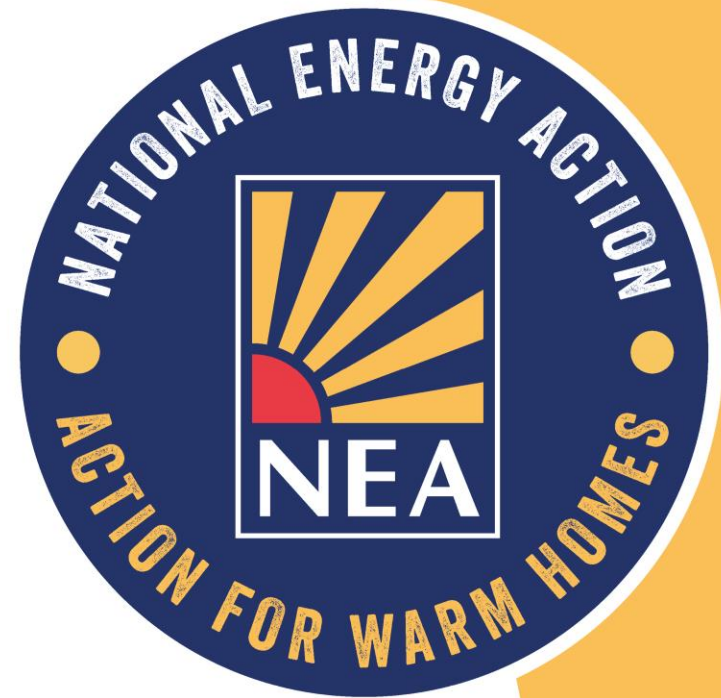


LONDON & SOUTH EAST FUEL POVERTY FORUM

18 April 2024



ABOUT NATIONAL ENERGY ACTION

National Energy Action (NEA) is the national fuel poverty and energy efficiency charity that has worked across England, Wales, and Northern Ireland for over 40 years, to ensure that everyone in the UK can afford to live in a warm, safe and healthy home.

We work with frontline practitioners, companies, regulators and the government, to make positive changes for customers in vulnerable circumstances.



Time	Agenda
10:30am	Welcome Rebecca Jones, Project Development Coordinator, NEA
10:45am	Policy update Peter Smith, Director of Policy and Advocacy, NEA
11:15am	Update from Ofgem Nayna Tarver, Policy Adviser, Ofgem
11:35am	Refreshments and networking
11:55am	Update from Brighton and Hove City Council Sarah Podmore and Miles Davison
12:15pm	CommuniHeat Ollie Pendered, Community Energy South
12:35pm	Scope Disability Energy Support Service Tim Vanstone, Programme Lead – Energy and Utilities Support
12:50pm	Discussion groups Facilitated by NEA
1:25pm	Forum concludes Lunch to follow at 1:30pm

National Energy Action is grateful to National Grid for supporting this round of Fuel Poverty Forums





WARM HOMES HEALTHY FUTURES



Nationally coordinated, locally delivered programme

Fully-funded and flexible to local need

Delivering energy advice and support to tens of thousands of people

Bringing together the health sector and trusted local partners

Keeping people **warm, safe, and healthy** at home

Contact danielle.butler@nea.org.uk or scan to find out how you can be involved:



UNDERSTANDING SMART METERS

National Energy Action (NEA) has just launched a new smart meter community engagement programme across England and Wales.

We want to ensure vulnerable consumers are not left behind and that they can access the benefits afforded by the rollout.

NEA's regional team are keen to support your organisation through this project. **In particular, we'd like to engage with social housing providers in London.**

We're seeking to organise or join you at householder events between now and the end of September. NEA can provide:

- Practical energy and smart meter advice
- Tailored information
- Helpful resources for householders

Please get in touch with me today if you'd like to discuss this further. Or you can email smartgrants@nea.org.uk



The Challenge for future energy systems transitions:

Customers in vulnerable situations and community resilience: A cross-utility study

- Ensuring access to safe and efficient utility supplies
- Consistently and comprehensively enabling community resilience
- Safeguarding customers in vulnerable situations (CVS)

What we did:

- Map current understandings of vulnerability
- Forecast energy justice implications of the low carbon transition
- Identify learnings from recent crisis events
- Identify current network best practice in supporting CVS ('vulnerability first' approach)
- Develop 6 best practice guidelines



Best Practice Guidelines:

- 1) **Understanding vulnerability:** When identifying and assessing whether a customer may be in vulnerable circumstances, utility-related companies should take into account individual and personal factors, structural factors, and intersectionality
- 2) **Taking a ‘vulnerability-first’ approach** when identifying and understanding vulnerability, in strategic and practical planning, and in working in partnership and collaboration with various stakeholders
- 3) **Debt and affordability**



Best Practice Guidelines:

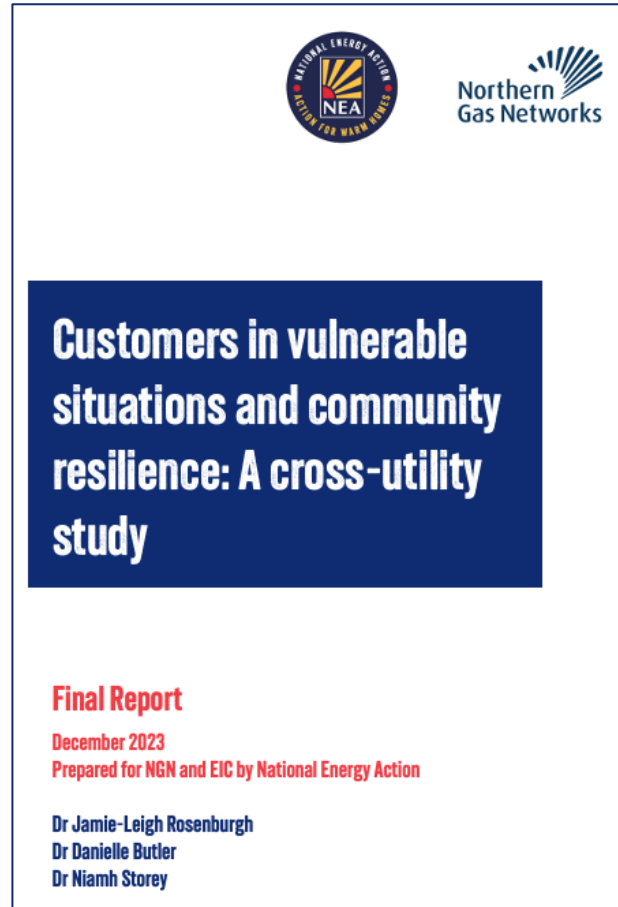
4) Communications and accessibility: Meeting diverse needs, being accessible to all, and customer service

5) Support for all: through the Priority Services Register (PSR) and beyond the PSR

6) Personal safety: during service outages and in ensuring a safe and just transition to net zero



The full report and executive summary, can be found on NEA's website
www.nea.org.uk



Further questions:

Jamie.Rosenburgh@nea.org.uk

(Insights and Impact Manager, NEA)



TRAINING WITH NATIONAL ENERGY ACTION



INTERACTIVE WEBINARS/FACE-TO-FACE

- Living with the Energy Crisis
- Introduction to Domestic Energy Efficiency
- Understanding Fuel Poverty and Health: Impacts on Mental Health
- Level 2 Award in Fuel Debt Advice in the Community
- Level 2 award in Introduction to Domestic Renewable Low Carbon Technologies
- Changing Energy Related Behaviour
- Paying for Fuel
- Vulnerability in the Energy Market
- Tackling the Cold
- Getting the Most Out of the In-Home Display



SUPPORTED E-LEARNING

- Delivering High Quality Domestic Energy Advice: A Practical Guide
- Level 4 Award in Decarbonising Homes: Technologies, Impacts and Solutions
- Level 3 Award in Energy Awareness (FTF available)
- Fuel Poverty and Health
- Introduction to Domestic Energy Efficiency
- Overview of the Smart Meter Rollout
- A range of bitesize courses designed for the on the go learning

Fully funded places may be available.
Bespoke courses also welcome, please contact the training team.
Visit www.nea.org.uk/training



MEMBERSHIP

Everything National Energy Action does, we do in partnership and our members are the heart of those partnerships.

- The **Business Supporters Group** has been in existence for over 20 years. A strong relationship with the business community is vital to ensure the fuel poor can benefit from current schemes and technological developments. NEA's campaigning activities would not be so effective without industry support.
- Our **Supporting and Enhanced Membership** include local authorities, housing associations, health agencies, charities, community groups and contracted installers through energy provider schemes.
- **Supporting membership is FREE!**

National Energy Action relies on its members, both as a source of income and for support in achieving the charity's aims and objectives. More information about benefits and costs can be found on our website. nea.org.uk/work-with-us/membership/





-
- Thank you for all your support and great partnership work that has happened through the Forum, over the 14 years I have been chairing.
 - I will continue to be your local link although I will not be chairing the forum.
 - Rebecca.jones@nea.org.uk

POLICY UPDATE

Peter Smith

Director of Policy and Advocacy, NEA



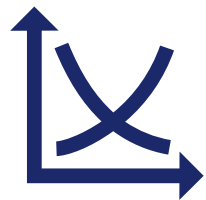
National Energy Action's three advocacy priorities



People - Supporting fuel poor households through the energy crisis



Homes - Achieving a fair and affordable transition to net zero



Market Frameworks - Ensuring overarching market, policy and regulatory frameworks work in the interest of fuel poor households



People - Supporting fuel poor households through the energy crisis

Recent developments

- Price cap down to £1,690 for the typical household using electricity and gas and paying by direct debit. However, this is still 50% higher than pre-crisis prices.
- There are still 6 million households in fuel poverty, compared to 4.5 million in October 2021.
- While the Household Support Fund will continue for a further six months, there will be nothing in place to plug this gap come September.
- The Budget did not include any further provision for households to alleviate fuel poverty.
- The Government has removed the £90 fee for Debt Relief Orders and will increase the maximum repayment period on Universal Credit loans to 24 months.

