

energy
saving
trust

Ofgem Energy Redress Scheme evaluation report

November 2024

Energy Saving Trust



1. Executive summary

Energy Saving Trust has been appointed by Ofgem to distribute voluntary payments made as a result of Ofgem investigations. Under Ofgem's redress process, organisations which are found to have breached a license condition or were part of an investigation or compliance case can agree in settlement to make payments to the voluntary redress fund in lieu of, or in addition to, a financial penalty for breaches of licence conditions. This voluntary payment is to help remedy any harm to consumers in addition to compensation to those directly affected. Organisations can apply to the scheme that is set up with the money from the voluntary redress fund to seek grant funding for projects they wish to deliver, these projects are assessed and awards made on a regular basis.

The aim of the Energy Redress scheme, and Energy Saving Trust's contractual obligation, is to benefit vulnerable people, as well as developing carbon saving and innovation products. It is not intended to facilitate capacity-building in the voluntary sector. To achieve these aims, which requires Energy Saving Trust to channel the benefits of the Energy Redress scheme towards supporting vulnerable people, the application process focusses on identifying the projects and organisations with the best chance of delivering significant benefits to these people.

Energy Saving Trust provides an annual evaluation report for the Energy Redress Scheme. The purpose of this report is to evaluate the application and grant processes of the Energy Redress Scheme.

The Energy Redress Scheme has two phases. Phase 1 comprised 13 rounds and launched in June 2018, and its first project commenced in August 2018. Phase 2 of the Energy Redress Scheme opened in May 2022 under a new contract and is still establishing new rounds. This evaluation report evaluates activity made in both Phase 1 and Phase 2. Note that it only includes outputs and feedback provided by grantees up until 30 August 2024.

The evaluation examines the following:

- Energy Redress Scheme Phase 1 evaluation:
 - Phase 1 project metrics – analysis of the quantitative information recorded by grantees, covering rounds 1-13 under Phase 1 of the Energy Redress Scheme.
- Energy Redress Scheme Phase 2 evaluation:
 - Phase 2 project metrics – analysis of the quantitative information recorded by grantees, covering rounds 1-7 under Phase 2 of the Energy Redress Scheme.
 - Progressing projects – a qualitative review of a sample of ten randomly selected round 1, 2 and 3 projects which at the time of the evaluation are active in Phase 2.
 - Process evaluation – feedback from both successful and unsuccessful applicants to Phase 2 rounds 5, 6, 7 and 8 collected via online survey to evaluate the process of applying to the Energy Redress Scheme.
- Fuel Voucher Fund evaluation:
 - Fuel Voucher Fund metrics – an overview of the vouchers and funding distributed to date is presented to demonstrate the fund's impact.

Combined Phase 1 and Phase 2 outputs

The cumulative key metrics for both Phase 1 and Phase 2 projects include:

- Funding worth £77.8¹ million has been allocated to 371 projects, 205 of which (55%) have been completed.
- 660,351 distinct households have been provided with energy advice to date.
- 213,662 small energy efficient measures have been installed or provided to 38,200 households.
- Estimated savings that have been reported so far by grantees as a result of activities delivered using the funding include:
 - over 51,459 MWh of annual energy savings
 - over £13.7 million of annual bill savings from energy advice
 - £76.7 million of actual financial gains attributed to the projects
- Based on the cost of activity delivered so far, the data shows that the average cost of support per household is £74. As each household averaged two interventions, this equates to an average of £37 per intervention.

Note that savings are expected to increase significantly. This is because further project activity will be undertaken as many Energy Redress funded projects are still underway and thus will deliver further savings before completing their work programmes. It should also be noted that where bill savings are recorded, these are annual savings rather than lifetime savings.

1. Energy Redress Scheme Phase 1 evaluation

The key metrics for projects funded in Phase 1 include:

- Funding worth £35.3 million has been allocated to 201 projects, 194 of which (97%) have completed.
- 451,985 distinct households have been provided with energy advice to date.
- 134,897 small energy efficient measures have been installed or provided to 38,200 households.
- Estimated savings that have been reported so far by grantees as a result of activities delivered using the funding include:
 - over 19,222 MWh of annual energy savings
 - over £3.2 million of annual bill savings from energy advice
 - £48.4 million of actual financial gains attributed to the projects
- Based on the cost of activity delivered so far, the data shows that the average cost of support per household is £71. As each household averaged two interventions, this equates to an average of £35.50 per intervention.

¹ This figure excludes any Covid-19 Crisis Fund, Winter Energy Fund, or Fuel Voucher Fund grants.

Note that not all projects are completed, and so these figures are not final. It should also be noted that where bill savings are recorded, these are annual savings rather than lifetime savings.

2. Energy Redress Scheme Phase 2 evaluation

Phase 2 project metrics

The key metrics for projects funded in Phase 2 include:

- Funding worth £42.5 million has been allocated to 170 projects, 11 of which (6%) have completed.
- 208,366 distinct households have been provided with energy advice to date.
- 78,765 small energy efficient measures have been installed or provided to 24,887 households.
- Estimated savings that have been reported so far by grantees as a result of activities delivered using the funding include:
 - over 32,237 MWh of annual energy savings
 - over £10.5 million of annual bill savings from energy advice
 - £28.3 million of actual financial gains attributed to the projects
- Based on the cost of activity delivered so far, the data shows that the average cost of support per household is £82. As each household averaged two interventions, this equates to an average of £41 per intervention.

Note that savings are expected to increase significantly. This is because further project activity will be undertaken as the majority of Phase 2 Energy Redress funded projects are still underway and thus will deliver further savings before completing their work programmes. It should also be noted that where bill savings are recorded, these are annual savings rather than lifetime savings.

Phase 2 progressing project analysis

In addition to the quantifiable impacts there are other qualitative impacts and successes that have been achieved. These were reported by grantees in their quarterly progress reports. Due to the similar nature of the project delivery methods among grantees in the Energy Redress scheme, many of the key successes highlighted in the reporting documents analysed in this evaluation are similar to those identified in the previous evaluation reports:

Project learnings

Key lessons learned identified through a randomly selected sample of 10 progressing Phase 2 projects included:

- **The importance of adaptability.** Many grantees referenced the importance of being able to adapt their ways of operating to meet the changing needs of the customer during the project. They highlighted the importance of dedicating space and resources to evolve into new service delivery methods as learnings are gathered.

- **The importance of partnerships.** Grantees reported the benefits of collaborating with partners with similar aims of supporting vulnerable people. Referring their customers to external organisations with expertise in providing various mechanisms of support means many of their needs are addressed.
- **The value of effective marketing.** Some grantees explained how successful marketing campaigns significantly increased uptake for their service. Two key methods of raising project awareness were getting out into the community to engage with local people at events and through social media.
- **How to best support clients with complex needs.** Two grantees have learned how to support clients with many intricate requirements and how to help lift them out of vulnerable circumstances. This included maximising referrals for additional support and well-trained staff.

Project issues and resolutions

The two most significant barriers and their solutions identified by these 10 projects included:

- **Project engagement.** Many grantees reported low uptake of their service, particularly in the warmer, summer months. Solutions to this challenge included increased marketing and community engagement to raise project awareness, increased identification of those in need of support, and focus on training, refining energy advice, and event coordination in the quieter summer months.
- **Staffing issues.** Some grantees highlighted staffing issues in their quarterly reporting documents. These related to employee or volunteer recruitment, retention, skills, and training. Solutions included pooling resources from elsewhere in the organisation and extra support and training for existing staff.

Phase 2 process evaluation

The application and grant processes were evaluated to understand how they could be improved. To achieve this, an online survey was distributed in September 2024 to 221 applicants who applied to the Energy Redress Scheme in rounds 5, 6, 7 and 8 of Phase 2. 40 applicants responded, achieving a response rate of 18%. 57% were successful for at least one of rounds 5, 6, 7 or 8 of Phase 2. The remaining 43% had not been successful in any of these rounds².

The results showed that satisfaction with the Energy Redress Scheme was high and, for many aspects, has improved on results from the previous evaluation in 2023:

- 90% completely understand the aims of the Energy Redress Scheme (previous evaluation: 85%).
- 85% completely understand the eligibility criteria and rules of the Energy Redress Scheme (previous evaluation: 87%).

² Note that all respondents would have applied to at least one of rounds 5, 6, 7 and 8 of Phase 2

- The majority of respondents found the project information (61%; previous evaluation: 69%) project programme (54%; previous evaluation: 53%) and risk management (57%; previous evaluation: 49%) sections easy to complete.
- 92% of respondents were satisfied with the time it took for their application to be processed. This demonstrates a good year-on-year improvement compared to the 76% and 55% of respondents who were very satisfied or satisfied with the time it took for their application to the Energy Redress Scheme to be processed in the previous evaluations in 2023 and 2022, respectively.
- 91% of respondents found the Redress guidance documents to be very useful (23%) or useful (68%) (90% in previous evaluation).
- 86% of respondents found the Redress team to be very helpful (57%) or helpful (29%) (previous evaluation: 92%).
- 71% and 83% of those who attended the Small Scale Energy Advice Project and Preparing for Winter grantee networking sessions were satisfied with the sessions, respectively (not specifically asked in previous evaluation).

49% of respondents provided suggestions on how to improve the application process. The key recommendations from respondents are listed below, with the number of respondents who reported each improvement provided in brackets:

- Improved communication of timings (4)
- Simplified application process (4)
- Improvements to budgeting section of application form (3)
- Provide more support and guidance for smaller charities (3)

Furthermore, 45% of unsuccessful applicants (9 out of 20) who received feedback on their application did not think that it was helpful. Although this is an improvement on the 67% (12 out of 18) who did not think the feedback was helpful in the previous evaluation in 2023, more could be done to reduce this figure. Feedback was found to be unhelpful as unsuccessful applicants reported it was not sufficiently constructive to enable them to improve future applications.

Successful grantees of any of rounds 5, 6, 7 or 8 were asked to rate their likelihood of recommending the Energy Redress Scheme to other organisations on a scale from 0 to 10, where 0 is extremely unlikely and 10 is extremely likely. More than half (55%) rated their likelihood of recommending the scheme as 10, indicating that they would be extremely likely to recommend the scheme to others.

These results were used to calculate a Net Promoter Score (NPS). The NPS for the Energy Redress Scheme is 59, which is considered to be “excellent”.

The NPS for this evaluation is an improvement on that calculated in the previous evaluation in 2023, when the NPS achieved was 31, which was considered “good”. The NPS had been lower in 2023 due to high interest in the fund and the smaller funding pots available, which meant that

there was a higher proportion of unsuccessful applicants in these rounds³. This increased competition impacted respondents' experience of applying to the fund, which was reflected in the decreased NPS. In 2024, applications remained high, but more funding was available to enable more applicants to be successful.

3. Fuel Voucher Fund evaluation

Grantees of the Fuel Voucher Fund have distributed vouchers to vulnerable clients on pre-payment meters at risk of self-disconnection across England, Scotland and Wales.

Key impacts of the Fuel Voucher Fund on end energy consumers are as follows:

- £7.8 million spent on vouchers by nine organisations to date⁴
- 159,437 vouchers distributed
- 134,048 households have received vouchers
- The average amount received per household equates to £58 per household.

In addition to distributing vouchers, six of the nine grantees across the three rounds referred vulnerable customers onto external organisations for further support. The number and types of onward referrals are listed below:

- Number of households referred for further energy advice: 1,701.
- Number of households referred for financial support (eg debt or benefit advice): 3,579.
- Number of households referred for health and wellbeing support: 912.
- Total number of onward referrals for additional support: 6,192⁵.

Alongside their outputs, grantees reported demographic information for some of the vulnerable people they have supported. These figures are not a comprehensive account of all demographics who have received the Fuel Voucher Fund, rather an indication of the types of people supported. The analysis indicated that many vulnerable groups were in receipt of the vouchers, including young people, those on means-tested benefits, people with disabilities, people in social housing, and unemployed or otherwise inactive people.

³ Note that some respondents were successful in some rounds but not others. Any respondent who was successful in at least one round is asked the question used to calculate NPS.

⁴ This figure does not include charity administration fees.

⁵ This includes services such as energy advice, debt advice and other support that can help to provide longer-term relief to fuel voucher clients.

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2. Introduction

Energy Saving Trust has been appointed by Ofgem to distribute voluntary payments made as a result of Ofgem investigations. Under Ofgem's redress process, organisations which are found to have breached a license condition or were part of an investigation or compliance case can agree in settlement to make payments to the voluntary redress fund in lieu of, or in addition to, a financial penalty for breaches of licence conditions. This voluntary payment is to help remedy any harm to consumers (in addition to compensation to those directly affected). Organisations can apply to the scheme to seek grant funding for projects they wish to deliver, and these projects are assessed, and awards made on a regular basis.

The core priority of the Energy Redress Scheme is to support domestic energy consumers. It aims to:

- support energy consumers in vulnerable situations
- deliver benefits to the types of consumers that were negatively impacted by the specific issues that triggered the redress payment
- The development of products and/or services that focus on tackling decarbonisation for the benefit of energy consumers, including those in vulnerable situations

In both phases of the Energy Redress Scheme, organisations could apply to four funding streams:

- main fund: awards funding of at least £50,000 to help support energy consumers in vulnerable situations
- small projects fund: awards between £20,000 and £49,999 of funding to help support energy consumers in vulnerable situations
- innovation fund: up to 15% of the total Energy Redress fund can be used to support developing products or services which are truly innovative and not currently accessible to energy consumers or certain groups of energy consumers
- carbon emissions reductions fund: up to 15% of Energy Redress funds can be used to support energy-related activities aimed at reducing carbon dioxide emissions from energy use; these projects must focus on energy generation, distribution or energy use

The Energy Redress Scheme is open to organisations that support energy customers in England, Scotland and Wales. Applications are made through an online system and closing dates for applications are determined each round. The minimum grant that can be requested is £20,000 and the maximum grant amount varies depending on the size of the fund available, with the largest Redress main fund single award to date being £1.3 million. The scheme funds projects lasting up to two years, can fund up to 100 per cent of the project costs and can cover revenue and capital measures.

The Energy Redress Scheme has two phases. Phase 1 comprised 13 rounds and launched in June 2018, and its first project commenced in August 2018. Phase 2 of the Energy Redress Scheme opened in May 2022 under a new contract and is still establishing new rounds. This Evaluation

report evaluates activity made in both Phase 1 and Phase 2. Note that it only includes outputs and feedback provided by grantees up until 30 August 2024.

2.1. Evaluation aims

As outlined in Ofgem's Authority Guidance document regarding the allocation of Energy Redress funds⁶, there are two key outcomes that Energy Saving Trust are required to deliver:

1. Deliver benefits to the types of consumers that were negatively impacted by the breach(es) that have occurred
2. Support the Authority's policy priorities, which may be updated from time to time; our current priorities are to support:
 - energy consumers in vulnerable situations
 - the development of products and/ or services, which are genuinely innovative and not currently accessible to energy consumers or certain groups of energy consumers
 - products and/or services that focus on tackling decarbonisation for the benefit of energy consumers, including those in vulnerable situations

Ofgem define consumers in vulnerable situations as when a consumer's personal circumstances and characteristics combine with aspects of the market to create situations where they are:

- significantly less able than a typical consumer to protect or represent his or her interests in the energy market; and/or
- significantly more likely than a typical consumer to suffer detriment, or that detriment is likely to be more substantial.

Energy Saving Trust provides an annual evaluation report for the Energy Redress Scheme. Energy Saving Trust were requested to design, develop and implement fit-for-purpose, effective processes and records to evaluate the overall effectiveness for end consumers of Energy Redress projects delivered by organisations who have successfully applied for funding from the scheme, to include:

- (i) Evaluating the extent to which Energy Redress awards have addressed the policy priorities set out in Authority Guidance.
- (ii) Evaluating the impacts of Energy Redress projects on end energy consumers.
- (iii) Evaluating the value for money achieved by the Energy Redress projects.
- (iv) Recommending how further improvements can be made to Energy Redress awards and/or Energy Redress projects following the evaluation described in this clause.

⁶ [Authority guidance on the allocation of redress funds | Ofgem](#)

- (v) Such other reasonable matters as relate to evaluating the overall effectiveness for end consumers of Energy Redress projects funded through redress awards as the Authority may request.

As outlined above, the aims of the scheme, and Energy Saving Trust's contractual obligation, is to benefit vulnerable people and develop carbon saving and innovation products. To achieve these aims, which requires Energy Saving Trust to channel the benefits of the Energy Redress scheme towards supporting vulnerable people, the application process focusses on identifying the projects and organisations with the best chance of delivering significant benefits to these people.

The purpose of this report is to evaluate the application and grant processes and impact of the Energy Redress Scheme. The evaluation is continuous and builds upon the previous evaluations of grant processes, the most recent of which was conducted in November 2023. Respondents to that evaluation had applied to rounds 3 and 4 of Phase 2. Comparisons with the previous evaluation have been made throughout the report to demonstrate the improvement the scheme has made in the past year. However, note that the sample size was slightly larger in the previous evaluation (there were 59 responses to the previous evaluation in 2023 compared to 40 responses in this evaluation), and so the two data sets are not directly comparable.

2.2. Methodology

The evaluation method examines the following:

- Energy Redress Scheme Phase 1 evaluation:
 - Phase 1 project metrics – analysis of the quantitative information recorded by grantees, covering rounds 1-13 under Phase 1 of the Energy Redress Scheme.
- Energy Redress Scheme Phase 2 evaluation:
 - Phase 2 project metrics – analysis of the quantitative information recorded by grantees, covering rounds 1-7 under Phase 2 of the Energy Redress Scheme.
 - Progressing projects – a qualitative review of a sample of ten randomly selected round 1, 2 and 3 projects which at the time of the evaluation are active in Phase 2.
 - Process evaluation – feedback from both successful and unsuccessful applicants to Phase 2 rounds 5, 6, 7 and 8 collected via online survey to evaluate the process of applying to the Energy Redress Scheme.
- Fuel Voucher Fund evaluation:
 - Fuel Voucher Fund metrics – an overview of the vouchers and funding distributed to date is presented to demonstrate the fund's impact.

2.2.1. Project metrics

Project metric data for Phase 1, Phase 2 and the Fuel Voucher Fund has been obtained from quarterly reporting documents, as completed and submitted by grantees. Grantees are required to provide quarterly reports on their project for its entire duration. The data has been used to

present an overview of the impact the fund has had to date (up until 30 August 2024). As the data is self-reported by grantees, the level of detail provided varies. Additionally, grantees have projects with differing aims and activities from one another, therefore not all metrics are relevant to each project.

2.2.2. Progressing project analysis

An overview of quantitative project metric data taken from grantees' quarterly reports is presented to demonstrate the impact thus far of the selected ten projects. Then a qualitative analysis of issues encountered and lessons learned has been included, using the most recent data from the grantees' quarterly reports. Ten projects from rounds 1 to 7⁷ have been randomly selected for analysis to ensure projects in different stages of progression have been captured. Project(s) from the main, small and innovation funding streams have been selected to ensure a variety of project types are included in the analysis.

