If you need help in understanding this leaflet please contact the Equality team at Salford City Council, telephone number 0161 793 3536. This leaflet can also be provided in large print, audio/electronic and Braille formats.

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Housing Market Support team
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Pendleton Way
Salford
M6 5FW

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Affordable warmth strategy for Salford 2005
“On behalf of our organisations we express our support for the development and implementation of this strategy, which is the first step towards eradicating fuel poverty in Salford. It demonstrates our commitment to work together to the benefit of Salford’s residents”

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Foreword by William Gillis, Chief Executive of National Energy Action (NEA)

NEA, the national energy efficiency charity, was established 23 years ago to develop and promote energy efficiency strategies and services to tackle the heating and insulation problems of low-income households, to achieve affordable warmth and eradicate fuel poverty.

The visible signs of fuel poverty are cold homes, high health-care costs, cold-related illnesses, excess winter deaths and housing in poor repair. Government estimates suggest that this is a problem which effects up to 2 million households in England.

With the publication of the UK Fuel Poverty Strategy in 2001 the government has made a clear commitment to the eradication of fuel poverty amongst all vulnerable households by 2010. NEA believes that local authorities have a crucial role in ensuring that this commitment is met. Finding solutions to fuel poverty cuts across many areas of social policy; for example, housing policy, the promotion of better health and well being, environmental policy, economic development and the regeneration of communities. Local authorities are well placed to broker the kinds of partnerships that can act strategically and have significant impact in these areas.

NEA has worked with over sixty local authorities to develop and implement strategies for affordable warmth. To be effective such strategies must bring key agencies and local organisations together in partnership to determine priorities for local action.

The Affordable Warmth Strategy for Salford 2005 is to be commended in its adoption of exactly such an approach, demonstrating that effective partnership working is the key to success.

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

William Gillis, Chief Executive

Foreword by Angie Robinson, Chair, Partners IN Salford

Keeping warm and well IN Salford

Too many people in Salford suffer ill health or die early because they cannot heat their homes to an adequate level. Households that spend more than 10% of their income on keeping their houses warm are defined as living in ‘fuel poverty’.

In addition, certain people have a greater need for heat than others and are at greater risk of fuel poverty – this includes older people, children, people with a disability or those who are chronically sick.

The inability to heat a home to an adequate level can be caused by a number of factors such as insufficient finances, housing that is not properly insulated or has an inefficient heating system, lack of awareness or difficulties of accessing existing benefits.

No single agency can tackle the wide range of factors that contribute to fuel poverty. The complexity of the problem and the need to provide a sustainable answer needs commitment from the public, private and voluntary sectors, who, working in partnership have produced this strategy as a first step in the process of eradicating fuel poverty in Salford.

As Chair of Partners IN Salford I am happy to fully endorse this vital step on the road to making fuel poverty a thing of the past.

Angie Robinson, Chair

Formed in 1994, Partners IN Salford is the local strategic partnership for Salford, which brings together senior representatives from key public, private and voluntary agencies to agree a common approach to improving the quality of life for people living in Salford.

We aim to:

- Provide a common voice, with agreed aims, objectives and priorities
- Work to improve key mainstream public services to make them more responsive to local communities
- Agree strategies to tackle deprivation and promote sustainable development
- Develop simpler partnership structures for programmes and initiatives

We have produced a Community Plan for Salford, which is being used as a tool for partners delivering services across Salford in the next five years. In our consultation with Salford’s residents, we have identified a number of interrelated themes to focus upon, that this strategy plays a part in working towards:

- A healthy city
- An inclusive city with stronger communities
- A city that’s good to live in

This will help Partners IN Salford reach its aims and objectives, particularly those of tackling deprivation, reducing poverty and promoting sustainable development. An important part of this is tackling fuel poverty.
One. Executive Summary

Fuel poverty is a historic problem in Britain, affecting many generations of people. It has only been recognised as a significant issue recently and in 2001 the government set out its UK Fuel Poverty Strategy which aims to end fuel poverty for vulnerable households by 2010, and eradicate it by 2016.

A household is said to be suffering from fuel poverty if it cannot afford to keep adequately warm at a reasonable cost. Fuel poverty is defined as a household that needs to spend more than 10% of its income on fuel to heat its home to an adequate standard of warmth. This is generally defined as 21ºC in the living room and 18ºC in the other occupied rooms.

