**Introduction**

**National Energy Action** (NEA) is a Registered Charity and a Company Limited by Guarantee and was incorporated in October 1984. Our mission is to ensure that everyone in the UK can afford to meet their energy needs in the home, sufficient for good health, comfort and well-being. To do this we have three strategic aims:

1. **To influence and increase strategic action against fuel poverty.**
2. **To develop and progress solutions to improve access to energy efficiency products, advice and related services in UK households.**
3. **To enhance knowledge and understanding of energy efficiency and fuel poverty.**

NEA operates across five key activity areas by:
- Promoting the efficient use of energy
- Campaigning/influencing
- Training/education
- Solutions innovation
- Direct delivery and infrastructure support

Each of these areas informs another through an iterative process and, as such, they are all inter-connected. A capacity building organisation, NEA, complemented by its subsidiary Warm Zones cic delivering practical measures to alleviate fuel poverty and improve domestic energy efficiency, undertakes both an enabling and delivery role.

With its head office in Newcastle, NEA is represented by staff and associates across the nine English Regions as well as in Wales and Northern Ireland. NEA also works closely with its sister organisation, Energy Action Scotland.
Chair’s Annual Statement
Ruth Thompson, OBE

Overview of the year
NEA has performed well over the last year. Although Government statistics recently showed a drop in fuel poor household numbers, they also show that the depth of fuel poverty is increasing. Recent price rises will continue to put pressure on households with the lowest incomes and risk many falling back into fuel poverty. Our work therefore remains vital and relevant.

The charity remains in a healthy financial position, in line with our planning to address uncertainty of some funding streams and reducing resources. The Board and Management Team have actively been strengthening and growing our training services in recent years, so we were delighted to receive the prestigious 2013 Ashden Award for those services.

The Board reviewed and refreshed NEA strategy and business plans designed to optimise the use of our resources. We did this taking into account the interests of all those with whom we work (including our subsidiary company Warm Zones cic). Our membership base is important to us and remains strong. I am grateful for the valuable work of our members in delivering solutions for action for warm homes.

We also reviewed the Board itself, ensuring it remained effective and that Trustees offered the skills required to ensure the charity continues to operate well. We welcomed new members to the Board: Beryl Ball (economist) and Jim Kirby took on the role of Honorary Treasurer, vacated by Beccy Brown after excellent service to NEA. I am very grateful for the time our Board of Trustees give so generously.
We were delighted that this year Charles Hendry MP became our new President heading our Advisory Group, which carries out unstinting work as ambassadors for the charity across Parliament, including building support for social action across the energy industry, highlighting our members’ successes and launching our Fuel Poverty Monitor report. Our thanks go to our outgoing President Lord Boswell, and to our Vice Presidents who were recently joined by David Porter.

I also wish to thank the Chief Executive, the Senior Management Team and all staff who work with such dedication.

**Future plans**

In line with our governance policy, I step down this year as Chair of NEA, a role I feel privileged to have held (I will retain a strong link with NEA’s Advisory Group).

Patrick Law will take over as Chair with Derek Lickorish, the current Chair of the Government’s Fuel Poverty Advisory Group for England, joining us in 2014: both very committed to and passionate about the work of the charity.

The Board and Management Team’s focus will be to put our new plans into action by influencing strategic action on fuel poverty, developing and delivering solutions, and enhancing the knowledge and understanding of fuel poverty and the important role energy efficiency can play in its alleviation.

Ruth Thompson
Policy context
NEA responded to both the opportunities and threats posed by policy changes by the Westminster and devolved administrations.

The introduction of consumer levy assistance programmes and the Green Deal started to shape up as the Treasury-funded Warm Front programme closed in England and we sought to integrate the new initiatives with the Wales Government Programmes and consider the relevance to the forthcoming review of the Northern Ireland electricity company levy.

Some expected policy developments took longer to emerge and the Government’s response to Professor Hill’s review of fuel poverty was not published until July 2013 with the announcement that a new definition is to be adopted. It has now been formally acknowledged that the Government’s intention to eradicate fuel poverty by 2016 will not be met and a new legislative framework is being introduced.

Charity development and focus
Within the charity we have focused on improving internal systems and staff training, to help us respond to future challenges, whilst using our expert voice on behalf of the fuel poor, through active engagement in Government and company advisory bodies, campaign coalitions and research steering groups.
Key activities
In delivering our strategic aims we ran an incredible 200 projects over the course of the year in England, Wales and Northern Ireland, many involving new partners. We know that the most effective action on fuel poverty requires a multi-faceted approach and new strategic partners have emerged this year in energy distribution businesses, home improvement agencies, further education colleges and private landlord associations. I am very grateful for the positive engagement we have had with so many organisations.

