

# connecting with communities

The Warm Front Scheme Annual Report  
2009/10



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## Introduction

**Over the past 12 months, Warm Front has continued to help households in communities across England. Importantly, in challenging economic times, the Scheme is providing warmer, healthier homes and sustainable savings on energy costs. With fuel poverty still a reality faced by millions of households, the importance and impact of the Warm Front Scheme have never been in clearer focus.**

Warm Front has had an exceptionally busy year. The level of demand has been well above our expectations and has been driven by a number of factors – tough economic conditions, a harsh winter and continued high levels of energy prices have all had an impact.

The Scheme was boosted in November 2009 by the announcement of an additional £150 million of funding in the Pre-Budget Report. This extra funding has enabled us to make a real difference to tens of thousands more homes.

We are continuing to work very closely with DECC and our stakeholders to drive improvements and ensure even greater value for money for the Scheme and for our customers. I am delighted that this report explains in detail some of the recent changes to the Scheme, such as improvements to the surveying, inspections and supply chain processes, and how they bring significant benefits to our customers.

Alongside these positive changes we have had to take some tough decisions. The popularity of the Scheme has resulted in

lengthened waiting times for customers. To ensure the Scheme activity was maintained over the course of the year, we have had to carefully manage the timing of measures being installed for customers. Managing waiting times in this way has been challenging, but it has meant that Warm Front has continued to be open to new applicants and has ensured continued heating and insulation assistance to people most in need.

With more people than ever depending on the help and support of Warm Front, I am always conscious that delivering the Scheme would not be possible without our partners on the ground; from our professional local contractor base, to the dedicated voluntary and community groups who help to identify, and reach the most vulnerable homes. I would like to take this opportunity to thank everyone for their hard work and support.

With rising numbers of people in fuel poverty, there is still a great deal of work to do and we look forward to the Scheme continuing to make a positive impact in the year ahead.



**Ross Armstrong**

Operations Director,  
Managed Services, Eaga

# Headline impacts

**From 1 April 2009 to 31 March 2010, Warm Front delivered energy efficiency improvements across a wide range of households. Some of the key impacts this year were:**

- 212,963 households received assistance.
- 112,226 households received heating measures.
- 81,737 households received insulation measures.
- There was an average household SAP (Standard Assessment Procedure) improvement from 33 to 66 points. SAP is used as an indicator for energy efficiency, the higher the number the better the performance. This is the equivalent of moving from an energy efficiency rating of band F to a band D on an Energy Performance Certificate.
- A reduction in CO<sub>2</sub> emissions in the average household from 7.6 tonnes per year to 5.7 tonnes per year, equalling total annual savings of 1.9 tonnes per year. This is an increased saving of an average 0.7 tonnes from the previous year.
- The potential saving in energy consumption is almost 12 Giga Joules per household each and every year for the next 20 years.
- This is equivalent to an average annual saving in running costs for a household assisted by Warm Front in 2009/10 of £653.62<sup>1</sup>.

The savings shown are a substantial increase on the levels shown in last year's report. This is primarily due to the fact that the Scheme has installed a much greater proportion of heating measures over the last twelve months, which in turn has a greater running cost saving and SAP impact.

<sup>1</sup>Based on the number of homes receiving Warm Front measures and the average reduction in running costs per property.



## Review of the year

**It's been another busy year for Warm Front assisting over 200,000 households and driving improvements through implementation of changes to the Scheme. There was also good news with the announcement of additional funding. 2009/10 also saw the formation of the new Warm Front Delivery Advisory Board and a Select Committee inquiry into fuel poverty.**

### **Additional funding**

Warm Front benefited from an extra £150 million announced in the 2009 Pre-Budget Report for 2010/11, which will help the Scheme to meet increased demand and provide assistance to tens of thousands more homes. Total funding for the Scheme in between 2008-11 is now £1.1 billion.