2.2.3. Process evaluation

To evaluate the application and grant processes, an online survey was distributed in September 2024 to 221 applicants who applied to the Energy Redress Scheme in rounds 5, 6, 7 and 8 of Phase 2. Applicants were sent an invitation irrespective of the outcome of their application. Successful applicants also provided feedback on the grant process. 40 applicants responded, achieving a response rate of 18%.

⁷ Six projects were selected from rounds 1 to 3 and four from rounds 4 to 7. More grantees have been selected from earlier rounds as they would have submitted more quarterly reporting documents and would therefore provide more data for analysis.

3. Energy Redress Scheme Phase 1 evaluation

3.1. Phase 1 overview

This section provides an overview of the activity delivered by projects funded under Phase 1 of the Energy Redress Scheme. Table 3-1 presents a summary of these projects. Of the £35.3 million grant funding allocated across rounds 1-13, over £32 million (91%) worth of activity has been delivered and reported on, as of 30 August 2024.

Table 3-1: Overview of Energy Redress Scheme-funded projects in Phase 1 rounds 1-13 (n = 201)

Round	Number of projects	Project start date	Number of projects completed	Total allocated funding
1	6	August 2018	6	£244,567
2	15	January 2019	15	£2,103,479
3	7	April 2019	7	£470,255
4	6	September 2019	6	£291,796
5	30	January 2020	30	£4,374,103
6	28	June 2020	28	£5,099,357
7	11	August 2020	11	£2,981,599
8	17	October 2020	17	£3,543,340
9	10	February 2021	10	£2,014,397
10	32	April 2021	32	£6,087,557
11	12	June 2021	11	£2,207,978
12	7	September 2021	5	£1,972,715
13	20	January 2022	16	£3,912,713
Total:	201	-	194	£35,303,857

Figure 3-1 shows a map displaying Energy Redress Scheme Phase 1 funded project locations. Each pin represents the location of a project.

3.1.1. Funding streams

In Phase 1 of the Energy Redress Scheme, four funding streams were available for charities to apply for: main fund, small projects fund, innovation fund and carbon emissions reductions fund. Most successful grantees in Phase 1 (152; 74%) received funding from the main fund, which provided funding of at least £50,000. 31 charities (15%) in rounds 5 to 13 received funding from the small projects fund, from which each grantee could request between £20,000 and £49,999. Both the main and small fund aimed to support energy consumers in vulnerable situations.

3.1.1.1. Innovation Fund

11 charities (6%) have been awarded a grant from the innovation fund in Phase 1. The innovation fund was introduced in August 2019 is aimed at developing products or services which are truly innovative and not currently accessible to energy consumers or certain groups of energy consumers. 10 projects in rounds 5, 6, 10, 11, 12, and 13 of Phase 1 have been completed, and one projects awarded under round 13 is still in progress. The total grant amount for all 11 projects is £3,108,250.

3.1.1.2. Carbon Emissions Reduction Fund

From round 10 onwards, the Carbon Emissions Reduction Fund was added to the list of funds and eight projects in total (4%) were awarded funding from it in rounds 10 and 13. This fund aimed at reducing carbon dioxide emissions from energy use, and projects must focus on energy generation, distribution or energy use. Seven projects in round 10 and 13 have completed, while the other remaining project in round 13 is still ongoing. The total grant amount for all eight projects is £1,624,845.

In addition to the energy and bill savings outlined in section 3.2, projects funded by the carbon emissions reduction fund made savings through the installation of renewable technologies. These projects installed 193 solar PV systems, 172 energy storage batteries, 34 air source heat pumps, and 15 electric vehicle charge points, which altogether will save an estimated 4,930 CO₂ over their lifetime.

3.2. Overview of metrics

This section summarises the impact of all Energy Redress Scheme projects in Phase 1. The data presented here represents what has been achieved to date by the 201 projects funded in rounds 1 to 13, as of 30 August 2024. The values provided were obtained from grantee quarterly reports, which were self-reported by each project. Note that not all projects have completed and so this is not a final set of metrics for Phase 1.

Each grantee is required to complete quarterly reports to enable ongoing monitoring as required by the Energy Redress Scheme. These spreadsheets allow projects to report on their project outputs and impact, which may include advice interventions, number of referrals, measured savings where available, capital measures installed and social benefits.

Grantees have reported reaching a total of 451,985 distinct households through their advice work (increased by 49,919 since June 2023). Grantees are encouraged to include every intervention within this figure, the number of interventions is therefore higher than the number of

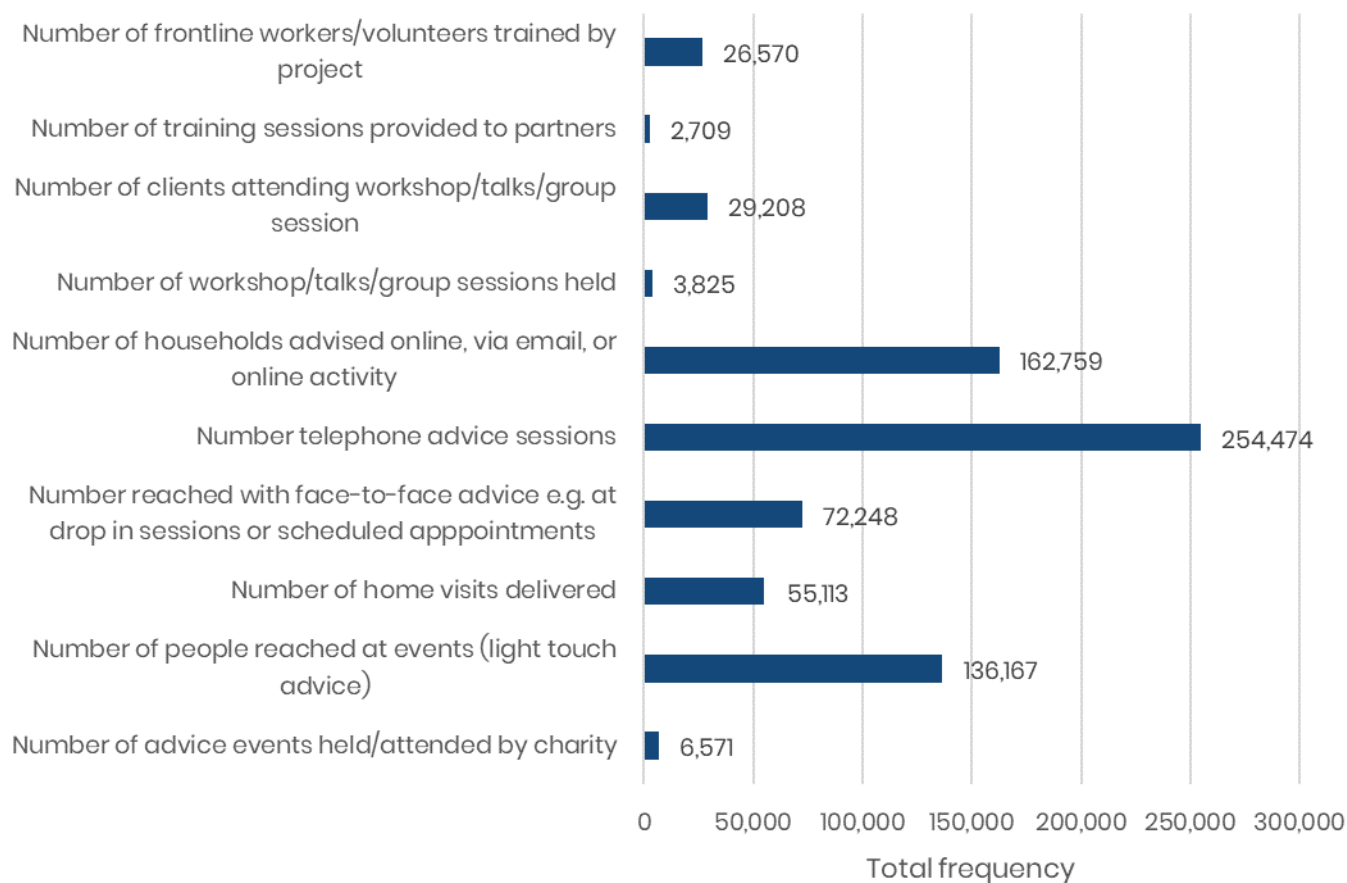
distinct households reached. In total, there have been 709,969 interventions, which is an average of approximately 1.57 interventions per household. As shown in Figure 3-2, householders have been advised in several different ways⁸:

- 254,474 telephone advice sessions have been delivered (an increase of 29,394 telephone advice sessions since June 2023)
- 162,759 households have been advised online or via email or online activity (an increase of 27,527 households advised since June 2023)
- 136,167 people (an increase of 31,255 people reached at events since June 2023) have been reached at 6,571 events
- 55,113 home visits have been completed (an increase of 15,361 home visits completed since June 2023)
- 72,248 people have received face-to-face advice (an increase of 13,748 people receiving face-to-face advice since June 2023)
- 29,208 people (an increase of 8,934 people advised in these sessions since June 2023) have been advised in 2,709 workshop/talk/group sessions

The remaining interventions are a mixture of channels, including online platforms and training.

⁸ Some grantees record the number of households receiving telephone advice, home visits, and face-to-face advice, rather than the total number of sessions delivered. Therefore, the numbers advised in these ways is likely to be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

Figure 3-2: Deliverables achieved to date as reported by Energy Redress Scheme Phase 1 projects (n = 201)



3.2.1. Overall impact of the fund

Throughout the entirety of Phase 1 of the Energy Redress Scheme, a total of 451,985 distinct households have been reached with advice. This figure includes households which have received in depth energy advice eg through home visits, and it also includes some households who have received 'light-touch' energy advice eg at an event. When considered against the funding distributed⁹ to date, the amount of grant money distributed equates to an average cost of £71 per household reached with advice¹⁰. As mentioned above, each household receives an average of approximately two interventions. Based on this, each intervention equates to £35.50.

This section explores the impact of the fund to date through project metric data which is self-reported by grantees. It should be noted that projects have different aims, activities and targets therefore each project does not report a quantifiable gain against every project metric included below. Some grantees have quantified some of the money savings achieved by households they

⁹ The value of funding distributed represents the value of money claimed to date, not allocated in grant offers.

¹⁰ It should be noted that not every project delivers energy advice to households, and many projects include other activities such as research or capital projects, therefore this figure is likely to be lower than estimated.

have supported. However, not all savings have been captured due to the difficulty of reliably tracking these savings and the timing at which this data can be collected.

Table 3-2 lists the savings that have been reported and highlights that energy and bill savings have been made as a result of the projects being supported through the Energy Redress Scheme, as of 30 August 2024. The table also shows the increase in savings since the previous evaluation report in June 2023. Note that savings are expected to increase as further project activity is undertaken.

The savings reported have been achieved through:

- switching suppliers
- referrals for income maximisation¹¹
- grants & debt write-off
- behavioural changes

Savings have been categorised in two ways:

- measured and actual savings, which have been monitored and recorded by grantees after they have delivered them
- estimated energy savings, which have not been measured but are the savings that are expected to be made after providing a certain deliverable (eg average savings per LED bulb)

134,897 small energy efficient measures were installed with Energy Redress funding, with 38,200 distinct households being provided with at least one small measure¹². The most implemented small energy efficient measure so far is LED bulbs, which constitute 76,372 (57%) of these measures, although many other measures have been installed, such as radiator foils (23,999), draught proofing (11,098) and heating controls (755).

There has been a total of 13,082 measures installed as a result of Energy Redress Scheme grantee referrals¹³. Boiler repair or replacement has been the most frequently referred measure thus far (2,927), followed by new heating system (1,279), draught proofing (1,262), and loft insulation (969). The projects have also achieved social benefits, with 4,320 volunteers involved in delivering the projects and 694 new jobs being created or secured as a result of the projects commencing.

It is clear in the table that the largest proportion of measures delivered by Energy Redress-funded projects are smaller measures such as LED bulbs. This is because most of the larger

¹¹ In the reporting guidance notes, grantees are informed that an increase in benefits can only be included for a 12-months period.

¹² Note that the total number of households provided with at least one small measure was not recorded in Round 1, and the true number of distinct households is therefore likely to be higher than the figure provided in the text.

¹³ This figure is likely to be higher as many projects reported difficulties when receiving information back from their referrals. There were also significant delays in installing measures during the Covid pandemic and so many measures would have been installed after the projects had completed and finished reporting.

measures are captured within the scope of the Energy Company Obligation (ECO) scheme and therefore cannot be financed using Energy Redress funding.

Table 3-2: Estimated measured and actual lifetime energy and bill savings from quantifiable sources (eg switching supplier and measures) self-reported by Energy Redress Scheme projects to date (n = 201)

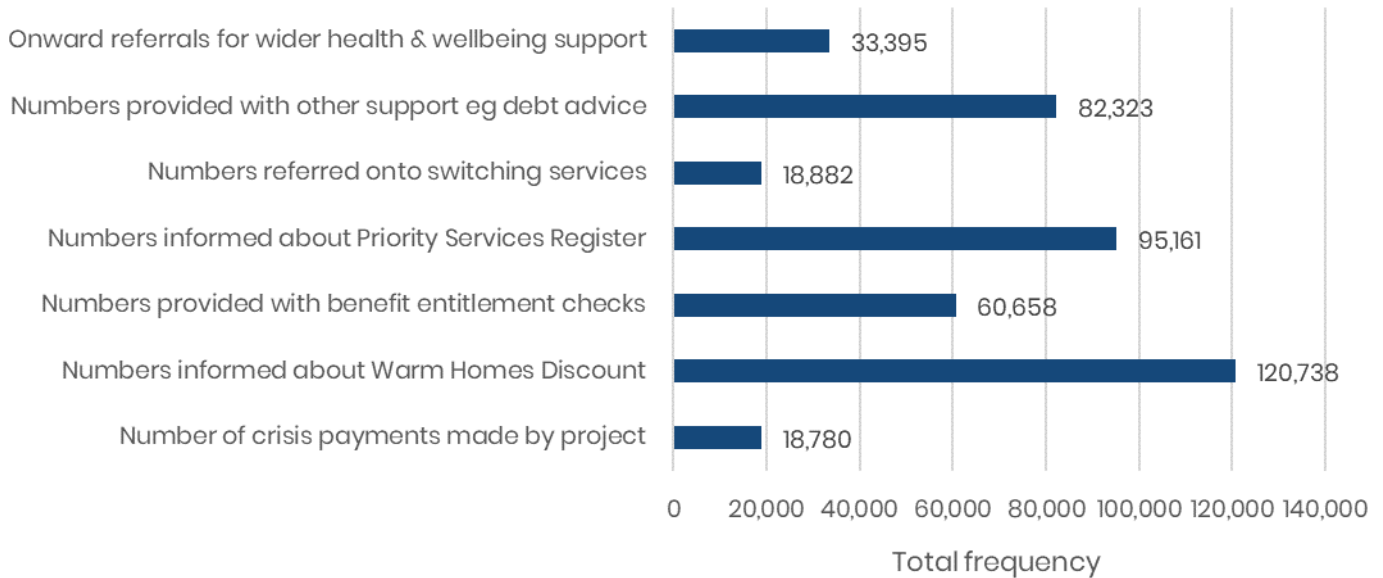
Estimated savings	Total as of August 2024	Increase since June 2023
Measured annual energy savings achieved (kWh) through advice and measures installed	489,336	73,116
Estimated annual energy savings achieved (kWh) through advice and measures installed	19,222,616	2,312,843
Actual annual energy bill savings (£) from advice	£2,264,285	£241,963
Estimated annual bill savings (£) from advice	£19,102,469	£1,720,805
Estimated annual bill savings (£) from small measures (LEDs etc)	£3,247,228	£780,956
Actual financial gains (£) from benefits advice, debt write off etc that can be attributed to the project	£48,461,983	£6,533,936
Capital measures installed		
Total number of small energy efficient measures installed or provided to households (such as LED bulbs, draught proofing, power down devices and radiator foils)	134,897	16,881
Other measures installed as a result of advice referrals to other funding sources (this includes insulation and boiler replacements)	13,082	935
Social benefits		
Number of volunteers involved in delivering the project	4,320	148
Number of new jobs created	327	37
Number of well-being surveys completed	19,388	7,078

Through the Energy Redress projects, households have been informed about, or referred to, other schemes.

Figure 3-3 shows these schemes and the number of people that have been informed of each service. In total, 411,157 people have been informed about, or referred for, additional support. 28%

of people were informed about the Warm Home Discount, and 22% were informed about the Priority Services Register¹⁴.

Figure 3-3: Schemes that Energy Redress Scheme Phase 1 funded grantees have informed, or referred, their clients to (n = 201)



3.3. Completed projects analysis

3.3.1. Completed project metrics

Tables Table 3-3,

Table 3-4

Table 3-5, and

Table 3-6 show the quantitative outputs for completed projects in rounds 1 to 4, rounds 5 to 8, rounds 9 to 12, and round 13 and all rounds in Phase 1, respectively. Targets which have been met or exceeded are highlighted in green, targets highlighted in light green have been at least 90% met, cells in amber have met between 50% and 90% of their targets, and red are targets which have not been met. All projects have been completed in Phase 1 aside from one project in Round 11, two projects in Round 12, and three projects in Round 13; however, the outputs and targets from these projects have been included in these tables.

Note that the targets 'number of households attending workshop/talk/group session' and 'number of email/online advice interactions' were introduced as key deliverables after Round 5 and therefore are only included in Table 3-3 when a project has specifically set out to deliver these outputs.

¹⁴ The percentage of those informed about the Priority Services Register is likely higher than 22% as most projects are supporting vulnerable people but few grantees are reporting this metric.

Most targets (83%) for each round in Phase 1 were achieved or exceeded. All event, telephone, and email advice targets were met or exceeded in every round, as were targets for the number of frontline workers or volunteers trained, the number of people reached with other types of advice, and the total distinct number of households advised. However, only four rounds (31%) achieved their home visit target, and eight rounds (67%) met or exceeded their face-to-face sessions target.

This is chiefly due to the COVID-19 pandemic, which impacted projects from February 2020, when rounds 1 to 5 had already agreed their targets and begun their projects and many of the remaining rounds had commenced their projects. The restrictions put in place to prevent the spread of the virus made in-person contact illegal and therefore meant that projects could not visit homes or host events. After COVID-19 restrictions were lifted, these activities were resumed, and this has enabled rounds 10, 12 and 13 to achieve their home visits targets.

Mitigation plans agreed with the Energy Redress team allowed some projects to replace home visits with other deliverables, such as telephone energy advice calls, email and online advice and other means, such as leaflets, hence why these targets are greatly exceeded. Most rounds were able to achieve their training sessions and frontline workers/volunteers trained despite Covid restrictions as these were delivered online or after restrictions were lifted.

Across all rounds in Phase 1, nine (82%) of the key targets were exceeded. The two targets not achieved were home visits (68% of target) and face-to-face advice sessions (84% of target), for the reasons mentioned above.

