



NATIONAL ENERGY ACTION IMPACT REPORT

APRIL 2024 TO MARCH 2025



A BIGGER, MORE EFFICIENT, MORE DYNAMIC AND IMPACTFUL ORGANISATION



ADAM SCORER, NATIONAL ENERGY ACTION'S CHIEF EXECUTIVE, SAYS:

Everything we have done in the last year is to support households in fuel poverty, to raise awareness of their circumstances and needs and to be an agent of change for enduring solutions.

For National Energy Action, supporting clients must mean more than delivering outcomes for those who find their way to us directly. It means seeking out those people and communities who fall through the gaps in provision. I am especially proud of the proactive work that National Energy Action has done over the last year with local organisations to support marginalised communities and with health professionals to connect with patients. Across our events and advice we've reached over 30,000 people.

We have taken big steps forward in how we extract insight, understand its value for partners and how we share that insight effectively. Raising awareness of what works and what could work better is fundamental to our role, whether through our training services, with members or convening in regional forums, bootcamps, online sessions, National Energy Action conferences and spotlight sessions.

We want to see change. National Energy Action has campaigned for the programmes of governments to be as focused on the economic, social and health needs of households in fuel poverty, as on the carbon

emitted from their homes. For the last year, and less seen outside the charity, has been the huge effort to transform a small charity into a bigger, more efficient, more dynamic and impactful organisation.

Across our events and advice we have reached over 30,000 people

Our mission is challenging and we will not achieve everything we want in a single year. This report shows the progress and the strides made toward that goal. It

also underlines the thanks that are due to the staff at National Energy Action and those of our partners.

Adam Scorer

Adam Scorer, Chief Executive, National Energy Action

THE CHALLENGE WE FACED

At the start of the financial year, it was clear that little progress had been made in tackling fuel poverty or meeting legal targets.

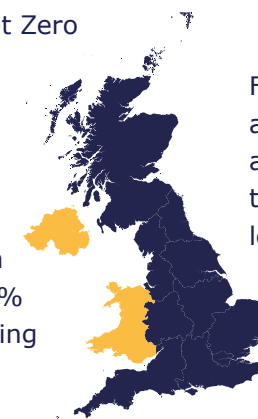
In March 2024, the Department for Energy Security and Net Zero reported that

11.0%

of households (2.73 million) in England were in fuel poverty under the LILEE metric.

36.3%

of households (8.99 million households) spent over 10% of their income (after housing costs) on energy—up from 35.5% in 2023.



Fuel poverty remained a deep, enduring issue across Wales, estimated to impact virtually all its low-income households.

In Northern Ireland, almost a quarter of households were in fuel poverty.

Millions couldn't stay warm or healthy. People went to bed in coats, skipped meals to heat their homes, or avoided using vital medical equipment due to cost.

Despite the scale of the problem, we remained committed to our mission, focusing on our three overarching charitable aims:

SUPPORT

Delivering help to those most in need

AWARENESS

Building knowledge and amplifying voices

CHANGE

Driving lasting impact through advocacy and campaigning

Throughout the year, households faced relentless energy costs and rising debt:

£1,717

By December 2024, the **energy price cap rose 10% to £1,717** annually, with no additional direct energy support to ease the burden.

£3.85BN

Ofgem reported **domestic energy debt reached £3.85 billion by year-end.**

In July, the Winter Fuel Payment was restricted to those on Pension Credit or means-tested benefits, **leaving 9.3 million fewer people eligible.**

Our polling with YouGov in 2024-25 showed:

50%

Nearly half of adults in Great Britain and 56% in Wales expected to ration energy over winter.

43%

Only 43% in Great Britain and 38% in Wales could comfortably afford heating over winter.

40%

Over 40% of Northern Ireland adults were struggling to meet the cost of their energy—rising to 49% for over-65s and 56% for renters.



NATIONAL ENERGY ACTION CYMRU: LEADING THE FIGHT AGAINST FUEL POVERTY IN WALES



INFLUENCING POLICY AT THE HIGHEST LEVEL

We gave oral and written evidence to the Senedd Equality and Social Justice Committee, helping shape its inquiry into fuel poverty and the Warm Homes Programme. As a result, the Committee called for:

- **Interim fuel poverty targets by September 2025**
- **A scaled-up Warm Homes Programme**
- **Urgent rollout of a new area-based scheme**

SECURING EMERGENCY HEATING SUPPORT

Our campaigning led to a key win: the Nest scheme now guarantees boiler repairs or replacements for all eligible households without heating or hot water—ensuring crisis support even when heat pumps aren't viable.

TACKLING LOCAL CHALLENGES HEAD ON

We launched the Gwynedd Fuel Poverty Partnership, targeting the area with Wales' highest fuel poverty rates. This place-based approach addresses unique rural and housing challenges.

A TRUSTED VOICE ACROSS WALES

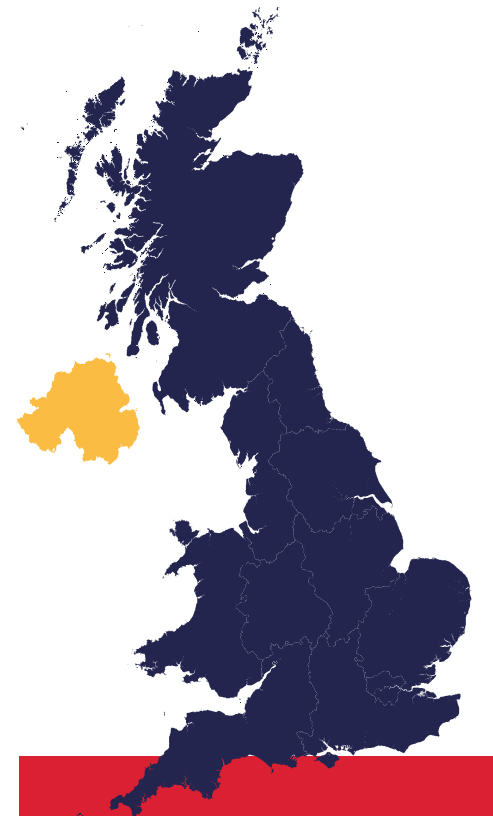
We engaged regularly with:

- **Cabinet Secretaries and Members of the Senedd**
- **Ofgem, coalitions, advisory panels, and the Archbishop of Wales**
- **Welsh media and national events on child poverty, financial wellbeing, and digital vulnerability**

We also provided the secretariat for the Senedd Cross Party Group on Fuel Poverty and Energy Efficiency—ensuring the issue stays firmly on the political agenda.