### **Warm Front Delivery Advisory Board**

Eaga has established a Delivery Advisory Board to provide an independent challenge and source of advice to the Warm Front Scheme. Membership comprises representatives from some of the leading consumer and charitable organisations in the UK that are committed to eradicating fuel poverty. Membership is National Energy Action, Age UK, Citizens Advice, Consumer Focus, Chair of the Fuel Poverty Advisory Group, and Foundations. The group meets quarterly to consider all aspects of the day to day delivery and future of the Warm Front Scheme.

### **Energy and Climate Change Select Committee**

Earlier this year the Energy and Climate Change Committee undertook an inquiry into fuel poverty. Warm Front was considered in this context and Eaga gave evidence before the Committee. Among various issues covered it was explained that Warm Front had provided assistance to over two million customers with energy efficiency measures, saving money on fuel bills and improving energy efficiency standards of the home.

The Committee recommended that the Government review the operation of the Warm Front Scheme 'to ensure that any barriers which may be preventing it being accessed by people with cancer or other debilitation conditions such as time-limited grants – are removed or modified'. It also reported that the Warm Front Scheme has done some very good work in improving the energy efficiency of vulnerable households and thereby reducing fuel bills.

“ Warm Front is an essential programme that helps to eradicate fuel poverty and the advent of the advisory board has facilitated an excellent opportunity to both challenge and explore ideas to help the Scheme's delivery to those who urgently need help to heat their homes. ”

Derek Lickorish, Chair of the Fuel Poverty Advisory Group and Delivery Advisory Board Group member

# Changes to Warm Front Delivery

Eaga is committed to continuously improving the delivery of Warm Front and ensuring the customer is always at the forefront. Last year the National Audit Office report alongside the Public Accounts Committee offered a number of recommendations on the Warm Front Scheme. Following publication of these reports changes have now been made to all stages of the customer experience to improve quality of service and further drive value for money.

## Computerised surveying process

A new survey process has been introduced to provide an independent specification of the full energy requirements of the home. On survey completion the customer will have received a full range of energy advice, understand the range of recommended measures and, if a new or replacement heating system is recommended, will also be able to see a plan detailing where the new installations would be; this is supported by a Computer Aided Design (CAD) system. This new survey means the customer will now have one survey visit, rather than the two visits as previously required if a heating measure was recommended.

## Increased competition in the supply chain between installers

A new system has been implemented for allocating work to installers, which will drive even greater value for money. This involves a new electronic auction system that establishes the lowest price, and drives greater competition in the supply chain.

In those cases where a customer is required to make a contribution towards the cost of the installation they are empowered to choose the installer from the three lowest auction bidders. Customers have access to the installer's performance rating to aid their choice.

