

WARM AND SAFE HOMES

VULNERABLE PEOPLE FIRST

IMPACT REPORT 2018-19



Action for Warm Homes



We are the UK fuel poverty charity, working to ensure that everyone can afford to live in a warm home.

For advice visit **www.nea.org.uk/advice**

Support us at **www.nea.org.uk/donate**

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Why we're here

Fuel poverty is when people can't afford to heat and power their homes to the level needed to stay warm and healthy.

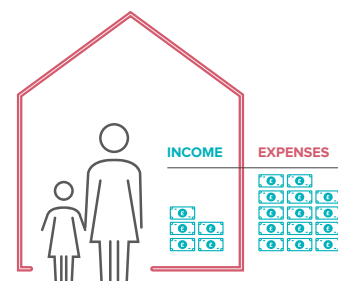
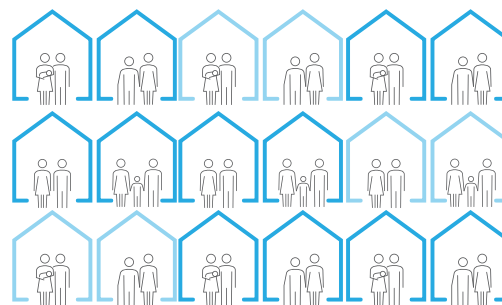
It's mainly caused by low incomes, rising energy bills and energy - inefficient homes.

Fuel poverty is to some extent a devolved issue, with each Government in the UK having its own targets for significantly reducing the number of households in fuel poverty. England, Wales and Northern Ireland are on course to miss all existing fuel poverty milestones and targets.

"I had to give up work. I've worked for 28 years of my life up until the age of 45... I went from being on £700 to £70 a week on benefits. It was just horrendous. [At one point] they stopped my benefits and I had no money for 10 weeks. I had no food in the house. I had nothing to eat for four days...just drinking water. I had nothing to eat....it's shameless leaving the veterans living like this in poverty."

Householder: Connecting Homes For Health

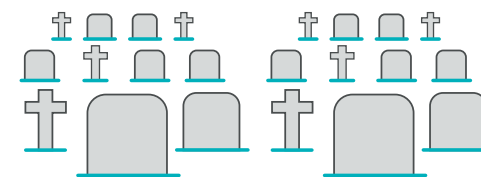
More than **4 million UK households** struggling to afford to meet their basic needs for comfort and warmth at home.



£9,331

£9,331 gap between income and essential living expenditure for a lone-parent family in fuel poverty

16,900 UK DEATHS



Around **16,900 UK deaths** in winter of 2017-18 due to cold housing conditions

**FUEL
POVERTY
IN THE UK**



The impacts of cold homes and poor housing **cost the NHS in England £1.4 billion** per year

Chief Executive's statement

Adam Scorer

The challenge for most charities is to do remarkable things in testing circumstances. That is certainly true for NEA and the results can be seen in this report.

We reached over a million households either directly or indirectly. We helped to bring about policy changes that will help millions more.

We trained thousands of people in the public, private and voluntary sector who can deliver support directly to more fuel poor households than we could reach ourselves.

The numbers are important and impressive but the impact on the lived experience of those in fuel poverty is what matters most.

NEA is immensely proud of what we have achieved in 2018/19. But this report will show why we need to increase the intensity of our campaigns for the policies, programmes and resources that are needed to make the lives of the most vulnerable of our citizens warmer, safer and healthier.

Our impact was achieved in the context of attention-sapping Brexit, different national approaches to fuel poverty, programmes that are limited in resource and focus and no let-up in the urgent need of those forced to live in cold, damp and unhealthy homes.

In the next year the conditions in which we tackle fuel poverty must start to change.

Fuel poverty strategies will be revised across the UK. The UK Government will set out departmental spending budgets. Plans to achieve net zero and to respond to our key infrastructure challenges will emerge. The regulatory and market agenda for change, innovation and vulnerability will become firmer.

Next year NEA will achieve remarkable things again. All of it in partnership with others. But we will not meet the scale of need that exists unless and until the conditions under which these partnerships deliver, begin to improve.



Chair's statement

Derek Lickorish MBE

NEA's achievements in 2018/19 are as impressive as ever. More so given some of the challenges we have faced.

Everything that we do at NEA, we do in partnership with others. I would like to thank our valued members, Business Supporters, funders and partners for working with us throughout the year.

The impact that we have had for fuel poor households is the result of your support.

The need for those partnerships to continue, and to grow, is plain for all to see. The numbers of fuel poor are not declining while the number of energy efficiency installations seem to be in free fall.

