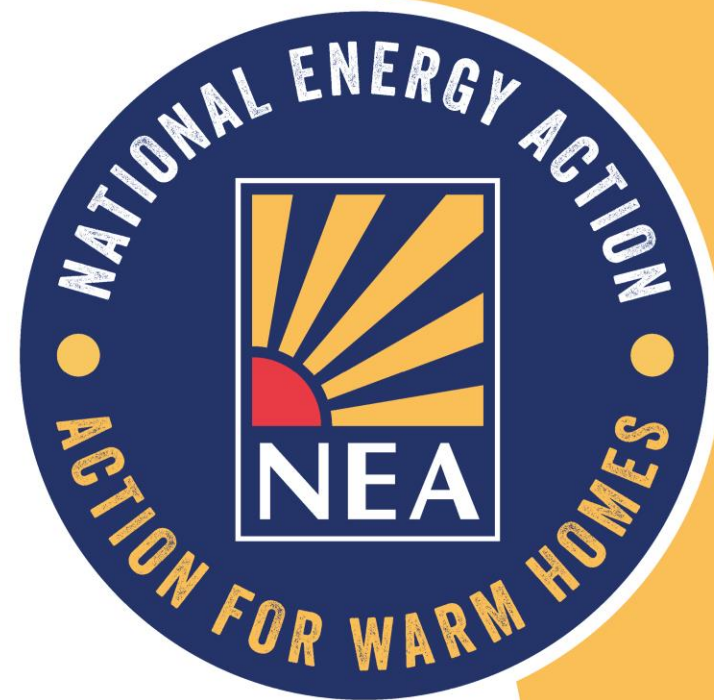


# EAST MIDLANDS FUEL POVERTY FORUM

2 May 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.



<b>Time</b>	<b>Agenda</b>
9.30am	<b>Welcome</b> Helen Carter, Project Development Coordinator, NEA
9.40am	<b>Policy Update</b> Matt Copeland, Head of Policy, NEA
10.00am	<b>Scope Disability Energy Support Service</b> Richard Dilks, Energy Advisor, Scope
10.20am	<b>Introduction to the Energy Ombudsman</b> Jayne Elkin, Energy Ombudsman
10.40am	<b>Refreshments and Networking</b>
11.00am	<b>Group Discussions</b> Facilitated by NEA
11.20am	<b>Services beyond the meter</b> Earl Richards, Technical Manager, Cadent
11.50am	<b>Vulnerability Mapping Tool</b> James Perry, Director, Egnida Innovation
12.05pm	<b>Customers in vulnerable situations &amp; community resilience: a cross utility study</b> Dr Niamh Storey, Research and Policy Officer, NEA
12.25pm	<b>Forum concludes</b> Round up and close. Lunch and networking to follow at 12:30pm

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



# Pre-forum insights: Understanding the priorities of our stakeholders

## Responses described:

- Households struggling with the affordability of energy – with increases in the number of households falling into fuel poverty and debt
- Fuel poverty is affecting the educational attainment and employability prospects for households
- People are carrying out ‘not-coping’ strategies, such as choosing between heating and eating, living in cold and damp homes, or using candles for light and/or heat
- Households’ mental and physical health conditions are being exacerbated
- People aren’t able to maintain personal hygiene due to not being able to afford hot water to wash with
- People are living in poor conditions and many in social housing are on long waitlists for repairs
- *“Single parents are not able to keep their kids warm and fed”*
- *“Problems with people that are on medication that needs to be kept in the fridge – if they cannot afford the fuel they are at a scary disadvantage”*
- *“Families are living in the dark – once the fuel runs out”*

## Priorities for supporting households experiencing fuel poverty (in order of most frequently mentioned):

- 1) Directly supplying fuel, or financial support to access fuel, to households
- 2) Supporting households to maximise their income, for example through benefit checks and debt advice
- 3) Providing, or signposting to, home energy efficiency improvements
- 4) Providing energy advice to people living in fuel poverty



# NEA UPDATE

HELEN CARTER  
PROJECT DEVELOPMENT COORDINATOR  
NATIONAL ENERGY ACTION





# 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](mailto:danielle.butler@nea.org.uk) or scan to find out how you can be involved:



# LEICESTER HEALTH PROJECT

The project is a collaboration between National Energy Action and Leicester City Council, to tackle fuel poverty and the health crisis in Leicester. The project started in December 2022 and will end in December 2024.

