

Appendix 1

Wirral Affordable Warmth Implementation Plan 2012-14

Introduction

Wirral Council has worked with partners to deliver specific actions to address fuel poverty since 2001 when the first Merseyside Affordable Warmth Strategy was launched. In 2004 Wirral produced its own Strategy, which was subsequently reviewed, updated and re-launched in 2008.

Tackling fuel poverty is becoming increasingly difficult due to rising energy prices. Between 2004 and 2009, domestic electricity prices increased by 75% and gas prices by 122%. Household energy bills have increased by £472 in the last five years and in addition to this, price rises announced in summer 2011 will be adding an average of £177 on to annual fuel bills.

The resultant effect of these energy price rises has been an increase in fuel poverty. A household in fuel poverty is officially defined by the Government as one “which needs to spend more than 10% of its household income to achieve a satisfactory heating regime”. In England in 2009, there were 4 million households living in fuel poverty, up from 3.3 million in 2008. There is a time lag of about two years for national fuel poverty statistics therefore 2009 is the most recent year for when statistics have been released.

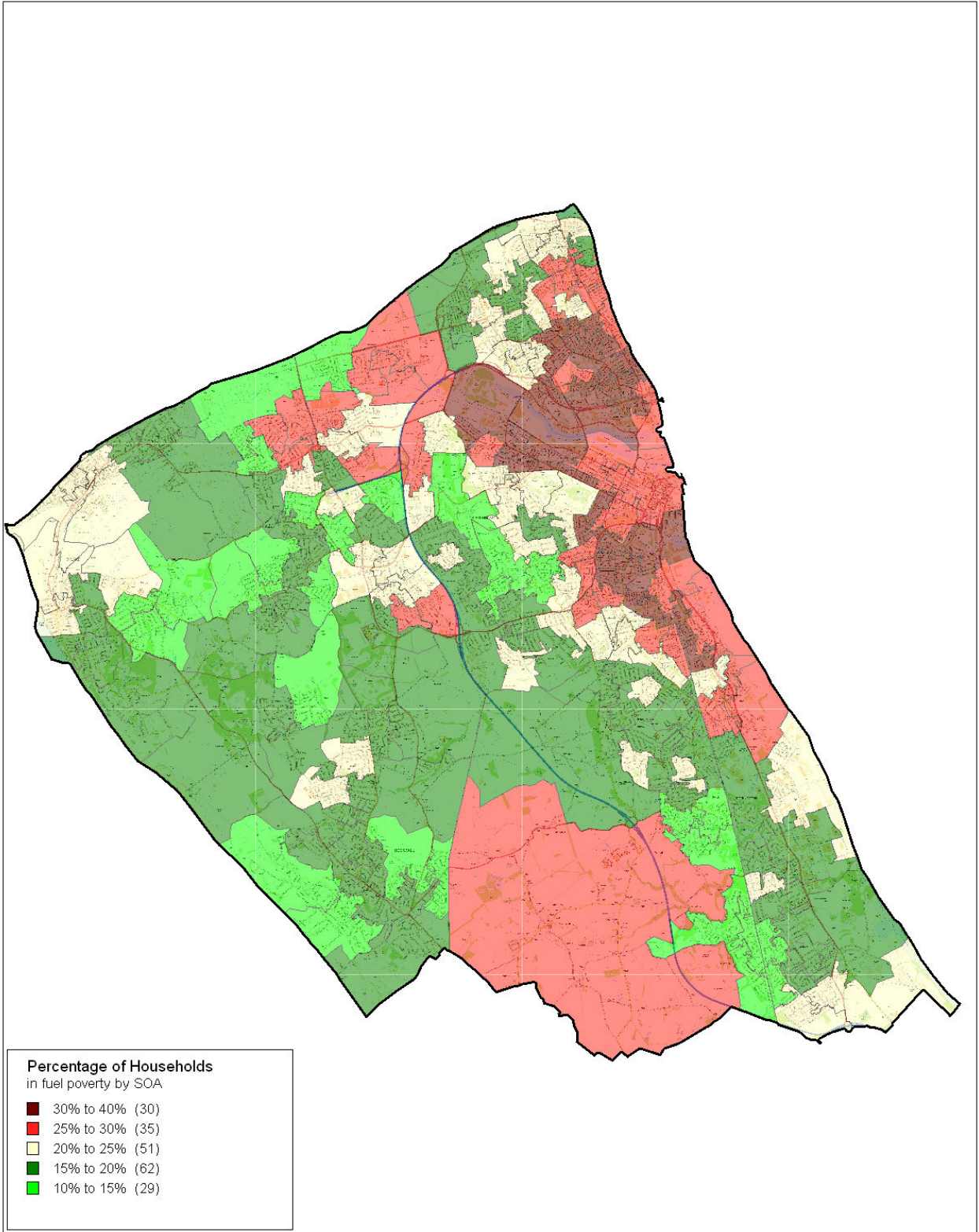
The Government has commissioned Professor John Hills to carry out an independent review of the fuel poverty target and definition. Under the current UK fuel poverty strategy, the main target is to eradicate fuel poverty by 2016 but this is now considered to be more difficult to achieve within this timescale.