Table 3-3: Quantitative metrics for completed projects in rounds 1 to 4

Metric	Round 1		Round 2		Round 3		Round 4	
	Total	% target	Total	% target	Total	% target	Total	% target
No. of advice events	172	189%	482	100%	48	178%	114	110%
No. of households reached at events	1,804	120%	5,912	125%	2,022	153%	1,151	20%
No. of home visits	1,071	85%	2,741	61%	512	80%	1,015	91%
No. of face-to-face advice sessions	985	-	3,127	96%	1,984	91%	1,720	149%
No. of households attending workshop/talk/group session	-	-	574	-	20	400%	12	-
No. of telephone energy advice calls ¹⁵	961	481%	10,721	316%	3,478	211%	2,862	254%
No. of email/online advice interactions	126	-	2,892	413%	689	125%	740	-
No. of training sessions (for partners)	3	75%	141	288%	10	77%	38	211%
No. of frontline workers/volunteers trained	446	4,055%	1,516	459%	434	156%	202	155%
No. reached by other means	1,010	101%	4,119	233%	9,313	16,898%	76,771	-
Total distinct households reached with advice	4,618	169%	18,003	135%	15,118	201%	6,823	112%

¹⁵ Some grantees record the number of households receiving telephone advice, rather than the total number of calls made. Therefore, the number of telephone energy advice calls may be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

Table 3-4: Quantitative metrics for completed projects in rounds 5 to 8

Metric	Round 5		Round 6		Round 7		Round 8	
	Total	% target	Total	% target	Total	% target	Total	% target
No. of advice events	382	118%	652	188%	394	163%	716	559%
No. of households reached at events	12,407	175%	22,463	126%	5,579	111%	31,926	252%
No. of home visits	4,797	23%	3,501	43%	2,069	35%	8,543	81%
No. of face-to-face advice sessions	7,784	29%	8,051	63%	2,027	90%	5,937	85%
No. of households attending workshop/talk/group session	2,275	176%	3,356	356%	1,835	121%	1,171	77%
No. of telephone energy advice calls ¹⁶	34,700	345%	26,437	168%	35,591	115%	32,021	116%
No. of email/online advice interactions	2,569	408%	14,911	213%	7,839	411%	22,609	436%
No. of training sessions (for partners)	655	131%	241	294%	346	692%	415	65%
No. of frontline workers/volunteers trained	6,427	198%	2,521	207%	3,330	266%	3,264	165%
No. reached by other means	1,239,363	20,992%	879,676	379%	43,769	7,295%	248,523	3,883%
Total distinct households reached with advice	57,317	115%	63,513	118%	46,725	152%	69,118	160%

¹⁶ Some grantees record the number of households receiving telephone advice, rather than the total number of calls made. Therefore, the number of telephone energy advice calls may be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

Table 3-5: Quantitative metrics for completed projects in rounds 9 to 12

Metric	Round 9		Round 10		Round 11		Round 12	
	Total	% target	Total	% target	Total	% target	Total	% target
No. of advice events	434	434%	1,351	547%	407	740%	977	2,124%
No. of households reached at events	5,212	118%	19,656	198%	8,485	138%	8,066	308%
No. of home visits	1,179	45%	9,970	105%	2,751	80%	10,678	149%
No. of face-to-face advice sessions	8,828	139%	8,324	102%	5,378	192%	3,616	131%
No. of households attending workshop/talk/group session	3,306	301%	3,998	198%	1,395	277%	5,151	-
No. of telephone energy advice calls ¹⁷	12,792	116%	40,760	194%	18,024	115%	21,981	247%
No. of email/online advice interactions	35,431	464%	50,742	279%	2,998	111%	14,686	494%
No. of training sessions (for partners)	223	203%	201	228%	128	512%	123	424%
No. of frontline workers/volunteers trained	2,264	112%	2,484	190%	1,040	181%	1,570	281%
No. reached by other means	286,707	5,734%	833,585	1,117%	321,138	1,760%	10,369	-
Total distinct households reached with advice	26,136	138%	63,499	162%	29,909	124%	23,432	158%

¹⁷ Some grantees record the number of households receiving telephone advice, rather than the total number of calls made. Therefore, the number of telephone energy advice calls may be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

Table 3-6: Quantitative metrics for completed projects in round 13 and for all rounds in Phase 1

Metric	Round 13		All rounds in Phase 1	
	Total	% target	Total	% target
No. of advice events	796	325%	6,925	284%
No. of households reached at events	31,561	322%	156,244	176%
No. of home visits	8,366	96%	57,193	68%
No. of face-to-face advice sessions	17,660	141%	75,421	84%
No. of households attending workshop/talk/group session	6,801	624%	29,894	267%
No. of telephone energy advice calls ¹⁸	19,439	139%	259,767	161%
No. of email/online advice interactions	18,732	123%	174,964	279%
No. of training sessions (for partners)	199	905%	2,723	167%
No. of frontline workers/volunteers trained	1,542	278%	27,040	201%
No. reached by other means	552,535	300%	4,506,878	842%
Total distinct households reached with advice	48,971	171%	473,182	142%

¹⁸ Some grantees record the number of households receiving telephone advice, rather than the total number of calls made. Therefore, the number of telephone energy advice calls may be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

3.3.2. Vulnerable people supported

As of 30 August 2024, 194 projects (97%) have been completed under Phase 1 of the Energy Redress Scheme. To illustrate the types of vulnerable people that the completed projects have supported during their delivery, the 194 completed (as of 30 August 2024) projects' initial application and final reporting documents were analysed to understand the types of vulnerable groups that they had helped.

Figure 3-4 displays completed project's target population for support. Note that this analysis only captures the primary group which they have reported they are aiming to support; many of the completed grantees are also targeting other vulnerable groups (see Figure 3-5). Some grantees did not provide a primary target vulnerable group, hence the sample size for this chart is lower than the total number of completed projects. More than half of the completed grantees who shared a primary target vulnerable population said that they were predominately seeking to help those in fuel poverty (51%).

Figure 3-4: Grantee's primary target vulnerable group they aimed to support through their project (n = 187)

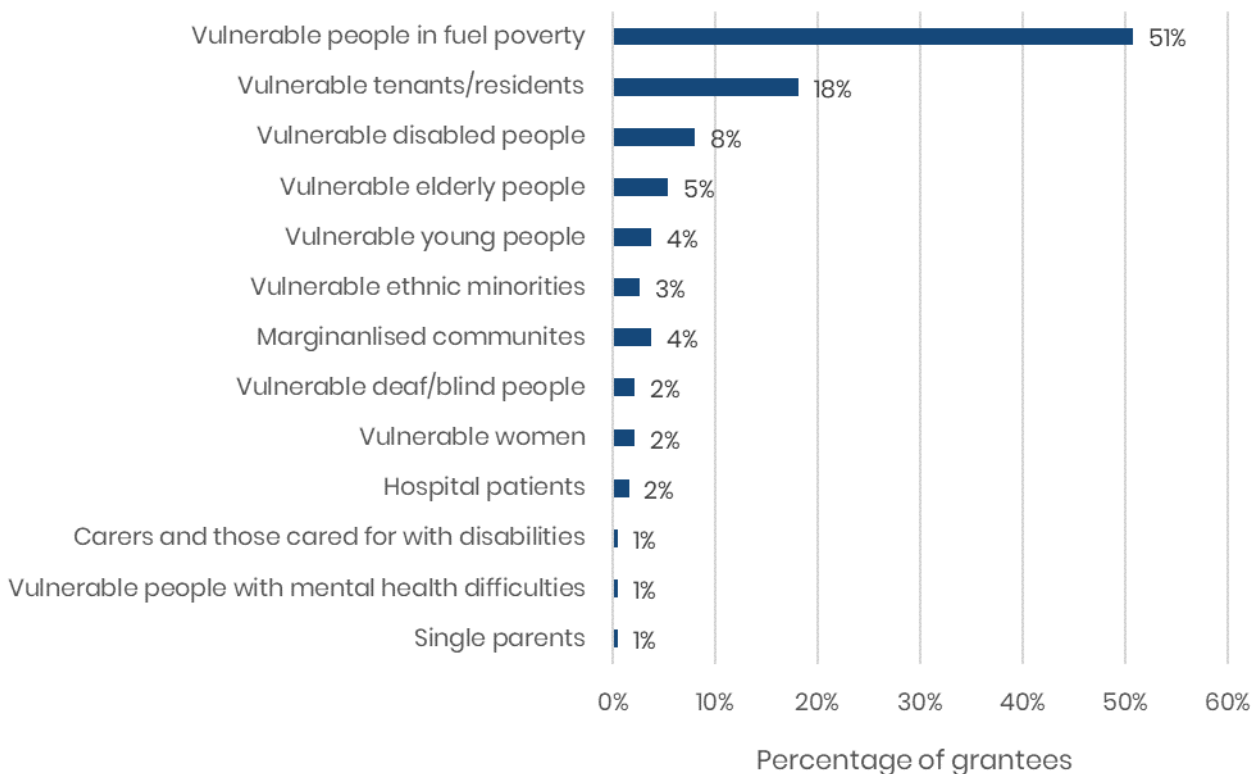
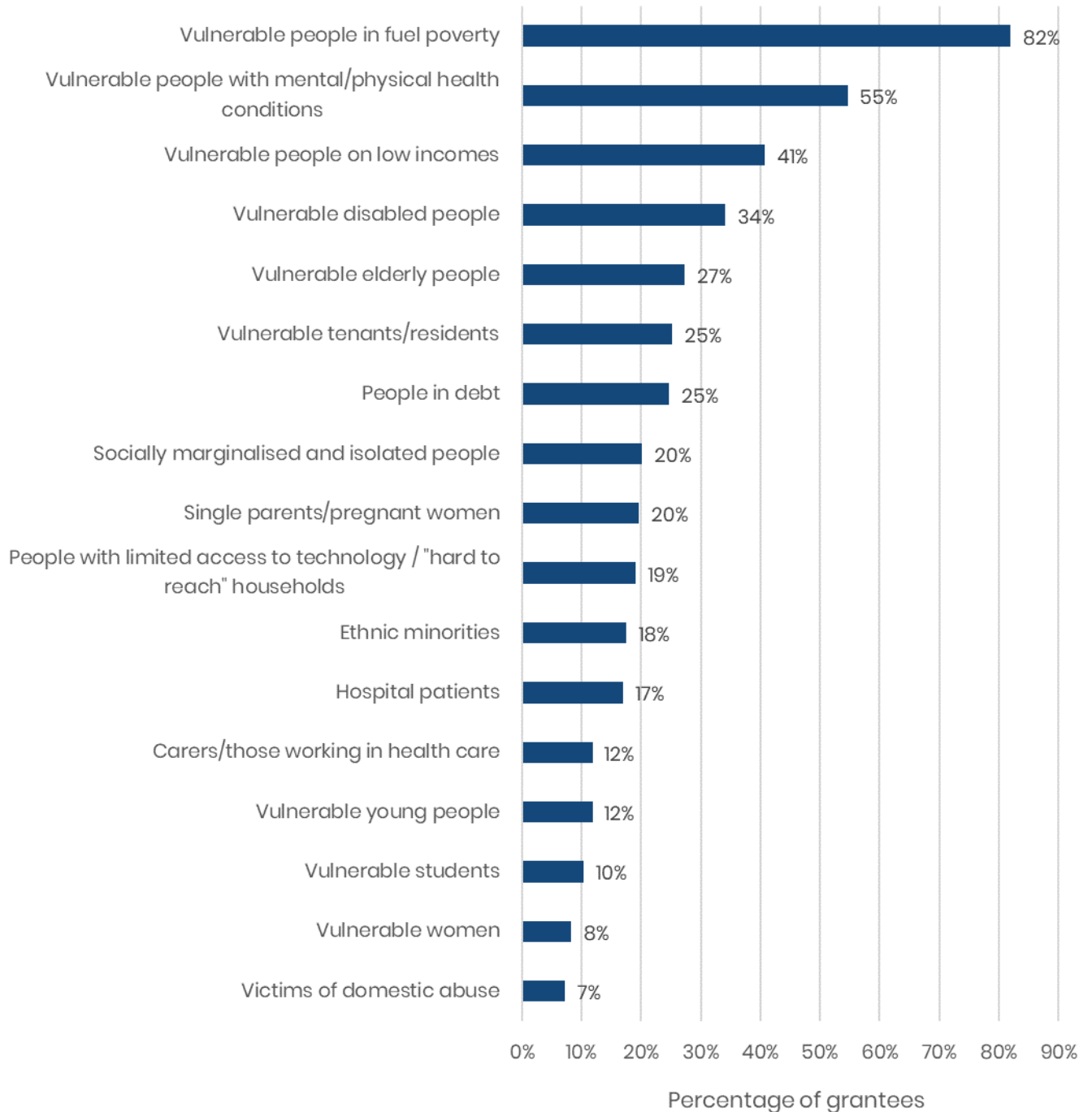


Figure 3-5 shows the percentage of completed grantees supporting different types of vulnerable groups. The chart shows that 17 different types of vulnerable groups have been supported, with vulnerable people in fuel poverty being the most supported group across all completed grantees to date (82%), followed by vulnerable people with mental/physical health conditions (55%). Note that respondents were not specifically asked to report the vulnerable groups that they have supported through their projects, and therefore the actual percentage of vulnerable groups supported by all completed projects is likely far higher.

Figure 3-5: Percentage of completed projects supporting different types of vulnerable groups (n = 194, multiple responses)



4. Energy Redress Scheme Phase 2 evaluation

4.1. Phase 2 overview

This section provides an overview of the activity delivered by projects funded under Phase 2 of the Energy Redress Scheme. Table 4-1 presents a summary of the seven rounds in Phase 2 of the Energy Redress Scheme. Of the £42.5 million grant funding allocated across rounds 1-7, £17 million worth of activity has been delivered and reported on, as of 30 August 2024.

Table 4-1: Overview of Energy Redress Scheme-funded projects in Phase 2 rounds 1-7 (n = 170)

Round	Number of projects	Project start date	Number of projects completed	Total allocated funding
1	35	September 2022	3	£12,711,267
2	34	January 2023	6	£10,153,200
3	19	May 2023	1	£3,089,229
4	27	September 2023	0	£4,890,601
5	13	December 2023	0	£2,123,741
6	22	March 2024	1	£4,315,572
7	20	May 2024	0	£5,299,426
Total:	170	-	11	£42,822,390

Figure 4-1 shows a map displaying Energy Redress Scheme Phase 2 funded project locations. Each pin represents the location of a project.

Figure 4-1: Map of Energy Redress Scheme-funded project locations



4.1.1. Funding streams

In Phase 2 of the Energy Redress Scheme, four funding streams were available for organisations to apply for: main fund, small projects fund, innovation fund and carbon emissions reductions fund. Most grantees (120; 71%) received funding from the main fund, which provided funding of at least £50,000. 21 charities (12%) received funding from the small projects fund, from which each grantee could request between £20,000 and £49,999. Both the main and small fund aimed to support energy consumers in vulnerable situations.

4.1.1.1. Innovation fund

20 charities (12%) have been awarded a grant from the innovation fund. The innovation fund can allocate up to 15% of the total fund to support developing products or services which are truly innovative and not currently accessible to energy consumers or certain groups of energy consumers. The total grant amount for all 20 projects is £4,494,765.

4.1.1.2. Carbon Emissions Reduciton Fund

The Carbon Emissions Reduction Fund – which aims at reducing carbon dioxide emissions from energy use, and funded projects must focus on energy generation, distribution, or energy use, using up to 15% of the total fund – has funded nine projects in total so far in Phase 2 (5%). The total grant amount for all seven of these projects is £1,553,702.

In addition to the energy and bill savings outlined in section 4.2, projects funded by the carbon emissions reduction fund made further savings through the installation of renewable technologies. These projects installed 92 solar PV systems, 43 energy storage batteries, 40 air source heat pumps, and 2 electric vehicle charge points, which altogether will save an estimated 5,262 of CO₂ over their lifetime. Note that only nine projects have been awarded with carbon emission reduction funding so far in Phase 2, and these projects are still in progress, so the number of renewable systems will increase before the end of Phase 2.

4.2. Overview of metrics

This section summarises the impact of all Energy Redress Scheme projects in Phase 2. The data presented here represents what has been achieved to date by the 170 projects funded in rounds 1 to 7, as of 30 August 2024. The values provided were obtained from grantee quarterly reports, which were self-reported by each project. Note that not all projects have completed and so this is not a final set of metrics for Phase 2.

Once successful applicants have received the funding, each project is required to complete quarterly reports to enable ongoing monitoring as required by the Energy Redress Scheme. These spreadsheets allow projects to report on their project outputs and impact, which may include advice interventions, number of referrals, measured savings where available, capital measures installed and social benefits.

Grantees have reported reaching a total of 208,366 distinct households through their advice work (increased by 126,964 since October 2023). Grantees are encouraged to include every intervention within this figure, the number of interventions is therefore higher than the number of distinct households reached. In total, there have been 390,734 interventions, which is an average

of 1.87 interventions per household. As shown in Figure 4-2, householders have been advised in several different ways:

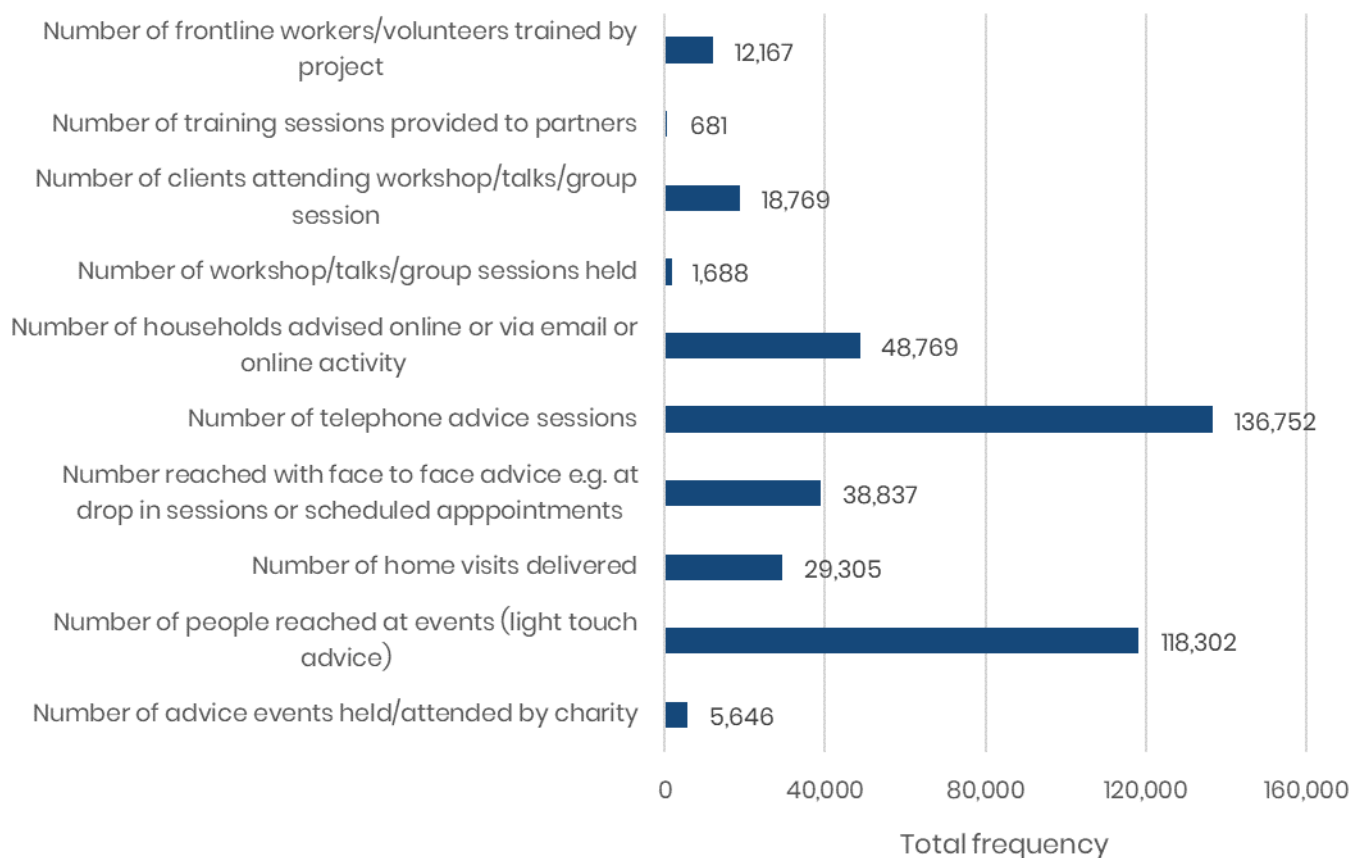
- 136,752 telephone advice sessions have been delivered¹⁹ (an increase of 90,491 telephone advice sessions since October 2023)
- 48,769 households have been advised online or via email or online activity (an increase of 34,854 households advised since October 2023)
- 118,302 people (an increase of 71,074 people reached at events since October 2023) have been reached at 5,646 events
- 29,305 home visits have been completed (an increase of 22,548 home visits completed since October 2023)
- 38,837 people have received face-to-face advice (an increase of 27,239 people receiving face-to-face advice since October 2023)
- 18,769 people (an increase of 12,209 people advised in these sessions since June 2023) have been advised in 1,688 workshop/talk/group sessions

The remaining interventions are a mixture of channels, including online platforms and training²⁰.

