



Better at Home Programme 2016-2018

Executive Summary

The Better at Home programme was supported by customer redress funds received from an energy supplier and agreed with Ofgem. The £3 million fund was shared between NEA and Energy Action Scotland to bring redress to customers in England, Wales and Scotland and was not limited to the suppliers' customers.

NEA agreed to work with Macmillan Cancer Support to identify vulnerable households at risk of fuel poverty, living in a cold home and experiencing ill health. The fund supports the provision of energy efficiency and heating measures to householders identified as in need.

NEA sought to build capacity with Macmillan to enable their network of frontline staff, telephone helpline staff and partner organisations to identify vulnerable households who can be helped through Better at Home with energy efficiency measures, energy grants and energy and debt advice. As well as working closely with Macmillan NEA established a number of links with new local agencies supporting people with health conditions, with a particular focus on reaching people who may be affected by cancer.

NEA also worked with Warm Zones CIC to deliver energy efficiency measures in the homes of vulnerable and low-income households at risk of fuel poverty who may be living with cancer or have a health condition which is exacerbated by living in a cold home.

This was a 24-month programme. It commenced 1st October 2016 and delivery concluded 31st September 2018.

The programme comprised of four main work streams:

- Warm Zones CIC Energy Efficiency Grant
- Macmillan & NEA Fuel Fund
- Capacity building to raise and improve awareness of energy issues
- Direct advice and support to householders to help them manage energy-related issues

The aim of the programme was to promote and support the achievement of affordable warmth and reduced fuel poverty risk among households affected by cancer or ill health by:

- Increasing warmth and comfort at home
- Increasing ability to achieve affordable warmth
- Enhance ability to manage energy in the home through a holistic package of support including measures, emergency funds and bespoke advice

- Improve general household finances
- Reduce incidences of energy/other rationing
- Reduce the impact of cold homes on physical and mental health
- Improving ability to cope with illness
- Enhancing knowledge amongst trusted intermediaries about fuel poverty and its causes, consequences and solutions
- Improving confidence amongst frontline practitioners to provide advice on fuel poverty and related support
- Improving awareness of support available to tackle fuel debt, support those who may be struggling with their energy bills, address energy efficiency and improve energy-efficient behaviour
- Awareness of the support available for those affected by cancer is improved
- Enhancing opportunities for advice to be cascaded to the public and those affected by cancer.

As well as capturing relevant information about recipients of measures, grants and advice the programme also conducted a comprehensive social evaluation of the Warm Zones measures fund and analysed feedback provided by practitioners who attended NEA's accredited training and awareness sessions. Overall the programme exceeded its intended targets and delivered clear outcomes for the benefit of people living with ill health or living with, or recovering from, cancer.

In summary the programme successfully delivered:

- **540** installations were delivered under the Warm Zones Grant
- **97%** of survey respondents were satisfied with the scheme
- **82.7%** reported feeling more able to achieve adequate warmth compared to just **17.3%** pre-intervention
- **55.3%** of those who received measures felt their energy bills were easier to afford post intervention
- **64.8%** felt their ability to cope with their health condition had improved post intervention
- At least **60%** of households supported with a heating or insulation measure were referred from Macmillan's advice line
- **4861** households benefited from emergency support from the NEA Macmillan Fuel Fund
- **1084** frontline workers and practitioners were provided with formal accredited training and a further **473** with basic awareness information delivered directly by NEAs training team and regional project co-ordinators
- Reported feedback from delegates across the entire training and awareness programme indicates that delegates will pass on the information they learnt to at least **350,000** people per annum through advice delivery
- An average of **85%** of those who received training were more aware after training of the impact of living in a cold home on a person's health
- An average of **91%** reported an improved awareness of the specific support available to support people living with cancer
- Satisfaction with the quality of the training and the awareness sessions was consistently high at **94%** and **96%** of delegates reporting they were either satisfied or very satisfied respectively
- **160** householders also received advice and direct one-to-one support from NEA to assist with their energy queries, with advice covering Priority Services Register, Warm Home Discount rebate entitlement and energy efficiency advice.