In particular, unless we are vigilant, the cost of innovation and policy measures that we most certainly need to decarbonise our homes, may fall on those least able to manage through increased levies on customer bills.

There is a huge amount to do.

The evidence in this report shows that NEA is ready, willing and able to work with partners from across the industry to bring material benefits to fuel poor households.

I would like to thank my fellow trustees for their support and counsel in meeting the challenges of the past year and I know I can rely on that support as we look forward to a year in which we definitively shift the dial in favour of those people currently denied a warm and safe home.



Warm and Safe Homes

Vulnerable people first. Our focus in 2018-19

We estimate that our activities this year will ultimately benefit **more than one million** low-income and vulnerable householders, either through providing them with direct support or by training front line workers who can then assist their clients in fuel poverty.

Over the year we have focused on:

- Putting vulnerable people at the heart of policy decisions
- Supporting those who need it
- Building capacity and skills in the sector
- Providing expert insight



Putting vulnerable people at the heart of policy decisions

Introduction of minimum **energy efficiency standards for the private rented sector** and ensuring landlords invest their own funds to improve the least efficient rented homes

Energy Company Obligation fully targeted at low-income households, **Fuel Poor Network Extension Scheme** and extension of the **Warm Home Discount Scheme**

Establishing a **cross-departmental working group** on fuel poverty, health and housing

Formation of a new water poverty unit



Campaigning for Warm and Safe Homes



Providing expert insight



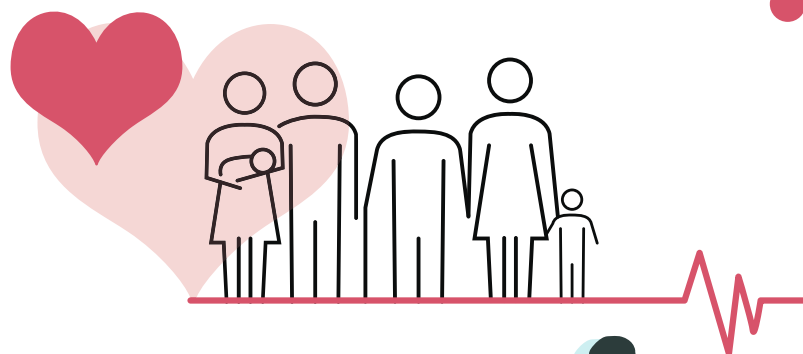
Concluding delivery and evaluation of **46 projects** trialling the use of **new technologies** in fuel-poor homes



Understanding the **health benefits of first-time gas central heating systems** and other interventions



Examining energy use among customers who are deaf or digitally excluded, to help inform future design and delivery of services to vulnerable customers.



Supporting those who need it

£600,000+ additional income secured for clients

5,000+ people provided with face-to-face advice



Building capacity and skills in the sector

1,034 students taking part in education sessions in schools

1,930 people attending **44 NEA stakeholder events**

337 training courses delivered to **3,388 frontline staff and volunteers**, reaching an estimated **1 million households**



On the frontline

Direct advice and support for those in need

People in fuel poverty are often dealing with multiple issues simultaneously. It can be a challenge to understand these issues and provide the help and support that's needed, but it's a challenge that we won't shy away from.

Funding from Warm Home Discount Industry Initiatives and other schemes has enabled us to provide a suite of support services that include income maximisation checks, fuel debt advice, applications to crisis funds, and support to access free or reduced-cost measures such as gas central heating. In 2018-19 this led to more than 5,000 people receiving help.

Of course, each case is different and what the numbers don't show is the breadth and depth of support provided. It's what we believe sets us apart from most other energy-advice agencies and ensures that our service provides the best outcomes for people in fuel poverty.



Maureen Fildes is one of our Project Development Coordinators, providing specialist energy advice in the North East of England.



"There's no average day. No matter how much you try to plan and organise your diary, you never really know what you will be faced with. It's one of the things I love about what I do.

I usually start projects by building up relationships with partner organisations and letting them know exactly what NEA can do to support them and their clients. Many of these organisations have too many people needing their help or don't have the right skills to advise on energy-related issues. I'll assist them by delivering group advice sessions or going out to visit their clients in their homes.

You have to get to know people and build up a relationship rather than just go in with 'who is your gas and electric supplier and how much do you owe?' You need to get some quite personal information about how they are living and what makes them tick, and to do that you really have to build trust first. I might start by discussing eligibility for the Warm Home Discount or Priority Services Register, but then learn that their boiler is broken because they can't afford £300 for a repair; or find out that they are living off 50p packets of pasta.