¹⁹ Some grantees record the number of households receiving telephone advice, rather than the total number of calls made. Therefore, the number of telephone energy advice calls is likely to be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

²⁰ Grantees are not permitted to count the number of frontline staff or volunteers trained as part of their distinct household figure.

Figure 4-2: Deliverables achieved to date as reported by Phase 2 Energy Redress Scheme projects (n = 170)



4.2.1. Overall impact of Phase 2

Thus far, a total of 208,366 distinct households have been reached with advice by projects funded under Phase 2 of the Energy Redress Scheme. This figure includes households which have received in depth energy advice eg through home visits, and it also includes some households who have received 'light-touch' energy advice eg at an event. When considered against the funding distributed²¹ to date, the amount of grant money distributed equates to an average cost of £82 per household reached with advice²². As mentioned above, each household receives an average of two interventions. Based on this, each intervention equates to £41.

Phase 2 household intervention cost per advised household (£82) is higher than that of Phase 1 (£71). One reason for this could be linked with higher project costs, escalated by global inflation. Another reason could be due to Phase 2 projects being in the early stages of intervention delivery, when its advice services are being set up and the project is identifying clients in its local community. In their initial months, project costs do not yield as many interventions as established projects. Many Phase 1 projects, however, have completed and had been integrated into their communities, so will have supported more clients in its final months. Phase 2 household

²¹ The value of funding distributed represents the value of money claimed to date, not allocated in grant offers.

²² It should be noted that not every project delivers energy advice to households, and many projects include other activities such as research or capital projects, therefore this figure is likely to be lower than estimated.

intervention cost per household may therefore decrease in the future when its advice services are running more efficiently and more of its target customers have been reached.

This section explores the impact of the fund to date through project metric data which is self-reported by grantees. It should be noted that projects have different aims, activities and targets therefore each project does not report a quantifiable gain against every project metric included below. Some grantees have quantified some of the money savings achieved by households they have supported. However, not all savings have been captured due to the difficulty of reliably tracking these savings and the timing at which this data can be collected.

Table 4-2 lists the savings that have been reported and highlights that energy and bill savings have been made as a result of the projects being supported through the Energy Redress Scheme, as of 30 August 2024. Note that savings are expected to increase significantly as further project activity is undertaken.

The savings reported have been achieved through:

- switching suppliers
- referrals for income maximisation²³
- grants & debt write-off
- behavioural changes

Savings have been categorised in two ways:

- measured and actual savings, which have been monitored and recorded by grantees after they have delivered them
- estimated energy savings, which have not been measured but are the savings that are expected to be made after providing a certain deliverable (eg average savings per LED bulb)

78,765 small energy efficient measures were installed with Energy Redress funding, with 24,887 distinct households being provided with at least one small measure. The most implemented small energy efficient measure so far is LED bulbs, which constitute 38,227 (46%) of these measures, although many other measures have been installed, such as radiator foils (19,371), draught proofing (9,338) and winter warmth comfort packs²⁴ (7,308).

There has been a total of 2,361 measures installed as a result of Energy Redress Scheme grantee referrals²⁵. Boiler repair or replacement has been the most frequently referred measure thus far (599), followed by loft insulation (505), draught proofing (389) and cavity wall insulation installation or extraction (111). The projects have also achieved social benefits, with 893 volunteers

²³ In the reporting guidance notes, grantees are informed that an increase in benefits can only be included for a 12-months period.

²⁴ Winter warmth comfort packs include items such as hats, gloves and blankets that have been provided to alleviate suffering and provide comfort to individuals and are not a measure that has been installed.

²⁵ This figure is likely to be higher as many projects reported difficulties when receiving information back from their referrals. There were also significant delays in installing measures during the Covid pandemic and so many measures would have been installed after the projects had completed and finished reporting.

involved in delivering the projects and 480 new jobs being created or secured as a result of the projects commencing.

It is clear in the table that the largest proportion of measures delivered by Energy Redress-funded projects are smaller measures such as LED bulbs. This is because most of the larger measures are captured within the scope of the Energy Company Obligation (ECO) scheme and therefore cannot be financed using Energy Redress funding.

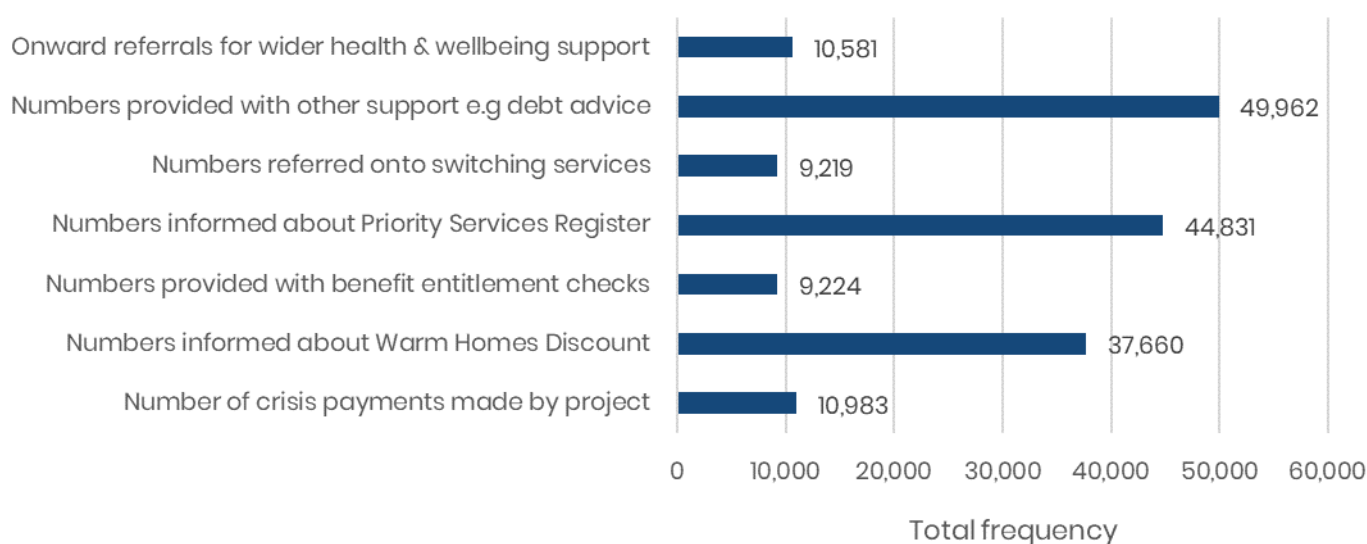
Table 4-2: Estimated measured and actual lifetime energy and bill savings from quantifiable sources (eg switching supplier and measures) self-reported by Energy Redress Scheme projects to date (n = 170)

Estimated savings	Total as of August 2024	Increase since October 2023
Measured annual energy savings achieved (kWh) through advice and measures installed	64,703	58,636
Estimated annual energy savings achieved (kWh) through advice and measures installed	32,236,537	21,688,938
Actual annual energy bill savings (£) from advice	£676,636	£585,816
Estimated annual bill savings (£) from advice	£10,540,698	£8,420,460
Estimated annual bill savings (£) from small measures (LEDs etc)	£4,532,489	£3,898,440
Actual financial gains (£) from benefits advice, debt write off etc that can be attributed to the project	£28,279,281	£17,397,207
Capital measures installed		
Total number of small energy efficient measures installed or provided to households (such as LED bulbs, draught proofing, power down devices and radiator foils)	78,765	55,353
Other measures installed as a result of advice referrals to other funding sources (this includes insulation and boiler replacements)	2,361	1,829
Social benefits		
Number of volunteers involved in delivering the project	893	396
Number of new jobs created	245	119
Number of well-being surveys completed	9,500	7,050

Through Energy Redress projects, households have been informed about, or referred to, other schemes. Figure 4-3 shows these schemes and the number of people that have been informed

of each service. In total, 161,477 people have been informed about, or referred for, additional support (increased by 111,166 since October 2023). 26% of people were informed about the Priority Services Register²⁶ and 22% were informed about the Warm Home Discount.

Figure 4-3: Schemes that Phase 2 Energy Redress Scheme-funded grantees have informed, or referred, their clients to (n = 170)



4.3. Progressing project analysis

Qualitative and quantitative data obtained from quarterly reports, completed by each of the grantees selected for analysis, has been used to inform this section. Ten projects²⁷ have been selected for analysis to ensure projects in different stages of progression have been captured. Project(s) from the main, small and innovation funding streams have been selected to ensure a variety of project types are included in the analysis.

Grantees have been assigned a letter for anonymity purposes within this report. Additionally, grantee names, partner organisations and place names have been omitted for this purpose. The aims of each of the analysed projects are presented in Table 4-3.

²⁶ The percentage of those informed about the Priority Services Register is likely higher than 26% as most projects are supporting vulnerable people but few grantees are reporting this metric.

²⁷ Six projects were selected from rounds 1 to 3 and four from rounds 4 to 7. More grantees have been selected from earlier rounds as they would have submitted more quarterly reporting documents and would therefore provide more data for analysis.

Table 4-3: Aims of analysed progressing projects

Grantee	Project aim
Grantee A	To deliver person centred services to consumers in vulnerable situations affected by energy market failures.
Grantee B	To reduce fuel poverty through embedding energy efficiency advice, support and advocacy, ensuring that support is available for vulnerable people.
Grantee C	To reduce the carbon intensity of energy end use and accelerate the transition to net zero carbon dioxide in off-gas grid households.
Grantee D	Helping energy consumers to be warmer, safer, and healthier through energy smart interventions, using a holistic approach that recognises the links between fuel poverty, avoidable health inequalities, and well-being.
Grantee E	To support and empower highly vulnerable people to be warmer and reduce their energy bills.
Grantee F	To reduce carbon emissions, alleviate fuel poverty, and reduce hospital admissions for the chronic sick by installation of solar PV on buildings and spaces.
Grantee G	To enable domestic households to buy locally generated renewable electricity at a reduced rate and reducing their carbon footprint whilst providing greater income to the generators.
Grantee H	To provide holistic support and practical help to vulnerable older residents who are most likely to suffer significant detriment due to their high energy needs and usage.
Grantee I	To support the installation of multiple domestic retrofit measures, including both fabric measures and renewables, leading to significant decarbonisation.
Grantee J	To maintain the health and independence of vulnerable older people, enabling them to live in warm homes without financial anxiety.

4.3.1. Progression against quantitative targets

Table 4-4 and Table 4-5 show the progress of randomly selected grantees' projects towards their targets. Colour-coding has been selected based on how far a project is through its delivery period eg a project that has reported on six out of eight quarters is considered 75% complete, thus metrics equal to or above 75% of the target value are shaded green, and those below 75% are shaded orange.

It should be noted, however, that this approach assumes progress made towards targets should be evenly distributed amongst each reporting quarter. In reality, projects often put resources into the setting up and recruitment of a project in the first quarter, and seasonal variations can significantly impact on the number and form of advice interactions undertaken.

The tables show that most projects (83%) are ahead or have already met or exceeded their energy advice intervention targets. Moreover, half of the randomly selected are ahead or have met or exceeded all their energy advice intervention targets. The tables also show that all projects are exceeding their events and telephone advice targets, while frontline workers/volunteers trained (25% of projects meeting this target) and face-to-face advice sessions (70% of projects meeting this target) had the fewest number of projects over target at this stage. See section 4.3.2 for details on this.

In addition to the energy advice interventions in tables Table 4-4 Table 4-5, the analysed projects have delivered many other outputs thus far. Note that these figures are not final as projects are continuing to deliver these as of 30 August 2024, and many of these metrics are being delivered in line with their overall target. The ten progressing projects analysed have delivered the following:

- 2,357 households informed about Priority Services Register; 1,155 households informed about Warm Homes Discount; 383 households informed or supported with switching tariffs/energy companies.
- 17 full time jobs created; 23 full time jobs secured; 47 volunteers involved in delivering the projects; 1,819 well-being surveys completed.
- 4,614 LED light bulbs installed; 1,557 radiator foils installed; 1,395 draught proofing measures installed; 128 winter warmth/comfort packs distributed.
- 68 loft insulation measures have been installed; 23 boilers have been upgraded/repaired; 16 properties have had cavity wall insulation measures installed.
- £166,365 of actual annual financial gains from benefits advice, debt write off and other referrals that can be attributed to the 10 projects.

Table 4-4: Quantitative metrics for energy advice interventions by grantees A to E

Metric	Grantee A		Grantee B		Grantee C		Grantee D		Grantee E	
	Total	% target	Total	% target	Total	% target	Total	% target	Total	% target
No. of advice events	417	-	186	133%	30	-	64	160%	110	733%
No. of households reached at events	20,000	430%	585	731%	565	149%	1,833	118%	1,141	190%
No. of home visits	1,799	103%	484	101%	159	80%	5,317	177%	1,403	209%
No. of face-to-face advice sessions	3,057	85%	842	100%	17	5%	3,027	202%	1,152	171%
No. of workshop/talks/group sessions held	35	-	20	125%	6	30%	16	-	-	-
No. of households attending workshop/talk/group session	695	116%	239	299%	67	-	154	154%	-	-
No. of telephone energy advice calls ²⁸	7,296	89%	659	549%	240	83%	2,231	149%	680	202%
No. of email/online advice interactions	14,575	-	142	-	322	-	416	-	-	-
No. of training sessions (for partners)	9	-	-	-	5	-	8	-	-	-
No. of frontline workers/volunteers trained	662	74%	4	-	-	-	436	-	4	133%
No. reached by other means	-	-	4,567	4,567%	31,936	-	83,206	-	48,416	212%
Total distinct households reached with advice	22,242	164%	1,120	140%	1,231	137%	4,617	77%	1,350	135%

²⁸ Some grantees record the number of households receiving telephone advice, rather than the total number of calls made. Therefore, the number of telephone energy advice calls may be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

Table 4-5: Quantitative metrics for energy advice interventions by grantees F to J

Metric	Grantee F		Grantee G		Grantee H		Grantee I ²⁹		Grantee J	
	Total	% target	Total	% target	Total	% target	Total	% target	Total	% target
No. of advice events	21	-	4	31%	6	40%	9	43%	3	30%
No. of households reached at events	1,296	576%	82	16%	126	42%	115	19%	38	38%
No. of home visits	40	114%	4	-	38	24%	2	3%	150	50%
No. of face-to-face advice sessions	32	533%	5	5%	113	157%	0	0%	150	75%
No. of workshop/talks/group sessions held	1	-	3	-	5	-	1	13%	1	-
No. of households attending workshop/talk/group session	-	-	30	-	145	-	12	-	10	-
No. of telephone energy advice calls ³⁰	618	154%	24	24%	324	450%	1	-	1	-
No. of email/online advice interactions	-	-	38	-	60	-	69	46%	-	-
No. of training sessions (for partners)	1	-	-	-	-	-	0	-	-	-
No. of frontline workers/volunteers trained	162	41%	-	-	-	-	0	0%	1	-
No. reached by other means	-	-	16,511	-	-	-	29,375	3,264%	3,900	26%
Total distinct households reached with advice	663	101%	150	30%	206	62%	158	11%	161	27%

²⁹ Note that Grantee I is in the early stages of delivering its project, therefore some deliverables have not commenced or are just getting started.

³⁰ Some grantees record the number of households receiving telephone advice, rather than the total number of calls made. Therefore, the number of telephone energy advice calls may be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

4.3.2. Analysis of quarterly reports

This section presents an analysis of quarterly reporting documents compiled by the 10 analysed projects. Within the reports, grantees are requested to summarise the previous quarter, report their progress against their targets (grantees also report their outputs in an auxiliary Excel spreadsheet), highlight any issues and how they resolved them, and provide their project learnings. The number in brackets refers to the number of grantees who reported the issue/solution; some grantees mentioned more than one point per issue.

4.3.2.1. Project issues and resolutions

Grantees are requested to report on any issues which may affect project delivery, by causing delays, reducing the outcomes expected, or leading to a significant change in the way the project is delivered. Below are some of the key issues highlighted by the grantees in their quarterly reporting documents followed by their proposed solutions.

Project engagement (7)

Seven grantees mentioned project engagement as a challenge. For most grantees, this issue pertained to the low uptake of their service, particularly in the warmer, summer months. Solutions to this challenge included increased marketing and community engagement to raise project awareness, increased identification of those in need of support, and focus on training, refining energy advice, and event coordination in the quieter summer months. Details of the issues and solutions reported are listed below:

- One grantee reported that home energy efficiency audits had low uptake. **Solution:** Leafletting, face-to-face meetings with organisations encouraging referrals, and social media posts were successful in generating more interest in the service.
- Another grantee reported uptake had been low in the summer months. They said that, due to the warmer weather, there had been a reduction in request for support with fuel costs. **Solution:** This grantee used the time saved from low demand to be productive and target various groups within housing stock, such as rent arrears or those over 55 years old. They have also been able to attend events during the summer and have produced numerous communications to encourage engagement.
- Although many communities were aware of them, one grantee was eager to become better known throughout their operating area. **Solution:** They delivered leaflets and promoted their cause through their social media channels to increase their presence throughout their operating areas.
- Some visits to local organisation's events had not converted to any soft touch interactions for one grantee, because no clients were present. **Solution:** Improved event timings, to coincide with the winter months when potential clients are more inclined to attend energy saving events, increased footfall and expanded the project's reach.
- The number of home visits completed was around 40% less than originally envisaged for one grantee. **Solution:** The project offers clients/service users a home visit when needed, however they found that some people prefer to attend appointments in their offices. They

reported seeing four times as many people for face-to-face appointments as originally envisaged. The grantee proposed to amend their home visit and face-to-face targets accordingly.

