

# Tameside Affordable Warmth Strategy

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2009 -2012

*Agencies and representatives from Tameside's Strategic Partnership have given their support to developing this strategy and have demonstrated their commitment to working together for the benefit of the residents of Tameside. By taking the first steps to providing affordable warmth for all we can also begin to reduce the impact that we have on our environment, improve health and local economic regeneration.*



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# Foreword

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**Cllr Roy Oldham,**  
**Executive Leader of Tameside**  
**Metropolitan Borough Council**



I am pleased to introduce Tameside Affordable Warmth Strategy for the residents of Tameside. Providing all Tameside's residents with homes that are healthy, safe and warm is one of the Council's highest priorities.

This new strategy sets out a co-ordinated approach to address the problems of cold, damp homes and is evidence of joint commitment to the eradication of fuel poverty and the suffering it can bring. Developed over the past year, the strategy has been shaped by a steering group of local partners with the guidance of NEA and input from service providers and community groups through a series of workshops.

The strategy includes an Action Plan broken down into five core aims. These aims address the key areas of activity required to tackle fuel poverty in the borough of Tameside and bring the strategy in line with regional and national affordable warmth best practice.

Fuel Poor households with inadequate insulation measures, using inefficient and expensive heating systems are likely to be wasting the most energy. It should be the responsibility across all sectors to ensure that appropriate help and advice reaches as many households as possible to achieve warmer, healthier homes for all residents.

I therefore congratulate all those who have contributed to this important document and wish them success in implementing the strategy and hope you find it useful.

**Cllr Roy Oldham,**  
Executive leader

**Jenny Saunders,**  
**Chief Executive,**  
**NEA, the national energy action charity**



NEA, the national energy efficiency charity, was established over 25 years ago to develop and promote energy efficiency strategies and services to tackle the heating and insulation problems of low-income households, to achieve affordable warmth and eradicate fuel poverty.

Cold homes, high health-care costs, cold-related illnesses, excess winter deaths and housing in poor repair, are the visible signs of fuel poverty, a problem that affects millions of households in the UK.

There is a clear Government commitment to eradicate fuel poverty for all households. NEA believes that local authorities are the key agents in co-ordinating the delivery of strategies to achieve this objective. In developing this Strategy, Tameside Council and its partner agencies in the health and social care, voluntary and private sectors have demonstrated that effective partnership working is the key to success.

I applaud all those who have contributed to this document, and wish them every success in implementing a Strategy that will provide households with the means to heat their homes to the standard required for health and comfort, at a price they can afford.



**Jenny Saunders,**  
Chief Executive of NEA

# Executive Summary

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The Government published the UK Fuel Poverty Strategy on 21 November 2001, setting out the framework for delivery of the overall goal of seeking an end to the problem of fuel poverty, with the first target being to reach those most vulnerable to cold-related ill health by 2010 and then to eradicate general fuel poverty by 2016. Local authorities are encouraged to develop their own strategy to promote affordable warmth and therefore minimise fuel poverty in their area through a 'joined-up' partnership approach to avoid gaps and duplication in service provision.

Tameside Council decided to engage National Energy Action (NEA), to assist in producing an Affordable Warmth Strategy for the borough. The Department of Energy and Climate Change (DECC) provided the funding for this support and a steering group containing representatives of some of the area's key players in this field was established to oversee the development and the delivery of the strategy.

Figures vary on the number of households living in fuel poverty in Tameside, partly due to the constant fluctuation in energy prices seen in the past few years. Estimates vary and range between 22%<sup>1</sup> in September 2008 and 18%<sup>2</sup> in February 2009. It is clear that in the current economic climate, many more people have fallen into fuel poverty and one of the key aims of this Affordable Warmth Strategy is to locate those at most risk and provide appropriate solutions.

Fuel poverty is caused by the interaction of a number of factors, but four specifically stand out. These are:

- a) the cost of energy;
- b) household income;
- c) the energy efficiency status of the property, and
- d) household composition

The Department of Business, Enterprise and Regulatory Reform (formally Dept of Trade & Industry) has estimated that for every

1% increase in fuel prices, an extra 40,000 households nationally will be plunged into fuel poverty. Since 2003 the annual dual fuel gas and electric bill, for those paying by standard credit, has gone up by 123% and now stands at £1,274 which is £702 more than in 2003<sup>3</sup>. National Energy Action suggest that in England today around four million (18%) of households are in fuel poverty and since 2007 fuel poverty increased by 38%<sup>4</sup>.

Welfare benefit increases for vulnerable groups as well as other initiatives such as the minimum wage and regeneration schemes have addressed some aspects of fuel poverty, but the people affected by these are still generally considered to remain at risk.

The area where the greatest influence can be brought to bear on reducing fuel poverty is by increasing the energy efficiency of the housing stock. To achieve this, action must be undertaken to maximise take up of the existing initiatives such as the national Warm Front scheme, especially among the most vulnerable groups in the community who tend to be the hardest to reach. In addition innovative new solutions must be sought to provide affordable warmth to those who slip through the net of current provision.

Certain households have a greater requirement for heat and hot water because they may be spending longer periods of time at home. This might include those households, which include pensioners, those with long-term illnesses or disabilities, the unemployed and households with young children.

The following five key aims underpin the strategy:

<sup>1</sup>NEA Sep 2008

<sup>2</sup>Consumer Focus Feb 2009

<sup>3</sup>NEA Jan 2009

<sup>4</sup>NEA Sep 2008

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**Aim One: Ensure Tameside's Affordable Warmth Strategy is delivered in partnership**

**Aim Two: Work to make all homes in Tameside affordably warm**

**Aim Three: Improve access to energy advice, grants and schemes and raise awareness of benefits of affordable warmth to the public and key workers**

**Aim four: Improve health and well being through affordable warmth**

**Aim Five: Improve affordable warmth through income maximisation and money advice**

An action plan for each of these key aims has been established with clearly identifiable objectives and tasks along with timescales, leads agencies, resource implications and a means of measuring progress.

The Tameside Affordable Warmth Strategy aims to help its residents to move out of fuel poverty and into affordable warmth and will therefore contribute to the delivery of Tameside's Community Strategy 'A Sustainable vision for Tameside'. The Community Strategy aims to improve quality of life for local communities and reduce inequalities by identifying one clear set of long-term priorities for the borough to promote economic, social and environmental well being. The six priorities identified in Tameside's Community Strategy are:

- Supportive Communities
- Learning Community
- Safe Environment
- Healthy Population
- Prosperous Society
- Attractive Borough

By tackling fuel poverty this Affordable Warmth Strategy can help achieve the overarching aim of the Community Strategy, which is to reduce inequality across all areas of the borough and all parts of the community.



# Introduction

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## 1. Introduction – What is fuel poverty?

Affordable warmth is the ability to achieve sufficient warmth within the home. The lack of affordable warmth is known as ‘fuel poverty’. A fuel poor household is one that cannot afford to keep adequately warm at reasonable cost. The most widely accepted definition is a household that needs to spend more than 10% of its income to heat the home to an adequate standard of warmth. A level of warmth consistent with health and well-being is 21°C in main living areas and 18°C in other areas for healthy adult households <sup>5</sup>

Importantly the definition focuses on what people need to spend rather than what they actually spend on heating. This is because fuel poor households have to balance the need for fuel and other essentials, so often cannot afford to heat their homes properly. Fuel poverty is clearly linked to general poverty and deprivation and is firmly associated with:

- a) low income and debt;
- b) poor household insulation and ventilation standards;
- c) inefficient or expensive heating systems;
- d) lack of access or availability of affordable fuel and/or tariff options;
- e) under-occupation of homes/ size of homes; and,
- f) householder behaviour.

The provision of affordable warmth has to encompass a wide range of service providers with specific skills and remits. Successful delivery of the strategy will depend heavily on the involvement of local organisations from all sectors and it is for this reason that the strategy has been developed in partnership with a wide range of local stakeholders.

## 2. Why develop an affordable warmth strategy?

The Government has recognised fuel poverty as a UK wide problem. In 2001 the Government launched its UK Fuel Poverty Strategy, which sets out actions to be taken to eradicate the problem of fuel poverty within 10-16 years. This builds upon national strategies for housing, energy, health, poverty and social inclusion.

