

Statement of Intent for ECO4 and Great British Insulation Scheme

Norwich City Council ECO4 and Great British Insulation Scheme Flexible Eligibility Statement of Intent

Local Authority name: Norwich City Council

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**[https://www.norwich.gov.uk/downloads/file/3974/eco_flexible_eligibility -
statement_of_intent](https://www.norwich.gov.uk/downloads/file/3974/eco_flexible_eligibility_statement_of_intent)**

This statement sets out Norwich City Council's flexible eligibility criteria for the Energy Company Obligation (ECO4) and Great British Insulation schemes which run until March 2026.

The ECO4 scheme will focus on supporting low income and vulnerable households. The scheme will improve the least energy efficient homes helping to meet the Government's fuel poverty and net zero commitments. The Great British Insulation Scheme will support the ECO4 scheme in the delivery of predominantly single measures targeted at a wider range of households.

The flexible approach for Local Authorities (LAs) to identifying fuel poor and vulnerable households who may benefit from heating and energy saving measures is referred to as "ECO4 Flex" and "Great British Insulation Scheme Flex".

The Council is publishing this Statement of Intent (SoI), on the **06/08/2025** to confirm that each of the households declared will adhere to at least one of the four available routes outlined below. The tick boxes can be used to indicate to households which routes the council is using:

☒ **Route 1:** Owner-occupied and private rented sector households with a gross annual income less than £31,000. This cap applies irrespective of the property size, composition, or region.

☒ **Route 2:** Owner-occupied and private rented sector households that meet a combination of two of the following proxies:

Proxy 1) Homes in England in Lower-layer Super Output Area 1-3 (LSOA)¹, or homes in Welsh provision LSOA 1-3 on the Welsh Index of Multiple Deprivation 2019², or homes in Scotland in “data zone” 1-3 on the Scottish Index of Multiple Deprivation 2020^{3*}

Proxy 2) A person living at the premises is entitled to a Council Tax reduction on the grounds of low-income.

Proxy 3) A person living at the premises is considered to be vulnerable to the cold under the National Institute for Health and Care Excellence (NICE) Guidance NG6: Recommendation 2, for a reason other than their low-income^{4*}

Proxy 4) A child living at the premises is eligible for free school meals, due to low-income⁵

Proxy 5) A person living at the premises is supported by a scheme established by the LA/DA that is named and described within their Statement of Intent and established to support people living on a low-income and considered vulnerable to the cold under NICE Guideline NG6.

Proxy 6) A household referred to the LA for support by their energy supplier or Citizens Advice or Citizens Advice Scotland, because they have been identified as struggling to pay their electricity and/or gas bills.

* Note proxies 1 and 3 cannot be used together.

¹ Published at <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019>. The deciles are published in “File 7: all ranks, deciles and scores for the indices of deprivation, and population denominators”.

² Published at <https://statswales.gov.wales/Catalogue/Community-Safety-and-Social-Inclusion/Welsh-Index-of-Multiple-Deprivation/WIMD-2019>

³ 2020v2. Published at <http://www.gov.scot/publications/scottish-index-of-multiple-deprivation-2020v2-ranks>

⁴ <https://www.nice.org.uk/guidance/ng6/chapter/1-Recommendations#recommendation-2-ensure-there-is-a-singlepointofcontact-health-and-housing-referral-service-for>

⁵ Under section 512ZB(4) of the Education Act 1996 or section 53 of the Education (Scotland) Act 1980

☑ **Route 3:** Owner-occupied and private rented sector households that have been identified by either a person registered in the General Practitioner Register, a Scottish Health Board, a Welsh Health Board, an NHS Foundation Trust, or an NHS Trust as vulnerable, with an occupant whose health conditions may be adversely affected by living in a cold home. These health conditions must be cardiovascular, respiratory, immunosuppressed, or limited mobility related.

☑ **Route 4 [applicable to ECO4 Flex only]:** Owner-occupied and private rented sector households that are referred under Route 4: Bespoke Targeting. Suppliers and LAs can submit an application to the Department for Energy Security and Net Zero where they have identified new methods to identify low-income and vulnerable households. Applications need to demonstrate a number of factors, including that the proposed methodology is more effective at identify households in fuel poverty than the criterion offered under Routes 1 and 2.

Scheme eligibility

All potentially eligible households should apply through Norwich City Council's FlexConnect service run by CT Eco Plus Limited and apply directly through www.flexconnect.eco.

An LA officer (not a 3rd party working on behalf of an LA) will be responsible for checking, and verifying evidence, and issuing declarations. For any general enquiries relating to this SoI please contact:

Name: James Mills

Job Title: Environmental Strategy Officer

Telephone: 01603 989 209

Email: environmentalstrategy@norwich.gov.uk

CEO or dedicated responsible person mandatory signature.

The Norwich City Council will administer the ECO4 Flex scheme according to the Electricity and Gas (Energy Company Obligation) Order 2022 (ECO4 Order).

The Council will administer Great British Insulation Scheme Flex according to the Electricity and Gas (Energy Company Obligation) Order 2023 (ECO4A Order).

The CEO/ dedicated responsible person of the Council will oversee the process of identifying eligible households under ECO Flex and Great British Insulation Scheme Flex. The Council will notify Ofgem of households that declarations have been issued for via the declaration notification template.

All personal data collected or processed by Norwich City Council and CT Eco Plus Limited for the purposes of ECO4 Flex or Great British Insulation Scheme Flex will be processed and stored in accordance with: the Council's obligations under UK GDPR and the Data Protection Act 2018, the Council's data protection policy, the Information Commissioner's Office Data Sharing Code and other guidance, and Department for Energy Security and Net Zero guidance.

Signature: 

Name: Helen Chamberlin

Job Title: Head of Strategy, Engagement & Culture / Dedicated responsible person

Date of signature: 06/08/2025