Coming up

- Continuing to push for a social tariff to provide sustained price support for fuel poor households.
- Ensuring that fuel poverty is an unignorable topic in upcoming elections/manifestos.



Homes - Achieving a fair and affordable transition to net zero

Recent developments

- In September, the government rolled back on its key climate commitments, which included abandoning increased minimum energy efficiency standards in the private rented sector.
- Labour also U-turned on its £28bn per year green investment pledge.
- In January, we released our Fuel Poverty Monitor 2023, showing that households across the UK stand to save a combined total of £7bn (equivalent to nearly £500 per household per year) on energy bills if fuel poverty targets are met.
- ECO4 delivery has recently picked up, after a relatively slow start – largely delivering a smaller number of upgrades than predicted, but much larger energy savings.

Coming up

- Pushing for extension of ECO4 past 2026.
- Manifesto influencing, including using evidence from our membership to create a detailed delivery plan for energy efficiency in the next parliament.
- Pushing for commitments for rented accommodation from each party ahead of the election.



Market frameworks - Ensuring overarching market, policy and regulatory frameworks work in the interest of fuel poor households

Recent developments

- Ofgem has now made the decision to make prepayment the cheapest payment type in the price cap – a campaign success for National Energy Action and our partners.
- Forced installations of prepayment meters have restarted for a number of energy suppliers. National Energy Action is monitoring how this is being approached.
- Standing charges are continuing to rise and are having a disproportionate impact on low-income households.

Coming up

- Ofgem has launched a call for input on debt and affordability. We have published our initial thoughts on our website.
- Ofgem and DESNZ are considering the future of the price cap. National Energy Action is focused on maintaining two aspects of the cap in particular – transparency and trust.




What else is happening?

- **The DESNZ Select Committee** is undertaking several enquiries that are relevant. This includes the ‘heating our homes’ enquiry, which National Energy Action gave oral evidence to last year.
- **Party conferences** – National Energy Action will be at the Conservative, Labour, and Lib Dem party conferences, advocating for the needs of fuel poor households.



Our pre-election one pager

- We will be using this document to engage with politicians ahead of the election.
- Look out for a National Energy Action manifesto, building on this, to be released closer to the election.



WARM, SAFE AND HEALTHY

National Energy Action (NEA), the fuel poverty charity, campaigns so everyone can afford to live in a warm, safe and healthy home. This is something denied to millions because of poor housing, low incomes, and high bills.

Two years into the energy crisis, energy bills remain hundreds of pounds a year higher than at the start of the crisis and are likely to stay high until the end of the decade. In this context, millions of households are:

COLD

Households cannot afford to heat their homes to a reasonable standard of warmth, and are living in cold, damp homes. Beyond the money needed to afford heating, people are not able to cook a hot meal or use hot water for washing.

UNSAFE

Households are routinely turning to unsafe practices to stay warm at home, using portable gas stoves or barbeques for cooking, candles as the main source of lighting and even burning furniture for warmth or regularly using unserviced heating appliances at home.

UNHEALTHY

Households underheating their homes can be dangerous to their physical and mental health, or even fatal. People can't afford to refrigerate their food or medicines. Others who are prioritising their heating and other energy use are falling further into energy debt, which is now at record levels. Half (46%) of people in problem debt also have a mental health problem.

This situation will worsen unless three key steps are taken to keep the most vulnerable people warm, safe and healthy at home.

VULNERABLE HOUSEHOLDS URGENTLY NEED MORE SUPPORT TO PAY UNAFFORDABLE ENERGY BILLS.

Along with well over a hundred other organisations, National Energy Action is calling on all political parties to commit to the introduction of an energy social tariff, providing lower bills or deeper discounts for the most vulnerable households.

RECORD LEVELS OF ENERGY DEBT ARE CRUSHING HOUSEHOLDS, PUTTING UP PRICES AND REDUCING ECONOMIC ACTIVITY.


Alongside debt charities, National Energy Action is calling for the new Government to introduce a new 'help to repay' scheme to accelerate the re-payment of energy debt to put extra money back into people's pockets and support local economies.

IMPROVING ENERGY EFFICIENCY CUTS BILLS, CARBON AND IMPROVES LIVES.

Early progress next parliament to improve the energy efficiency of fuel-poor homes is essential if statutory fuel poverty and carbon targets are to be met. Early investment to reduce the deepest levels of fuel poverty in homes and communities, alongside new regulatory drivers will generate the greatest societal, economic, and environmental benefits.

PLEASE COMMIT TO THESE VITAL AREAS AND KEEP THE MOST VULNERABLE PEOPLE WARM, SAFE AND HEALTHY AT HOME.

www.nea.org.uk



Indicative policy timeline

Summer 24

- Working with Ofgem to improve the situation with debt/affordability/standing charges
- Making the case to political parties to increase action on energy efficiency in the next parliament

Summer 25

- Preparing for the next phase in the smart meter rollout
- Working on shaping the next phases of WHD and ECO, both schemes currently sunset in March 2026

Winter 24-25

- Party conferences
- Post election work with the eventual GE winners (election could be as late as January 2025). Includes first budget, which we will push to include spending for energy efficiency
- Pushing for a new fuel poverty strategy at the beginning of the next parliament



Update from Ofgem

Nayna Tarver, Policy Adviser, Ofgem



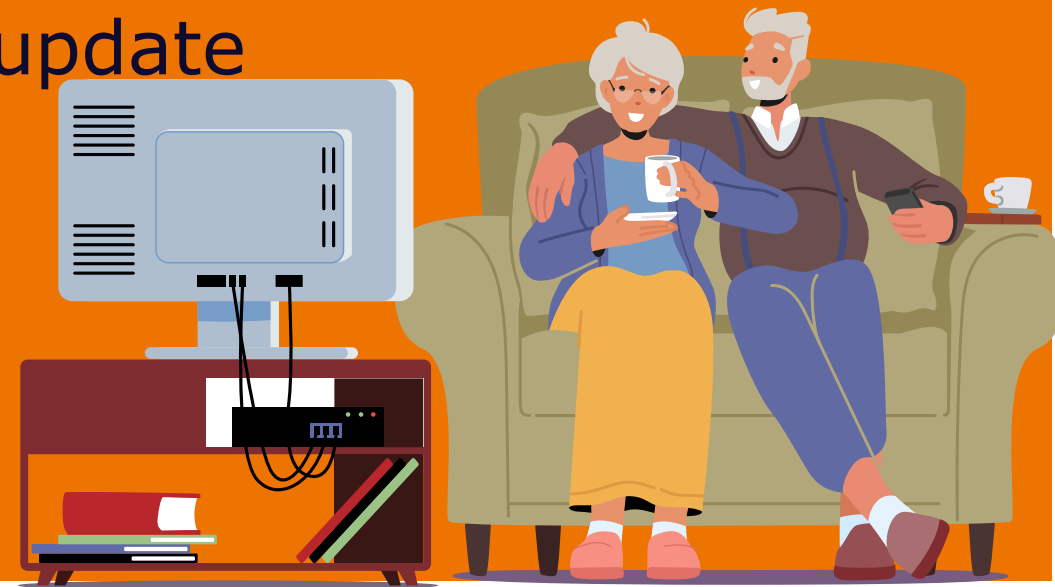
Protections for vulnerable consumers

NEA Fuel Poverty Forum | April
2024



Agenda

- Debt and affordability call for input
- Price protections
- Priority Services Register update
- Involuntary pre-payment meter update
- Warm Home Discount/ECO
- Consumer Vulnerability Strategy

