

# Affordable Warmth Strategy

**2010**  
ROTHERHAM LTD

TURNING HOUSES INTO HOMES



INVESTOR IN PEOPLE

Customer  
**Approved**  
Easy Read

[www.2010rotherham.org](http://www.2010rotherham.org)

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## Foreword

We are pleased to introduce this Affordable Warmth Strategy for 2010 Rotherham Ltd.

It represents our corporate commitment to take a structured approach and place local people, our employees, our partners, and the community at large at the heart of all that we do.

Our strategies are evidence that we are serious about bringing positive change within the organisation, and proof that we know more needs to be done through actions listed in the Action Plans.

We know that to succeed we need to work with local people and with local organisations to demonstrate that we are working for our communities, and we look forward to working with customers in delivering the commitments made in this strategy.

Colin Earl  
Interim Chief Executive

## Mission Statement

2010 Rotherham Ltd

- Will take whatever actions are necessary within its powers and means, to ensure that the health and well being of its most vulnerable customers' are not put at risk, through households falling into Fuel Poverty, as a result of living in hard to heat/ energy-inefficient homes.
- Will have provided an Energy Performance Certificate (EPC) for each domestic dwelling under its management by 2015 at the latest.
- Will not knowingly offer a dwelling for let to a customer if it is clear from the EPC that it would cause the customer to fall immediately into Fuel Poverty.
- Is committed to working in partnership to help deliver the wider objectives of Rotherham's Multi-Agency Strategy For Affordable Warmth And Energy 2007-2010.

## 1.0 Introduction

With ever increasing fuel and energy prices over the past few years and the inevitability of future price rises, the ability for some households to pay their fuel bills is becoming more of a problem.

Fuel poverty occurs where households cannot afford to heat their homes adequately at a reasonable cost.

Typically, a fuel poor household is defined as a household needing to spend 10% or more of their income (after rent payment) on basic energy needs such as heating, hot water, lighting and power.

Affordable warmth is a key element in tackling deprivation and social exclusion.

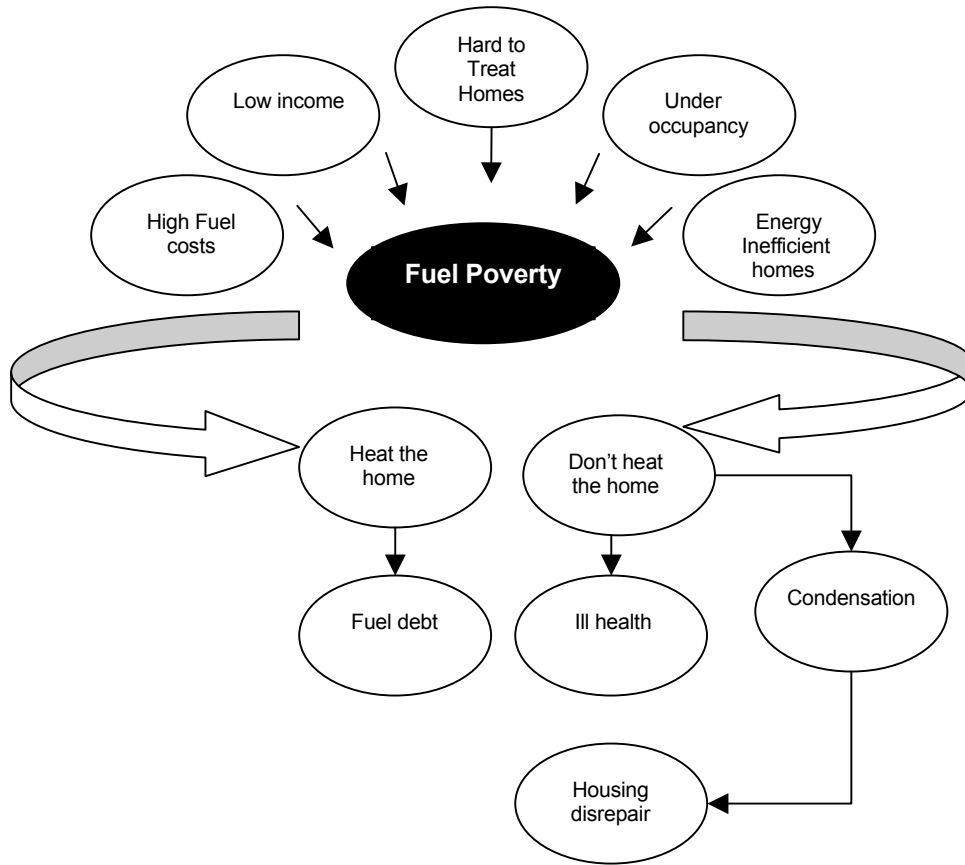
This Affordable Warmth Strategy is an indication of our determination to ensure that, as a matter of priority, our vulnerable customers are not put at further risk due to fuel poverty and that by 2016 the energy efficiency of all our customers' homes will not be the cause of fuel poverty. This strategy is written in support of and to link in with Rotherham's Multi-Agency Strategy for Affordable Warmth and Energy.