The key functions of NEA remain community engagement and delivery; innovation and evaluation; training and education and campaigning and policy analysis. We changed our strapline this year to reflect our actions across all of these areas to drive change. Our influencing role is backed by the evidence we found from our own projects, our members' work, from research findings and from talking directly with people in fuel poverty who have told us what their needs are and what help they value.

Warm Zones cic
Warm Zones cic, the wholly-owned subsidiary of NEA, continued to deliver integrated area-based energy efficiency and affordable warmth projects. Through partnership development the company worked with major energy suppliers to enable them to deliver on their Carbon Emissions Reduction Target (CERT) objectives, installing insulation measures with a value of £6.6 million in 19,992 homes, and saving 10,000 tonnes of CO2. Warm Zones also played a major role in helping utilities to deliver their Community Energy Saving Programme (CESP) schemes, delivering additional improvements with an overall value of more than £11.5 million to over 5,000 homes in some of the most deprived areas of England.
Headline Achievements
Our most tangible outcomes this year are:

5,500 stakeholders have improved knowledge of action they can take to help their clients/customers/neighbours/peers who are living in fuel poverty.

25,000 households directly assisted with insulation, heating and other energy saving measures.

3,794 front line advisors trained by NEA providing advice and increasing access to services and support to marginalised communities and vulnerable households.

Social impacts of the Energy Bill were understood and mitigating policies and a new legal framework were brought forward.

Enhanced understanding of how strategic action on fuel poverty across the 4 countries of the UK is shifting, recognising good practice and significant gaps.

926 delegates gained the Level 3 Award in Energy Awareness 6281-01 throughout England, Scotland, Wales and Northern Ireland.

This document can only provide you with the highlights but for more information please go to our website and to get involved please contact us. We value the support of all our partners and funders and thanks to all of them for helping us to make a real difference to the lives of so many people.
Increasing strategic action against fuel poverty

NEA’s political engagement intensified in 2012/13. The closing of previous energy efficiency schemes (CERT, CESP and Warm Front) and the commencement of the Green Deal and the Energy Company Obligation, increasing energy prices, changes to the energy retail market and the emergence of the UK Government’s primary legislation to bring about fundamental changes to the incentive regime for low carbon generators have all enhanced consideration of energy affordability and, specifically, fuel poverty as a key political issue throughout 2012/13.

NEA has worked hard to galvanise and capitalise on this upturn in interest. Through our activity NEA has sought to ensure that the political debate is informed and enhances our recognition that additional policies and programmes are required to support low income and vulnerable energy consumers. Members of the All Party Parliamentary Group on fuel poverty and energy efficiency administered by NEA were briefed during the passage of the Energy Bill on social implications, and our efforts to communicate our key messages through print, broadcast and online media resulted in over 140m opportunities to see and hear.

This was supported by a programme of over 80 seminars and events which ensured that 5500 stakeholders and decision makers were better informed of policies and actions which alleviate fuel poverty. Following an intervention by the Deputy Prime Minister, when the ECO finally launched in January 2013 it included targeted support, worth an estimated £540m every year, to fund energy saving improvements in the worst-off households. More recently, the Government announced amendments to its Energy Bill that will enable it, and successive Governments, to set out new targets and a delivery strategy to meet these targets.

Our work to engage with the health sector and ensure that fuel poverty targets are recognised and prioritised continued. Acknowledging the
importance of backing up campaigning messages with evidence demonstrating the impact that cold homes have on the sector, NEA helped to accelerate work being undertaken by the National Institute for Health and Care Excellence (NICE), and gather additional evidence on the impact and direct financial costs of cold homes on the wider population. This was supported by holding a major conference on public health and fuel poverty featuring key note speeches from Directors at Public Health England and NICE.

NEA promoted, and helped develop, the objectives of the Energy Bill Revolution campaign and helped gain parliamentary and public support for recycling revenues from environmental taxes such as EU-ETS and the Carbon Floor Price back into energy efficiency programmes to tackle fuel poverty. Through this work, NEA simultaneously demonstrated how the Government’s Electricity Market Reforms present a number of potential threats to vulnerable consumers and helped ensure public scrutiny of the impact assessments produced by the Department for Energy and Climate Change. This work has also aided an important recognition that further resources must be made available by policy makers to mitigate regressive effects.