Localised fuel poverty statistics for 2009 were released in November 2011, which show fuel poverty in Wirral is estimated to affect 22.0% of all households. This is higher than the 2009 England average of 18.4%. These estimates show the worst area for fuel poverty (Bidston Moss area in Bidston & St James Ward) has a much higher rate than the borough average, at 38.1%. 10 Lower Super Output Areas (LSOAs) contain at least one in three fuel poor households, with the statistics also identifying that no LSOA in Wirral is free of fuel poverty. The area showing the lowest rate but still having 1 in 10 households in fuel poverty is the Bromsgrove area in Greasby. Map 1 below shows the distribution of fuel poverty throughout the Borough.

Wirral's new Affordable Warmth Implementation Plan to assist in the reduction of fuel poverty will mirror the same time frame as the Housing Strategy's three-year Strategic Housing Plan so will run until 2014. It is intended that the affordable warmth implementation plan will be reviewed every six months by the Affordable Warmth Steering Group to ensure it remains relevant and adapts to changing needs and new policy agenda.

A toolkit produced by fuel poverty charity NEA (National Energy Action) has allowed the Council to review its current fuel poverty-related activity against recommended basic, desirable and best practice activities. Weaknesses were identified, in areas such as strengthening the role of the Steering Group, obtaining a multi agency commitment, obtaining better quality energy efficiency data and setting up referral protocols, with a view to moving all activity to best practice as part of the new Implementation Plan.

Map 1 – Distribution of fuel poverty in Wirral



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Proposed Strategic Themes

The themes chosen for the Implementation Plan group certain activities together. They are common themes and appear in different forms of wording in many other affordable warmth plans and strategies. A brief description of each theme is given below.

1. Raise awareness of fuel poverty and its solutions

The definition of Fuel Poverty was set in a UK-wide strategy launched in 2001. The latest figures state that in 2009, 17.1% of all Wirral households were estimated to be in fuel poverty, which is above the average for England. The aim of this theme is to increase knowledge of fuel poverty across many organisations in Wirral, especially raising awareness of its impacts and what can be done to lift a household out of fuel poverty. Commitment needs to be gained to the Implementation Plan at a strategic level throughout the Council and partner organisations to influence policy and priority setting. This theme also includes raising awareness amongst households, with messages around warmer homes, benefit entitlement checks and cheaper energy bills.

2. Improve the energy efficiency of housing

Improvements to the energy efficiency of homes occupied by fuel poor households in Wirral is essential as a long term and sustainable solution for dealing with fuel poverty. Energy efficiency can be improved through installing measures such as loft and wall insulation, upgrading heating systems or more efficient lighting. Energy bills can also be reduced by installing renewable energy technologies such as solar water heating or solar photovoltaic panels. This theme is one which the Council and its partners perhaps have the most influence in directing and implementing change.

3. Improve health & well-being through affordable warmth

Affordable warmth is a term often used to describe the aim of lifting households out of fuel poverty. If a household achieves warmth in their home at an affordable cost, they are less likely to suffer from, or be susceptible to, a range of health problems. Low temperatures within a home can lead to a decreased resistance to respiratory diseases, increase in blood pressure and increased cardio-vascular disease. At its most extreme it can lead to hypothermia. It is during the winter that most people die (measured by the number of "Excess Winter Deaths") and in part this can be attributed to the cold temperatures people experience in their homes. The theme therefore aims to concentrate action on those households with, or susceptible to, cold or damp related illnesses.