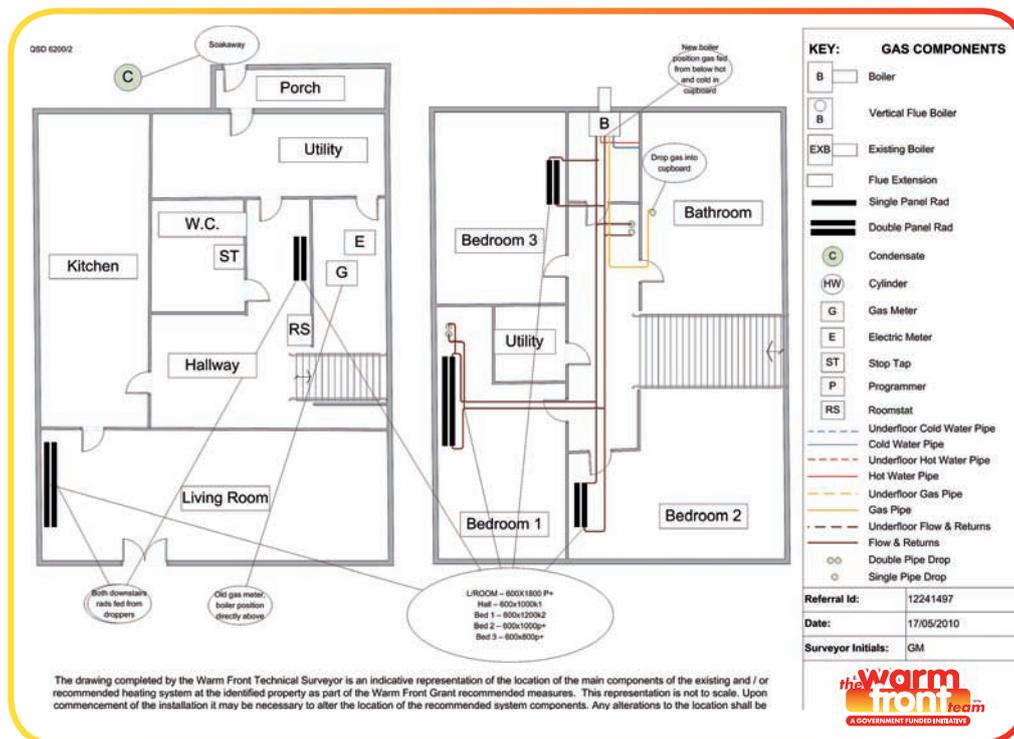
## Inspections

The inspection process has improved to provide customers with a more comprehensive quality assessment to ensure that workmanship meets the agreed high standard. All inspections will now be undertaken by fully qualified, experienced gas engineers. This means that all inspectors are now able to address minor faults with the system and can resolve some customer concerns or issues at the first point of contact. More major works will continue to be referred to installers to complete.

## Grant maxima

During 2009 the maximum grant available under Warm Front was increased from £2,700 to £3,500 where gas central heating is required and from £4,000 to £6,000 for applications where oil central heating or alternative heating sources are required.

This change has had an extremely positive impact – seeing a reduction from around seven in ten customers being asked to make a contribution towards the cost of heating work, to less than one in ten customers needing to make a contribution.



The new computerised survey process provides customers with a plan detailing their new installation

## Warm Front Contractors

**Over two million households have been assisted through Warm Front, none of which would be possible without the continued professionalism and commitment of our contractors. Warm Front sets high standards for our contractor base and these were further strengthened through our re-tendering process and changes to the installer rating system.**

Periodically, there are re-tendering exercises for the Warm Front Scheme contractor base, to ensure that pricing is competitive and reflective of market conditions. This in turn confirms that the contractor base is delivering value for money to the Scheme.

The most recent re-tender, concluded in September 2009, selected those contractors who demonstrated the greatest ability to focus on the customer and offered competitive prices. The overall result has achieved a reduction of more than 10% in pricing across the board. This is a positive and welcome result, driving further value for money and delivering savings that mean Warm Front is able to assist more homes across the country.

The process has provided the opportunity for Eaga to work with 22 new partners out of a total of 89 installers operating nationwide. Eaga look forward to working with all partners in the coming year to drive even greater quality and customer care through the supply chain.

Some bidders and some of those contractors that have worked on Warm Front previously were not successful. Eaga is grateful for the efforts of all those who have worked on Warm Front before and had a positive impact installing efficient heating and insulation in homes across the country.

### Installer Rating System

Along with the changes to the Scheme already discussed, tighter quality controls have been implemented to monitor installer performance.

Available capacity and an installer contractor rating system now determines the volume of work an installer will be allocated. A performance rating is calculated on each installer on a rolling quarterly basis. This is based on timelines, inspections, complaint levels, and health, safety and environment. Where an installer falls below an agreed level, the volume of work allocated to that installer will be limited, and should poor performance continue they may be removed from the Scheme.

Maintaining close visibility of the quarterly performance of installers and reporting that back to DECC allows Eaga to work on a controlled basis with contractors who have performance issues and ensure that their standards are managed back to an acceptable level.