Some households have a greater need for heat than others. This may be a need for higher indoor temperatures or for longer hours of heating than the average household. Vulnerable households at risk of fuel poverty include:

- older people
- physically or mentally disabled, blind, partially sighted or deaf people
- people with chronic illness
- lone parents with young children
- long term unemployed people or people who live on a low income
- minority ethnic and faith groups

Fuel poverty is a complex problem and its solution requires a strategic approach. We have developed this affordable warmth strategy to help alleviate the city’s fuel poverty, deliver affordable warmth for all residents and ensure that the benefits of energy efficiency measures are brought to the attention of all households.

This strategy also includes a detailed action plan for tackling the problem in Salford which will assist in the delivery of our local policy and help to achieve national targets set out in the government’s ‘Fuel Poverty in England. The Government’s Plan for Action’.

The aims of Salford’s Affordable Warmth Strategy

To address the problems associated with fuel poverty the strategy identifies four main aims:

1. To raise awareness and provide advice on energy efficiency and affordable warmth;
2. To establish partnership working and referral systems for vulnerable groups for affordable warmth;
3. To provide financial solutions for affordable warmth; and
4. To improve the energy efficiency of the housing stock in Salford.

What causes fuel poverty?

Fuel poverty is caused by many factors, including low income, poor housing, inadequate heating, poor insulation standards and high fuel costs. Social, economic and physical indicators show that many households in Salford experience these problems, but the three main contributory factors for the city are:

- low household incomes
- ageing, energy inefficient housing
- under occupancy

a) Low household income

There is a very strong correlation between the numbers in receipt of benefit and the estimates of fuel poverty. Too many households in Salford have difficulty meeting their heating bills due to low incomes and unemployment. The average level of unemployment in Salford is 3.6% and many households find that they are dependent on a range of credits, benefits and allowances to make ends meet. For example:

- total take up of Income Support is 11.27%, rising to 24.84% in some wards
- total take up of Disability Living Allowance is 7.21%, rising to 12.05% in some wards
- average take up of Attendance Allowance is 18.06%, rising to 20.92% in some wards

Low income is a significant reason why some households cannot afford to heat their home adequately. This strategy recognises the need to maximise the income of households through promotion of grant assistance and promoting benefit availability.

b) Ageing, energy inefficient housing

The age of a dwelling is a major indicator of fuel poor homes. Older homes are much more likely to have higher energy costs, caused by a range of factors that include poor insulation and energy inefficient heating systems.

This is especially a problem in Salford, where the housing stock is ageing. Approximately 28% of properties are pre 1919 terraced private sector and a further 26% are private properties built between 1919 and 1944, with 46% being in the post 1945 category.

Studies have shown that those in fuel poverty not only tend to have the lowest incomes but also the highest fuel bills. These households also spend a significantly higher proportion of the income on fuel than the average household. The reasons for high fuel bills can include inefficient heating systems, low levels of insulation and the need to keep temperatures warmer than average.

Insulating lofts and walls can save each household approximately £140 per year which can be spent on other items such as dietary or leisure. Releasing such additional resources to households will result in an injection of expenditure into the local economy.

c) Under occupancy

The small number of occupants in a house compared to the size of a house often leads to fuel poverty. The government has identified that households in the worst degree of fuel poverty tend to occupy accommodation that is, on average, significantly larger in area. Under occupancy occurs mainly where children have left home or a spouse has died leaving one person in a house larger than necessary for their needs.

Two. Fuel Poverty And Affordable Warmth

A household is said to be suffering from fuel poverty if it cannot afford to keep adequately warm at a reasonable cost. The government defined fuel poverty as when: ‘A household needs to spend more than 10% of its income on fuel to heat its home to an adequate standard of warmth. This is generally defined as 21ºC in the living room and 18ºC in the other occupied rooms.’
The effects of fuel poverty, and those most at risk

The factors that contribute to fuel poverty mean that, in general, it is the most vulnerable members of society who are susceptible to the effects of fuel poverty. This group of people is most likely to consist of the elderly, families with young children, people with health disabilities and the infirm.

The problems associated with fuel poverty include:

- increased fuel costs
- high winter mortality rates and increased ill health
- reduced quality of life
- deterioration of the housing stock

Who is at risk?

Some households have a greater need for heat than others. This may be a need for higher indoor temperatures, or for longer hours of heating than the average household. This, combined with the effects of fuel poverty as described previously, means that those people particularly at risk include:

- older people
- physically or mentally disabled, blind, partially sighted or deaf people
- chronically sick
- lone parents with young children
- long term unemployed people or people who live on a low income

CASE STUDY: BME and faith groups in Salford.