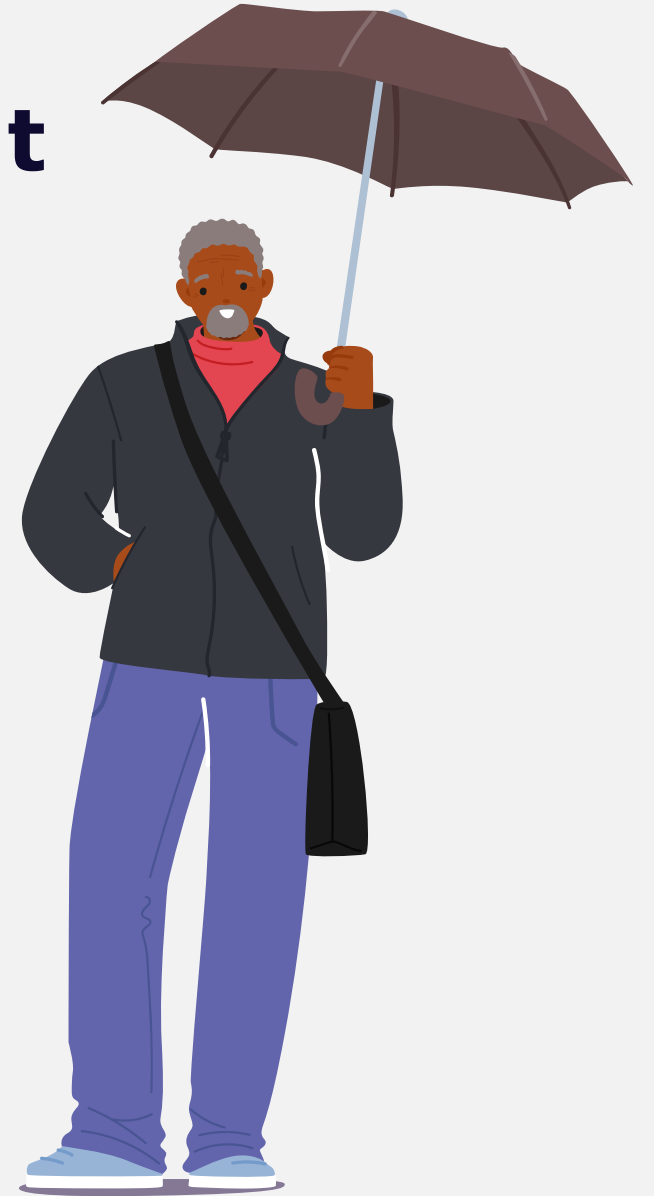


Debt and affordability call for input

The call for input is based on three challenges:

1. Whether current affordability challenges will continue to impact debt levels and therefore, **whether the challenge is temporary or more enduring and systemic.**
2. If there is a way to get more money into the energy system and allocate costs between groups of consumers that will **minimise future debt and support those most in need.**
3. How we can **ensure debt is managed efficiently, and appropriately**, by all market participants including government and Ofgem.

*Call for input closes on 13th May



Price protections

- The introduction of half hourly settlement from 2025 means customers will have **more flexibility in how they use and pay for electricity**, and is expected to lead to a growth in smarter time of use tariffs that reward customers for being more flexible in their energy usage.
- We have an increasingly renewables-dominated electricity sector, with increasing numbers of consumers using electric vehicles, heat pumps, and solar panels. **This should reduce costs for all.**
- We are now considering the **future of the price cap** and how it needs to adjust to ensure customers are protected, they continue to pay a fair price for their energy, and they get to realise all the benefits of net zero

*Call for evidence closes on 6th May



Priority Services Register



"Is the system we have in place to manage, track and store information on vulnerable customers really fit for the 21st Century?"

My view is that we should aim to try to do much better.

We should all consider building towards a joint register, not just between water and energy, but including wider sectors and potentially local and national government"

Jonathan Brearley, CEO Ofgem



Involuntary PPM

- In 2023, Ofgem developed a code of practice and subsequent **licence changes** to protect those at risk of involuntary PPM.
- In January, we announced the first of the suppliers to have met our strict restart criteria
- We have been **monitoring** the suppliers closely as they have restarted, with some still to action any installations at all.



Warm Home Discount and ECO

In 2022-23, almost £443.8 million in WHD was delivered to customers (£395.2 million in England & Wales and £48.5 million in Scotland). Rebates of £150 were provided to over 2.66 million customers in or at risk of fuel poverty. The scheme has been extended to March 2026.



As of 7 March 2024 over 355,000 measures had been submitted under the Energy Company Obligation (ECO4), consisting of over 40,000 boiler upgrades (just under 11,000 of which are to a renewable heating system), nearly 45,000 loft insulation and 25,000 solid wall insulation measures.

Consumer Vulnerability Strategy

- In 2019 we published our Consumer Vulnerability strategy 2025 with themes and outcomes we hoped to achieve. The five themes are:
 1. Improving identification of vulnerability and smart use of data
 2. Supporting those struggling with their bills
 3. Driving significant improvements in customer service for vulnerable groups
 4. Encouraging positive and inclusive innovation
 5. Working with partners to tackle issues that cut across multiple sectors
- We are working towards publishing a new strategy at the beginning of 2025.



Energy Aware: advising and empowering consumers around their energy rights, use and available support

1. Advise and empower consumers to make the best possible choices in making their energy use more affordable, more accessible, and more efficient.
2. Through our campaign content strands, engage with trusted third parties, and build our capacity to communicate with consumers through them as well as via Ofgem owned channels.

Debt

Energy Saving Advice

Supplier Relations

Consumer Understanding

Financial Support

Non-Domestic

Supply Disruption

Helping you be #EnergyAware

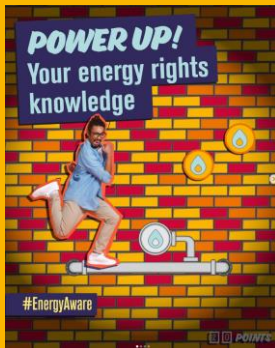
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Our ask...

1. Follow our socials (and ask others to do the same)



2. Use our toolkits and information

- We will send these out following the call
- Created based on consumer research and insights
- Over 200 assets in total
- You can lift directly on to your social platforms, or use the info to create your own versions
- Includes posters that can be printed and displayed at important community locations

We would love to know what you use and how you use them – please feed back to us with photos if you can.

3. Let us know what else you need

Is there more that we can do to give you the tools you need to communicate with and help vulnerable people you interact with?

If so, get in touch and we will look at what we can do.



Questions?

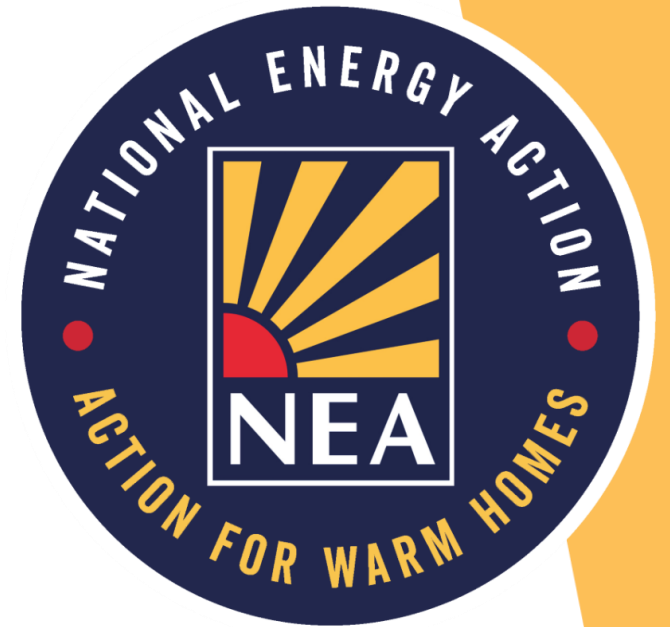


Helping you be #EnergyAware

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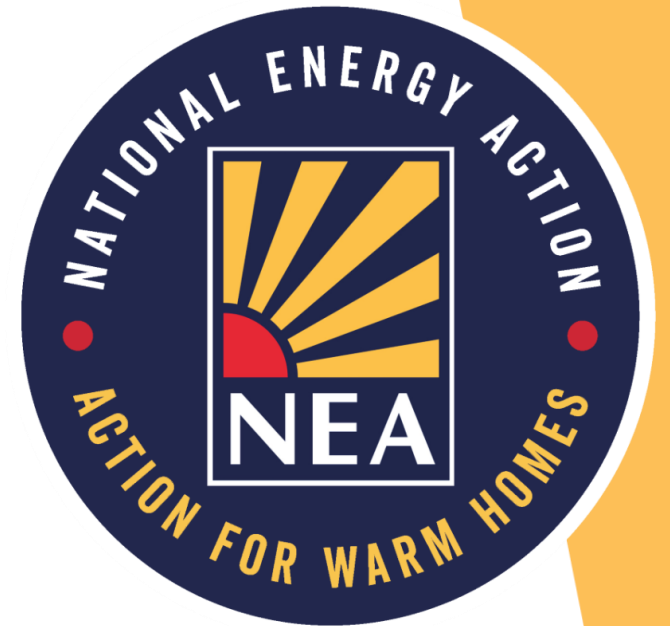
ofgem

