

Covid Winter Grant Scheme

Winter Wellbeing Application 2021

The COVID-19 Winter Grant Scheme is a fund provided by the Government (Department for Work and Pensions (DWP)) offered through Cornwall Council. The Winter Grant is available on a first come first served basis and must be awarded by 31 March 2021.

To help you and help support “Stay at Home” guidance we can help with staying warm - help pay for household energy (heating oil, LPG, gas, electric, solid fuel, wood or coal) and other relevant essential household items.

Spending more time at home puts more pressure on heating, food and other utility costs and the Winter Grant is available to help with this. We will accept and consider applications from any one approved previously under Winter Wellbeing.

How information about you will be used.

Your information will be used to help with affordable warmth and this is explained in Privacy Notice and Customer Agreement (pages 5-7) section.

For help completing this form, please call 0800 954 1956 (Community Energy Plus).

Question 1

Please explain your current challenges including health conditions and how the Covid-19 pandemic has affected your income or living costs.

Item(s) What do you need help with this Winter? Please tick all that apply.

Details of current supplier and estimated amount spent in winter per month, per fuel (if applicable)

- a. Energy - Electricity, payment to electricity supplier
- b. Energy - Electricity, pre-pay meter vouchers
- c. Heating - Gas, payment to gas supplier
- d. Heating - Gas, pre-pay meter vouchers
- e. Heating - Oil delivery
- f. Heating - LPG bottles/ bulk LPG delivery
- g. Heating - Wood, Coal, Solid Fuel

Important - If applying for a payment to your energy supplier(s), please supply a copy of an energy bill, or photo/screenshot clearly showing address and customer account number.

Item(s) What do you need help with this Winter? Please tick all that apply.

Comments to support your application

h. Heating repairs

i. Heating emergency plug-in heaters

j. Heating upgrades

k. Staying Warm - Heated blankets, throws, heated clothes dryers, slow cooker, thermal curtains

l. Staying Well - Bed, carpet, fridge or freezer, washing machine, furniture

m. Other (please state)

Important - Please supply a copy of a form of identity to support your application. This can be a driving licence, passport, Council Tax or utility bill or DWP letter.

Question 2

Personal information

Title:

National Insurance Number:

- -

Surname:

Date of Birth:

Forename:

- -

Address:

Male Female

Ethnicity: (optional)

Tel. Home:

Tel. Mobile:

Email:

Postcode:

Housing costs	Monthly (£)	Annual (£)	Comments
Mortgage			
Rent			
Council Tax			
Water			

Fuel / Energy bills	Monthly (£)	Annual (£)	Comments
Mains Gas			
Electricity			
Heating Oil			
LPG (tank/bottles)			
Coal / Solid Fuel			
Logs / Wood			
Others (please state)			

How do you pay for your heating ? (please tick all that apply)	
Direct Debit (all energy bills)	Direct Debit (some energy bills)
Periodic billing	Key meter(s) or payment card(s)

Where did you hear about the Covid Winter Grant ?

Covid Winter Grant – Privacy Notice and Customer Agreement

Please read carefully, then complete the declaration and sign the agreement on page 7

Who will process my information?

Your information will be processed by Community Energy Plus and Inclusion Cornwall for Wellbeing and Public Health Service, Cornwall Council. The Data Controller for all the information you provide on this form is Cornwall Council, New County Hall, Treyew Road, Truro TR1 3AY. Data Protection Registration Number: Z1745294.

The Council is registered as a Data Controller with the Information Commissioners Office (Registration Number Z1745294) under the Data Protection Act (2018).

Why are you processing my information?

Cornwall Council Wellbeing and Public Health Service, along with all local authorities, have a duty to improve the health of the population they serve. This includes a responsibility to reduce fuel poverty across Cornwall and

the Isles of Scilly. One of the ways we do this is through working with our delivery partners to provide home energy advice and improvements to households in fuel poverty and/ or those considered vulnerable to cold. In order to assess householders' eligibility for COVID 19 Winter Grant sensitive data will be handled by Cornwall Council under public interest underpinned by the Warm Homes and Energy Conservation Act and the Public Health Outcomes Framework.

Why do you need my information?

You are applying for Cornwall Council facilitated COVID-19 Winter Grant so we need your name, address and eligibility details in order to process your application. The information you provide on this form will be used to assess your eligibility for COVID-19 Winter Grant and possible referral for other heating improvement

programmes (Energy Company Obligation (ECO), Warm Homes Fund (WHF) and/ or the Warm Home Discount Industry Initiative (WHD-II). Community Energy Plus are acting as a delivery agent for Cornwall Council and will only use this information in conjunction with your application for COVID-19 and home energy support.