The ethnic make-up of the city is changing. The city has one of the largest Orthodox Jewish communities outside London, and though there is a relatively small black and minority ethnic population the number of asylum seekers residing in Salford is also thought to be higher than reported in the census.

A recent Housing Market Demand Study conducted by Salford City Council saw 137 responses from BME households. The findings showed satisfaction levels with their home were low, with only 17.3% stating they were very satisfied, and 52.3% being satisfied.

The council believes this higher level of dissatisfaction may be in part attributable to the fact that BME households are more likely to live in accommodation that lacks adequate heating. Only 79.4% of BME households live in a fully central heated home, compared to 98.0% of other households, and only 68.8% have a property that benefits from loft insulation, in comparison to 82.5% of non-BME households.

The study responses suggests that BME and faith groups may be being over-looked with regard to energy efficiency issues, either due to language problems and/or other cultural differences. As such it is recognised that better consultation on energy efficiency and fuel poverty issues is needed with BME groups, including a wider translation service, and more sensitivity surrounding race and religion.

Due to the growing diversity of the city’s population, raising energy efficiency and fuel poverty awareness amongst all BME and faith groups should be a priority within this Affordable Warmth Strategy.

Population

Salford has a population of 216,103. The most populated wards in Salford are Walkden South and Pendlebury, the least populated wards are Ordsall and Langworthy.

The population has declined rapidly over the last 30 years. Between 1971 and 2001 it dropped by 22.6% - the region’s average was 5.3%. The severest decline has been within Central Salford.

Housing stock

Salford’s housing stock varies considerably. Dwellings range from traditional inner-city terraced housing in Central Salford, to some of the most sought after housing in Greater Manchester in Worsley and Boothstown. There is also a considerable difference in the mix of tenures, compared to the sub-regional and national averages. As Table 1 shows, there is a relatively low level of owner occupation and higher level of council owned homes. Within the city there are concentrations of particular tenures, for example in Worsley and Boothstown (West Salford) owner-occupation is the main form of tenure, in Ordsall and Pendleton (Central Salford) renting of a council owned home is more popular.

Table 1: Breakdown of property tenure in Salford

<table>
<thead>
<tr>
<th>TENURE</th>
<th>PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner occupation</td>
<td>59%</td>
</tr>
<tr>
<td>Private rented</td>
<td>13%</td>
</tr>
<tr>
<td>Local Authority</td>
<td>28%</td>
</tr>
</tbody>
</table>

Source: 2001 Census, ONS

Condition of private sector stock

Within the private sector there are two distinct groups – the owner occupied and the private rented sector. According to English House Condition Survey (EHCS) over 80% of fuel poor households are in this sector – around 65% owner occupiers and 15% in the private rented sector. A private sector stock condition survey of Salford was carried out in 2001. The survey included an assessment of internal and external stock condition, including energy efficiency standards. It found that 71,978 private sector dwellings, 55,233 were occupied, 4,933 privately rented, 5,172 housing association or tied, and 3,018 are vacant. 1,334 were ready for demolition or would never be lived in.

Condition of public sector stock

The Office of the Deputy Prime Minister (ODPM) has set a target that by 2010 all social housing should be brought up to a decent condition with most of this improvement taking place in deprived areas and for vulnerable households. According to the 2001 English House Condition Survey (EHCS) nearly 20% of all fuel poor households are in the social housing sector. 200,000 households in England are classified as being non-decent and will require improvements to their homes by 2010, according to a 2001 baseline.

New Prospect Housing Limited (NPHL) is an arms-length management organisation, which has been managing 29,000 properties on behalf of Salford City Council since September 2002. The organisation invests approximately £41,000,000 per year to improve the properties. NPHL has an on-going energy efficiency improvement programme which improves the insulation and heating systems of council homes, concentrating on the least energy efficient homes first. NPHL is also developing an affordable warmth strategy.