## SUMMARY

- £3.7 million project aimed at addressing fuel poverty and the health crisis
- Services include specialist energy advice via online, telephone, and home visits
- Training and education programs for frontline staff, schools, and colleges
- Aims to support the Community Wellbeing Champions program and distribute the fuel poverty and health crisis fund
- Evaluation planned to assess outcomes, outputs, successes, and barriers



# LEICESTER HEALTH PROJECT

## OUTCOMES

1. Increase in households managing energy bills and staying warm and healthy
2. Change residents' behaviour around energy use
3. Increase awareness among frontline professionals, healthcare workers, and volunteers
4. Strengthen household resilience against fuel debt or energy supplier issues
5. Enhance energy knowledge among children and young people, impacting family and friends
6. Subjective improvement in health and wellbeing, reducing cold-related medical interventions

## PROJECT OUTPUTS

- Recruitment and training of five Energy Advisers and one Training and Education Officer
- Establishment of a single point of contact service with phone line, marketing materials, online support, and home visiting services
- Provision of energy advice to approximately 8,000 clients annually through various channels





# 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](mailto:smartgrants@nea.org.uk)



# 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](http://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, NATIONAL ENERGY ACTION



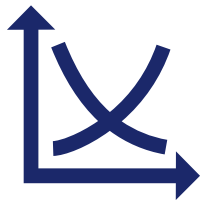
# National Energy Action's three advocacy priorities



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](http://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

RICHARD DILKS  
SERVICE TEAM LEADER, SCOPE



# Disability Energy and Utility Support

Disability Energy  
Support



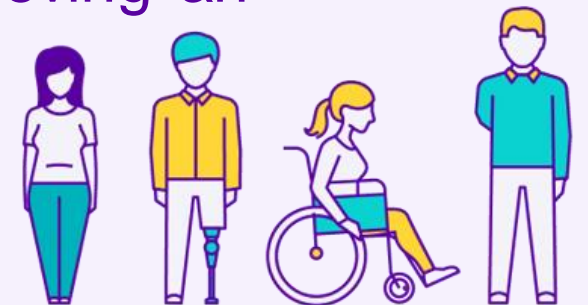
with water advice

## 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

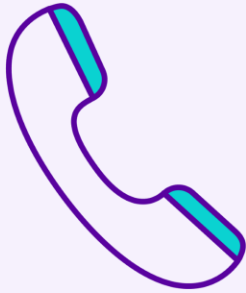
Customers will also have access to advice and support provided by other Scope services such as:

- **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](mailto:Disability.Energysupport@scope.org.uk)

# Our Partners



# WHO AND WHAT IS THE ENERGY OMBUDSMAN?

JAYNE ELKIN  
ENERGY OMBUDSMAN



# Who are we?



- We run ombudsman schemes for the energy and communications sectors
- 20 years' experience in dispute resolution
- Close working with the relevant regulators



# Why are we here?

- Ensure more people can access the support they need to resolve disputes
- Break down barriers for people who may feel it isn't for them
- Enables us to appropriately investigate and resolve disputes
- Help you help the people you work with



# What do we do?

- Provide an impartial service with a balanced approach
- We're an independent authority, a credible and believable voice, simply to do the right thing

Most common types of energy disputes are about:

- Gas and electricity bills
  - Smart meters and Feed-in-Tariffs
  - Customer service
  - Problems that arise because of switching energy supplier
  - The way an energy product or service has been sold, including doorstep sales
  - The supply of energy to a home
- 
- In 2022 we accepted over 105,000 disputes about suppliers in the energy sector



# How we help consumers

- Our service is free to consumers and easy to use
- We guide consumers through the process
- One consistent case handler throughout to understand the case and consumer
- Online, postal and phone



Case resolutions include apologies, corrective action and financial awards

We communicate with consumers according to their preferences and offer flexibility and reasonable adjustments

# Raising a dispute

We have a 6-stage process:

1. Raise the issue with the supplier
2. Register the dispute with us (if 8 weeks passes or a deadlock letter is issued)
3. Send us supporting information
4. Review the dispute
5. Reach a decision
6. Deliver accepted remedies in 28 days

# Getting in touch

You can contact us via:

## Website

[www.energyombudsman.org](http://www.energyombudsman.org)

## Phone

[0330 440 1624](tel:03304401624)

