Ofgem Energy Redress scheme evaluation report

November 2025

Energy Saving Trust

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. 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 and impact 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[1] up until 5 September 2025.

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 1-11 under Phase 2 of the Energy Redress Scheme.
  - Completed Phase 2 projects – quantitative targets and outputs presented and a qualitative review of all completed projects in rounds 1-7[2].

[1] Grantees are organisations that have received Energy Redress funding. For the Main and Small Fund, these are registered charities. For the Innovation and Carbon Emissions Reduction Funds, in addition to charities, the fund is open to Community Interest Companies, Community Benefit Societies and Cooperative Societies registered in England, Scotland or Wales.

[2] Including 11 projects in rounds 4-7 which completed early.

    - Progressing Phase 2 projects – quantitative targets and outputs presented and a qualitative review of a selection of quarterly reports from active projects in rounds 4-10[3].
    - Process evaluation – feedback from both successful and unsuccessful applicants to Phase 2 rounds 9, 10, 11 and 12[4] collected via an 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 £119 million[5] has been allocated to 499 projects, 294 of which (59%) have been completed.
- 847,157 distinct households have been provided with energy advice to date.
- 276,362 small energy efficient measures have been installed or provided to 80,317 households.
- Estimated savings that have been reported so far by grantees as a result of activities delivered using the funding include:
    - over 61,402 MWh of annual energy savings
    - over £43.1 million of annual bill savings from energy advice
    - £98.9 million of actual financial gains attributed to the projects
- Based on the cost of activity delivered so far (£71.3 million), the average cost of support per household is £84. As each household averaged two interventions, this equates to an average of £42 per intervention.

Note that savings are expected to increase significantly. This is because further activity will be undertaken as many Phase 2 Energy Redress funded projects are still underway and thus will deliver further savings before completion. 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 was allocated to 201 projects, all of which have completed.
- 454,131 distinct households were provided with energy advice.

[3] Projects in Round 11 had not submitted their first quarterly reporting documents at the time of the evaluation and have therefore not included in this analysis.
[4] These rounds were invited to complete the process evaluation survey as they had applied to the scheme since the last evaluation report was written in August 2024.
[5] This figure excludes any COVID-19 Crisis Fund, Winter Energy Fund, or Fuel Voucher Fund grants.

- 135,154 small energy efficient measures were installed or provided to 38,611 households.
- Estimated savings reported by grantees as a result of activities delivered using the funding included:
    - over 19,167 MWh of annual energy savings
    - over £3.4 million of annual bill savings from energy advice
    - £48.5 million of actual financial gains attributed to the projects
- Based on the cost of activity delivered, the data shows that the average cost of support per household was £78. As each household averaged two interventions, this equates to an average of £39 per intervention.

Note 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 £83.7 million allocated to 298 projects, 93 of which (31%) have completed.
- 393,026 distinct households have been provided with energy advice to date.
- 141,208 small energy efficient measures have been installed or provided to 41,706 households.
- Estimated savings that have been reported so far by grantees as a result of activities delivered using the funding include:
    - over 42,235 MWh of annual energy savings
    - over £24 million of annual bill savings from energy advice
    - £50.4 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 £92. As each household averaged two interventions, this equates to an average of £48 per intervention.

Note that savings are expected to increase significantly. This is because further project activity will be undertaken as most Phase 2 Energy Redress funded projects are still underway and 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 project qualitative analysis findings

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 and end-of-project reports. Due to the similar nature of 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 previous evaluation reports:

Complex client needs were difficult to address and required intensive resource to resolve. Many clients experienced a mixture of financial, energy-related, mental and physical health issues, that were exacerbated by external pressures such as the rising cost of living. Engaging with these clients involved earning their trust, tailoring advice to their needs, finding safe spaces to meet, and overcoming language barriers.

Partnerships were mentioned by most grantees, predominately as an enabler of project delivery, but some also cited it as a barrier. Collaborating with other organisations, charities, health partners, local authorities, and community groups assisted many projects in supporting vulnerable clients with complex needs through referral networks. While finding and forming partnerships took time, grantees considered this a worthwhile investment.

In person or remote support as a preferred method of delivering advice was discussed. Some grantees reported that certain clients preferred home visits, and they enabled grantees to fully understand their needs and offer the most appropriate support. Other grantees noted that clients were reluctant to be visited at home and that they preferred other types of support such as face-to-face appointments or telephone advice. Grantees acknowledged that all clients are different, and listening to their needs is the best way to understand how to support them.

Outreach and engagement were noted as essential to supporting vulnerable people. Attending events at trusted venues with high footfall was an effective way to raise project awareness and facilitated interaction with new clients, including those that otherwise would be hard to reach. Taking time to listen to clients' issues helped to build rapport so advisors could deliver clear and simple advice and share appropriate resources.

Staff learnings were reported by many grantees. These included challenges, such as limited capacity in busy periods, recruitment of skilled employees, staff retention, and difficulties related to training. Grantees reported that, to overcome these challenges, flexibility was key to allow them to respond quickly to staff shortages. Another approach was to target candidates with relevant knowledge and experience who could be upskilled, and some grantees scheduled training in quieter summer months.

<u>Phase 2 process evaluation</u>

The application and grant processes were evaluated to understand how they could be improved. To achieve this, an online survey was distributed in September 2025 to 341 applicants who applied for the Energy Redress Scheme in rounds 9, 10, 11 and 12 of Phase 2. 74 applicants responded, achieving a response rate of 22%. 57% were successful for at least one of rounds 9, 10, 11 or 12 of Phase 2. The remaining 43% had not been successful in any of these rounds.[6]

The results showed that satisfaction with the Energy Redress Scheme was high. However, some results have decreased compared to the previous evaluation in 2024:

- 70% completely understand the aims of the Energy Redress Scheme (previous evaluation: 90%).

[6] Note that all respondents would have applied to at least one of rounds 9, 10, 11 and 12 of Phase 2.

