

Leicester Energy Action: our impact



National Energy Action is the national fuel poverty charity, working to ensure that everyone in the UK can afford to live in a warm and safe home



Leicester Energy Action was funded by NHS Leicestershire, Leicester & Rutland, and worked in partnership with Public Health at Leicester City Council.



Targeting the most vulnerable households in the city, our Leicester-based team offered affordable warmth and energy efficiency advice directly to clients.



We delivered one-to-one advice, community engagement and group advice sessions, educational opportunities in schools, and training for front line workers.

**Between
February 2023
and November
2024**

1,557

**Clients
supported**

93%

**Vulnerable
in one or
more ways**

112

**Community
events held**

1,264

**People
reached at
events**



We helped some of the most vulnerable households in Leicester



88%

were living on an income of less than £16,001 a year



54%

had a mental health condition



Physical health

- 18% had a physical impairment
- 17% had a cardiovascular condition
- 16% had a respiratory condition



26 languages, 16 communities

- 39.4% were White British
- 15.7% were Asian or Asian British
- 10.1% were Black, British African or British Caribbean



77% living in the rented sector

- 65% in socially rented sector
- 12% in private rented sector



62%

of those we supported said they had struggled to find help with their problem elsewhere



One quarter

of clients were single parents with dependent children



19%

had at least one child under the age of 5



36%

were lone person households

100% of our community outreach partners said there is a high level of need for our services in the area and that the information covered in the sessions:

- Was of direct relevance to their service users
- Will help their service users to resolve issues themselves
- Was delivered in an accessible way for their service users



'I was listened to empathetically and advised according to my needs' - client

'LEA are a quick, responsive service' - referral partner

'I found it helpful and a life saver, amazing advisor and caring team.' - client

We increased the number of households in Leicester that can manage their energy bills and keep warm and healthy at home



30%
reduction in
experience of
subjective fuel
poverty



Almost a third
said that mould or
dampness in their home
had been reduced



81%
reduction in clients
turning heating
down or off all or
most of the time due
to worries over cost



75%
reduction in clients
turning off essential
devices such as medical
equipment due to
worries over cost



More than two fifths
said that the
temperature in their
home had improved



53%
said it was easier for
them to control their
heating system now

'I'm very grateful of all the help I was provided with! I'm very satisfied of the team that kept calling and making sure I don't need anything ! I'm so blessed' - client

'Very helpful people at NEA! I couldn't have done this without them. I can't fault them' - client

'LEA are local and sit within the council's public health team making them reliable and trustworthy for customer. They also have good link to other teams in the council such as the housing team so they are excellent at providing energy efficiency advice to council tenants who often don't qualify for advice from other services due to tenure.' – referral partner



We changed energy behaviors, improving residents' ability to navigate the energy market and make positive energy saving choices

59%

felt more able to use and understand their smart meter

62%

felt more confident in communicating with their energy supplier

59%

knew more about saving energy at home while keeping comfortable and healthy

53%

felt more able to understand and manage their energy bills



'[It's] more relaxing [now]. We can sit all comfortably. My son has special needs - he likes to sit and play with the family' - client

'Top service and have had great outcomes for tenants' - referral partner

We strengthened household resilience by relieving stress about fuel debt or problems with their energy supplier



£146,000

in client financial gains through energy advice



£21,690

secured for clients in fuel debt relief



£119,375

value of energy vouchers unlocked



£19,905

value of crisis fund support unlocked



21%

were enabled to reduce or pay off other debts, too

'As my only income is a state pension which barely covered the usual outgoings, the additional financial support from NEA enabled things to improve sharply, thereby reducing the constant concerns and worry.' - client

We achieved subjective improvement in health and wellbeing for residents

58%

of clients said their physical health had improved

58%

of clients said their mental health had improved

58%

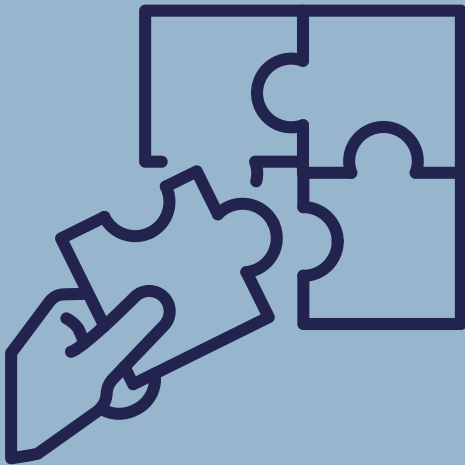
of clients said their ability to cope with illness had improved



'With the support received my son was able to use his electric wheelchair all the time as we could afford to charge it. This helped him go out more.' - client

'Talking to a professional person and getting guidance made mental worry less and made me feel better' - client

**We contributed to long-term
strategic action in the area**



**Tackling fuel
poverty is a key
part of Leicester
City Council's
Public Health
Strategy
2022-27**

Eileen's story

Eileen is 65 years-old and lives in social housing. She is disabled and has long-term illnesses that are exacerbated by the cold, and she is on a low income. Eileen is house-bound and bedbound due to mobility issues and has care needs. She lives with her son who is in his late twenties and who has a learning disability as well as health issues.

Eileen was struggling to manage her bills and household costs. When she received gas bill of around £800 which she could not pay, her supplier said that a prepayment meter would need to be installed. Eileen begged them not to, particularly as she is bedbound and can't go outside to top up the meter. As a result, she stopped using gas at all. When the council came to conduct a gas safety check, they then capped the supply. Eileen had no gas or hot water for months.

The National Energy Action adviser supported Eileen by liaising with her supplier and raising a complaint. She liaised with the local council to arrange for her gas to be uncapped. The supplier repeatedly tried to close Eileen's case and insisted the complaint couldn't be kept open. After lengthy conversations with the supplier, they agreed that the debt could be paid back at £3.65 a week and that they would provide compensation of just over £100 due to the issues on their end. They also admitted that Eileen's meter was faulty.

As a result of receiving the support from National Energy Action, Eileen was able to live with heating and hot water, as well as able to top up her meter.