## Email

[enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

## Postal

Energy Ombudsman  
P.O. Box 966  
Warrington WA4 9DF



# REFRESHMENTS AND NETWORKING



# 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)?





# Services Beyond the Meter

Earl Richards

Technical Manager, Services Beyond the Meter

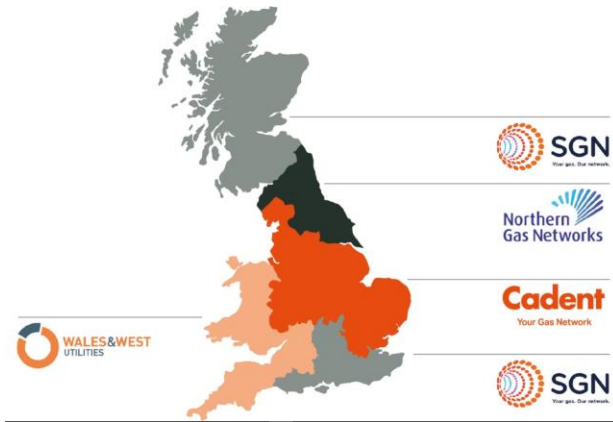




# Contents

1. Who is Cadent
2. Services Beyond the Meter
3. Why, Our Aim, Our Approach
4. Cadent Tackling Fuel Poverty
5. How the Programme is Funded
6. The Work We Do
7. Customer Impact
8. Our Products
9. Services Beyond the Meter within the Industry
10. Working Together
11. Questions

# Cadent and the GDNs - Who are we?



**Great Britain's largest Gas Distribution Network (GDN), serving 11 million homes and businesses through a network of 80,000 miles of pipe**

What we do	What we don't do
<ul style="list-style-type: none"><li>• Operate the National Gas Emergency Service phonenumber.</li><li>• Respond to all reports of smells of gas and suspected carbon monoxide (CO).</li><li>• Maintain and repair the network of gas pipes to homes and businesses.</li><li>• Upgrade the gas network to become safer and more reliable through replacing metallic pipe with plastic PE pipes.</li></ul>	<ul style="list-style-type: none"><li>• Have a direct relationship with customers though charging a bill.</li><li>• Produce a bill for the National Gas Emergency and mains replacement services – instead, these are paid through the standing charge.</li></ul>

# Services Beyond the Meter (**SBtM**)

Services Beyond the Meter is an exciting new programme to support our customers in or who could potentially be left in a vulnerable situation.

The programme offers a wide range of support services to keep people warm in their homes.

These services are:

- Appliance repairs and replacements
- Carbon monoxide investigations (CMDDA1)
- Gas appliance safety checks and services
- In-home products and welfare packages for gas outages
- Free energy and carbon monoxide advice

*Certain eligibility applies, such as being on the PSR or meeting further eligibility criteria, like household income, etc*

# Services Beyond the Meter

## Why

### Protecting our customers in vulnerable situations

- Supporting our customers who require these services
- Not leaving a customer in a vulnerable situation
- Going beyond to not leave a customer without gas

## Our aim

### To keep people safe and warm in their homes, by

- Undertaking repairs and replacements of gas appliances
- Undertaking gas safety checks and inspections
- Undertaking carbon monoxide investigations