## Focussing on the customer

**Warm Front exists to make a difference to the lives of some of the most vulnerable people in society. This entails a responsibility to set the highest standards for ourselves and to strive to provide world class customer service.**

### Customer Satisfaction

Eaga conduct over 30,000 customer satisfaction surveys per year, led by staff who have been through specialised training in research methods and techniques. We also work with industry providers to ensure our approaches are constantly in line with best practice. Part of this involves using this intelligence and customer feedback to benchmark Warm Front's customer satisfaction scores against appropriate equivalents. For example, Warm Front's end of year customer satisfaction score of 92% compares favourably against the following scores (taken from the UK Customer Service Index, January 2010):

- Delivery of public sector schemes (at local authority level) = 72%
- Delivery of public sector schemes (at national level) = 69%
- Utility / energy supplier customer satisfaction = 68%

The National Audit Office commented positively on customer satisfaction levels as part of its report, released in February 2009. The scores of our own independent monitoring indicate that 91% of customers are satisfied and would refer Warm Front to family and friends.

However, we are not complacent and as part of a commitment to continuous improvement, several changes were implemented as part of the new service delivery model aimed at further strengthening the standards of customer service. This included:

- improving customer satisfaction and complaint rates further;
- an enhanced complaints handling requirement to make the Warm Front complaints process more accessible and visible for the customer.

The independent programme of customer satisfaction also feeds into the installer contractor rating methodology. This system is used to reward high performing contractors with additional work and also to reduce or withhold work from poor performing installers. Although complaint rates are very low (less than five in every 1,000 customers), we do sometimes have to put things right for our customer – typically dissatisfaction can be centred around waiting times, quality of work installed or missed appointments.

We are always working with our supply chain and contractor base to increase customer satisfaction, drive improvements and further reduce complaints beyond their already low level.



# The customer journey

Warm Front has assisted 212,963 customers over the past 12 months. Every one of those customers is different, with unique and sometimes quickly changing circumstances. With this in mind, the Warm Front customer journey is designed to support and reassure customers through all stages of what could be a difficult process and provides an end to end service for all our customers.

## The customer

Mrs G from London applied to Warm Front for the first time in 2006. The local council had recommended the Scheme, she explained 'I'm very proud of my home, but it can get very cold especially in the winter and when I heard about Warm Front I thought there is no harm in seeing if I could get help'. At survey, Mrs G was recommended loft insulation and this was installed 6 weeks later. Mrs G explained, 'I really noticed the difference, the house was much warmer - especially the following winter'.

Mrs G kept Warm Front's details to hand, and reapplied to the Scheme in June 2009 when she started having problems with her boiler, 'it stopped working in the summer, it wasn't too much of a problem as I was going to my daughters house, but I knew when the winter came it would be unbearable. I remembered Warm Front and rang to see if they could help'. In time for winter, Warm Front provided a new condensing boiler, 'the men that came to install the boiler were no trouble, caused no fuss, they were excellent and would recommend them to anyone'.

## The difference

The heating and insulation installed through Warm Front improved the energy efficiency rating of the property from SAP 30 to 48. Mrs G told Warm Front, 'I could definitely tell the difference through the winter with my new boiler, the rooms got warmer so much quicker, and I didn't need to use my gas fire in the lounge. I still need to be careful with money, but I use my new programmer that Warm Front installed to make sure it only comes on when I need it and turns off when I don't', she continued, 'I am very pleased with Warm Front and happily recommend it to others'.



### Warm Front Application

Customers can apply for Warm Front through a variety of routes, telephone, on-line, or by returning a freepost leaflet in the mail



### Benefit Entitlement Check

All customers are offered a Benefit Entitlement Check, which details the benefits they may be entitled to and guidance on how to claim them. If customers are not in receipt of a Warm Front eligible benefit at the first point of contact, they can then return to the Warm Front process once claiming the benefit



### Home Assessment

Once we have taken the successful application an assessor will visit the customer's home and suggest improvements to be made



### Installation

Warm Front has a team of 89 registered installers, locally based who then carry out the work



