

**energy  
saving  
trust**

# **Energy Redress Scheme**

# **Impact Report 2022**



*“With households facing exceptional rises in energy costs, funding will empower organisations who have a key role on the frontline to support those most at risk from high energy prices and ensure a fair transition toward net zero.”*

Graham Ayling, Senior Project Manager of the Energy Redress Scheme

## Protecting vulnerable energy consumers

The Energy Industry Voluntary Redress Scheme (Energy Redress Scheme) collects voluntary payments from companies that may have breached rules and redistributes the funding as grants to charities that support vulnerable energy consumers. Energy Saving Trust manages the Energy Redress Scheme on behalf of Ofgem (the energy regulator) and administers distribution of

the funds to registered charities and community organisations in England, Scotland and Wales.

The main priority of the Energy Redress Scheme is to support energy consumers in vulnerable situations. This includes people experiencing fuel poverty, health issues or other circumstances that mean they are disadvantaged when it comes to meeting their

## Research, innovation and carbon emission reductions

In addition, up to 30% of Energy Redress Scheme funding can be directed towards innovative projects that will benefit energy consumers and have a realistic prospect of delivering benefits to existing or future energy consumers and that help to reduce the environmental impact of energy use.

This year saw the Carbon Emissions Reduction Fund open to community energy groups as well as charities. These projects must focus on energy generation, distribution or energy use and accelerate the transition to Net Zero carbon emissions.

## Where we are

The Energy Redress Scheme launched in Spring 2018 and two phases and 15 funding rounds have now been completed as of 1 March 2023.

The Energy Redress Scheme is open to charities and community groups that support energy customers in England, Scotland and Wales. Applications are made through an online system and closing dates for applications are determined each quarter. The minimum grant that can be requested is £20,000 and the maximum grant amount varies depending on the size of the fund available.

Over 1200 organisations have now registered and are eligible to apply to the Energy Redress

Scheme. Energy Saving Trust undertakes a due diligence process on each organisation when they register to check their financial health and charitable status.

The charities and community groups registered include organisations that deliver 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.

To date, the Energy Redress Scheme has funded 472 projects, awarding over £78.6 million to successful grantees delivering projects across England, Scotland and Wales.

Phase	Round	Total of grants awarded	
Phase 1	Round 1	£244,567.06	
	Round 2	£2,103,479.19	▬
	Round 3	£461,235.18	
	Round 4	£291,795.60	
	Round 5	£4,374,103.11	▬
	Round 6	£5,099,357.98	▬
	Round 7	£2,981,598.73	▬
	Round 8	£3,543,339.64	▬
	Round 9	£2,014,397.37	▬
	Round 10	£6,087,557.24	▬
	Round 11	£2,208,992.36	▬
	Round 12	£1,972,715.48	▬
	Round 13	£3,913,619	▬
Phase 2	Round 1	£22,475,421.55	▬
	Round 2	£9,764,155	▬
<b>Total</b>		<b>£67,406,859.55</b>	
<b>Plus, over £20m in fuel voucher funding since 2020</b>			

# Energy Redress Scheme in numbers



Over

**1200**

charities and community groups are registered to the scheme



There have been

**15**

rounds of funding so far



Grants worth over

**£78.6m**

have been provided to successful projects so far



Over

**472**

charity based projects have been funded across England, Scotland and Wales

# Energy Redress Scheme in numbers



There has been over

**£15m**

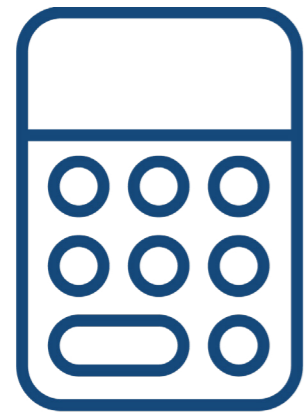
in energy bill savings from energy advice provided by the scheme's projects



Over

**334,700**

households have been provided with energy advice to date



Estimated savings that have been reported so far include over

**15,320MWh**

Of energy



Nearly

**90,000**

capital measures have been installed or provided to households

Over

**250,000**

households have received emergency support funds from funded charities



# Holistic support tackled various hardships of vulnerable energy consumers

## Qualitative impacts achieved

In addition to the quantitative impacts, the qualitative successes are an important part of the funding's impact, as many projects support people struggling to stay warm.