I'll help them with their fuel debt issues and provide energy efficiency tips, but also check if there's anyone else they would benefit from seeing. You can see the emotions in their face, you can see how they're feeling. They aren't pulling a fast one, they aren't asking for a million dollars, they're just asking for basic human living rights.

This year I'm most proud of the work that we've done on Connecting Homes for Health, where as well as providing advice we were able to install 100 first-time central heating systems. Also, our Forces for Warmth project, which helped veterans. Such a proud community who often need help but are unable to ask for it."

Focus on: Income maximisation

We are now able to provide additional support for low-income householders through the introduction of our income maximisation service.

Clients can contact us directly or be referred by a member of staff or other organisation, with advice provided over the telephone or in the home.

This includes a full benefit entitlement check and support with applications.

In 2018-19 additional benefits of more than £600,000 were secured for our clients, and this will increase in 2019-20 as the service is fully integrated into our project delivery.

**For more information contact NEA
on 0191 261 5677**

Project spotlight: Forces for Warmth 2018-19

NEA worked with the Royal British Legion and other organisations supporting veterans to provide face-to-face advice to over 1000 service and ex-service personnel. 598 staff and volunteers were also provided with training to help them identify and assist clients in fuel poverty. A crisis fund was particularly vital in providing emergency credit for prepayment meters, as well as other goods.

Daniel, one of our Forces for Warmth clients, shares his story:

"I came home from Afghanistan late 2016 after being part of a complex attack by the Taliban. I found myself struggling with mental health problems from my time in the Army and being in Afghanistan.

I needed a place to be safe and I found this within an extension on the side of our house, but the room needed a lot of work before it was suitable for me and my health conditions.

I spoke with Help for Heroes who found Forces for Warmth and I soon had one of their people around my house giving me some advice on how I could make my home warmer and save on energy costs.

The ones we could do on our own we set to work doing them, but the biggest problem was our 12-year old boiler needed replacing. We had spent

the winter of 2017 with no heating, so I wish we had found out about this type of help before.

With the help of Forces for Warmth we were soon in a lovely warm home with a new boiler and an extra radiator fitted. They also helped out by supplying the insulation for the [extension] floor and this was fitted soon after the boiler went in.

I can now get on with life knowing I have a room to go to if I need to and it's warm. Time to move on with my life, get better and enjoy the rest of my life with my family.



Resilient communities

Building skills and improving capacity

*We have a big vision – to end fuel poverty.
We can't do this on our own.*

We work in partnership with local agencies to help build resilient communities. Communities where fuel poverty is considered a strategic priority and advice workers are skilled in assisting people struggling to afford their energy bills.

Local authorities, housing associations and health and wellbeing boards can draw on our knowledge to build policies and plans that put vulnerable energy consumers first. And our community engagement work informs and upskills stakeholders so they can tackle fuel poverty well into the future.

In 2018-19, via projects such as Keeping Warm and Healthy and Forces for Warmth, we activated networks of 1,500 stakeholders and trained 3,388 frontline staff, benefiting an estimated 1 million households.

Education sessions to 1,034 school students ensured that youngsters also understood the importance of energy efficiency, and 2,000 stakeholders attended events such as the NEA Annual Conference.

New training courses

NEA is the leading provider of training on fuel poverty, tackling fuel debt and delivering practical energy advice.

We provide qualifications, training courses, e-learning and educational resources on both an in-house and open access basis.

In 2018-19 we launched two new courses. ***Changing energy-related behaviour*** draws on the latest thinking around behavioural science and nudge theory and applies it to the provision of energy advice. ***Fuel poverty and fuel debt in the private rented sector*** is designed for private landlords and front line workers encountering tenants who are in, or at risk of, fuel poverty and fuel debt.

For more information visit www.nea.org.uk/training

Project spotlight:

Keeping Warm and Healthy

Keeping Warm and Healthy educates some of the most vulnerable families with young children on solutions to fuel poverty and fuel debt, linking energy use with healthy cooking and eating.

In 2017-19 236 families attended 96 workshops, while training provided to 91 frontline advisors means that an estimated 12,000 additional people will also benefit in the future.



Project Development
Coordinator Jimmy Pugh
reflects on the project:

"I first started delivering Keeping Warm and Healthy workshops with Liverpool

Lighthouse three years ago. They're a community organisation and were running a project supporting families facing a range of challenges. Our workshop series encourages and empowers people to get involved in the energy market. We keep it all very informal and fun with flashcards and quizzes.