Over the year NEA also sought to ensure that the needs of low income and vulnerable householders are addressed as part of the wider Smart meter roll out strategy. This included undertaking phase two of a research project to gain a better understanding of the longer-term experience of smart meters amongst this consumer group, to identify how any potential benefits of Smart meters can be maximised and what the barriers to this are. This information will be used to inform all stakeholders of good practice for the roll-out, including recommendations on how to overcome any negative experiences or challenges as well as sharing and building upon positive experiences.
Developing and progressing solutions to improve energy efficiency in UK households

Our work to ensure that a variety of cost effective, energy efficient and appropriate solutions are available for low-income households included further evaluation of the role of air source heat pumps as an effective technology to tackle fuel poverty, as well as undertaking additional product trials including a fuel cell power and heating system.

The SEMANCO project, which aims to provide semantic tools for those involved in urban planning to enable them to assess CO2 emissions, undoubtedly raised NEA’s profile at European level building new links with international partners on the issue of fuel poverty. The principles and theory behind the work of SEMANCO is currently being applied to the development of further research programmes concerned with developing databases to help access and target resources towards the fuel poor.

Case Study – Assessing Air Source Heat Pumps

NEA assesses new technologies to address their suitability for reducing fuel poverty. In 2012-13 we ran the project on behalf of Affordable Warmth Solutions to study 14 households who had received new air source heat pump systems. The project involved 2 sites – Elkesley near Worksop fitted with Mitsubishi Ecodan units; and Macclesfield with Husky PWR units. NEA compared the running costs in terms of energy consumption and the comfort levels provided, and in comparison to the old heating systems.

Most houses previously had old electric storage heaters whilst some had solid fuel or oil-fired systems. NEA recorded the views and experiences of the residents at each stage and performed monitoring throughout the project. 81% of residents were happy with their new systems and would recommend these to others, and a range of benefits were noted including increased thermal comfort and reduced running costs. The project also identified a range of additional issues to be taken into consideration for future projects involving ASHPs.

The full report can be downloaded from: www.nea.org.uk.
Improving access to advice, energy efficiency improvements and related services to UK households

Our Fuel Poverty Forum programme remained popular with:

- **23** regional events attracting **832** participants across the English regions and ensuring that stakeholders benefit from up-to-date policy information as well as have the opportunity to network and share best practice.

NEA also sought to ensure that eligible households benefited from the assistance that is available. We undertook:

- **8** village energy audits in rural communities across England, completing a total of **401** household surveys and identifying **41%** who were eligible for assistance under CERT priority/super priority criteria and referred on for help.

The **Durham Green Deal Pilot with Durham County Council** has improved our understanding of householder reaction to Green Deal/ECO. By simulating the Green Deal environment and holding interactive events with residents across County Durham we captured a range of intelligence to feed into marketing materials and messages aimed at maximising the potential of the scheme.

**Case study – supporting older people through Green Deal and ECO**

NEA was funded by the Department of Energy and Climate Change to continue to support the Age Action Alliance (AAA) through running events and cascading information to help support older, fuel poor households through the Green Deal and Energy Company Obligation. **294** participants attended awareness sessions, while thousands of resource guides and Top Tips resources for advocates were distributed either by NEA or via NEA member organisations, providing key information for vulnerable people.

NEA undertook a simultaneous research project which enabled us to understand how older households use energy; their views on Green Deal and ECO; the role of formal and informal social networks and how these can be harnessed; and the extent to which emerging networks can be utilised. This information will be used by DECC to inform future Green Deal and ECO delivery in vulnerable households.
Case study – HEAT advice line for Coventry residents

The Coventry Home Energy Advice Team (HEAT) funded by ScottishPower and ScottishPower Energy People Trust continued to provide an essential advice line for residents in Coventry, helping them to reduce their fuel bills and assisting them to manage gas and electricity debt. During 2012-13 the team assisted 2,148 clients. 125 were given direct face to face advice and the team gave advice to 19 community groups. One of those helped was Pam Barnes (76). After her boiler was condemned, Pam was quoted over £7,000 for a new one and was advised to apply for a Warm Front grant. However, she was told that she would need to wait another 8 months before her boiler could be replaced. In desperation she rang the Coventry City Council for help and was referred to HEAT. The cold weather was impacting her health as she was feeling very cold, isolated and desperately needed some form of heating.

One of the HEAT project officers provided two temporary heaters while he helped Pam to arrange for a new boiler to be installed. He also ensured that Pam was on the appropriate social tariff as well as securing further help and support from other local agencies, and registering her to receive £130 rebate through the Warm Home Discount scheme.