### Customers in vulnerable situations

The scheme funds projects which support energy consumers in vulnerable situations. The most frequently supported vulnerable group was people in fuel poverty, followed by those living with a disability or long-term health condition.

### Improved wellbeing

Most grantees reported improved wellbeing as a significant outcome amongst their clients. This included reduced anxiety by helping clients to reduce bills through switching tariffs, as well as making behavioural changes or installing energy efficiency measures.

### Empowerment

Grantees spoke of how their project has empowered clients to begin making their own energy choices by increasing their understanding of their bills and associated energy use, allowing them to make informed decisions.

### Promotion of the project/organisation

Some grantees reported that they saw an increase in demand for their services after they had delivered support to their clients.

The clients referred their friends and family. This helped to increase projects' reach to people who are typically difficult to engage with.

### Legacy

Legacy from completed projects includes receiving additional funding from the Energy Redress Scheme or other sources to continue or expand their project, research, staff retention, continued partnership/stakeholder relationships.

### Partnerships

Nearly all the grantees referred to partnerships either forming or strengthening through the delivery of their projects. Several grantees also highlighted that the partnerships have allowed their organisation to reach and help more people, distribute more vouchers, and reduce even more clients' costs.

### Effectiveness of holistic support

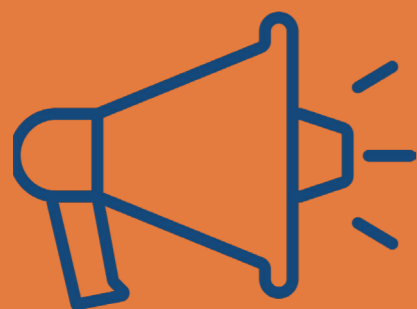
Grantees reported that a flexible, holistic approach to providing support helped many vulnerable people who are experiencing various hardships during a time of unprecedentedly high energy bills and increased cost of living. Providing support that tackles multiple issues has been highly beneficial.



Many Energy Redress Scheme projects have incorporated learnings into their consistently evolving projects due to both foreseen and unforeseen circumstances. There have also been several difficult barriers to overcome for many energy advisors.

As was the case with the previous evaluation, the most significant barrier to project delivery identified by all evaluated grantees is unsurprisingly COVID-19. COVID-19 has impacted the delivery of support, creating staffing issues, delayed events and home visits and causing more vulnerable people to be isolated at home. Grantees who already had operational projects when the COVID-19 pandemic began were offered the opportunity to submit a COVID-19 mitigation plan to enable people to adapt their projects so they could still work through pandemic restrictions.

Some lessons learned by grantees so far include:



Despite difficulties reaching the most vulnerable energy consumers, Energy Redress Scheme projects have been up to the challenge, reaching over 334,700 households to date through digital advice, in home visits, telephone advice, community workshops and more.

## Adapting service provision

This ensures service continuity by changing the way energy advice was disseminated to clients. Grantees reported that video and telephone calls were as effective as home visits in some cases.

## Tailored engagement

The way that clients were reached changed, along with the type of advice. With growing concerns for financial security, money saving advice was given from the projects. Communications included social media campaigns, and articles and leaflets, which were provided in food parcels.

## Training

Due to the pandemic, training of staff and volunteers became available online.

## Partnerships

Building partnerships have helped organisations close any gaps in their services and ensure that the most vulnerable people are reached and that all needs were met.

## Client needs and concerns

It is important to understand the needs of vulnerable clients. This is both in terms of the complexity of client issues and that they will often have multiple problems to deal with at once. Partnerships were identified as a great help to be able to provide tailored solutions to the clients.