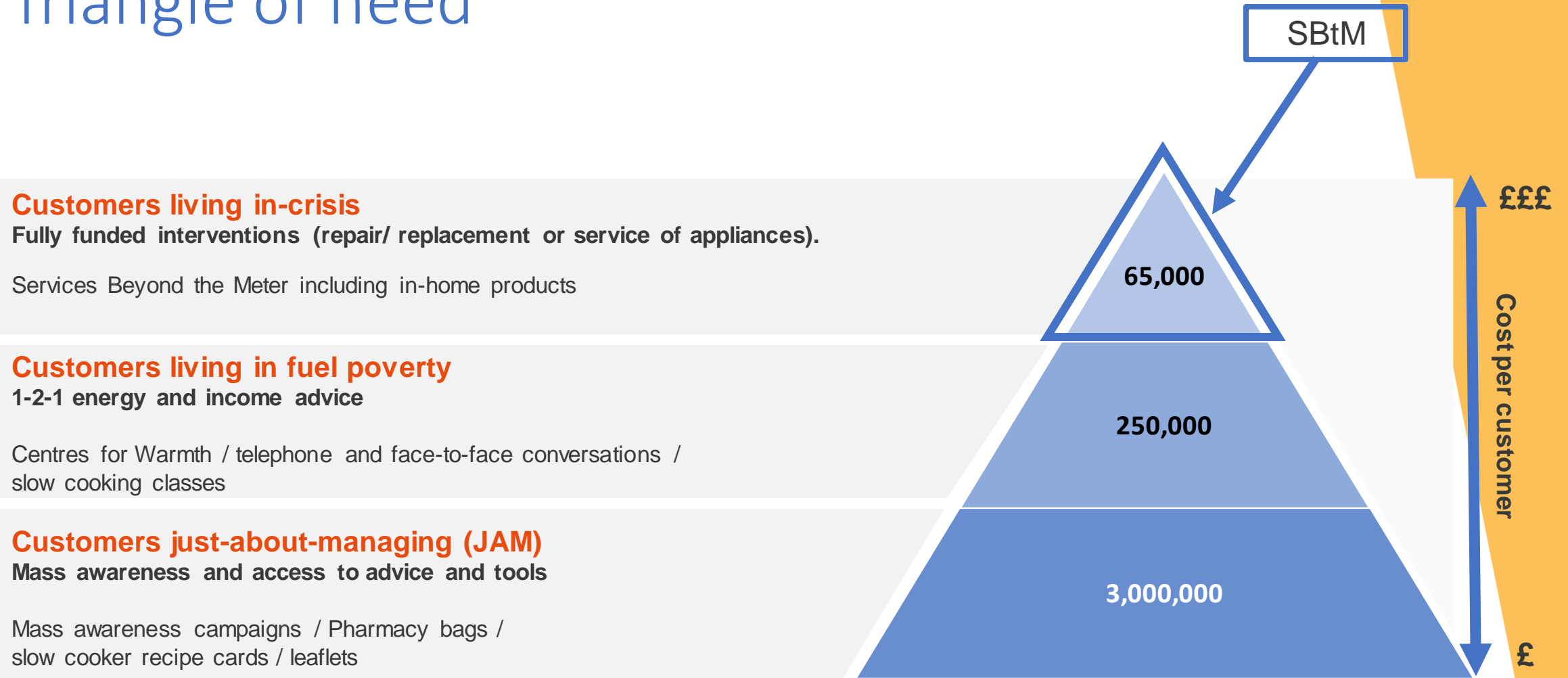
## Our approach

### Being Reactive, Proactive and Supporting, with

- Energy efficiency advice
- Carbon monoxide safety
- Joining the Priority Services Register

# Our strategy in tackling fuel poverty and affordability

## Triangle of need



# The Vulnerability and Carbon Monoxide Allowance (VCMA)

- The allowance is to be used over a 5-year period between April 2021 and March 2026.
- The allowance totalled £60m nationally, split between all GDN's by size of network.
- Ringfenced for projects designed to support our customers in vulnerable situations. These are focused on carbon monoxide awareness and fuel poverty.
- The project must generate a positive Social Return on Investment (SROI).
- Cadent's share is 49.8% = approx. £30mil.
- We have invested c.£11m on over 100 projects to date.

# The work we do

- Repair and replace



- Investigations and servicing



- Carbon monoxide and energy efficiency advice



# Customer impact and case studies

## Carbon monoxide Investigations



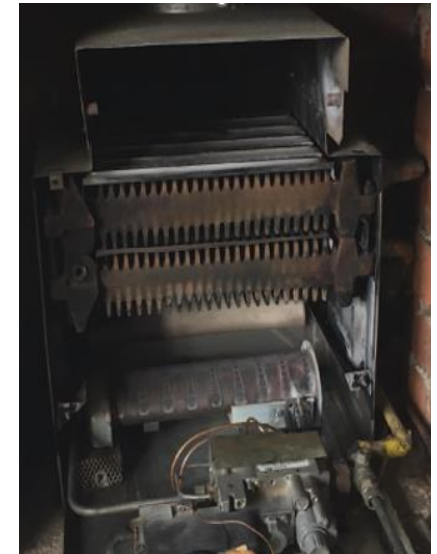
## Gas safety checks



## Appliance replacements



## Appliance servicing







**Services  
Beyond  
the Meter**  
by Cadent



# Our products

- Welfare tools



- EasyAssist™



- Locking Cooker Valve



# Services Beyond the Meter within the industry

- It's key to remember that the Services Beyond the Meter programme is there to support customers in need of extra services that they are either unable to afford or are unaware where to go for help.
- This isn't a service for everyone, and specific eligibility criteria needs to be met for many of the services and products offered by the programme.
- Without some of these services, there are thousands of people living in cold homes.
- We are committed to going beyond our core duties to help people who need extra support.