NATIONAL ENERGY ACTION NI: PUTTING FUEL POVERTY AT HEART OF POLICY IN NORTHERN IRELAND



SHAPING A NEW FUEL POVERTY STRATEGY

We've long called for an updated Fuel Poverty Strategy in Northern Ireland along with a joined-up approach across departments and sectors. This year, we:

- Engaged directly with the Department for Communities and sat on its **Fuel Poverty & Just Transition Reference Panel**
- Welcomed the draft strategy's direction, but **pushed for clear targets, full funding, and a detailed action plan**

DRIVING A JUST ENERGY TRANSITION

- We provided **expert input on net zero policies** across all housing tenures
- As a Board Member of EnergyCloud, **we supported pilots delivering free hot water to homes** using surplus wind energy—funded by the NI Housing Executive

SECURING SUPPORT FOR VULNERABLE HOUSEHOLDS

We responded to key consultations, including:

- **Utility Regulator's 2025–26 Forward Work Programme**
- **Consumer Council NI's Forward Work Programme 2025–26**
- **Winter Fuel Payment Equality Impact Assessment** by the Department for Communities



Our advocacy helped secure an automatic, one-off **£100 Pension Age Fuel Support Payment for 250,000 pensioners**—a vital safety net after cuts to Winter Fuel Payment eligibility.

KEEPING PRESSURE ON POLICYMAKERS

We maintained strong engagement with MPs, MLAs, and key stakeholders to:

- **Champion domestic energy efficiency**
- **Push for oil price regulation** (used by 68% of NI households)
- **Ensure a just transition that leaves no one behind**

SUPPORT THE PEOPLE WE HELPED

12,230

unique households supported, in total, across Great Britain and Northern Ireland through all of our services

10,267

households received advice on energy bills and home measures

2,848

received benefits advice in Great Britain and Northern Ireland

19,394

people reached through our community events.

The clients that we supported displayed a high level of need

34%

had fuel debt upon entering the service, averaging up to £726 per person

85%

were already experiencing subjective fuel poverty – for 81% of the time this was due to cost of energy, 30% of the time due to energy inefficiency of the property and 9% because the heating system was not working (often the issues overlapped)



Of clients who received emergency fuel voucher support:



Almost a **quarter** were falling into debt with their supplier



Over **three-quarters** were going completely without heating or electricity or severely limiting its use



Almost **half** were close to or already using emergency credit

“

I only use my electric. I can't afford to top up gas. There's debt on meter 'cos it topped up over summer and they take 70p out of each £1 so £10 only gives me £3 gas.

And we know our clients were likely to experience heightened vulnerability:

7 IN 10

lived in the rented sector

6 IN 10

had an income of less than £16,286

Almost

8 IN 10

were working-age households

Almost

7 IN 10

had one or more health conditions

Almost

50%

had dependent children

Around

6 IN 10

were prepayment customers

Over a

25%

had a child under five



“

I felt really miserable and freezing cold. Last Christmas I have had to choose heating and food over presents for my grandchild. I had to have food bank parcels.

“

Energy prices are still high and most weeks I have to choose between buying food to last or topping up the meters.

CHILD FUEL POVERTY IN FOCUS: THE NEED WE SEE

Almost half of the people that come into our service have dependent children.



8 IN 10

of these families are trying to survive on household incomes of less than £16,286 a year.



9 IN 10

of them live in the rented sector.



6 IN 10


have at least one person at home with one or more health conditions.




THE SITUATION FACING THESE FAMILIES IS DIRE

Almost **30%** of the families with children who come into our services are cutting back on using essential devices, including medical equipment, due to the cost of their energy.


Around half aren't turning on their heating (or just barely so) and are using blankets, coats or hot water bottles to stay warm.


Almost a third can't top up their prepayment meter.


Two-fifths can't heat all the rooms in their home.


Over a third are behind on their bills.


One in five isn't cooking hot meals.



One in four is cutting back on the food they buy.


Over a quarter are limiting the amount of time that they have their lights on.


Almost two-fifths can't buy clothes or shoes that they need.


Over a quarter can't buy cleaning or hygiene products that they need.


One in three is cutting back on the hot water they use.


Over half have had to cut back on leisure activities and hobbies.

Children and families who are cold. Who are living in the dark. Who must huddle under blankets to stay warm. Families crowding in one room. Who don't have enough to eat. Who struggle to stay clean, or who can't wash their school uniforms. Who find it impossible to do homework in their own house. Who can't do the activities they love.

What's more, 64% of the people we help who have dependent children said that they couldn't find help elsewhere. It was down to us to provide that lifeline.

“After National Energy Action's support I can keep my house warm, and I can buy food for my children.

My National Energy Action adviser was amazing and understanding of my situation. They didn't judge me and were there to help me and my son who has learning disabilities and autism. My son didn't understand why we couldn't have the heating on and why he couldn't play his game for too long.

Every client that comes into our service is offered holistic energy efficiency and home safety advice and support, along with income maximisation support, help with their energy affordability and debt issues and advocacy with their suppliers. The help that someone receives from us is tailored to their individual needs and

circumstances. We also work closely with a network of trusted partners to ensure people don't just receive help for one issue, but the right support for the whole of their situation. By connecting clients with other expert services, we offer holistic support to our clients, enabling a more complete pathway out of hardship.

Over 2024-25, we made

4,289

onward referrals.



THE FINANCIAL DIFFERENCE WE MADE

ACROSS GREAT BRITAIN

My adviser is the best thing since sliced bread, a breath of fresh air in a turbulent time and period of life. I can never thank her enough for the support, compassion and understanding and being there.