- 80% completely understand the eligibility criteria and rules of the Energy Redress Scheme (previous evaluation: 85%).
- Most respondents found the project information (63%; previous evaluation: 61%) project programme (58%; previous evaluation: 54%) and risk management (60%; previous evaluation: 57%) sections easy to complete.
- 78% of respondents were satisfied with the time it took for their application to be processed. This is lower than the previous evaluation in 2024 (92%) but is an improvement compared to the 76% and 55% of respondents who were satisfied with the time it took for their application to be processed in 2023 and 2022, respectively.
- 76% of respondents found the Redress guidance documents to be very useful (26%) or useful (50%) (91% in previous evaluation).
- 80% thought the Energy Redress team were very helpful (52%) or helpful (28%) (previous evaluation: 86%).
- 72% of the respondents who attended the just transition webinar said it was very helpful (39%) or helpful (33%). 17% said it was neither helpful nor unhelpful, and 11% said it was unhelpful.

41% of respondents provided suggestions on how to improve the application process. The key recommendations from these respondents are listed below, with the percentage of respondents who reported each improvement provided in brackets:

- simplify/streamline the application process (33%)
- improve feedback for unsuccessful applicants (23%)
- clearer guidelines (17%)
- improve application format (13%)

63% of unsuccessful applicants who received feedback on their application did not think that it was helpful. This was an increase compared to the 45% who did not think the feedback was helpful in the previous evaluation in 2024, although it is in line with the evaluation in 2023 (67%). Feedback was considered unhelpful as unsuccessful applicants reported it was not constructive enough for them to improve their future applications.

Successful grantees of any of rounds 9, 10, 11 or 12 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 60, which is considered to be “excellent”. The NPS for this evaluation is similar to the previous evaluation in 2024 (59, “excellent”) and an improvement on that calculated in the evaluation in 2023 (31, “good”).

3. Fuel Voucher Fund evaluation

Fuel Voucher Fund grantees 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:

- £35.7 million has been allocated to Fuel Voucher Fund grantees in Phase 2 of the Redress Scheme
- £20.4 million spent on vouchers by 17 organisations to date[7]
- 445,781 vouchers distributed
- 179,565 households have received vouchers
- The average amount received per household equates to £114 per household.

In addition to distributing vouchers, 11 of the 17 grantees across the five 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: 9,756.
- Number of households referred for financial support (eg debt or benefit advice): 13,547.
- Number of households referred for health and wellbeing support: 3,701.
- Total number of onward referrals for additional support: 21,962.[8]

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.

[7] This figure does not include charity administration fees.

[8] 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

In Phase 2 of the Energy Redress Scheme, organisations could apply to an additional two funding streams:

- just transition fund: since Round 10 it has awarded grants between £20,000 and £250,000 to build community energy capacity and deliver impactful renewable energy projects, such as using profits from energy sales to create local fuel poverty funds or providing affordable energy direct to people who struggle with their energy bills.

- impact fund[9]: from Round 12 it will award between £20,000 and £499,999 to projects monitoring the impact of energy advice and other interventions to households.

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 £1.5 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 5 September 2025.

2.1. Evaluation aims

As outlined in Ofgem's Authority Guidance document regarding the allocation of Energy Redress funds[10], 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.

[9] Since the impact fund had not commenced at the time of this evaluation, no outputs or learnings from projects awarded the fund are included in this report.
[10] Authority guidance on the allocation of redress funds | Ofgem

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.

(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 evaluation grant processes, the most recent of which was conducted in November 2024.[11] Respondents to that evaluation had applied to rounds 5, 6, 7 and 8 of Phase 2. Comparisons with previous evaluations have been made throughout the report to compare results over the years. However, note that the sample size varies each year (2025 evaluation sample size: 74; 2024 evaluation sample size: 40; 2023 evaluation sample size: 59 respondents; 2022 evaluation sample size: 102 respondents), so the evaluation 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 1-11 under Phase 2 of the Energy Redress Scheme.

[11] The Energy Redress Scheme Evaluation Reports | Energy Redress scheme

  - Completed Phase 2 projects – quantitative targets and outputs presented and a qualitative review of all completed projects in rounds 1-7[12].
  - Progressing Phase 2 projects – quantitative targets and outputs presented and a qualitative review of a selection of quarterly reports from active projects in rounds 4-10[13].
  - Process evaluation – feedback from both successful and unsuccessful applicants to Phase 2 rounds 9, 10, 11 and 12[14] collected via an 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, completed and submitted by grantees. They 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 (until 5 September 2025). 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 all projects.

2.2.2. Completed and progressing project analysis

An overview of quantitative project output data reported by projects in rounds 1-11 of Phase 2 was used to demonstrate their impact to date. Tables show the number of advice intervention outputs delivered and the extent to which projects have met or are on track to meet their targets.

Additionally, grantees' end-of-project and quarterly reports were analysed to understand the barriers they faced, how they overcame these, and their lessons learned. End-of-project reports also included data relating to the project's legacy. Analysing both types of reports provided an extensive understanding of all projects' key challenges and learnings at different project stages.

The analysis reviewed qualitative data from 88 completed projects' end-of-project reports and 130 progressing projects' quarterly reports. Due to time constraints, only one quarterly report was analysed per progressing project. The quarterly reports were selected from different project stages and different times of year to include a range of delivery periods and avoid overlooking any seasonal experiences.

[12] Including 11 projects in rounds 4-7 which completed early.
[13] Projects in Round 11 had not submitted their first quarterly reporting documents at the time of the evaluation and have therefore not included in this analysis.
[14] These rounds were invited to complete the process evaluation survey as they had applied to the scheme since the last evaluation report was written in August 2024.

To assist with the analysis of 218 reporting documents, Microsoft's Copilot was used to conduct qualitative analysis. All data inputted into Energy Saving Trust's Copilot is protected by Enterprise Data Protection[15], which ensures security. The qualitative data extracted from end-of-project and quarterly reports therefore remains private. None of this data is used to train Copilot.

To prepare the qualitative data for Copilot's analysis, Python script extracted text from specific tables in the reporting documents relating to project issues, resolutions, learnings, and legacy, and combined them into one Excel file for each redress funding round in Phase 2. Each file had a distinct tab for each of these four areas of interest. This ensured that Copilot only analysed relevant and necessary information and kept the four areas of interest separate to avoid them influencing each other's themes.

Each Excel file was then imported into Copilot individually for analysis. The same prompt was used for each Copilot session to ensure consistency across all Excel files. The prompt instructed Copilot to identify and summarise information from each cell, and if any recurring themes were detected, to group these under the same subject header. The output was a new Excel file with themes in the top row and summaries aligned in cells adjacent the original data.

