



## ENERGY INDUSTRY VOLUNTARY REDRESS SCHEME

Impact Report  
**JULY 2019**

For further information, please visit;

**Web:** <https://energyredress.org.uk/>

**Contact:** [Energyredress@est.org.uk](mailto:Energyredress@est.org.uk)

**Twitter:** @EnergyRedressUK

**LinkedIn:** Energy Redress Scheme

# SUMMARY

The Energy Industry Voluntary Redress Scheme (Energy Redress) takes voluntary payments from energy companies that have breached regulations and redistributes them to support vulnerable energy customers. Energy Saving Trust (EST) manages the Energy Redress scheme on behalf of Ofgem (the energy regulator) and makes funds available as grants to registered charities in England, Scotland and Wales.

The priority of the Energy Redress scheme is to: **Support energy consumers in vulnerable situations.**

This includes people in fuel poverty or people with health issues or other circumstances that mean they are disadvantaged when it comes to meeting their energy needs. In addition, Redress Funding can be directed towards innovative projects that will benefit energy consumers.

## What has happened so far?

The scheme was launched in Spring 2018 with the first projects receiving funding in September 2018. A total of four funding rounds were completed by July 2019.

Charities across England, Scotland and Wales are encouraged to register with the scheme so that they can be approved to apply for funding and be kept informed of when funds are available. Any available Redress funding is released in quarterly funding rounds.

The total of Redress payments for the first four rounds of the scheme was £3,617,709.19. This covers both scheme administration and the cost of grants. Any remaining funds from each round are put into the next funding round.

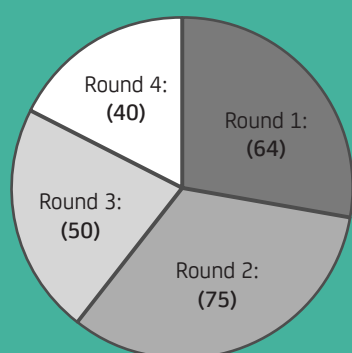
## Who has registered interest in the Energy Redress Scheme?

392 charities have registered to apply to the Energy Redress scheme, so far. EST undertake a due diligence process on each charity when they register, to check their financial health and charitable status.

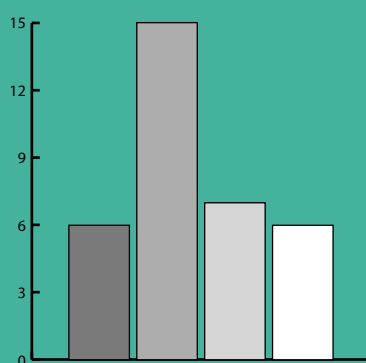
The charities that have registered for the scheme include organisations delivering benefits, debt and housing advice, specialist support organisations for people with disabilities or families, charities that support the elderly, energy specialist charities and environmental organisations.

**Energy Redress grants awarded: A total of £3,147,840 has been awarded so far to 34 different charities.**

Number of applications received:



Number of projects funded:



Total of grants awarded:

Round 1: **£282,277**  
 Round 2: **£2,103,482**  
 Round 3: **£470,256**  
 Round 4: **£291,795**

# WHO WAS FUNDED?

## Energy Advice Projects

The majority of the funding applications received and projects funded so far, involve the delivery of home energy advice to vulnerable residents, either via home visits, drop in advice sessions or events. The advice will help the residents to save energy and money and to have more comfortable and healthy living environments. Some of the advice projects are focusing in areas of high fuel poverty, whilst others are working with specific types of vulnerable residents, such as those at risk from cold related illnesses, the elderly or people living with a disability.

Many of the Energy Redress projects include educational elements such as training on fuel poverty issues for home visiting professionals and some are distributing small energy saving measures to their clients such as low energy lightbulbs or draught-proofing.

## Research projects

Two Energy Redress projects are undertaking research to better understand which new heating control technologies are easiest for vulnerable people to use.

Northumberland County Blind Association has installed new heating control technologies into the homes of 18 visually impaired residents to test their usability over a heating period and will provide a publicly available guide to which controls are most suited to each different type of visual impairment.

The Research Institute for Disabled Consumers will develop and deliver new consumer information and advice about which heating control products are easier to use, if you are disabled or older. It will be informed by a consumer survey, product market research and usability testing of the controls.

## Innovation Projects

The Energy Redress scheme can fund projects that explore innovation to benefit energy consumers. This can include a wide range of projects such as new ways to use technology to make energy more affordable or efficient, or new business models to empower energy consumers and make energy markets fairer.

One innovative Energy Redress project, led by Bioregional, is developing a new way to enable residents of social housing blocks to buy solar electricity direct from community-owned panels on the roof. The project aims to provide a replicable way to deliver low-cost low-carbon energy to people in social housing blocks.

**Outputs to date:** Energy Redress funded projects have only been running for between 1 and 10 months, so most are still at an early stage, however good progress has been made. The active Energy Redress projects have so far;



Provided energy advice to over 1,740 people



Reduced their clients fuel bills by £62,800 in total.



Held 91 events to reach vulnerable residents with energy saving messages.



Provided briefings on energy issues and fuel poverty to 296 people



# FUNDED PROJECTS

## Location of Energy Redress Projects

Energy Redress can fund charities based in England, Scotland and Wales and projects can be any scale from local to national. There are no geographical priorities for the Redress Scheme and applications are selected on their individual merits and ability to provide positive outcomes to vulnerable energy consumers.

The location of the charities that have received funding through the scheme so far can be seen on a map on the redress website: [www.energyredress.org.uk/funded-energy-redress-projects](http://www.energyredress.org.uk/funded-energy-redress-projects)



*(Beat the Cold's Jules Hill and Martin Peake with Katie Reville of EST)*

**Beat the Cold in Stoke on Trent** has been funded to support 1,000 vulnerable residents in their area with energy advice.

The charity is working with the newly formed Frailty Hubs to identify people that are at risk of fuel poverty and cold related illnesses. Their trained advisers will provide comprehensive home visits to help the residents to reduce their fuel bills and to live more comfortably.

The charity is also working hard to raise awareness of fuel poverty issues within the local health sector.



*A CAfS home energy visit in action*

**Cumbria Action for Sustainability (CAfS)** has been funded to support over 600 vulnerable residents in their area with advice and comprehensive draught proofing measures.

The project includes some monitoring and evaluation of different draught proofing materials to demonstrate the energy and cost savings of the materials.

Photo shows Tim Farron MP joining Andrew Northcott CAfS, Domestic Energy Efficiency Project Manager, on an energy advice visit to Margaret in Kendal. Margaret received tips to keep her home warmer, advice on switching energy supplier, as well as LED bulbs and radiator reflector panels.



*A well-attended energy advice workshop on the Barvas Estate*

**The Barvas Estate Trust Community LED project** has been funded to reduce fuel poverty amongst residents across the Barvas Estate area on the Isle of Lewis.

Through a joint partnership of Barvas Estate Trust and The Energy Advisory Service (TEAS SCIO), 84 in depth home energy advice visits have been carried out across this community owned land trust, in the Outer Hebrides.

Community talks and school visits have also been carried out on the estate, to raise awareness of the project.