



Cyngor Gwynedd  
Stryd y Jêl  
Caernarfon  
Gwynedd  
LL55 1SH

**ECO 4 FLEX and Great British Insulation Flex Scheme:  
Householder Application Form**

This form allows households in Gwynedd to apply for the ECO4 Flex and The Great British Insulations Flex Scheme. Households can indicate on this form which of the three available routes they may qualify under and share their personal details with Cyngor Gwynedd via a Council approved ECO4 Flex installer/provider.

You must submit this form to one of Cyngor Gwynedd approved ECO 4 Flex providers. If the ECO4 Flex installer/provider decides to take the referral form forward, a retrofit assessor will then determine the specific energy efficiency measures that would benefit your home.

**Important**

- This application does not guarantee eligibility for ECO4 Flex and The Great British Insulation Flex Scheme, and all applications are subject to assessments carried out by Cyngor Gwynedd approved ECO4 provider/agent and Cyngor Gwynedd.
- Please ensure that you have read the accompanying ECO4 Flex information leaflet and the Council’s Privacy Notice in Part 5 of this application form.
- **This form is to be completed and submitted to one of Cyngor Gwynedd approved ECO4 Flex providers/agents. The Council does not accept applications directly from residents or third parties/lead generators.** Individuals/organisations that you engage with should provide you with their own Privacy Notice that explains how they will use, store, and share your data.
- The information and personal details that you provide in this form will be shared with and used by Cyngor Gwynedd to assess your eligibility for ECO4 Flex and The Great British Insulation Flex Scheme. You are under no obligation to provide this information but by doing so you are giving your consent to share the information with Cyngor Gwynedd. If you are unsure about the validity of the ECO provider/agent or their offer, then please contact the Council on 01766 771000

**PART 1  
HOUSEHOLD AND PROPERTY INFORMATION**

1. Name and address.....  
.....
2. Tel No..... 3.Email:.....
4. Date of Birth .....

5. Please state number of household occupants: Adults (18-64) .....  
 65 and over.....  
 Children (under18) .....

6. Please give the following details of the property to which the application relates:

Address: .....

Postcode .....

<b>Property type (Please circle what best describes your property)</b>				
<b>House</b>	Mid Terrace	End Terrace	Semi detached	Detached
<b>Bungalow</b>	Mid Terrace	End Terrace	Semi detached	Detached
<b>Maisonette</b>	1 or 2 external walls	3 external walls		
<b>Flat</b>	1 or 2 external walls	3 external walls		

7. Current heating System (**please circle**) Mains gas, Oil, LPG, Electric, Solid fuel):  
 Other .....

8. Property Energy Performance Certificate (EPC) rating if known .....

9. Is your property Insulated? Please specify e.g. Loft, Cavity, External Wall Insulation, Internal Wall Insulation, Floor.....  
**(Please present evidence if available)**

10. Do you live in the property as your only or main residence? Yes  No

(a) Have you lived at the property more than 3 months Yes  No

**\*\*\*(if answer is No, please re-submitted when you have lived at the property for more than 3 months as application will not be approved)**

(a) Do you have an owner's interest in the property? Yes  No

(c) Are you a tenant? Yes  No

11. If you are a tenant at the property, please give details of your landlord

Landlord's Name .....

Address .....

Tel. ....Email .....

**PART 2**  
**ECO4 FLEX ELIGIBILITY ROUTES**

Please note that you are required to provide supporting evidence/documentation substantiating the information that you provide in this section, otherwise your application will be rejected. Examples of supporting evidence that we can accept are shown in part 5 of this application form.

**Please tick one of the flex routes below that you think may apply to your household.** If you do not know the energy performance certificate (EPC) rating of your home, please indicate which routes you may be eligible for to the best of your knowledge.

**Route 1- Low Income**

EPC/SAP bands D-G owner occupied households and E-G private rented sector households with a **TOTAL COMBINED** gross annual income from **ALL** sources **less than £31,000**. (This is the combined whole household income, including every person 18+ years living at that address, such as lodgers and elderly relatives, etc. and must include ALL income received by ALL household occupants, including non-means tested benefits, interest from savings, cost of living payments, etc.).

Details of occupants who contribute to the household income:

Name..... Age ..... Position in the family .....

Name..... Age ..... Position in the family .....

Name..... Age ..... Position in the family .....

Name..... Age ..... Position in the family .....

Name..... Age ..... Position in the family .....

Name..... Age ..... Position in the family .....

Please confirm **TOTAL** gross annual household income: £.....

