



Impact Fund Supplementary Guidance:

The Energy Redress Impact Fund is a new fund which supports more in-depth monitoring of measurable impact resulting from support to energy consumers in vulnerable situations.

Fund aims

The aim of this fund is to explore ways to improve the evidence base for the impact of Energy Redress grant-funded activities by piloting robust monitoring of the impact of energy advice and other activities to support energy consumers in vulnerable situations.

It will fund projects which:

- Collect robust information on tangible benefits to energy consumers in vulnerable situations of different types of advice-based interventions.
- Use this data collection to learn lessons about the impact of funded projects.
- Generate and share good practice on robust and efficient ways of tracking measurable, positive impact for clients of fuel poverty support work.

Context

Energy Redress has funded nearly 700 projects since 2018, the majority of which have been energy advice to energy consumers in vulnerable situations. These projects have supported over 700,000 households. However relatively few of these projects have been able to capture measured energy saving information for those households due to the complexity of doing this accurately and the additional resources required.

Robust information on the impact of interventions to address fuel poverty is useful to policymakers, practitioners and funders. The large number of projects funded by Energy Redress provides an opportunity for robust monitoring of a large sample size, providing strong evidence of the impact of local action on fuel poverty and insight to inform practice across the sector.

As noted above, robust monitoring leads to additional costs for projects. This fund ring-fences resources for projects delivering that work and encourages innovation by grantees to develop robust and efficient processes.

Future of the fund

The first round of the Impact Fund has been launched in May 2025 as a pilot to encourage innovation. It is intended to continue the fund for subsequent rounds, but it is possible that changes will be made based on learning from the pilot. Any changes will be updated in this guidance so **always ensure you download the guidance to see the latest version.**

What type of projects will be supported?

This fund will support projects which deliver all of the following:

- Deliver advice and other supportive interventions to energy consumers in vulnerable situations.
- Monitor and report on the tangible impact for clients you have advised. This monitored impact must include energy saved in kWh as a minimum and, where possible should also include cost savings (£). Monitoring of other metrics such as customer attitudes, wellbeing indicators and Social Return on Investment (SROI) are also encouraged where appropriate.
- Commit to share impact data and insight on the experience of monitoring impact.

This scheme delivers against the Main Fund priority, so all projects must be targeted only at supporting energy consumers in vulnerable situations.

Planning effective monitoring

Planning a project:

Applicants should consider the aims of monitoring work and whether their work will focus on a particular group of clients or households which have had a particular intervention.

Projects which have a clear aim and project plan and monitoring approach that is tailored to those aims will have the strongest chance of success.

Applicants are free to decide on their aim, composition of the sample of households that will be monitored and the approach to monitoring as long as the project includes all of the following:

- Monitoring of actual energy use of the target group
- A survey of at least some of the households being monitored which covers:
 - The householder's experience of the project.
 - The householder's energy behaviours and any changes to their circumstances which may have affected energy use.

- Baseline information against which to measure (including energy use over the previous year).

Cost (£) and carbon emissions savings (KgCO₂e) should be monitored wherever possible. A spreadsheet is available to support with calculating carbon savings and cost savings where actual household level information is not available, Use of this spreadsheet is not compulsory where this information is being collected in another format.

Projects can also include monitoring of other relevant indicators such as in-home temperature and humidity, health metrics and qualitative measures such as wellbeing surveys.

Baseline information

Applicants will need to consider how they will establish baseline data (for energy use in particular) and whether they need to include a control sample to achieve their aims.

Collecting energy use data

Applicants should include monitoring of actual energy use in their projects. Data on energy use can be collected in a number of ways, including the following:

In home:

- Access smart meter data with client's permission via in-home display or app.
- Review energy bills with client or online.
- Install energy monitoring equipment in the home and access the data from it manually.

Remote:

- Install internet-connected energy monitoring equipment and access the recorded data remotely.
- Access smart meter data remotely - note that you should ensure that you comply with all regulations before attempting to do this (for further information see: www.smartdcc.co.uk).

Applicants should include information on how they will practically collect the data for example, how they will access client's energy bills/data before and after the intervention to provide robust energy savings data or information on what monitoring equipment will be used. The reasons for choosing data collection methods should also be included.

Considering client needs and lifestyles

All projects should be conscious of the needs of their clients, ensuring that they are protected from harm, that monitoring arrangements cause minimal disruption and that client's data is protected (in compliance with all relevant data protection regulation). Projects should include surveys of all, or a representative sample of, participating households. Surveys should cover client experience and relevant behavioural or property changes.

The questions on behavioural and property changes should be designed to provide insight into the reasons for changes in energy use, so could include issues such as:

- Have any significant energy using or saving measures been installed over the project period?
- Have there been any significant changes in behaviour that could impact energy use?
- What is the occupancy level of the property and has this changed over the project period?

Objectivity

All projects should design their monitoring regime to provide objective, robust and unbiased evidence. It is understood that some results may appear negative (e.g. household energy use increases after an intervention), but these projects findings will still be considered valid. Projects should however be designed to enable the reasons for these results to be understood wherever possible (see previous section covering surveys on changes that might impact energy use).