Robust quality checks were conducted to assess the accuracy of Copilot's results. Five documents were randomly selected for each of the four areas of interest within every round and analysed independently. Evaluators did this before looking at Copilot's results to avoid bias in their own analysis. Their themes were compared against Copilot's results, and any incorrect or fabricated themes were ignored. Moreover, any common themes not identified by Copilot were actively searched for in other documents to ensure they had not been excluded. Copilot's results from each analysis file were also examined and compared against each other to ensure consistency across sessions.

The most prevalent themes across all rounds were then identified and reported without the use of Copilot. The analysis did not intend to quantify any specific themes or trends, only to generate themes frequently reported by grantees. All key findings have been verified to guarantee reporting accuracy.

2.2.3. Process evaluation

To evaluate the application and grant processes, an online survey was distributed in September 2025 to 341 applicants who applied to the Energy Redress Scheme in rounds 9, 10, 11 and 12 of Phase 2. Applicants were sent an invitation irrespective of their application outcome. Successful applicants also provided feedback on the grant process. 74 applicants responded, achieving a response rate of 22%.

[15] Enterprise data protection in Microsoft 365 Copilot and Microsoft 365 Copilot Chat | Microsoft Learn

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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. All the £35.3 million grant funding allocated across rounds 1-13 has been delivered and reported, as of 5 September 2025.

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	Total funding awarded and delivered
1	6	August 2018	£244,567
2	15	January 2019	£2,103,479
3	7	April 2019	£470,255
4	6	September 2019	£291,796
5	30	January 2020	£4,374,103
6	28	June 2020	£5,099,357
7	11	August 2020	£2,981,599
8	17	October 2020	£3,543,340
9	10	February 2021	£2,014,397
10	32	April 2021	£6,087,557
11	12	June 2021	£2,207,978
12	7	September 2021	£1,972,715
13	20	January 2022	£3,912,713
Total:	201	-	£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.

Figure 3-1: Map of Phase 1 Energy Redress Scheme-funded project locations

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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. 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 (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. The total grant amount for all eight projects was £1,624,845.

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 CO_2 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 a final list of all outputs achieved by the 201 projects funded in rounds 1 to 13. The values provided were obtained from grantee quarterly reports, which were self-reported by each project.

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.

The metrics in this section have been compared with those in the previous evaluation report, complied in August 2024. The increase in outputs between then and 5 September 2025 is indicated in brackets after the metric. Note that only seven projects were still active during this period, and all projects had completed before August 2025. This increase therefore indicates the outputs delivered by these seven projects during this 12-month period.

Grantees reported reaching a total of 454,131 distinct households through their advice work (increased by 2,146 since August 2024). Grantees were 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 were 753,448 interventions, which is an average of approximately 1.66 interventions per household. As shown in Figure 3-2, householders were advised in several different ways[16]:

- 255,242 telephone advice calls were delivered (an increase of 768 telephone advice sessions since August 2024)
- 163,150 households were advised online or via email or online activity (an increase of 391 households advised since August 2024)
- 137,891 people (an increase of 1,724 people reached at events since August 2024) were reached at 6,611 events
- 72,695 people received face-to-face advice[17] (an increase of 447 people receiving face-to-face advise since August 2024)
- 55,154 home visits were completed (an increase of 41 home visits completed since August 2024)
- 29,258 people (an increase of 50 people advised in these sessions since August 2024) were advised in workshop/talk/group sessions

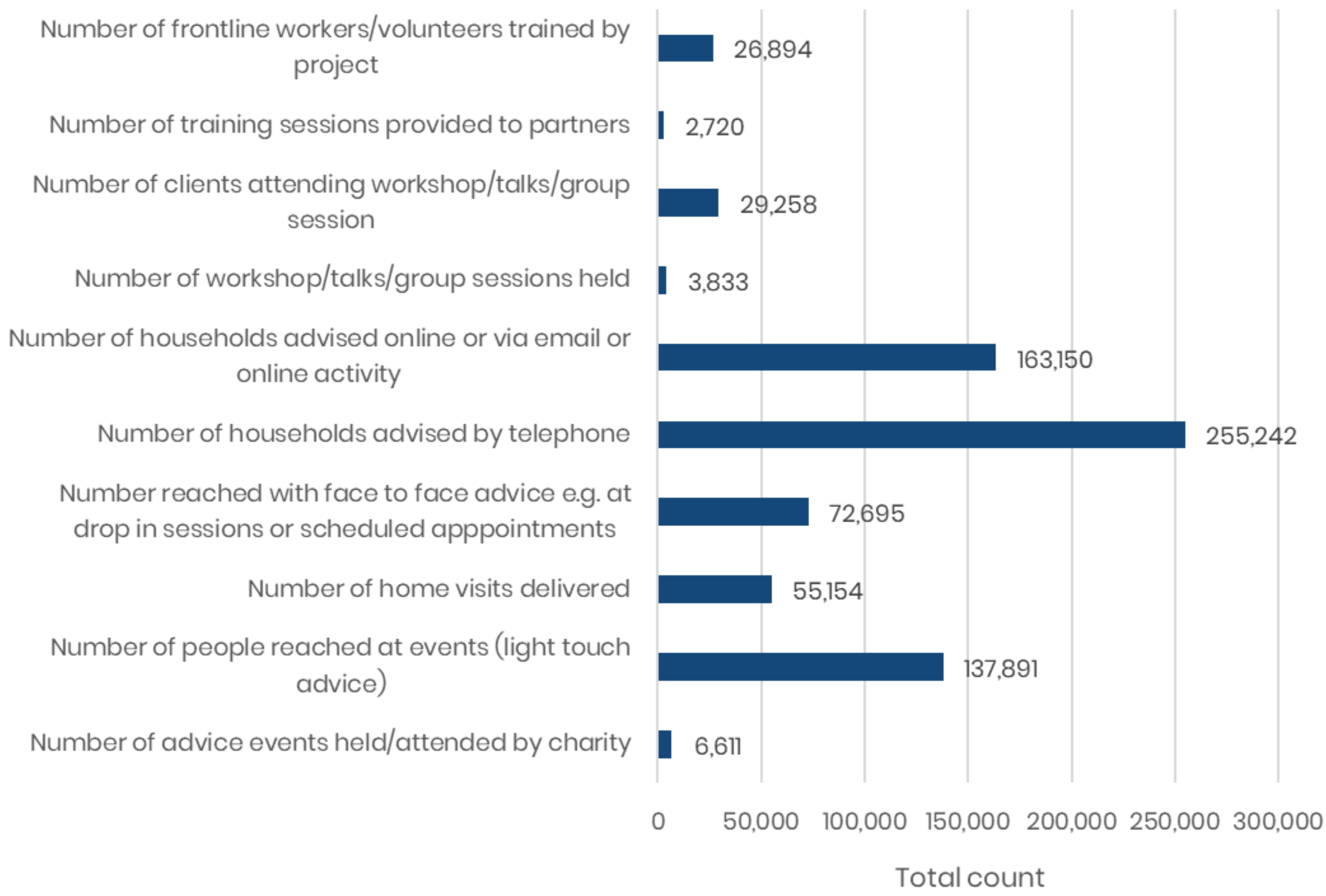
Grantees also reported more than 4.3 million other interventions. This comprised a mixture of channels, including online platforms and staff training.[18]

[16] 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.