4. Maximise income and minimise energy costs for all residents

In addition to the energy efficiency standards of homes, levels of fuel poverty are affected by household income and by the cost of energy. Although there are many factors influencing income and energy costs that are outside of local control, partners involved in the Implementation Plan can assist with activity to carry out benefit entitlement checks (thereby maximising income through eligible benefits), referrals for employment and training opportunities, providing debt advice and by providing information or assistance to encourage households to seek the best deal on their energy bills,

5. Improve partnership working and ensure effective referral systems between agencies

An effective referral system is key to reaching and assisting fuel poor households. Although Wirral has had an inter-agency referral network for affordable warmth for almost 10 years, there is a need to continually develop and manage the network to keep referral rates high. This includes the provision of updated information to partner agencies due to staff changes and changes to assistance schemes as well as keeping the issue of fuel poverty at the forefront of people's minds. The referral network continuously needs expanding to maximise the number of

potential referrers. Actions within the Plan are about making the network more efficient to ensure those who are most vulnerable are reached.

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Headline Indicators

The following are indicators in the Housing Strategy's three-year Strategic Housing Plan that are within the "Warmer Homes" theme. These indicators will demonstrate progress of the Affordable Warmth Implementation Plan and will be the measure by which assessment will be made on whether or not the activities are having a real impact.

1. Develop new Affordable Warmth Implementation Plan by September 2011
2. Install cavity wall and loft insulation into private sector properties in need of insulation by March 2014*:
 - a. 24,660 measures by May 2012.
 - b. 32,800 measures by May 2013
 - c. 41,061 measures by May 2014
 - d. Lifetime CO2 savings of 713,384 tonnes by 2017
3. Increase private sector average SAP rating to 52 by 2013
4. Implement a scheme to improve "hard-to-treat" properties in low income areas across all tenures in partnership with Housing Associations and complete by end of 2012
5. Reduce households in receipt of means tested benefits living in a <SAP35 property by 2,500 by 2013
6. Increase private households in receipt of means tested benefits living in a >SAP65 property by 3,700 households by 2013
7. CosyHomes heating scheme – 140 vulnerable private sector households receiving heating per annum up to March 2013
8. 25 Cosy Loans issues per annum
9. 690 referrals for benefits entitlement checks or energy tariff advice out of an estimated 13,800 warm homes household assessments (5%) by end of 2011/12
10. Complete at least 200 Healthy Homes surveys per year
11. Feasibility study into the Council becoming a Green Deal provider to be completed by Summer 2012

* the number of measures may be subject to fluctuation based on the end of Community Energy Reduction Target (CERT) and the move to energy companies obligation, which at this stage is unknown