Pam now has a new boiler and new radiators. She said

“Saleem has been fantastic and my knight in shining armour. When I first asked for help I was feeling isolated, I used to cry a lot and didn’t know what to do with myself. I called the HEAT number and was visited straight away by Saleem with two emergency heaters, he talked me through every step with the energy company and ensured I was getting the best deal. I now use my experience to advise others at the Coundon Care Centre where I volunteer.”
Influencing voluntary and regulated social programmes within the energy sector

With energy prices and associated fuel debt continuing to rise, our fuel debt training and mentoring programmes were in high demand.

68 fuel debt advice workers received training, advice and support to ensure that they had the knowledge and confidence needed to resolve complex fuel debt case work, leading to more sustainable solutions for their clients. NEA advice workers provided direct assistance to 238 households in fuel debt in rural areas, BME communities or with disabilities, dealing with complex case work.

NEA’s participation in advisory groups, joint-managed programmes and trust funds established by the energy industry helped to improve services to energy customers (for example simplifying energy bills increasing access to supplier assistance programmes) and to ensure community scale activities are incorporated within strategic business plans focusing resources to meet need.

Case study - Supporting Energy Champions in rural Derbyshire

The Networking for Warmth project was delivered in partnership with Western Power Distribution, and involved establishing a network of volunteers to provide advice to local households in their communities currently living in or at risk of fuel poverty.

22 volunteers were recruited from community groups and local voluntary organisations, and were provided with training and mentoring to enable them to cascade energy efficiency information to others within their own social networks. Many of the volunteers had already been aware of the general problem of fuel poverty but unsure of how to identify or assist those that may be struggling to heat their homes affordably. The 3-day City & Guilds Energy Awareness training they undertook gave them the knowledge they needed to confidently offer energy advice, and they were further supported through the provision of specially tailored printed information. It is estimated that through their efforts and as a result of the project at least 12,000 were given direct energy advice and/or printed information, including details of Western Power Distributions’ Priority Services Register.

One of the participants commented: ‘though I worked in the health sector, I didn’t realise there were such strong links between being warm and being healthy...I will now be able to better explain to the kids, their parents, patients and hospital colleagues why it is important to keep warm’.
Case study – Working to improve skills and knowledge in the community

The 2-year Community Energy Fit project concluded this year. It was developed and delivered by NEA and E.ON, and aimed to reduce fuel poverty and tackle unemployment in five localities: Stoke-on-Trent, Knowsley, Exeter, Birmingham and Coventry. Participants attended an initial half-day energy awareness course and could then – if they wished – undertake further training to achieve the City & Guilds qualification, and become a fully-fledged Community Energy Fit volunteer, able to share their newly-acquired knowledge with others in their local area.

Through the duration of the programme, the half-day training course was delivered to 716 participants, with an additional 118 undertaking the City & Guilds Energy Awareness accredited training. 100 of these trainees then went on to become Community Energy Champions, engaging in a range of community activities which both provided practical work experience as well as increased local awareness of household energy efficiency and grants and services available to help those struggling to heat their homes affordably. Key to the delivery of the scheme has been engagement with local skills and employment co-ordinating bodies and other stakeholders to both help identify those who could benefit from the scheme and to provide opportunities for volunteers to utilise their new skills.

The excellent work that began in these localities will continue through the Community Energy Fit Legacy Fund, which provided £20,000 of financial assistance to not-for-profit agencies in each locality to support existing volunteers and increase the volunteer network. This will ensure that the project has a lasting, positive impact.
Enhancing knowledge and understanding of energy efficiency and fuel poverty

NEA continued to develop and deliver a range of training courses supporting structured professional development of individuals working within the energy sector.

989 candidates sat their City & Guilds Level 3 Energy Awareness 6281-01 assessment with 813 passing the examination.

A new Green Deal Assessor course was piloted which resulted in:

- 56 newly-trained assessors, able to help meet some of this newly created market demand; while a further 119 trainees trialled a new NEA/City and Guilds online learning resource which will make our training more accessible. NEA also delivered a range of off-the-shelf and bespoke short courses as part of larger, fully-funded community engagement projects, allowing us to reach a more diverse audience.

209 short courses were run on energy efficiency and fuel poverty to 2,659 participants ranging from those who are either at risk of falling into fuel poverty themselves; to frontline workers/volunteers who are likely to come into contact with those who are struggling to heat their homes affordably.