- One grantee said they needed to increase their provision of energy advice, small home changes, and other issues which link closely to fuel poverty and health concerns. **Solution:** Upskill their wider team/organisation to ensure that they identify any individuals that need assistance.

Staffing issues (4)

Four grantees highlighted staffing issues in their quarterly reporting documents. These related to employee or volunteer recruitment, retention, skills, and training:

- One project's volunteer scheme had many challenges, with personal reasons such as other commitments/life instabilities causing volunteers to leave the project. Additionally, volunteers had limited time to undertake any additional training, which meant that more staff time was needed to support the scheme. **Solution:** Each volunteer was assigned one staff member as a mentor to help them balance their time and responsibilities.
- A shortage of outreach officers was a recurring issue for another project, as it took a long time to recruit a new person to cover one of their busiest areas. **Solution:** Staff from within the project and from the wider organisation were utilised to help cover this busy area while recruitment was ongoing. The project manager was pro-active in supporting new and existing staff through formal supervision, mentoring and coaching.
- There was a shortage of skilled retrofit fitters in one project's local area. **Solution:** Ensuring there is continuous support for any trainees, as well as learning experiences and recording all training in a specially developed pack.
- One project experienced a delay to provide training while they awaited training material from their partners. **Solution:** This grantee worked with their communications team to finalise material. When the training materials were prepared, the training was quickly up and running. All staff were given access to the e-learning training.

Other project issues and resolutions mentioned by one grantee each included:

- One grantee found that some visits take longer than expected, as some clients require support that does not fall within the remit of the project. **Solution:** They point clients in the right direction and from the start explain what the remit of the project is. They also produce a referral sheet with other provider/services that can support with other areas.
- A project found there is a lack of understanding about community energy. **Solution:** Continuing to take every opportunity to make presentations or have a presence at relevant events. Approach local authorities to seek collaboration both with identifying possible projects relating to their own property but also in helping to promote the opportunity with local businesses and organisations.
- One grantee reported difficulty in obtaining energy usage information (eg half hourly data) from potential candidate organisations to inform financial modelling. **Solution:** They

are seeking authority from the organisations to approach their energy supplier directly for the required information.

- Adding new generation and connecting customers has taken longer than anticipated. **Solution:** Once the systems billing systems had been running for a few months, it was easier to add new customers and new generation.
- Media negativity regarding air source heat pumps had reportedly increased, deterring customer interest in them. **Solution:** The grantee is ensuring that households receive all the correct and up to date information regarding both air source heat pumps and solar panels.
- Further to the point above, the grantee learned that customers were less inclined to install a heat pump at their property after hearing about poorly installed air source heat pumps at other properties (prior to any support from this project). One of the most common issues recurring was the wrong size pumps being fitted at properties with poor insulation. **Solution:** The grantee is working to address this by identifying properties struggling with an air source heat pumps and continuing to ensure households receive independent advice from the project to help with decision making, as well as following up with the household once the installation is complete.
- A long waiting list for air source heat pump installations was reported by another grantee. **Solution:** The project ensured that all households had full access to energy saving advice and information to support them while they waited for their installations.

4.3.2.2. Learnings to date

As part of the reporting process, grantees are asked to share any lessons learned thus far in their project. Seven grantees referenced the importance of being able to adapt their ways of operating to meet the changing needs of the customer during the project. They highlighted the importance of dedicating space and resources to evolve into new service delivery methods as learnings are gathered. Specific findings included:

- One grantee has learned how to be responsive, flexible and willing to adapt to the changing needs of the community whilst meeting project objectives through regular reviews of the project deliverables. They learned not to be afraid to request changes to the original project structure (staff time), targets and the budget to ensure that the project serves the community the best it can.
- One project was slow in the beginning due to retrofit assessments taking time to arrange, there being a shortage of installers in their area, and there being a long wait for air source heat pumps and solar panels. They quickly realised it was important to make the off-gas community aware of the service as soon as possible so that they could spread their support across the project's lifetime.
- Another project found that, as clinical time is highly pressured, they needed to use technological rather than face-to-face referrals to ensure continuity of referral numbers from the hospital. To achieve this, they underwent a significant project using health and

care systems to enable referrals to become more targeted so that those most in need are beneficiaries of the referral and intervention.

- One project, due to how large it is, had experienced a large learning curve. Its first phase saw them below target for a few of their deliverables, but they have adapted their processes in the second phase, and this has made a difference in their latest output figures. Moving forward, they now have an effective foundation to work from and can modify different parts within the project depending on specific circumstances through different quarters.
- One grantee noted there are constant delays at the cutting edge of innovation as everything is new, so it takes twice as long as anticipated. It is therefore important to express this to customers to manage their expectations. There are also market risks, such as government legislative or market changes (eg increases in standing charges), that are out of their control and have the ability to affect the project.
- One grantee found that there are more modern houses in many of the areas they focused on. This helped them realise they can start outlining the benefits of clean heat, but they need to consider a completely different approach in some areas compared to the others.
- One grantee has learned how getting the ‘archetypes’ right is crucial to the success of the project. Too hard to treat, and the package of works necessary will be too expensive and not appealing/feasible to householders. The occupancy of the property is also crucial, as if they pick a housing type that has people with lower incomes, they will be better suited to follow a grant funded route rather than a self-funded retrofit project of their own.

Other key project learnings included:

- **Importance of partnerships (3):** grantees reported the benefits of collaborating with partners with similar aims of supporting vulnerable people. Referring their customers to external organisations with expertise in providing various mechanisms of support means many of their needs are addressed. Also, by engaging with partners within the local area and beyond, they have been able to identify more individuals impacted by cost of living and energy issues.
- **The value of effective marketing (3):** some grantees explained how successful marketing campaigns significantly increased uptake for their service. Two key methods of raising project awareness were getting out into the community to engage with local people at events and through social media. Hosting events was also considered to be effective at promoting the project. However, one grantee noted that this requires a lot of time and effort and does not guarantee engagement, so careful thought is needed beforehand to assess whether the event is worth the investment.
- **How to best support clients with complex needs (2):** two grantees have learned how to support clients with many intricate requirements and how to help lift them out of vulnerable circumstances. One grantee reported they were able to use their local

knowledge and relationships to tap into any support available, which will help alleviate the issues to a certain extent. Another noted the benefit of having a well-informed, trained staff member to approach energy suppliers on behalf of clients that struggle to understand complex energy billing.

- **Effective internal communications** (1): one grantee explained that consistent and regular communication with internal teams, departments and staff members was crucial. Using HR management techniques and lessons learned discussions, key intelligence, contacts, and opportunities were recorded and have been used to move forward the service.

4.4. Process evaluation

This section presents the results from the online survey which evaluated the application and grant processes. The survey was distributed in September 2024 to 221 applicants who applied to the Energy Redress Scheme in rounds 5, 6, 7 and 8 of Phase 2. Applicants were sent an invitation irrespective of the outcome of their application. Those who were successful in their application were also provided feedback about the grant process. 40 applicants responded, achieving a response rate of 18%.

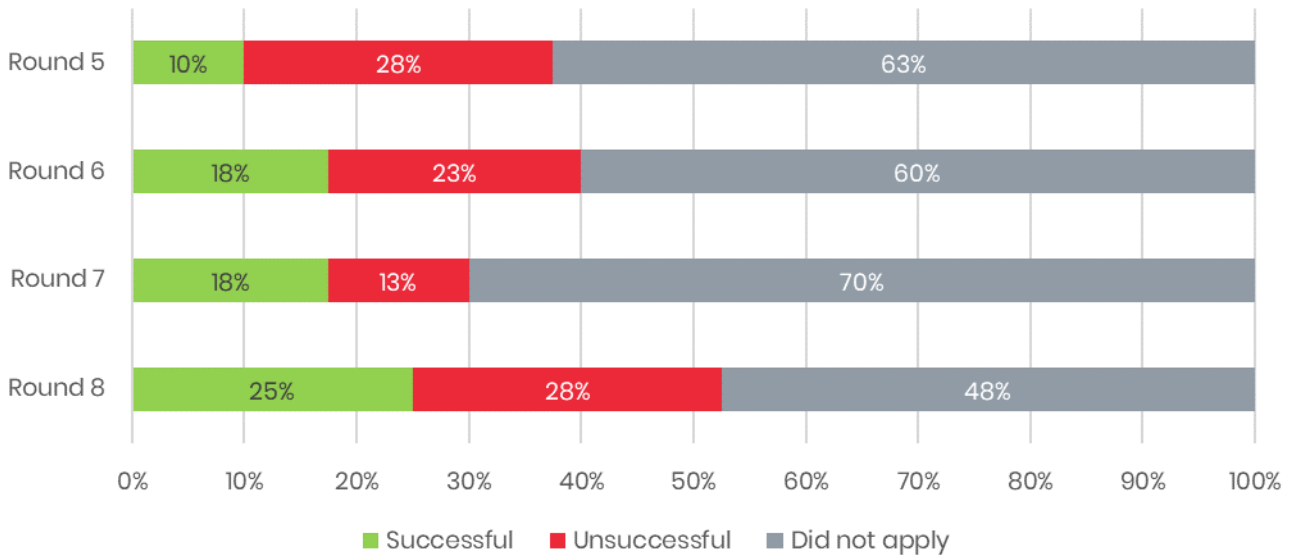
The sample size for each of the questions is indicated throughout the report (n number). Note that not all respondents answered every question. Percentages have been rounded to the nearest full number which in some cases led to some totals adding up to 99 or 101.

Comparisons have been made with the previous evaluation throughout this section to demonstrate progress. However, the sample sizes between evaluation datasets differs considerably (2024 evaluation sample size: 40; 2023 evaluation sample size: 59 respondents; 2022 evaluation sample size: 102 respondents) and so they are not directly comparable. Also note that the percentage of unsuccessful applicants (43%) is higher than in the previous evaluations in 2023 (36%) and 2022 (11%).

4.4.1. Application process

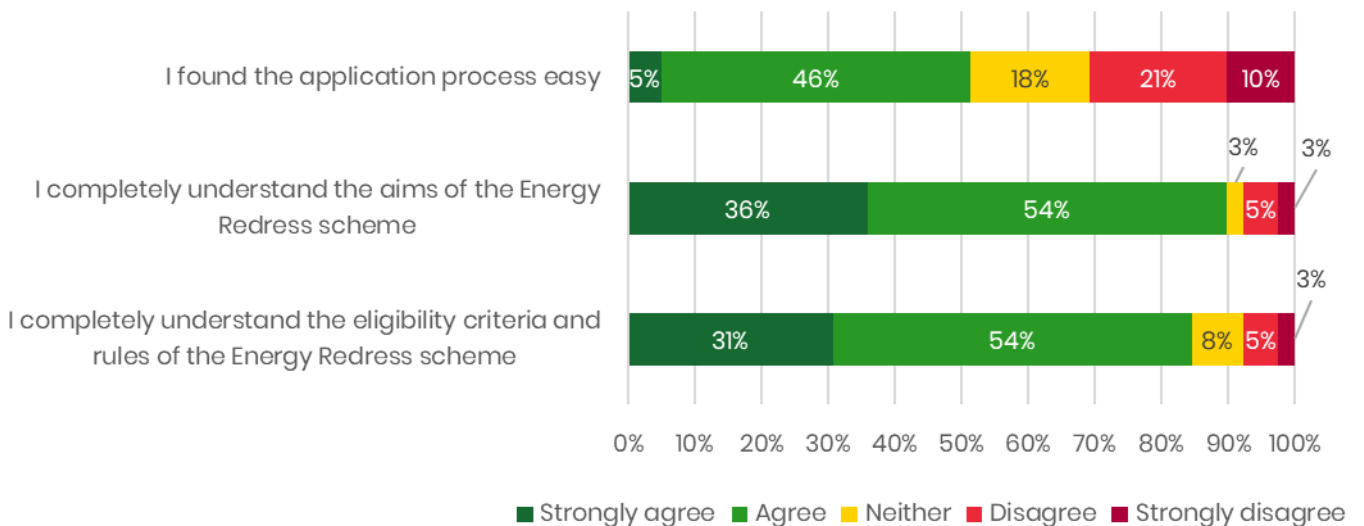
Of the 40 online survey respondents evaluating the application process for the Energy Redress Scheme, 57% were successful for at least one of rounds 5, 6, 7 or 8 of Phase 2. The remaining 43% had not been successful in any of these rounds or had not applied. Figure 4-4 shows respondents' application status in rounds 5, 6, 7 and 8 of Phase 2. The chart shows that a quarter were successful in the most recent round of funding (Round 8).

Figure 4-4: Respondents' application status in rounds 5, 6, 7 and 8 of Phase 2 (n = 40)



Respondents were asked to state the extent to which they agreed or disagreed with three statements regarding their application to the Energy Redress Scheme. Figure 4-5 shows that most respondents agreed that they found the application process easy (51%; previous evaluation: 49%), completely understand the aims of the Energy Redress Scheme (90%; previous evaluation: 85%) and completely understand the eligibility criteria and rules of the Energy Redress Scheme (85%; previous evaluation: 87%).

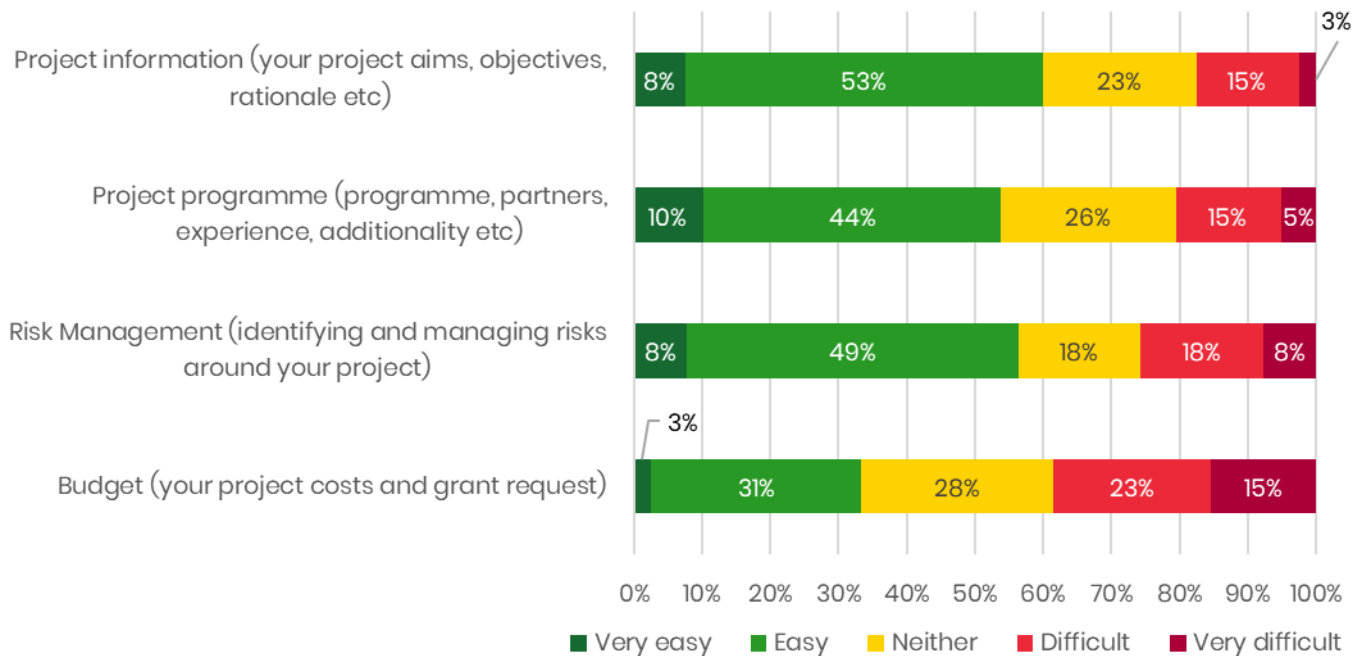
Figure 4-5: Respondents' experience with the Energy Redress Scheme application process (n = 40)



Respondents reported how easy or difficult their experience was when completing the four sections of the application form. Figure 4-6 displays these results. The chart shows that most respondents found the project information (61%; previous evaluation: 69%), project programme (54%; previous evaluation: 53%) and risk management (57%; previous evaluation: 49%) sections

easy to complete. 34% of respondents thought that the budget section was easy to populate (previous evaluation: 47%).

Figure 4-6: How easy respondents found different sections of the application form (n = 40)

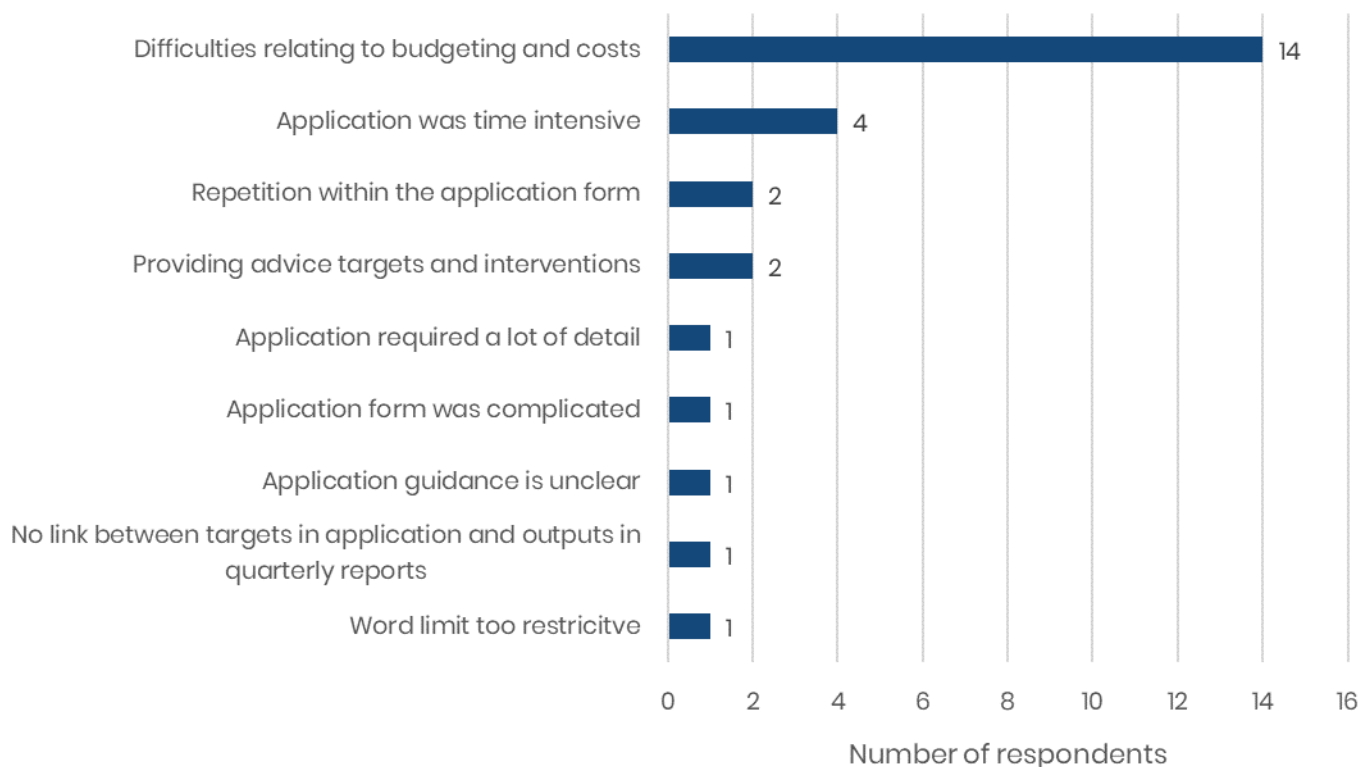


4.4.2. Application form

Respondents were asked whether there were any particular areas of the application form that they found difficult to complete. 22 respondents (55%) reported that they found a particular area of the application form difficult to complete. The results are displayed in Figure 4-7. Note that some respondents found more than one area of the application form difficult to complete.