Benefits advice
£6,404,219.07

Energy vouchers
£954,948.49

Energy advice
£566,620.27

Fuel debt relief
£76,271.16

Crisis and hardship relief
£91,126.91

Energy efficiency measures
£996,234.07



A WIDER PICTURE OF SOCIAL BENEFIT

HOW INCOME MAXIMISATION SUPPORT CAN TRANSFORM LIVES: MARIA'S STORY

Maria had a young son and was living in a privately rented home. She'd had an awful year: her mum had sadly passed away and then Maria suffered a series of strokes that left her with poor memory and difficulty handling day-to-day household tasks, including looking after financial affairs like paying bills.

That winter, unable to afford to keep her heating on, Maria and her son were using blankets to try to stay warm. However, the physical impacts of her stroke meant she felt cold all the time and could never get warm. This, combined with everything else, had a significant impact on her mental health, and she was really struggling with it all by the time she came into contact with National Energy Action.

Maria's dad was initially acting on her behalf when talking with our adviser as Maria was struggling so much.

'I couldn't even speak. So, my dad had to speak for me.'

Our adviser started by referring Maria to our Benefits Entitlement Check Service (BECS) to ensure she was in receipt of all the benefits she was entitled to. This led to us supporting her

with applications for Personal Independence Payment (PIP) and Universal Credit, both of which she hadn't been aware she could claim.

Both claims were successful, with Maria gaining nearly £5,000 per year through Universal Credit, as well as £184.30 per week for PIP. Maria also received £3,000 in back pay. In addition, her adviser helped her to claim Healthy Start Vouchers (worth £4.25 per week) and registered Maria on the Priority Services Register.

Maria's doing much better now and is beginning to manage her own affairs again.

'The help I received from National Energy Action, I couldn't thank my adviser herself, and all the people involved, enough. Oh, it's made a lot of difference. I couldn't even begin to say how much difference it's made, to myself and my son. Because without all you guys, I wouldn't have known about anything.'

**IN 2024-25, OUR
ACTIVITIES TO
DIRECTLY SUPPORT
CLIENTS UNLOCKED**

£14.23

**IN SOCIAL VALUE FOR
EVERY £1 INVESTED.**



WHAT OUR SUPPORT MEANT FOR THE PEOPLE WE HELPED:

We:



Reduced subjective fuel poverty for **one in three clients**



Reduced clients being unable to buy shoes or clothing **by almost a quarter**

Before receiving support from National Energy Action, our clients were nearly twice as likely to cite financial hardship over inefficient homes or poor heating as the main cause of fuel poverty. Even after support, financial difficulty remained the key factor for any who still struggled to stay warm and comfortable at home. This highlights that while improving home efficiency helps, financial support remains essential for some households.



Reduced people turning the heating off **by a third**



Reduced cutting back spending on leisure and hobbies **for one in four clients**



Reduced people getting behind on paying energy bills for **almost two in five clients**



Reduced clients using blankets, coats or hot water bottles to stay warm **by almost a third**



Reduced clients avoiding cooking hot food **by more than two-fifths**



EMERGENCY FUEL VOUCHER SUPPORT HELPED, FOR A MONTH OR MORE:



Around a third of clients reduced the times they went without gas or electricity and worried less about paying for energy.



Around a quarter to cope more easily with other household bills and feel more able to buy other essentials.

“

The heating vouchers helped me physically to be in less pain. The cooker provided improved the food I ate, and overall mood and mental health were better as I felt cared for, for once. I tried for years and no one else even helped.

AFTER BEING SUPPORTED BY NATIONAL ENERGY ACTION:

Over half of our clients worried less about paying their energy bills

45% worried less about paying other household bills

3 IN 5 feel more confident in communicating with their energy supplier

7 IN 10 know more about saving energy and keeping healthy at home

Almost **3 IN 5** feel more able to understand and manage energy bills

TWO-FIFTHS say mould or dampness in their home has improved

HARDSHIP AND CRISIS FUNDING HELPED:

Almost **8 IN 10** cover the cost of buying food

Almost **7 IN 10** cover the cost of buying essential sanitary and hygiene products



“

I have felt much better knowing I can put the heating on when I need to. The arthritis in my hands has improved and my mental health has also improved as I know we can keep warm and we are getting help with the energy bills. The warm pack I received was very generous and the contents were useful in keeping warm especially the flask and hoodie.

SPOTLIGHT FOCUS: TARGETING VULNERABILITY

97% of our clients in 2024-25 could be classed as extremely vulnerable in one or more ways

6 IN 10 needed the service to explain something that was hard for them to understand

Almost
7 IN 10:

- needed help with a problem that was too difficult for them to resolve on their own or to communicate with a company or organisation
- had struggled to find help with their problem elsewhere

“
We had only just relocated to the UK and were still getting used to the weather. Only my spouse was working, and the pay was quite little for our family of five.



SPOTLIGHT FOCUS: WARMING COMMUNITIES

Warming Communities is our collaborative, community-led approach to energy advice, deploying 130 partnerships across the country to develop bespoke support for some of the most vulnerable clients in the energy market.

Through these partnerships we have developed insight on best practice and barriers to support in the energy market, advice sector and wider institutions for groups such as neurodivergent individuals; refugees and asylum seekers; domestic violence victims; Gypsy, Roma and Traveller Communities; and many more.

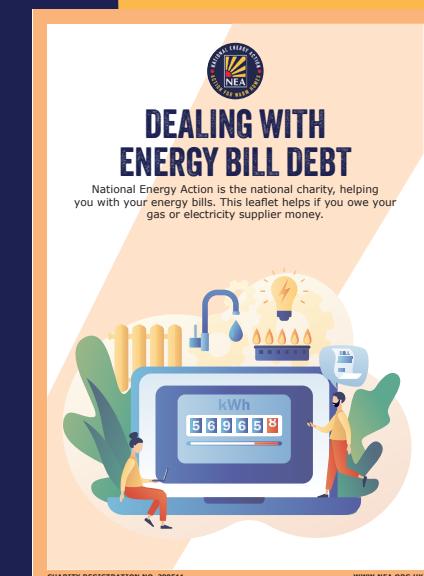
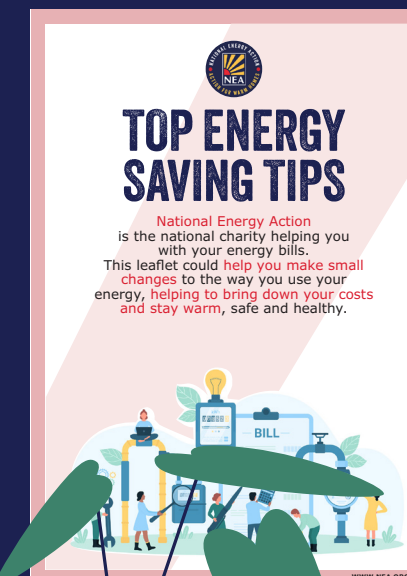
Our Warming Communities projects have responded to specific geographies and demographics of need – recognising that fuel poverty looks and presents differently across the UK. The delivery model and approach that we used last year meant that we were able to get the right support, delivered in the most appropriate and accessible way, to places where it was most needed.

