



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

North Ayrshire Council ECO4 Flexible Eligibility Statement of Intent - Superseded 15 January 2024

Local Authority: North Ayrshire Council

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Statement of Intent

This statement sets out North Ayrshire Council's flexible eligibility criteria for the Energy Company Obligation (ECO4) scheme to March 2026.

The ECO4 scheme will focus on supporting low income and vulnerable households. The scheme will improve the least energy efficient homes helping to meet the Government's fuel poverty and net zero commitments.

The flexible approach for Local Authorities (LAs) to identifying fuel poor and vulnerable households who may benefit from heating and energy saving measures is referred to as "ECO4 Flex".

The Council welcomes the introduction of the ECO4 Flex eligibility routes as it helps the Council achieve its plans to improve the homes of those in fuel poverty or vulnerable to the cold.

The Council is publishing this Statement of Intent (Sol), on the **25 May 2023** to confirm that each of the households declared will adhere to at least one of the four available routes outlined below:

Route 1: bands D-G owner-occupied households and private rented sector E-G households with an income less than £31,000. This cap applies irrespective of the property

size, composition, or region.

Route 2: SAP bands E-G for owner-occupied households and private rented sector households that meet a combination of two of the following proxies:

- **Proxy 1)** Homes in Scotland in Area 1-3 of the [Scottish Government Index of Multiple Deprivation for 2020](#).
- **Proxy 2)** Householders receiving a Council Tax reduction (based on low income only).
- **Proxy 3)** Householders vulnerable to living in a cold home as identified in the National Institute for Health and Care Excellence (NICE) Guidance. Only one from the list can be used, excludes the proxy one 'low income.'
- **Proxy 4)** A householder receiving free school meals due to low-income.
- **Proxy 5) [not currently in use]** A householder supported by a LA run scheme, that has been named and described by the LA as supporting low income and vulnerable households for the purposes of NICE Guideline.
- **Proxy 6)** A household referred to the LA for support by their Energy Supplier or Citizen's Advice or Citizen's Advice Scotland, because they have been identified as struggling to pay their electricity and gas bills.

Note: Proxy 1 and 3 cannot be used together.

Route 3: SAP bands D-G owner-occupied households and private rented sector E-G households that have been identified by either a person registered in the General Practitioner Register, a Scottish Health Board, a Welsh Health Board, an NHS Foundation Trust, or an NHS Trust as vulnerable, with an occupant whose health conditions may be impacted further by living in a cold home. These health conditions may be cardiovascular, respiratory, immunosuppressed, or limited mobility related.

Route 4: [not currently in use] SAP band D-G owner-occupied households and private rented sector E-G households that are referred under Route 4: Bespoke Targeting.

Suppliers and LAs can submit an application to ESNZ where they have identified a low income and vulnerable household, who are not already eligible under the existing routes.

Guidance Notes

Route 1 – evidence required last 3 months payslips or P60/P45 documentation must be provided for all members earning income in the household and within permitted timescales before the ECO Flex declaration is signed. Details for accessing P60/P45 documents are available from the [UK Government workers' guide](#).

Route 2 - Proxies one & three cannot be used in combination with each other.

Route 3 - evidence must be submitted using OFGEM template. Any corresponding email must be sent from an NHS registered email. No other format will be accepted.

Route 4 – currently not available. North Ayrshire Council reserve the right to implement this route and update its Sol accordingly.

North Ayrshire Council may not implement all the eligibility routes at any one time and approved installers will be informed of which eligibility routes can be used and on how the ECO Flex scheme will be targeted.

Household contact

Households interested in ECO4 flex should contact Home Energy Scotland on 0808 808 2282 to check whether they are likely to be eligible for this scheme as well as other Government programmes. Households can also contact ECO4 Flex installers assessed to work within North Ayrshire, the Council's **approved installers list** can be found on the [North Ayrshire Council website](#).

Declaration

To access ECO4 Flex funding, North Ayrshire Council is required to complete a Local Authority Declaration for eligible households. The final decision on whether a household receives ECO support is made by the energy suppliers and therefore inclusion within a declaration will not guarantee installation of measures.

The final decision will depend on:

- The survey carried out on the property and the installation costs calculated.
- The energy savings that can be achieved for a property.
- There is adequate funding to support ECO funding for the installation of the energy efficiency measures.
- Whether ECO obligated parties have achieved their targets or require further measures to meet their ECO targets.

Compliance

ECO installers will be responsible for collecting eligibility data on behalf of North Ayrshire Council to determine if the householder meets ECO4 Flex eligibility criteria as detailed within this Sol. This data will be collected through the completion of a Household Energy Efficiency Survey.

An individual file for each household requesting assistance will be securely transferred to the Council for evaluation. All applications and supporting documentation must be on the appropriate OFGEM application templates. Any applications/evidence/amendments not on the correct forms will be rejected. On agreement, declarations will be provided to the installer to allow funding to be sought via obligated suppliers.

All evidence, as required by OFGEM, will be accepted on face value as being accurate and all risks and liabilities reside with the installer to ensure those submitted are true and accurate.

ECO installers will liaise with North Ayrshire Council and energy suppliers with regards to eligibility and the measures that are proposed to be installed.

ECO installers will cooperate with North Ayrshire Council fully with any audits or investigations and provide access to all relevant paperwork at any time during ECO4 to ensure regulatory compliance. Failure to do so will result in a temporary ban and review to determine continued eligibility to deliver this scheme.

Privacy Notice

All information supplied to North Ayrshire Council will be transferred and held securely in line with Council policies and procedures. Household holders will be provided with OFGEM's approved fair privacy notice detailing how the installer will process information.

The Council's ECO4 Flex Privacy Notice, with details of how your data will be managed, can be found on the [North Ayrshire Council website](#). Further information on how the Council manages personal information can be found within the [North Ayrshire Council Privacy Policy](#).

Declaration and evidence check

All potentially eligible households should apply through [Home Energy Scotland](#) or one of the Council's approved ECO installers to ensure that they can either benefit from the scheme or be assessed for eligibility under any other relevant programme.

The Council's Sustainability Team will be responsible for checking and verifying declarations and associated evidence submitted on behalf of the local authority:

Job Title: Sustainability Officer (Strategy)

Telephone: 01294 310000

Email: [North Ayrshire Council Energy & Sustainability Department](#).

CEO or dedicated responsible person mandatory signature

North Ayrshire Council will administer the scheme according to the Electricity and Gas (Energy Company Obligation) Order 2022 (ECO4 Order) and will identify eligible households via Ofgem's application process. The CEO of the Council will oversee the process of identifying eligible households under ECO Flex.

The eligibility information will be stored securely in line with the Council's data protection policy, Information Commissioner's Office Data Sharing Code, and ESNZ guidance.

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Signature: 

Name: Russell McCutcheon

Job Title: Executive Director (Place)

Date of signature: 3rd April 2023

For any general enquires relating to this Sol, please email the [North Ayrshire Council Energy & Sustainability Department](#).