### Inspection

We inspect all homes that have had a gas or oil heating repair, or newly installed boiler and inspect 5% of customers' homes that have had electric heating and insulation. The quality assessments mean that customers can be confident in the quality of the service



### Aftercare and Warranty

If a customer has had a new central heating system or gas boiler installed they are entitled to breakdown cover for 2 years and access to a 24 hour breakdown and repair helpline

## Warm Front Customers

### Mrs M from Leicestershire

In 2009, Mrs M applied to Warm Front as her heating was no longer working. Following a survey, Mrs M received a new replacement boiler, insulated hot water tank, programmer and thermostatic radiator controls. These measures lifted her home from a SAP rating of 9 to 57, the equivalent of moving from an EPC rating of G to D. Mrs M was delighted with the work carried out and explained,

“ I am writing to say a very big thank you for the wonderful work carried out by your man, Scott, who came to my home in March, to install a new boiler and cistern. I was expecting a least two men to do the amount of work involved, but was amazed how hard, fast and efficiently Scott worked. He was very thoughtful in trying not to make a mess, and kept me informed of how the work was progressing and what was involved. The electrician, John arrived on the second day, so I was very happy when the work was completed that day. Please do convey my sincere thanks to the two men, who did such a wonderful job. ”

### Mr and Mrs E from Norfolk

Mr and Mrs E from Norfolk had a boiler replacement in March 2010; this included installing a new more energy efficient boiler, upgrading pipe-work, powerflush and electrical work to ensure compliance with building regulations. The Warm Front measures have lifted the SAP rating of the property from 15 to 65 and made a real difference to their home, as Mr E explained,

“ I would like to take this opportunity to let you know how very pleased and grateful we are with our new boiler you arranged to have fitted in our bungalow. It is the first time in 17 years that we have had our home completely heated and with no problems... With the new system we have hot water all day long and no problems whatsoever. ”



## Alternative technologies

**Warm Front continues to trial cost effective, low carbon and renewable measures, suitable for hard to treat properties with the potential for inclusion on the Scheme in the future. The cost effectiveness and user accessibility of alternative technologies is being reviewed in partnership with National Energy Action (NEA) to assess their viability as potential measures on the Scheme.**

### Air Source Heat Pumps Trial

Air source heat pumps extract heat from the outside air. They run on electricity, so there's no need to pay for gas, oil or solid fuels and require no storage space for fuel.

The aim of the trial, which is currently underway, is to consider their suitability to help address some of the problems associated with 'hard-to-treat' homes located off the gas grid and to look at the possibility of the measure being offered through Warm Front.

Air source heat pumps have been installed in around sixty properties across rural, off gas areas in England. The installations will be monitored to ascertain if the new technology is a reliable, cost effective and efficient source of providing heating and hot water for hard-to-treat homes that may be at risk of living in fuel poverty.

NEA will evaluate the results of the follow-up analysis, determining the success of the pilot from a customer experience perspective in terms of accessibility, ease of use and running cost savings generated. They will also review information from other installations of air source heat pumps provided through grant funding.

An interim report on the findings to date will be produced to enable further consideration of the potential around this technology.

### Park Homes

Traditionally, park homes are difficult to heat, poorly insulated and are frequently found off the gas network and more susceptible to fuel poverty.

Trials are currently being conducted in around 100 park homes at seven sites to test the feasibility and acceptability of external wall insulation products, to consider their inclusion the Scheme. Once the insulation has been installed the home will be rendered and painted in a colour of the resident's choice. The properties will be monitored over summer and winter before recommendations are made early in 2011.

### Solar Thermal

An installation of 125 solar thermal heating systems across the country was trialled in 2009. This renewable technology can reduce the cost of heating hot water in certain homes by more than 50%. It makes a particular difference in off-gas areas, as well as in households with high hot water demand.

In partnership with NEA, the systems have been monitored and feedback has been provided to the Warm Front Scheme Management Board. It was noted that the technology does not have a high impact on reducing heating costs, however it can help lower energy bills in specific circumstances. There are no plans at this stage to include solar thermal as part of the Warm Front measures.