“
Both advice personnel I spoke with didn't make me feel "I was less than" but instead were so kind and welcoming in their approach. I just felt comfortable expressing my hardships to them, because of the way they talked to me. I usually find it hard asking for help. I just want to thank them for all their kindness and help. Also, thank this organisation for helping families like mine in the community who just need a little help, to help them get a little much needed relief.

IMPROVING OUR ACCESSIBILITY:

Improving accessibility is core to our mission to keep people warm, safe and healthy in their homes, and why we are committed to breaking down barriers to accessing information. Real impact can only happen when support reaches those who need it most.

- We redeveloped 14 client-facing leaflets, making the content accessible, engaging, and clear.
- They can be translated into over 160 languages via Recite Me.
- We added Well Said Labs to all of our e-learning courses, embedding accessible audio provision within our training offering.



“
The support I have received has been great, the communication was always clear and I felt listened to when I spoke about things, and I did not feel judged at all, overall the support was nothing short of amazing.

SPOTLIGHT FOCUS: TACKLING HEALTH INEQUALITIES

Of clients coming into our service:

68% had one or more health conditions overall. Of these;

TWO-FIFTHS had one or more mental health conditions

A FIFTH had one or more respiratory conditions

A FIFTH had one or more cardiovascular conditions

A FIFTH had one or more musculoskeletal conditions

The nature of the conditions experienced by our clients mean they are often more vulnerable to the effects of living in a cold or damp home for health and wellbeing reasons, and some conditions can even be caused or aggravated by experiencing fuel poverty. Their conditions can mean they also need to use more energy to stay well, or to stop them feeling worse – with many either falling into debt just to stay warm or facing serious harm to health by not doing so. For many, it is a vicious cycle.

“

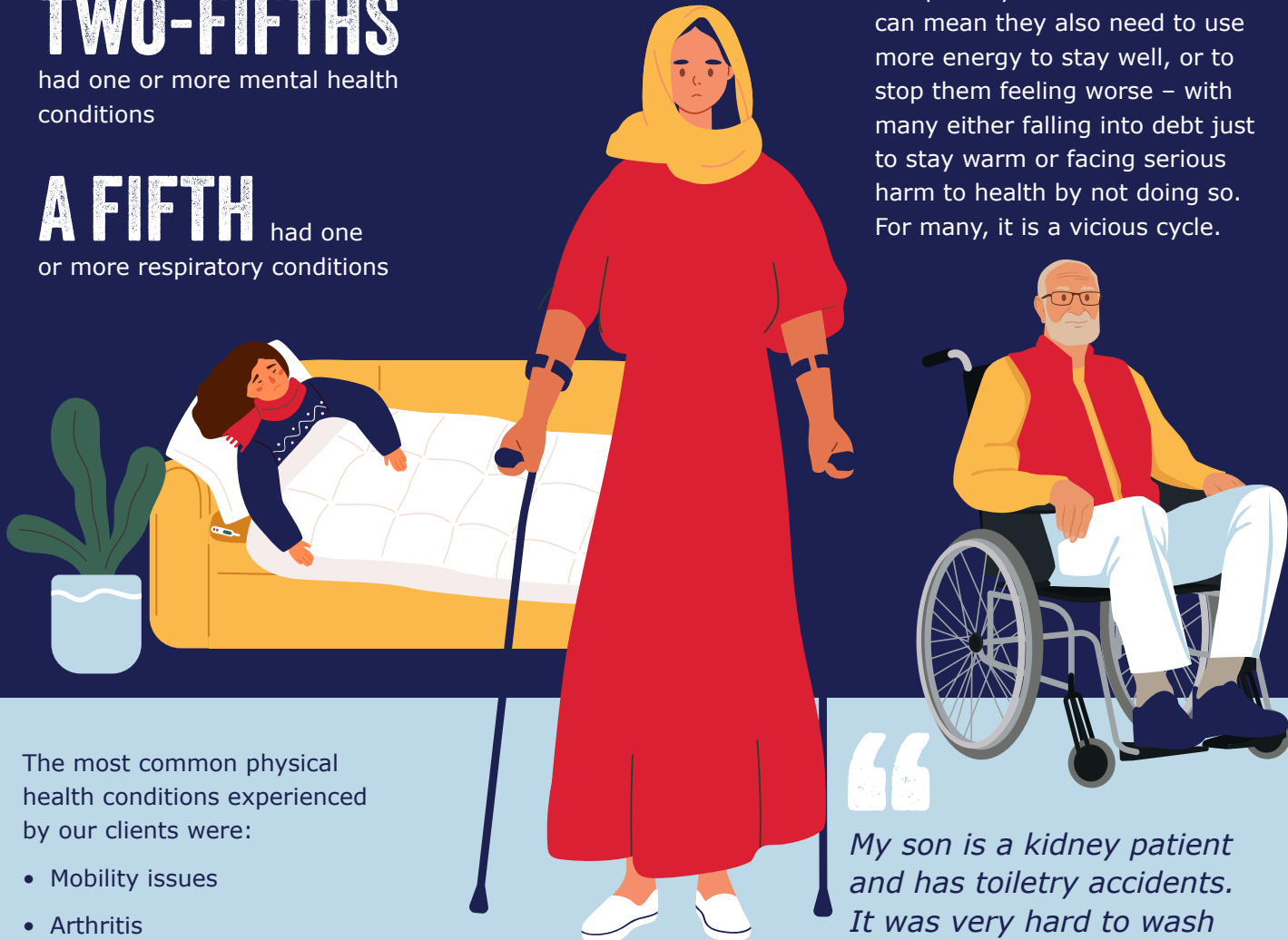
My son is a kidney patient and has toiletry accidents. It was very hard to wash bedding before and would take days to dry duvets. Now with the support of a heated clothes dryer and dehumidifiers my home doesn't smell, and I can dry a duvet overnight ready for the next evening.