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Measuring the number of households living in fuel poverty is not easy. Households can move in and out of fuel poverty as income and fuel prices change. To help get a clearer picture of fuel poverty in the city, Salford City Council commissioned the Building Research Establishment (BRE) to carry out a housing projection survey for all tenures. The survey was carried out in September 2004 and reported on:

- dwellings whose occupiers are in fuel poverty
- dwellings which fail to meet the Decent Homes Standard due to:
  - unfitness
  - inadequate thermal comfort
  - disrepair
  - non-modern facilities and services
- dwellings with a SAP rating less than 30

The BRE, using their Housing Stock Models, were able to produce projections for each of the above criteria at local authority, ward and the National Statistics Office’s super output area. Super output areas are small areas used by the National Statistics Office for collecting and publishing of small area statistics using data from the 2001 Census.

The Building Research Establishment’s (BRE) findings

The survey found that fuel poverty is as high as 25% in many disadvantaged neighbourhoods. Potentially, 17,000 Salford residents are living in fuel poverty.

a) Dwellings whose occupiers live in fuel poverty

BRE has estimated that over 7,992 households are living in fuel poverty across Salford. The percentage of households living in fuel poverty rises significantly in the city’s less affluent wards. Areas in Central Salford tend to have much higher percentages of fuel poverty than wards located in West Salford. The table below details the extent of fuel poverty at ward level.

<table>
<thead>
<tr>
<th>RANKING</th>
<th>WARD</th>
<th>% IN FUEL POVERTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Broughton</td>
<td>11.59</td>
</tr>
<tr>
<td>2</td>
<td>Weaste &amp; Seedley</td>
<td>10.13</td>
</tr>
<tr>
<td>3</td>
<td>Barton</td>
<td>10.07</td>
</tr>
<tr>
<td>4</td>
<td>Irwell Riverside</td>
<td>9.81</td>
</tr>
<tr>
<td>5</td>
<td>Langworthy</td>
<td>9.51</td>
</tr>
<tr>
<td>6</td>
<td>Kersal</td>
<td>9.09</td>
</tr>
<tr>
<td>7</td>
<td>Claremont</td>
<td>9.04</td>
</tr>
<tr>
<td>8</td>
<td>Swinton South</td>
<td>8.94</td>
</tr>
<tr>
<td>9</td>
<td>Eccles</td>
<td>8.29</td>
</tr>
<tr>
<td>10</td>
<td>Winton</td>
<td>7.52</td>
</tr>
<tr>
<td>11</td>
<td>Cadishead</td>
<td>7.45</td>
</tr>
<tr>
<td>12</td>
<td>Swinton North</td>
<td>7.04</td>
</tr>
<tr>
<td>13</td>
<td>Walkden North</td>
<td>6.84</td>
</tr>
<tr>
<td>14</td>
<td>Ordsall</td>
<td>6.37</td>
</tr>
<tr>
<td>15</td>
<td>Walkden South</td>
<td>6.23</td>
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<tr>
<td>16</td>
<td>Worsley</td>
<td>6.00</td>
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<tr>
<td>17</td>
<td>Pendlebury</td>
<td>5.77</td>
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<tr>
<td>18</td>
<td>Little Hulton</td>
<td>5.60</td>
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<tr>
<td>19</td>
<td>Irlam</td>
<td>4.33</td>
</tr>
<tr>
<td>20</td>
<td>Boothstown &amp; Ellenbrook</td>
<td>3.86</td>
</tr>
<tr>
<td></td>
<td>Salford’s Average</td>
<td>7.84</td>
</tr>
</tbody>
</table>

Source: BRE 2004

b) Inadequate thermal comfort

BRE estimates that 37,583 (37%) dwellings across the city have failed the Decent Homes Standard. Of these 30,058 (29.47%) do not provide adequate thermal comfort to their occupants. This figure rises to an unacceptable 71% in some places.

c) Dwellings with a standard assessment procedure (SAP) rating below 30

The Standard Assessment Procedure is the government’s way of calculating the energy efficiency performance of homes. The SAP 2001 index is based on the calculated cost for space and water heating, adjusted for floor area so that it is not strongly affected by the size of the dwelling. The index is a number between 1 (poor) to 120 (excellent).

Nationally the average rating of properties is 53 for council owned homes and 60 for those of Registered Social Landlords, whilst the average in the private sector is less than 50.

In Salford BRE’s housing stock models project that 20,629 (20%) dwellings have an unacceptable SAP rating of less than 30.

These findings have been mapped to show location patterns. The map opposite shows the areas of the city with high fuel poverty. The dark red areas indicate clusters of dwellings where 25% of households are living in fuel poverty. The dark green areas show areas where the number of households living in poverty is less than 3%.