In addition one of the four key goals of the Government’s Energy White Paper 2003 is to ensure every home has access to adequate and affordable warmth.

Decent Homes Standard (DHS) includes targets to ensure:

- a) All social housing complies to DHS by 2010;
- b) Homes have a reasonable degree of thermal comfort
- c) Most vulnerable in the private sector are targeted

The Housing Act 2004 includes a target to improve the energy efficiency of housing by 20% by 2010. From it comes:

- d) Housing Health and Safety Rating System (HHSRS) which recognises cold and dampness as an extreme household risks;
- e) Licensing of Houses in Multiple Occupation;
- f) Home Information Packs (HIP), which requires an Energy Performance Certificate (EPC).

The Climate Change & Sustainable Energy Act 2006 aims to enhance the UK’s contribution to combating climate change and is also aimed at alleviating fuel poverty.

The Local Government White Paper 2006 – introduced a new performance framework, which includes 198 indicators against which

<sup>5</sup>The World Health Organisation

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local Government will report. Fuel Poverty features within this framework and is known as National Indicator 187 'Tackling fuel poverty – people receiving income-based benefits in homes with a low energy efficiency rating'. However many other national indicators can be used to take forward action in this area, details are set out later in this document.

Also introduced was a statutory duty on Primary Care Trusts and local authorities to work together via local strategic partnerships (LSPs) to improve health services and provides a basis for tackling fuel poverty from a health perspective.

The health sector has its own legislation and recognises the importance of a warm, healthy home:

- a) The NHS Plan White Paper 2000 has a priority that aims to help people live independently at home and reduce bed blocking;
- b) National Service Frameworks aim to reduce risk factors for coronary heart disease, improve care for the elderly and provide better health and social care for those with long term health conditions, children, and those with mental health problems;
- c) Public Health White Paper 2004, 'Choosing Health' recognises that poor housing has a detrimental affect on health and recognises the important of improving the living environment;
- d) Public Health Delivery Plan 2005 refers to eliminating fuel poverty to help achieve two of its priorities - Tackling health inequalities and Promoting healthy and active life among older people; and,
- e) Health and Social Care White Paper 2006 highlights the need to focus on preventing ill health as well as treating it.

### 3. How will the strategy benefit the residents of Tameside?

The Strategy will ensure that the problem of fuel poverty in Tameside can be dealt with in a planned and systematic way, providing affordable warmth for residents across the Borough, and provide information to fulfil Government reporting requirements.

Installation of energy efficiency measures and the maximisation of residents' income will not only help to keep residents warm and reduce the risk of fuel poverty and ill health, but also will help reduce their heating bills thus saving money.

This in turn will have a positive effect on the local economy as householders will have more money to spend.

By reducing energy consumption in the home residents are also reducing greenhouse gas emissions, which are a cause of climate change.

Fuel poverty is a crosscutting issue that impinges on a huge array of community problems and quality of life. A holistic approach is very effective and enables the services of partner organisations to be utilised to maximise the help that a resident can receive once they have been identified for assistance.

#### 4. Fuel Poverty and Affordable Warmth in Tameside

The UK's leading provider of residential energy efficiency solutions, EAGA, has provided figures to show 'the likely percentage of households eligible for Warm Front grants by ward'. The potential for the Warm Front grants can give an indication of the number of households claiming particular benefits. The total number of potentially eligible households in Tameside in 2008 was 29,582. Therefore it can be estimated that as many as 32% of households in Tameside could not only be at risk of fuel poverty but could be helped to be lifted out of it.

People in fuel poverty tend to have lowest incomes and highest average fuel costs. Whilst fuel poverty is linked to general poverty there are often a number of specific causes that combine to worsen individual situations. These include income levels, fuel costs and household circumstances in addition to energy efficiency and other housing factors.

##### Number of fuel-poor households

Area/ Parliamentary Constituency:	% of households in FP	Number of households in FP
Tameside	(NEA 2008) 22%	20,020
Ashton-U-Lyne	(Consumer Focus 2009) 18.6%	7,600
Denton & Reddish	18%	6,983
Stalybridge & Hyde	18.1%	6,555

Region	% of households in FP 2008	Number of households in FP 2008
North West	20.1%	631,200
England	18%	3.9 mil
Source: NEA 2008		

##### NOTE

The figures for Tameside 2008 are NEA estimates based on national trends. The regional FP estimates are based on fuel price rises modelled in September 2008. Consumer Focus fuel poverty estimates for February 2009 are indicative figures based on the Centre for Sustainable Energy/University of Bristol's Fuel Poverty Indicator.



## 5. Profile of Tameside

Tameside is situated in Greater Manchester and is a popular residential area. Like many northern areas Tameside has a traditional industrial background but this sector is in decline and some areas suffer from deprivation. However recent advances such as Ashton Market, the M60 Ashton Moss development and Ashton St. Petersfield and proposals for further developments have meant greater opportunities for economic stability for the whole borough.

### Population

Tameside's population is estimated at 213,043<sup>7</sup> and growing, it's predicted to reach 226,100 by 2029<sup>8</sup>. Population growth is not expected to the same extent in Tameside as in some other parts of Greater Manchester over this period. Tameside's growth is more likely to be concentrated amongst people aged 50+.

According to 2008 council tax records 36.5% of the households in the borough are single person households, and approximately 20% of the population of Tameside is 60 or over.

Tameside has a smaller population, 7.4% of black and minority ethnic (BME) groups than England (11.3% respectively). The largest BME groups in Tameside are people of Indian, Pakistani or Bangladeshi heritage. BME communities mainly live in Ashton Under Lyne and Hyde. Three-quarters of Tameside's residents are Christian, but the other main groups are Muslim, Hindu, and people of no religion<sup>9</sup>.



<sup>7</sup>Tameside MBC 2009

<sup>8</sup>Tameside Joint Strategic Needs Assessment 2007/08

### Estimated local and national population ethnicity, 2005

Population	Tameside		England
	No.	%	%
<b>Total</b>	<b>213,800</b>	<b>100</b>	<b>100</b>
<b>White</b>	<b>199,000</b>	<b>93.1</b>	<b>89.1</b>
White British	194,600	91.0	84.7
White Irish	1,900	0.9	1.2
White Other	2,500	1.2	3.2
<b>Mixed</b>	<b>2,100</b>	<b>1.6</b>	<b>1.0</b>
<b>Asian or Asian British</b>	<b>9,900</b>	<b>4.6</b>	<b>5.3</b>
Indian	3,200	1.5	2.34
Pakistani	3,300	1.5	1.6
Bangladeshi	2,900	1.4	0.6
Other Asian	500	0.2	0.6
<b>Black or Black British</b>	<b>1,200</b>	<b>0.6</b>	<b>1.3</b>
Caribbean	500	0.2	1.2
African	600	0.3	1.3
Other Black	100	0.0	0.2
<b>Chinese or other Ethnic Group</b>	<b>1,300</b>	<b>0.6</b>	<b>1.3</b>
Chinese	800	0.4	0.7
Other	500	0.2	0.6

*Source: Office of National Statistics experimental estimates report, 2007*

### Unemployment, income and debt

Low household income is a key element of fuel poverty. This may result from low wages, lack of availability or access to welfare benefits, grant aid or other support.

According to the Indices of Multiple Deprivation Tameside has 16 Lower Super Output Areas in the top 10% of most income deprived areas in England<sup>10</sup>. 25% of these LSOA are in the Ashton St. Peters ward.

The average household income in Tameside ranges from £25,149 in Ashton St. Peters ward to £33,183 in Stalybridge South ward. Five wards had an average household income larger than the Greater Manchester average (£30,037)<sup>11</sup>.

<sup>9</sup>Office of National Statistics experimental estimates, 2007

<sup>10</sup>Centre for Sustainable Energy 2009

19% of primary, 17% of secondary and 34% of extra district school children on the school role receive Free School Meals<sup>13</sup>. National figures are primary 15.5% and secondary 13.1%<sup>14</sup>. Free school meals are offered to children of families who are in receipt of Employment and Support Allowance, Income Support, Income Based Job Seekers Allowance or Guaranteed Element of State Pension Credit. They are also offered to children of families who are in receipt of Child Tax Credit only, but who are not entitled to Working Tax Credit, and whose annual income (as assessed by the Inland Revenue) does not exceed £15,575.