## 2.0 Causes of Fuel Poverty

There are a number of factors which contribute to or exacerbate fuel poverty. These are household income, the characteristics of the household (e.g. whether the occupants are elderly, single parent, do not have English as a first language etc.), housing standards (insulation, heating and ventilation), occupancy issues (both occupancy levels and patterns), energy price fluctuations and payment problems, location (rural/urban)<sup>1</sup>, inadequate information or low levels of knowledge and the external environment.

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<sup>1</sup> Government Office for Yorkshire and Humber (2006) *An Affordable Warmth Action Plan for Yorkshire and the Humber*



Source: Adapted from National Energy Action

### 3.0 Vision

**Our vision is: 'Affordable Warmth for all households occupying properties managed by 2010 Rotherham Ltd by 2016'**

This reflects the Government's intentions expressed in:

***Fuel Poverty in England: The Government's Plan for Action***

The plan states "in England, the Government as far as reasonably practicable will seek an end to fuel poverty for vulnerable households by 2010."

A vulnerable household is deemed to be one containing children, or those who are elderly, sick or disabled.

Fuel poverty in other households will also be tackled as progress is made on these groups, with a target that by 22 November 2016, as far as reasonably practicable, no person in Rotherham should have to live in fuel poverty<sup>2</sup>.

It will not be easy to achieve our vision and doing so presents a considerable challenge. It will require commitment and action from all the key players to address the aims set within this strategy and to build and further develop the action plans. However, the opportunity, commitment and willingness to do so has never been better.

<sup>2</sup> Department for Environment, Food and Rural Affairs (2004) *Fuel Poverty in England: The Government's Plan for Action*

Indeed the issues are broader than just affordable warmth as there are many factors that contribute to fuel poverty. A saving in an area of energy consumption, not just associated with warmth can provide greater capacity for a person to heat their home. This strategy is therefore focused on all aspects of energy conservation and savings with an aim to make significant improvements to the quality of life of some of Rotherham's most vulnerable residents.

There are potential benefits of renewable technologies for fuel poor households, which are off the domestic gas network or in hard to treat homes. 'Hard to Treat' homes are those which cannot be treated with traditional and cost effective measures such as loft and cavity wall insulation in order to deliver affordable warmth. As a result, such homes may not be affordable to heat for households on low incomes, leading to fuel poverty and cold, damp living conditions. Alternative or renewable technologies, such as air and ground source heat pumps, have very high efficiencies that can be obtained. By using different heat sources, including air, water and the ground, both heating and hot water can be provided. Added benefits for consumers would include reduced energy bills and greater control over their energy supply.

#### 4.0 Aims of the Strategy

The key aim of the strategy is to achieve affordable warmth for all 2010 Rotherham Ltd managed homes by 2016 by focusing on the following themes:

(Whilst working in partnership with other agencies to address fuel poverty in Rotherham, and to contribute to the delivery of the Multi-Agency Strategy for Rotherham)

- Raise awareness on home energy efficiency for our customers and where necessary refer them for the appropriate help or advice
- Securing funding for affordable warmth across the 2010 managed housing stock
- Embedding affordable warmth objectives into other relevant initiatives and strategies
- Delivering affordable warmth
- Monitoring and evaluating the Affordable Warmth Strategy

#### 5.0 Key Drivers

##### ***Links to Other Plans, Strategies and Objectives***

The Affordable Warmth Strategy is intrinsically linked to a number of National, Regional and Company plans, strategies and objectives and, where appropriate there are references to these documents.