Table 2: Wards most affected by fuel poverty

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Source: BRE 2004
Fuel poverty is too big a problem to solve by a single agency; affordable warmth can only be delivered to vulnerable households by working together. Partners IN Salford is well placed to adopt a strategic approach to tackle fuel poverty in our city. To achieve our objective new partnerships need to be forged and existing partnerships need to be reinforced. Our member agencies and our other partners are committed to working together to eradicate fuel poverty in Salford by 2010. We have already established successful partnerships in:

- energy efficiency
- financial services
- health

### Energy efficiency

The agencies working to improve energy efficiency in Salford include:

- **a) Greater Manchester South Energy Efficiency Advice Centre (EEAC)**: is part of a UK-wide network of 52 energy efficiency advice centres that offer expertise in energy efficiency related topics. The EEAC provides free energy efficiency advice, impartial telephone advice, home visits and home energy checks, alongside bespoke presentations and comprehensive training packages. The service, part funded by the Energy Saving Trust, is delivered in partnership with six Greater Manchester authorities: Manchester, Salford, Stockport, Tameside, Trafford and Wigan.

- **b) EAGA Partnership Ltd**: are the government’s agents who administer the Warm Front and Warm Front Plus grant scheme. Warm Front grants offer 100% funding for insulation and heating measures for vulnerable households in the private sector. The council works closely with EAGA to promote the grant scheme by raising public awareness of their availability and targeted take-up campaigns. During the period 2001 – 2004, over 5,480 households in Salford have benefited from energy efficiency improvement works funded by the Warm Front grants totalling £2.2 million.

- **c) Energy utility companies**: are required to have an Energy Efficiency Commitment (EEC) programme to subsidise the installation of energy efficiency measures. 50% of these EEC funded schemes are to specifically target vulnerable households. Salford City Council is already working with utility companies on schemes to reach vulnerable households, including:

  - **i) The Eccles Energy Conservation Area (TEECA) Initiative**: reduces the costs of installing insulation, A rated appliances and heating measures. During the scheme’s lifetime 659 installations have been carried out. This initiative was set up with funding from the Energy Saving Trust, Salford City Council and ScottishPower.

- **ii) CENTRAL – Keeping Warm in Central Salford**: provides low cost and no cost insulation measures to owner occupiers and private landlords. The government has made available Housing Market Renewal funds for this project, to help draw up initiatives to prevent abandonment, low demand and poor housing conditions in the failing housing market in the private sector.

- **d) Salford City Council’s Landlord Accreditation Scheme**: offers advice and help on a wide variety of subjects relating to housing, and helps promote initiatives to private landlords. Through this scheme landlords are able to access advice to make their properties more energy efficient along with financial assistance to install better insulation and condensing boilers.

- **e) New Prospect Housing Limited (NPHL)**: is an arms-length management organisation, which has been managing 29,000 properties on behalf of Salford City Council since September 2002. The organisation invests approximately £41,000,000 per year to improve the properties. NPHL intend to concentrate improvements on homes that are the least energy efficient and is developing an affordable warmth strategy.

### Financial services

Salford has many initiatives working towards financial inclusion. These help households manage their debts and bills – including those owed to utility companies. The agencies working to give financial assistance include:

- **a) River Valley Credit Union**: aims to encourage thrift among their members, educate them in the wise use of money and to provide them with a low cost source of credit. River Valley Credit Union deal with many people who are in multiple debt situations and whenever possible try to help them or pass them on to the professionals such as Salford’s Welfare Rights and Debt Advice Service or the Citizen’s Advice Bureau.

- **b) Salford Moneyline**: was established to provide an alternative to money lenders after research found that Salford is badly provided for by banks and financial institutions. Trusts and other public bodies were persuaded to contribute finance, which allows Salford Moneyline’s to consider people who’ve been turned away by banks or credit card companies and provide lending rates that are generally lower than banks. As long as applicants can make the repayments, Salford Moneyline can provide cheap accessible credit.

### Welfare Rights and Debt Advice Service

Salford Moneyline has many initiatives working towards financial inclusion. These help households manage their debts and bills – including those owed to utility companies. The agencies working to give financial assistance include:

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### Health

Salford’s Primary Care Trust (PCT) has helped develop this affordable warmth strategy and has been an active member of the strategy’s steering group. The PCT has a clear role in implementing the strategy and links to the NHS’s national objectives and health improvement programmes. The PCT will also participate in the monitoring of the progress of this strategy.
Tackling fuel poverty is key to the government’s wider agenda of reducing poverty, tackling social exclusion, improving health and taking care of older members of our society. As BRE’s survey has identified there are high levels of fuel poverty across Salford. Working with our partners, we plan to target resources at the most vulnerable households living in homes which are the most difficult to heat, meeting our four aims.

