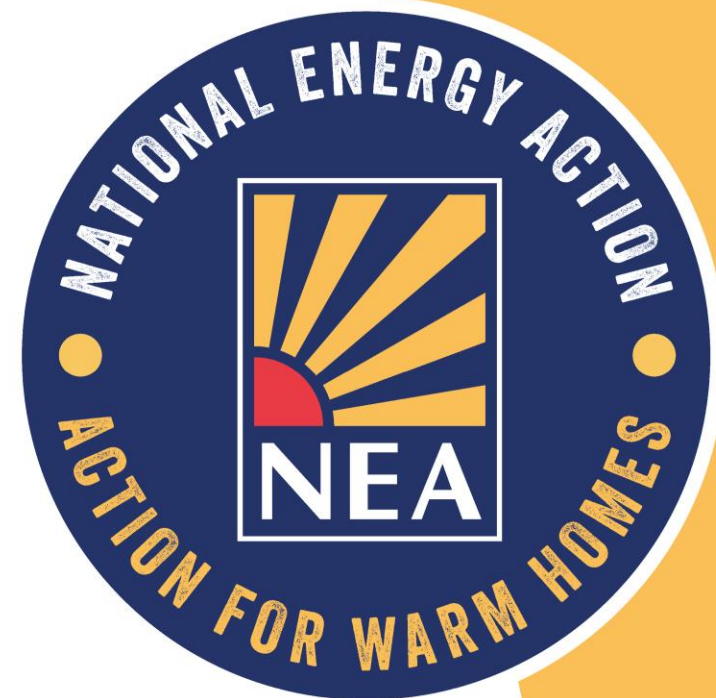


SOUTH WEST FUEL POVERTY FORUM

25 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.

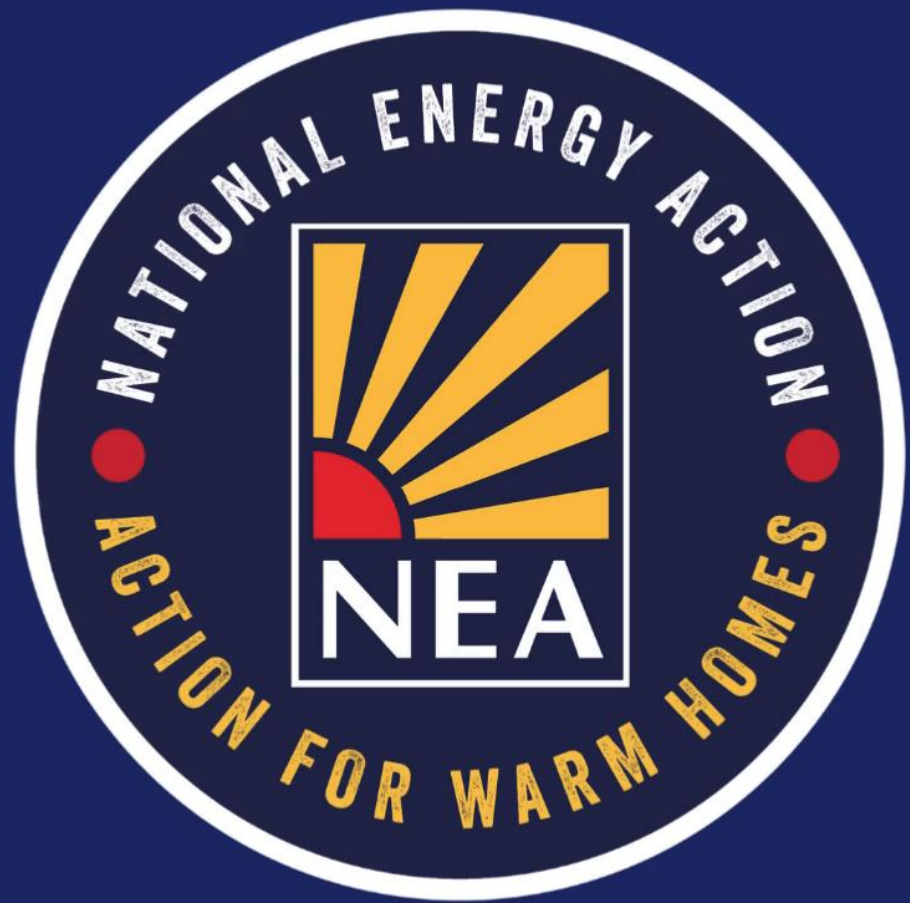
We work with frontline practitioners, companies, regulators and the government, to make positive changes for customers in vulnerable circumstances.



