# Nottinghamshire County Council

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Our Goal

Nottinghamshire County Council aims to carbon neutral in all our activities by 2030 and support the UK's 2050 Net Zero national target while tackling fuel poverty to ensure all residents have access to affordable and efficient energy solutions. To help achieve this the council, in collaboration with its partners, is developing a range of support services.

To achieve this vision, the council seeks to collaborate with installer companies to deliver energy efficiency improvements through grant funded programmes. Our goal is to maintain a list of trusted installers that we can support with LA Flex Declarations.

Application for LA Flexibility

ECO4 Installer companies interested in working with Nottinghamshire County Council must register by contacting the Home Energy Support Team via email [fuelpoverty@nottscc.gov.uk](mailto:fuelpoverty@nottscc.gov.uk) .

To register, ECO4 installer companies must have been in operation for at least one year and must submit all required documentation listed below. Applications will only be reviewed once all necessary documents have been received:

* Completed Information Sharing Agreement (ISA)
* Current PAS2035 or PAS2030:2019 Accreditation Certificate
* Trustmark Certificate
* MCS Certification
* Insurance Certificates including Public Liability, Employer Liability and Indemnity Insurance.
* Letter headed paper with company registration details including company director details
* Certificates of all measures approved
* Waste Carrier License
* Cyber Essentials Certificate
* Code of Conduct
* Customer Charter
* Complaints Policy Procedure
* Health and Safety Policy
* Feedback Procedure
* Safeguarding Policy
* Details and accreditation of each member of staff or sub-contractor i.e. Gas Safe registration, NVQ’s for insulation measures.
* Details of Funding Body
* Customer Welcome pack
* Copy of your company logo
* Installers wishing to apply must sign an Information Sharing Agreement for GDPR purposes and provide details where LA Flex works have taken place in the previous 12 months, from which we will approach a minimum of three to provide references.
* Or provide three references from other Local Authorities which you are currently registered as an ECO4 LA Flex installer.

Installer companies are responsible for ensuring that all submitted documentation remains valid and up to date. Failure to report changes to PAS certification or any other required documentation may result in removal from the approved installers list.

Installers seeking must also enter a Service level agreement (SLA) which is available on request

Process

We have partnered with Nottingham Energy Partnership for deliver of this scheme and they will be reviewing all supporting documentation and will be carrying out validation checks on all declarations submitted for signing.

All supporting documentation will be evaluated based on the merit and completeness of the information provided. Following the review, the council may request a meeting with the company's directors before granting approval.

Response Time

Once a complete set of documentation is received, and no additional information is required, the council aims to review the submission within 3 weeks.

Reporting

This project will support some of our key local ambitions so we a keen to know that the intended outcomes are being achieved and that residents are happy with the measures they receive. we require installers to provide feedback on all LA Flex declarations signed allowing us to monitor project performance. Installers must submit a monthly report for any active Flex Declarations, detailing the following:

* If the install happened or was cancelled.
* What measures were installed for each address.
* What the saving for that home where calculated to be.
* lifetime bill savings for each measure/installation completed.
* Co2 saving for each measure/installation completed.
* Date of install completion.

Suspension

To ensure our residents are receiving the support and quality of work we expect the council will suspend signing Flex Declarations for an installer if any of the following issues arise:

* There are 3 open complaints reported to the council.
* There are 3 failed install inspections waiting for rectification.
* It’s reported that any certification or accreditation is expired or suspended
* Payment for processing fees is in 1-month in arrears.
* Reports on installs are more than 1 month behind.