[17] Face-to face appointments in this context are in-person sessions with an advisor providing in-depth bespoke advice outside of the home, for example, in community settings or the organisations premises. These figures are recorded separately from events as these interactions only refer to light-touch support.

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

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



3.2.1. Overall impact of Phase 1

Throughout the entirety of Phase 1 of the Energy Redress Scheme, a total of 454,131 distinct households were reached with advice. This figure includes households which 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 distributed[19], the amount of grant money distributed equates to an average cost of £78 per household reached with advice.[20] As mentioned above, each household receives an average of approximately two interventions. Based on this, each intervention equates to £39.

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

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

[20] 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.

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 made as a result of the projects being supported through Phase 1 of the Energy Redress Scheme.

The savings reported were achieved through:

- switching suppliers
- referrals for income maximisation[21]
- grants & debt write-off
- behavioural changes

Savings were categorised in two ways:

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

135,154 small energy efficient measures were installed with Energy Redress funding, with 38,611 distinct households being provided with at least one small measure.[22] The most implemented small energy efficient measure was LED bulbs, which constituted 76,116 (57%) of these measures, although many other measures were installed, such as radiator foils (23,930), draught proofing (11,302) and heating controls (755).

A total of 17,976 measures were installed as a result of Energy Redress Scheme grantee referrals.[23] Boiler repair or replacement was the most frequently referred measure (2,927), followed by new heating system (1,279), draught proofing (1,545), and loft insulation (969). The projects also achieved social benefits, with 4,538 volunteers involved in delivering the projects and 700 new jobs created (333) or secured (367) 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.

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

[22] 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.

[23] 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.

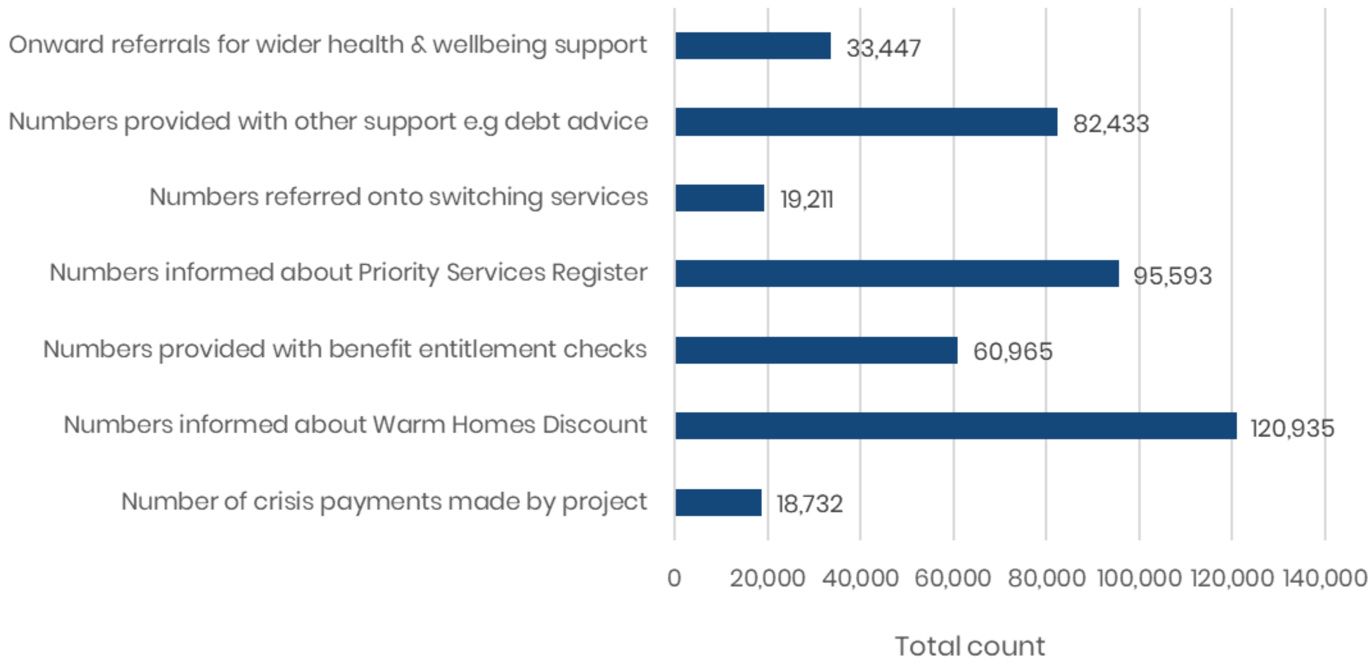
Table 3-2: Estimated measured and actual lifetime energy and bill savings from quantifiable sources (eg switching supplier and measures) self-reported by Energy Redress Scheme projects to date (n = 201)

Estimated savings	Total
Measured annual energy savings achieved (kWh) through advice and measures installed	489,336
Estimated annual energy savings achieved (kWh) through advice and measures installed	19,167,554
Actual annual energy bill savings (£) from advice	£2,276,847
Estimated annual bill savings (£) from advice	£19,112,172
Estimated annual bill savings (£) from small measures (LEDs etc)	£3,428,978
Actual financial gains (£) from benefits advice, debt write off etc that can be attributed to the project	£48,453,421
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)	135,154
Other measures installed as a result of advice referrals to other funding sources (this includes insulation and boiler replacements)	17,976
Social benefits	
Number of volunteers involved in delivering the project	4,538
Number of new jobs created	333
Number of well-being surveys completed	19,440

Through the Energy Redress projects, households were informed about, or referred to, other schemes. Figure 3-3 shows these schemes and the number of people that were informed of each service. In total, 431,316 people were 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 Register.[24]

[24] 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.