The most common physical health conditions experienced by our clients were:

- Mobility issues
- Arthritis
- Asthma
- Diabetes
- Hypertension
- Heart disease
- COPD
- Cancer

The most common mental health conditions were:

- Depression
- Anxiety
- PTSD
- Dementia



AFTER OUR SUPPORT:



Almost half of clients reported that their **physical health** improved or further decline was prevented



Almost half reported that **mental health** improved or further decline was prevented



Over two-fifths reported **ability to cope with illness improved** or further decline was prevented



Over half reported **ability to manage a disability improved** or further decline was prevented

“

Well with my cancer - my house is warm and I'm feeling a lot better, your support has helped a lot.

We **reduced** clients cutting back on using essential medical devices due to worries over the cost of energy by **almost a fifth**.

“

National Energy Action made our lives 10 times better than ever before.

After support, the level at which our clients scored their overall life satisfaction (using the Wellby indicator):

Increased by **25%**

Went from an average score of 4.97 out of 10 to

6.23 OUT OF 10



SPOTLIGHT FOCUS: WARM HOMES, HEALTHY FUTURES

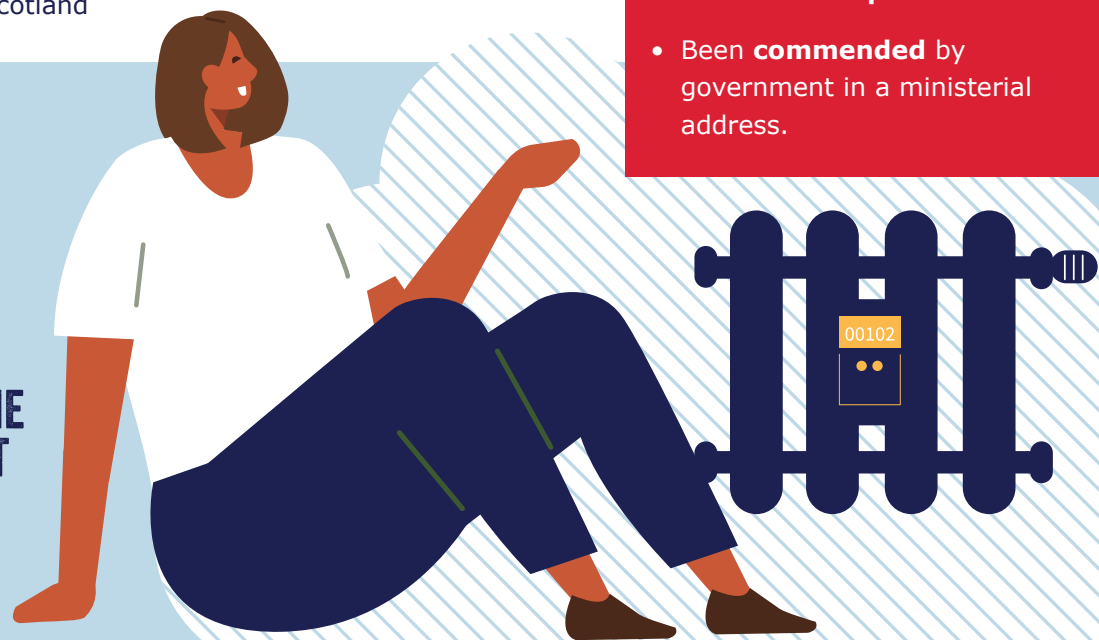
Our work connecting the dots between health and fuel poverty is one of our strategic priorities over the next few years and beyond. Our Warm Homes, Healthy Futures programme of work is a critical part of this. The programme is funded by VCMA and uses an innovative model which flexibly targets support at households living with health conditions and disabilities across the areas in England, Scotland

and Wales that demonstrate high levels of deprivation and high burdens of health inequalities. Crucially, it does so through local delivery partnerships and by developing and deepening our relationships with health and social care professionals. This means we can get to the heart of where there is greatest need and where we can make the biggest difference.

By March 2025 we had:

- Supported households in more than **50 different places in England, Scotland, and Wales.**
- Worked in partnership with **17 specialist energy advice** and support organisations and more than **30 health and social care referral partners.**
- Been **commended** by government in a ministerial address.

CONNECTING PATIENTS WITH THE RIGHT SUPPORT AT THE RIGHT TIME: GRACE'S STORY



Grace and her partner, both unable to work due to serious health conditions, were struggling to keep up with energy costs in their private rented home.

On top of financial pressures, their fridge freezer broke, making it harder to manage meals and increasing their expenses. After hearing about National Energy Action from her cancer nurse, Grace was supported in a number of different ways.

Grace had built up £350 of energy debt, with £1 per week being deducted from her meters for repayments. National Energy Action provided £147 in energy vouchers and successfully negotiated with her supplier to reduce her debt repayments to just £2 per month, easing her financial burden. She was also added to the Priority Services Register for extra support.

National Energy Action secured £700 towards her energy account through the Warm

Home Prescription programme. Recognising that her broken fridge freezer was increasing food costs, National Energy Action's crisis fund provided a replacement, ensuring she could store meals prepared by her daughters. To further support her wellbeing, Grace also received a Winter Warmth Pack.

With tailored advice provided in a way that suited her needs, Grace now has better financial stability, improved home comfort, and access to ongoing support.

SPOTLIGHT FOCUS: WARM HOME PRESCRIPTION SERVICE

THE IMPORTANCE OF CONNECTING WITH SOCIAL PRESCRIPTION SERVICES: BERNARDO'S STORY

Our Warm Home Prescription pilot service implemented a model inspired by Energy Systems Catapult (<https://es.catapult.org.uk/project/warm-home-prescription>) to target financial support to specific groups of individuals who are struggling with the cost of energy and needing to maintain their health and comfort at home. The project is shaped by the understanding that inadequate heating exacerbates health conditions, particularly among those with terminal illnesses or chronic health conditions that require consistent and reliable energy use for medical equipment. Under the service, people could access financial support towards energy bills of between £700 and £1,000 along with advice.

