

Minutes from Warm Front Strategy Meeting

03 November 2011 @ 01:00 pm

Carillon Offices, Newcastle upon Tyne

Present:

Paul Blow	Carillion
Kirsty Brown	Carillion
Darsh Chauhan	CAN Secretariat / Leicester City Council
Peter Daley	Carillion
Andy Stephenson	CAN National Chair / Durham Council

Apologies:

Rob Leeson	CAN Secretariat / Leicester City Council
Paul Maplethorpe	Rotherham MBC

Welcome and introductions

PD opened the meeting and welcomed everyone present.

1.	Matters arising from the previous minutes?	
1.1.	The minutes of the last meeting which was 12 months ago were distributed. There were no matters arising due to the long gap between the meetings.	

2	Issues raised by members	
2.1.	Up-front customer contribution payments and payment within 30 days of offer (KB) A claim stays live for 30 days. The LA has 30 days to pay it. However, LA's have said they cannot turn payments around in this time. The issue was raised by Warm Front with DECC who said if an LA has no debt then the 30 day rule would not apply to them. If they have a debt, then the 30 day rule would be applied. If the quote goes over 30 days, the quote goes into the background. A new contract on customer contributions is currently being finalised and will be released to LA's very soon. This will be sent to all LAs. LA's that can pay customer contributions will be asked to complete the contract and send to Warm Front. There will be no deadline to join. An LA can join when they have money to pay towards contributions at their will. No LA will be chased for the contract, Action: KB will email a final version of the contract to upload onto the CAN website for LAs.	
2.2.	Home Improvement Agencies (HIA) are assisting many clients to pay client contributions. They are fast emerging as a useful player. As they carry out home visits and collate information useful for SAP they are a useful agency for LAs to partner with. Archiving of the Warm Front SAP property specific data AS asked what type of SAP is carried out and where does the information goes? PD replied that an RD SAP is done and the information is recorded. In the past, the information went to DECC. There have been issues with getting data on SAP per property. It is important to get data per property. PD said survey results were not available but he could get hold of SAP ratings per	

	<p>individual property. PD said that getting a number was easy, but getting more detailed information was more difficult. He will look into trying to get data.</p> <p>AS brought up the fact that HECA is not being repealed so there will be a need for some data gathering. It will need to be determined by what DECC requires and how to get SAP data. This can be discussed at the Chairs away day.</p>	
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3	Warm Front update	
3.1.	<p>KB Warm Front has been reduced in size and changes have been made to the eligibility criteria for the scheme. Materials have been produced with the new criteria and people are encouraged to destroy the old materials. The disability criteria on the old materials are no longer applicable.</p> <p>There are only three people as network managers covering the whole of the country so face to face contact is not always possible. Email is going to be the most popular mode of communication.</p> <p>CAN suggested using the news magazine, e bulletin and website to communicate with officers. Whilst Warm Front are not allowed to participate in an on line blog, they are happy for a blog to be created on the CAN website and for questions to be forwarded to them by the Secretariat for a response.</p>	
3.2.	<p>SAP 55 has been brought into eligibility and the eligibility criteria have changed from April 2011. New materials have been produced to reflect this and have sent out.</p> <p>Started to take in new referrals from April/May 2011. Some referrals have been coming in but in the volume that was anticipated. There has not been a surge in referrals. It would be ideal if more LA's could make referrals. Warm front will not stop taking referrals in December. There is approximately £10 million of funding to spend and this will need to be spent in the next year before Green Deal comes in.</p> <p>Clients can also refer themselves on line. The whole referral process is more simplified. When a person is referred the customer service agent will book in the initial survey there and then.</p>	
3.3.	<p>Q & A</p> <p>There are cases where a second survey is required. From July 2011 100 per cent audit to identify missing info e.g. materials etc was carried out. The Variations team only undertake surface surveys e.g. they cannot pick up what is underneath floor boards. If these issues come up afterwards, then the audit is re-sent and amended. A matrix made up of a point scoring system is used. If an assessment scores under 50, then installation is allowed to go ahead.</p> <p>This is a new survey process and it has proved to be a learning curve which is still going on. 80 installers are used all of whom do things slightly differently. More checks are in place with 2 national auditors.</p> <p>The time between referrals and installations is quicker. Some cases go outside e.g. listed properties, properties with asbestos, gas. At present, no one installer is going beyond their workload. Timelines are very good. PB confirmed a reduction in the number of second surveys. Warm Sure is a second agency whose work is more uniform. There has been a 10 per cent reduction in inspections due to a decrease in funding. Some installers have gone and new installers are being trained to meet the required standards and specifications.</p> <p>Since the Technical Team were set up, more issues have been picked up at the front and therefore less problems have occurred once on site.</p> <p>AS asked about customer satisfaction levels. KB said Neil Donnelly or Robbie Trainor would have further information. At the survey stage, 88.9% of customers were satisfied. Once the work had been completed, 83..9% of customers were satisfied.</p>	

	<p>There is often dissatisfaction about architectural issues and not with the actual implementation. About 5% of jobs are surveyed for levels of customer satisfaction. PD suggested that perhaps we could share this information with CAN and look at the trends.</p> <p>KB said they are getting fewer case enquiries as they are being dealt with by the stakeholder enquiry line.</p>	
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4	Updates from Carillon	
4.1.	<p>Pilots KB said since Warm Front was re-launched there has been no renewable pilots at all. All the evaluations were done by NEA and given to DECC. AS said EST had done a damning report on air source heat pumps. KB said there was no explanation from DECC as to why renewables were out.</p> <p>Action: <i>CAN to raise questions with DECC at Chairs Away Day.</i></p>	
4.2.	<p>Website & portal The Warm Front website is up and running and all new eligibility criteria are on there. Clients can now apply directly online. There are good resources for partners available on the website.</p> <p>The portal is still available. If anyone cannot access it, then they need to contact KB. It can be easily set up. Warm Front can only provide monthly dashboard reports. There have been issues with people not reading them or deleting them. The dashboard is being simplified and will show the referrals and installations for the previous months. It will provide a snapshot, not a cumulative total. The information should only be treated as a guide and should not be used for HECA data. AS asked whether we should ask members if they want it or not. KB said she is writing a narrative about the dashboard for info, and this should go to the main contact within the LA and not to all stakeholders. The dashboard is sent to a single contact in the LA.</p> <p>Action: <i>Send an e-mail to members to ask whether the correct person is receiving the dashboard info, and if so, do they want it.</i></p>	
4.3.	<p>Warm Front has been cut down a lot lately resulting in less resources and staff. The priority is to get people through the scheme.</p>	

5.	A.O.B	
5.1.	P. Daley can be at the Anglia event.	
5.2.	<p>Recent HECA report sent to all officials should have the login and password to access</p> <p>Action: <i>if they haven't, speak to Regional Manager for user name and password. The report can be accessed using your old name and password and will also give you access to historic data and last year's report. KB will send RL three area contacts.</i></p>	

6.	Date of Next Meeting	
	<p>CAN to set a date for the next meeting (probably around March-April 2012) and send dates of regional meetings to Warm Front.</p> <p>A Warm Front representative will lead a workshop for the East Midlands region at the next CAN One Day Event in Leicester on 9 December. This will cover broad issues; They will not be able to answer specific questions on specific cases. These need to go to stakeholder enquiries.</p>	