REFRESHMENTS AND NETWORKING



Update from Brighton and Hove City Council

Sarah Podmore and Miles Davison





**Brighton & Hove
City Council**

Partnership working to support residents in Brighton & Hove

Miles Davidson - Sustainability and Energy Manager, Housing

Sarah Podmore - Health Promotion Specialist, Public Health

Brighton & Hove: Population

Population



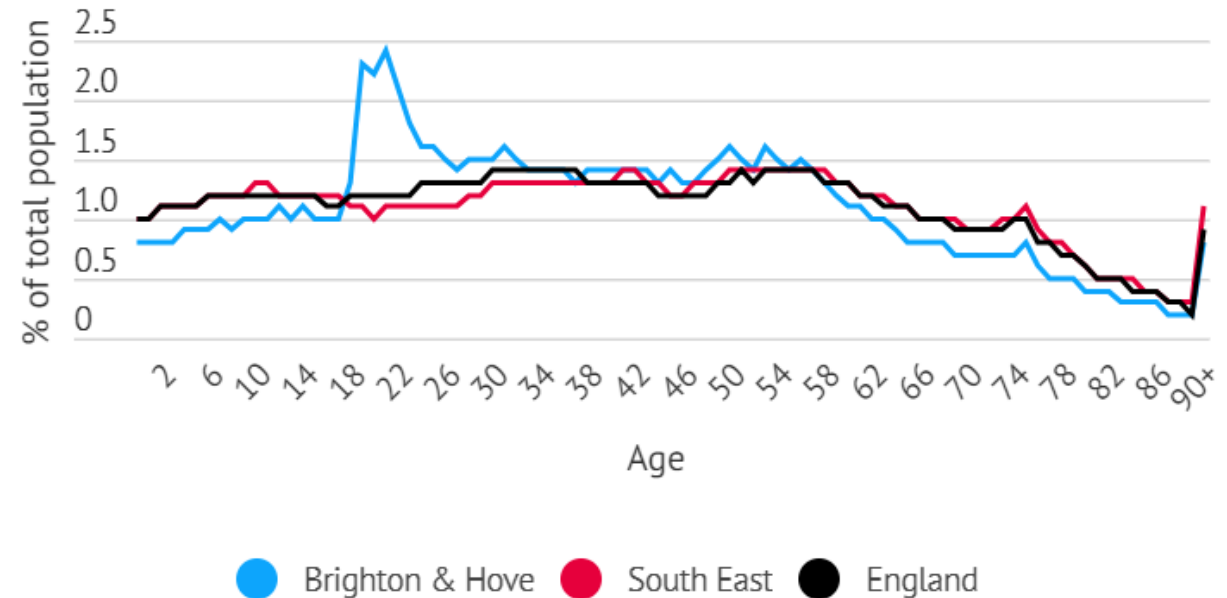
277,965

resident population of
Brighton & Hove, 2022

Our population profile is younger than the South East and England



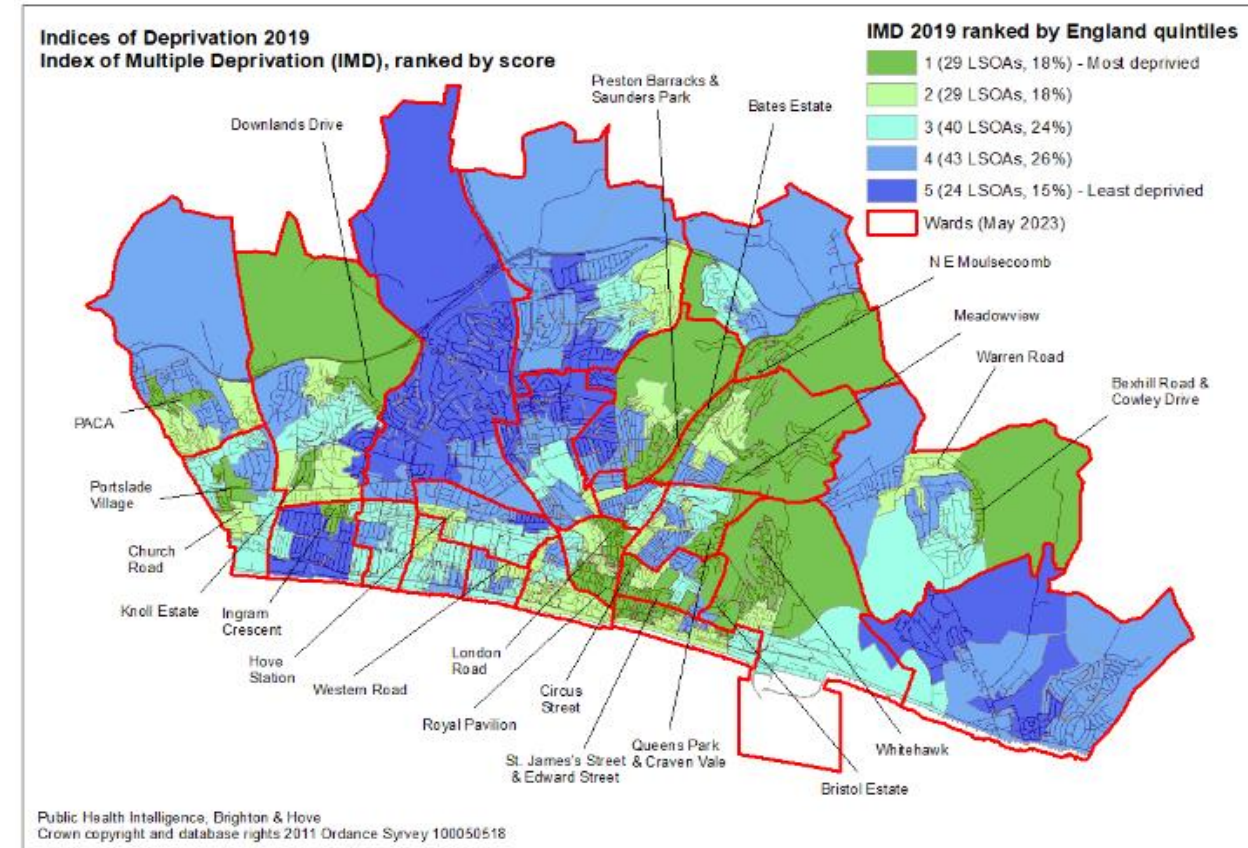
15% (41,300) under 16 (19% South East, 19% England)
73% (201,700) 16 to 66 (64% South East, 65% England)
11% (29,300) 67 to 84 (15%, South East, 14% England)
2% (5,600) 85 or older (3% South East, 2% England)



The city is home to 277,965 people living in just over 130,000 homes

Brighton & Hove: Deprivation

- The city is **one of the most deprived** local authorities in the South East
- Before accounting for housing costs, **1 in 6 children** live in relative poverty
- After housing costs this increases **1 in 4 children** (12,800 children aged 0-15 years)
- More older people live in poverty - **1 in 5 residents** 60 and over (9,500 people) – for England this is 1 in 7
- **Significant inequalities** – Life expectancy at birth gap between most and least deprived areas is 7.7 yrs for females and 9.1 yrs for males



Brighton & Hove: Housing

- Affordability - B&H increasingly less affordable than England
- There are more than 4,200 Houses of Multiple Occupation (HMOs) in the city
- 33% of homes are rented privately (20% in England and 19% in SE)
- More people living in flats - 50% households (SE & England 22%) - highest % among upper tier local authorities outside of London
- 58% of Brighton & Hove's housing was built before 1940 including a significant number of 'hard to treat properties'



Those on the lowest 25% of earnings need **12 times their earning** to afford the lowest 25% of house prices (2022)
(South East 10.4, England 7.3)