Strategic Theme 1 – Raise awareness of fuel poverty and its solutions

Activity	Task	Responsibility	Completion Date	Outputs	Outcome
Increase partner awareness of fuel poverty issues.	<p>Continue to operate Wirral Fuel Poverty Forum</p> <p>Information from Fuel Poverty Forum to be e-mailed out to all on database</p> <p>Continue to produce “Fuel Poverty News” – an information bulletin for Forum members</p>	Wirral Council (Housing Strategy Team)	<p>Held three times a year</p> <p>Every Forum beginning spring 2012</p> <p>Quarterly</p>	<p>Fuel Poverty Forum held</p> <p>Information e-mailed</p> <p>News briefing published</p>	Improved policy co-ordination
Increase public awareness of assistance available.	<p>Request affordable warmth to be focus of radio shows, write media releases, ensure Council website information is comprehensive and up-to-date.</p> <p>Ensure affordable warmth information is provided at public events staged by partners, such as Older Peoples Parliament, Family Fun Days, Community Events, Landlord Forums</p>	<p>Energy Projects Plus, Wirral Council (Housing Strategy Team and Corporate Marketing)</p> <p>Energy Projects Plus, Wirral Council (Housing Strategy Team), Wirral Healthy Homes.</p>	<p>Ongoing but concentrating media activity during autumn and winter months.</p> <p>Ongoing</p>	<p>1 radio interview held per year, 4 media releases per year.</p> <p>Minimum of 6 events attended per year.</p>	Increased referrals for affordable warmth assistance
Increased local authority and partner commitment to tackling fuel poverty.	<p>Agree role of, and subsequently appoint, affordable warmth champions within partner organisations.</p> <p>Partners to publicly sign-up to Implementation Plan with photo and media release</p>	Affordable Warmth Steering Group	<p>Spring 2012-13</p> <p>Spring 2012-13</p>	<p>Minimum of five champions</p> <p>Minimum of five organisations sign-up</p>	Increase partner commitment to tackling fuel poverty
Improve reporting on Implementation Plan progress and strengthen monitoring and review systems.	<p>Steering Group to review progress 6-monthly and to report annually to the Strategic Housing Partnership and the Public Health Forum.</p> <p>Implementation Plan activities reviewed annually to ensure relevant and up-to-date.</p>	Affordable Warmth Steering Group	<p>First review summer 2012 then every 6 months.</p> <p>Every winter</p>	<p>6-monthly Steering Group meetings held and reviews presented to Forum.</p> <p>Annual report written and published on Council website.</p>	Improved policy co-ordination

Analyse and raise awareness of the Hills Fuel Poverty Review.	Analyse interim findings. Analyse final report and write paper on implications for future activity within Wirral's Implementation Plan.	Wirral Council (Housing Strategy Team)	Winter 2011-12 February 2012	Circulate information to Steering Group Paper written and reported to Forum	Implementation Plan changes to reflect Government policy
Affordable Warmth Steering Group to plan and oversee the structural development, funding and delivery of fuel poverty interventions.	Update terms of reference for Steering Group Steering Group to meet 6-monthly	Affordable Warmth Steering Group	Spring 2012 Ongoing	Terms of reference updated. Meetings held, minutes produced.	Increased input from partners into local affordable warmth policy and activity

Strategic Theme 2 – Improve the energy efficiency of housing

Activity	Task	Responsibility	Completion Date	Outputs	Outcome
Geographical areas of hard-to-treat housing identified and prioritised for action with measures such as renewable energy technologies, solid wall insulation and improvements to heating systems.	Gather energy efficiency and property type data through Warmer Wirral area-based targeting Gather data from RSLs which will indicate hard-to-treat properties Overlay hard-to-treat data with fuel poverty estimates data to target those households most in need	Energy Projects Plus, Wirral Council (Housing Strategy Team)	Summer 2012 Summer 2012 Autumn 2012	Maps and address lists produced for targeting	Improved intelligence on which to prioritise areas for action
Improve hard-to-treat properties.	Utilise CESP funding (or ECO funding if post-Dec 2012) to target LSOAs most in need.	Wirral Council (Housing Strategy Team, Private Sector Housing Renewal), RSLs	December 2012 if CESP funded; December 2014 if ECO funded.	Properties in at least 2 LSOAs are improved.	Strategic Housing Plan headline indicators 3, 4, 5 and 6
Continue with area-based targeting of energy efficiency and affordable warmth initiatives.	Ensure proposals and bids for funding are submitted.	Energy Projects Plus, Wirral Council (Housing Strategy Team)	Annual. Energy Projects Plus under contract to deliver until 2014.	Strategic Housing Plan headline indicators 2b, 2c, 2d and 9	Strategic Housing Plan headline indicators 3, 5 and 6
Maximise new Energy Company Obligation spend	Once further details are released throughout 2011 and 2012, plan for	Wirral Council (Housing Strategy Team)	Summer 2012	Options paper written on how Wirral can	Strategic Housing Plan headline indicators 3, 5

