

# **Briefing: The SHINE (Seasonal Health Intervention Network) scheme operated by Islington Borough Council – partnership with Lambeth Borough Council.**

## **Introduction**

SHINE (Seasons Health Interventions Network) is a scheme managed by the London Borough of Islington Council which offers home energy/fuel poverty advice and associated services to residents of London. The objectives of SHINE are:-

- a) To provide a single point of referral for home energy and fuel poverty advice for residents of London boroughs.
- b) To provide a holistic service to vulnerable residents and direct assistance to those in greatest need.
- c) To assist the preventative health care, seasonal health and affordable warmth agendas in London.

Lambeth Borough Council is entering into a partnership agreement with Islington Borough Council in order to allow Lambeth residents to gain access to the benefits of the SHINE scheme.

## **Background**

The Greater London Authority has recommended that London needs a single point of referral for home energy and fuel poverty advice. A recent survey has shown that the provision of home energy and fuel poverty advice is inconsistent across London. Many local authority partners, such as hospitals and housing associations, do not operate within borough boundaries and want a single point of contact.

The London Borough of Islington Council has been successful in securing funding from EDF energy providers to expand the SHINE scheme from its current area of operation to other London boroughs. The current funding meets the costs of the scheme until March 2018. Because of the success of the scheme, it is likely that further bids for funding will be made to allow the scheme to continue. No financial contribution will be required from other London boroughs who wish to become a partner in the scheme.

Since SHINE was established in Islington in 2010 and in Hackney in 2012 around 16,500 households have been assisted in those two boroughs.

## **Services offered by SHINE**

In order to qualify to receive services through SHINE, a household must be in receipt of a low income and contain a member/members who:-

- Are aged 60 and over.
- Have a long term health condition.
- Are children aged under sixteen years.

SHINE offers the following services to residents of London boroughs:-

- An energy advice service
- Assessments for affordable warmth interventions
- Home energy visits
- Training for partner organisations

The SHINE team consists of ten officers employed by the London Borough of Islington.

Households can either contact SHINE directly or can be referred through a statutory or voluntary organisation. The service is cross-tenure.

To date, the SHINE customer profile has consisted of approximately one third of people over pensionable age, one third of families with children, and one third people with a disability or illness.

### **Obligations**

Under the agreement the SHINE service, managed by Islington Borough Council, will:-

- i) Operate a contact service for Lambeth residents and partner organisations to make referrals during normal office hours.
- ii) Appoint a liaison officer for Lambeth to deal with day-to-day queries.
- iii) Undertake monitoring and reviewing of the scheme in Lambeth, and share the outcomes and results with Lambeth Borough Council.

Lambeth Borough Council has appointed a Liaison Officer who will meet periodically with the Islington-appointed Liaison Officer. Day-to-day queries will be addressed from the Lambeth Liaison Officer to the Islington Liaison Officer. Lambeth Borough Council's Housing Strategy and Policy Officer will act as the Borough Liaison Officer.