Time	Agenda
10.30am	Welcome Laura Langman, Project Development Coordinator, NEA
10.45am	Policy Update Dion Ticker, Policy Analyst, NEA
11.15am	Scope - Disability Energy Support Tim Vanstone, Energy and Utilities Support, Programme Lead, Scope
11.35am	Refreshments and networking
11.55pm	Vulnerability Visualisation Tool James Perry, Director, Egnida Innovation
12.15pm	Discussion Groups Facilitated by National Energy Action
1.00pm	Working together for the residents of West Devon and South Hams Kate Royston, Tamar Energy Community, Director and David Sexton, Environmental Health Officer, South Hams district Council
1.10pm	Project Update Tara Bowers, Healthy Homes Project Manager, Exeter Community Energy
1.25pm	Forum concludes Networking 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.

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 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:

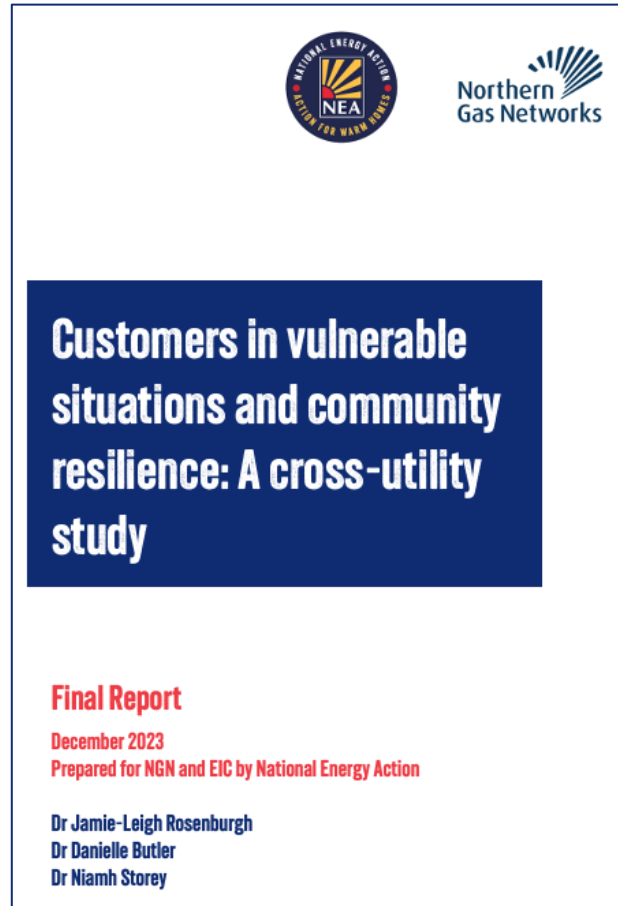
4) Communications and accessibility: Meeting diverse needs, being accessible to all, and customer service

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.



POLICY UPDATE

MATT COPELAND
HEAD OF POLICY AND PUBLIC AFFAIRS,
NATIONAL ENERGY ACTION



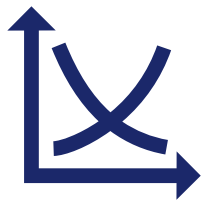
National Energy Action's three advocacy priorities



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



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

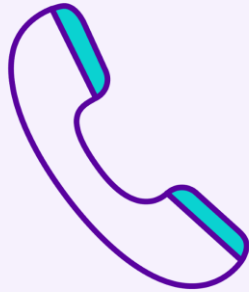
Customers will also have access to advice and support provided by other Scope services such as:

- **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



REFRESHMENTS AND NETWORKING





VULNERABILITY VISUALISATION TOOL

JAMES PERRY

DIRECTOR, EGNIDA INNOVATION



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)?



WORKING TOGETHER FOR THE RESIDENTS OF SOUTH HAMS AND WEST DEVON



KATE ROYSTON, DIRECTOR, TAMAR ENERGY CO-OPERATIVE

DAVID SEXTON, ENVIRONMENTAL HEALTH OFFICER,
SOUTH HAMS DISTRICT COUNCIL



South Hams
District Council



West Devon
Borough Council



South Dartmoor
Community Energy



Tamar Energy
Community

Working together for the residents of South Hams and West Devon

Presentation by David Sexton and Kate Royston

A place to grow & prosper

- West Devon and South Hams Councils work closely with Tamar Energy Community and South Dartmoor Community Energy.
 - Regular weekly meetings for a number of years
- Working in partnership so that each organisation bring their own strengths.
 - Community/applicant focus, not the council
 - Council brings corporate/governance support/trusted organisation
- Projects are identified and co written bids, submitted
 - MEES
 - HUG



HUG 2 (Home Upgrade Grant)

- Target of 130 retrofitted homes across SW Devon
- TEC and SDCE provide the delivery team (HEA/Retrofit advisor) subcontract independent Retrofit Coordinator
- Assist the applicant through the customer journey (designed by the community groups for the community)
- SH/WD council provide governance, precured retrofit installer, plus legal, accounting, communication support.
- Fundamental element of the project is an open learning ethos. Build local knowledge to retrofit homes to PAS 2030/35 standards.



