

# INFORMATION SHEET - ECO/GBIS Local Authority Flexible Eligibility

## Data Protection and Privacy Statement

The information provided to Leicestershire County Council in the application form will be held securely and used for ECO (Energy Company Obligation)/GBIS (Great British Insulation Scheme) Flexible Eligibility purposes. The evidence for meeting the eligibility criteria and the application form will be kept for not longer than seven years and then deleted in line with current data protection legislation. The information may also be used and shared with other organisations (funding energy suppliers, installers, and Ofgem (the administrator for the schemes)), if necessary, to protect public funds and/or to prevent fraud. For details of how any individual or organisation will collect and process your data you should contact them directly.

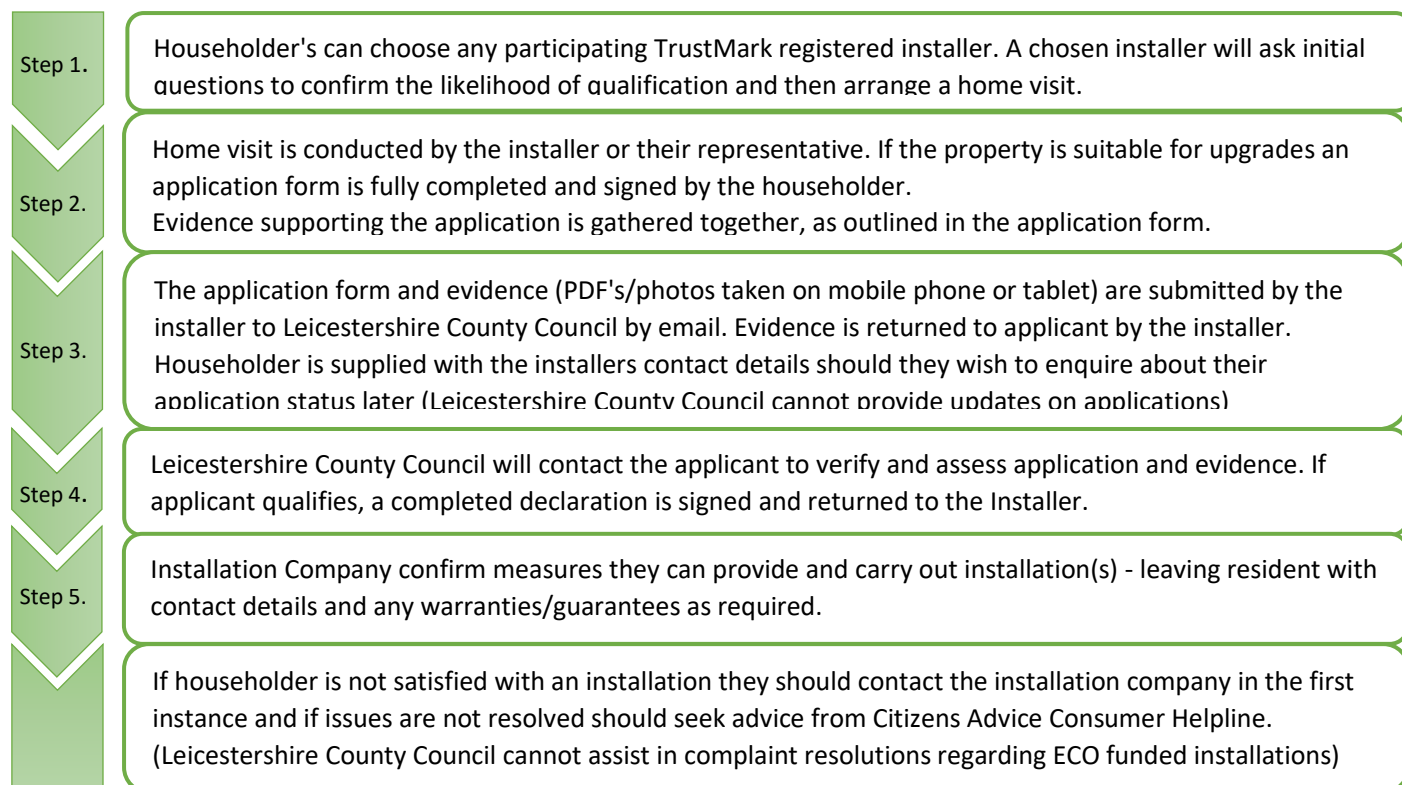
**Leicestershire County Council are not working with or endorsing any ECO installer nor the quality of workmanship of the contractor who should be Trustmark registered.**

