



Leicester Energy Action: training and education

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.



Between February 2023 and November 2024, we delivered one-to-one advice, community engagement and group advice sessions across the city. We also provided innovative educational opportunities in schools, and crucial training for frontline workers.

We increased the number of frontline professionals, healthcare workers and volunteers with awareness of fuel poverty



313

professionals trained via interactive and informative webinars



66

frontline workers trained on the impacts of fuel poverty on mental health



65

professionals working to support households enabled to identify vulnerability in the energy market



38

local stakeholders with improved understandings of living with the energy crisis



34

frontline workers enabled to advise on paying for fuel



52

frontline workers with improved understanding of changing energy related behaviour



16

professionals with better knowledge on tackling the cold



42

introduced to domestic energy efficiency



18

professionals helping to standardise advice provided through City & Guilds Level 3 qualifications in Energy Awareness

We reached over 1,000 professionals across project engagement activities. We established our Leicester Energy Champions quarterly network – building systems, support and strength together to tackle the many challenges people living in fuel poverty face.

Embedding advice and support



94%

increase in delegates who rated their knowledge of the subject as excellent following our webinars

'Thought provoking ideas to save money for those on low income'

'I will use when dealing with people who struggle with mental health issues'



88%

increase in those who rated their confidence to give advice on the subject as excellent following our webinars

'I will be more proactive with asking patients questions about their heating and finances'

'It gives me more confidence to talk about energy saving measures'



87%

increase through our qualifications in those who rate their knowledge of the subject as good or excellent



87%

increase through our qualifications in those who rate their confidence to give advice on the subject as good or excellent

'I will definitely begin to have those conversations with families about their energy usage and their worries, now that I have the confidence to advise them and point them in the direction of funding and practical help too.'

'I will use the information to better help clients understand how to manage their environment in the most cost-effective way. I will test each case to check eligibility for grants and help clients apply.'



Atifa's learning journey

Atifa works with a group that supports people in Leicester communities with an array of issues. She attended the City & Guilds Level 3 Award in Energy Awareness training with Leicester Energy Action.

Since getting her qualification, she's started to run drop-in and appointment-based sessions in places like Wesley Hall, Belgrave Neighbourhood Housing Association, Angels and Monsters, Belgrave Library, Highfields Library, and Freedom Refugee Youth Club - all focusing on energy advice.

'I really enjoyed the course, honestly – it was great. I thought three days was going to feel long, but it didn't! I really did enjoy it. I was quite proud when the examiner emailed me. I was in the office. I ran downstairs to tell everyone I'd passed the exam! I was screaming because everyone knew I was waiting for the results.'

'One of my first cases came into a library to see me. They felt their energy bills were too high. I went through their bills with them, and we looked at other providers, and we had a conversation about behaviour change, about what habits they could change around the house. Everyone's worried about their bills, the prices of cost of living are just affecting everyone.'

We ensured that children are more energy knowledgeable, able to make better choices at home and cascade information to family and friends



55

education workshops for Upper and Lower Key Stage Two children delivered in schools



1,646

primary school pupils empowered to learn about energy



96%

of schools were either very satisfied or satisfied with their workshop



100%

of schools rated the knowledge gained by children from the workshop as either good or excellent



100%

of schools rated the resources used during the workshop as either good or excellent

'I am going to tell my parents about this and that way we can as a family help save energy.'

'That was so cool I want to do energy jobs'

'I can't wait to go and talk to my parents about this and get them to turn the tv off standby'

'This will help me to protect our planet.'