- Work together to improve housing, including defects, hoarding and Environmental Concerns
- Able to make referrals to each organisation, for example home energy visits or accessing council financial support (DFG/Lendology).
- Working on joint projects, NHS/GP/Public Health project for home visits for asthma/COPD sufferers. Piloted in North Devon.
- Been collaborating since Cosy Devon through to Energy Saving Devon





South Hams
District Council



West Devon
Borough Council

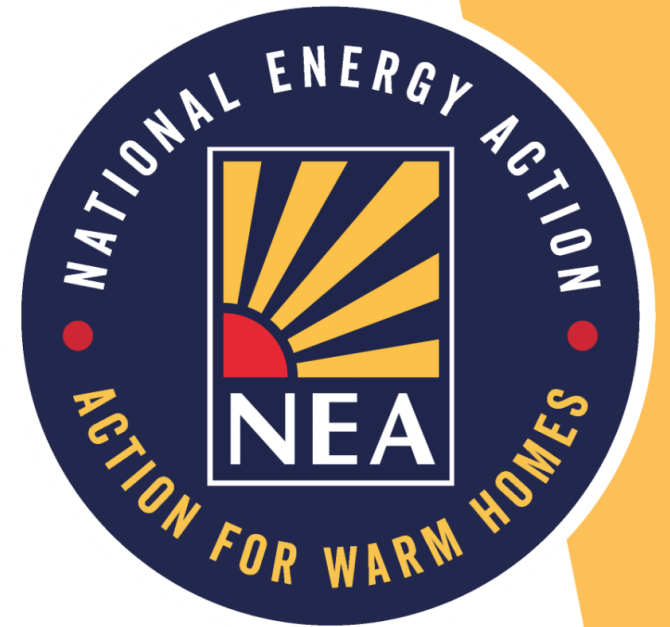
Any questions?