from 2013 onwards.	future strategy			benefit from ECO	and 6
Improved collection of energy efficiency data from RSLs including the sharing of Energy Performance Certificate data.	Analyse SAP data provided by RSLs, identify gaps and discuss with RSLs how best to provide data for more of their properties.	Wirral Council (Housing Strategy Team), RSLs	Spring 2012	Data analysis completed	Improved intelligence with which to prioritise areas for action
Investigate setting a target SAP rating for homes improved under grant / loan schemes for vulnerable households.	Write feasibility report.	Wirral Council (Housing Strategy Team)	Summer 2012	Report written which could lead to SAP targets being set.	Strategic Housing Plan headline indicators 3, 5 and 6
Ensure the Council's flagship energy efficiency assistance programmes continue and improve	Seek funding for Cosy Homes Insulation to complete programme until end of CERT and adapt programme in time for launch of ECO and the Green Deal, including a feasibility report on the Council becoming a Green Deal provider.	Wirral Council (Housing Strategy Team)	Ensure Programme is funded for 2012-13 financial year and depending on nature of Green Deal and ECO that the scheme continues post December 2012.	Strategic Housing Plan headline indicators 2b, 2c, 2d and 9	Strategic Housing Plan headline indicators 3, 5 and 6
	Ensure Cosy Homes Heating grants continue into 2012-13 and when ECO begins in 2013 to ensure any gaps in provision are met	Wirral Council (Housing Strategy Team)	Winter 2011-12 for continuation funding and winter 2012-13 to link to ECO	Strategic Housing Plan headline indicator 7	
	Ensure Cosy Loans continues and that the loan pot meets demand (seek further top-ups if necessary)	Wirral Council (Housing Strategy Team)	Quarterly review of Cosy Loans issued	Strategic Housing Plan headline indicator 8	
Set local energy efficiency standards or guidance for new-build homes and the refurbishment of properties.	Write feasibility report.	Wirral Council (Housing Strategy Team, Forward Planning, Building Control)	Autumn 2012	Report written; standards set or guidance issued	Strategic Housing Plan headline indicators 3 and 6
Improve uptake of renewable energy measures in homes experiencing or vulnerable to fuel poverty	Promote interest-free Cosy Loans for solar water heating and promote sources of funding for all renewable energy systems	Wirral Council, Energy Saving Trust, Energy Projects Plus	Promotions throughout the year	Increase in uptake of Cosy Loans for solar water heating and increase in renewable energy installations	Strategic Housing Plan headline indicators 3, 5 and 6

	RSLs to install renewable energy systems in their properties using various funding streams	RSLs	To begin 2012		
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Strategic Theme 3 – Improve health & well-being through affordable warmth

Activity	Task	Responsibility	Completion Date	Outputs	Outcome
Engage with GP consortia and health professionals.	<p>Work with a single GP practice to target patients who could benefit most from affordable warmth interventions</p> <p>Present to Wirral GP Forum, including the promotion of the Implementation Plan</p> <p>Provide training and information to front-line health workers:</p> <ol style="list-style-type: none"> 1) Health Visitor and Community Nursing Team Leaders to include community matron 2) Health professionals in intervention areas 3) Health Trainers 4) Midwives 	Wirral Healthy Homes, Energy Projects Plus	<p>December 2012</p> <p>Winter 2011-12</p> <p>Winter 2011-12</p> <p>Spring 2012</p> <p>Winter 2012-13</p> <p>Winter 2012-13</p>	Strategic Housing Plan headline indicator 10	Increased referrals for affordable warmth assistance
Take forward actions to meet the needs of the most vulnerable groups to reduce health inequalities arising from cold housing conditions identified in the Public Health Paper due September 2011	Develop plan informed by Public Health Paper and Public Health Outcomes framework	Public Health, Wirral Council, other relevant partners	Plan to be developed following launch of paper	Dependent upon Public Health Paper and Public Health Outcomes framework	Reduction in health inequalities arising from cold housing conditions
Provide advice on keeping warm in winter	Keep advice for older people updated on Council's website and link to NHS Winter Health website.	Wirral Council (Housing Strategy Team and Corporate Marketing)	First update winter 2011-12 and then quarterly reviews.	Advice regularly updated	Increased referrals for affordable warmth assistance

	Ensure Keep Warm Keep Well leaflets are distributed to libraries and one-stop shops.	Wirral Council (Housing Strategy Team and Customer Service Teams)	November each year.	Booklets distributed.	
Engage with Social Care providers and professionals within Department of Adult Social Services	Promote Healthy Homes and the links with affordable warmth packages available. Continue to establish partnership working with front-line staff such as social workers and carers.	Wirral Healthy Homes	Spring 2012	Strategic Housing Plan headline indicator 10	Increased referrals for affordable warmth assistance