##### ***Supporting National Priorities***

- Our Affordable Warmth targets have been set in accordance with the Department for Environment, Food and Rural Affairs (2004) ***Fuel Poverty in England:***

- **The Government's Plan for Action.** That is:
  - As far as reasonably practicable we will seek to end fuel poverty for our vulnerable households by 2010
  - As far as reasonably practicable we will seek to end fuel poverty for all our households by November 2016
- We share the Government's commitments to achieving the **Decent Homes Standard** in public housing and believe that tenants should be placed at the heart of the decision making process.

### **Supporting Regional Priorities**

- **Affordable Warmth & Energy** The Multi-Agency Strategy for Rotherham 2007-2010 (see APPENDIX A)
- We are working with RMBC Neighbourhood Investment Team towards meeting the objectives of the **Sustainable Communities' agenda** through a robust assessment of the sustainability of our communities and linking the investment plan to the overall regeneration of the areas.

### **2010 Rotherham Ltd. Supporting Strategies**

- **2010 Rotherham Ltd. Asset Management Strategy**
- **2010 Rotherham Ltd. Value for Money Strategy**
- **2010 Rotherham Ltd. Environmental Policy** to meet the requirements of the Governments 'Green' agenda.
- **2010 Rotherham Ltd. Equality and Diversity Strategy**

## **6.0 Achievements to date**

The Strategy builds on, and provides a focus for, the positive steps made in the Borough in ensuring that everyone has Affordable Warmth and improving quality of life more generally. These include:

- 2010 have established an Asset Management Team to develop the Asset Decent Homes investments will be maintained.
- 2010 Rotherham Ltd. participated in the Government's pilot scheme for producing Energy Performance Certificates (EPCs) for social housing. Through this project ~ 1400 EPCs were produced
- Use of Energy Efficiency Commitment money for installation of insulation and heating on council properties managed by 2010 Rotherham Ltd
- Decent Homes work is continuing with over 250 properties receiving new heating systems
- The conversion of over 1000 open fires to gas condensing boilers.

- Training to front line housing staff on energy awareness has commenced
- Energy Efficient light bulbs are being fitted into properties prior to being re-let

## 7.0 Implementation and Monitoring

The five themes outlined under *Aims of the Strategy* have been further developed into an Action Plan. The Action Plan sets out the key objectives, and what actions need to be undertaken to achieve these objectives, milestones, task managers, partner involvement, timescales, the evaluation of the outcomes and the impact of the Strategy.

Progress against each action will be monitored by the Environmental Network Steering Group and reported to 2010's **Sustainable Communities Committee** on a six monthly basis.

This is a working document and the action plan will also be regularly reviewed and updated to reflect progress and policy developments.

### ***Measuring the Impact of our Affordable Warmth Strategy***

Appropriate local performance indicators will be developed to measure the impact of our strategy, including:

Recording & monitoring:

- the number of households known to be in fuel poverty
- the number of Hot Spot referrals made by our staff
- the number of EPCs produced
- the number of EPCs below grade C
- the level of customer satisfaction