## Warm Front in the community

**Targeting assistance towards those greatest in need is a critical part of Warm Front's work. The Warm Front Networking Team does this by developing effective and sustainable partnerships with a wide range of organisations trusted by the community and works with them to find and engage the most vulnerable in society.**

Over the past year the Network Team's Partnership Development Officers (PDOs) have worked closely with regional and national partners to build relationships and referral networks to target the help we provide under Warm Front. By working with a wide range of organisations, and understanding the customer group, PDOs can help to ensure that Warm Front is reaching those most in need. This may involve offering fuel poverty awareness training to staff, presenting and supporting at local events, setting up a unique on-line referral portal and sharing news, scheme updates and case studies in the bi-monthly Networking e-bulletin.

Our work with local authorities has continued to be pivotal to the success in reaching those who most need help. We have further developed relationships with local authority teams, such as environmental health, private rented sector officers and Climate Change Officers to ensure home owners and private tenants are signposted to the Scheme. Local Authorities have also assisted in providing some additional funding for those customers who have been required to make a contribution towards Warm Front.

A few examples of our partnership work are detailed below:

### Working in with the Safe at Home Scheme

The Safe at Home Scheme and Warm Front have joined forces to help protect the health and well being of hundreds of families with children under five across Dorset. Using a multi agency approach the Safe at Home Scheme aims to reduce accidental deaths and injuries among the under fives by providing over 1100 families with safety equipment. As part of the coordinated work, Safe at Home assessors have been trained in fuel poverty awareness and know when to refer eligible customers to Warm Front. The work ensures that children from disadvantaged families across Dorset have a warmer, healthier and safer environment in which to live and grow up.

### Working with the UK's largest private landlord – Grainger

In partnership with the Grainger's older people team, we have been able to install heating and insulation measures to hard to reach and vulnerable private tenants. Working together to engage and inform tenants about Warm Front and to support them through the process has resulted in over 300 applications being made by tenants that may not have otherwise applied. Grainger also provided additional funding for those tenants who were required to make a financial contribution towards the work. This partnership continues to make sure other Grainger tenants may benefit from Warm Front.

### Working with the Health Sector

Warm Front works closely with the Department of Health on local, regional and national campaigns to target Warm Front and help improve peoples' health and well-being. To support and build interaction in this area Eaga have seconded a member of the Network Team into the Department of Health as a Winter Warmth Advisor.

This partnership has resulted in over 34,000 applications last year coming to Warm Front from the health sector. These have come through campaigns such as flu jab projects with 35 out of 152 Primary Care Trusts working with Warm Front on mailings or 'flu clinics'. Other projects include working with Healthy Start, which provides free vouchers for low income families and the Keep Warm Keep Well campaign.

**Eaga has worked hard  
to develop relationships  
with a broad range  
of organisations**

### Reaching those most in need

Number of homes helped with householder over the age of 60	119,711
Number of homes helped with children under 16	68,403
Number of homes helped where householder has a disability	61,096
Percentage of homes helped in rural areas	15%
Percentage of black, minority and ethnic homes helped	14%

## Benefit Entitlement Check

All Warm Front applicants are offered a Benefit Entitlement Check (BEC). A highly trained and dedicated team have completed over 350,000 Benefit Entitlement Checks since the service began in 1997, identifying increases to weekly income of an average of £35 per week.

### How does it work?

Each customer is assigned their own adviser, which ensures that a trusted one to one relationship is formed at the outset. The BEC can be completed over the telephone or a short questionnaire can be sent to the customer for them to complete in their own time.

A comprehensive letter and report is sent to the customer the same day as the BEC is completed, detailing information on the benefits they may be entitled to and guidance on how to claim them. Customers can then go on to complete the relevant forms to claim the benefits recommended.

