



Heating and insulation improvements from the Warm Front scheme

The Warm Front scheme installs insulation and heating improvements to make homes more energy efficient. The scheme now has a new set of eligibility criteria.

Find out more about the Warm Front scheme, including who qualifies and how to apply in this easy read document.

What is the Warm Front scheme?

The Warm Front scheme provides heating and insulation improvements to households on certain income-related benefits living in properties that are poorly insulated and/or do not have a working central heating system.

Qualifying households can get improvements worth up to £3,500 (£6,000 where oil central heating or Liquid Petroleum Gas systems are recommended).

Grants are available for improvements such as:

- loft insulation
- draughtproofing
- cavity wall insulation
- hot water tank insulation
- gas, electric, liquid petroleum gas or oil heating
- glass-fronted fire - the Warm Front scheme can convert a solid-fuel open fire to a glass-fronted fire

Clients will not have to pay anything as long as the work does not cost more than the grant available. If the cost of the work is more than the grant available the client will have to make a contribution to enable work to go ahead. For clients with health issues FILT Health Through Warmth fund may be able to assist with the customer contribution element. Please see www-foundations.uk.com for more details.

Work will not start without making sure the client is willing and is able to pay the difference.

Eligibility for the Warm Front scheme

The scheme is now targeted at people on certain income-related benefits and living in properties that are poorly insulated and/or do not have a working central heating system. Clients must own their home or rent from a private landlord.

Benefits and financial support

Eligible customers are all those awarded:

- Pension Credit or;
- income-related Employment and Support Allowance that includes a work-related activity or support component (this includes contribution based ESA customers in the support group who get an income related top up because they automatically qualify for the enhanced disability premium payable with income related ESA)

And those awarded:

- Income Support or;
- income-based Jobseeker's Allowance, or;
- income-related Employment and Support Allowance in the assessment phase (first 13 weeks of the claim)

Who must also have one of the following:

- a pensioner premium. or;
- a disability or severe disability premium, or;

- an award of child tax credit that also includes an element for a disabled, or severely disabled child or young person, or;
- a child under the age of five living with the client

In addition to the qualifying benefits listed above, the property must also be poorly insulated and/or not have a working central heating system.

If the application continues, the client will then be visited by a Warm Front surveyor, who will measure the energy efficiency of the home using a Standard Assessment Procedure (SAP). The surveyor will then make recommendations on which energy efficiency improvements are most appropriate for the property.

The client should be aware that the surveyor may find that the energy efficiency of the home is above the threshold required to benefit from the scheme. If this is the case the client will not be provided with any recommendations and the client will be left with details of where else they may be able to get energy advice and help. The FILT fund may be able to assist those with health issues and there are CERT measures available for those without health conditions but in need of cavity wall or loft insulation. Please see www-foundations.uk.com for more details on these other schemes.

The Standard Assessment Procedure (SAP), is the government's recommended system for measuring the energy rating of residential properties. To be eligible for Warm Front the home must have a SAP rating of 55 or below. This is equivalent to the start of a Band D Energy Performance Certificate (EPC). For more information on SAP and EPC, follow the links below.

- [Standard Assessment Procedure - opens new window](#)
- [Energy Performance Certificates - what they are](#)

How the Warm Front scheme works

There are four steps in the Warm Front scheme:

Step 1: Application

Apply via Foundations using the application form available from www-foundations.uk.com. This form can be returned by email, post or fax.

Step 2: Technical survey

If the application is successful, the client will be given an appointment for a survey when the application is processed. A Warm Front engineer will visit the clients home and suggest which improvements could be made under the scheme.. If during this survey it is identified that the problems relate to a gas heating system that could easily be repaired within a three hour time limit, then the Warm Front engineer will carry out the work whilst at the home. If during the survey it is identified that the energy efficiency of the home is above the threshold required to benefit from the scheme, the client will not be provided with any recommendations and will be given details of where else they may be able to get energy advice and help.

Step 3: Allocation of a Warm Front installer

An installer will be allocated following the survey. The installer will then be in touch with the client to agree a installation date. If the customer has to pay a contribution then Foundations will be informed and the FILT fund will be accessed where possible.

Step 4: Installation work

Fully-trained Warm Front installers will make the improvements to the property. The aim is to have insulation work completed within 3 months and heating works completed within a maximum of five months from the date the work is allocated to an installer.

After Installation

A random sample of installations will be inspected following installation. This is to ensure the highest standards of work are maintained within the scheme. If the clients' property is chosen in this sample they will be contacted by Carillion Energy Services to arrange a suitable inspection date.

All customers that receive a new or replacement gas heating system will also get a one year aftercare service that includes an annual service visit.