Unemployment claimant count in Tameside is 4.5% in February 2009 compared to a national figure of 3.8%. 7% of people are in receipt of Incapacity benefit in Tameside in comparison to the national average of 10.3%.

### JSA Unemployment February 2009

	JSA Unemployment Claimant Count	% of Working age Population
Tameside	6,053	4.5%
North West	183,695	4.3%
National	1,416,213	3.8%

Source: TMBC April 2009

### IB Claimants August 2008

	IB Claimant Count	% of Working age Population
Tameside	13,730	7%
North West	391,230	9.2%
National	2,579,110	10.3%

Source: TMBC April 2009



<sup>11</sup>CACI Solutions 2006

<sup>13</sup>Tameside MBC Feb, 2009

<sup>14</sup>National School Census Jan, 2008

## Housing Stock and Tenure

In 2000 Tameside became the largest landlord in the UK to transfer its 16,500 housing stock to a New Charter Housing Trust. Despite the transfer Tameside MBC still has an important part to play in ensuring there are decent homes for people through its strategic role.

Poor housing standards and disrepair have a major part to play in the fuel poverty problem. Most fuel poverty occurs in private sector housing, particularly the private rented sector.

There are approximately 97,000 properties in Tameside of which 93,550 are occupied domestic properties<sup>15</sup>. A percentage breakdown of the housing tenures are as follows:

	Owner Occupier	Private Rented	Housing Assoc	Rented from LA
Tameside	70%	8%	22%	n/a
North West	71%	10%	12%	7%
England	70%	13%	9%	9%

Source: TMBC 2009, HSSA 2007, ONS live tables 2007

Private Sector House Condition Surveys (PSHSCS) carried out in Tameside have identified an estimated 12,948 pre-1900 properties and these are particularly concentrated in Mossley, Stalybridge North, Ashton St Peters/Audenshaw and Hyde Newton where the proportions of pre 1900 properties exceed 35%<sup>16</sup>. Properties of this age are much harder to heat and need more expensive energy efficiency measures installed to achieve affordable warmth. The largest number of private properties are owned or mortgaged and of these most fall in the age band of 1966-1976.

There are around 7,595 private rented properties in Tameside<sup>17</sup>. Overall, there is a demand for private renting from several markets, including young people moving into the area, older people who can no longer manage their owned accommodation and households on benefit receipt. Stalybridge North, Ashton St. Peters/Audenshaw and

Stalybridge North/Mossley's SOAs (Super Output Areas) all see a representation of over 25% rented properties<sup>18</sup>.

There is a mix of properties covered by registered social landlords in Tameside covering inter-war, post-war and 1960-70s and there are very few high-rise tower blocks. The majority of the 21,000 homes rented from Housing Associations are in relatively good condition resulting from a series of refurbishments over the last 5-8 years. It is an aim of this strategy to work more closely with the social landlords in the borough to ensure that this section of the housing stock remains in good condition and benefits from increased energy efficiency measures where appropriate.

Standard Assessment Procedure or SAP is the government rating for energy efficiency; it allows the annual Carbon Monoxide (CO2) emission figures, calculation on fuel consumption costs and energy usage in kilowatt-hours (KWh) to be determined.

The 2009 PSHSC Survey measured the energy efficiency of a sample of the private sector housing by recording SAP ratings (measured on a scale of 1-100 with 1 being inefficient and 100 having maximum efficiency). The average SAP of all the properties sampled in Tameside was 63<sup>19</sup>. The average SAP rating for the housing stock on the whole, identified in the English Housing Condition Survey (EHCS) 2006 was 49.



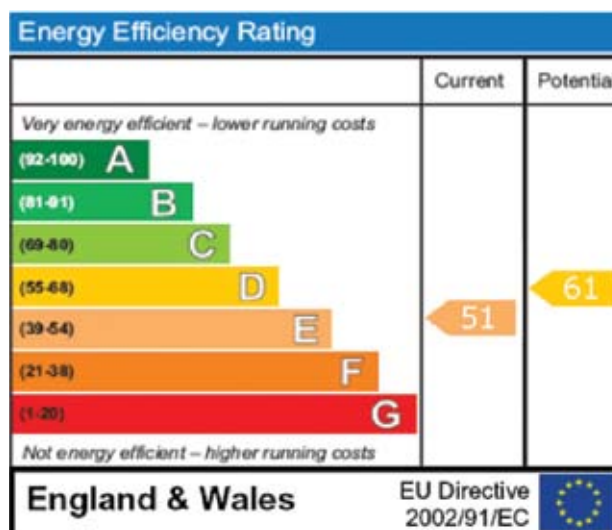
<sup>15</sup>Tameside MBC 2009

<sup>16</sup>Private Sector Housing Stock Condition Survey 2009

<sup>17</sup>Private Sector Housing Stock Condition Survey 2009

<sup>18</sup>Private Sector Housing Stock Condition Survey 2009

<sup>19</sup>Private Sector Housing Stock Condition Survey 2009



*The most energy efficient homes (Grade As) have the lowest fuel bills.*

### Poor health

The links between fuel poverty, poor housing and ill health are well established.

Cold homes may exacerbate problems associated with cardiovascular illness and the onset of stroke or heart attacks, whilst damp and poorly ventilated homes are associated with a range of respiratory and allergic conditions such as bronchitis, pneumonia, asthma etc. Cold homes may also impact on conditions such as rheumatism or arthritis and may affect those people with poor mobility, thus increasing the risk of falls and other household accidents.

Living in cold, damp and poorly ventilated homes are not only uncomfortable but may also be stressful in itself and impact negatively on the mental health of householders. This may be compounded by anxiety about high bills, fuel debt or other fuel poverty related factors. The educational attainment of school age children may also be affected if they do not have a warm space to study and are forced to share general living space or need to take time off from school due to cold-related illnesses.

Householders who are permanently sick or disabled and unable to work may require their heating to be on more than employed

householders as they are likely to spend more time at home; this means their fuel bills will be higher whilst their incomes may be lower and thus these households are more likely to be in fuel poverty.

Tameside local authority has been designated a spearhead area. This means it falls in the bottom fifth of all local authorities for life expectancy, premature death from cancer and circulatory disease and deprivation. The main causes of death for people under 75 years in Tameside and Glossop are cancer and circulatory disease (which includes coronary heart disease CHD, heart failure and stroke)<sup>20</sup>. Respiratory diseases, which include Chronic Obstructive Pulmonary Disease (COPD) plus other respiratory diseases such as asthma, accounted for 9% in males and 11% of deaths in females in 2006<sup>21</sup>. On the other hand, Tameside has particularly low infant mortality (deaths in the first year of life).

In the 2001 Census 21% of Tameside's adult population stated that they had limiting long-term illness, which is comparable to the North West average, and forth highest within Greater Manchester<sup>22</sup>. People in Tameside are more likely to have a limiting long-term illness than the national average, and the proportion is likely to increase with the expected growth in the number of people aged 50+.

Poor mental health is closely linked to socio-economic deprivation and disproportionately affects the most vulnerable groups in the population. Among children, it is those who come from families experiencing poverty or social exclusion who are most likely to experience mental health problems. Tameside's aging population brings an increase in long-term mental health problems including dementia, with significant implications for care services.