We were delighted to win the prestigious Ashden UK Friends Award in 2013, which recognised NEA for its excellence in providing training on energy awareness and energy efficiency advice, and for its leading role in professionalising the energy advice sector.
Case Study - Promoting energy efficiency in schools

NEA worked with 24 schools as part of the REFLOAT and PEEPS projects, creatively teaching children about the benefits of energy efficiency, engaging their enthusiasm and providing them with knowledge that can be communicated in their home environment. Feedback from these schools has been very positive, with some setting up ECO clubs being set up and achieving Green Flag status.
Assisting fuel poor communities in Wales, NEA Cymru trained 205 frontline advice and key community workers to help low-income, vulnerable households throughout Wales struggling with their energy bills. The project came at an opportune time with welfare reforms starting to impact on Welsh households, combined with existing high levels of poverty.

The multi-faceted project involved delivering 14 training courses to key workers throughout Wales including 6 local authorities, 7 housing associations, 3 Citizens Advice Bureaux, 13 Care and Repair organisations, as well as a variety of charity organisations such as Alzheimer’s Society, Barnardo’s and the Salvation Army. The training focused on enabling advice workers to give practical support to clients in debt, including advice on billing errors, meter problems, and navigating the suppliers’ complaint procedures.

As a result, advisors are now better equipped and have increased confidence in their ability to provide the most appropriate advice to clients in fuel debt. The project created the first support network for frontline advice workers helping clients with often complex and emotive issues. The Advice Agency Network provided additional support on an on-demand basis via telephone, email, and the production and distribution of four quarterly Fuel Debt Bulletins. In addition, 49 advisors were supported via a mentoring event held in March 2013 to enable them to share best practice and discuss difficult cases with colleagues dealing with similar issues.

“If it wasn’t for the Wales Fuel Debt Bulletin, the training we have received would be at risk of becoming out of date. We need to receive regular re-assurance that the information that we hold is still relevant and to understand new issues as they become relevant to us. Please keep it going as it is essential.”

NEA Cymru’s Impact
As a result of this project hundreds of vulnerable people have been signed up for the Warm Home Discount scheme and Priority Service Register, including two elderly people in their 90s. One gentleman was helped to make a successful application to an energy provider’s trust fund which cleared his £942 debt and awarded him £2,900 for a new boiler.

NEA Cymru’s Annual Conference attracted 150 stakeholders

The Stakeholder Group has secured commitment across a range of key stakeholders to support the Nest scheme management in their efforts to provide easily accessible, high quality, better co-ordinated, joined up advice and support services. The stakeholder group will also assist in raising awareness of Nest more effectively with their client group, help to improve the quality of advice given to customers through the call centre and website, and ensuring the experience and appropriate needs of vulnerable clients are being met.

Collective Switching Events

With many households disengaged with the energy market and switching rates low in Wales, in early 2013 NEA Cymru delivered two events showcasing examples of community collective switching initiatives to increase understanding of how these might be replicated in Wales and contribute to the alleviation of fuel poverty. The events, attended by approximately 90 delegates, focused on the practical issues of setting up collective switching schemes.

As a result, NEA Cymru became a strategic partner in a project to drive a collective switching project forward in Wales.

Nest Stakeholder Group

NEA Cymru established the first stakeholder group to support the Welsh Government’s ‘Nest’ fuel poverty scheme and to increase engagement with organisations working directly with communities.
NEA Cymru worked throughout 2012-13 training frontline workers in fuel poverty and fuel debt awareness. Val, an advice worker from Rhondda Cynon Taff County Borough Council, who attended the training found it particularly beneficial in her work with low-income, vulnerable households.

A particular case Val was referred to was that of a 90-year-old lady living alone due to her husband being moved into residential care. Used to leaving the household finances to him to take care of, and feeling rather vulnerable due to her own poor health, the lady had been put in Val’s care as she became unable to cope with her bills, and the increasing misery of living in a cold, damp home.

Val was able to complete a full energy efficiency inspection of the property and make several recommendations which were then actioned.

The customer was referred to a local scheme to receive loft insulation and her boiler was turned up to 60 degrees to ensure the correct household temperature of 21°C was reached.

The thermostatic radiator valve (TRV) on the radiator in the living room, the only source of heat in the room, was increased to 5 and those in the unused bedrooms set to 3. By doing this the living room immediately warmed up and all rooms became more comfortable to be in.

The local Care & Repair was brought in to fit two draught excluders to the door closest to the room thermostat to ensure any draughts that were coming in weren’t affecting the thermostat temperature levels.

Advice was given about the high costs of using a fan heater being used to heat other rooms and an oil-filled radiator was purchased to replace it for emergency situations when secondary heating was required especially in the kitchen.