The most frequently mentioned area of the application form that respondents found difficult to complete was difficulties relating to budgeting and costs (14; 64%). This was also the most frequently mentioned challenge in the previous evaluation in 2023 (mentioned by 11 respondents; 42%).

Figure 4-7: Areas of the application form which respondents found difficult to complete (n = 22, multiple responses)



64% of respondents who found a specific area of the application form difficult to complete stated that they had trouble completing the budgeting and costs section. This has been the most frequently reported area of difficulty in the previous four evaluations. Difficulties with budgeting were caused by applicants' uncertainty around how to accurately cost advice intervention, calculate costs relating to salaries, and calculate costs per household. Specific comments on these included:

- *"Budget - the day rate formula and calculations for a large project is quite difficult to calculate and ensure that all relevant costings are included."*
- *"Having to calculate day rates for salaries was difficult. I had to start with the salaries and then calculate back to work out day rates since that was the unknown. This did nothing to ensure that the budget was correct, since I knew that the budget for wages would be the monthly salary plus National Insurance and pension costs."*
- *"Uploading the budget can be tricky, especially when you have already drafted on the excel template. It could be easier to instead upload an excel file?"*
- *"The cost of individual items fluctuates at every purchase, so providing item prices as opposed to an overall budget spend is difficult."*

Four respondents (18%) reported the application was time intensive:

- *"The application process is very onerous and within the charity/third sector we are well versed in substantive applications. The time taken to apply including researching and building partnerships was considerable for a resource poor organisation such as ours."*

- *“I found the application to be extremely time consuming. It felt like there was a lot of repetition across aims, objectives and rationale.”*

Respondents reported on whether the application form provided them with the opportunity to adequately explain their project. 85% said that it did (90% in the previous evaluation). Comments from these respondents regarding the application form included:

- *“The application is straight forward... no areas were difficult to complete.”*
- *“The fund has clear guidance and an application process proportional to the funding available.”*
- *“The application process is detailed, as it should be for this type and size of funding.”*

Of the six respondents (15%) who did not believe that the application form allowed them to explain their project in enough detail, five provided a suggestion as to how the application form could be improved. These related to extending the word count or removing any repetition or unnecessary bureaucracy within the application.

As stated by the Energy Redress team within the application, the assessment process could have taken between eight and ten weeks after the submission deadline to be completed. 92% of respondents were very satisfied (31%) or satisfied (62%) with the time it took for their application to the Energy Redress Scheme to be processed. This demonstrates a good year-on-year improvement compared to the 76% and 55% of respondents who were very satisfied or satisfied with the time it took for their application to the Energy Redress Scheme to be processed in the previous evaluations in 2023 and 2022, respectively.

4.4.3. Supporting documents and Redress website

Respondents were asked to rate how useful they found the Energy Redress guidance documents. 91% of respondents found the guidance documents to be very useful (23%) or useful (68%). This is similar to the previous evaluation in 2022 when 90% of respondents found the Redress guidance document to be very useful (27%) or useful (63%). In this evaluation, 3% thought they were neither useful nor not useful, while three respondents thought they were not very useful (5%) or not at all useful (3%). All these respondents were unsuccessful in their application.

Respondents were asked to rate how easy or difficult they found it to navigate the Redress Dashboard (the online system where applicants manage their applications to Energy Redress). 79% of respondents thought the Energy Redress Dashboard was very easy (23%) or easy (56%) to navigate. This is an increase on the 66% of respondents who thought that it was very easy (16%) or easy (50%) to navigate in the previous evaluation.

97% of respondents said they had visited the Energy Redress website, while the remaining respondent (3%) could not remember. Similar to the previous evaluation, 87% of those who visited the website thought that it was very useful (24%) or useful (63%). 11% found it neither useful nor not useful, and one (3%) thought it was not useful at all.

84% of respondents (78% in the previous evaluation) were able to find everything they were looking for on the Energy Redress website, while the remaining 16% said that there was information that they could not easily find on the website. This included:

- *“I have found it difficult to find out when the funding rounds are open, and I end up emailing to find out.”*
- *“Information about right partners, planning for your projects; even examples of project who have been successful in the past.”*
- *“In calculating value for money there isn't enough detail about the evaluation process. It isn't clear what weight is put on total advice interactions against the number of unique households supported.”*
- *“Think there needs to be a quick link form the main website homepage to the Energy Redress site.”*

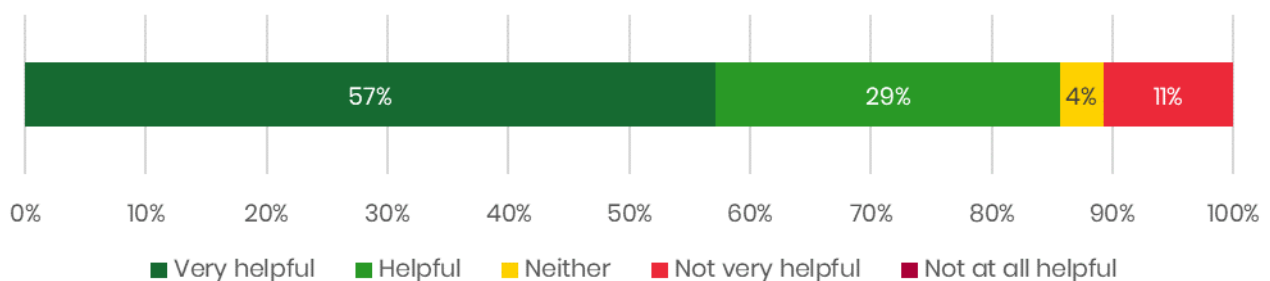
35% of respondents reported that they had used Energy Redress social media to find out about information on the scheme. In the previous evaluation, 22% had used Energy Redress social media. The social media platforms respondents in this evaluation used included X (formally known as Twitter) (7), Facebook (7), and LinkedIn (1). The specific information that respondents looked for using Energy Redress social media included updates on when funding is opening/closing (7), examples of successful projects (4), and information on schemes, programmes, and support (2).

4.4.4. Energy Redress team

72% of respondents had been in contact with one of the Energy Redress team members for any reason, while the remaining 28% had not (26%) or could not remember (2%). This is an increase compared to the 58% who contacted an Energy Redress team member in the previous evaluation.

Respondents who had been in contact with the Energy Redress team reported how helpful they found their support. Figure 4-8 shows that 86% thought the Energy Redress team were very helpful (57%) or helpful (29%). This is similar to the previous evaluation when 92% of respondents thought that the Energy Redress team was very helpful (74%) or helpful (18%).

Figure 4-8: Helpfulness of the Energy Redress team reported by respondents who had contact with them (n = 28)



Positive feedback regarding the Energy Redress team provided by respondents included:

- *“They have always been extremely supportive and understanding. Where there are issues, they are patient and work through them with us. Many seem to have a background in*

energy advice, and it shows - it really feels that we are working towards a common goal of supporting people."

- *"Always very helpful - a great team."*
- *"They have always been very approachable, supportive and well-informed. We commend the work they do."*

Those who did not think that their interaction with the Energy Redress team as helpful said this was due to slow response times and them being unable to make changes to the application process:

- *"They took a long time to reply."*
- *"We have been surprised by the rigidity and onerous nature of the monitoring and reporting requirements and have found there to be a lack of flexibility in understanding the reality of our service delivery as a small charity who try to work holistically with our clients."*
- *"They do not listen when the problems are pointed out regarding the day rate calculations and merely stick with insisting that this is the only way that salaries should be calculated."*

84% of respondents found the communications from the Energy Redress team, for example, emails about rounds opening, very user friendly (34%) or user friendly (50%), while 16% found it neither user friendly nor not at all user friendly. This is lower than in the previous evaluation when 95% found the communications from the Energy Redress team to be very user friendly (24%) or user friendly (71%).

The Energy Redress team delivered three webinars to introduce the scheme and provide guidance on the application process. Details of these webinars are outlined in Table 4-6. In total, the three webinars had 337 attendees (note that these are not distinct attendees; some attendees may have attended more than one of the webinars).

Table 4-6: Details of the webinars hosted by the Energy Redress team

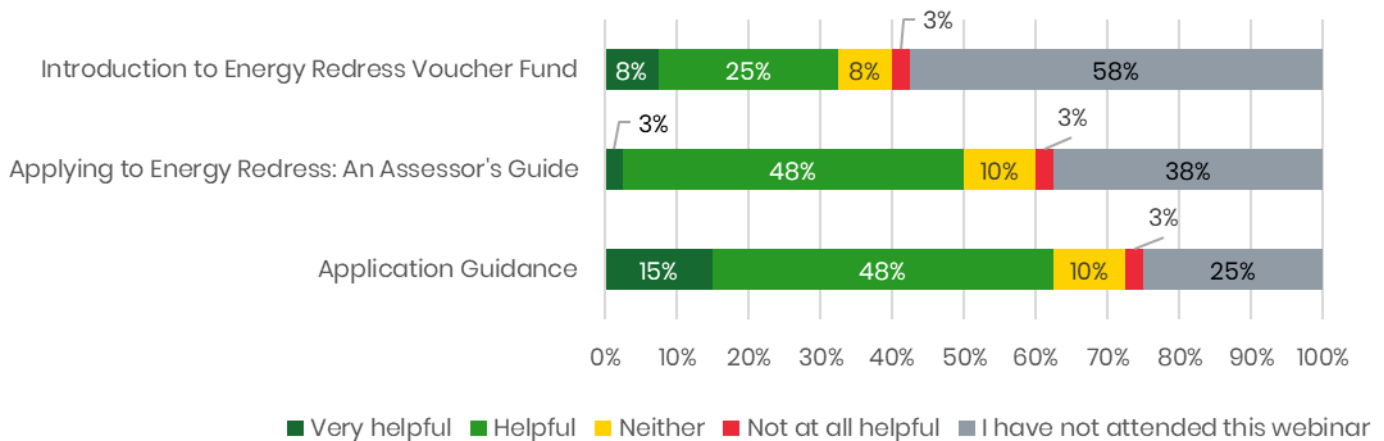
Webinar	Date	Platform	Number registered	Attendees
Introduction to Energy Redress Voucher Fund	4 July 2023	GoTo Webinar	154	110
Applying to Energy Redress: An Assessor's Guide	1 November 2023	GoTo Webinar	174	122
Energy Redress: Application Guidance	13 June 2024	GoTo Webinar	120	105

Figure 4-9 shows evaluation respondents' engagement with these webinars. The chart shows that all three webinars were well attended and well received, with most attendees finding them very helpful or helpful. Looking only at those who attended the webinars:

- 76% thought the 'Introduction to Energy Redress Voucher Fund' webinar was very helpful or helpful
- 80% thought the 'Applying to Energy Redress: An Assessor's Guide' webinar was very helpful or helpful
- 83% thought the 'Energy Redress: Application Guidance' webinar was very helpful or helpful

One respondent found all three webinars not at all helpful; they did not elaborate on why this was the case. This respondent had been unsuccessful for rounds 5, 6, 7 and 8.

Figure 4-9: Respondent attendance and impression of Energy Redress webinars (n = 40)



4.4.5. Net Promoter Score

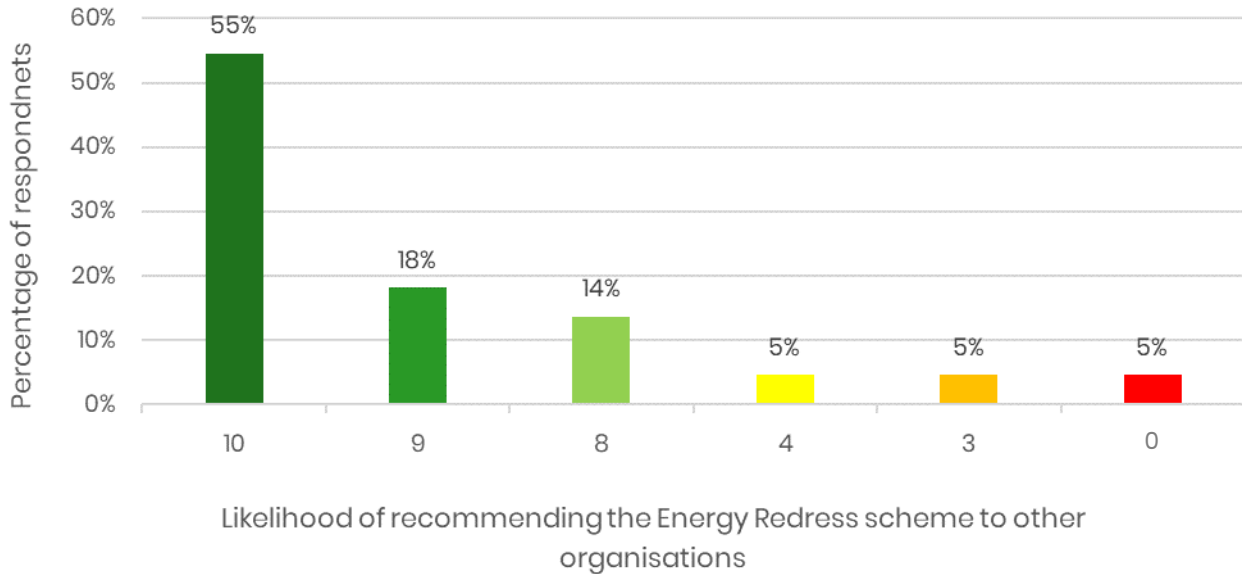
Successful grantees of any of rounds 5, 6, 7 or 8 were asked to rate their likelihood of recommending the Energy Redress Scheme to other organisations on a scale from 0 to 10, where 0 is extremely unlikely and 10 is extremely likely. Figure 4-10 shows that more than half (55%) rated their likelihood of recommending the scheme as 10, indicating that they would be extremely likely to recommend the scheme to others. These results were used to calculate a Net Promoter Score (NPS). The NPS for the Energy Redress Scheme is 59, which is considered to be "excellent".

The NPS for this evaluation is an improvement on that calculated in the previous evaluation in 2023, when the NPS achieved was 31, which was considered "good". In last year's evaluation, 34% had indicated they would be extremely likely to recommend the scheme by answering with 10. The NPS had been lower in 2023 due to high interest in the fund and the smaller funding pots available, which meant that there was a higher proportion of unsuccessful applicants in these rounds³¹. This increased competition impacted respondents' experience of applying to the fund,

³¹ Note that some respondents were successful in some rounds but not others. Any respondent who was successful in at least one round is asked the question used to calculate NPS.

which was reflected in the decreased NPS. In 2024, applications remained high, but more funding was available to enable more applicants to be successful.

Figure 4-10: Successful respondents' likelihood of recommending the Energy Redress Scheme to other organisations (n = 22)



Respondents explained why they rated their likelihood of recommending the scheme the way they did. Respondents who rated their likelihood of recommending the Energy Redress Scheme as either 10 or 9 explained that they did so because the funding has a great impact on supporting vulnerable people. Specific comments included:

- *“The project funding is invaluable in supporting local residents with their energy issues and creating positive outcomes to their lives. As the project is for a two-year period - it provides continuity and staffing expertise - benefiting vulnerable people and our service delivery.”*
- *“They are one of our most understanding and supportive funders and our values and aims align extremely well. Through partnership projects we have brought at least 6 other organisations into the fold who now receive some level of Energy Saving Trust funding via our projects - we see the positive impact of this on our networks and communities and always encourage partners to explore Energy Saving Trust funding.”*
- *“We have found the fund essential to progress our work and meet the needs of the community we support. The funding officer has been very supportive.”*

Respondents who rated their likelihood of recommending the Energy Redress Scheme to others as 8 or 7 provided the following comments explaining why they did so. Many comments, as they did in the previous evaluation, focussed on their experience of achieving funding being difficult because of the competition for funds, and some mentioned that they found the application process to be time consuming and resource intensive:

- *“I think the purpose of the scheme is really good and the source of the funds feels very justified – so I would recommend that other organisations make the most of the scheme to help and support those often most in need and often living in fuel poverty.”*
- *“I would say to organisations to apply if they have the time but explain success particularly for us as been very limited.”*
- *“Very time-consuming process and very little feedback if unsuccessful.”*

The three respondents who rated their likelihood of recommending the Energy Redress Scheme to other organisations as 4 or below explained why they provided this score. The reasons included challenging reporting and their hesitation to recommend services to other organisations. Some of their comments are listed below, as well as the rating that they scored in brackets:

- *“Although we were delighted to get this grant and our workers are delivering excellent results to our target group, the reporting of finances has been too difficult and time consuming to manage.” (4)*
- *“Simply because, as a small charity, the onerousness of the reporting and monitoring is in danger of being disproportionate to the potential benefits of the project.” (3)*
- *“We don’t subscribe to the concept of making recommendations. We are always happy to talk to people about our experience, but it is for them to do their own research.” (0)*

4.4.6. General feedback

Respondents were asked whether they had any general feedback about the application process or suggestions on how the process could be improved. 49% of respondents provided suggestions on how to improve the application process. The key recommendations from respondents are listed below:

- **Improved communication of timings (4):**
 - *“Although the time taken to assess applications is good, it would be better if applications could be made earlier. We heard that we were successful less than two weeks before our intended start date.”*
 - *“Limited timeframes between formal notice of a successful application and proposed project kick off timelines. This especially applies to the lead times involve in recruiting any new staff and getting them trained up.”*
 - *“More lead time please, between a (positive) funding decision being made and the start date of the project. This would help to get all the right resources in place ahead of the agreed project start date.”*
 - *“We don’t seem to get any advance notice via email about when the rounds are opening, which would be helpful as it would allow us to better plan our time for writing the application.”*
- **Simplify the application process (4):**
 - *“The application form is quite large, with some questions seeing similar to others.”*