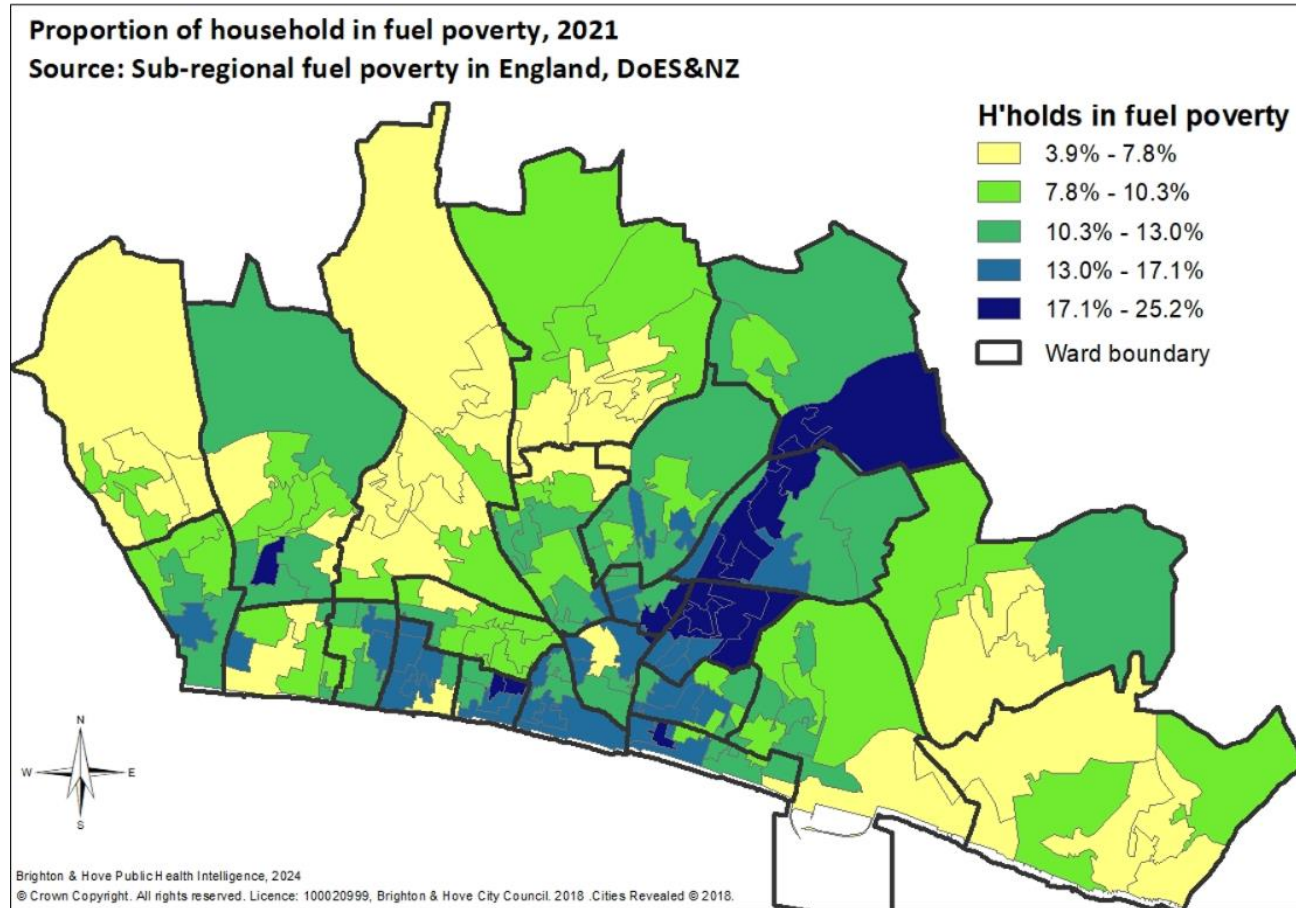


41 rough sleepers
(Street count 2022)

Brighton & Hove: Fuel poverty



11.6% (14,400 households) estimated in 2021 to be in fuel poverty (South East - 8.4%, England - 13.1%)



Brighton & Hove City Council

- Brighton & Hove City Council is a Unitary Authority
- Housing service has oversight of all housing in the city and has direct management responsibility for nearly 12,000 tenanted homes in the city
- National transfer of Public Health from NHS to Local Authorities in 2013
- Recent organisational redesign has created Housing, Care and Wellbeing Directorate

Joint working: 2011 - 2020

- **Identified shared objectives and began collaborating on projects...**
 - *Warm Homes Healthy People, British Gas Energy Trust Support Fund, GP and PCT collaborations, NHS community teams, targeting initiatives, business cases, NHS savings profiling, thermometer cards, warm packs, funding applications, local grant pots, presentations and training, local e-learning...*
 - *Community and voluntary sector, East Sussex Fire & Rescue Service, NHS, NEA...*
- **Many years raising profile and awareness of health risks**
- **Warmth for Wellbeing (WfW) – annual Public Health programme**
- **Dynamic Community & Voluntary Sector**

Joint working: 2011 - 2020

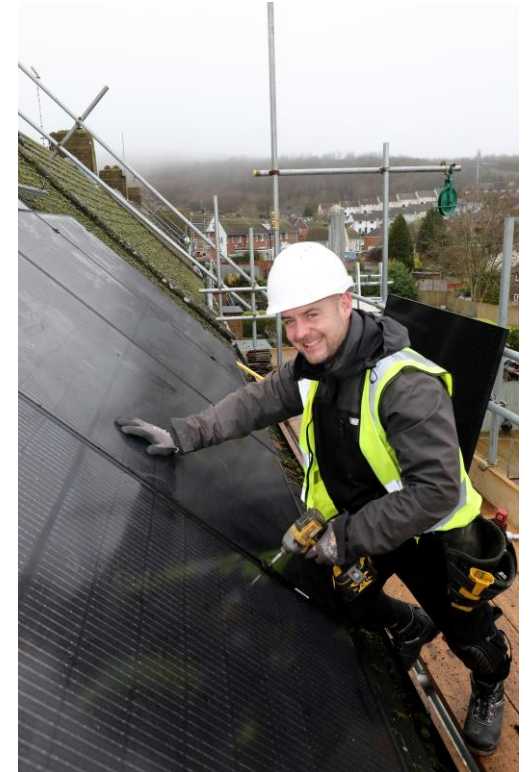
- **National guidance** - Cold Weather Plan (began 2012), NICE Guideline NG6 (2015), Fuel Poverty Strategy for England (2015)
- Joint development of **B&H Fuel Poverty & Affordable Warmth Strategy** in 2015 led to establishment of cross sector **FPAW Steering Group – inc. NEA 😊**
- **Brighton & Hove Energy Services Coop (BHESCo)**
- **LEAP** (Local Energy Advice Partnership) partnership launched in 2015

Joint working: 2020 - present

- **Covid, Cost of Living and Energy crises** – profile and need increased significantly
- **Household Support Fund and joint working** with BHCC Welfare, Revenue and Benefits colleagues > Local Discretionary Social Fund
- **UKPN, SGN and Southern Water**
- **Energyworks (2023 – 25)** - Citizen's Advice Brighton & Hove and Brighton & Hove Energy Services Cooperative (BHESCo) successful for Energy Redress Funding to create SPOC and associated support
- **Flexible, collaborative use of PH WfW funding** to support a balance of home energy checks, energy advice, money advice and small grants each winter

Housing focus: 2020 - present

- Partnership with Your Energy Sussex on projects created YES FP fund
- HUG2 Warmer Homes Programme
- ECO4 & GBIS schemes
- Solar PV on our Council homes
- Enforcing of MEES and introduce licensing in the PRS where evidence supports



Into the future

- Development and implementation of refreshed strategy, alongside City Council Plan 2023 - 2027, Joint Health & Wellbeing Strategy and BHCC CoL Action Plan
- Further investment in our own housing – solar PV and decarbonising homes, challenge of zero carbon and FP – aiming for a fair transition
- Continued CoL crisis, high energy bills and climate crisis...
- Continue seeking funding opportunities
- Continue collaboration and synergies with cross sector partners



Contact

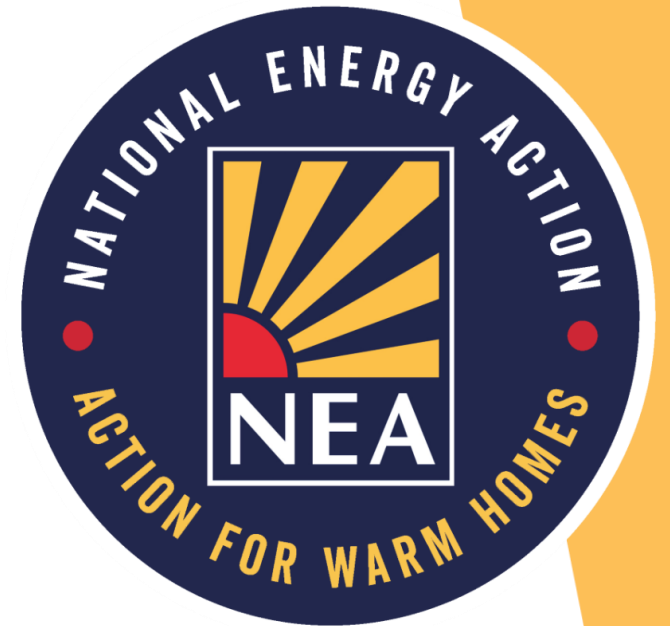
Miles.Davidson@brighton-hove.gov.uk

Sarah.Podmore@brighton-hove.gov.uk

Thank you

CommuniHeat

Ollie Pendered, Community Energy South



Community Energy Pathways

2024 Delivering Net Zero Neighbourhoods

COMMUNITY ENERGY
PATHWAYS

COMMUNITY
ENERGY
SOUTH 

CommuniPower

2030 Vision

Community energy will create an energy system that is democratic, decentralised, and decarbonised, where people are at the heart of the transition

12-20 times larger

contribute 5,270MW

power 2.2 million homes

support 8700 jobs

save 2.5 million tonnes of CO2 emissions

add £1.8 billion to the economy

YOU can get involved to help deliver this impact



We want to see every District, Borough or Unitary Authority benefiting from a community energy group and for regional community energy steering groups to become established.

We want to support communities to develop renewable energy projects, establish climate hubs and for local people to become trusted advisors in the net zero transition.

About Community Energy

➤ Powering Up

Communities developing and owning their own energy projects which save money and reduce carbon emissions: **heat networks, renewable energy and low carbon transport**

Harnessing community finance

➤ Powering Down

A network of **community energy champions** who provide trusted and impartial local advice on energy and cost savings and support households struggling with their energy bills.