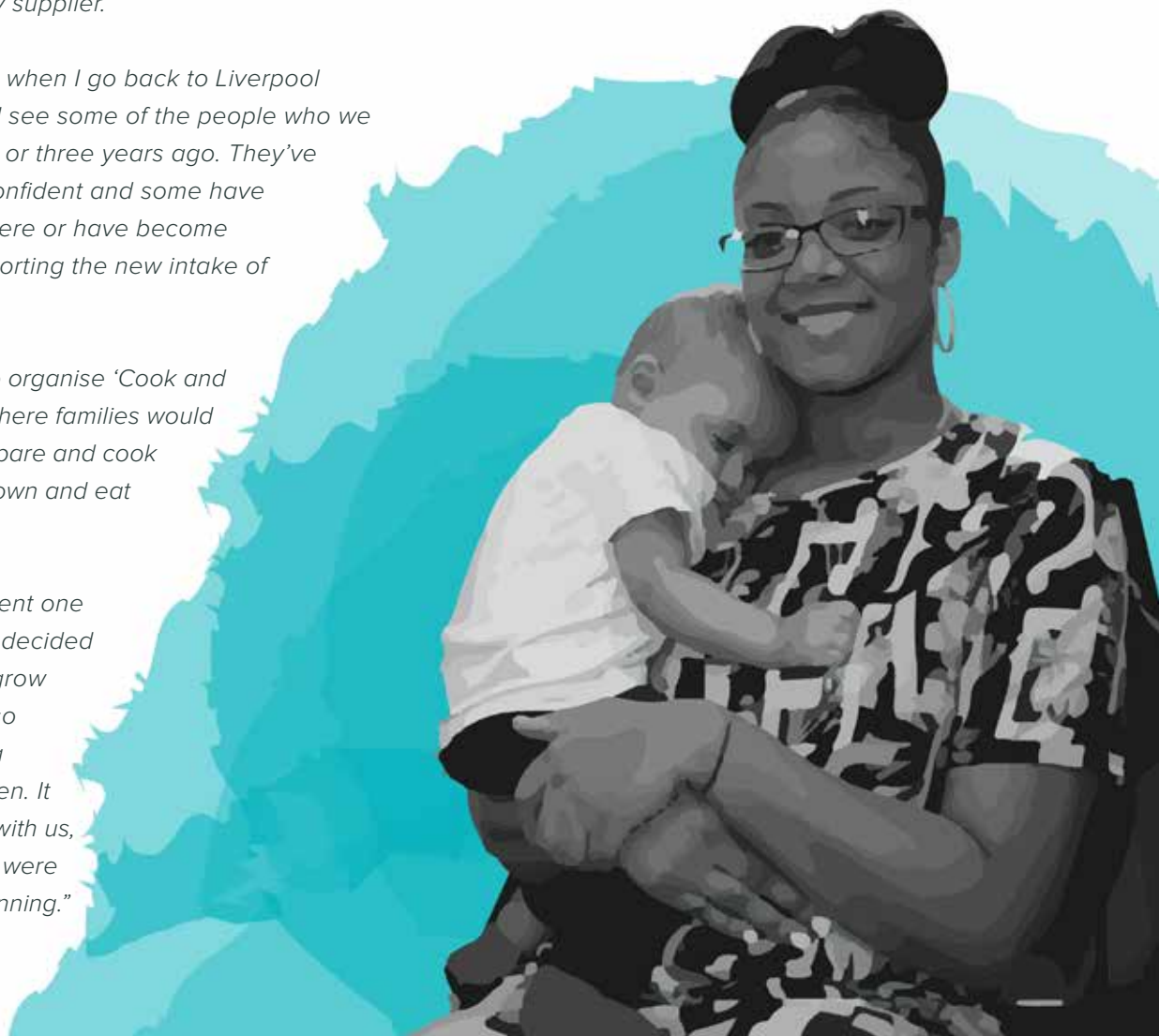
Each attendee completing the 4-week programme receives an "energy hamper" of a slow cooker, pack of LED lightbulbs, three-tier food steamer and radiator reflector pack relating to the themes covered in the workshops.

Initially we thought that we'd need to provide lots of additional advice, but actually, after the second or third workshop, the attendees were picking it up themselves, or working together, going out and applying for Warm Home Discount or looking at switching energy supplier.

The nice thing is when I go back to Liverpool Lighthouse and I see some of the people who we worked with two or three years ago. They've become more confident and some have part-time jobs there or have become champions supporting the new intake of families.

Some went on to organise 'Cook and Dine' sessions where families would come along, prepare and cook a meal and sit down and eat together.