- *“Simplify the application process – it took a long time to apply and then the application was unsuccessful.”*
- **Make improvements to budgeting section of application form (3):**
 - *“It would be good to improve the budget section and have a direct support for help with the platform.”*
 - *“Most employees are paid with salaries and costs are made up of salaries. Use a system based on costs rather than the day rate system used.”*
- **Provide more support and guidance for smaller charities (3):**
 - *“More support for third/charity sectors to access funding. Especially when communities in our region are disproportionately affected by poor supplier/distributor experiences.”*
 - *“It [Energy Redress Scheme] feels oversubscribed and not aimed at smaller organisations that we feel would operate better in the community.”*

Other suggestions for improving the Energy Redress Scheme that were each mentioned by one respondent included:

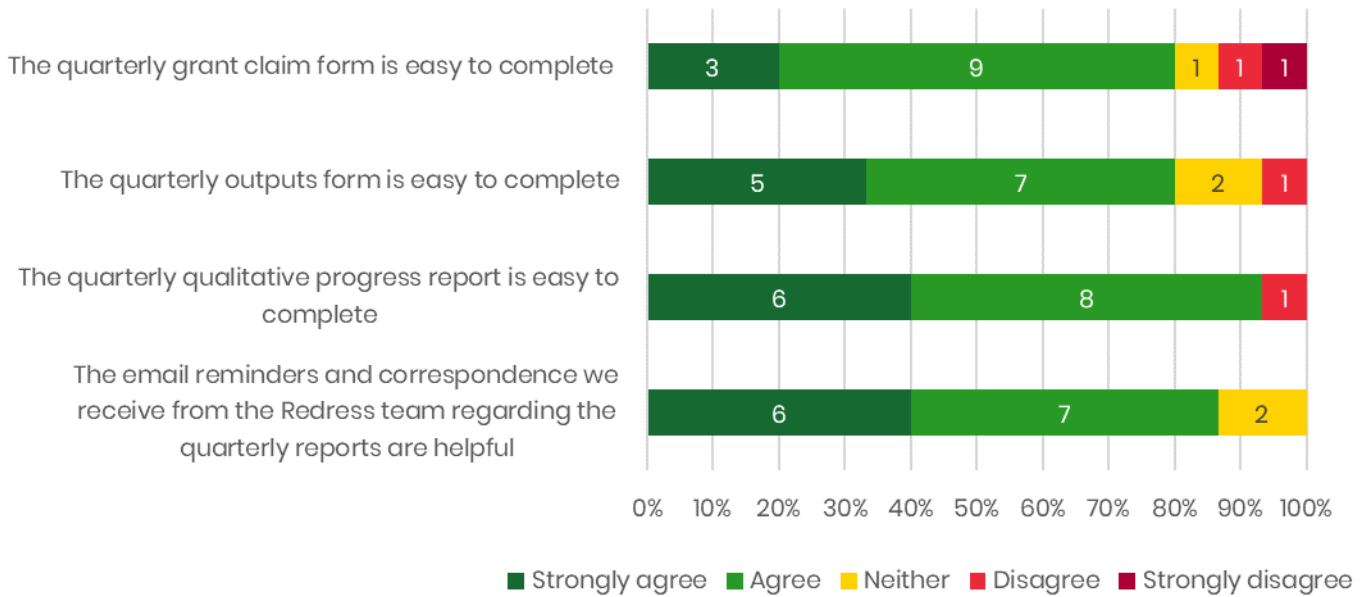
- *“More detailed feedback.”*
- *“I appreciate that there are generous grants available, and all due diligence needs to be taken in terms of getting the right information on the application form, but the table format for some of the key question areas are difficult to navigate and might want revisiting with some user feedback/input.”*
- *“Autosave [in the application form] would be good. I lost inputted information a couple of times before I realised it didn’t save until you moved to the next page.”*

4.4.7. Grant process

22 respondents were successful in applying for the Energy Redress Scheme. These respondents were asked to state the extent to which they agreed or disagreed with a number of statements regarding project progress. Only respondents who were funded in rounds 5, 6 or 7 of Phase 2 were asked these questions as they are far along enough with their projects to have completed quarterly reporting documents, as of 30 August 2024.

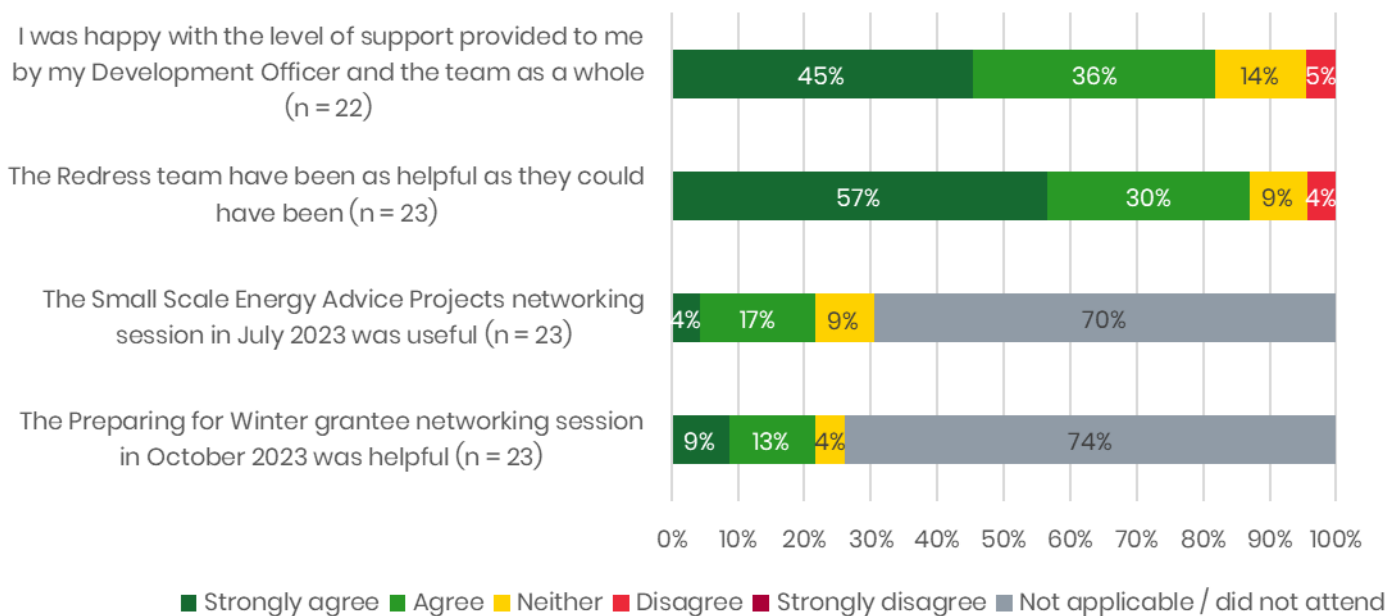
Figure 4-11 shows that respondents thought that the quarterly grant claim (80%; 50% in previous evaluation), the quarterly outputs form (80%; 63% in previous evaluation) and the quarterly reports (93%; 63% in previous evaluation) were easy to complete. 87% of respondents thought that the email reminders and correspondence from the Energy Redress team were helpful. As is the case for the other variables in the chart, this is a considerable improvement on the 71% who thought that the email reminders and correspondence from the Energy Redress team were helpful in the previous evaluation.

Figure 4-11: Respondents' impression of the monitoring and reporting process (n = 15)



All respondents who applied successfully to the scheme were asked to state the extent to which they agreed or disagreed with a number of statements relating to the Energy Redress team. As shown in Figure 4-12, 81% of respondents agreed that they were happy with the level of support provided by their Development Officer and the team as a whole, and 87% agreed that the Energy Redress team were as helpful as they could have been. Moreover, 71% and 83% of those who attended the Small Scale Energy Advice Project and Preparing for Winter grantee networking sessions were satisfied with the sessions, respectively.

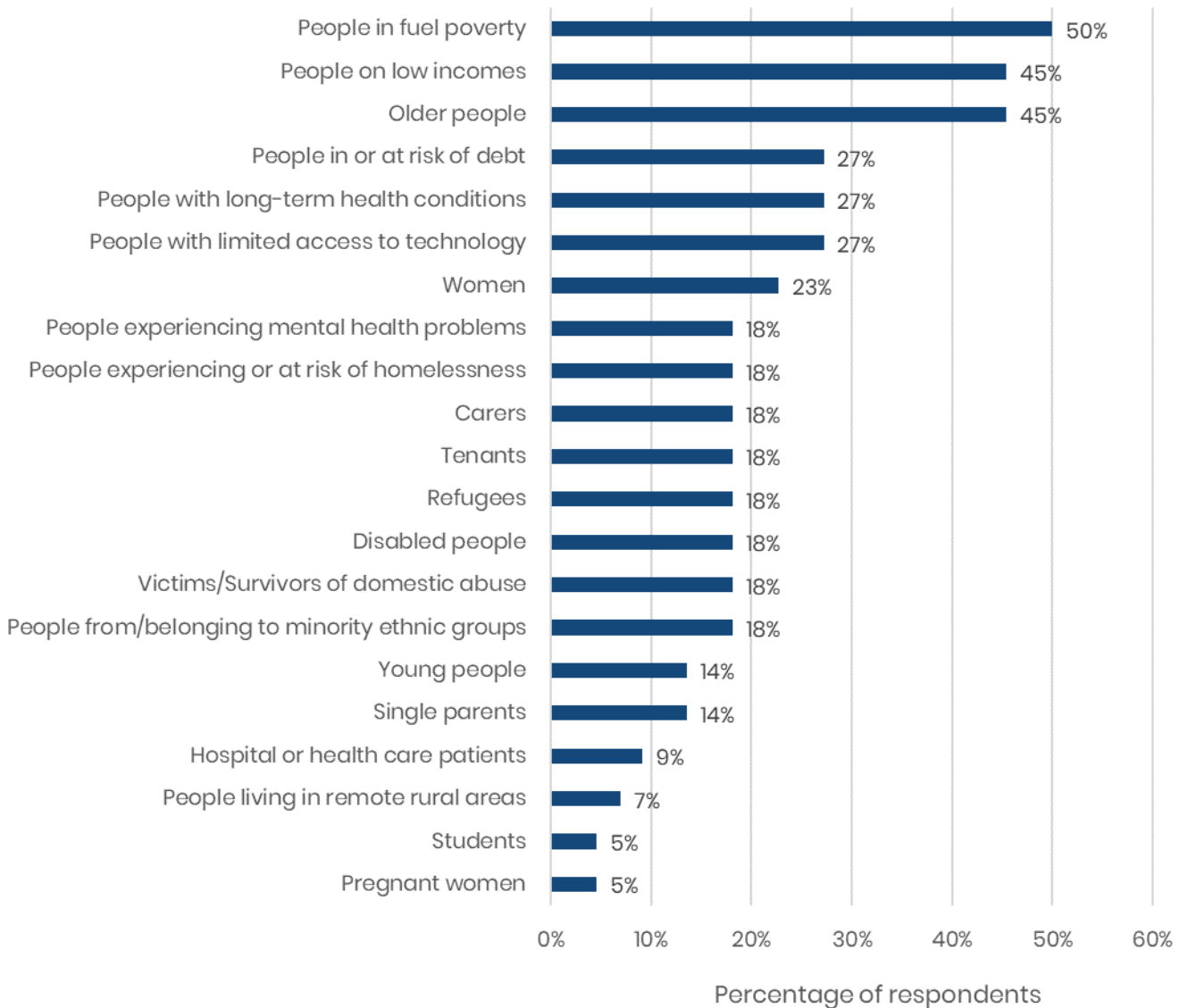
Figure 4-12: Respondents' opinion of the Energy Redress team (n = see chart)



Successful applicants were asked whether they were specifically targeting any energy consumers who could be vulnerable, marginalised and/or disadvantaged, or whether they were focussing their support on specific vulnerable, marginalised and/or disadvantaged groups. 73% reported that they were targeting any types of energy consumers who could be vulnerable, marginalised and/or disadvantaged.

Figure 4-13 shows the specific types of vulnerable, marginalised and/or disadvantaged groups being supported by respondents' projects. The chart shows that 21 different types of vulnerable people have been supported through Energy Redress funded projects. As was the case in the previous evaluation, the most common type of vulnerable group supported was those in fuel poverty (50%), followed by people on low incomes (45%).

Figure 4-13: Specific types of vulnerable, marginalised and/or disadvantaged groups being supported by respondents' projects (n = 22)



The support which projects provide vulnerable households includes home visits (when feasible), telephone, email and posted advice, installation of capital measures (either through the fund or referrals made to third parties) and referrals to other support mechanisms available.

4.4.8. Unsuccessful applicants

22 respondents (55%) were unsuccessful in their application for at least one of the Energy Redress Scheme rounds. These respondents reported whether the feedback on their unsuccessful application or project idea was helpful. 55% said the feedback was helpful, while 45% said it was not. This is an improvement on the previous evaluation, when 66% said the feedback was not helpful.

All nine respondents who elaborated on why the feedback was not helpful said they did not find the feedback sufficiently constructive to enable them to improve future applications. Some said that the feedback was generic and not tailored to their project, while others reported the scoring system was not detailed enough to help them submit better applications in the next round of funding. Specific comments included:

- *“In our resubmission we have addressed feedback but have not managed to have a successful application since we started applying to this fund.”*
- *“The feedback was general and not specific to our project pitch.”*
- *“I found the scoring difficult to understand, especially if it was really high but the application was still rejected.”*
- *“It [the feedback] wasn’t specific enough. It needs to be more detailed, otherwise we’re simply guessing how to improve our application.”*

5. Fuel Voucher Fund evaluation

5.1. Project metrics

Grantees of the Fuel Voucher Fund have distributed vouchers to those on pre-payment meters at risk of self-disconnection across England, Scotland and Wales. This section presents the outputs achieved by the Fuel Voucher Fund as of 18 September 2024. Table 5-1 provides a breakdown of the fund by round. The table shows that nine projects funded in three rounds have utilised £7.79 million to distribute 159,437 vouchers to 134,048 distinct households. The value of the vouchers is usually £49, although they can be £30 or less and recipients can receive up to six vouchers in total in a 12-month period. The average amount received per household equates to £58 per household.

Table 5-1: Overview of the Fuel Voucher Fund by round (n = 9)

Round	Number of projects	Round start date	Number of vouchers distributed	Number of households receiving vouchers	Funding spent by grantees
1	6	October 2023	149,743	69,634	£7,318,403
2	1	January 2024	2,954	1,814	£153,172
3	2	March 2024	6,740	2,100	£323,101
Total:	9	-	159,437	134,048	£7,794,676

In addition to distributing vouchers, six of the nine grantees across the three rounds referred vulnerable customers onto external organisations for further support. The number and types of onward referrals are listed below:

- Number of households referred for further energy advice: 1,701.
- Number of households referred for financial support (eg debt or benefit advice): 3,579.
- Number of households referred for health and wellbeing support: 912.
- Total number of onward referrals for additional support: 6,192³².

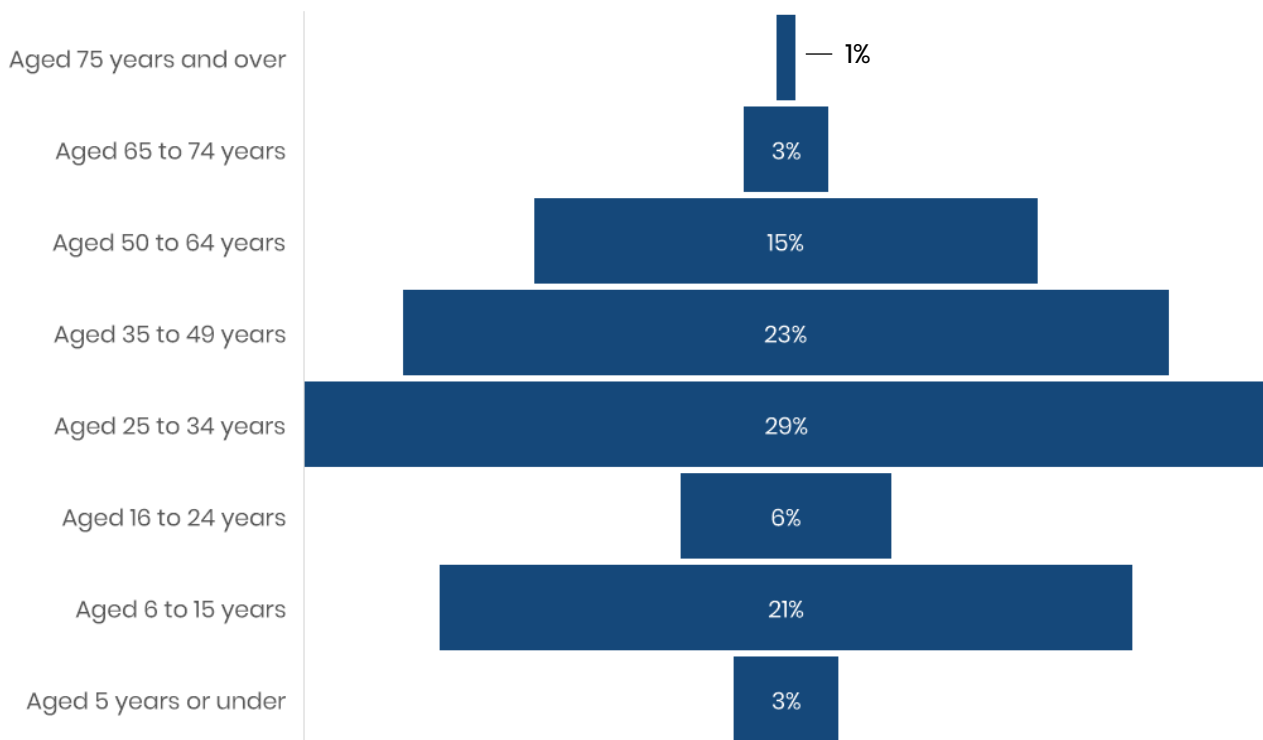
5.2. Demographic analysis

Alongside their outputs, grantees reported demographic information for some of the vulnerable people they have supported. Note that grantees did not report demographic information for every individual they provided support to, hence the sample size is smaller than the number of vouchers distributed in Table 5-1 and greatly fluctuates in the charts below. These figures are not a comprehensive account of all demographics who have received the Fuel Voucher Fund, rather an indication of the types of people supported. Analysis of the demographic data reported produced the findings in this section.

³² This includes services such as energy advice, debt advice and other support that can help to provide longer-term relief to fuel voucher clients.

As shown in Figure 5-1, the most common age group within households receiving Fuel Voucher Fund support was those aged 25 to 34 (29%). Furthermore, two-thirds (67%) were aged between 25 and 64. Almost a quarter (24%) of the individuals in households in receipt of vouchers were under 15 years old, which is greater than the total proportion of under 15s living in the United Kingdom (18%)³³, indicating that vulnerable families are receiving support. However, only 4% of households receiving a voucher had someone aged over 65 living within them, which is lower than the 19% of over 65s living in the United Kingdom. This suggests fewer elderly people have received support in the form of vouchers.

Figure 5-1: Percentage of total number of all members of households receiving Fuel Voucher Fund support in each age group (n = 31,375)



85% of those receiving Fuel Voucher Fund support were White, which is slightly higher than the percentage of White people in the United Kingdom (82%)³⁴. Other ethnic groups receiving support included those who were Black, Black British, Black Welsh, Caribbean or African (6%), any other ethnic group (4%), Asian, Asian British or Asian Welsh (3%), Mixed or Multiple ethnic groups (2%), and Gypsy, Irish Traveller or Roma (<1%).