Enabling community resilience

➤ Energy planning

Communities working together to coordinate and develop local **energy / decarbonisation plans** that are led by the community and encourage participation and ownership e.g. CommuniHeat

Enabling community participation

Building partnerships with Communities and Local Authorities

- We **team up with LAs** to provide support for the development of community-led low carbon and renewable energy groups and projects throughout the county.
- We support the implementation of **Net Zero strategies** within LA's.
- Our approach is stimulate the **growth of the Community Energy sector.**
- Our emphasis is on **enabling local communities** to build their own self sustainability capacity to achieve ongoing, **ground level emissions reductions.**
- We act as a **support** mechanism to establish and support a network of community energy groups through **mentoring, training, providing tools and resources.**



Hampshire
County Council



Department for
Energy Security
& Net Zero



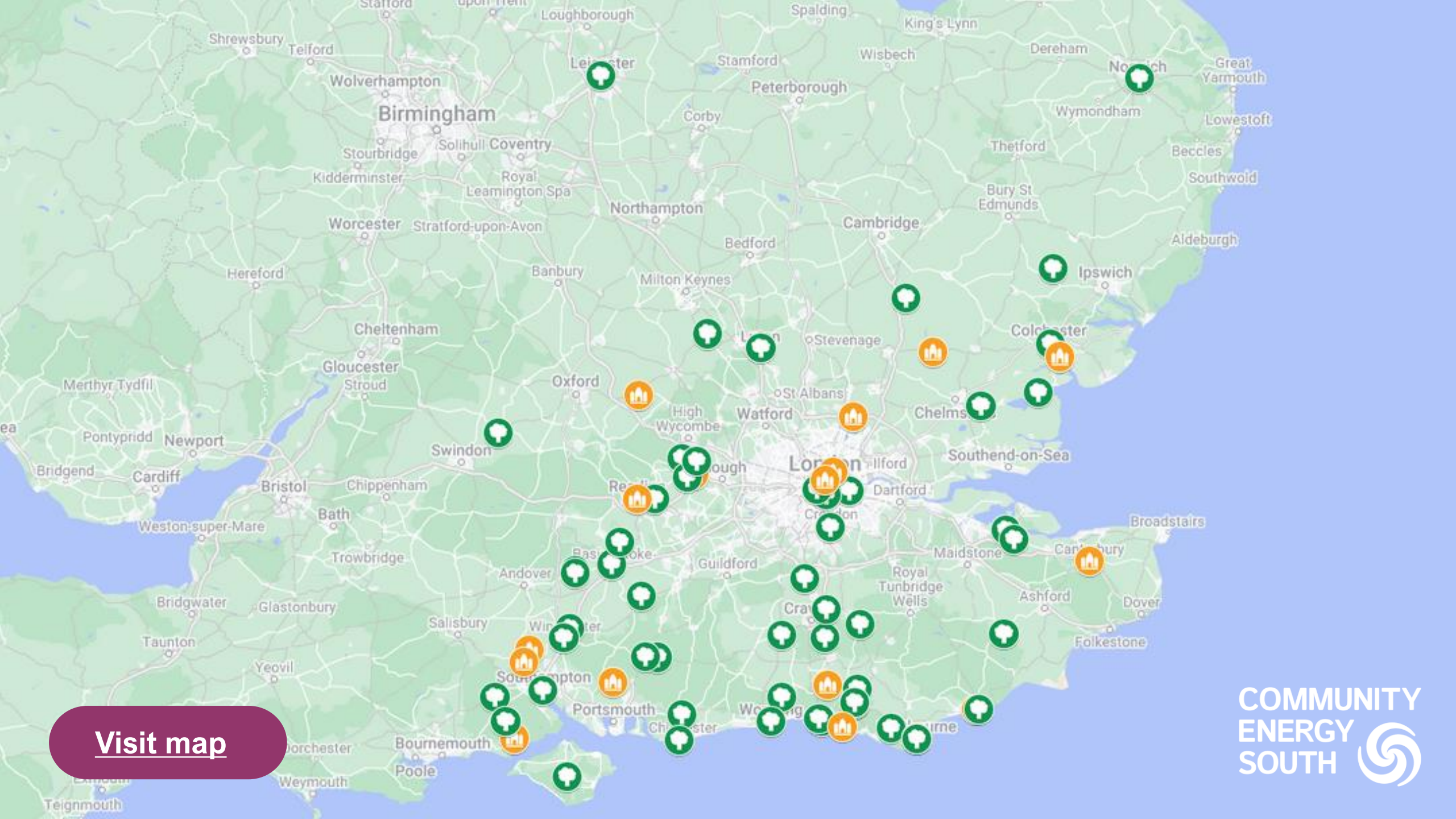
Suffolk
County Council

Pathways to net zero with community energy



We have worked with





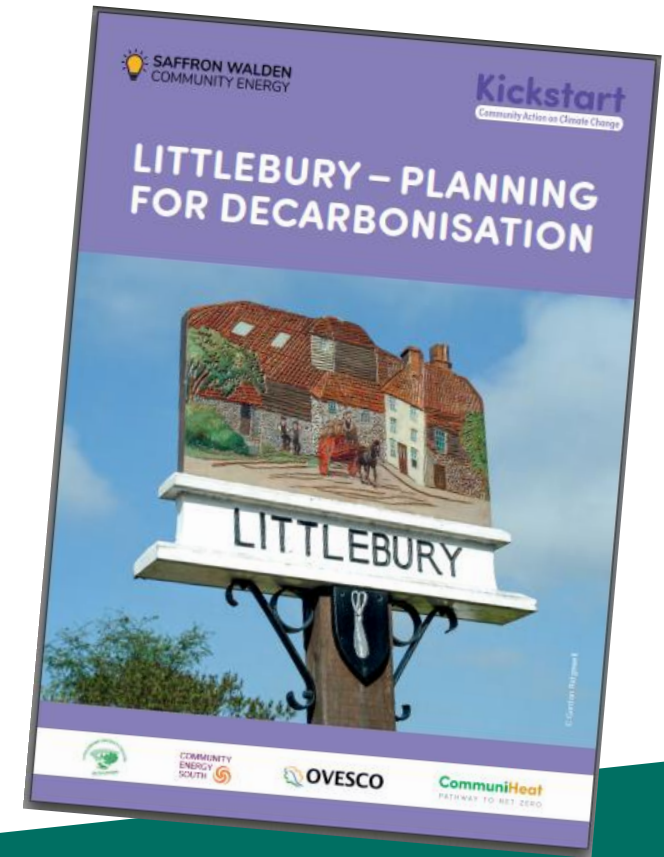
[Visit map](#)

Saffron Walden Community Energy

Community-scale Decarbonisation
across Essex & East Sussex



- Established in 2021
- Leading on the Littlebury Energy project
- Working with the parish council and Uttlesford District Council to develop a plan to help Littlebury move away from oil heating
- Cluster approach – looking for new parishes to join





SAFFRON WALDEN
COMMUNITY ENERGY



CommuniPower - LEAD - Project Overview

Community-scale Decarbonisation
across Essex & East Sussex



Key Project Outputs

- **Communities** - supporting communities to have their own decarbonisation plan
- **Households** - provided with in-person retrofit and energy-efficiency advice, households supported to install measures for 4000 households
- **Region** – support climate change, create green jobs and resilient communities

CommuniPower

CommuniPower

East Sussex Pilot – a planned approach to decarbonisation



500 heat pumps installed

Retrofits

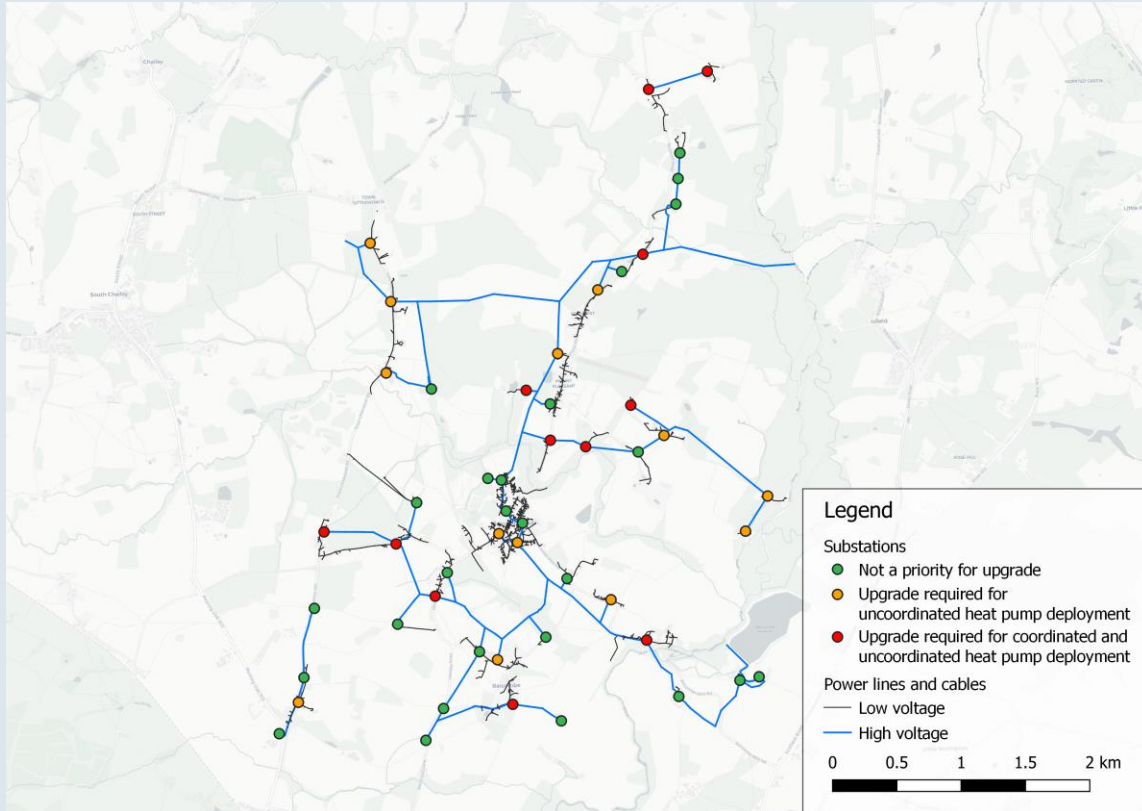
17 renewable sites

75% saving in network reinforcement costs



CommuniPower

Understanding the grid in a village



Emerging and existing groups in Suffolk

➤ Heating Bildeston

➤ Suffolk Green Cluster

➤ Central Suffolk Community Energy

➤ HEAT - Hadleigh

➤ Most Easterly Community Energy

➤ Lindsey Parish

Cluster approach

> Suffolk Green Cluster

9 parishes collaborating (Risby, Rickenhall and Botesdale)