<sup>20</sup>Tameside & Glossop Public Health Annual report 2007

<sup>21</sup>ONS Vital Statistics Data Tables, 2007

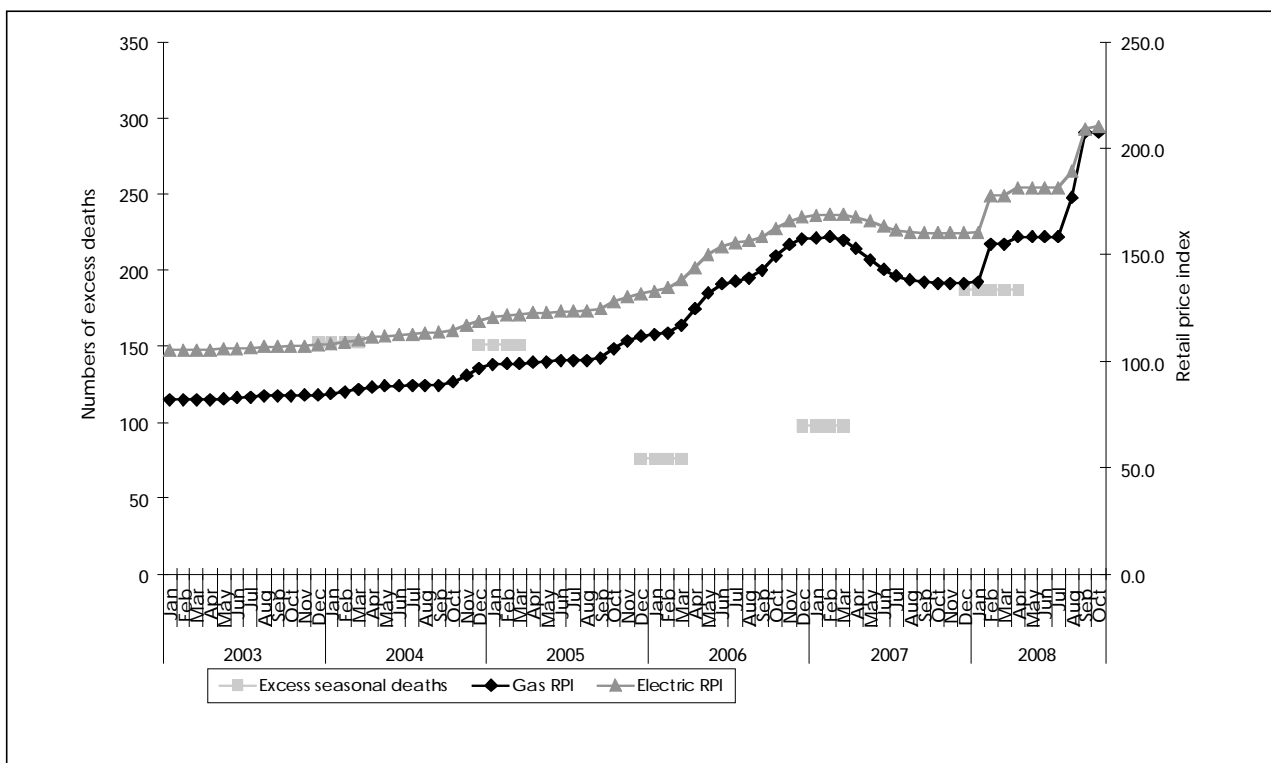
<sup>22</sup>Tameside Joint Strategic Needs Assessment 2007/08

## Excess Winter Deaths in Tameside

The NHS presents winter mortality analysis as a number of excess winter deaths and excess winter deaths index. For the period 2003-04 to 2006—07, excess winter mortality in NHS Tameside and Glossop has been similar to, if not better than England and Wales and the North West. However local trends of the number of excess winter deaths for residents aged 65 years and over experienced an increase in 2007-08 as illustrated below. Tameside Metropolitan Borough is partnered with Glossopdale to form Tameside and Glossop NHS, all stats quoted therefore include Glossopdale.



Figure 1: Number of excess seasonal deaths for All Ages in NHS Tameside and Glossop, 2003-04 to 2007-08 and gas and electric retail price index.



	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008
Glossopdale	38	12	1	27	14
Tameside MBC	108	142	73	58	150

Source: Public Health and Health Strategy, 2009

A review on NHS Tameside and Glossop neighbourhoods shows that on an annual basis the trends in excess winter deaths fluctuate. At ward level the EWD rates are not reliable due to the affect of small numbers. However, in terms of surveillance, it is important to note the wards that consistently have higher winter excess index levels. Ashton St. Peter's, Denton North East and Hyde Godley all score between a 50-75% index and Denton West scores between 75 – 104.3%. Although the 2007-08 index level for Denton West ward in Tameside is the highest of all local wards, the score for this ward in 2006-07 was -17.8% therefore demonstrating the impact of small numbers on this measure<sup>23</sup>.

If weather and economic factors are incorporated in the excess seasonal death analysis it is possible to see some correlation, however this is not conclusive. Figure 1 compares the number of excess winter deaths against the retail price index of gas and electricity. The gas and electric retail price index is calculated to the average unit cost in pounds per month<sup>24</sup>. The increase in energy costs since 2003 can be clearly seen from the graph. The number of EWDs was also compared against rainfall in inches and days with frost for the North West and North Wales region. However, there seemed to be no obvious pattern between seasonal deaths and days of frost.



<sup>23</sup>Seasonal Winter Deaths Analysis 2003-2008

<sup>24</sup><http://stats.berr.gov.uk/energystats/gep213.xls> (2009), Energy Retail Price Index, 2003-2008

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## 6. Links to other strategies and plans

Tameside's Affordable Warmth Strategy should not be considered as a stand-alone document. As well as links to national policy as stated previously, the Affordable Warmth Strategy has been influenced by and links with the following key local, countywide and regional strategies and plans:

### Local Strategies

**Tameside's Community Strategy** – outlines the overall vision for the town and establishes priorities for delivering this vision. The Affordable Warmth Strategy supports all its key priorities as set out earlier in the Executive Summary but directly supports the following actions:

- **Healthy Population**  
'Tackle the underlying causes of ill-health and health inequalities including good quality housing, debt.....'  
Reduce incidents of circulatory disease to improve life expectancy and produce premature deaths
- **Attractive Borough**  
'promoting energy interventions such as home insulation. Increase the percentage of energy efficiency interventions for older people'
- **Prosperous Society**  
"We want everyone in Tameside to benefit from the prosperity of the local economy, with strong, sustainable businesses within Tameside providing well paid jobs to local residents." Support residents of all ages to improve their skills and undertake training that will help them access employment opportunities.
- **Supportive Communities**  
"Where all people have similar life opportunities." No-one is disadvantaged by where they live. Older and vulnerable people, including looked after children are

supported to maintain independence and able to achieve

### Tameside's Local Area Agreement

The LAA is a partnership agreement, between Government and the Tameside Strategic Partnership (TSP). The priorities and performance measures within the LAA reflect the key aims of the Community Strategy.

The Affordable Warmth Strategy aligns mainly with the key priorities of the following thematic partnerships that make up the TSP board:

- Older people's partnership
- Housing partnership
- Health partnership
- Children and Young People's Partnership
- Economic and learning partnership.



**Tackling fuel poverty can directly support achievement of the following indicators:**

Headline	Indicator	Narrative
Children and young people	NI 72-108, 161-165	All linked to educational attainment
	NI 116	Proportion of children in poverty
Healthier communities and older people	NI 120	All age all cause mortality rate
	NI 121	Mortality rate from all circulatory diseases at ages under 75
	NI 136	People supported to live independently through social services (all ages)
	NI 139	The extent to which older people receive the support they need to live independently at home
Tackling exclusion promoting equality	NI 141	Percentage of vulnerable people achieving independent living
	NI 142	Number of people achieving independent living
Environmental sustainability	NI 186	Per capita reduction in CO2 emissions in the LA area
	NI 187	Tackling fuel poverty – people receiving income-based benefits
	NI 188	Adaption to climate change

Red print denotes TSP key priority indicators

**Housing Strategy:** aims to contribute to the Decent Homes target by 2010 to bring all social housing into decent condition with most of the improvements taking place in deprived areas. It also aims to increase to 70% the proportion of private housing in decent condition occupied by vulnerable groups.

**Supporting People Strategy:** aims to support people who are vulnerable or at risk to live in the community, preferably in their own homes in all tenures.

**Older Peoples Partnership Action Plan:**

includes a commitment for the provision of decent lifelong housing for the elderly, plus a decent homes and thermal efficiency target.

It also includes an “Adequate Income” theme, with actions to promote the take-up of Pension Credit, Council Tax Benefit and Attendance Allowance, which are LAA targets. This links to the national PSA 17 target on tackling pensioner poverty thus helping to tackle fuel poverty.

**Benefits Take Up Strategy:** includes a variety of actions, which can help householders achieve affordable warmth such as: reduce pensioner poverty; reduce child poverty; tackle under claiming by hard to reach groups by use of outreach work. These actions will be tackled by ultimately working closely with other service partners to maximise the take-up of benefits.