# Working together and get involved



The SBtM team are always looking for businesses and organisations to partner with to help prioritise support for those who need it most.

To get involved or to find out more please email: [servicesbeyondthemeter@cadentgas.com](mailto:servicesbeyondthemeter@cadentgas.com)

or visit: [Cadentgas.com/servicesbeyondthemeter](https://Cadentgas.com/servicesbeyondthemeter)



Earl Richards  
Technical Manager  
T 0777 307 3496  
E [earl.richards@cadentgas.com](mailto:earl.richards@cadentgas.com)

**Prioritising support for**  
*those who need it most*

[cadentgas.com/servicesbeyondthemeter](https://cadentgas.com/servicesbeyondthemeter)



# VULNERABILITY MAPPING TOOL

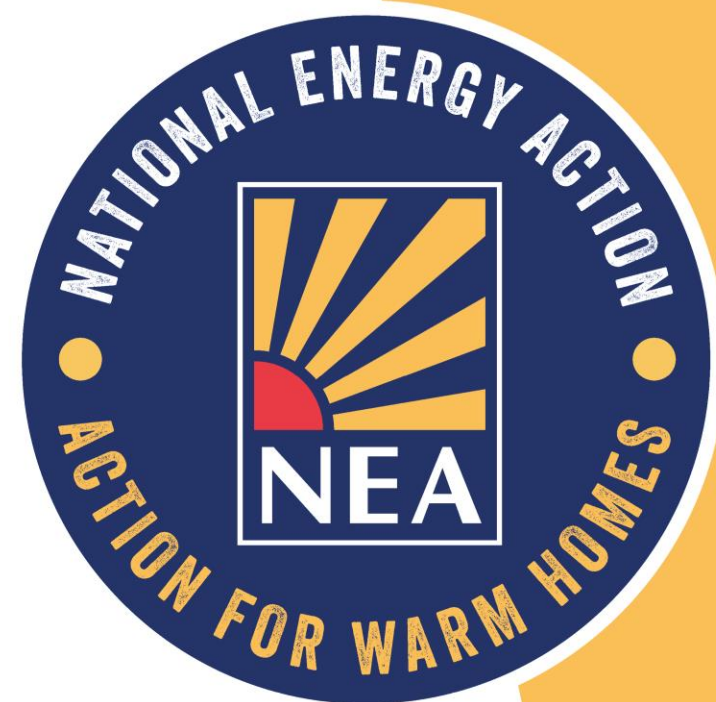


JAMES PERRY, DIRECTOR, EGNIDA INNOVATION

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

DR JAMIE-LEIGH ROSENBURGH  
DR DANIELLE BUTLER  
DR NIAMH STOREY

NATIONAL ENERGY ACTION



# The Challenge for future energy systems transitions:

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

## What we did:

- Map current understandings of vulnerability
- Consider energy justice implications of the low carbon transition
- Identify learnings from recent crisis events
- Identify current network best practice in supporting customers in vulnerable situations
- Develop best practice guidelines





# Methods

## Phase 1

## Phase 2

Scoping study involving:

- **Evidence review**  
(>70 resources)
- **Online stakeholder Call for Evidence**  
(53 responses)
- **Two rounds of expert workshops**  
(21 and 38 attendees respectively)
- **Semi-structured expert interviews**  
(x 10)

- **Household postal survey**  
(43 responses)
- **Qualitative, in-depth, household interviews**  
(x 8)
- **Roundtable event**  
(24 stakeholders)



# 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



# Householder Survey Findings:

## Sample demographics and characteristics (n = 43):

- Almost half reported a **very low income** (48%, below £18,000)
- 73% identified as White British, 15% as Asian/Asian British, and a very small minority reported other **ethnic backgrounds**
- 29% reported at least one child in the household, and 15% reported that the oldest person in their household was over 75
- Over half of people who chose to provide this information (56%, n = 36) reported a **disability or long-term health condition** in their household and 28% (n = 40) reported reliance upon energy-dependent medical equipment.
- Around a third (35%) reported having a **gas or electricity prepayment meter**
- Half reported that they **struggled to keep their whole home warm** and comfortable and 21% reported that they could not do this at all – most commonly due to cost