The action plan
The fuel poverty action plan details how Partners IN Salford are going to deliver affordable warmth to the residents of Salford. The action plan will evolve and develop over time, as new initiatives arise and partnerships are formed. In this sense the strategy is intended to be a practical working document.

Appendix: Affordable Warmth IN Salford: Action Plan

Tackling fuel poverty is key to the government’s wider agenda of reducing poverty, tackling social exclusion, improving health and taking care of older members of our society. As BRE’s survey has identified there are high levels of fuel poverty across Salford. Working with our partners, we plan to target resources at the most vulnerable households living in homes which are the most difficult to heat, meeting our four aims.

The aims of Salford’s Affordable Warmth Strategy
1. To raise awareness and provide advice on energy efficiency and affordable warmth.
2. To establish partnership working and referral systems for vulnerable groups for affordable warmth.
3. To provide financial solutions for affordable warmth.
4. To improve the energy efficiency of the housing stock in Salford.

The action plan
The fuel poverty action plan details how Partners IN Salford are going to deliver affordable warmth to the residents of Salford. The action plan will evolve and develop over time, as new initiatives arise and partnerships are formed. In this sense the strategy is intended to be a practical working document.
A1 | To raise awareness and provide advice on energy efficiency and affordable warmth

<table>
<thead>
<tr>
<th>OBJECTIVE</th>
<th>KEY TASK</th>
<th>PRIORITY</th>
<th>MILESTONE/ TIMELINE</th>
<th>LEAD ORGANISATIONS</th>
<th>RESOURCES</th>
<th>KEY PARTNERS</th>
<th>OUTPUT &amp; MEASURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensure affordable warmth is on the agenda of all appropriate organisations</td>
<td></td>
<td>High</td>
<td>Ongoing</td>
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<td></td>
<td>Items on team meetings</td>
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<td></td>
<td>Include affordable warmth as a standard</td>
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<td></td>
<td>Incorporate affordable warmth strategy into other strategic action (see Aim 2 Objective 2)</td>
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<td>2. Educate students about energy efficiency and affordable warmth</td>
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<td>Low</td>
<td>Ongoing</td>
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<td></td>
<td>Ensure that social housing tenants, vulnerable groups and others are provided with information and advice on options to reduce energy bills and improve energy efficiency</td>
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<td></td>
<td>Keep housing associations informed of their role in promoting affordable warmth strategy developments</td>
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<td>3. Raise public awareness of fuel poverty and affordable warmth</td>
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<td>Produce an annual marketing and communications plan</td>
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<td></td>
<td>Develop advice pack on fuel costs, health and grants</td>
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<td></td>
<td>Make pack available to new RSL/social tenants, at specific venues and target groups</td>
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<td>4. Educate owner occupiers about energy costs and improving energy efficiency</td>
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<td>Ongoing</td>
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<td></td>
<td>Provide grants and other assistance available</td>
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<td></td>
<td>Provide practical measures to increase the energy efficiency of homes</td>
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<td>5. Ensure schools in energy efficiency and affordable warmth</td>
<td></td>
<td>Medium</td>
<td>September 2005</td>
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<td></td>
<td>Look at appropriate examples of schools where energy efficiency is being achieved</td>
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<td></td>
<td>Explore best practice in educating on energy efficiency</td>
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A2 | To establish partnership working and referral systems for vulnerable groups for affordable warmth

<table>
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<tr>
<th>OBJECTIVE</th>
<th>KEY TASK</th>
<th>PRIORITY</th>
<th>MILESTONE/ TIMELINE</th>
<th>LEAD ORGANISATIONS</th>
<th>RESOURCES</th>
<th>KEY PARTNERS</th>
<th>OUTPUT &amp; MEASURES</th>
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</thead>
<tbody>
<tr>
<td>1. Identify vulnerable groups likely to suffer from fuel poverty</td>
<td></td>
<td>High</td>
<td>January 2005</td>
<td></td>
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<tr>
<td></td>
<td>Carry out a mapping exercise - Who are the fuel poor?</td>
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<td></td>
<td>Consider use of affordable warmth index (AWI) software</td>
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<td>2. Establish a referral system between agencies</td>
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<td>High</td>
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<td></td>
<td>Look at existing models for referral systems, including social housing</td>
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<td></td>
<td>Establish a referral system for social housing</td>
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A2 Continued