Strategic Theme 4 – Maximise income and minimise energy costs for all residents

Activity	Task	Responsibility	Completion Date	Outputs	Outcome
Continue to explore best methods for providing fuel debt assistance to households.	Identify (map) organisations already providing assistance, identify gaps and what support they need.	Wirral Council (Housing Strategy Team)	March 2012	Mapping exercise completed.	Reduction in fuel debt by increasing awareness amongst partners and the public of the help available
	Review the promotion and take up of appropriate tariffs by families within the City Region	Wirral Council, Liverpool City Region Child and Family Poverty Commission	2012	A greater understanding of take-up within the sub-region in order to effectively direct resources.	
Ensure all partners are aware of assistance with energy costs from energy suppliers for vulnerable households.	Update to be provided with Fuel Poverty Newsletter every six months.	Wirral Council (Housing Strategy Team)	Begin with winter 2011-12 newsletter, then ongoing	Update sent every 6 months	Reduction in fuel debt by increasing awareness amongst partners and the public of the help available
Explore opportunities for closer working with energy companies on fuel debt issues for clients.	Link via NEA North West Fuel Debt Forum through attendance at meetings and feeding information out to partners.	Wirral Council (Housing Strategy Team), Energy Projects Plus.	Begin winter 2011-12	Information distributed to partners.	Reduction in fuel debt by increasing awareness amongst partners and the public of the help available
Improve tariff advice service.	Increase public knowledge of social tariffs and Warm Home Discount availability e.g. through newsletters, website updates.	Wirral Council (Housing Strategy Team), Energy Projects Plus.	Ongoing	Increased articles on social tariffs, website updated quarterly.	Reduction in energy costs for households through changing suppliers or changing

	<p>Investigate and if feasible implement telephone and online price comparison service</p> <p>Review current information available to the public on tariff and changing suppliers, including on Council's and partner's websites. Establish focus group to 'test' information is clear and accessible.</p> <p>Include the provision of information about appropriate fuel tariffs in tender specifications for debt and money advice commissioned by the Council</p>	<p>Wirral Council (Housing Strategy Team), Energy Projects Plus.</p> <p>Wirral Council (Housing Strategy Team), Energy Projects Plus.</p> <p>Wirral Council (Corporate Planning, Engagement and Communication)</p>	<p>Feasibility study by summer 2012; if feasible, implement by winter 2012-13</p> <p>Summer 2012</p> <p>Spring 2012</p>	<p>Feasibility study written; move to implementation if practicable.</p> <p>Revised information on website.</p> <p>Fuel tariff advice provided through contracted services</p>	<p>tariffs.</p>
<p>Working to reduce fuel poverty for low income families and children.</p>	<p>Continue working with New Brighton Children's Centre and start to promote Wirral Healthy Homes to other Children's Centres</p> <p>Continue working with The Fostering Service to ensure that all new and existing foster carers receive a Healthy Homes Survey</p> <p>Establish new working partnerships with the midwifery service including their "One to One" service.</p>	<p>Wirral Healthy Homes and Children & Young People's Department</p> <p>Wirral Healthy Homes and Children & Young People's Department</p> <p>Wirral Healthy Homes and Wirral University Teaching Hospital</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Summer 2012</p>	<p>Strategic Housing Plan headline indicator 10</p>	<p>Reduction in "Category 1" hazards under the Housing Health & Safety Rating System</p>
<p>Provide referrals for Benefit Entitlement Checks and tariff advice</p>	<p>Continue to refer customers for Benefit Entitlement Checks and tariff advice from activity under Warmer Wirral and Wirral Healthy Homes.</p>	<p>Energy Projects Plus, Wirral Healthy Homes</p>	<p>Throughout life of Warmer Wirral and Wirral Healthy Homes</p>	<p>Strategic Housing Plan headline indicator 9</p>	<p>Increase amount of eligible benefits claimed.</p> <p>Increase in number of households switching energy companies and tariffs.</p>