## 8.0 Action Plan

<b>Affordable Warmth Action Plan</b>							
<b><u>Ref</u></b>	<b><u>Action</u></b>	<b><u>Milestone</u></b>	<b><u>Task manager</u></b>	<b><u>Partners</u></b>	<b><u>Target date</u></b>	<b><u>Status</u></b>	<b><u>Links to Rotherham's Multi-agency Strategy</u></b>
<b>1</b>	<b>Objective</b>	<b>Raise awareness on home energy efficiency for our customers and where necessary refer them for the appropriate help or advice</b>					
1.1.1	Train Neighbourhood Champions (NCs) & Neighbourhood Housing Officers (NHOs) to be able to give basic advice to customers in the course of their daily duties (including Hot Spot referrals to South Yorkshire Energy Efficiency Advice Centres - SYEEACs)	Completion of training + Keep & maintain record of Staff Trained	<b>Neil Everest</b> (Environmental Improvement Manager) / <b>Rachael O'Neill</b> (Training & Development Manager)	RMBC Energy section	By End of May 2008	<b>A</b>	1.1.1 Provide customers with a local, face-to-face energy efficiency advice and grant information services
1.1.2	Train Income Champions (ICs) to be able to give basic advice to customers in the course of their daily duties (including Hot Spot referrals to SYEEACs )						1.1.5 Develop a reciprocal arrangement with key referral partners where staff members from each agency are able to provide basic information on the services offered by other

### Affordable Warmth Action Plan

<u>Ref</u>	<u>Action</u>	<u>Milestone</u>	<u>Task manager</u>	<u>Partners</u>	<u>Target date</u>	<u>Status</u>	<u>Links to Rotherham's Multi-agency Strategy</u>
1.1.3	Train Customer Liaison Officers (CLOs) to be able to give basic advice to customers in the course of their daily duties ( including Hot Spot referrals to SYEEACs )	Completion of training + Keep & maintain record of Staff Trained	<b>Ramona Youhill</b> (Decent Homes Programme)	Decent Homes Partners / RMBC Energy section	By End of May 2008	<b>R</b>	offered by other partners.  1.5 Roll out the Hot Spots Scheme across Rotherham.
1.1.4	Train IHSP Gas and District Heating Servicing Engineers to provide face-to-face informal energy efficiency advice specific to the property's heating installation to customers at the time of conducting annual safety checks	Completion of training + Keep & maintain record of Staff Trained	<b>Tim Whitworth</b> (IHSP M&E Project Managers)	Suppliers/ RMBC Energy section	By End of April 2008	<b>A</b>	
1.1.5	Train Heating Engineers to provide face-to-face operating and energy efficiency advice specific to the property's new heating installation(s) and their controls	Completion of training + Keep & maintain record of Staff Trained	<b>Ramona Youhill</b> (Decent Homes Programme)	Decent Homes Partners	By End of May 2008	<b>R</b>	
1.2.1	Include energy saving Hints & Tips in issues of Round Your Place	Inclusion in publication	<b>Neil Everest</b> (Environmental Improvement Manager)	Communications Team	June 2008 issue	<b>G</b>	1.1.2 Publicise contact details for RMBC Energy

### Affordable Warmth Action Plan

<u>Ref</u>	<u>Action</u>	<u>Milestone</u>	<u>Task manager</u>	<u>Partners</u>	<u>Target date</u>	<u>Status</u>	<u>Links to Rotherham's Multi-agency Strategy</u>
1.2.2	Include other Partner Agency's contact details in 2010's Round Your Place magazine		Manager)		issue onwards	<b>R</b>	Section and South Yorkshire Energy Efficiency Advice Centre via leaflets, booklets, websites, Rotherham Matters etc.
1.3.1	Include other Partner Agency's contact details & links to relevant sites from 2010's Website	Published to 2010's Website			May 2008	<b>R</b>	
1.3.2	Develop an Affordable Warmth / Energy Efficiency page on 2010's Website	Published to 2010's Website				<b>R</b>	
1.4.1	Ensure Affordable Warmth / Energy Efficiency information leaflets/ booklets are kept displayed in Neighbourhood Offices with appropriate explanatory strap lines in community languages	Confirmation by reality check	<b>Richard Walker</b> (Neighbourhood Management)	SYEEACs	By End of April 2008	<b>A</b>	