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<th>RESOURCES</th>
<th>KEY PARTNERS</th>
<th>OUTPUT &amp; MEASURES</th>
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</thead>
<tbody>
<tr>
<td>2. Ensure vulnerable groups are targeted for affordable warmth initiatives</td>
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<td>High</td>
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<td></td>
<td>Use the identified categories to target vulnerable groups</td>
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<td></td>
<td>Work with Welfare Benefits / CAB</td>
<td></td>
<td>September 2005</td>
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<td></td>
<td>Work with Neighbourhood Managers</td>
<td></td>
<td>April 2006</td>
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<td></td>
<td>Use partnerships to ensure affordable warmth is on appropriate agendas</td>
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<td>3. Strengthen existing partnerships and identify new partners to focus on affordable warmth strategy</td>
<td></td>
<td>High</td>
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<td>Identify all other relevant stakeholders and identify the lead agency for each area of the Strategy</td>
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<td></td>
<td>Work with Neighbourhood Managers</td>
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Timeframe

- **A1:** Ongoing
- **A2:** Ongoing
AIM 3 To provide financial solutions for affordable warmth

<table>
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<tr>
<th>OBJECTIVE</th>
<th>KEY TASK</th>
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<th>KEY PARTNERS</th>
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<tbody>
<tr>
<td>8. Ensure that all appropriate agencies are aware of referral procedures</td>
<td>Carry out awareness training for frontline staff to identify fuel poverty, fuel means-testing and signpost access to support referrals</td>
<td>High</td>
<td>From September 2005. Then rolling programme</td>
<td>Salford City Council</td>
<td>£EAC’s training. Extra resources required to fund training programme</td>
<td>NEA &amp; £EAC Frontier staff awareness and procedures</td>
<td></td>
</tr>
<tr>
<td>9. Use existing training courses, organised awareness raising workshops.</td>
<td>Ongoing</td>
<td>Salford City Council</td>
<td>£EAC</td>
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<tr>
<td>10. Train staff in LITT Centre</td>
<td>Ongoing</td>
<td>Salford City Council</td>
<td>£EAC</td>
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<tr>
<td>11. Look at cascade training</td>
<td>Ongoing</td>
<td>Salford City Council</td>
<td>£EAC</td>
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AIM 4 To improve the energy efficiency of the housing stock in Salford

<table>
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<tr>
<th>OBJECTIVE</th>
<th>KEY TASK</th>
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<th>RESOURCES</th>
<th>KEY PARTNERS</th>
<th>OUTPUT &amp; MEASURES</th>
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</thead>
<tbody>
<tr>
<td>5. Develop a secure energy profile of all housing in the city</td>
<td>Analyse existing housing stock condition information</td>
<td>Medium</td>
<td>Purchase energy efficiency monitoring software July 2005</td>
<td>Salford City Council</td>
<td>Extra resources required for energy monitoring software</td>
<td>Software suppliers, £EAC, NPRL, RSLs, private landlords accredited landlords</td>
<td>Obtain energy efficiency monitoring database software</td>
</tr>
</tbody>
</table>
Appendix:
Glossary and Abbreviations

Abbreviations

AWS: Affordable Warmth Strategy
BME: Black and Minority Ethnic
BRE: Building Research Establishment
CAB: Citizens Advice Bureau
EAGA: Energy Advice Grant Administration
EEC: Energy Efficiency Commitment
EEAC: Energy Efficiency Advice Centre
EHCS: English House Condition Survey
DWP: Department of Work and Pensions
HECA: Home Energy Conservation Act
HMR: Housing Market Renewal
LSP: Local Strategic Partnership
NEA: National Energy Action
NHER: National Home Energy Ratings
ONS: Office of National Statistics
PCT: Primary Care Trust
RSL: Registered Social Landlord
SAP: Standard Assessment Procedure
SHP: Salford Strategic Housing Partnership
TEECA: The Eccles Energy Conservation Area

Affordable warmth

Affordable warmth is the ability to heat a home to an adequate level for household comfort and health without incurring financial hardship.

Arms Length Management Organisation (New Prospect Housing Ltd)

A company set up as a non-profit making organisation to manage council housing on behalf of the council.