## Navigating the client journey

Supporting the client right the way through from initial engagement to delivering the advice or measures was noted as a challenge. Developing strong referral pathways with reliable partners can benefit both the grantee and the client at different stages of the client journey.



# Lessons learned



**“The challenge for organisations working directly with energy consumers is how to empower those paying the bill to control their energy at home, as well as solving the energy problem presented.”**

Lucy Gillie, Manager South Seeds



## Satisfaction

Energy Redress Scheme projects have received fantastic feedback from energy consumers which have been passed on to the scheme’s project managers. The Energy Redress Scheme itself has received feedback from charities that have applied.

Satisfaction with Energy Redress Scheme funding is high:

Most respondents to the online survey found the application process easy (61%), understand the aims of the Energy Redress Scheme (96%) and understand the eligibility criteria and rules of the Energy Redress Scheme (95%).

All online survey respondents were asked to rate their likelihood of recommending the Energy Redress Scheme to other charities. 41% of respondents said they were extremely likely to recommend the Scheme. All results were used to calculate a Net Promoter Score (NPS).

The NPS for the Energy Redress Scheme based on responses from successful and unsuccessful applicants is 44, which is considered to be “good”. If the NPS is calculated using only the ratings from the successful applicants then the score is 83, which rates the scheme as ‘world class’.



## Case studies

### South Seeds and Energy Projects Plus support their communities with welcome energy advice

**South Seeds** is a community organisation based in the South Central area of Glasgow. They work in partnership with residents and organisations in the local community to help improve the area with the mission to enable Southsiders to lead more sustainable lives. Their service covers a densely populated area of just over one mile square and a diverse community of 35,000 residents.

On 1 Feb 2020, South Seeds received £98,859.20 funding from the Energy Redress Scheme to pay for its energy saving service. With an additional award in January 2022, they are pleased to be able to extend and expand the service until at least January 2024.

#### Project aim(s)

South Seeds identified a need to provide home energy advice to Southside residents, particularly to vulnerable families living in privately rented accommodation.

#### Project deliverables

The funding has paid for Poppy and Agnes, experienced Energy Officer, to support the community, resolving all kinds of energy issues from explaining energy-efficiency measures to investigating large energy bills and achieving the best energy bill.

#### Impact

- South Seeds have worked with over 1,700 households to save them energy between February 2020 and January 2022
- South Seeds bring over £100,000 in to the community through energy payments to residents per year.
- Since South Seeds has been working in the community, residents are much more likely to take their own meter readings and seek out energy saving advice.

**Energy Projects Plus’** Warm and Well project aims to assist the increasing number of households across Cheshire & Merseyside struggling to pay energy bills. The target of the project is to support 8,200 vulnerable households with energy advice over a two-year period.