Strategic Theme 5 – Improve partnership working and ensure effective referral systems between agencies

Activity	Task	Responsibility	Completion Date	Outputs	Outcome
Investigate feasibility of home visits service in partnership with RSLs	Write options paper on costs and delivery of home visit service to provide quality one-to-one advice and hand-holding to vulnerable households in need of advice on energy saving, grants, benefit entitlement checks, tariff advice and associated referrals.	Wirral Council (Housing Strategy Team)	March 2013	Paper written and service set up.	Increased referrals for affordable warmth assistance
Training for front-line staff	<p>Ensure “Home From Hospital Service” staff and volunteers are aware of affordable warmth assistance available</p> <p>Review training provision, strengthening provision within health sector, Adult Social Services and Children & Young People</p> <p>Deliver Healthy Homes Training to DASS and Children & Young People Department, including Fostering Service; to include affordable warmth assistance available</p>	<p>Age UK Wirral</p> <p>Wirral Council (Housing Strategy Team), Energy Projects Plus.</p> <p>Wirral Healthy Homes</p>	<p>Winter 2011-12</p> <p>Spring 2012</p> <p>March 2012</p>	Strategic Housing Plan headline indicator 10	Increased referrals for affordable warmth assistance
Improve referral mechanism	<p>Set up referral protocols with other Council sections and external organisations, including feedback on referrals provided to referees.</p> <p>Produce Wirral Healthy Homes referral packs</p>	<p>Wirral Healthy Homes, Energy Projects Plus, Wirral Council (Housing Strategy Team)</p> <p>Wirral Healthy Homes</p>	<p>Summer 2012</p> <p>Winter 2011-12</p>	<p>Referral protocols agreed and signed.</p> <p>Strategic Housing Plan headline indicator 10</p>	Increased effectiveness of referrals and improved monitoring of referrals.
Increase attendance from RSLs to the Wirral Fuel Poverty Forum	Publicise Forum to Chief Execs and RSL officers including through SHP	Wirral Council (Housing Strategy Team)	Winter 2011-12	RSL attendance at Forum increases	Increase in cross-partner working and input into policy and initiatives.
Improve data sharing between organisations	Research what data would be usefully matched in order to assist households most in need, including data sharing with NHS.	Wirral Council (Housing Strategy Team), Public Health	Autumn 2012	Data researched and incorporated into decision making process.	Improved intelligence on which to prioritise areas for action

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Glossary

Affordable Warmth Steering Group – oversees the development and delivery of the Affordable Warmth Implementation Plan.

CESP – the Community Energy Saving Programme (CESP) targets households across Great Britain, in areas of low income, to improve energy efficiency standards, and reduce fuel bills. It is funded by an obligation on energy suppliers and electricity generators.

Cosy Homes Heating – a grant provided by Wirral Council to certain vulnerable households for help with improvements to heating systems.

Cosy Homes Insulation – provides loft and cavity wall insulation to private rented and owner occupied properties. The insulation is free of charge dependant on maximum walls or loft area and is funded by Wirral Council and British Gas.

Cosy Loans – provides an interest-free loan of up to £2,000 to owner occupiers and private landlords for replacement central heating boilers, home insulation and solar water heating.

ECO - The new Energy Company Obligation (ECO) will focus energy companies on improving the ability of the vulnerable and those on lower incomes to heat their homes affordably, and on improving solid wall properties, which have not benefited much from previous schemes. This will replace the current obligations on suppliers due to end in December 2012.

Excess Winter Deaths – this is calculated as winter deaths (deaths occurring in December to March) minus the average of non-winter deaths (April to July of the current year and August to November of the previous year).

Financial inclusion – access to financial advice and services.

Fuel Poverty – a household is said to be in fuel poverty (as defined by the Government) if it needs to spend more than 10% of its income on fuel to maintain a satisfactory heating regime (usually 21 degrees for the main living area, and 18 degrees for other occupied rooms).

Green Deal - the Government's proposed framework to enable private firms to offer consumers energy efficiency improvements to their homes, community spaces and businesses at no upfront cost, and to recoup payments through a charge in installments on the energy bill. Timetabled to begin late 2012.