Other data sets

There are other key data sets that could be relevant to projects, such as:

Weather and Degree Days

Clearly weather can be a major influence on annual energy use, so can affect results. All projects should include some consideration of the weather over the sampling period. “Degree Days” data can be used to weather-correct energy use data to mitigate the impact of variable weather on project results. Information on Degree Days is available online. Applicants can partner with specialist organisations to support on any aspects of monitoring and evaluation of their project including ensuring that weather variations are factored into data collection.

Demographic information

Demographic information can be useful in understanding more about the households being monitored. Applicants are encouraged to consider what demographic information would be relevant to collect about their sample to support the project aims and understand project results.

Temperature and humidity monitoring

In home temperature and humidity monitors can be used to provide data on in-home climate. This can be useful in understanding the impact of measures on householder comfort and safety and for helping to evidence where energy use may have increased or remained static but benefits of energy saving measures have been realised as improved in-home climate. These sensors can also be useful for projects exploring links between cold homes and health.

Sharing learning

Applicants should note that best practice derived from the Impact Fund will be shared with Energy Redress registered organisations and other stakeholders to encourage more robust monitoring of funded projects.

Project duration

The Energy Redress scheme can only fund projects with a duration of up to 2 years (24 months). It is understood that longer-term monitoring would yield more robust results. Monitoring can be continued beyond the 2-year Redress-grant-funded period where organisations can find alternative funding to enable this.

Available Funds

A budget of £2 million has been allocated to Round Twelve. The minimum grant value is £20,000 and the maximum grant value is £500,000.

Guidance on applying

This fund is closely aligned with the Main Fund of the Energy Redress scheme. All applicants should refer to the Main and Small Fund guidance which is available on the Energy Redress website here: <https://energyredress.org.uk/application-pack>. The Impact Fund will cover the same activities and have the same focus as the Main and Small grant funds but with a greater emphasis on monitoring tangible impact for households in vulnerable situations.

What can be funded?

This fund will support energy advice and other support for energy consumers in vulnerable situations but must also include monitoring of the positive impact for those households including on energy use.

Projects can also include monitoring of a range of other metrics such as:

- Household spend on energy
- In home temperature
- In home humidity
- Eligible costs are the same as for the Main Fund and for this fund, specifically include: Staff time to deliver the advice/support interventions
- Staff time spent on collecting, processing and analysing monitored data and survey results.
- Project management and reporting
- Equipment required to monitor key metrics such as energy use, in-home temperature and humidity etc
- Evaluation of your project where this clearly adds value
- Expert consultancy to support with the above tasks

Completing the application form

The following section provides guidance on how to complete the application form for an Impact Fund project

Aims, objectives, outcomes and rationale

These sections of the application form should include the project's research aims as well as the aim of the support interventions you are delivering. A clear explanation of both aspects and how they inform the project plan, targets and activities to be delivered will greatly improve an application's chance of success.

Research aims should cover the type of interventions, details of the client group you will be working with and what changes you aim to monitor.

The rationale section should provide a clear picture of why the project is needed and how it has been designed to meet its aims.

Beneficiaries

Explain who the beneficiaries of the project will be. If you are targeting specific groups include any unique characteristics and why you are targeting those groups.

Explain how you will engage with beneficiaries, including generating interest and participation in the project. Consider the practicalities of data collection from individuals in vulnerable situations, for example highlight how you will foster a productive and trusting relationship with clients over a longer period to facilitate data collection.

Targets

The targets section of the application form should include targets for the advice and other support interventions as well as targets for the monitoring/research aspect of the project. The planned sample size should be clearly stated and should be appropriate to the project aims and of a sufficient size to yield robust results.

This section should also include information on the methodology that will be used to ensure robust data collection that is timely, accurate and minimises disruption for participants.

Project plan and Project Team

These sections should cover both the support interventions and the research aspects of the project. The project plan should include how the monitoring activity will be delivered alongside the support interventions as well as analysis and reporting of results.

The project team section should include the experience and skills of staff that demonstrate the capacity to deliver the monitoring and research aspects of the project as well as the support interventions.

Additionality and Innovation

The additionality section should cover the issues outlined in the Main fund guidance, particularly how the project is additional to and will collaborate with other relevant services in the area.

The additionality and innovation sections are also an opportunity to explain how your project is informed by and adds value to other relevant monitoring and research projects.

Scope for replication and learning and Next steps

The replication and learning section should explain how your project will have wider impact through informing the sector or policy makers and how you will share the learning with relevant stakeholders.

The next steps section should cover any plans to continue monitoring beyond the grant-funded period or other plans for further work informed by your results..

Risks

This section should address all project-specific risks, in particular those which relate to supporting energy consumers in vulnerable situations. It should also cover risks to clients arising from the monitoring aspect of the project. This section also provides an opportunity to explain how you will address any key risks to the overall aim of delivering robust monitoring and evaluation.

Cost effectiveness:

The guidance on cost effectiveness for the Main fund applies to this section. It is understood that the cost of monitoring will add to the overall cost of projects and this will be considered separately to the cost of interventions. Grantees should seek to ensure that the project is cost effective. Consider whether the cost of the monitoring activity is proportionate to the scale of the sample, the scope of the research and the planned outcomes.

Key things to remember

Ensure that the application provides a clear explanation of your research aims and how the project activities, plan and targets enable you to address that question.

Be clear about what metrics you will be monitoring, why you have chosen those metrics and how they help to deliver your project aim.

Ensure you have considered the practicalities of how you will monitor and collect results as well as how you will ensure that the client's experience of the process will be positive.