<b>Affordable Warmth Action Plan</b>							
<b>Ref</b>	<b>Action</b>	<b>Milestone</b>	<b>Task manager</b>	<b>Partners</b>	<b>Target date</b>	<b>Status</b>	<b>Links to Rotherham's Multi-agency Strategy</b>
1.4.2	Ensure Affordable Warmth / Energy Efficiency information is Displayed/ available for distribution - at customer focus events etc.		<b>Sneh Soni</b> (Customer Service & Community Engagement Manager)	SYEEACs	ongoing	<b>R</b>	1.1.4 Ensure that affordable warmth information is available at relevant public events (e.g. Rotherham Show) and evaluate impact
1.4.3	Target vulnerable groups identified within our customer profile with information on affordable warmth			<b>Kate Plant</b> (Equalities & Diversity officer)			<b>R</b>
<b>2</b>	<b>Objective</b>	<b>Securing funding for affordable warmth across the 2010 managed housing stock</b>					
2.1	Secure funding for a programme to assess and produce EPCs for the whole 2010 managed housing stock by 2015. (For Best Value - The programme should include for the capture and import of relevant survey data into the property attribute database to enable asset management to determine and		<b>Ramona Youhill</b> (Investment team)	RMBC	April 2008 – April 2014	<b>A</b>	

### Affordable Warmth Action Plan

<u>Ref</u>	<u>Action</u>	<u>Milestone</u>	<u>Task manager</u>	<u>Partners</u>	<u>Target date</u>	<u>Status</u>	<u>Links to Rotherham's Multi-agency Strategy</u>
	prioritise future remedial works)						
2.2	Secure funding to bring all homes for vulnerable households up to EPC grade C/B		<b>Ramona Youhill</b> (Investment team)	RMBC	by April 2010	<b>R</b>	
2.3	Explore possible funding (e.g. LCBP phase2) for provision of renewable energy sources to offset energy bills (solar/heat pumps/wind etc.) (links to action 4.3.2)		<b>Ramona Youhill</b> (Investment team)	RMBC Energy section?		<b>R</b>	
2.4	Maximise funding for insulation works		<b>Paul Maplethorpe</b>	RMBC Energy section	ongoing	<b>R</b>	
<b>3</b>	<b>Objective</b>	<b>Embedding Affordable Warmth Objectives into other relevant Initiatives and Strategies</b>					
3.1	Identify relevant strategies then review and update to embed Affordable Warmth Objectives as appropriate		<b>Executive Management Team</b>		Annual reviews	<b>R</b>	
3.2	Identify & Maximise opportunities to improve energy efficiency of homes through the Decent Homes		<b>Ramona Youhill</b> (Asset Management)	Decent Homes Partners / RMBC		<b>A</b>	

### Affordable Warmth Action Plan

<u>Ref</u>	<u>Action</u>	<u>Milestone</u>	<u>Task manager</u>	<u>Partners</u>	<u>Target date</u>	<u>Status</u>	<u>Links to Rotherham's Multi-agency Strategy</u>
	programme			Energy section			
3.3	Identify & Maximise opportunities to improve energy efficiency of homes through the Voids process		<b>Adrian Cheetham</b> Voids Manager			<b>A</b>	
<b>4</b>	<b>Objective</b>	<b>Delivering affordable warmth</b>					
4.1.1 .1	Identify which of our properties accommodate vulnerable customer households	Production of list of vulnerable customer households (Over 65's, Sick/Disabled, BME)	<b>Kate Plant</b> (Equalities & Diversity officer)	Neighbourhood Management / Corporate Social Responsibility Team / RMBC Energy section	May 2008	<b>A</b>	1.2.3 Use of the Home Energy Officer Network (HEON) Toolkit to identify vulnerable groups and communities to target with energy efficiency measures
4.1.1 .2		Production of list of vulnerable customer households (Families/Single Parents with Children in household)			Sept 2008	<b>R</b>	
4.1.2	Prioritise vulnerable customer households and programme their homes for the earliest assessment for an Energy Performance Certificate (EPC)	Production of prioritised EPC programme	<b>Ramona Youhill</b> (Asset Management)		May 2008	<b>R</b>	
4.1.3	Undertake a programme to assess for & provide every	EPCs produced for all Vulnerable households	<b>Ramona Youhill</b>	RMBC	April 2010	<b>R</b>	