Decent Homes Standard

A decent home is one which is wind and weather tight, warm and has modern facilities. A decent home meets the following criteria:

- It meets the current statutory minimum standard for housing
- It is in a reasonable state of repair
- It has reasonably modern facilities and services
- It provides a reasonable degree of thermal comfort

Energy Advice Grant Administration (EAGA) Partnership Ltd

A non-profit making organisation which manages Warm Front Grant scheme (see page 21) in Salford on behalf of the government.

Energy Efficiency Commitment (EEC)

An obligation placed on energy suppliers such as ScottishPower & British Gas to fund programmes which utilise proven energy efficiency measures to combat wasted energy use in UK housing.

Energy Saving Trust

The Energy Saving Trust was established in 1992 by the government. The objective of the Trust is to promote the efficient use of energy in the UK, leading to the overall reduction in its consequential environmental impact.

Fuel Poverty

Where a combination of poor housing conditions and low income mean that the household cannot afford sufficient warmth for health and comfort. The widely accepted definition of fuel poverty is where a household needs to spend 10% or more of income to meet fuel costs.

Home Energy Conservation Act 1995 (HECA)

The council is responsible for producing an energy profile of all of the dwellings in the city, devising a strategy to promote awareness of energy efficiency.

House Condition Surveys

The surveys are run by the Research Analysis and Evaluation Division of ODPM to provide information on the changing condition and composition of housing stock and the characteristics of households living in different types of housing. The survey is a key tool used to measure the effectiveness of current policies and to underpin the monitoring of ODPM’s Public Service Agreement measure of decent housing.

Housing Market Renewal (HMR)

HMR was established by the government to tackle the most acute areas of low demand housing and its associated problems in parts of the Midlands and Northern England. Problems include high vacancy rates, low house prices and an increase in absentee private landlords.

Local Strategic Partnership (LSP) - Also known as Partners IN Salford

This is a collaboration between the council and its key partners that works to ensure that the various strategies of these organisations work together to meet mutual objectives and best serve the people of Salford.

National Energy Action (NEA)

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, fuel utility companies, and housing providers and with consumer groups and voluntary organisations, NEA aims to alleviate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor and vulnerable.

Standard Assessment Procedure (SAP)

This provides a measure of the energy efficiency of space and water heating in new and existing dwellings. SAP ratings are expressed on a scale of 1 (poor) to 120 (excellent) and takes into account only those aspects of a dwelling which are fixed, such as the heating system, controls, insulation levels, double glazing, etc.

Warm Front Grants

Households claiming a qualifying credit, benefit or allowance are eligible for a grant from the government known as Warm Front Grant. There are two types of grant available, Warm Front and Warm Front Plus. To qualify residents must be in receipt of a welfare benefit, credit or allowance.

Appendix Three:
References

BRE, Salford City Council, Housing Projections, January 2005.
David Adamson & Partners, Survey of the Private Sector Housing Condition 2001 for Salford.
DTLR, A Decent Home (Revised Guidance of Implementation) HMSO. 2002.
Appendix: Acknowledgments

Partners IN Salford Gratefully acknowledges the assistance and support of the following participants for their invaluable contribution in developing this strategy and its action plan to eradicate fuel poverty in Salford:

After Care Service
Age Concern
Anchor Staying Put
British Gas
Care on Call
Citizens Advice Bureau
Community Network
Community & Voluntary Service
Department of Work and Pensions
District Nurses
Greater Manchester South - Energy Efficiency Advice Centre
Energy Saving Partnership Ltd
EFAST
Greater Manchester Police
Government Office North West
Hope Hospital
Insulation UK
Jobshop
LIFT (NHS Local Improvement Finance Trust)
NEA (National Energy Action)
New Prospect Housing Ltd
NHS Direct
Neighbourhood Co-ordinators in Salford
New Deal for Communities
Patient Advice and Liaison Service
Patients Forums
PowerGen
Private Landlords Working Group
ScottishPower
SureStart
SRHT (Salford Royal Hospitals NHS Trust)
Tenants & Resident Associations within Salford
University of Salford
Welfare Rights and Debt Advice Service
VOTS
Salford Registered Social Landlord Partnership

A household is said to be suffering from fuel poverty if it cannot afford to keep adequately warm at a reasonable cost. The government defined fuel poverty as when: “A household needs to spend more than 10% of its income on fuel to heat its home to an adequate standard of warmth. This is generally defined as 21ºC in the living room and 18ºC in the other occupied rooms.”