82% of people receiving Fuel Voucher Fund support lived in England, while 12% lived in Scotland and 6% lived in Wales. Figure 5-2 shows that 86% lived in social housing.

³³ [Estimates of the population for the UK, England, Wales, Scotland, and Northern Ireland - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

³⁴ [Population of England and Wales - GOV.UK Ethnicity facts and figures \(ethnicity-facts-figures.service.gov.uk\)](https://ethnicity-facts-figures.service.gov.uk)

Figure 5-2: Household tenure of those receiving Fuel Voucher Fund support (n = 17,102)

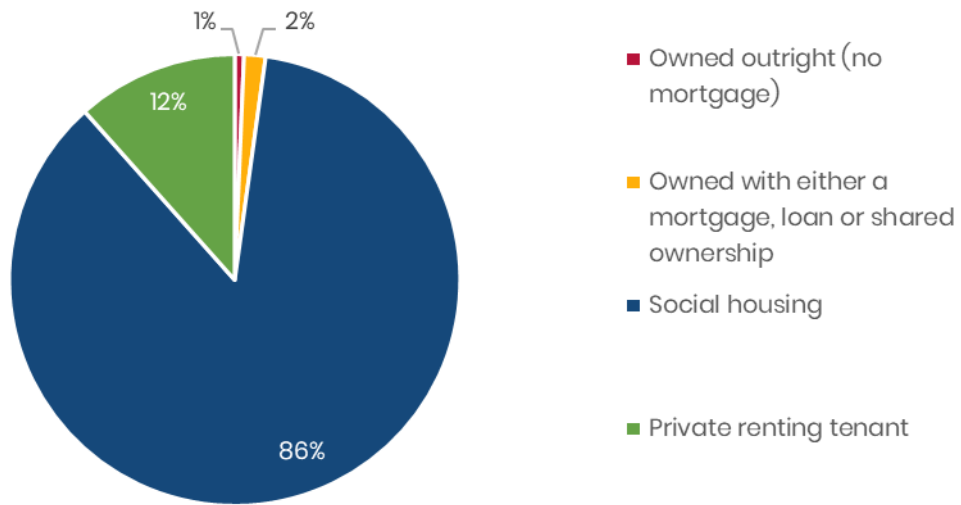
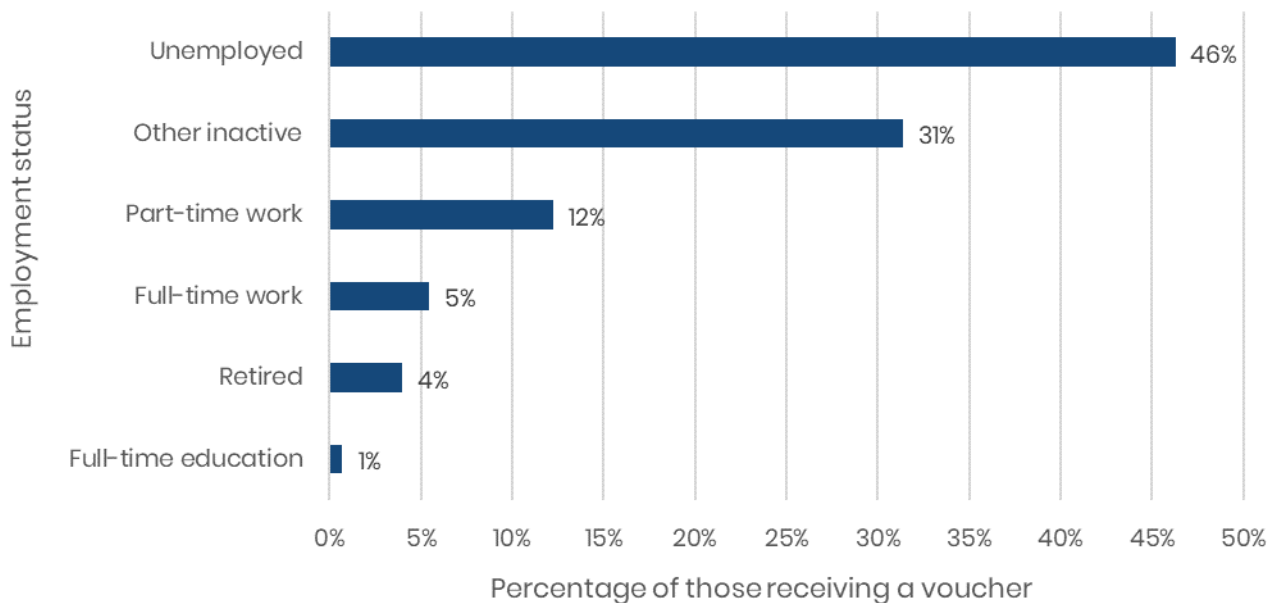


Figure 5-3 shows that more than three-quarters were unemployed (46%) or otherwise inactive (31%), because they are a carer or disabled and are therefore unable to work, for example. 91% of those receiving a voucher were in receipt of means-tested benefits, while the remaining 9% were not. 54% had physical or mental health conditions or illnesses lasting for longer than 12 months. The proportions of these vulnerable people in receipt of vouchers are far greater than the national average (for example, 18% of people in England and Wales identify themselves as disabled³⁵), demonstrating the vouchers are reaching people most in need.

Figure 5-3: Employment status of the voucher recipients (n = 14,152)



³⁵ [Disability, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

6. Conclusion

In order to determine whether the Energy Redress Scheme has achieved its aims, the overall impact on end consumers of projects delivered by organisations who have successfully applied for funding from the scheme has been evaluated. This section outlines the key evaluation requirements provided by Ofgem and highlights the findings from this evaluation to indicate the extent to which these specifications have been fulfilled.

1. Evaluating the extent to which Energy Redress awards have addressed the policy priorities set out in Authority Guidance

The core priority of the Energy Redress Scheme is to support energy consumers. The key policy priorities set out by Ofgem in the Authority Guidance are to:

- Support energy consumers in vulnerable situations.
- The development of products and / or services, which are genuinely innovative and not currently accessible to energy consumers or certain groups of energy consumers.
- The development of products and/or services that focus on tackling decarbonisation for the benefit of energy consumers, including those in vulnerable situations

It is evident that the Energy Redress Scheme has achieved this. All completed Phase 1 projects and respondents to the Phase 2 process evaluation survey reported in some way supporting energy consumers who could be vulnerable, marginalised and/or disadvantaged. 73% of online survey respondents reported they were targeting any energy consumers who could be vulnerable, marginalised and/or disadvantaged, while the remaining projects were focussing their support on specific vulnerable, marginalised and/or disadvantaged groups.

Energy Redress funded projects that completed the evaluation online survey reported supporting 21 different types of vulnerable people. The most common type of vulnerable group supported was those in fuel poverty (50%), followed by people on low incomes (45%), older people (45%), people in risk of debt (27%), people with long-term physical or mental health conditions (27%), and people with limited access to technology (27%). The support which projects provide vulnerable households includes home visits (when feasible), telephone, email and posted advice, installation of capital measures (either through the fund or referrals made to third parties) and referrals to other support mechanisms available.

11 organisations have been awarded a grant from the innovation fund in Phase 1. The innovation fund is aimed at developing products or services which are truly innovative and not currently accessible to energy consumers or certain groups of energy consumers. 10 projects in rounds 5, 6, 10, 11, 12 and 13 of Phase 1 have been completed, and one project awarded under round 13 is compiling their final report. The total grant amount for all 11 projects is £3,108,250.

In Phase 2, 20 charities (12%) have been awarded a grant from the innovation fund. The total grant amount for these 20 projects still in progress is £4,494,765.

2. Evaluating the impact of Energy Redress projects on end energy consumers³⁶

The Energy Redress Scheme funds projects which support energy consumers in vulnerable situations. Key deliverables from projects funded in both Phase 1 and Phase 2 included³⁷:

- 660,351 distinct households have received advice.
- 254,469 people advised at events.
- Upwards of 391,226 telephone advice sessions.
- 211,528 households have been advised online or via email or online activity.
- 84,418 home visits have been delivered.
- 111,085 people have received face-to-face advice such as drop-in sessions.

End consumers have seen a reduction in energy bills as a result of advice provided by Energy Redress funded projects. This includes by changing their behaviour towards energy use, having small measures installed such as LED bulbs, radiator foils and power-down devices, switching energy providers or being referred to other schemes for larger energy efficiency measures.

Capital measures installed from projects funded in both Phase 1 and Phase 2 included:

- 213,662 small energy efficiency measures were installed or provided to households with Energy Redress funding (such as LED bulbs, draught proofing, power down devices and radiator foils).
- 15,443 other measures installed³⁸ as a result of referrals to partner organisations (including insulation and boiler replacements).

Some projects have quantified or estimated the impact of advice and measures installed. These projects have recorded the following savings from activity delivered by projects funded in both Phase 1 and Phase 2:

- 51,459,153 kWh estimated annual energy savings through advice and measures installed.
- £2,940,921 actual annual energy bill savings from advice.

³⁶ The figures in this section are correct as of 30 August 2024; please note many projects are still in progress therefore figures are subject to change.

³⁷ Some grantees record the number of households receiving telephone advice, rather than the total number of calls made. Therefore, the number of telephone energy advice calls is likely to be higher than the reported figures, due to households often requiring multiple advice calls to resolve complex issues.

³⁸ This figure is likely to be higher as many projects reported difficulties when receiving information back from their referrals. There were also significant delays in installing measures during the Covid pandemic and so many measures would have been installed after the projects had completed and finished reporting.

- £29,643,167 estimated annual bill savings from energy advice.

In addition to energy bill savings, projects can also result in actual financial gains (for example, through referrals for income maximisation, debt write-off etc.) for households. As of 30 August 2024, £76,741,264 of actual financial gains has been achieved from both Phase 1 and Phase 2 projects. Note that some of these projects are still in progress. Furthermore, grantees provide a wide range of support directly to their clients and through onward referrals to other services.

3. Estimating the value for money achieved by the Energy Redress projects

Through Phase 1 and Phase 2 Energy Redress Scheme projects, 660,351 distinct households have been reached with 1,100,703 interventions, which is an average of 1.67 interventions per household. This figure includes both households which have received in-depth energy advice, and households who have received 'light-touch' energy advice.

When considered against the funding distributed to date (£49 million), the amount of grant money distributed equates to £74 per household reached, although this figure is likely to be lower due to projects delivering wider activities outside of, or in addition to, household energy advice. As mentioned above, each household receives an average of two interventions. Based on this, each intervention equates to £37.

Additionally, the following points provide a breakdown of the costs and quantifiable outcomes associated with the Energy Redress Scheme and the total support that projects from Phase 1 and Phase 2 have delivered using this funding:

- 13 rounds comprising 201 projects were funded in Phase 1 since it launched in August 2018, with 194 of these projects completed as of 30 August 2024.
- Seven rounds comprising 170 projects have been funded so far in Phase 2 since it launched in May 2022, with 11 of these projects completed as of 30 August 2024.
- Over £35.3 million has been awarded in Phase 1, and over £42.5 million has been awarded in Phase 2, to grantees delivering projects across England, Scotland and Wales.

In both phases, grants worth more than £77.8³⁹ million have been provided, and over £49 million worth of activity has been delivered and reported on to date – 63% of total funding awarded. The following key metrics⁴⁰ demonstrate what has been delivered for over £49 million of grant distributed to date⁴¹:

- 660,351 distinct households have been provided with energy advice to date.
- 213,662 measures have been installed or provided to households directly and via advice referrals to other funding sources.

³⁹ This figure excludes any Covid-19 Crisis Fund, Winter Energy Fund, or Fuel Voucher Fund grants.

⁴⁰ It should be noted that projects have different aims, activities and targets therefore each project does not report a quantifiable gain against every project metric listed below.

⁴¹ Note that savings are expected to increase significantly as further project activity is undertaken.

- Estimated savings that have been reported so far by grantees as a result of activities delivered using the funding include:
 - 51,459 MWh of annual energy savings through advice and measures installed.
 - £29.6 million of annual bill savings from energy advice.
 - £7.8 million of annual bill savings from small measures (LEDs etc).
- Actual savings that have been reported so far by grantees attributable to the funding include:
 - £2.9 million of annual energy bill savings from advice.
 - £76.7 million of financial gains from referrals to benefits advice, debt write-off etc.

Note that grantees are unable to track all energy and cost savings achieved, so these figures are the savings that these grantees were able to reasonably quantify. It is likely that the actual savings will be higher.

4. Recommending how further improvements can be made to Energy Redress awards and/or Energy Redress projects following the evaluation described in this clause

Key lessons learned identified through a randomly selected sample of 10 progressing Phase 2 projects included:

- **The importance of adaptability.** Many grantees referenced the importance of being able to adapt their ways of operating to meet the changing needs of the customer during the project. They highlighted the importance of dedicating space and resources to evolve into new service delivery methods as learnings are gathered.
- **The importance of partnerships.** Grantees reported the benefits of collaborating with partners with similar aims of supporting vulnerable people. Referring their customers to external organisations with expertise in providing various mechanisms of support means many of their needs are addressed.
- **The value of effective marketing.** Some grantees explained how successful marketing campaigns significantly increased uptake for their service. Two key methods of raising project awareness were getting out into the community to engage with local people at events and through social media.
- **How to best support clients with complex needs.** Two grantees have learned how to support clients with many intricate requirements and how to help lift them out of vulnerable circumstances. This included maximising referrals for additional support and well-trained staff.

The two most significant barriers and their solutions identified by these 10 projects included:

- **Project engagement.** Many grantees reported low uptake of their service, particularly in the warmer, summer months. Solutions to this challenge included increased marketing and community engagement to raise project awareness, increased identification of those in need of support, and focus on training, refining energy advice, and event coordination in the quieter summer months.
- **Staffing issues.** Some grantees highlighted staffing issues in their quarterly reporting documents. These related to employee or volunteer recruitment, retention, skills, and training. Solutions included pooling resources from elsewhere in the organisation and extra support and training for existing staff.

Through the Phase 2 process evaluation, grantees provided feedback on how to improve the Energy Redress Scheme based on their experience of applying for the scheme. This feedback is listed below, with the number of respondents reporting the feedback provided in brackets:

- 49% of respondents provided suggestions on how to improve the application process. The key recommendations from respondents are listed below, with the number of respondents who reported each improvement provided in brackets:
 - Improved communication of timings (4)
 - Simplified application process (4)
 - Improvements to budgeting section of application form (3)
 - Provide more support and guidance for smaller charities (3)
- 45% of unsuccessful applicants (9 out of 20) who received feedback on their application did not think that it was helpful. Although this is an improvement on the 67% (12 out of 18) who did not think the feedback was helpful in the previous evaluation, more could be done to reduce this figure. Feedback was found to be unhelpful as unsuccessful applicants reported it was not sufficiently constructive to enable them to improve future applications.

To address the key feedback outlined above, the following amendments are recommended:

- Ensure all scheme guidelines, requirements and aims are clear to all applicants.
- Make amendments to the budget section to make it clearer and easier for applicants to complete.
- Review feedback process and make changes which enable more projects to understand how to successfully reapply.

The above suggestions for improvement will be assessed by the Energy Redress team and those which are achievable within the means of Energy Redress will be incorporated into the scheme's delivery in future rounds. The key aims of the Energy Redress scheme, and Energy Saving Trust's contractual obligation, are to benefit vulnerable people and develop carbon saving. The Energy Redress team will therefore only implement recommendations to the application process that will not compromise its ability to achieve these aims.

5. Such other reasonable matters as relate to evaluating the overall effectiveness for end consumers of Energy Redress projects funded through Energy Redress awards as the Authority may request

Satisfaction with the Energy Redress Scheme was high and, for many aspects, has improved on results from the previous evaluation in 2023:

- 90% completely understand the aims of the Energy Redress Scheme (previous evaluation: 85%).
- 85% completely understand the eligibility criteria and rules of the Energy Redress Scheme (previous evaluation: 87%).
- The majority of respondents found the project information (61%; previous evaluation: 69%) project programme (54%; previous evaluation: 53%) and risk management (57%; previous evaluation: 49%) sections easy to complete.
- 91% of respondents found the Energy Redress guidance documents to be very useful (23%) or useful (68%) (90% in previous evaluation).
- 86% of respondents found the Energy Redress team to be very helpful (57%) or helpful (29%) (previous evaluation: 92%).
- 71% and 83% of those who attended the Small Scale Energy Advice Project and Preparing for Winter grantee networking sessions were satisfied with the sessions, respectively (not specifically asked in previous evaluation).

Successful grantees in any of rounds 5, 6, 7 or 8 in Phase 2 were asked to rate their likelihood of recommending the Energy Redress Scheme to other organisations on a scale from 0 to 10, where 0 is extremely unlikely and 10 is extremely likely. More than half (55%) rated their likelihood of recommending the scheme as 10, indicating that they would be extremely likely to recommend the scheme to others.

These results were used to calculate a Net Promoter Score (NPS). The NPS for the Energy Redress Scheme is 59, which is considered to be “excellent”.

The NPS for this evaluation is an improvement on that calculated in the previous evaluation in 2023, when the NPS achieved was 31, which was considered “good”. The NPS had been lower in 2023 due to high interest in the fund and the smaller funding pots available, which meant that there was a higher proportion of unsuccessful applicants in these rounds⁴². This increased competition impacted respondents’ experience of applying to the fund, which was reflected in the decreased NPS. In 2024, applications remained high, but more funding was available to enable more applicants to be successful.

⁴² Note that some respondents were successful in some rounds but not others. Any respondent who was successful in at least one round is asked the question used to calculate NPS.

6. Fuel Voucher Fund evaluation

Grantees of the Fuel Voucher Fund have distributed vouchers to those on pre-payment meters at risk of self-disconnection across England, Scotland and Wales.

Key impacts of the Fuel Voucher Fund on end energy consumers are as follows:

- £7.8 million spent on vouchers by nine organisations to date⁴³
- 159,437 vouchers distributed
- 134,048 households have received vouchers
- The average amount received per household equates to £58 per household.

In addition to distributing vouchers, six of the nine grantees across the three rounds referred vulnerable customers onto external organisations for further support. The number and types of onward referrals are listed below:

- Number of households referred for further energy advice: 1,701.
- Number of households referred for further financial support (eg debt or benefit advice): 3,579.
- Number of households referred for health and wellbeing support: 912.
- Total number of onward referrals for additional support: 6,192⁴⁴.

Alongside their outputs, grantees reported the demographic information for some of the vulnerable people they have supported. These figures are not a comprehensive account of all demographics who have received the Fuel Voucher Fund, rather an indication of the types of people supported. The analysis indicated that many vulnerable groups were in receipt of the vouchers, including young people, those on means-tested benefits, people with disabilities, people in social housing, and unemployed or otherwise inactive people.

⁴³ This figure does not include charity administration fees.

⁴⁴ This includes services such as energy advice, debt advice and other support that can help to provide longer-term relief to fuel voucher clients.