#### Project Impact

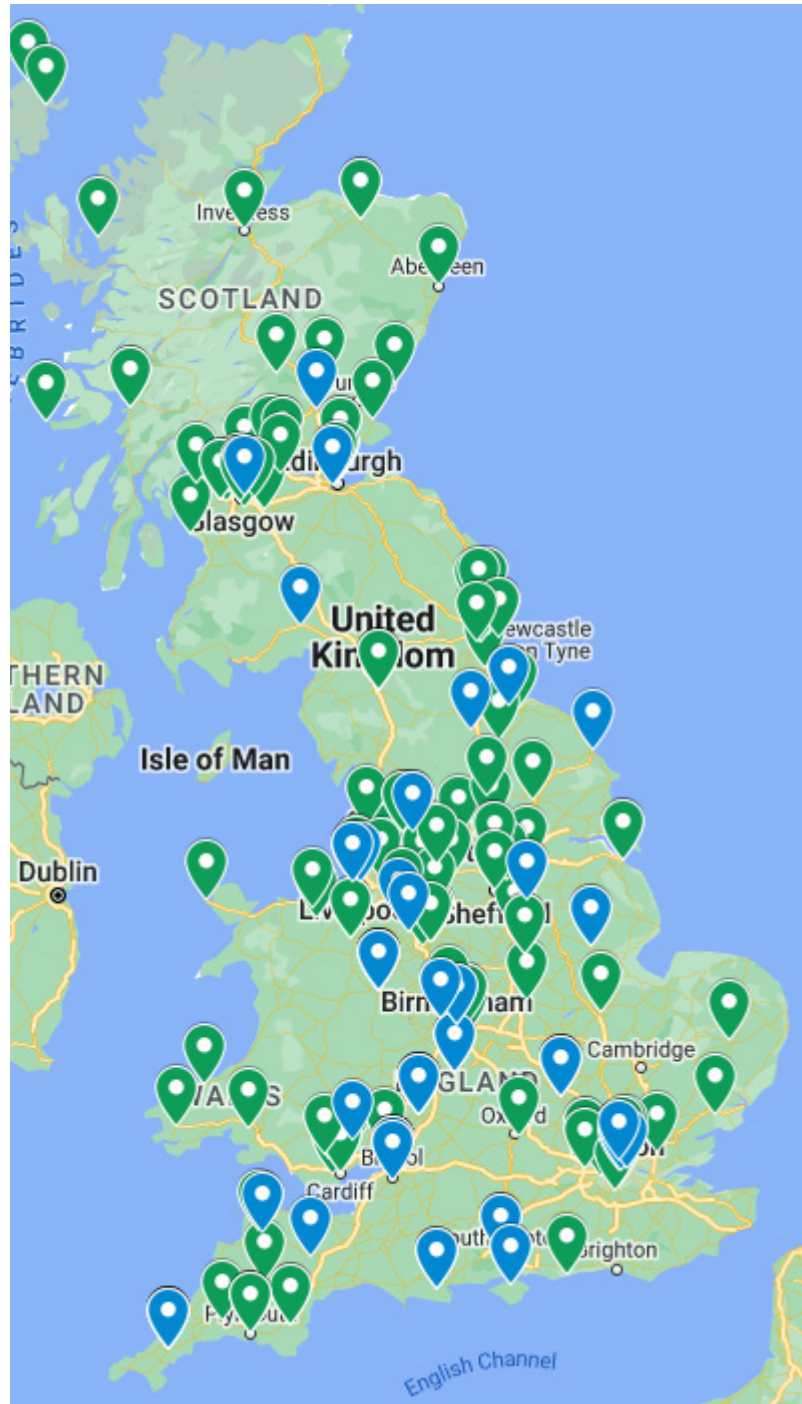
Since September 2022, Energy Projects Plus has helped over 2,000 vulnerable households with energy advice and support. It has identified and referred over 600 households for further support, including financial help as well as installation of energy savings measures.

Energy Projects Plus enjoy close links with the local authorities in the area and as a result have been able to access the Household Support Fund for their clients. This financial support has resulted in:

- 543 clients receiving emergency fuel vouchers worth £27,500
- 87 clients receiving support worth £97,200 to help towards their energy bills
- 59 clients receiving fuel debt relief worth over £163,000

Energy Projects Plus set an initial target of supporting clients to achieve a total of £176,000 worth of energy bill and debt savings. The increasing need identified as a core reason for the Warm and Well project is exemplified by having exceeded this total within the first 12 months of the project.

## Locations of Energy Redress Scheme projects



The Energy Redress Scheme has funded charities based in England, Scotland and Wales. Projects have been of varying sizes from local to national. There are no geographical priorities for the Energy Redress Scheme and applications are selected on their individual merits and ability to provide positive outcomes against scheme aims.

The locations of nearly 200 charities and over 180 core Energy Redress Scheme projects can be seen on a map on the [Energy Redress Scheme website](https://energyredress.org.uk), which also includes a list of all funded projects to date.



For more information on the Energy Redress Scheme please visit [energyredress.org.uk](https://energyredress.org.uk)

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