**Equal Opportunities Policy:** advises that Tameside Council exists to maximise the well being of the people of the borough and in pursuing this aim, it will strive for a just and inclusive society which gives everyone equality.

**Tameside Corporate Equality Plan 2005/08** Incorporates the race equality scheme and guides the TSP and other partnerships to adopt a community leadership role when addressing equality issues.

**Carbon Management Strategy:** works to see reductions in CO2 and contribute to HECA targets

**Local Agenda 21**

Has a target to raise awareness, lobby for grants, target the least affluent and publicise energy efficient appliances

**Children & Young People Plan -**

Children’s Services have an “Achieving Economic Well-being” theme group, which reviews the action being taken to reduce child poverty.

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**Tameside Corporate Plan:** Key Project 8: to develop an **Environment Strategy** – to help ensure that the majority of homes are adequately and affordably heated by 2012; reduce the number of households living in fuel poverty in the borough; and to reduce the number of excess winter deaths.

**Tameside & Glossop Strategic Plan 2008/13** - Includes objectives to improve health by increasing life expectancy by an extra 2 years. We aim to reduce inequalities in health outcomes between those with the poorest health and the borough average by 10% by 2013. Tackling fuel poverty can help contribute to achieving these targets.

**Tameside & Glossop Annual Public Health Report 2007**

Local public health priorities identified with partners in the Strategic Plan are, amongst others, to address circulatory disease, respiratory disease, mental health and children's health. All of these groups are at increased risk of fuel poverty.

**Tameside Health Improvement & Health Inequalities Strategy:** focused on the specific interventions identified by the Governments Cross Cutting Review (CCR) as those most likely to have an impact on the national targets for adult life expectancy. These include: Improving environmental health, including housing conditions and reducing the risk of accidents. For children's life expectancy these include: Improving housing conditions, especially for children in disadvantaged areas.

**Regional Strategies**

By developing an Affordable warmth Strategy, Tameside is showing commitment to the North West Low Carbon Housing and Fuel Poverty Action Plan 2007/09.



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## 7. An overview of existing fuel poverty and energy efficiency initiatives in Tameside

Tameside Council supports and promotes a wide range of schemes that can help reduce domestic energy consumption and the incidence of fuel poverty. Through the provision of free and/or low cost energy efficiency improvements such as cavity wall insulation, loft insulation, draft proofing, new and replacement boilers, heating measures and new central heating systems.

### **Carbon Emissions Reduction Target (CERT)**

The Carbon Emissions Reduction Target (CERT) is an obligation on all larger utility companies to encourage the take-up of energy efficiency measures among domestic customers. Energy Suppliers are required to save energy and reduce less carbon emissions by providing measures such as insulation, low energy lighting, appliances and heating to domestic customers. Although the CERT is not primarily targeted at fuel poor, at least 40% of their activity must be targeted at priority groups – those in receipt of certain income- related benefits and tax credits. Householders over the age of 70 are eligible for free insulation.

### **British Gas Council Tax Scheme**

Tameside Metropolitan Borough Council are working in partnership with Hillserve and British Gas to provide residents with low cost cavity wall and loft insulation. If a resident chooses to have cavity wall or loft insulation, they will also receive a £75 credit on their council tax bill and they do not need to be a customer of British Gas to qualify.

### **Warm Front**

Warm Front is the main programme for improving the energy efficiency of private households in England. The grant aims to tackle fuel poverty among vulnerable households by providing grants for insulation and heating improvements, which can include



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a full central heating system. The grants are available to people receiving certain income-related benefits who are pregnant, have children under 16 or are 60 years and over, as well as households in receipt of disability-related benefits.

## **8. Contributing to Comprehensive Area Assessment**

In developing an Affordable Warmth Strategy and tackling fuel poverty, Tameside Council has shown a commitment to working together to improve quality of life. This strategy will help: improve; public health; make communities safer and stronger; regenerate the economy; regenerate neighbourhoods; widen participation; tackle climate change; safeguard adults and promoting their autonomy and well being; and ensure that children and young people have a promising future. Local services are demonstrating that their priorities and decisions are genuinely shaped through a real understanding of the needs of citizens, people who use services and taxpayers.

## **9. Development of the Affordable Warmth Strategy**

From the beginning, the strategy process has involved a broad range of individuals and organisations. The development process has been co-ordinated by a steering group comprising of the following organisations: Tameside, Tameside and Glossop PCT, Manchester Energy Savings Trust advice centre & AWARM team, EAGA Warm Front, Welfare Rights, Citizens Advice Bureau, Tameside Council (Housing and Social Care Departments), Tameside Third Sector Coalition, MiNT, New Charter Housing Association, Irwell Valley Housing Association, Peak Valley Housing Association, Ashton Pioneer Homes, Anchor Staying Put, UKPHA and greater Manchester Fuel Poverty Initiative with assistance and guidance from NEA, the national energy action charity. This

steering group will remain in place to guide the strategy into the implementation phase.

The strategy has elicited detailed feedback from local agencies and individuals that attended two highly participative workshops in November 2008 and January 2009.

The first stakeholder event provided an opportunity for participants to learn about fuel poverty and discuss why householders in Tameside are living in cold, damp and unhealthy homes. Through group work, participants then identified potential solutions to these problems. The feedback from this workshop was compiled and ordered to form a number of key aims and objectives.

A second workshop provided participants with an opportunity to refine key aims, objectives, develop tasks and identify priorities and resources. Suggestions were also sought about which agencies should take forward certain initiatives. The feedback from the workshop was compiled and ordered to form the core themes of the strategy.

A draft strategy was developed and circulated for comment as part of a wider consultation process to ensure that the content of the strategy reflected current concerns, policy commitments and activities. A final draft was then developed based on the feedback from the consultation process.

The steering group will review the strategy and its implementation annually and key successes will be promoted. This should ensure that the strategy retains a high profile within agencies and the residents living and working in Tameside. The reviews will allow the strategy to remain flexible, to adapt to the changing needs of the community and availability of resources as well as remain responsive to wider local and national policies with a bearing on fuel poverty.

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## 10. The Strategy

The following five key aims underpin the strategy:

- Aim 1: Ensure Tameside's Affordable Warmth Strategy is delivered in partnership**
- Aim 2: Work to make all homes in Tameside affordably warm**
- Aim 3: Improve access to energy advice, grants and schemes and raise awareness of benefits of affordable warmth to the public and key workers**
- Aim 4: Improve health and well being through affordable warmth**
- Aim 5: Improve affordable warmth through income maximisation and money advice**

An action plan for each of these key aims has been established with identifiable objectives and tasks along with timescales, lead agencies, resource implications and means of measuring progress.



<b>Ensure Tameside's Affordable Warmth Strategy is delivered in partnership</b>				
<b>Key Aim One Objectives</b>	<b>Tasks</b>	<b>Priority</b>	<b>(Lead) Partners</b>	<b>Measures of success</b>
<b>1. Establish an effective community partnership to deliver affordable warmth</b>	1.1 Develop a multi agency steering group to develop and drive the Affordable Warmth Strategy	High	(TMBC), NEA	Steering group active
	1.2 Agree clear Terms of Reference	High	(Steering Group Partners)	TOR agreed
	1.3 Appoint Affordable Warmth Advocates within each partner agency	High	(Steering Group Partners)	Advocates appointed
<b>2. Ensure ownership of strategy by partner agencies</b>	2.1 Ensure adoption/endorsement of the Affordable Warmth Strategy at the highest level within all partner agencies and TSP Board	High	(Steering Group Partners)	Statements of support obtained
	2.2 Work to include affordable warmth commitments within relevant TSP agreements	High ongoing	(Steering Group Partners)	Commitments included
	2.3 Integrate affordable warmth priorities into partner service and business plans	High ongoing	(Steering Group Partners)	AW integrated
<b>3. Identify drivers for improvements in Affordable Warmth</b>	3.1 Establish timetable for review of relevant partner strategies and engage with review process	High	(AW Co-ord), Steering Group	Timetable produced and kept updated
	3.2 Ensure AW strategy is fed into LAA and NI data set process	Medium- High	(Steering Group Partners)	AWS fed into LAA/NI data set process
	3.3 Raise priority of affordable warmth objectives in the next review the Community Strategy and all other appropriate strategies.	High ongoing	(Steering Group Partners)	AW priority raised in appropriate strategies at each review
	3.4 Support current affordable warmth commitments in the following strategies: Community, Housing, Environment, Older People's Strategy	High	(Steering Group Partners)	Current commitments supported
<b>4. Encourage increased affordable warmth investment into Tameside</b>	4.1 Nominate officer to monitor relevant funding opportunities	High	Steering Group (Partners)	Officer nominated