**Route 2- Proxy targeting**

EPC/SAP bands E-G for owner occupied households and private rented sector households that meet a combination of two of the following proxies:

**(Proxies 1 and 3 cannot be used together; Proxy 5 is unavailable as Cyngor Gwynedd does not run a scheme that meets the criteria).**

**Proxy 1:** (cannot be used with Proxy 3):

Property in Welsh provision LSOA 1-3 on the Welsh Index of Multiple Deprivation 2019<sup>1</sup>

Property is located in one of the following LSOA areas:

Peblig (Caernarfon), Cadnant (Gwynedd), Bowydd a Rhiw, Marchog 2, Marchog 1, Talysarn.

Please refer to LSOA maps which can be accessed via Cyngor Gwynedd Website:

[Welsh Index of Multiple Deprivation \(llyw.cymru\)](#) , [Mapiau | Cyngor Gwynedd \(llyw.cymru\)](#)

LSOA Name .....

**Proxy 2:** A person in the household is entitled to a Council Tax reduction due to low income only.

**Proxy 3: (cannot be used with Proxy 1)**

A person in the household is vulnerable to the cold for one of the following reasons

[1 Recommendations | Excess winter deaths and illness and the health risks associated with cold homes | Guidance | NICE](#)

people with cardiovascular conditions

people with respiratory conditions (in particular, chronic obstructive pulmonary disease and childhood asthma)

people with mental health conditions

people with disabilities

older people (65 years and over)

households with young children (from new-born to school age)

pregnant women

**Proxy 4:** A child in the household is eligible for free school meals, due to low-income.

**Proxy 5:** Not available in Gwynedd

**Proxy 6:** A person in the household has been referred to the local authority for support by their energy supplier or Citizens Advice because they are struggling to pay their electricity and or gas bills.

□ **Route 3 - NHS Referrals**

EPC bands D-G owner-occupied households and E-G private rented sector households identified and referred by a GP, a Health Board or an NHS trust, as a person in the household is suffering from severe or long-term ill-health due to one of the conditions below, and their health is adversely affected by living in a cold home.

Please tick the relevant box:

- a cardiovascular condition
- a respiratory disease
- immunosuppression
- limited mobility

Please provide a letter from the relevant above-mentioned person confirming the health condition (alternatively, the NHS referral letter template found on our webpage here: [ECO \(llyw.cymru\)](http://ECO(llyw.cymru)))

**The Council approved ECO4 Flex installer/provider must complete this section. Failure to do so will result in the application being rejected by the Council.**

**PART 3  
DETAILS OF THE COUNCIL APPROVED ECO4 FLEX INSTALLER/PROVIDER**

Name of approved ECO4 Flex installer/provider submitting application to the Council	
I confirm that to the best of my knowledge, the information provided by the applicant is true and correct and that the household meets the eligibility criteria for ECO4 Flex and Great British Insulation Flex Scheme and that the evidence submitted with this application is in accordance with Ofgem requirements (see ECO4 Guidance: <a href="#">Great British Insulation Scheme and ECO4 Local Authority Administration Guidance   Ofgem</a> )	

<b>Date:</b>	<b>Signature:</b>
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Energy efficiency and/or renewable energy measure(s) proposed (to be completed by the ECO4 installer/providers):

**ECO 4 Flex Measures**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**GBIS Flex Measures**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**WARNING: If you knowingly make a false statement, you may be liable to prosecution.**

**PART 4  
APPLICANT AGREEMENT, CONSENT AND DECLARATION**

**How does the Local Authority decide whether I am eligible for ECO4 Flex?**

Your details will be processed by the Energy Team at Cyngor Gwynedd, who will assess your application against the criteria set out using the Council’s Statment of Intent ECO4 Flex and Great British Insulation Flex Scheme Eligibility (available via Cyngor Gwynedd website [ECO \(llyw.cymru\)](http://ECO (llyw.cymru)))

I certify that the information I provide about my financial and personal circumstances is true and correct. I understand that Cyngor Gwynedd will require evidence to substantiate this claim.  
**(Warning: If you knowingly make a false statement, you may be liable to prosecution)**

I have read the Privacy Notice in Part 6 of this application form and the further information document. I understand how Cyngor Gwynedd will use my information as

outlined in the Privacy Notice and my rights under current data protection legislation including the Data Protect Act 2018 and the General Data Protection Regulations. I give consent for the information (my personal data and special category data) provided in this form to be used by Cyngor Gwynedd to assess my eligibility for an ECO4 Flex and the Great British Insulation Flex Scheme declaration and to share my contact and personal details (my personal data and special category data) with third parties in conjunction with my application for Local Authority ECO4 Flex.