And then they went one step further and decided they wanted to grow their own food, so they've started a community garden. It wasn't all to do with us, but I like that we were there in the beginning."



Project spotlight:

Northern Exposure

Now in its 11th year, NEA NI's Northern Exposure Programme continues to build on the knowledge and experience acquired over the years, to tackle the high levels of fuel poverty found in Belfast. Established in conjunction with, and funded by, the Public Health Agency, the programme employs the NICE N6 good practice guidelines as a framework to identify and develop new partnerships and support across industry to implement new initiatives. It also works with the housing, health and social care sectors to alleviate, holistically, the causal factors that contribute to fuel poverty.

In 2018/19, 258 referrals were made by primary healthcare staff and other agencies. Following home assessment, householders are then supported by staff to access heating and insulation measures via the Northern Ireland Sustainable Energy Scheme (NISEP). This is complimented by onward referral to other support providers to meet any additional needs identified. 83 Health and Social Care staff and 149 participants from voluntary and community groups also attended awareness-raising sessions, helping to strengthen partnerships and develop bespoke referral pathways.

The continued success of the programme has also meant that we have been able to influence and improve referral mechanisms to industry and from 2019/20 a new change to the NISEP framework will

ensure that any primary bidder availing of the fund, must attend training provided by NEA which will relate to assessing vulnerability and delivering best customer service. To that end NEA has developed a new assessment tool which is currently being trialled with industry for Energy Saving Trust (EST) approval, with the aim that it will also have to be adopted by the NISEP primary bidders to enable prioritisation of those in the greatest need.



Affordable warmth for all

Ensuring the needs of vulnerable people are at the heart of policy decisions

To end fuel poverty we need governments, regulators and industry to take action. Otherwise all we're doing is treating the symptoms of the problem and not the root cause.

Our policy and advocacy work aims to put the needs of vulnerable energy consumers at the heart of policy decisions.

Here are seven ways we made a difference in 2018-19:

1

The new Energy Company Obligation (ECO3), where suppliers are required to install energy efficiency and heating measures in homes came into force.

It's fully focused on low-income and vulnerable households, meaning a higher proportion of money from the scheme will go towards helping to alleviate fuel poverty.

2

We've helped to ensure that private landlords invest their own money to improve the least efficient rented homes, through the new Private Rented Sector Minimum Energy Efficiency Standards (PRS MEES).

Landlords now have to spend up to £3.5k to improve the energy efficiency of their properties up to at least EPC Band E. This will help hundreds of thousands of households where there was previously minimal support.

3

We've established a cross-departmental working group on fuel poverty, health and housing.

This will help frame the co-benefits that addressing fuel poverty can have, hopefully leading to a greater level of investment in energy efficiency.

4

Efforts have led to Ofgem updating their Consumer Vulnerability Strategy, which includes a commitment to create a consistent approach to assessing distributional impacts of policies, ensuring the industry better supports consumers who are at risk of self-disconnecting and decreasing the number of self-disconnections.

Ofgem has also committed to delivering a new vulnerability licence condition for Gas Distribution companies, meaning more consistent treatment of customers.

The Fuel Poor Network Extension Scheme has also been continued to 2026 providing vital assistance to off-gas fuel poor households connecting to the grid, saving them hundreds of pounds per year in heating costs.

5

In Northern Ireland we've continued to work across all political parties to gain traction on our Fuel Poverty Coalition's (FPC) five key calls.

Our Energy Justice Campaign has continued success with the announcement of a fourth extension to The Northern Ireland Sustainable Energy Programme (NISEP) until March 2022.

This will bring £6.5m per annum for fuel-poor homes.

We've also influenced Belfast City Council to establish a working group to attempt to understand the increase and tackle early winter deaths, and an arrangement has been put in place to shape the approach and next steps towards developing an annual preventative programme, which will work to save lives over the winter.

6

In Wales, via collaborative working through the Cross-Party Group on Fuel poverty and Energy Efficiency we helped to secure Ministerial agreement for a new fuel poverty plan for Wales, which would improve the lives of fuel-poor households.

We also raised awareness of households who were unable to afford to repair broken boilers during the 'Beast from the East' cold snap. Consequently in 2018-19 the Welsh Government introduced grants of up to £120 to enable vulnerable people to pay for emergency repairs to central heating boilers.

7

We helped the Welsh Government to improve their health prevention-based affordable warmth pilot.

This will allow more low-income owner occupiers and tenants in the private rented sector who suffer from a respiratory, circulatory or mental health condition to receive a free boiler, central heating or insulation from the Welsh Government's Nest scheme.