5 areas of activity all with leads and working groups:

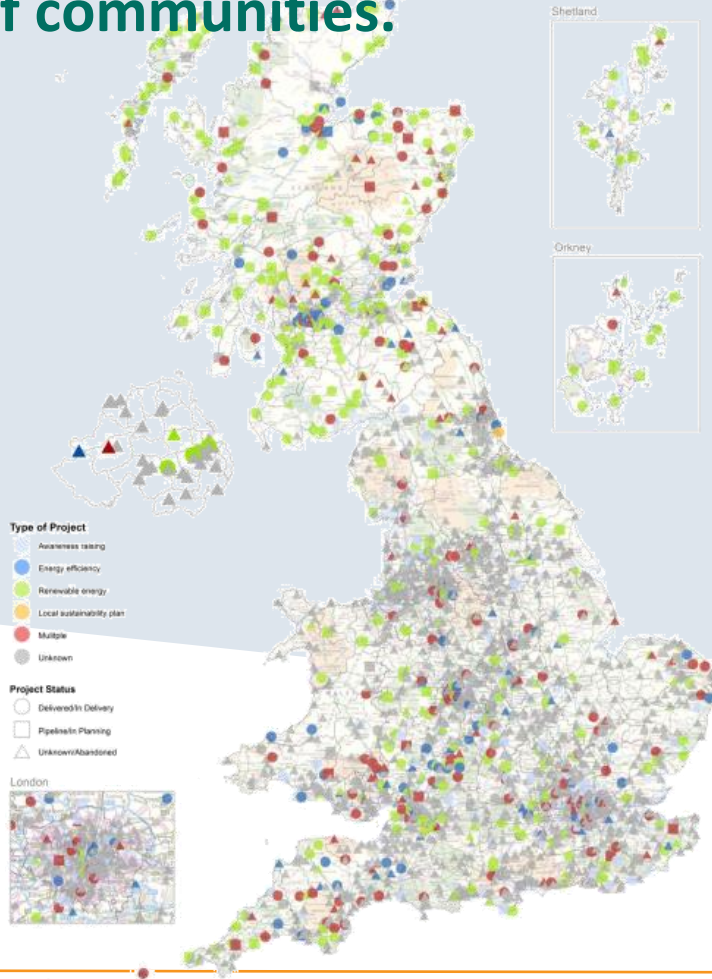
- 1.Green Energy
- 2.Green Transport
- 3.Green Food (waste, plant based & production)
- 4.Green Planning
- 5.Biodiversity

Project pipeline: generation, energy advice and champions

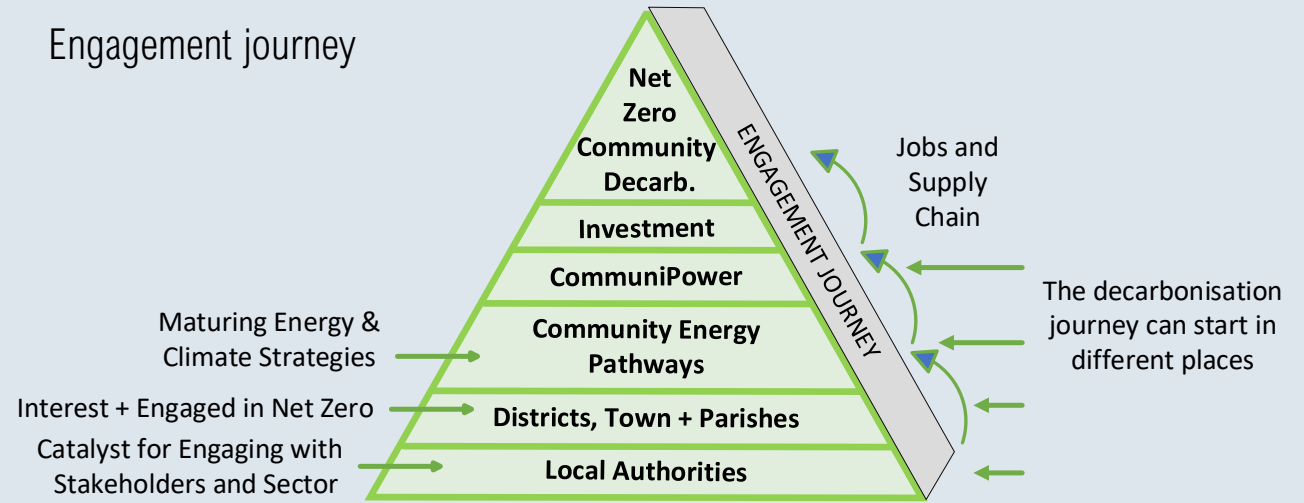


Securing community engagement on the same sort of basis as was achieved in Barcombe but across a much wider range of communities:

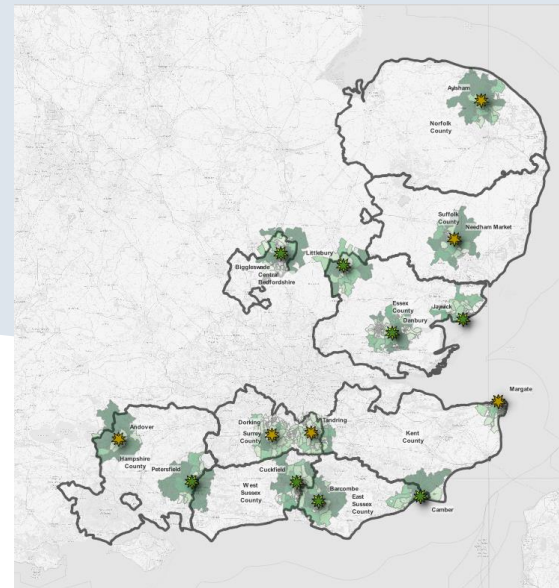
Over 5,000 community groups active nationally (2014 DECC data)



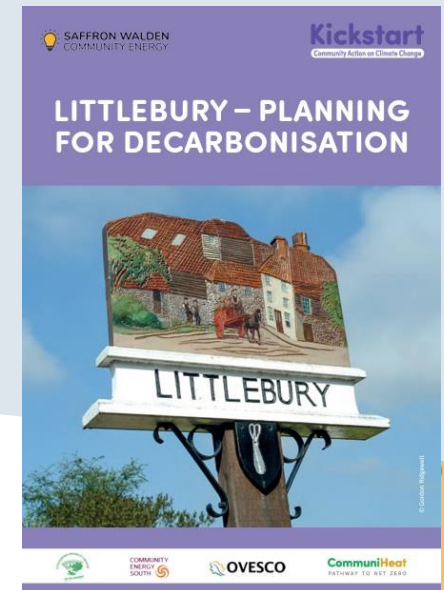
Engagement journey



30 communities across South East already engaged



Littlebury Kickstart



CommuniPower bringing funding into the regions

Local Energy Advice Demonstrator Fund

Delivering on all areas of CommuniPower, core KPIs relate to developing local retrofit advice services

UKPN Nobody Left Behind Fund

Focus is one energy advice and developing local advice hubs

Strategic Innovation Fund - CLIP Development of an approach to scale CommuniPower to be delivered in 100 communities, embedding within the LAEP and DNO planning processes.

COMMUNITY ENERGY
PATHWAYS

COMMUNITY
ENERGY
SOUTH 

CommuniPower

Community Energy

AWARDS



Local Authority Collaboration Award

Scaling Up Community Energy Award

Community Energy Organisation of the Year

WINNER 2022



Community Energy

AWARDS



2023 WINNER

Sector Support



Department for
Energy Security
& Net Zero



Scope Disability Energy Support Service



Tim Vanstone, Programme Lead – Energy and Utilities Support, Scope

Disability Energy and Utility Support

Disability Energy Support



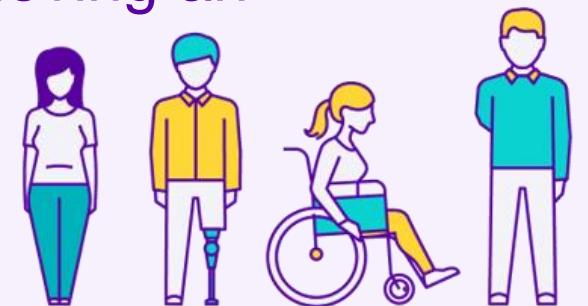
with water advice

SCOPE

= Equality for disabled people

Who are Scope?