<b>Ensure Tameside's Affordable Warmth Strategy is delivered in partnership</b>				
<b>Key Aim One Objectives</b>	<b>Tasks</b>	<b>Priority</b>	<b>(Lead) Partners</b>	<b>Measures of success</b>
	<p>4.2 Identify and utilise national and regional agencies; strategies and funding streams to ensure AW action locally</p> <p>4.3 Liaise closely with all utility companies on CERT schemes and explore opportunities for projects and funding</p> <p>4.4 Lobby for more long term revenue and capital funding from Public Sector partners</p> <p>4.5 Appoint Affordable Warmth Co-ordinator with time dedicated to helping drive strategy</p> <p>4.6 Set up subgroups to develop projects and bids for short term quick wins and longer term AW projects</p>	<p>High Ongoing</p> <p>High Ongoing</p> <p>Medium-High Ongoing</p> <p>High</p> <p>High ongoing</p>	<p>(Steering Group Partners)</p> <p>(Steering Group Partners)</p> <p>(Steering Group Partners)</p> <p>(Steering Group Partners)</p> <p>(Steering Group Partners)</p>	<p>Funding and support utilised</p> <p>All opportunities explored</p> <p>Increased capital and revenue funding for AW</p> <p>AW Co-ordinator appointed with time dedicated to delivering strategy</p> <p>Subgroups set up. Projects and bid developed</p>
<b>5. Launch and monitor strategy</b>	<p>5.1 Publish strategy and launch</p> <p>5.2 Ensure steering group meets quarterly to review action plans</p> <p>5.3 Set up performance management and data collection protocols</p> <p>5.4 Refresh strategy aims and objectives annually</p> <p>5.5 Produce annual progress report</p> <p>5.6 Ensure progress is included in TSP Boards information portal and presented to appropriate groups.</p>	<p>High</p> <p>Ongoing</p> <p>High</p> <p>Low</p> <p>Low</p> <p>Low</p>	<p>(TMBC Energy Unit), Steering Group Partners</p> <p>(Steering Group Partners)</p> <p>(Steering Group Partners)</p> <p>(Steering Group Partners)</p> <p>(Steering Group Partners)</p> <p>(Steering Group Partners)</p>	<p>Strategy published</p> <p>Steering group reviewing action quarterly</p> <p>Protocols established</p> <p>Aims and objectives refreshed annually</p> <p>Annual progress report produced</p> <p>AWS progress promoted to appropriate groups</p>

<b>Strive to make all homes in Tameside affordably warm</b>				
<b>Key Aim Two Objectives</b>	<b>Tasks</b>	<b>Priority</b>	<b>(Lead) Partners</b>	<b>Measures of success</b>
<b>1. Establish a baseline energy rating for all housing stock</b>	1.1 Establish energy rating of housing stock in the owner-occupier and private rented sectors.	High	(TMBC Housing)	Baseline data in place
	1.2 Confirm current energy rating of housing stock in the social rented sector.	High	(TMBC Housing), RSL partners	Energy rating confirmed
<b>2. Establish monitoring tools and data collection activities</b>	2.1 Establish current housing stock databases and monitoring tools available in all sectors	High	(TMBC Housing), RSLs	Housing stock databases and monitoring tools established
	2.2 Establish SAP data collection protocols amongst appropriate agencies that survey properties	High	(TMBC Housing), RSLs	SAP data collection protocols in place
	2.3 Promote cross departmental action with a number of active staff within appropriate agencies collecting surveys	ongoing	(TMBC Housing), RSLs	Staff active cross departmentally
<b>3. Establish level and location of fuel poverty in the Borough</b>	3.1 Produce map utilising existing sources of information	High	(Energy UNIT), EAGA, ESTAC, UTILITIES, CSE	Data enabling appropriate interventions and targets to be established.
<b>4. Establish targets for improvements to housing stock</b>	4.1 Identify areas, tenures, types for intervention and determine priorities.	High	(Steering Group Partners)	At least one year's targets in place.
	4.2 Raise the SAP rating of owner occupied, private rented and social housing to a minimum of 65	High	(Steering Group Partners)	
	4.3 Reduce number of properties with a SAP of 35 and under	High	(Steering Group Partners)	

<b>Strive to make all homes in Tameside affordably warm</b>				
<b>Key Aim Two Objectives</b>	<b>Tasks</b>	<b>Priority</b>	<b>(Lead) Partners</b>	<b>Measures of success</b>
<b>5. Work towards improving the energy efficiency of the most vulnerable in worst housing</b>	5.1 Investigate establishing an area-based approach to tackling fuel poverty in Tameside	Medium	(Energy Unit), Steering Group Partners, Warm Zones	Area based approach investigated  Current provision assessed
	5.2 Assess current provision in terms of measures and advice	Medium	(Energy Unit), Steering Group Partners	Projects and funding bids produced
	5.3 Work with partners to fill gaps in provision for both revenue and capital measures	Medium-Low	(Energy Unit), Steering Group Partners	
<b>6. Work towards providing affordable warmth in the private sector.</b>	6.1 Target most vulnerable householders in worst properties	Medium	(TMBC Housing, Energy Unit) Steering Group Partners	Outputs to be developed as part of an annual action plan
	6.2 Update Councils Housing Strategy and ensure inclusion of addressing fuel poverty.	Medium	(TMBC Housing)	Inclusion into strategy
	6.3 Evaluate current affordable warmth provision in the PSHRS and raise profile	Medium	(TMBC Housing)	Current provision assessed
	6.5 Promote all available advice and grants for energy efficiency, fuel tariffs, benefit take-up and money/debt advice	High	(TMBC Housing, Energy Unit) Steering Group Partners	Multi media information produced and distributed through various sources
	6.6 Facilitate and promote a multi agency affordable warmth cross referral network	High	(Energy Unit), Steering Group Partners	Number of Referrals from the cross referral network
	6.7 Ensure fuel poverty is linked into developing landlords accreditation scheme	Medium	(TMBC Housing)	Inclusion into the accreditation scheme

<b>Strive to make all homes in Tameside affordably warm</b>				
<b>Key Aim Two Objectives</b>	<b>Tasks</b>	<b>Priority</b>	<b>(Lead) Partners</b>	<b>Measures of success</b>
<b>7. Work towards providing affordable warmth in the social housing sector</b>	7.1 Include fuel poverty questions as part of Stock Conditions Surveys	High	(RSL's, Energy Unit/ TMBC Housing), Steering Group Partners	Each RSL to have an annual target for interventions to improve performance of their stock and for advice and/or signposting tenants for assistance.
	7.2 Target worst properties occupied by most vulnerable households	High	(RSL's, Energy Unit/ TMBC Housing), Steering Group Partners	
	7.3 Promote good practice in providing financial health checks for new tenants using best practice models	Medium	(RSL's, Energy Unit/ TMBC Housing), Steering Group Partners	
	7.4 Encourage RSLs to promote fuel tariff/debt advice to their tenants	Medium	(RSL's, Energy Unit/ TMBC Housing), Steering Group Partners	
	7.5 Train frontline staff to give energy advice to tenants	Medium	(RSL's, Energy Unit/ TMBC Housing), Steering Group Partners	
	7.6 Investigate potential for bulk purchasing of fuel for resale to tenants at attractive rates.	Low	(RSL's, Energy Unit/ TMBC Housing), Steering Group Partners	