Hard to Treat properties – those that are off the main gas network, of solid wall construction or of non-traditional construction. This may render traditional solutions such as cavity wall insulation and high efficiency gas boilers as inappropriate.

Health Through Warmth COPD pilot project – Health Through Warmth (HTW) operates through locally based partnerships which seek to help vulnerable people whose health is adversely affected by cold, damp living conditions. This is achieved by facilitating the installation of appropriate energy efficiency and heating measures, along with the provision of related advice and information. The pilot project trialled methods for assisting patients with Chronic Obstructive Pulmonary Disease (COPD) through GP practices in Wirral.

Hills Fuel Poverty Review – at the Spending Review in October 2010 the Government announced it would commission an independent review to take a fresh look at the fuel poverty target and definition. Professor John Hills is undertaking this review and is due to report in early 2013.

Home From Hospital Service – operated by Age UK Wirral, this a team of staff and volunteers who offer practical support to ease the transition from hospital to home.

Housing Health & Safety Rating System – the system by which local authorities assess housing conditions under the Housing Act 2004. It provides a risk assessment approach to look at the condition of properties; it does not set out minimum standards but is concerned with avoiding or, at the very least, minimising potential hazards. If an accident is very likely to occur and the outcome is likely to be extreme or severe (e.g. death or a major or fatal injury) then the hazard's rating will be high and it may be considered to be a “**category 1**” hazard.

Keep Warm Keep Well – an annual campaign co-ordinate by the Department of Health to publicise the assistance available to households to cope with colder temperatures.

LSOA – a Lower Super Output Area (LSOA) is a geographical area of between 1000 and 3000 people.

NEA – National Energy Action (NEA) develops and promotes energy efficiency services to tackle the heating and insulation problems of low-income households. Working in partnership with central and local government; with fuel utilities, housing providers and health services; and with consumer organisations, NEA aims to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor or vulnerable.

Public Health Forum – this is the Local Strategic Partnership Working Group responsible for coordinating efforts by partner organisations to reduce the inequality gap in Wirral by improving health & wellbeing. The group is also responsible for the monitoring of performance against shared priorities and indicators in key strategic plans including the health and Wellbeing Strategic Framework, NHS Wirral Commissioning Strategic Plan, Wirral Council Corporate Plan and Children and Young People's Plan through the Health Inequalities Action Plan.

RSLs – Registered Social Landlords, more commonly known as Housing Associations.

Renewable energy – energy which is created from sources that can be used time and time again such as energy from the sun, water and the wind. Technologies which harness renewable energy include solar water heating and wind turbines.

SAP – the Standard Assessment Procedure (SAP) is the Government's methodology for assessing and comparing the energy and environmental performance of dwellings on a scale of 1 to 100, where 100 represents zero energy costs.

<SAP35 – where a property has a SAP of less than 35, which generally means the property will contain health hazards due to cold indoor temperatures.

>SAP65 – where a property has a SAP greater than 65, which is recommended as a reasonable target to fuel poverty proof homes.

Social Tariffs – a range of assistance from some energy companies for households on certain welfare benefits to provide cheaper energy prices

Strategic Housing Partnership – Wirral's Strategic Housing Partnership (SHP) is the Local Strategic Partnership Working Group responsible for enabling effective partnership working between the public, private and third sectors when taking a strategic view of the housing sector and ensuring the vision of Wirral's Housing Strategy and its strategic priorities are delivered. The SHP consists of

a range of representatives from key Council departments, housing related organisations, the 3rd Sector Assembly and NHS Wirral.

Warm Home Discount – this requires energy companies by law to give a discount on energy bills to their most vulnerable customers. It began in April 2011 and will have replaced all Social Tariffs by 2014.

Warmer Wirral – Wirral's overarching affordable warmth initiative, promoting the availability of assistance to make homes warmer and reduce energy bills as well as referring households to other sources of help.

Wirral Fuel Poverty Forum – an open event hosted by Wirral Council for agencies involved in assisting Wirral residents potentially living in fuel poverty. Held three times a year, the Forum is a mix of presentations, information sharing and workshops.

Wirral Healthy Homes – a multi-agency referral initiative hosted by Wirral Council to improve property standards in homes thereby improving people's health.

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