



Action for Warm Homes

# NEA & YOU

## PUTTING PRACTICE INTO POLICY AND POLICY INTO PRACTICE

National Energy Action (NEA) provides a comprehensive range of services across England, Wales and Northern Ireland to help you to tackle fuel poverty.

NEA is widely recognised as the foremost UK fuel poverty charity and has more than 37 years' experience of taking action for warm homes.

Our specialist staff are experienced in working with a wide range of partner organisations and can help you to address fuel poverty within your sector or community.





## TRAINING

- Deliver long-lasting, proactive and cost-effective help to your service users that can save lives
- Accredited, certified courses for frontline workers
- A range of bespoke courses and bespoke delivery options
- Specialising in domestic energy efficiency, fuel poverty, fuel debt, health and wellbeing

## RESEARCH

- Robust research to support campaigning for greater investment and improved targeting for fuel poor households
- Flexible and bespoke social and policy research services
- Design and delivery of primary, secondary and evaluative research
- Fuel poverty profiling and analysis of trends including prices, energy efficiency and winter mortality

POLICY  
INTO  
PRACTICE

## MEMBERSHIP

- Feed your experiences into NEA's work and, through us, into decision-makers and local and national Governments
- Local forums and national meetings
- Learn how NEA's policy can inform your work
- Keep up to date via monthly and quarterly resources
- Discounts on NEA training courses, publications and Conference fees





## DELIVERY

- Make real change happen for your vulnerable service users, improve their health and well-being and save lives
- Building and supporting local referral networks with partners
- Practical energy advice or fuel debt sessions
- Community engagement, project consultation and awareness-raising

# PRACTICE *INTO* *POLICY*

## COMMUNICATIONS

- Local, national and international conference and events delivery
- Development and implementation of communications strategies
- Management of award and grant-making schemes
- National public affairs and social media campaigns

## TECHNICAL

- Understand what can help your vulnerable service users best and cut through the noise
- Assessment of real-life performance of new technologies
- Energy audits and SAP ratings
- Modelling insulation measures
- Renewable technology business cases
- Helping to make innovation inclusive for all consumers



## Case study:

27 year old single parent Amelia lives in a private rented end terrace house with her 10 month old baby. She was living on her own for the first time and was becoming ill more often than usual; she was also worried about her energy bills and after finding out about Coventry HEAT through word of mouth she gave them a call.

Judy from HEAT came to the house and realised Amelia was using an electric fire instead of turning the central heating on which was adding to her bills.



Judy also helped Amelia by registering her for the Warm Home Discount and advising her on different payment plans as well as suggesting she ask her landlord for loft insulation. Judy said: ***'As well as dealing with her specific problems I gave Amelia general energy advice around the home including: opening the curtains during the day to let in free energy from the sun, moving the settee away from the radiator, and providing advice on the correct temperature for the room thermostat as well as advice on how to use her gas central heating.'***

Amelia said her life had changed for the better since the project officer visited her: ***'I'm not sick anymore and the home is warm and baby is not miserable'***, she said: ***'Judy made me aware of all of the incentives and grants available to keep my home warm'***.

## MEMBERSHIP

We understand how important it is for organisations to keep up to date with developments in fuel poverty and in domestic energy efficiency.

As a member of NEA we can help you to bring social, economic, employment and environmental benefits to your communities and customers. Members gain from having an improved knowledge and understanding of fuel poverty issues. They are also able to contribute their own experience and wisdom to our policy processes, giving voice to fuel poverty policy through NEA's access to decision-makers in government and throughout the country.

Other benefits include discounts on NEA training courses, publications and conference fees; subscriptions to a monthly e-newsletter and our charity magazine, NEA Focus; special access to our services and people such as NEA's research team; and a 'Members First' policy that prioritises you as a project partner.

For more information or to work with us

**Email: [partnerships@nea.org.uk](mailto:partnerships@nea.org.uk) Tel: 0191 261 5677 (option 8)**