Bernardo, 80, lives with his partner Carmen and their granddaughter in a privately rented home. He is disabled, has multiple long-term health conditions, and suffers from mental ill health. Carmen supports him, and they rely on various benefits. Their home is all-electric, using storage heaters and an immersion tank.

The couple had energy arrears of £3,700 and struggled with repayments. Bernardo was referred to National Energy Action for energy advice and fuel debt support.

We helped Bernardo and Carmen by:

Applying to the Fuel Debt Relief Fund, resulting in £1,000 credited to their account.

Successfully applying to their energy supplier's trust fund, which wrote off the remaining debt.

Applying to the Warm Home Prescription fund, adding another £700 to their account.

Providing energy advice, including a social water tariff saving them over £100.

Arranging a winter warmth pack and a BECs check, leading to Carmen receiving a carer's allowance.



The client lives in an all-electric property and was avoiding putting the heating on due to their bills being so high and their debt getting out of control. Carmen thought Bernardo had Parkinson's disease because he was shaking so much all the time and actually got him checked out for this, but it turned out that he was shaking so much because he was so cold. Adviser testimony



AWARENESS EMBEDDING EXCELLENCE ACROSS THE ENERGY ADVICE LANDSCAPE

6,738

FRONTLINE WORKERS
TRAINED

21

SUBJECTS

5

ACCREDITED
QUALIFICATIONS

ACCESSED VIA
WEBINARS,
E-LEARNING
PLATFORMS,
AND IN-PERSON
FORMATS.



IMPACT AT A GLANCE:

*'As I feel more confident
in my role now, I would
certainly offer more
practical advice in energy
saving tips as well as being
able to recommend different
funds and schemes.'*

Knowledge rating by learners
as "good/excellent" rose from

30% TO 97%

Confidence to advise
others increased from

30% TO 93%

For accredited learners, knowledge
jumped from

12% TO 95%,

and confidence from

11% TO 84%

Our training extended our reach
to an estimated 3.85 million more
people in 2024–25, amplifying our
impact far beyond direct delivery.

Our training boosted knowledge
and confidence to advise others
and develop services across
10+ sectors—from health and
education to local authorities
and utility companies.

We responded to emerging client
needs by creating new courses
that will help frontline workers to
respond effectively.

“

*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.*

“

*We partnered with
Waterwise to launch
a new course on
'Supporting Consumers
in the Water and Energy
Sector' and introduced
a course designed to
provide 'Mental Health
Support for Workers'.*

EDUCATION IN PARLIAMENT:

EDUCATION IN PARLIAMENT:

We trained over 100 MP
caseworkers on supporting
constituents facing fuel
poverty and debt. This session
strengthened our ties with
parliament and equipped
caseworkers with practical tools
to assist vulnerable households
across the UK.

SPOTLIGHT: COMMUNITY ENGAGEMENT IN LEICESTER

In Leicester, we engaged over
1,000 professionals through
our outreach work. We also
launched the Leicester Energy
Champions network—fostering
collaboration, support, and
shared solutions to tackle fuel
poverty locally.



In 2024-25 alone, our training
programmes unlocked

£2.67 in social value for
every **£1 invested**, increasing to

£63 per **£1 invested**
over 25 years.

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. Since getting her
qualification, she's started to
run drop-in and appointment-
based sessions focusing on
energy advice.

“

*I really enjoyed the
course. I was quite
proud when the
examiner emailed me.
I ran downstairs to tell
everyone I'd passed
the exam! One of my
first cases came into
a library to see me.
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.*

ENERGY IN EDUCATION

Through our education workshops we equip young people with the knowledge and skills to make informed choices about energy use and where to seek support - now and in the future. From primary schools to universities our education sessions reached 2,803 students this year, embedding energy

awareness early, fostering resilience, inspiring peer-to-peer learning and opening up opportunities. We are focused on working with communities facing disadvantage, to embed vital knowledge from an early age, building confidence and enabling informed career choices.

HELPING STUDENTS LIVE BETTER:

We partnered with Students Organising for Sustainability to support university students in private rentals by:

- Training them to carry out energy audits and give advice
- Equipping Student Union Officers to guide peers on housing and energy efficiency



SPOTLIGHT: ENERGY EDUCATION IN LEICESTER

We delivered 55 education workshops for Key Stage 2 children in schools in Leicester.

1,646 primary school pupils were empowered to learn about energy.

100% of schools rated the knowledge gained by the children and the resources used 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.

“

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

MAKING FUEL POVERTY A MESSAGE THAT CANNOT BE IGNORED

5,036 MENTIONS

or appearances in print and on broadcast outlets

21,504 FOLLOWERS

across our social media platforms with close to 900,000 accounts reached

ALMOST 1,500 PEOPLE

used our Recite Me accessibility web function to access content in languages including Tigrinya, Ukrainian, Urdu, Amharic, Arabic, Persian, Taiwanese and Mandarin, as well as used features such as magnifier, screenmask, screen reader, font enlarger and ruler.

ALMOST 10 MILLION

people reached on our Fuel Poverty Awareness Day

ALMOST 120,000 PEOPLE

visited our website, viewing 860,149 pages



MORE VOICES, GREATER INFLUENCE

We ended the year with:

716 Standard Members

44 Business Supporter Group Members

Our events programme meant we could engage with key stakeholders from across sectors, enabling them to join their voices to ours and strengthen our advocacy and campaigns.

REGIONAL ENGAGEMENT THROUGH OUR FUEL POVERTY FORUMS

20 regional fuel poverty forums across England and Wales with 771 attendees



Around 9 in 10 said:

- they will now be able to **better support households directly**
- they will now be able to **better work with others** to support households
- they now **had clearer perspective** on policy and advocacy priorities

95% said they were able to meaningfully engage with both existing and new partners

99% of respondents were either 'very satisfied' or 'satisfied' with our Fuel Poverty Forums



A really nice balance of topical and relevant updates with the helpful opportunity to think through and discuss real challenges sharing experiences and insights.