<b>Improve access to energy efficiency advice, grants and schemes and raise awareness of benefits of affordable warmth to the public and key workers</b>					
<b>Key Aim Three Objectives</b>	<b>Tasks</b>	<b>Priority</b>	<b>(Lead) Partners</b>		
			<b>Measures of success</b>		
<b>1. Promote energy efficiency advice, grants and discount schemes</b>	1.1 Establish lead agency to achieve objective	High	(Steering Group Partners)	Lead Agency identified	
	1.2 Co-ordinate publicity campaigns with partners	Medium	(Energy Unit, ESTac), Steering Group Partners	Regular campaigns co-ordinated	
	1.3 Produce calendar of joint events annually	Medium	(Energy Unit, ESTac), Steering Group Partners	Annual events calendar established	
	1.4 Source information in various formats	High	(Energy Unit, ESTac), Steering Group Partners	Information produced to meet needs	
	1.5 Provide links to advice on fuel tariffs, switching, debt and benefits take up	Medium-Low	(Energy Unit, ESTac), Steering Group Partners	Links in place	
	1.6 Target hard to reach groups	High Ongoing	(Energy Unit, ESTac), Steering Group Partners	Projects and events held with targeted groups	
	1.7 Investigate the possibility of specialist home visiting energy/money advice outreach worker	High	(Energy Unit)	Case made/ case worker in post	
	1.8 Work with partners to develop projects and funding bids to fill gaps in provision	High	(Energy Unit, ESTac), Steering Group Partners	Funding and projects utilised	
	<b>2. Develop a multi agency affordable warmth cross referral network</b>	2.1 Identify sources of finance to develop and administer network	High	(Steering Group Partners)	Funding obtained
		2.2 Identify who will lead on developing and administering the cross referral network	High	(Energy Unit, ESTac), Steering Group Partners	Lead agency identified

# Aim 3

Key Aim Three Improve access to energy efficiency advice, grants and schemes and raise			
Objectives	Tasks	Priority	(Lead) Partners
	<p>2.3 Identify one central point of contact and provide a simple referral pathway</p> <p>2.4 Engage and include health, housing, social care, energy, money, benefits advice, voluntary and education sectors</p> <p>2.5 Ensure feedback to referrer and monitoring of outcomes</p>	<p>High</p> <p>High</p> <p>High</p>	
	Feedback and monitoring provided		
<b>3. Provide training and support for frontline staff on affordable warmth</b>	<p>3.1 Provide appropriate and regular training to frontline workers in key agencies.</p> <p>3.2 Ensure key worker are able services</p> <p>3.4 Provide consistent message</p>	<p>High-Medium</p>	<p>Steering Group Partners (Energy Unit, ESTac), Steering Group Partners</p>
	Regular and appropriate training provided, with a consistent message		
	Flowchart and website for frontline staff produced		

<b>Key Aim Four</b>				
<b>Objectives</b>	<b>Tasks</b>	<b>Priority</b>	<b>(Lead) Partners</b>	<b>Measures of success</b>
<b>1. Ensure affordable warmth issues are mainstreamed into health and social care policy and practice</b>	1.1 Highlight contribution tackling fuel poverty can make within Tameside Strategic Partnership (OPP, HP and CYP ) thematic group)	High	(PCT) and TMBC, Partnership Boards	Affordable Warmth strategy presented and signed off by TSP and appropriate Partnership Boards
	1.2 Ensure fuel poverty issues included in strategies; Older People Quality of Life Strategy, Health Inequalities, Children and Adults with Disabilities, Mental Health strategy and Neighbourhood Agreement	High	(PCT) and TMBC, Partnership Boards	Affordable Warmth identified as a priority within Partnership Agreements
	1.3 Provide information to GPs, Primary Care, Community Care, frontline staff, Children's Centres.	High	(PCT) and TMBC, Partnership Boards	Affordable Warmth information readily available to healthcare professionals and frontline workers
<b>2. Raise awareness of affordable warmth issues amongst health, social care and voluntary sector frontline staff</b>	2.1 Evaluate existing training programmes in the health, social care and VCS sector and identify opportunities for the inclusion of affordable warmth.	High	(PCT) and TMBC	Training programmes scoped and opportunities to include affordable warmth identified
	2.2 Facilitate joint training across lead agencies for key workers to enable them to identify and refer on the fuel poor to relevant energy/money/welfare/housing advice	High	(PCT) and TMBC	Key workers trained
	2.3 Provide basic energy awareness course for all frontline staff and more in depth training for relevant staff.	High	(PCT) and TMBC	Key Workers Trained
	2.4 Ensure that fuel poverty issues are built into the local training programme for 'health trainers' and connect with regional health trainer hubs.	High	(PCT) and TMBC	Health Trainers giving support on affordable warmth in assessments and 1:1

Improve health and well being through Affordable Warmth					
Key Aim Four Objectives	Tasks	Priority	(Lead) Partners	Measures of success	
	2.5 Provide intensive training and identify Affordable Warmth Champions who can cascade knowledge to colleagues	High	(PCT) and TMBC	Affordable Warmth Champions identified and trained	
<b>3. Ensure affordable warmth is in the caseload profile of all health and social care frontline staff</b>	3.1 Include simple consistent questions on affordable warmth within assessment documentation including: CAF, SAP and CORA	High (6-12 months)	(PCT), TMBC, Foundation Trust	Affordable warmth included in assessment processes	
	3.2 Link questions to secondary care admissions and discharge assessments	High (6-12 months)	(PCT), TMBC, Foundation Trust	Affordable warmth included in assessment processes	
	3.3 Ensure Affordable warmth issues are part of Rehabilitation and Intermediate Care remit, e.g. Falls Assessment, COPD rehab	Medium	(PCT), TMBC, Foundation Trust	Affordable warmth included in assessment processes	
<b>4. Promote the development of a cross referral network.</b>	4.1 Create and maintain a referral network	High (6-12 months)	TMBC, PCT, FT Steering Group Members	Referral Network established	
	4.2 Provide training or information events to promote the referral system	High	TMBC, PCT, FT Steering Group Members	Training and events held.	
	4.3 Promote a single point of contact with clear and simple referral pathways and facilitate the development of referral links between health, housing, social care, money and energy advice.	High	TMBC, PCT, FT Steering Group Members	Single point of contact promoted.	
	4.4 Provide feedback for referrers and monitoring of outcomes	High (6-12 months)	TMBC, PCT, FT	Feedback and monitoring in place. Baseline data provided.	

Improve Affordable Warmth through Income Maximisation and Money Advice					
Key Aim Five	Objectives	Tasks	Priority	(Lead) Partners	Measures of success
<b>1. Work to mainstream affordable warmth within financial inclusion policy and practice</b>	1.1 Ensure that fuel poverty is addressed within the following partnerships and strategies:		High	(Welfare Rights), Steering Group Partners	Work to address fuel poverty ongoing
	1.1a Community Legal Services Partnership and Tameside Benefit Forum Add actions to Benefits Take-Up Strategy		High annually	(Welfare Rights), Steering Group Partners	Relevant actions included in Benefits Take-up Strategy annually
	1.1b Older Peoples Partnership Add actions to OPP		High annually	(Welfare Rights), Steering Group Partners	Relevant actions included in OPP plan annually
	1.1c Achieving Economic Well-being Group Add action to C&YPP		High annually	(Welfare Rights), Steering Group Partners	Affordable warmth issues included in C&YP plan annually
	1.1d Money Information Network Tameside (MINT) Add actions to MINT Action Plan		High annually	(Welfare Rights), Steering Group Partners	Affordable warmth issues included in MINT action plan annually
<b>2. Raise awareness of affordable warmth issues amongst benefits and money advice practitioners</b>	2.1 Facilitate training for key workers to:		High	(Energy Unit/Welfare Rights Debt Advice Service/ESTac) Steering Group Partners	Initial cohort provided with training
	- identify fuel poor - provide relevant advice - refer to appropriate help for; - energy advice/grants, - fuel debt – tariffs – switching advice - Trust Funds		High	(Welfare Rights) Steering Group Partners	Cascade plan developed
	2.2 Develop plan to cascade knowledge 2.3 Develop comprehensive information resource for		Medium	(Energy Unit/Welfare Rights Debt Advice Service/ESTac)	Tameside web pages developed