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



4. Energy Redress Scheme Phase 2 evaluation

4.1. Phase 2 overview

This section provides an overview of the activity delivered by projects funded in Phase 2 of the Energy Redress Scheme. Table 4-1 presents a summary of the 11 rounds in Phase 2. Of the £83.7 million grant funding allocated across rounds 1-11, £36 million worth of activity has been delivered and reported on, as of 5 September 2025. Of the 298 Phase 2 projects, 93 (31%) have completed.

Table 4-1: Overview of Energy Redress Scheme-funded projects in Phase 2 rounds 1-11 (n = 298)

Round	Number of projects	Project start date	Number of projects completed	Total allocated funding
1	35	September 2022	34	£12,711,267
2	34	January 2023	31	£10,153,200
3	19	May 2023	15	£3,089,229
4	27	September 2023	4	£4,890,601
5	13	December 2023	1	£2,123,741
6	22	March 2024	4	£4,315,572
7	20	May 2024	2	£5,299,426
8	28	October 2024	0	£9,339,720
9	31	February 2025	0	£9,932,641
10	38	April 2025	0	£12,439,858
11	31	July 2025	0	£9,407,991
Total:	298	-	93	£83,703,246

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

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Figure 4-1: Map of Energy Redress Scheme-funded Phase 2 project locations

Legend:

Phase 2 Round 1:

Phase 2 Rounds 2-4:

Phase 2 Rounds 5-6:

Phase 2 Rounds 7-9:

Phase 2 Rounds 10-11:

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4.1.1. Funding streams

In Phase 2 of the Energy Redress Scheme, five funding streams were available for organisations to apply for: main fund, small projects fund, innovation fund, carbon emissions reductions fund, and just transition fund. Most grantees (190; 64%) received funding from the main fund, which provided funding of at least £50,000. 33 charities (11%) 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

34 charities (11%) have been awarded a grant from the innovation fund. This 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 34 projects is £9,983,167.

4.1.1.2. Carbon Emissions Reduciton Fund

The carbon emissions reduction fund (CERF) aims to reduce carbon dioxide emissions from energy use. Projects can use up to 15% of the total fund to focus on energy generation, distribution, or energy use. CERF has funded 21 projects in total so far in Phase 2 (7%). The total grant amount for these 21 projects is £5,585,168.

CERF projects installed 465 solar PV systems, 110 energy storage batteries, 85 air source heat pumps, and five electric vehicle charge points, which altogether will save an estimated 11,179 of CO_2 over their lifetime. Note that only four of the 21 CERF projects funded so far in Phase 2 have completed, so the number of renewable systems and carbon savings associated with this fund will increase before the end of Phase 2.

4.1.1.3. Just Transition Fund

Available since Phase 2 Round 10, the just transition fund aims to build community energy capacity and deliver impactful renewable energy projects. Under the Carbon Emissions Reduction priority, it seeks to demonstrate the benefits of a just transition to net zero. Grants between £20,000 and £250,000 are awarded to projects that bring tangible benefits to energy consumers in vulnerable situations. For example, it can use profits from energy sales to create local fuel poverty funds or provide affordable energy direct to people who struggle with their energy bills. 19 charities (6%) have been awarded a total of £3,330,886 in just transition fund grants.

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 298 projects funded in rounds 1 to 11, as of 5 September 2025. 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 a grant offer, each project is required to complete quarterly reports to enable ongoing monitoring as required by the Energy Redress Scheme. Quarterly reports consist of an Excel outputs spreadsheet, a Word progress / end-of-project report, and an Excel claim form. 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.

The metrics in this section have been compared with those in the previous evaluation report, complied in August 2024. The increase in outputs between then and 5 September 2025 is indicated in brackets after the metric. Note that the number of active and completed projects is different in each evaluation and projects are at different stages of delivery. The comparison therefore does not directly compare each evaluation period but instead demonstrates progress. The previous evaluation included 170 active projects in rounds 1-7, while this evaluation covers 298 projects in rounds 1-11, 93 of which had completed as of 5 September 2025.

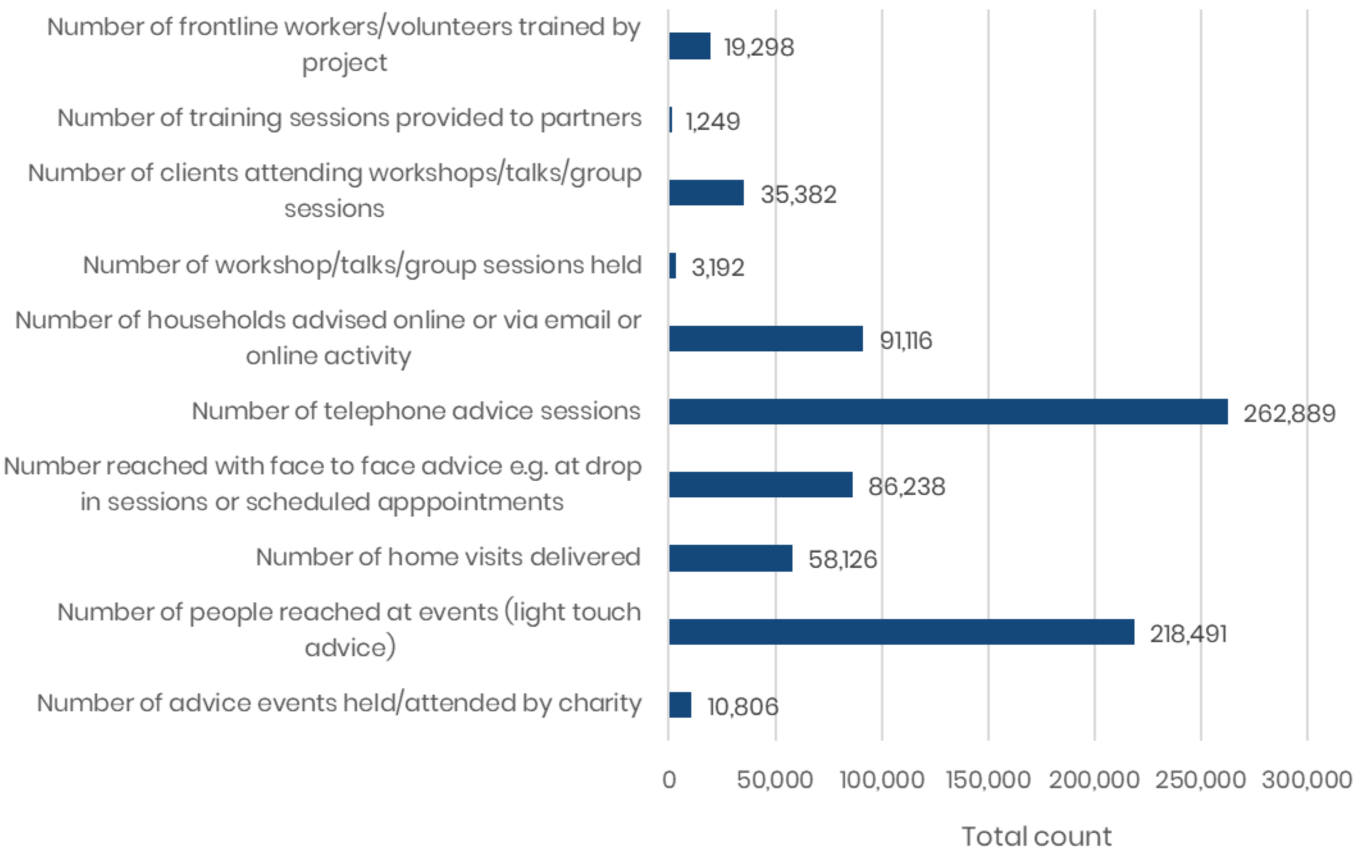
Grantees have reported reaching a total of 393,026 distinct households through their advice work (increased by 184,660 since August 2024). In total, there have been 752,242 interventions. Grantees are encouraged to include every intervention within this figure; the number of interventions is therefore higher than the number of distinct households reached. There was an average of 1.91 interventions per household (1.87 in the previous evaluation). As shown in Figure 4-2, people have been advised in several different ways:

- 262,889 telephone advice calls have been delivered[25] (an increase of 126,137 since August 2024)
- 218,491 people (an increase of 100,189 since August 2024) have been reached at 10,806 events
- 91,116 households have been advised online or via email or online activity (an increase of 42,347 since August 2024)
- 86,238 people have received face-to-face advice[26] (an increase of 47,401 since August 2024)
- 58,126 home visits have been completed (an increase of 28,821 since August 2024)
- 35,382 people (an increase of 16,613 since August 2024) have been advised in 3,192 workshop/talk/group sessions

Grantees also reported more than 6 million other interventions. This comprised a mixture of channels, including online platforms and staff training.[27]

[25] 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.
[26] Face-to face appointments in this context are in-person sessions with an advisor providing in-depth bespoke advice outside of the home, for example, in community settings or the organisations premises. These figures are recorded separately from events as these interactions only refer to light-touch support.
[27] 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 = 298)



4.2.1. Overall impact of Phase 2

Thus far, a total of 393,026 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 distributed[28] to date, the amount of grant money distributed equates to an average cost of £92 per household reached with advice.[29] As mentioned above, each household receives an average of two (1.91) interventions. Based on this, each intervention equates to £48.

Phase 2 household intervention cost per advised household (£92) is higher than that of Phase 1 (£78). 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 delivery, so project set up, including recruitment, training and promotion, can take several months before advice delivery can begin. 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

[28] The value of funding distributed represents the value of money claimed to date, not allocated in grant offers.
[29] 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 financial 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 5 September 2025. 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 maximisation[30]
- 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)

141,208 small energy efficient measures were installed with Energy Redress funding, with 41,706 distinct households being provided with at least one small measure. This is an average of 3.4 items/measures per household. The most implemented small energy efficient measure so far is LED bulbs, which constitute 75,717 (54%) of these measures, although many other measures have been installed, such as radiator foils (30,159), draught proofing (16,978) and winter warmth comfort packs[31] (12,191).

4,728 larger energy saving measures have been installed as a result of Energy Redress Scheme grantee referrals.[32] Boiler repair or replacement has been the most frequently referred measure thus far (1,023), followed by draught proofing (869), loft insulation (805), new heating system (607) and cavity wall insulation installation or extraction (199). The projects have also achieved social

[30] In the reporting guidance notes, grantees are informed that an increase in benefits can only be included for a 12-month period.
[31] 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.
[32] 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.

benefits, with 1,673 volunteers involved in delivering the projects and 557 new jobs being created (309) or secured (248) as a result of the projects commencing.

Table 4-2 clearly shows 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.

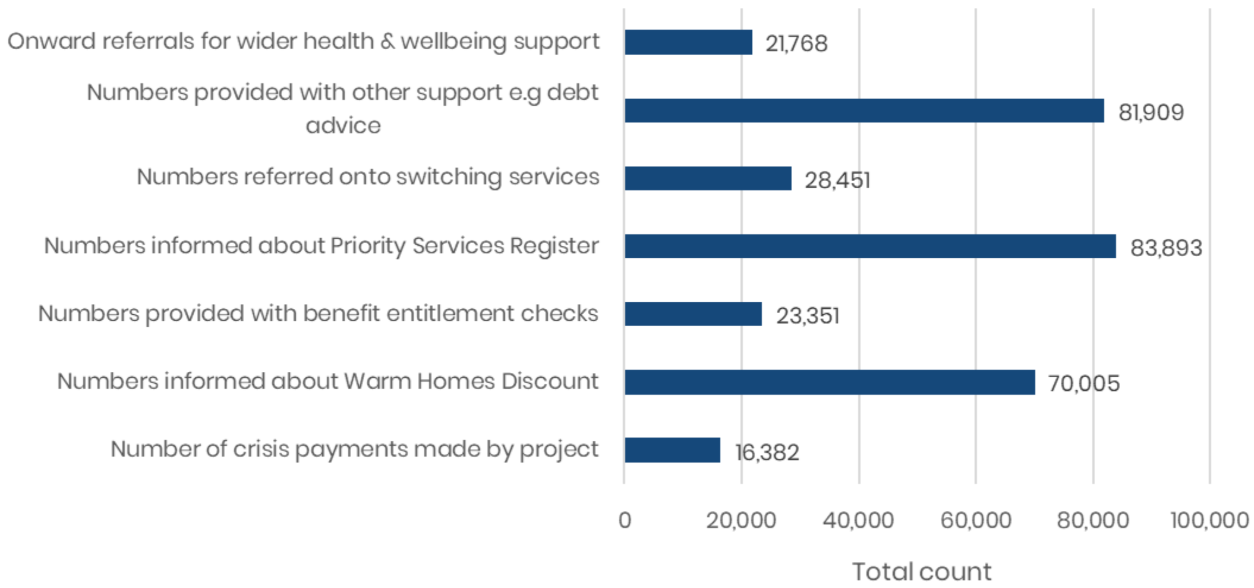
Table 4-2: Estimated measured and actual lifetime energy and bill savings from quantifiable sources (eg switching supplier and measures) self-reported by Energy Redress Scheme projects to date (n = 298)