As part of the BEC process, Eaga provides 'closing the loop calls' for every BEC completed. This step takes place a short period after the BEC itself, and is intended to ensure that customers have gone on and made the claim. If at this stage customers

have had difficulty with application forms or are not sure what to do next, extra support and advice is offered to get them through this process. This stage also means that those now claiming the benefits they had previously missed out on can now return to the Warm Front application process.

### Pension Service

We work closely with the Pension Service on the referral process. If during the BEC, Pension Credit is identified as a potential eligible benefit, then with the customer's permission the details are passed to the Pension Service to begin the application process. If the application is successful Eaga then offer to refer the client to Warm Front. This referral arrangement has resulted in 501 clients being referred directly to the Pension Service during April 09 – March 10.

As part of Eaga's Customer Service Survey, the Pension Service rated the importance of our service to them and satisfaction with the service at 100%.

Total Number of BECS carried out (01/04/09 – 31/03/10)	63,285
Of which not initially eligible for Warm Front	35,436
Of which already eligible for Warm Front	27,849
Total identified benefits to make eligible for Warm Front	11,073
Average weekly increase in benefits per customer identified	£35.58
Average annual increase per customer identified	£1,850.16

## BEC Customer Testimony

### Mr R from Essex

When a customer service adviser discovered that Mr R from Essex did not qualify for Warm Front, he was referred to the Benefit Entitlement Check team.

The BEC adviser soon noticed that Mr R was not receiving his correct benefit entitlement. He should have been receiving Pension Credit and Council Tax Benefit. Encouraged by the BEC advisor, Mr R contacted his local council and the Pension Service and requested that they re-examine his claim.

Mr R was delighted when he was awarded Council Tax Benefit of £18.08 per week and £1.59 Pension Credit per week. His claim was also backdated by 52 weeks. He contacted Eaga to say,

'The service and advice are brilliant. I would never have made the claim for the benefits without the advice that was provided. You did a smashing job. Thank you.'

As a result of the BEC service Mr R has now gone on to apply for Warm Front.



# Regional performance

## North West

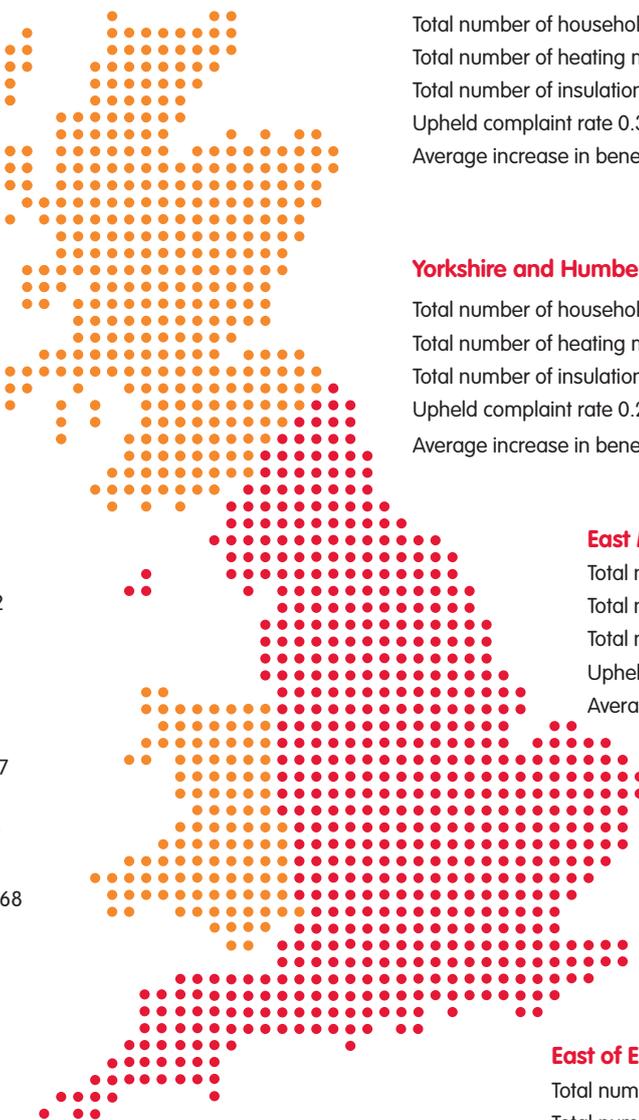
Total number of households assisted 52,192  
Total number of heating measures 25,122  
Total number of insulation measures 18,345  
Upheld complaint rate 0.3%  
Average increase in benefits from BEC £33.92