New direction: Tackling Water Poverty

NEA is working with Northumbrian Water Group (NWG) on an innovative programme which aims to end water poverty by 2030.

The programme aims to establish an industry-acknowledged definition of water poverty and understand the links between water and fuel poverty.

It will also explore regional and national partnerships and projects to help customers struggling with their utility bills.

For more information contact
jess.cook@nea.org.uk

Evidence and insights

Towards a deeper understanding of fuel poverty challenges and solutions

NEA believes that policy and practice should be evidence-based, and our research looks to advance the existing body of knowledge on fuel poverty and domestic energy issues.

This includes assessing the impact of policy-based and practical interventions on households, identifying best practice or where there are gaps in support, and applying those insights to develop local and national recommendations that span multiple sectors.

Over the last year, we've worked with energy supply and distribution network companies; local authorities and housing associations; government departments; universities; installers and manufacturers to deliver research and evaluation which helps to set the policy agenda and directly informs the delivery of practical support to people living in fuel poverty.



Health:

Exploring and gathering evidence on the relationship between cold homes and ill health and the impact of targeted affordable warmth and energy efficiency support.



Connecting Homes for Health:

Identifying and assessing the impact of a more inclusive health-based criteria for connecting vulnerable households to the gas network and providing gas central heating.



Smart:

Delivering projects to understand and inform appropriate deployment of smart technologies in vulnerable households.



Smart Insights:

Examining energy use among customers who are deaf or digitally excluded. Insights will be used to inform the future design and delivery of services to vulnerable customers, including the smart meter roll-out.



New technologies:

Understanding and communicating the role that new technologies can bring to households in fuel poverty.



Resilient Homes Project:

Investigating, specifying and installing a domestic battery solution into the homes of vulnerable residents who rely on electrically-powered medical equipment to maintain their health, to provide emergency assistance in the event of power supply failures.



Vulnerability:

Providing formative evaluations of projects that look to target and meet the needs of some of the most vulnerable people in society.



Making Every Contact Count:

Using an action research project approach to help shape and inform a GDN's good practice protocol for vulnerable gas customers.



Practice:

Designing and deploying practical tools to evidence areas of local need and enable appropriate identification and targeting of vulnerable, fuel poor households.



Connecting Londoners:

Mapping and profiling exercise to identify areas within London that can be targeted for the delivery of Fuel Poor Network Extension Scheme connections and inform local engagement strategies according to particular area characteristics.



Policy:

Producing policy-based reports that assess the effectiveness of existing frameworks and develop recommendations for the future.



Under One Roof:

Evaluating different approaches of health and social care bodies to address cold-related ill health and support fuel poverty initiatives. This work has fed into the establishment of a BEIS and DHSC-led cold-related ill health working group.

Research spotlight: Technical Innovation Fund

We concluded delivery of the 3-year Technical Innovation Fund, a £5.1 million grant programme to install, monitor and evaluate innovative energy technologies in fuel poor homes. As well as benefiting individuals it has also contributed to the body of knowledge around the suitability of using new technologies in vulnerable and low-income households.

Technologies: heat pumps, battery storage, micro CHP, infrared radiators, innovative controls and many other technologies.

People: 2,236 households across the project benefited from a measure to improve the energy efficiency of their home.

Evaluation: 800 households were monitored by NEA using over 3,000 individual data loggers.

Impact: 13.5% of properties had an EPC Band C (or above) before the intervention compared to 53.2% after the intervention.

Over three quarters of households receiving large measures and two thirds of those receiving small measures said there was an improvement to their thermal comfort. Over two thirds said there had been an improvement in their energy bills.

Insights: The results have been shared in individual project reports with collective insights used to inform policy and practice.

For more
information contact
Michael.Hamer@nea.org.uk or visit
www.nea.org.uk

A positive, healthy and inclusive workplace

We work hard to make sure that our staff are supported and that NEA is a positive place to work.

Time to change:

In line with our focus on inclusivity NEA signed up to the **'Time to Change' initiative** which aims to end mental health discrimination. The initiative is funded by the Department of Health, Comic Relief and the Lottery.

In essence our pledge ensures NEA is developing a culture of transparency around mental health issues and that our staff feel supported and empowered leading to a better workplace environment.

Some of the activities to help make NEA more inclusive have included: Dementia Awareness training; guidance for staff in dealing with people who are blind or suffer from visual impairment; supporting Stress Awareness Month, Bipolar Awareness Day and Pride Month and launching 'Celebrating Inclusivity Awards' to profile the work of other agencies who develop inclusive resources and programmes.