SETTING THE TONE ON THE NATIONAL STAGE

National Energy Action Annual Conference
Liverpool | 27–29 January

Over 350 delegates gathered for three days of insight, action, and collaboration. With 36 expert speakers, including Miatta Fahnbulleh MP and Mayor of the Liverpool City Region, Steve Rotheram, the event spotlighted urgent action on fuel poverty and the Warm Homes Plan. There were also opportunities to network with over 20 exhibitors, to create partnerships that would direct help at households who most need the support.



Around 9 in 10 delegates said they:

- gained clearer priorities for both immediate and long-term household support
- were satisfied with the event overall
- made meaningful new connections



Almost 7 in 10 said they felt better equipped to support households directly



It provided a sense of what help is available for households and reassurance that there are things being put in place to form a longer-term plan to help households. That National Energy Action will continue to push for and support progress in the fight against fuel poverty.

PLACING FUEL POVERTY AT THE HEART OF PARLIAMENT



We brought our frontline work to Westminster, hosting a drop-in session for MPs and stakeholders. With 30 MPs and staffers attending, the event showcased practical ways to support constituents facing fuel poverty.

POWERING SOLUTIONS: FUEL POVERTY AND THE PRIVATE RENTED SECTOR

Our 'Powering Solutions' event united 118 attendees from local authorities, landlords, tenant groups, and the voluntary sector. Through panels and breakout sessions, we explored how to drive energy efficiency in the private rented sector.

- 91% left with a clearer understanding of how to implement local solutions

- Attendees praised the diversity of perspectives and practical examples shared

'It provided examples of experiences in the PRS across different sectors, showing both similarities and differences between demographics. The choice of panel members provided a good variety of knowledge and experiences.'

BY PUTTING PEOPLE FIRST WE'VE MADE A BIG DIFFERENCE:



Launched and added over 100 stories to our lived experience library



Introduced new systems to standardise our approach to evaluation and how we develop and apply our data insights



Deepened and strengthened the flow of lived experience insight directly into our advocacy



Used local data and intelligence to drive new delivery models that work flexibly in partnership and respond to local need



Transformed how we share our knowledge and insight with our partners and stakeholders

Surveyed almost **2,000 PEOPLE** with experience of fuel poverty

Surveyed almost **600 PROFESSIONALS** working to address fuel poverty

Worked with almost **70 CLIENTS** to provide us with their direct testimonies

Spoke with around **800** stakeholders about their experiences

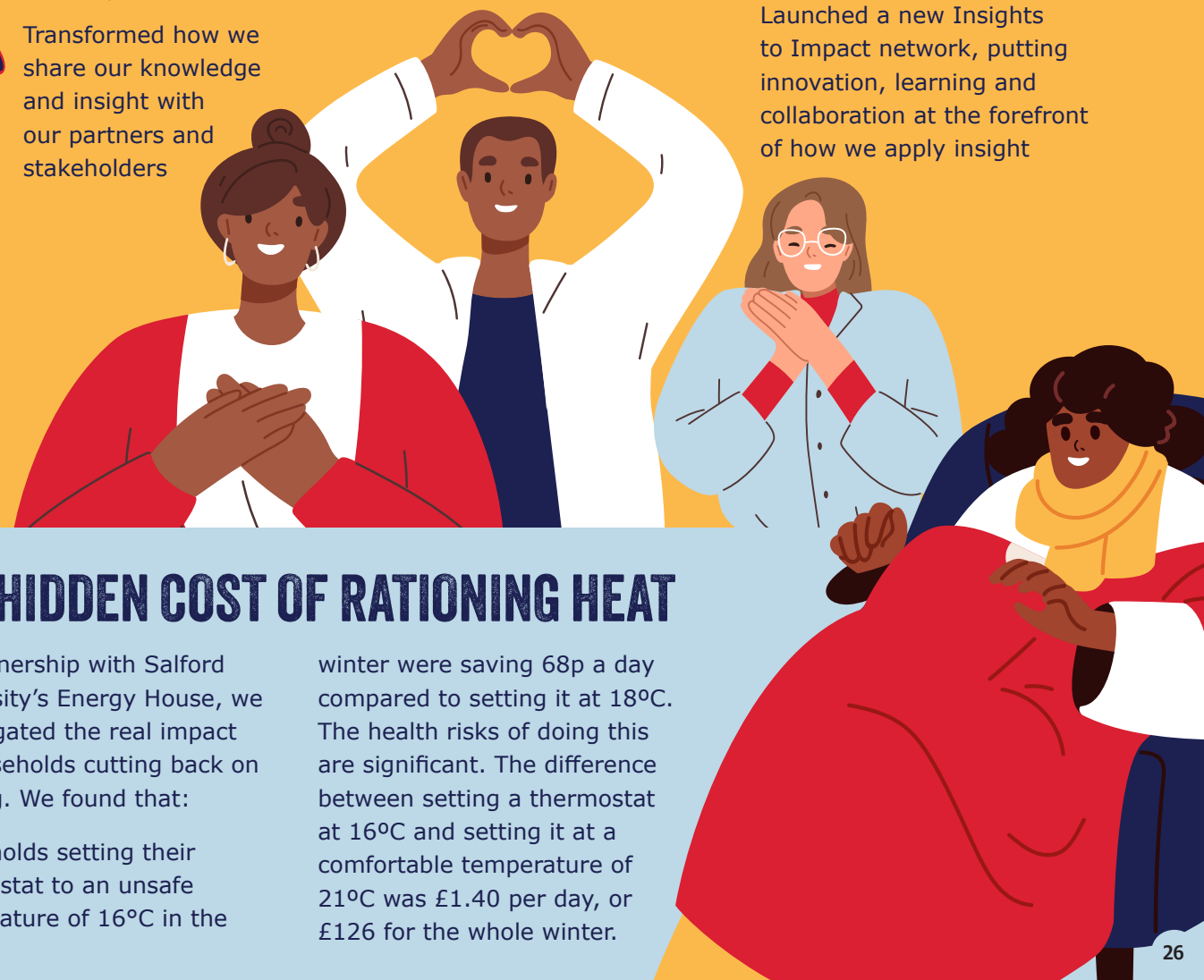
Collected almost **50 HOURS** of audio testimonies

Held over **80 STAKEHOLDER** discussion groups

Published **7 RESEARCH** reports

Worked to better understand the social value of what we do by developing a bespoke Social Return on Investment Model

Launched a new Insights to Impact network, putting innovation, learning and collaboration at the forefront of how we apply insight



THE HIDDEN COST OF RATIONING HEAT

In partnership with Salford University's Energy House, we investigated the real impact of households cutting back on heating. We found that:

Households setting their thermostat to an unsafe temperature of 16°C in the

winter were saving 68p a day compared to setting it at 18°C. The health risks of doing this are significant. The difference between setting a thermostat at 16°C and setting it at a comfortable temperature of 21°C was £1.40 per day, or £126 for the whole winter.