By completing the application, you will **not** automatically receive assistance for measures, as ECO/GBIS Flexible Eligibility grant funding is provided by energy suppliers, not Leicestershire County Council.

Details of how Ofgem will collect and process your data in connection with the ECO4 and the Great British Insulation Scheme are contained in the ECO privacy notice and the Great British Insulation Scheme privacy notice on the OFGEM website.

Any personal data that you provide will be processed in accordance with current data protection laws. It will be used by Leicestershire County Council and our partners to deliver and improve services and fulfil our legal duties. We will not disclose any personal information to anyone else unless required or allowed to do so by law. Read more about how we use personal data in our [Fair Processing Notice](#)

**Leicestershire County Council does not oversee or manage the ECO/GBIS scheme, endorse any installation companies, or require further vetting of installation or lead generation companies. To cancel an application the applicant will need to contact the installer and not Leicester City Council.**



## Useful Information and Advice:

To verify that the Flexibility Eligibility scheme is genuine or for further information please visit the Council webpage:

[www.leicestershire.gov.uk/eco](http://www.leicestershire.gov.uk/eco) or telephone the Warm Homes service on 0116 305 2524.



### **Roles within the scheme:**

#### Leicestershire County Council:

The Warm Homes service will verify household eligibility and where applicable confirm this by issuing a declaration document stating this to the participating installer that has submitted the application form completed with the householder. The service will review evidence requirements and contact residents to verify circumstances.

The Council maintains an open list of participating installers that agree to data sharing requirements in order to submit household applications directly for consideration via Flexible Eligibility mechanism. This is available online.

#### Installer:

The Installer is responsible for accessing ECO funding, assessing the property suitability for measures and in providing the household with the relevant contract terms and conditions.

Only installers/management agents signed up to participate in the scheme can apply via the Flexible Eligibility mechanism.

#### Householder:

The householder is responsible for any works contract entered into for measures proposed in their home through their chosen installer. Householders are free to approach any participating installer of their choosing and it is recommended that they research installers they may wish to consider. Householders are responsible for any contribution toward costs of works as identified by the installer. Householders are encouraged to carry out their own checks before having works done to their home. These include sense checks such as

- Checking if you need permission or approval
- Getting a range of quotes from participating companies for comparison
- Checking the contractor has appropriate insurance in place
- Getting a written contract with clear terms and conditions
- Know how to contact the installer should problems arise

More information about this is available via [Citizens Advice](#)

Householders are encouraged to research installers before making decisions. This can be done through reading reviews on the TrustMark website, a government endorsed quality register, other third-party review websites or by asking for recommendations or references of similar work recently undertaken.

Please note that as the Council's role is limited to householder eligibility checks. Leicestershire County Council does not commission or contract with installers. Any works agreed to at a household are a contract between the householder and installer. The Council carries out basic due diligence checks to confirm that installers participating in the mechanism locally have accreditation to deliver ECO funding. The Council does not hold ECO funding and is not the decision maker whether measures can be offered utilising ECO funding.

Where issues arise with an installation these should first be raised with the installer. Where a satisfactory outcome cannot be realised consider the following support and guidance available. Leicestershire County Council cannot assist in complaint resolutions regarding ECO funded installations.

### [TrustMark Dispute Resolution Process](#)

[Citizens Advice](#) Consumer Helpline: 0808 223 1133