### Affordable Warmth Action Plan

<u>Ref</u>	<u>Action</u>	<u>Milestone</u>	<u>Task manager</u>	<u>Partners</u>	<u>Target date</u>	<u>Status</u>	<u>Links to Rotherham's Multi-agency Strategy</u>
4.1.4	assess for & provide every domestic dwelling, managed by 2010 Rotherham Ltd., with an EPC	EPCs produced for all homes	<b>Youhill</b> (Asset Management)	RMBC	April 2014	<b>A</b>	
4.2.1	Identify, cost, and prioritise remedial actions required to bring homes up to grade C/B for Energy Efficiency. (To minimise risk of Fuel Poverty for all)	EPC survey data and EPC recommendations recorded for each property in database	<b>Ramona Youhill</b> (Asset Management)			<b>R</b>	
4.2.2	Plan and undertake a programme of remedial works to bring the managed housing stock up to grade C/B for Energy Efficiency, prioritising vulnerable customer households. (link to action 2.2)	Remedial works complete or programmed and funding secured, for all vulnerable households	<b>Ramona Youhill</b> (Asset Management)	IHSP / Decent Homes Partners	Nov 2010	<b>R</b>	
4.2.3		All 2010 managed stock to be brought up to EPC grade C/B	<b>Ramona Youhill</b> (Asset Management)		2016	<b>R</b>	
4.3.1	Identify "Hard to Heat" homes, produce and maintain a list (e.g. property types difficult to insulate, homes away from the gas supply network etc.)	Production of list of Hard to Heat Homes	<b>Ramona Youhill</b> (Asset Management)	IHSP-M&E / Decent Homes Partners	May 2008	<b>R</b>	

### Affordable Warmth Action Plan

<u>Ref</u>	<u>Action</u>	<u>Milestone</u>	<u>Task manager</u>	<u>Partners</u>	<u>Target date</u>	<u>Status</u>	<u>Links to Rotherham's Multi-agency Strategy</u>
4.3.2	Explore the suitability for installing renewable energy devices to offset heating/energy costs in "Hard to Heat" homes. (links to action 2.3)		<b>Ramona Youhill</b> (Asset Management)	IHSP-M&E / Decent Homes Partners	ongoing	<b>R</b>	
4.4	Consider possibility of offering vulnerable customers more appropriate accommodation if living in "Hard to Heat" or under-occupied homes.		<b>Richard Walker</b> (Neighbourhood Management)		2010	<b>R</b>	
4.5	Check prospective tenants' ability to afford to adequately heat the property they are bidding for before sign up (based on EPC estimated running costs)	Production of EPC for property prior to letting	<b>Richard Walker</b> (Neighbourhood Management)		October 2008 onward	<b>R</b>	
<b>5</b>	<b>Objective</b>	<b>Monitoring and evaluating the Outcome of Affordable Warmth Strategy</b>					
5.1	Carry out Equality & Diversity Impact Assessment for the Strategy	Completed EIA	<b>Neil Everest</b> (Environmental Improvement Manager)	<b>Kate Plant</b> (Equalities & Diversity officer)	April 2008	<b>G</b>	

### Affordable Warmth Action Plan

<u>Ref</u>	<u>Action</u>	<u>Milestone</u>	<u>Task manager</u>	<u>Partners</u>	<u>Target date</u>	<u>Status</u>	<u>Links to Rotherham's Multi-agency Strategy</u>
5.2	Carry out Annual update/review of Vulnerable Households list		<b>Richard Walker</b> (Neighbourhood Management)		April 2009	<b>R</b>	
5.3	Task Managers to report progress against Targets quarterly to 2010's Environmental Network Steering Group	Appropriate Local Performance Indicators developed and reported on	<b>All Task Managers</b>		June/ Sept/ Dec/ Mar	<b>R</b>	
5.4.1	Monitor / evaluate our success in helping our customers reduce or offset their energy bills through raising energy efficiency awareness, "Hot Spot" referrals, and due to the advice offered by heating engineers on the most efficient use of the specific heating system/controls for the property	Recording the number of "Hot Spot" referrals made annually via 2010's staff	<b>Richard Walker</b> (Neighbourhood Management)	SYEEACs	May 2009 onward	<b>R</b>	
5.4.2		Reporting the number of homes with EPC <C as a %age of total number assessed	<b>Ramona Youhill</b> (Asset Management)	EPC surveying contractor	June/ Sept/ Dec/ Mar	<b>R</b>	
5.4.3		Inclusion of relevant questions in the customer satisfaction surveys	<b>Neil Everest</b> (Environmental Improvement Manager)	<b>Karen Green (Performance Team)</b>	ongoing	<b>R</b>	