Estimated savings	Total as of September 2025	Increase since August 2024
Measured annual energy savings achieved (kWh) through advice and measures installed	244,554	179,851
Estimated annual energy savings achieved (kWh) through advice and measures installed	42,234,813	9,998,276
Actual annual energy bill savings (£) from advice	£1,544,907	£868,271
Estimated annual bill savings (£) from advice	£24,020,331	£13,479,633
Estimated annual bill savings (£) from small measures (LEDs etc)	£2,625,215	N/A[33]
Actual financial gains (£) from benefits advice, debt write off etc that can be attributed to the project	£50,412,513	£22,133,232
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)	141,208	62,443
Other measures installed as a result of advice referrals to other funding sources (this includes insulation and boiler replacements)	4,728	2,367
Social benefits		
Number of volunteers involved in delivering the project	1,673	780
Number of new jobs created	309	64
Number of well-being surveys completed	20,451	10,951

[33] An error was identified in the calculation for estimated annual bill savings from small measures in the previous evaluation, therefore a comparison cannot be made with the most recent figure.

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, 325,759 people have been informed about, or referred for, additional support (increased by 164,282 since August 2024). 26% of people were informed about the Priority Services Register[34] and 21% 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 = 298)



4.3. Completed project analysis

Qualitative and quantitative data obtained from quarterly reports, submitted by completed grantees, has been used to inform this section. 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 all projects.

4.3.1. Completed project metrics

Table 4-3 shows the quantitative outputs for completed projects in Phase 2 rounds 1 to 3. Note that seven innovation fund and carbon reduction emission fund projects have not been included as they did not have targets related to the advice intervention metrics listed in the table, and 11 completed projects in rounds 4 to 7 have been excluded from the table and will be reported in next year's evaluation. Targets which have been met or exceeded are highlighted in green, targets highlighted in light green have been at least 90% met, and cells in amber have met between 50% and 90% of their targets.

[34] 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.

Most targets (89%) for each round in Phase 2 were achieved or exceeded. Targets related to events, telephone energy advice calls, training, online advice, and distinct households reached were all exceeded.

Only Round 3 met its aggregate home visit target, although both rounds 1 and 2 were within 5% of theirs. In their end-of-project reports, grantees reported the challenges associated with delivering home visits, including clients' preference for remote advice and home visit appointments being difficult to arrange or cancelled. See section 4.3.2.1 for more details regarding home visit challenges. Mitigation plans agreed with the Energy Redress team allowed some projects to replace home visits with other similar deliverables, such as telephone energy advice calls, email and online advice, hence why these targets are greatly exceeded.

The number of workshop/talks/group sessions held was below target in Round 2, but the numbers of households attending these sessions was 176% of target. Attendance at these sessions often exceeded expectations, especially in winter, so projects advised more clients without having to hold as many sessions as they originally thought they would need to. Grantees also attended partner workshop/talks/group sessions, meaning they could engage with more vulnerable clients without the need to host as many of their own.

Across all completed rounds in Phase 2, 11 (92%) of the 12 key advice intervention targets were exceeded. The only target not achieved was number of workshop/talks/group sessions held (90% of target), for the reasons mentioned above.

Managing performance

The performance of projects against their target metrics is actively managed. All grantees report to the scheme managers on progress against their targets alongside their grant claims and Development Officers work with grantees as a "critical friend" to support and challenge grantees. Where progress is slow against targets grantees are encouraged to adapt their projects to improve performance and a change request process enables them to do this. In exceptional cases where projects are not delivering impact for the funds, they can be closed down and unspent funds reallocated to new projects.

Reasons for low performance vary widely, but can include challenges with reaching customers, seasonal variation in demand and staff issues such as recruitment, turnover and long-term sickness.

In some instances grantees have set themselves highly challenging targets so despite not reaching their targets they are still delivering cost effective and impactful work. For this reason, projects are assessed for value for money on an ongoing basis to ensure value for scheme funds.

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Table 4-3: Quantitative metrics for completed projects in Phase 2 rounds 1 to 3

Metric	Round 1 (n = 30)		Round 2 (n = 31)		Round 3 (n = 14)	
	Total	% target	Total	% target	Total	% target
No. of advice events held or attended	3,464	300%	2,746	453%	673	243%
No. of households reached at events	69,122	196%	66,307	224%	13,993	180%
No. of home visits	15,289	95%	14,995	96%	6,557	136%
No. of face-to-face advice sessions	19,114	113%	20,593	98%	6,306	120%
No. of workshop/talks/group sessions held	942	129%	686	59%	161	187%
No. of households attending workshop/talk/group session	13,966	136%	9,476	176%	1,179	1,965%
No. of telephone energy advice calls[35]	69,679	109%	88,109	131%	26,743	214%
No. of email/online advice interactions	27,173	647%	29,467	391%	2,526	361%
No. of training sessions (for partners)	607	228%	244	262%	43	130%
No. of frontline workers/volunteers trained	7,604	223%	6,244	440%	1,018	149%
No. reached by other means	2,557,907	1,498%	919,614	747%	981,625	255%
Total distinct households reached with advice	121,175	128%	97,859	102%	40,247	195%

[35] 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. End-of-project report analysis

This section presents the analysis results from the end-of-project reporting documents compiled by 88 completed projects in rounds 1 to 7[36]. Within the reports, grantees reported the key barriers they faced when delivering their project, the solutions they implemented to overcome these, the most important project learnings, whether the project will continue, and the project's legacy. The quarterly reports were analysed as per the method outlined in section 2.2.2.