Living wage employer:

NEA became an accredited 'Living Wage Employer'.

As well as NEA employees earning the living wage, our accreditation also demonstrates that we look to our supply chain to pay a living wage too.



We continued to win awards for our work

We won the National Home Improvement Council Annual award for Innovation and Education to Reduce Fuel Poverty, with the Better at Home Project.

We won the Charity Awards sponsored by Asian Voice in the Outstanding PR Team category for our Warm and Safe Homes Campaign.

We also won the Vulnerable Customer Support Campaigner award in the 2018 National Energy Efficiency Awards.

How we fundraise and how we spend our money

NEA's income is largely derived from grants, sponsorships, fees from members and Business Supporters and sales of training courses, examinations, events and consultancy.

NEA does not receive any Government funding and we continually need to diversify our income streams to respond to current and future challenges in what is a very volatile industry.

Our excellent reputation for delivering projects on time within budget and to a high standard, has enabled us to attract ongoing funding where this exists, for example Warm Home Discount funding.



Financial Review

Year ended 31 March 2019

INCOME

£'000s

Earned Income

Grants	
Energy Sector	4,265
Public Sector	128
Third Sector	132
Subscriptions	181
Sponsorship	1,735
Conference Fees	55
Courses & Publications	118
Consultancy	265

Other Income

Investment Income	29
Miscellaneous	87
Voluntary income (donations)	13

TOTAL INCOME

7,008

EXPENDITURE

£'000s

Costs of Generating Voluntary Income	1
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Costs of Charitable Activities:

Increase Strategic Action Against Fuel Poverty	2,083
Develop and Progress Solutions to Improve Access to Energy Efficiency Products, Advice and Fuel Poverty-Related Services in UK Households	3,217
Enhance Knowledge & Understanding of Energy Efficiency and Fuel Poverty	1,721

TOTAL EXPENDITURE

7,022

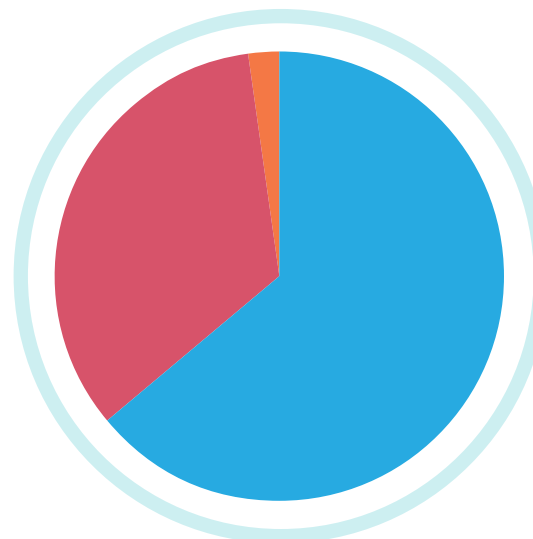
Movement in funds

Increase in Unrestricted Funds	33
Reduction in Restricted Funds	(47)

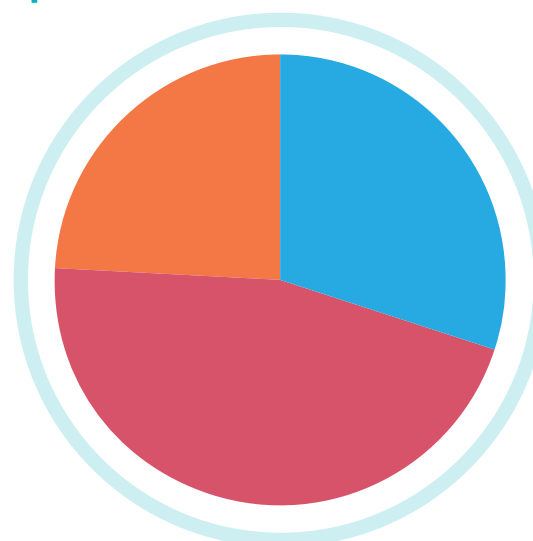
TOTAL EXPENDITURE & MOVEMENT IN FUNDS

7,008

Income



Expenditure



These accounts are an abridged version of the charity's full accounts.

The full version 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.

Thank You

Funders in 2018-19

NEA thanks all organisations that remain committed members of NEA during 2018-19 and all organisations and individuals 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.