The household’s gas and electricity bills were checked which highlighted that she was paying quarterly and on a high tariff, a contributory factor to the high energy bills. Advice was given on switching supplier and the different payment options available and the decision was taken to switch to monthly direct debits on a cheaper tariff saving £40 on each fuel per year.

The customer was also eligible for her suppliers Warm Home Discount and Priority Service Register which she hadn’t been aware of helping making her fuel bills even more manageable.
Northern Ireland continues to far outstrip the rest of the UK in relation to fuel poverty with 42% of households affected.

In 2012 we were appointed to chair of the Fuel Poverty Coalition which now includes over 160 organisations across the private, public, voluntary and statutory sectors. We refocused and strengthened the terms of reference and mission to provide and promote a co-ordinated and collective response to the NI Fuel Poverty crisis from a broad range of interested organisations, giving fuel poor households a strong voice by providing scrutiny, comment and critique on government action and spend to effect positive change.

We are currently undertaking research into the ‘faces of fuel poverty’ and plan to hold a conference in November 2013.

We worked with The Northern Ireland Authority for Utility Regulation (NIAUR) and the University of Ulster to ascertain the impact of SMART meters on vulnerable customers. As part of the team we designed and developed advice and information for the project.

Funded by the Public Health Agency we continued to deliver our Northern Exposure project across Belfast which is an action-based project aimed at tackling the high levels of fuel poverty in the area. The project directly assisted over 300 households with energy efficiency measures including insulation and central heating. We also launched the findings of research we commissioned the University of Ulster to undertake on the mental health and wellbeing impacts of fuel poverty and how energy efficiency measures including innovative smart technologies can be used to combat it.

A key outcome of the research was that energy efficiency measures, including new converging technologies, delivered alongside a managed network of support can deliver tangible improvements in health and wellbeing.
Our Affordable Warmth Campaign which had a focus on older people concluded this year. Funding from the Atlantic Philanthropies enabled us to provide a qualitative piece of research which encapsulated the reality of living in fuel poverty. We also developed an advocacy network of trained advisors, and supported older people to become more confident in managing their fuel use.

Underpinning this work was a three-year programme of public relations and press and public affairs which raised awareness of the causes and consequences of fuel poverty amongst older people. The campaign has left a legacy for NEA NI to continue to build and sustain partnership across the broad network of fuel poverty advocates.

And finally we continued to train key agencies and individuals across Northern Ireland to ensure that a professional and comprehensive fuel poverty advice service was available and accessible to vulnerable households.

Energy Awareness Training was provided for:

**41 students**

Examinations for

**40 candidates** who have achieved the NEA/City & Guilds Energy Awareness 6281-01 qualification.

**Bespoke** Fuel Poverty and Energy Efficiency training was provided for

**75 participants.**
Warm Zones cic, the wholly-owned subsidiary of National Energy Action, continues to be a leader in the delivery of integrated, area-based energy efficiency and affordable warmth partnerships.

Established in 2000 to deliver area-based projects to address fuel poverty, Warm Zones utilised its skills and knowledge to facilitate the efficient and effective delivery of practical energy efficiency measures to alleviate fuel poverty, reduce CO2 emissions from domestic properties and aid in the development of environmentally sustainable communities. In addition, the company assisted low income households to maximise their income.

In this way the company assisted NEA to deliver its charitable objectives and has in place partnerships to continue operations throughout the next year.

During 2012-13 Warm Zones worked closely with partners to tailor projects to cost-effectively and efficiently meet local needs.

The company assessed 46,291 homes and installed insulation measures to a value of £6.6 million in 19,992 of those homes. As a direct result of installing these measures 10,000 tonnes of CO2 emissions will be saved each year, delivering substantial carbon reductions and helping to tackle climate change.

Warm Zones has not only played a key role in helping utilities to deliver their Carbon Emissions Reduction Target (CERT) schemes, it has also played a major role this year in helping to deliver Community Energy Saving Programme (CESP) schemes. Over the life-time of the CESP scheme the company delivered improvements with an overall value of more than £11.5 million to over 5,000 homes. These projects have focused on solid wall insulation measures and central heating systems. Both CERT and CESP schemes were successfully completed by December 2012.