# Householder Survey Findings:

## Awareness of and attitudes towards Net Zero:

- Most respondents had heard about Net Zero (74%, n = 38), but their level of awareness differed
- Six respondents (16%, n = 38) noted that they had heard of Net Zero, but knew nothing about it, and the same amount reported that they knew a lot about the topic.
- 71% (n = 35) reported not having any renewable or low-carbon technologies in their home
- **Affordability** was the most commonly-cited reason (33% n = 27) followed by landlord objection or **living in a rented property** (30%)



# Householder Survey Findings:

## Adapted communications and communication preferences:

- Over a quarter of the sample reported receiving at least one form of adapted communications (27%) and a further 7% reported that they would like to receive these. The majority noted that they did not require these.
- Only one respondent noted receiving communications in their preferred language
- Variations in preferences – email was the most preferred method (51%), followed by some form of in-person method (46%) and written information (35%)

## PSR awareness:

- Despite the relatively high prevalence of disability/health conditions reported, only around a third (32%) reported that somebody in their household was on the PSR, and a further 10% reported that they didn't know



# Householder Survey Findings:

## Sources of support and advice:

- The most frequent source for support was **'family, friends or neighbours'** (28%, n = 43), followed jointly by **'energy suppliers'** and **'a local organisation/charity'** (26%)

*"I'd use it as a last resort, because I'm absolutely sure there are people worse off than we are who would probably need it more. I mean, we aren't needing to go to food banks or anything yet. And those sorts of people would need it far more than we do. For us, it's riding the storm, and eventually it should pan itself out."*

*"My mindset, you just grit your teeth, crack on and get on with it. There's nowt you can do at end of the day."*

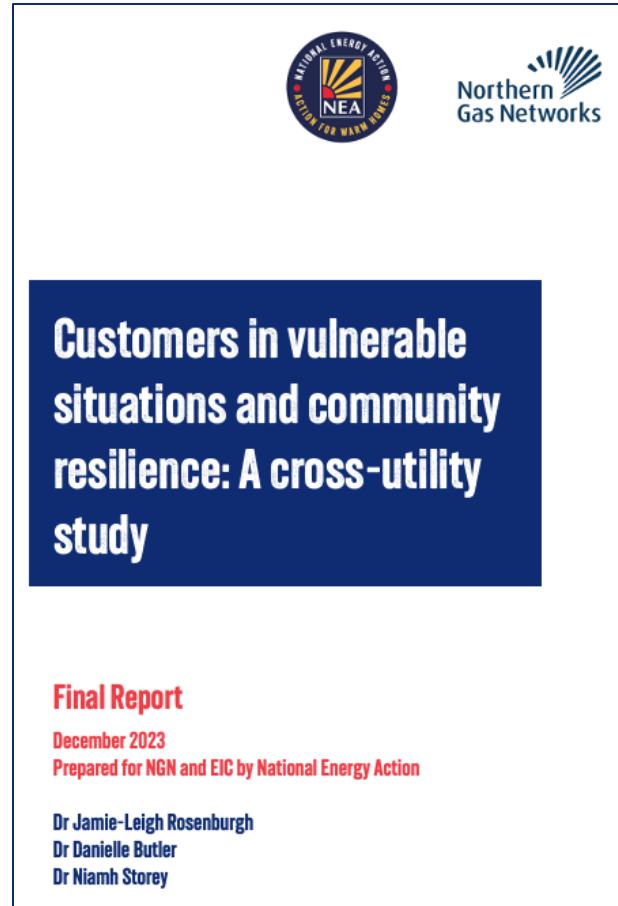


# Case Study: Pauline

*“I think everybody is individual and they don’t look at it like that, they look at everybody as a whole, where everybody is not a whole. I’m not the same as Joe Bloggs on the next street, financially, physically, every way possible, but they seem to put everybody in the same category, from the richest to the poorest, which I think is a bit unfair.”*



Click the image to access the full report and executive summary, which can be found on our website



## Further questions?

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# FORUM ROUND-UP AND CONCLUSION



# 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.



Come and work at National Energy Action – see our website for vacancies

Please stay for lunch and further networking.



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