<b>Improve Affordable Warmth through Income Maximisation and Money Advice</b>					
<b>Key Aim Five</b>	<b>Objectives</b>	<b>Tasks</b>	<b>Priority</b>	<b>(Lead) Partners</b>	<b>Measures of success</b>
		practitioners (Website) 2.4 Promote pre-tenancy work on affordability of property including heating system controls and meter reading skills – best practice. And consider review visit after 12 months.	Medium	(MINT), RSL forum	Good practice guide developed
	<b>3. Promote the development of an affordable warmth cross referral network</b>	3.1 Facilitate a cross referral network between income maximisation, debt advice, energy advice, housing, health, social and voluntary services 3.2 Develop online service request forms on TMBC website 3.2 Identify community networks and disseminate information and advice	Medium Medium Medium	(Energy Unit/Welfare Rights/ESTac), Steering Group Partners (Energy Unit/Welfare Rights/ESTac), Steering Group Partners (Energy Unit/T3SC) Steering Group Partners, Neighbourhood management, District Assemblies	Number of “fuel poor” customers provided with support  Online service request form developed  Information distributed via T3SC network and District Assemblies
	<b>4. Ensure affordable warmth is in the caseload profile of Benefits and Money Advice Practitioners</b>	4.1 Develop and Include standard questions on benefit/money advice checks 4.2 Set triggers for appropriate action/referral 4.3 Include fuel debt issues within debt awareness courses	Medium Medium Medium	(Welfare Rights), Steering Group Partners (Welfare Rights), Steering Group Partners (Welfare Rights Debt Advice Forum), Steering Group Partners, NEA	Quarterly Reports on no. of fuel debt issues dealt with  Quarterly Reports on no. of fuel debt issues dealt with  No. of staff attending debt awareness courses

# Glossary and Definitions

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## **Affordable Warmth**

The ability to afford sufficient warmth for health and comfort within 10% of household income.

## **Affordable Warmth Access Referral Mechanism**

The Affordable Warmth Access Mechanism (AWARM) is a referral system developed to assist vulnerable households access help and advice to keep warm and well in their homes and reduce excess winter mortality

## **Affordable Warmth Advocate**

Affordable Warmth Advocates actively seek the full participation and endorsement of their own agency and contribute to the development and successful delivery of the affordable warmth strategy

## **Affordable Warmth Steering Group**

The multi-sector group of people who manage the development and implementation of an Affordable Warmth Strategy.

## **Affordable Warmth Strategy**

A co-ordinated, multi-agency, strategic approach to tackling fuel poverty.

## **Category 1 Hazard**

HH&SRS evaluates potential risk to health and safety in dwellings. Hazards are scored and grouped into Category 1 and 2. Category 1 hazards include excess cold and dampness/mould

## **Common Assessment Framework**

A non bureaucratic, common method of assessing the needs of children, young people and adults that can be used by the whole social care workforce, including those in universal services.

## **Comprehensive Area Assessment**

Comprehensive Area Assessment (CAA) looks at how well local services are working together to improve the quality of life for local people. Combining the perspectives of the seven partner inspectorates, CAA will provide a joint assessment of outcomes for people in an area and a forward look at prospects for sustainable improvement.

## **Decent Homes Standard**

A Decent Homes Standard (DHS) set by Government to ensure that all social housing meets set standards of decency by 2010. A decent home is one, which is wind and weather tight, warm and has modern facilities.

## **Energy efficiency**

The use of as little energy as possible to achieve heat and power. Minimising wasted energy and money through the use of measures, which reduce the amount of electricity and/or gas, required to heat and power a home.

## **Energy Performance Certificate**

An Energy Performance Certificate is a document showing the current energy rating of a property as well as suggested ways in which the energy efficiency can be improved. The EPC is a compulsory part of the Home Improvement Pack.

## **Foundation Trust**

An NHS organisation that provides core services for local people.

## **Fuel Poverty**

Where a combination of poor housing conditions and low income mean that the household

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cannot afford sufficient warmth for health and comfort. The widely accepted definition of fuel poverty is where a household needs to spend 10% or more of income to meet fuel costs.

### **Hard-to-treat properties**

Homes which are not connected to a mains gas supply, have solid walls or are of non-traditional construction and so are unable to benefit from conventional energy efficiency measures such as cavity wall insulation.

### **HEON**

A toolkit which provides the opportunity to identify areas of potentially vulnerable households by overlaying appropriate data sets e.g. properties with central heating system and pension credit. It can help target action towards certain areas, identify areas of ‘able to pay’ households and assist in budgeting and allocation of grants.

### **Housing Health & Safety Rating System**

This is a more comprehensive survey of household standards and hazards than the fitness standard it replaced. Excessive cold and dampness are recognized as extremely serious health hazards. The HH&SRS provides local authorities with a more flexible approach to private sector housing renewal in addition to enforcement action on properties that pose a significant threat to the health of the occupants.

### **Local Area Agreements**

A local area agreement (LAA) is a three-year agreement between a local area and central government. The LAA describes how local priorities will be met by delivering local solutions.

### **Local Strategic Partnerships**

A local strategic partnership (LSP) is a non-statutory body that brings together the different parts of the public, private, voluntary and community sectors working at a local level. The lead player in the LSP is the local authority and other players will include the police and the primary care trust. The LSP ensures the different organisations work together to deliver services more effectively

### **MOSAIC**

Explore the possibility of mapping health and fuel poverty through the HEON toolkit and MOSAIC is a marketing tool that can be used to help map and target fuel poverty

### **Standard Assessment Procedure**

The Government’s standard for home energy rating. SAP ratings provide a simple indicator of the efficiency of energy use for space and water heating in new and existing dwellings. SAP ratings are expressed on a scale of 1 (poor) to 120 (excellent).

### **Single Assessment Process**

A co-ordinated client assessment system which is to be used by health and social services staff to identify client needs and to trigger referrals to appropriate schemes/services.

### **Tackling Health Inequalities**

Addressing the unequal distribution of health determinant within the population to ensure a fairer and more equal society, where people with the least access to resources and opportunities are able to enjoy the standard of living and the opportunities that many take for granted.

### **Warm Front**

A government funded grant scheme targeted at benefit claimants in the private sector (owner-occupiers and those renting from a private landlord), which provides a package of insulation, draught proofing and central heating.

# Abbreviations

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## List of Abbreviations

<b>AWARM</b>	Affordable Warmth Access Referral Mechanism
<b>AWS</b>	Affordable Warmth Strategy
<b>BME</b>	Black Minority Ethnic
<b>CAA</b>	Comprehensive Area Assessment
<b>CAB</b>	Citizens Advice Bureau
<b>CAF</b>	Common Assessment Framework
<b>CERT</b>	Carbon Emissions Reduction Target
<b>CVS</b>	Community and Voluntary Services
<b>DHS</b>	Decent Homes Standard
<b>EAGA</b>	Energy Action Grants Agency
<b>EHCS</b>	English House Condition Survey
<b>EPC</b>	Energy Performance Certificate
<b>ESTac</b>	Energy Savings Trust Advice Centre
<b>FT</b>	Foundation Trust
<b>GIS</b>	Geographical Information System
<b>HEED</b>	Home Energy Efficient Database
<b>HEON</b>	Home Energy Conservations Officer Network
<b>HIA</b>	Home Improvement Agency
<b>HH&amp;SRS</b>	Housing Health & Safety Rating System
<b>HMO</b>	Houses in Multiple Occupation
<b>HSCS</b>	Housing Stock Condition Survey
<b>LAA</b>	Local Area Agreement
<b>NI</b>	National Indicator
<b>LSP</b>	Local Strategic Partnership
<b>NEA</b>	National Energy Action charity
<b>PCT</b>	Primary Care Trust
<b>PSHR</b>	Private Sector Housing Renewal
<b>RSL</b>	Registered Social Landlord
<b>SAP</b>	Single Assessment Process
<b>SAP</b>	Standard Assessment Procedure

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# Key Websites

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**Age Concern:**

[http:// www.ageconcern.org.uk/](http://www.ageconcern.org.uk/)

**Tameside Council:**

<http://www.tameside.gov.uk>

**EAGA**

<http://www.eagagroup.com>

**Energy Savings Trust:**

<http://www.est.org.uk>

**National Energy Action:**

<http://www.nea.org.uk>

**PCT**

<http://www.tamesideandglossop.nhs.uk/>

**Tameside Older People's Partnership:**

<http://www.tameside.gov.uk/popps/cora>