A place to grow & prosper

PROJECT UPDATE

TARA BOWERS

HEALTHY HOMES PROJECT MANAGER, EXETER
COMMUNITY ENERGY



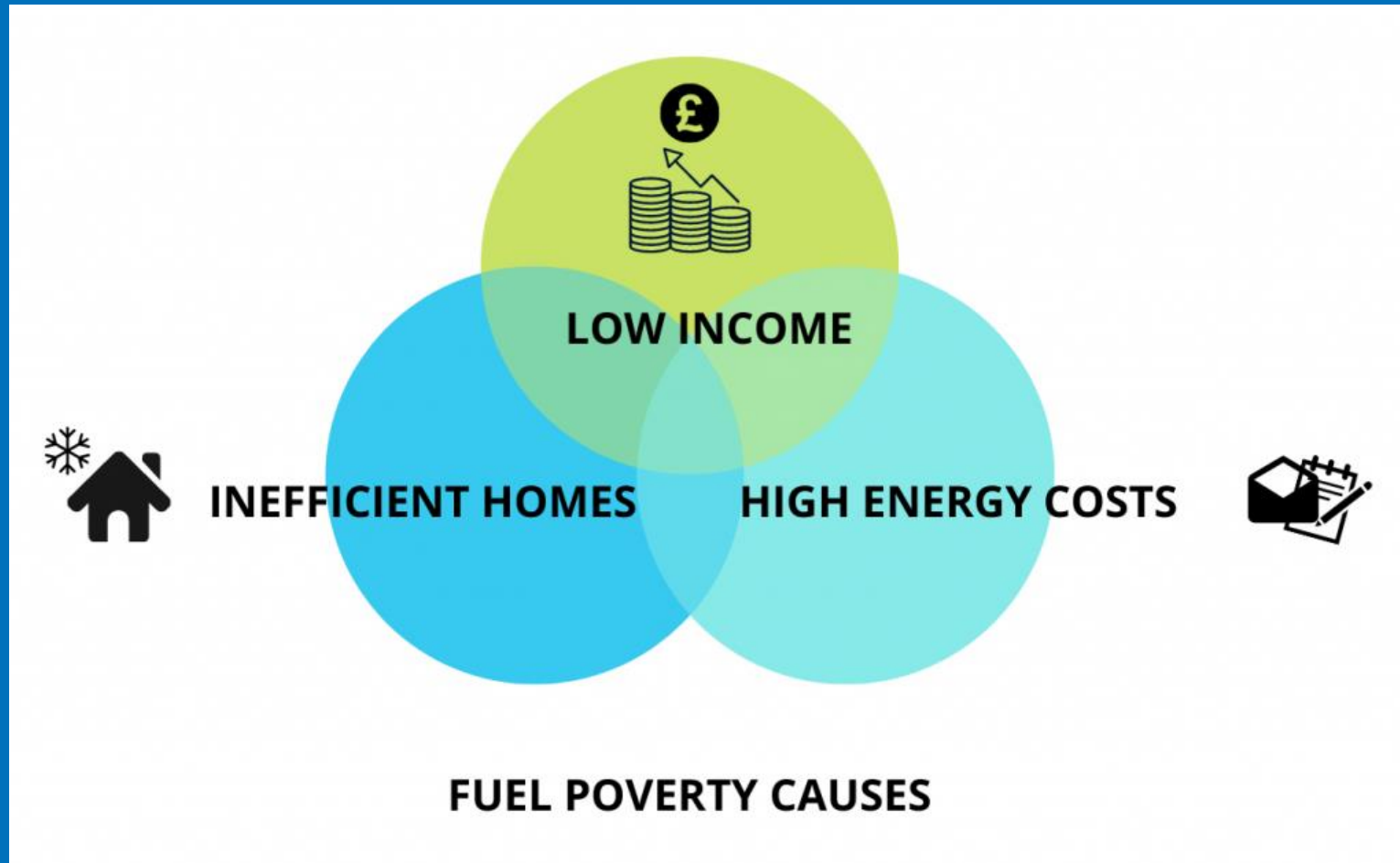


Joining the dots

Tackling Net Zero and Fuel Poverty

**Tara Bowers, ECOE Director and
Project Manager Energy Advice Services**
www.ecoe.org.uk/healthy-homes-wellbeing
healthyhomes@ecoe.org.uk

Joining the dots



making energy work for everyone

Greater Impact

Improve home efficiency

Reduce household costs

Improve wellbeing

Reduce NHS costs

Accelerate trajectory to net zero



making energy work for everyone

The Golden Thread

Carbon reduction on every agenda



making energy work for everyone

The Golden Thread

No-one said Net Zero would be easy



making energy work for everyone

The Golden Thread

Disruptive

Raising awareness

Frontline worker training

Referral partnerships

Joint funding bids

Targeted projects



making energy work for everyone

Power of Partnerships

Mrs S came to a warm space (**Partner 1**) just before Christmas. 8 children and a very poorly husband, living in a rural location with LPG boiler which had failed, and was deemed unreparable.

We helped coordinate delivery of emergency supplies of logs for wood burner for heating. **Partner 2**

We arranged a LEAP home visit **Partner 3**

Referral for grant (ECO4) to improve energy efficiency of her property **Partner 4**

Energy reduction advice – washing, cooking

Billing advice – meter reads, tariff

PSR for health issues

Referral for a disabled facilities grant - husband struggling to use the stairs **Partner 5**

Fridge replacement **Partner 6**

Foodbank referral **Partner 7**

Debt advice referral **Partner 8**

March - the full ECO4 installation had been carried out and the old LPG infrastructure removed. (ASHP, loft, Solar, ventilation) approximately £45K of physical installation work, estimated energy savings £2000 pa

We returned to give full instruction on how to operate the new heating system and solar PV to ensure resident got maximum benefit.

Power of Partnerships

Mrs J was referred to us by Citizens Advice. **(Partner 1)** Aged 78 and in very poor health - both physical and mental.

CA ran benefits check – no new entitlement. Referred to us as client reported home was cold.

We arranged a LEAP home visit **Partner 2**

Boiler needed servicing but she couldn't afford it. Hardship fund grant paid for this using approved local company **Partner 3**

Needs to improve insulation and new doors and windows. Referral to HUG2 grant **Partner 4**

Was having difficulty dealing with EON. We called with the client present to ensure meter readings, tariff/status of billing were all correct. Smart meter ordered.

Replacement fridge freezer **Partner 5**

Lendology referral, in case HUG2 fails to achieve all improvements. **Partner 6**

LEDs fitted

Energy saving advice was given.

Referral for fire safety visit **Partner 7**

Recap

Let's talk about carbon reduction and not just poverty

Let's improve as many homes as we can (not just sticking plasters)

The Golden Thread – let's get carbon reduction and energy efficiency on every agenda

Let's bring partners along on this journey to Net Zero

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