Acrobat Carbon Services Limited
Affordable Warmth Solutions
Age UK
AgilityEco
B-Ecosmart
Barnsley Metropolitan Borough Council
British Gas
Bryson Energy
Boiler Plan UK
Bournemouth Water
Cadent
Calor Gas Ltd
Centre for Energy Systems Integration
Citizens Advice
Citizens Advice Cymru
Citizens Advice Mid-North Yorkshire
Consumer Council for Northern Ireland
Coventry City Council
Daikin UK Ltd
E.ON UK Plc
East Riding of Yorkshire Council
EDF Energy
Ellipse Energy
Energy Angels
Energy Networks Association
Energy Systems Catapult
ENGIE Renewables Ltd
Esmee Fairbairn Foundation

EU Horizon 2020
European Union
Extra Energy Supply Limited
Federation of Petroleum Suppliers
Fernox
firmus energy
GDC Group Ltd
Hambleton District Council
InstaGroup Ltd
Intergas
Isothane Ltd
Kensa Heat Pumps
Linthwaite Ltd trading as Gti
Liverpool City Council
Marches Energy Agency
Mitsubishi Electric Heating Systems
Moixa Technology Ltd
National Grid
Newcastle University
NIBE Energy Systems Limited
Northumbrian Water Ltd
North Yorkshire County Council
Northern Gas Networks
Northern Gas Networks Community Promises Fund
Northern Ireland Electricity Networks Ltd
Northern Ireland Fuel Poverty Coalition
Northern Ireland Housing Executive
Northern Powergrid

npower
Oak Foundation
Optivo
Pacifica
Power NI
Public Health Agency Northern Ireland
ScottishPower Energy Retail Limited
Scottish & Southern Energy PLC
Scottish & Southern Electricity Networks
SGN
SGN Natural Gas
Smart Energy GB
South East Water
Switcher
Thames Water Trust Fund
The Co-operative Energy
UK Power Networks
Union Technical
University of Manchester
Utilita Energy Limited
V Charge
Vaillant Group UK
VeriSmart Heating
Wales & West Utilities
Warmer Energy Services Ltd
Welsh Government
Wessex Water
YES Energy Solutions

Future priorities

2019-20 marks the start of our new business plan. Over the course of the next three years we will do the core things better, broaden our funding sources and instigate small changes that could make a big difference to our impact for fuel poor households.

Here are five priorities for NEA over the next few years.

- We will increase the reach of our projects and our direct support to fuel poor households
- We will deliver a Warm and Safe Homes (WASH) advice service in England and Wales, providing a single-point-of-contact referral system directly to people in fuel poverty or via their intermediaries
- We will campaign so that the transition to net zero carbon is urgent and fair, with the strongest focus on energy efficiency and the costs and benefits for fuel poor and vulnerable households
- We will work with health bodies and professionals to adopt fuel poverty objectives and the NICE guidelines
- We will campaign so that fuel poor consumers are the beneficiaries of a dynamic, smarter, more innovative energy market but also that they receive the greatest protection in essential markets that can easily neglect the needs of vulnerable consumers

Be part of the solution

We cannot deliver an end to fuel poverty on our own.

We need the support of donors, sponsors and supporters, both existing and new.

Your support, whatever the size, can make a huge difference to the lives of people living each day in fuel poverty.

Email jcj@nea.org.uk to find out how you can be part of the solution.

Join NEA

We offer a range of membership packages and benefits to help improve your knowledge and understanding of fuel poverty and domestic energy efficiency.

Members can benefit from discounted training and events, networking opportunities and regular briefings.

**For more information visit
www.nea.org.uk/membership**

Warm Home Discount industry initiatives

For many years NEA has worked with suppliers to help meet obligations under the Warm Home Discount Industry Initiatives scheme.

This vital source of funding has enabled us to provide energy advice and support directly to householders.

In addition, it has also allowed us to provide training, qualifications and general awareness raising for frontline workers so that they can provide tailored advice to households into the future.

In 2019-20 we will be delivering across eight confirmed projects.

If you are a supplier and would like to discuss how we can help you meet your WHD obligations please contact jcj@nea.org.uk

Across 7 projects in Scheme Year Eight (2018-19) NEA has:



Delivered energy advice to 4,033 consumers via energy awareness sessions, advice surgeries and 1:1 case management support



Trained 1,176 frontline workers to be better able to provide energy and fuel debt advice, securing a project legacy far beyond the operating period



Secured fuel debt grants and other financial assistance of £676,681 alleviating the stress of cold homes for vulnerable consumers



Involved over 342 organisations in training and delivery, ensuring that our impact was felt across sectors and vulnerabilities



Trained frontline workers to cascade **advice to nearly 84,672 vulnerable consumers** over the course of a year, encouraging individuals to make lasting changes.



Action for Warm Homes

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