## 9.0 Glossary

CLOs	Customer Liaison Officers
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EPC	Energy Performance Certificate
“Hot Spots” Project	Scheme to refer people requiring advice on affordable warmth, benefits, fire safety, stopping smoking to the appropriate agency
ICs	Income Champions
IHSP	In House Service Provider
NCs	Neighbourhood Champions
NHOs	Neighbourhood Housing Officers
LCBP	Low Carbon Buildings Programme
RMBC	Rotherham Metropolitan Borough Council
SYEEACs	South Yorkshire Energy Efficiency Advice Centres

## APPENDIX A

### Equalities Impact Assessment - for 2010 Rotherham Ltd. Affordable Warmth Strategy

Name of new strategy or initiative	<b>AFFORDABLE WARMTH STRATEGY 2008-2016</b>	
Area of service and Directorate	Business Development -Corporate Social Responsibility	
Lead manager	Neil Everest	
Date of EIA	April 2008	
Names of those involved in the EIA (Should include at least two managers)	Neil Everest / Kate Plant	
Aim	The key aim of the strategy is to achieve affordable warmth for all 2010 Rotherham Ltd managed homes by 2016	
Consultation undertaken with customers. ( date and groups consulted	Rotherfed and 3 tenants were invited to attend an Energy Action Workshop on 13/3/08 where Affordable Warmth was considered	
Consultation undertaken with staff. ( date and group)	31/3/08 Task Managers nominated in Action Plan	
		How will you know you have succeeded in preventing discrimination and positively promoting equality between different groups?
How will you ensure the new initiative does not discriminate against people of different Ethnicities?	Information leaflets/ booklets will have appropriate explanatory strap lines in community languages	Include pertinent questions in respect of our delivery of Affordable Warmth in our customer satisfaction surveys

Will the new initiative positively promote equality between people of different Ethnicities?	The aim is for all 2010 Rotherham managed council owned domestic properties to be brought up to EPC grade C as a minimum – prioritising the most vulnerable households	satisfaction surveys and compare levels of dissatisfaction amongst groups against the customer profile
How will you ensure the new initiative does not discriminate against people because of their Gender?		
Will the new initiative positively promote equality between different Genders?		
How will you ensure the new initiative does not discriminate against people with different Disabilities including learning disabilities and mental ill health?		
Will the new initiative positively promote equality for Disabled people including learning disabilities and mental ill health?	Yes – Vulnerable household's homes will be prioritised for EPC assessment and appropriate remedial action	
How will you ensure the new initiative does not discriminate against people of different Ages?	The priority will be determined by the vulnerability of the household	
How will you ensure the new initiative does not discriminate against people of different faith or no faith?		
How will you ensure the new initiative does not discriminate against people of different sexual orientations?		

How will you ensure the new initiative does not discriminate against people who are carers?		
How will you ensure the initiative does not discriminate against people in financial difficulties?	By identifying customers in financial difficulty & to target them for the Hot Spot referral scheme	
Will the initiative positively promote equality for people of different ages, sexual orientation, faith or no faith, carers and people in financial difficulties?	Yes by working with Councillors, Faith organisations, Carers forum etc. & agencies such as citizens advice bureaux, Help the Aged, to make them aware of the actions we are taking on fuel poverty	
Can the initiative be used to positively promote community cohesion?		

Please list any actions that need to be taken as a consequence of this assessment and ensure that they are added into your service plan.