## West Midlands

Total number of households assisted 26,697  
Total number of heating measures 14,820  
Total number of insulation measures 10,109  
Upheld complaint rate 0.3%  
Average increase in benefits from BEC £32.68

## South West

Total number of households assisted 19,324  
Total number of heating measures 10,311  
Total number of insulation measures 7,974  
Upheld complaint rate 0.4%  
Average increase in benefits from BEC £32.70



## North East

Total number of households assisted 11,651  
Total number of heating measures 9,189  
Total number of insulation measures 2,894  
Upheld complaint rate 0.3%  
Average increase in benefits from BEC £30.87

## Yorkshire and Humber

Total number of households assisted 24,850  
Total number of heating measures 15,108  
Total number of insulation measures 8,200  
Upheld complaint rate 0.2%  
Average increase in benefits from BEC £31.59

## East Midlands

Total number of households assisted 20,902  
Total number of heating measures 10,100  
Total number of insulation measures 7,751  
Upheld complaint rate 0.3%  
Average increase in benefits from BEC £32.48

## East of England

Total number of households assisted 19,913  
Total number of heating measures 10,436  
Total number of insulation measures 9,590  
Upheld complaint rate 0.4%  
Average increase in benefits from BEC £33.38

## Greater London

Total number of households assisted 14,074  
Total number of heating measures 6,642  
Total number of insulation measures 5,650  
Upheld complaint rate 0.5%  
Average increase in benefits from BEC £40.85

## South East

Total number of households assisted 23,360  
Total number of heating measures 10,498  
Total number of insulation measures 11,224  
Upheld complaint rate 0.4%  
Average increase in benefits from BEC £34.31

## Looking ahead...

**With changes to the Warm Front customer journey now implemented across England, we look forward to assisting more homes, and helping more people have a warmer and healthier future.**

Warm Front is instrumental to tackling fuel poverty, assisting over 2.1 million households since its inception in 2000. However, in a tough economic climate and with continuing high energy prices, more people become vulnerable to fuel poverty. Improving the energy efficiency of homes and providing lasting solutions remain vital to eradicating fuel poverty in a sustainable way.

We are grateful to our stakeholders, contractors and partners in delivery for everything they have contributed to another successful

year for Warm Front. As the Scheme goes forward and tackles new challenges we hope our partnerships strengthen and an outstanding service continues to be provided.

Most importantly, with the Scheme facing increasing demand and managing a limited budget we must never lose sight of the customer in the home – the people we work for remain at the heart of everything we do.

### Summary

**Households assisted since start of Scheme (01/06/00 - 31/03/10) 2,163,400**

**Households assisted this Scheme year (01/04/09 - 31/03/10) 212,963**

	2009/10 breakdown of measures	Scheme to date
Cavity Wall Insulation	20,800	481,372
Draughtproofing	21,515	565,636
Electric Central Heating	8,548	68,493
Foam Insulated Dual Immersion Hot Water Tank (FIDIHWT)	736	8,380
Gas Wall Heaters	181	24,630
New Gas Central Heating	12,112	175,107
Hot Water Tank Jackets	3,225	156,830
Loft Insulation	39,764	700,600
Boiler Replacements	79,690	378,601
Heating Repairs	20,449	102,487
Oil Central Heating	968	2,956

“ They all (the engineers) have been prompt, tidy efficient, polite and friendly and have worked really hard to get the system installed quickly with the minimum of disruption ”

Mrs M

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