REBUILDING TRUST IN FISHWICK

Our Fishwick external wall insulation project in Preston turned a failed retrofit into an award-winning regeneration initiative. Our evaluation of the project, published in June 2025, revealed that:



We won the Regeneration & Retrofit Award, North-West Regional Construction Awards with the contractor Seddon and quantity surveyor Aldrock.



Forty-five homes had their failed external wall insulation removed, addressing the severe damp and mould caused by previous poor installations.



The work went beyond fixing the structural issues in the homes; the changes brought a sense of comfort and relief to the residents. **Many reported no longer having to manage constant dampness or conceal bad smells.**



Residents reported greater confidence **that their homes could maintain warmth through winter**, with better ventilation systems preventing the return of damp and mould.



Post-works, respondents talked of **improved social interactions**, opening up their homes to friends and family, and their guests often noticing a difference in the smell and temperature of the homes.



A large majority of residents reported that they were either **very satisfied or satisfied with their experience** of the work completed by National Energy Action and delivery partners.



RAISING OUR PROFILE THROUGH FUNDRAISING

We held our largest ever Great North Run with

29 RUNNERS

taking part for Team NEA.

Our second annual Walk for Warmth was attended by around

40 PEOPLE

in Newcastle, and others taking part further afield.

OVER 100 PEOPLE

took part in fundraising events to support us, including a 6,000km journey challenge and climbing Mt Kilimanjaro!

We ran our

CHRISTMAS CAMPAIGN,

Operation Warmth, for a second year, connecting with new and existing supporters, raising life-changing funds for people struggling over winter.

OVER 40 INDIVIDUALS

and organisations supported us with our Nation's Biggest Housewarming. Activities included cake sales, games and helping to pack our Winter Warmth Support Packs.

ALMOST 200

volunteers from across five organisations packing 2,500 Winter Warmth Support Packs.



CHANGE

Our advocacy is driven by the experiences of our clients and those who are on the frontlines of providing support. It is grounded in the lived realities of those struggling in fuel poverty and those working to tackle it. We take the lessons and insight from those realities to advocate for policy-based solutions that can tackle the root causes of fuel poverty and make meaningful and long-lasting differences.



PUTTING FUEL POVERTY ON THE NATIONAL AGENDA

Our Manifesto for Homes shaped national debate, calling for a five-point plan on energy efficiency and legal fuel poverty duties.

After nearly a decade of advocacy, the Energy Secretary announced plans to decarbonise rented homes—directly reflecting our long-term campaign goals.

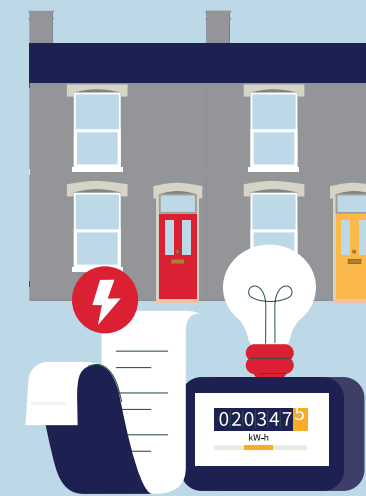
We met twice with the Prime Minister's energy advisers at 10 Downing Street, ensuring the voices of fuel-poor households were heard at the highest level.

We led over 100 member organisations in backing a "worst-first" approach in the new Fuel Poverty Strategy for England, pushing to retain legal targets and focus on lived experience.



RAISING STANDARDS IN THE RENTED SECTOR

- Our advocacy helped trigger a UK Government consultation to tighten energy efficiency rules in the private rented sector in England and Wales.
- Our evidence helped bring us closer to enhanced tenant protections, enforceable standards, and a 'Warmth First' approach.



MAKING ENERGY EFFICIENCY MORE ACCESSIBLE

Changes to the Great British Insulation Scheme made by the UK Government aligned with our recommendations, unlocking more funding and flexibility to tackle fuel poverty.

PUTTING VULNERABILITY AT THE HEART OF REGULATION



Through sustained engagement with Ofgem, we influenced its 2025-26 strategy to:



Ensure fair prices and quality service



Promote financial resilience and sustainable competition

Ofgem also committed to long-standing National Energy Action priorities including:



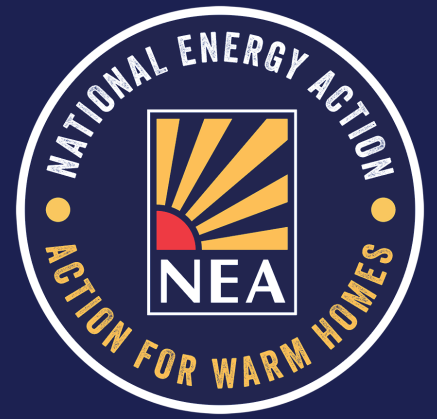
A new debt relief scheme



Tackling high standing charges



The support from National Energy Action was a great relief for me and my family. We can now heat the house and conserve the heating from going out, among many other great helpful tips and gifts, THANK YOU!



NATIONAL ENERGY ACTION WOULD LIKE TO THANK EACH AND EVERY ONE OF OUR FUNDERS, SUPPORTERS, MEMBERS AND PARTNERS FOR HELPING US IN THE FIGHT AGAINST FUEL POVERTY IN 2024-25.

Join the conversation



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