- Scope is a leading pan-disability charity in England and Wales. Our mission is to drive social change so that disabled people have the same opportunities as everyone else.
- There are 14 million disabled people in the UK, that's one in five of us.
- We provide practical information, advice and emotional support to disabled people through our employment services, community programmes, helpline, online community and more.
- All of our partnerships, campaigns and services focus on achieving an Equal Future for disabled people



Life costs more if you're disabled

- The Disability Price Tag - an extra £975 per month on average
- Families with disabled children often face costs over £1000 a month
- High electricity bills due to charging wheelchairs and ventilators
- Higher heating bills due to being home more or having a condition which means you struggle to regulate body temperature

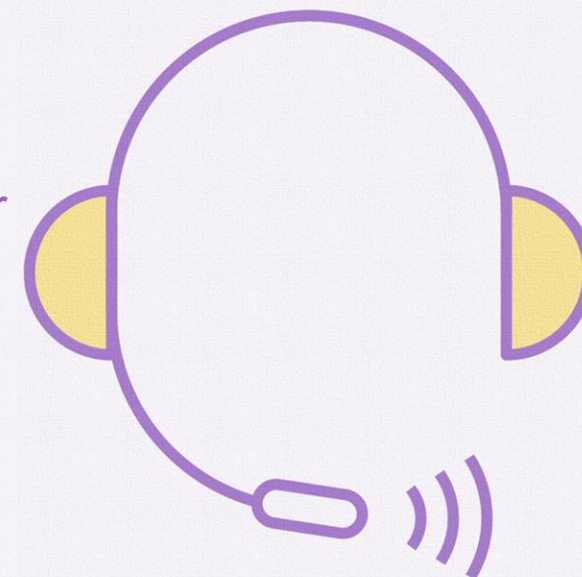
Turning the power off is not an option.



Does your customer need support with managing their energy and water needs?

We're here to help with free and impartial advice

- Energy & water debt
- Switching tariffs with current supplier
- Becoming more energy and water efficient
- Identifying benefits, grants, and trusts that customers can apply for
- Free fuel vouchers
- Helping customers understand their bills
- Facilitating calls with suppliers
- Signposting and referring to other support services (internal and external)



Access to other Scope services

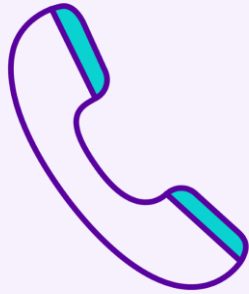
Customers will also have access to advice and support provided by other Scope services such as:

- **Employment** – Supporting disabled people gain employment
- **Family** – Supporting parents and carers of disabled children
- **Helpline** – Supporting on topics such as benefits, social care, housing, and assistive technology
- **Online community** – Forum for disabled people, parents, and carers to get advice and information

Who we can help

- Any household across England and Wales in which one or more disabled person lives.
- The customer does not need to be receiving PIP or DLA to be eligible.
- Any customer who identifies themselves as disabled (whether that be a temporary or permanent disability) are eligible for the service, including both mental and physical disabilities.

How to make a referral



Call us on:
0808 801 0828



Complete our
online form for an
appointment



For more
information visit
Disability Energy
Support

Telephone appointments available Monday to Friday 9am to 6pm
Email: Disability.Energysupport@scope.org.uk

Our Partners



GROUP DISCUSSIONS



In small groups please discuss:

- 1. Affordability and debt** – what steps need to be taken to tackle energy affordability and reduce the impact of high levels of debt in the energy sector?
- 2. Energy consumers and the private rented sector** – how can we ensure that private landlords upgrade their homes to a reasonable level of energy efficiency (EPC C)?



THANK YOU!

Thank you for attending and for your contributions.

We'd be grateful if you can complete an evaluation form and hand this back to a member of National Energy Action staff or scan this QR code to complete online.



Please stay for lunch and further networking.



National Energy Action is an independent charity. Registration No. 290511



The following slides are optional/to be removed.

CASE STUDY

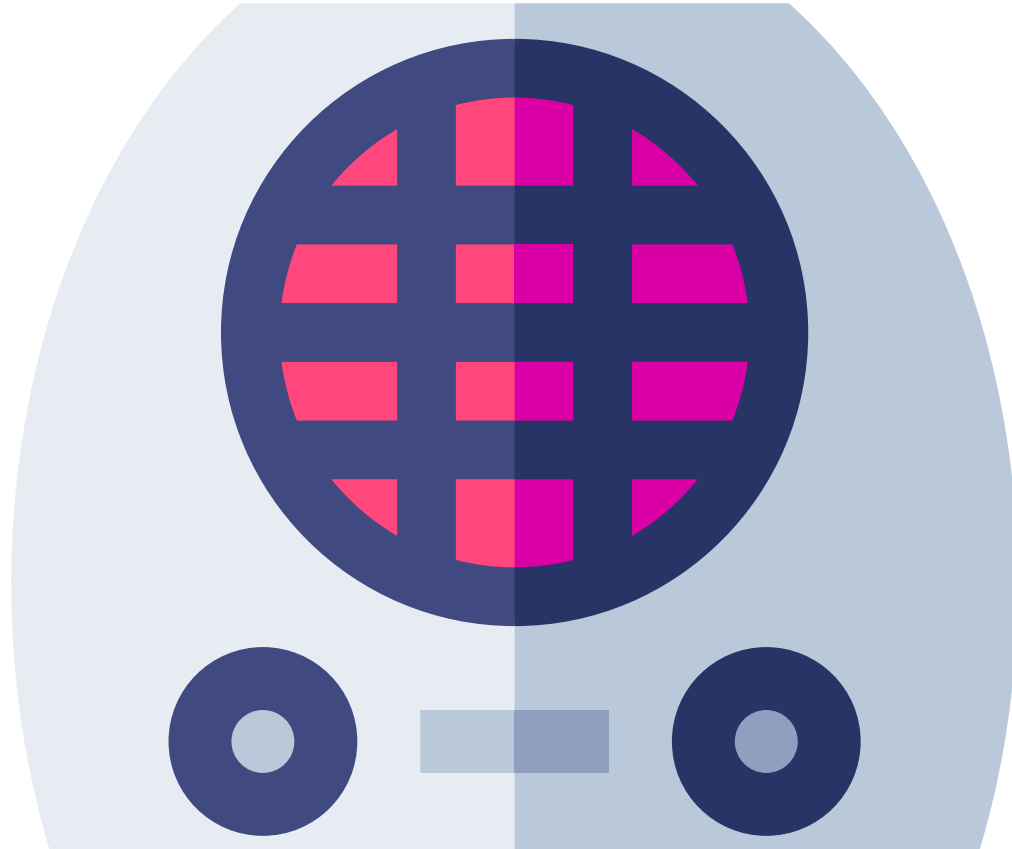
Gerrard is disabled, unemployed and lives with his partner, who earns less than £20,000 a year. He lost his job during the pandemic and they are both already struggling with paying their bills.

“We can live, but it’s just existing. The bills seem insurmountable.

“I just got a demand today for another £850 and I haven’t a clue where they think I’m going to get that money from.

“Looking into winter is even worse and I just don’t know where people are going to find this.

“You either heat or you eat, and I can see me not heating the house until my wife or grandchild comes home.”



CASE STUDY

Jeanette is a 52-year-old part-time admin assistant who lives with her husband, son and daughter aged 20 and 21 in Sheffield. She makes sure the heating is no higher than 15C to make the family's money last. They have a gas and electric prepayment meter.

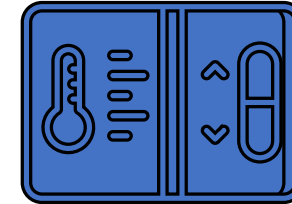
'We do have arguments about it being too cold, but it's the only way. Otherwise, I just work just to pay the bills.'

'I'm taking on a second job to cover the additional costs, as I want to spare my children from shouldering the rise in prices. They're already paying board.'

'I'm anxious because if the bills are already just about manageable, what on earth will happen when they grow even higher in the coming months?'

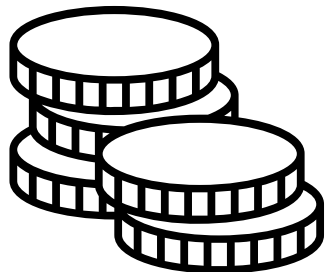


LIVED EXPERIENCES OF THOSE WE'VE HELPED



'What you have done here for me, it's been fantastic. It's the best thing I ever got done, because if I hadn't got it done, I'd be sitting here freezing now. I'd have no money in the bank, and I would probably owe [my energy supplier] a fortune. You've been fantastic. It's made my life a whole lot better.'

'If it weren't for this service, my husband and I would have been cold, hungry and in arrears with our mortgage. I had no idea how to get any help or benefits, thank you very, very much for all your help and support.'



'My husband is in a nursing home and [your support] helped to make a few more visits to see him.'