Action ( with date and person responsible)	Service plan Reference.
Work with Simon Bell & the 2010 Income Team to identify customers in financial difficulty & to target them for the Hot Spot referral scheme	2010 Affordable Warmth Action Plan ref 1.1.2
Work with Sneh Soni to determine & implement the most appropriate method of surveying customer satisfaction on the effectiveness of the strategy	2010 Affordable Warmth Action Plan ref 5.4.3
Work with Kate Plant to make Councillors, Faith organisations, Carers forum etc. & agencies such as citizens advice bureaux, Help the Aged, aware of the actions we are taking on fuel poverty	2010 Affordable Warmth Action Plan ref 1.4.3

**The Affordable Warmth Strategy** sets out how 2010 will contribute to ensuring affordable warmth for its vulnerable customers. If you would like to speak to someone about it in another language please take it into your local housing office or ring our Environmental Improvement Officer, Neil Everest, on 01709 822246 and we will arrange an interpreter for you.

دی ایفورڈ ایبل وارمٹھ سٹریٹیجی - **The affordable Warmth Strategy** میں بتایا گیا ہے کہ 2010 کس طرح اپنے غیر محفوظ گاہکوں/صارفین کے لئے مناسب قیمت پر گھر کو گرم رکھنے کے لئے کیا کردار ادا کرے گی۔ اگر آپ اس کے متعلق کسی کے ساتھ کسی دوسری زبان میں بات کرنا چاہتے ہیں تو اس کو آپ اپنے محکمہ مکانات کے دفتر (ہاؤسنگ آفس) میں لے جائیں یا ہمارے ایوانٹرن میٹل امپروومنٹ آفیسر - Neil Everest کو 01709 822246 پر فون کریں اور ہم آپ کے لئے ایک ترجمان کا انتظام کر دیں گے۔

**Stratégia „Tepló za nižšie ceny“** poukazuje na to ako 2010 prispieva k zaručeniu toho, aby teplo za nižšie ceny bolo poskytnuté ich klientom ktorí to potrebujú najviac. Ak by ste mali záujem sa o tom porozprávať s niekým v inom jazyku, prosím prineste to do Vášho miestneho domového úradu, alebo telefonicky kontaktujte Enviromental Improvement Officer, Neil Everest na 01709822246 a my Vám zaobstaráme prekladateľa.

توضیح إستراتیجیة الدفء الرخيصة **The Affordable Warmth Strategy** كيف سيساهم 2010 لضمان الدفء الرخيص لربائته الضعفاء. إذا ترغب بالتحدث إلى شخص ما عن الإستراتيجية بلغة أخرى ، فضلاً خذها إلى مكتبك السكني المحلي أو اتصل هاتفياً بمسؤول التحسين البيئي، السيد نيل أفيرست Neil Everest على 01709 822246 و سنرتب لك مترجم.

**經濟實惠的保暖政策公佈 2010** 有限公司怎樣致力確保為體弱的住戶，提供經濟能可以支付的保暖服務。凡有意採用其他語言方式查詢有關詳情者，請親臨當地的區域房屋服務辦事處或致電01709 822246跟環境改善組職員 Neil Everest 聯絡，我們將會安排傳譯員向你解釋。

استراتژی مطبوع و مرقوم بصره - **The Affordable Warmth Strategy** بیان میکند کہ چگونه شرکت 2010 وسایلی فراهم خواهد کرد کہ برای مشتریان مستعد و در معرض خطر، اطمینان خاطر گرم و مرقوم بصره ای داشته باشد. اگر شما دوست دارید با شخصی در این زمینه به زبان مختلف دیگری صحبت کنید آن را می توانید به نزدیکترین اداره محلی هوزینگ ناحیه خود ارائه نمایید یا با مامور بیهودی محیط ما، نیل اورست با شماره 01709 822246 تماس حاصل فرمایید تا ما بتوانیم برای شما یک مترجم فراهم کنیم.

**La Stratégie Abordable de Chaleur** expose les façons dont 2010 offrira et s'assurera de la chaleur abordable pour ses clients vulnérables. Si vous désirez en parler à quelqu'un dans une autre langue veuillez l'apporter à votre bureau local de représentation de maison ou appeler notre agent d'amélioration de l'environnement, Neil Everest, au 01709 822246 et nous arrangerons pour vous un interprète.

If you would like to speak to someone about this document or receive it in large print or Braille please contact Neil Everest on 01709 822246