Who else will we share your information with?

To facilitate the delivery of COVID-19 Winter Grant for vulnerable households across Cornwall personal data will be handled by Community Energy Plus, Inclusion Cornwall and Cornwall Council and may be shared with the Council's Winter Wellbeing delivery partners SSE Energy Solutions (SSE), Cornwall Rural Community Charity (CRCC) and Citizens Advice Cornwall (CA Cornwall) under 'Public Task'. At no time do any of the above partners view information about your benefits.

How do you make the decision?

Your details will be processed and checked for eligibility by our delivery partner - Community Energy Plus will assess your application against the criteria (DWP COVID-19 Winter Grant) and shared with Inclusion Cornwall and Wellbeing and Public Health.

If you disagree with the decision, you have the right to request that Cornwall Council staff review it using the same criteria and calculation method.

Details of safeguards

Your data will be held within Community Energy Plus and Cornwall Council's secure network and premises and will not be processed outside of the UK. 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.

Our delivery partners detailed in this privacy notice will also maintain the same levels of security that we do which are set out in the contract we have with them.

Data retention

Three years after the completion of the scheme Cornwall Council will delete all the information we hold for this purpose.

What are my data rights?

Your personal information belongs to you and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in 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
- object to us using it for marketing or research purposes
- object to us using it in relation to a legal task or in the exercise of an official authority

- request that a person reviews an automated decision where it has had an adverse effect on you

As information is being processed under Public Task, the right to request erasure is not absolute. As such Cornwall Council would consider any requests for deletion on a case by case basis.

How do I exercise these rights?

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Data Protection Officer
Cornwall Council, County Hall, Truro TR1 3AY
t: 01872 326424 e: dpo@cornwall.gov.uk

How do I lodge a complaint?

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office:

t: 0303 123 1113 <https://ico.org.uk/concerns/>

Need more help?

For more information and advice on how the Council uses your personal information, please contact Wellbeing and Public Health at:

t: 01872 323583 e: phdesk@cornwallll.gov.uk

Wellbeing and Public Health
1st Floor (East), New County Hall
Treyew Road, Truro TR1 3AY

For independent advice and guidance on the Data Protection Act, contact the Information Commissioner's Office (national regulator) go to: <https://ico.org.uk>

Further details about how the Council processes personal data can be found within the Council's overarching privacy notice at the following link:

<https://www.cornwall.gov.uk/council-and-democracy/data-protection-and-freedom-of-information/data-protection/how-we-use-your-information/>

Additional information can also be found on the Information Commissioners website:

<https://ico.org.uk/>

If you need help in understanding or completing this form, please contact Community Energy Plus:

t: 0800 954 1956
e: advice@cep.org.uk

Declaration

By ticking box 'A' below, and providing your details, I confirm that I understand that Cornwall Council's delivery partner Community Energy Plus will process the information I have provided to process my application for COVID 19 Winter Grant Support as per detailed in this privacy notice.

A

By ticking 'B' box below, I confirm that I understand that Cornwall Council will share my information with our delivery partners Inclusion Cornwall, SSE Energy Solutions (SSE), Community Energy Plus (CEP), Cornwall Rural Community Charity (CRCC), Citizens Advice Cornwall and NHS under 'Public Task' Ltd.

B

I declare that the information I have given on this form is correct and complete.

Privacy and Customer Agreement

Winter Wellbeing (COVID-19 Winter Grant) Application 2021

I, (customer's full name)

of, (customer's address)

Hereby accept the offer of COVID 19 Winter Grant (to help stay safe, warm and well)

On behalf of Winter Wellbeing Partners (including Inclusion Cornwall/Community Energy Plus/Cornwall Rural Community Charity/Citizens Advice Cornwall).

- I understand that the payments are made on the condition that they are used only for the stated purpose and are offered on the basis that the information supplied to Inclusion Cornwall is accurate and up to date.
- I agree to inform Cornwall Council/Community Energy Plus/Inclusion Cornwall immediately, in writing, of any changes in my circumstance and agree to repay any monies I receive to which I am not entitled.
- I will declare any monies I receive on all applications for in-work benefits such as Housing Benefit, Working Families Tax credit, Universal Credit etc.
- This agreement has been read to me and I understand that in accepting the money, I accept its terms.

Customer Signature

Print Name

Date

Advisor Signature

Print Name / Organisation

Date

Please return completed form to:

Community Energy Plus by email to: **advice@cep.org.uk**

or post to **Community Energy Plus, 35 River Street, Cornwall TR1 2SJ**

For enquires call **0800 954 1956**

* A signed copy must be provided, to progress this application and all the above boxes ticked.

Please ensure you have signed this form above and ticked all boxes on this page.