- I understand that this document is not a declaration, and that it will not guarantee my eligibility for ECO4 measures. Qualification and the declaration by Cyngor Gwynedd does not guarantee installation of any measures and that that the availability of ECO4 funding and measures will be subject to a retrofit coordinator.
- If I accept energy efficiency measures under this scheme, I understand that the contract will be between myself and the ECO4 Flex installer/provider and not with Cyngor Gwynedd. I understand that in the event of a dispute arising, the Council will not partake in any resolution.
- I understand that Cyngor Gwynedd accepts no responsibility or liability resulting from any negative consequence, damage or loss arising from works connected to the ECO4 Flex and The Great British Insulation Flex Scheme and the installer/provider/agent. The Council does not endorse the quality of workmanship of the ECO4 Flex provider/installer/agent, and should I need to be satisfied as to the quality of the installation then I will rely upon my own independent specialist.
- I confirm that the surveyor/lead generator, etc. that I am submitting this application form to has shown me photo identification; clearly explained who they are and what organisation they work for; stated the purpose of their visit; and provided me with their contact details together with their company's privacy notice explaining how they will use, store and share my data.

Date	Signature of <b>ALL</b> household occupants who have provided personal information in this application form for eligibility checks:
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**PART 5  
EVIDENCING ECO4 FLEX ELIGIBILITY**

The below evidential requirements is stipulated in Ofgem guidance, published on the 10th April 2024

[ECO4 and GBIS Flex Local Authority Guidance \(ofgem.gov.uk\)](https://www.ofgem.gov.uk/guidance/eco4-and-gbis-flex-local-authority-guidance)

### **Route 1: Household Income**

**All relevant income sources included in a household's gross annual income should be evidenced. Suitable evidence types for this include:**

- Tax returns, including self-assessment tax returns
- Payslips
- Pension statements
- Benefit statements
- P60 or P45 documentation
- P11D documentation
- L17 Statement of Earnings
- SA302 letter
- A contract of employment which displays an annual salary figure

**Confirmation should also be provided for the number of adult residents at the address. Suitable evidence types for this include:**

- Council tax letters
- Tenancy agreements
- Mortgage statements
- Electoral register statements
- A combination of the following which demonstrate matching addresses for recipients:
  - Utility bills
  - Benefit letters
  - Financial statements
  - HMRC or DWP letters
  - GP or Dental registration letters

These lists are **not exhaustive** and other evidence types such as **bank statements** can be used if the sources listed above are unavailable. To ensure compliance standards are met, **we recommend that the evidence provided is a combination of different types of documents to corroborate a household's gross annual income, where possible.**

**A self-declaration given by a member of the household cannot be relied upon as standalone evidence of gross annual income.**

**All documentation should be dated no more than 12 months before the day on which the Declaration is signed.** The most recently available version of each document should be used, where possible.

**If no evidence is available from this period, we recommend using the most recent evidence available from before this time.**



## **Route 2: Proxy Targeting**

### **Proxy 1**

To evidence this, a screenshot from the LA confirming the consumer's property is situated within an eligible LSOA area can be used, supported by Office for National Statistics (ONS) data.

### **Proxy 2**

To evidence this, suitable evidence types include:

- a copy of council tax bill featuring the reduction (i.e., a photo, email, or PDF with name and address)
- a letter confirming reduction from LA.

### **Proxy 3**

To evidence this, suitable evidence types are:

- A signed referral letter** from a doctor, GP, or other relevant health professional, shared from a valid NHS email address
- Or at least one of the following evidence types:

**An NHS Summary Care Record** that states the patient suffers from, or receives medication for, a health condition listed in the NICE guidance. This must be authenticated by a GP practice stamp.

#### **For those with cardiovascular or respiratory conditions:**

- Hospital diagnosis letters
- Social worker referral letters
- Copies of repeat prescriptions
- Copies of referral letters to groups that help people with these conditions.

#### **For those with a disability:**

- Personal Independence Payment (PIP) award notice
- Disability Living Allowance (DLA) award notice
- Attendance Allowance award notice

#### **For those aged 65 or above:**

- Passport
- Birth certificate
- Copy of bus pass
- Pension statement

#### **For households with young children (aged 5 or under):**

- Child's passport
- Child's birth certificate

#### **For pregnancy,**

- a MAT B1 form which demonstrates proof of pregnancy on the date that the LA signed the declaration.

These lists are not **exhaustive and other evidence types can be used** if the sources listed above are unavailable. To ensure compliance standards are met, we recommend that the evidence provided is a **combination of different types of documents**, where possible.

**All documentation should be dated no more than 12 months before the day on which the Declaration is signed.** The most recently available version of each document should be used, where possible.