Looking forward, the Government has now introduced its new Energy Company Obligation (ECO) scheme and Green Deal. The Green Deal signals a major move in the way in which energy efficiency is assessed, delivered and financed. Warm Zones is well positioned to play a major role within the new ECO scheme and will continue to monitor the development of the Green Deal to utilise this mechanism for its delivery programmes as appropriate. Warm Zones cic will also continue to deliver integrated packages of energy efficiency services including assessments, income maximisation services and measures installation working with existing and new partners.
FINANCIAL REVIEW
Year ended 31 March 2013

Income

NEA Income

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<td>Year ended March 31 2013</td>
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<tr>
<td>Grants</td>
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<tr>
<td>Public Sector</td>
<td>926</td>
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<td>Other</td>
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<td>General Income</td>
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Year ended March 31 2013

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<td>Public Sector Grants</td>
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<td>Other Grants</td>
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<tr>
<td>General Income</td>
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<td>Self-generated Income</td>
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2013 %

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## Expenditure

### NEA Expenditure

| Costs of Generating Voluntary Income | 5 |
| Costs of Charitable Activities: | |
| Increase Strategic Action Against Fuel Poverty | 962 |
| Develop and Progress Solutions to Improve Energy Efficiency in UK Households | 223 |
| Influence Voluntary and Regulated Social Programmes within the Energy Sector | 277 |
| Enhance Knowledge & Understanding of Energy Efficiency | 1483 |
| Improve Access to Advice, Energy Efficiency Improvements & Related Services to UK Households | 782 |
| Governance Costs | 63 |
| Increase in Unrestricted Funds | 1 |
| Increase in Restricted Funds | 145 |
| **TOTAL** | **3,941** |

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<thead>
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<th>Total Expenditure £’000s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of Generating Funds</td>
</tr>
<tr>
<td>Grants Payable</td>
</tr>
<tr>
<td>Other Charitable Activities</td>
</tr>
<tr>
<td>Governance Costs</td>
</tr>
<tr>
<td>Increase in Funds</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2013 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of Generating Funds</td>
</tr>
<tr>
<td>Increase Strategic Action Against Fuel Poverty</td>
</tr>
<tr>
<td>Develop and Progress Solutions to Improve Energy Efficiency in UK Households</td>
</tr>
<tr>
<td>Influence Voluntary and Regulated Social Programmes within the Energy Sector</td>
</tr>
<tr>
<td>Enhance Knowledge &amp; Understanding of Energy Efficiency</td>
</tr>
<tr>
<td>Improve Access to Advice, Energy Efficiency Improvements &amp; Related Services to UK Households</td>
</tr>
<tr>
<td>Governance Costs &amp; Cost of Generating Voluntary Income</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
</tr>
</tbody>
</table>

These accounts are an abridged version of the charity’s full accounts. The full version has been audited and will be delivered to the Registrar of Companies following approval by the NEA Membership. Thereafter, a complete copy can be obtained on application to NEA’s Company Secretary or can be downloaded from the members area of the NEA website.
NEA thanks all organisations that remained committed members of NEA during 2012-13 and members of the general public who have made private donations to the charity. NEA also gratefully acknowledges everyone who continues to support us by using our training and consultancy services, and for providing equipment, material, resources, student placements, secondees and advice.