#### **Proxy 4**

Suitable evidence for this includes **Eligibility Checking Service (ECS) documentation** showing eligibility for free school meals due to low-income provided by the Department for Education or the child's school.

#### **Proxy 5: Not available in Gwynedd**

#### **Proxy 6**

Suitable evidence for this includes the **signed referral letter**, accompanied by proof of gas and / or electricity debt.

#### **Route 3: Medical Referrals**

To evidence that a referral has been made, a declaration must be provided by a relevant healthcare provider. A template NHS Healthcare Professional letter can be found on Cyngor Gwynedd ECO 4 webpage.

[ECO \(llyw.cymru\)](http://ECO (llyw.cymru))

A relevant healthcare provider refers to:

- **A person listed in the General Practitioner Register:** This includes any GP employed in an NHS or private practice. GBIS and ECO4 Local Authority Administration Guidance
- **An employee of an NHS Trust or NHS Foundation Trust:** This includes health practitioners working within a hospital or clinic owned by an NHS Trust or NHS Foundation Trust
- **An employee of an NHS Health Board**

## **PART 6**

### **ECO4 and Great British Insulation Flex Scheme PRIVACY NOTICE**

Cyngor Gwynedd has a duty to improve the health of the population it serves. This includes a responsibility to reduce fuel poverty across Gwynedd. One of the ways the Council does this is through working with delivery partners under the ECO4 Flex and Great British Insulation Flex

Scheme to help improve the least energy efficient housing stock occupied by low income, vulnerable and fuel poor households.

The Council will handle all personal data processed for ECO4 Flex and Great British Insulation Flex Scheme in accordance with the requirements of all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR, the Data Protection Act 2018 (and regulations made thereunder) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended. This privacy notice explains how personal data is used and stored by the Council in relation to ECO4 Flex and Great British Insulation Flex Scheme. The Council's general Privacy Notice can be viewed here [Privacy Notice Cyngor Gwynedd Council Services Privacy Notices \(llyw.cymru\)](#)

### What is personal data?

Personal data means any information that relates to an identified or identifiable living individual.

### What is special category data?

Special category data is personal data that needs more protection because it is sensitive. In the case of the ECO4 Flex and Great British Insulation Flex Scheme, special category data refers to the information concerning the health of the identified or identifiable living individual.

### The purposes for which we use your personal data- why we collect it?

The information we collect about you will be used for the purpose(s) of:

- **Assistance to access funding available for energy efficiency measures to improve the energy performance of your home via ECO4 and Great British Insulation Flex funding (for example, heating upgrades and insulation).**
- **Referral of eligible households for support under the above-mentioned scheme.**
- **Assessment of household occupant(s) eligibility for the ECO4 Flex and Great British Insulation Flex Scheme.**

The lawful basis for the processing of your information is:

Processing is necessary under UKGDPR Article 6 e) Processing is necessary to perform a task in the public interest.

Where Special Category data is processed, the lawful basis is Article 9 (2) g) reasons of substantial public interest (legislation as below). The substantial public interest processing conditions are 6) statutory and government purposes.

**Electricity and Gas (Energy Company Obligation) Order 2022**  
**Warm Homes and Energy Conservation Act 2000**  
**Digital economy Act 2017 S 35**

### What if you do not provide personal data?

If you do not give us the information we need when we ask for it, this may result in the Authority being unable to assess your application for support under the ECO4 Flex and Great British Insulation Flex Scheme.

### What type of information do we use?

We collect the following types of personal data about you to deliver this service (all or some of this information will be collected as part of your application depending on your circumstances and intended eligibility route):

For ECO4 Flex and Great British Insulation Flex Scheme Ofgem requires 'Declaration' of eligibility for applicants to include name and address of householder along with relevant Category of compliance for the ECO4 Flex and Great British Insulation Flex Scheme. Information is required to determine eligibility based on the ranges of scheme criteria:

- **Contact information** – name, address, telephone number, email address.
- **Category of eligibility** (for example, date of birth/age, income, council tax, health information to highlight vulnerability to living in a cold home, free school meals, a household defined by Council as vulnerable in a published scheme, etc.).
- **Household composition** – number of adults, children and occupants 65 years of age and over residing in the household.
- **Priority status of household** (i.e., a resident with a terminal illness may need works done as a priority).
- **Financial details/evidence of income and eligibility for free school meals, council tax rebate, and means tested benefits.**
- **Health information for cold related illnesses** relevant to the eligibility of the scheme/s.
- **Evaluation and monitoring of overall total scheme outcomes**, which may include address level data for carbon savings, financial savings, and any investment levels. This is for the Council's monitoring and auditing purposes and to prevent double counting.