Funders List for 2012-13

1st Insulation Partners  
Action for Social Integrity  
Affinity Sutton  
Affordable Warmth Solutions  
Aragon Housing  
Atlantic Philanthropies  
Banks Group  
Barclays Bank  
Barnsley PCT  
Bradford Metropolitan District Council  
British Gas  
Bryson House  
Calor Gas  
Capital Community Foundation  
Cardiff & Vale College  
Carillion Energy Services Limited  
Centrica  
Comic Relief  
Community Energy Solutions  
Community Hub  
Community Foundation Wales  
Consumer Focus  
Conwy Borough Council  
Coventry City Council  
Department of Energy and Climate Change  
Devon Local Authorities  
Dorset County Council  
Dorset Energy Advice Centre  
Dudley PCT  
Durham & Darlington PCT  
Durham County Council  
Durham University  
E.ON  
Ebico  
Ebico Trust  
EDF  
Energy UK  
ES Pipelines  
European Union FP7  
Fernox  
firmus energy  
Fuel Poverty Coalition - NI  
Gateshead College  
Green Energy UK  
Groundwork  
Home Heating Solutions  
Instagroup  
Isothane Ltd  
Kent Community Foundation  
KWILLT  
LCN Fund  
LEAF Community Fund  
Linthwaite Ltd trading as Gti  
Lynemouth Day Centre  
Mark Group  
Mitsubishi Electric Heating Systems  
National Grid  
Nationwide energy services  
NI Housing Executive  
NIBE Energy Systems Limited  
Nidderdale Plus  
North East Comm Foundation  
Northern Power Grid  
Northumbria University  
Oldham PCT  
Parliamentary Fuel Poverty & Energy Efficiency Group (PFPEEG)  
Power NI  
Premier Energy Solutions  
Retro Expo  
Riverside Housing Group  
Rotherham MBC  
RWE npower  
Saint Gobain  
Saudi Aramco  
ScottishPower Energy Retail Ltd  
ScottishPower Energy People Trust  
Sheffield Hallam University  
SIG Energy Management Ltd  
Snug Network  
Southern Gas Networks  
Spirotech UK Ltd  
SSE PLC  
The Energy Savers Ltd  
The Insulation Company (tji)c Green Energy  
Track Training  
University of Ulster  
Utilita Group  
Warm Zones CIC  
Warmer Heating Energy Services  
Watford LA  
Welsh Government  
West Coast Energy  
Western Power Distribution  
Wolseley  
Yorkshire Energy Services
Board of Trustees
Chair
Ruth Thompson OBE (to 23 July 2013)
Mr Patrick Law (From 23 July 2013)
Honorary Treasurer
Jim Kirby, Trustee
Vice Chair:
Huw Roberts, NEA Trustee (Wales)
Members of the Board
Beryl Balls, Trustee, NEA
Alison Cole, Trustee
David Crothers, Chair, NEA Northern Ireland Advisory Group (Northern Ireland)
Richard Fraser, Chairman, Warm Zones cie
Stephen Hodgson, Trustee, NEA
Peter Holt, Service Director of Communication and Marketing, Bristol City Council
Wyn Jones OBE, Trustee
Norman Kerr, Director, Energy Action Scotland
Patrick Law, Director of Corporate Affairs, Barratt Developments plc (Chair from 23 July 2013)
Eugene Milne, Deputy Regional Director for Public Health, North East Strategic Health Authority
Carole Pitkeathley, Trustee
Tessa Sayers, Trustee
Claudia Webbe, Trustee
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President
Charles Hendry MP
Vice Presidents
David Green OBE
Baroness Hilton of Eggardon
Baroness Maddock of Christchurch
Lord O’Neill of Clackmannan
David Porter OBE
Lord Shipley of Gosforth OBE
NEA Staff
Chief Executive’s Office:
Chief Executive
Jenny Saunders OBE
Deputy Chief Executive & Programme Director
Audra Peacock
PA to the Chief Executive & Business Support Manager
Tracey Archer
Directorate of Development & Delivery:
Director of Development & Delivery
Peter Sumby
Project Development Managers
Malcolm Dove
Lorraine Donaldson
Fiona Hart
Area Officers - Project Development Co-ordinators
Judy Best - West Midlands
Diane Bland - North Yorkshire
Rebecca Jones - London & South East
Kath McDaid - Yorkshire and Humber
Bethany Redley - South West
Saleem Sheikh - West Midlands
Niccy Sweetnam - East Midlands
Lesley Tudor-Snook - North East
Fuel Debt Advisor
Jimmy Pugh - North West
Technical Development Team
Technical Development Manager
Michael Hamer
Project Development Co-ordinators
Paul Cartwright
Victoria Eynon
Training Team
Training & Assessment Manager
Chris Ellis
Assistant Training and Assessment Manager
Colin Dunn
Training & Assessment Officers
Ian Hutchinson
Stephen O’Brien
Anwar Ull Haq
Training & Education Officer
Alan Jones
Training Co-ordinator
Lynsey Thompson
Directorate of External Affairs:
Director of External Affairs
Maria Wardrobe
Communications Team
Communications Manager
Sarah Wright
Communications Officers
Nina Dunlavy
Claire Henderson
External Affairs Officer
Brian Hart
Income Generation Team
Income Generation & Marketing Manager
Jacqui Sirs
Income Generation & Marketing Officers
Jen Carruthers Jones
Heather Haynes
Nicola Jeavons
Income Generation and Marketing/Research Officer
Joanna Allan
Policy & Research
External Affairs Manager
Peter Smith
Senior Research & Policy Officers
David Lynch
Helen Stockton
Policy, Campaigns & Parliamentary Officer
Piya Malik
Directorate of Support Services:
Commercial Accountant
David Hall
Finance Team
Finance Manager
Louise Snailth
Finance Assistants
Kevin Bell
Fiona Robson
Business Support Team
Business Support Officers
Donna Collington
Karen Crawford
Tracy Norris
Clerical Assistant
Steven Mulvain
Northern Ireland:
Director (NEA Northern Ireland)
Patricia Austin
Development Manager
Paul Wallace
Project Co-ordinator
Angela Gracey
Wales:
Director (NEA Cymru/Wales)
Carole Morgan-Jones
Training Development Officer
Jane Edgington
Development Officer
Helen Roach