Evidence/documents indicating/substantiating the above for scheme eligibility purposes will be shared between the Council, the ECO4 Flex provider/installer and Ofgem (the Office of Gas and Electricity Markets).

### Do we use information received from other sources?

To provide this service, we collect information directly from the **approved ECO4 Flex provider/installer** that you have used to apply for the scheme. **(list of approved installers/provider are listed on Cyngor Gwynedd website [ECO \(llyw.cymru\)](http://ECO(llyw.cymru))**  
The following types of personal data are obtained, depending on your circumstances:

- **Contact information** – name, address, telephone number, email address.
- **Category of eligibility** (for example, date of birth/age, income, council tax, health information to highlight vulnerability to living in a cold home, free school meals, a household defined by Council as vulnerable in a published scheme, etc.).
- **Household composition** – number of adults, children and occupants 65 years of age and over residing in the household.
- **Priority status of household** (i.e., a resident with a terminal illness may need works done as a priority).
- **Financial details/evidence of income and eligibility for free school meals, council tax rebate, and means tested benefits.**
- **Health information for cold related illnesses** relevant to the eligibility of the scheme/s.
- **Evaluation and monitoring of overall total scheme outcomes**, which may include address level data for carbon savings, financial savings, and any investment levels. This is for the Council’s monitoring and auditing purposes and to prevent double counting.

### Transferring your information abroad

Your information will not be transferred outside the United Kingdom.

### Who your information may be Shared with (Internally and externally)?

Information is required to determine eligibility based on the ranges of scheme criteria. Information is only shared that is relevant and required to each bespoke scheme/funding source. Cyngor Gwynedd may share your contact and personal details with funding energy suppliers, installers, and Ofgem (the administrator for the schemes). For details of how any individual or organisation will collect and process your data you should contact them directly. We may share your information with the following recipients:

#### **Externally:**

Ofgem (the Office of Gas and Electricity Markets): For ECO4 Flex and Great British Insulation Flex Scheme (GBIS) Ofgem requires ‘Declaration’ of eligibility for applicants to include name and address of householder along with relevant category of compliance for the ECO4 Flex GBIS Flex Scheme. Ofgem will also audit the Council at periodic times and as part of their auditing process they will require evidence of household eligibility for ECO4 Flex and GBIS Flex. On this basis, the information and evidence that you provide in your application form substantiating your eligibility may be shared with Ofgem. Details of how Ofgem will collect and process your data in connection with the ECO4 Scheme are contained in the ECO privacy notice | Ofgem on the OFGEM website. [ECO privacy notice | Ofgem](#)

- The Council’s approved ECO4 Flex and GBIS Flex providers/installers: These are the companies that households must apply through to be assessed for ECO4 Flex and GBIS Flex eligibility. There are also other specific situations where we may be required to disclose information about you, such as:

- Where the Council is required to provide the information by law.
- Where disclosing the information is required to prevent or detect a crime.
- Where disclosure is in the vital interests of the person concerned.

### **Internally:**

Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

## **Further Information**

### **Details of safeguards –What we do with it, and how long we keep it.**

Your data will be held within Cyngor Gwynedd’s secure network and will not be processed outside of the UK. Your data is retained by Cyngor Gwynedd for the duration of ECO4, and for a period of up to 5 years after ECO4 ends. Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice.

### **What are my data rights?**

Your personal information belongs to you and, in line with the Council’s general privacy notice, you have the right to:

- Be informed of how we will process it.
- Access the information - request a copy of what we hold about you and in a commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way).
- Have it amended if it’s incorrect or incomplete.
- Have it deleted (where we do not have a legal requirement to retain it).
- Restrict how we process it.
- To withdraw your consent.
- Raise a complaint: e.g., internally with the Local Authority and externally with the Information Commissioner’s Office (ICO), the independent body that oversees data protection and the GDPR (please see below).

## **Complaints and Enquiries**

Cyngor Gwynedd endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading, or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Data Protection

Cyngor Gwynedd

Stryd y Jêl

Caernarfon

LL55 1SH

Email:- [rhyddidgwybodaeth@gwynedd.llyw.cymru](mailto:rhyddidgwybodaeth@gwynedd.llyw.cymru)

[Council Services Privacy Notices \(llyw.cymru\)](#)

[Information about the Freedom of Information Act \(llyw.cymru\)](#)

[Freedom-Of-Information-Policy.pdf \(llyw.cymru\)](#)

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office (ICO) as the statutory body which oversees data protection law:

**Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF,  
Telephone No: 0303 123 1113, Webpage: [Information Commissioner's Office \(ICO\)](#)**