4.3.2.1. Project barriers, solutions and learnings

Grantees reported barriers to project delivery, which caused delays, reduced intended outcomes, or significantly changed outputs. They also reported how they overcame these challenges and the key learnings they have taken from their experiences. Below are the key reported project challenges and learnings.

Complex client needs

Issues that grantee's clients faced were varied, intricate, and deep-rooted. Many experienced a mixture of financial, energy-related, and mental and physical health issues that were exacerbated by external pressures such as the rising cost of living. Demographics especially vulnerable to these factors included people with disabilities, elderly people, non-English speakers, people living in rural areas, and those on low-incomes or in fuel poverty. Listening to their clients' needs enabled grantees to understand the bespoke intervention required to support individuals in their unique circumstances. Many grantees reported focussing on immediate problems that could be easily addressed first, before working with clients to resolve more complex issues.

Many of these clients were busy working multiple jobs, caring for relatives, raising children alone, as well as attending to many other responsibilities, which meant they did not have time to engage with the support. Some grantees therefore reported extending their service hours and offering callbacks to support clients at times convenient for them.

Some clients were hesitant to engage with grantees' support because they were afraid of being scammed or uncertain of the benefits it offered. To overcome this, grantees gained their trust through friendly, empathetic community officers who explained the project's advantages and eased clients' concerns. Once projects began and benefits were realised within communities, word of mouth effectively raised positive project awareness.

Communicating with certain clients was another reported challenge. Grantees found it difficult to engage with people whose first language was not English or those who could not read or write, especially when delivering telephone and online advice, respectively. Grantees therefore ensured that any advice and communication was clear and simple. Though some grantees noted that it was expensive, some grantees arranged for a translator to communicate with people for whom English is not their first language. Free online platforms such as Google Translate were also used to communicate with those with limited English. Additionally, some

[36] 11 projects in rounds 4 to 7 which completed early and submitted an end-of-project report at the time of the evaluation were included in the analysis.

clients had poor digital and/or energy literacy, meaning that project interventions were time intensive and certain types and channels of support were unsuitable for them.

Partnerships

Most grantees commented on the role of partnerships, predominately as an enabler of project delivery, but some also cited it as a barrier. Collaborating with other organisations, charities, health partners, local authorities, and community groups assisted many projects in supporting vulnerable clients with complex needs through referral networks. Moreover, partners helped projects identify and engage with otherwise hard-to-reach people, share project resources, and exchange training materials to increase service demand and exceed output targets.

In some instances, project partners were themselves obstacles to delivery. A few grantees reported project delays due to partners sharing documents or other resources slowly and some snags in project delivery due to them and their partners working in different ways. Grantees emphasised the need for clear and candid communication with partners about expectations to ensure a strong and efficient relationship. While finding and forming partnerships took time, grantees considered this a worthwhile investment.

Parternships were also cited as an important project legacy. Some grantees reported their partnerships, which formed or strengthened because of their Energy Redress project, will continue. Learnings or resources developed during the project have been shared with these partners and disseminated to clients in need.

Grantees awarded with a larger amount of funding mentioned partnerships, both positively and negatively, more than those with smaller grants. This is understandable, given the size and reach of the projects with larger amounts of funding, which typically have many different types of deliverables and high targets. Also, these projects are typically delivered by well-established charities which are more likely to have existing partnerships which they can work alongside and support. This possibly identifies an opportunity for grantees with smaller funding amounts to collaborate with external parties to boost their deliverables.

In person vs remote support

Across many of the end-of-project reports, opinions varied on whether support delivered in person (eg face-to-face at events or during home visits) or remotely (eg via telephone or video call) was better for the client and from a project delivery perspective. Some grantees reported that home visits were preferred by clients, and they enabled assessors to fully understand their needs and offer the most appropriate support. Other grantees noted that clients did not want to be visited at home and that other types of support were more appropriate.

Grantees who found that remote support suited them and their clients best explained that their clients were reticent to meet in person. The COVID-19 pandemic played a significant role in this reluctance for home visits. Even after the pandemic, vulnerable people often felt more comfortable speaking in a public location rather than at home, which resulted in a lower uptake of home visits but a larger number of face-to-face sessions. Regardless, many clients strongly preferred the flexibility and convenience of remote advice.

In terms of project delivery, many grantees reported home visits were difficult to organise and were often cancelled last minute or residents were not home for their appointments, which caused frustration and considerable losses in adviser working time. Some grantees also reported their project had a large geography to cover, meaning they could only deliver a certain number of home visits at one time. Moreover, some considered home visits to be a risk for staff safety. In situations when home visits were not suitable, projects offered in-depth remote advice instead. This meant that while some projects did not achieve their home visit or face-to-face advice session targets, they exceeded their telephone energy advice calls and email and online advice interaction targets.

Many other grantees, however, valued home visits above other types of support. Some reported that the demand for detailed home visits has increased since the pandemic has subsided and energy bills have soared. These clients are interested in receiving property specific advice that can reduce their energy bills and make their home more comfortable. In person interactions are also invaluable for clients who feel excluded or isolated and benefit from social interaction. From a project perspective, some grantees noted home visits are the best method to identify and address multiple and complex issues that cannot be identified remotely.

Grantees acknowledged that all clients are different, and listening to their needs is the best way to understand how to support them. Offering a range of in person and remote advice channels means that clients' preferences can be met more often. Project flexibility is therefore fundamental to ensure that all vulnerable clients' complex issues are addressed.

Outreach and engagement

Effective project outreach and engagement is essential to supporting vulnerable people. Attending events at trusted venues with high footfall raised project awareness and facilitated interaction with new clients. Listening to their issues helped build rapport, and then clients were more receptive to projects' clear and simple advice and resources.

Projects would often engage with clients at events intending to provide light touch support, but this interaction revealed complex client issues that required intense support and follow-up to ensure their situations had improved. While this was difficult for some projects which did not have the capacity or resources to resolve these types of issues, some were able to refer them to partners who could help.

Demand for services to reduce energy costs and improve home heating decreased during the summer months. This seasonal dip led to a reduction in project uptake and resulted in fewer outputs being delivered and a staff imbalance. However, grantees used this quieter period proactively, by focussing on internal system improvements, staff training, and strengthening partnerships, ensuring they were prepared for the increased winter demand.

Many grantees also reported that clients were difficult to find. These hard-to-reach clients who are geographically isolated or digitally excluded were difficult to identify and create and maintain relationships with. Door knocking and leaflet drops were effective at engaging with these individuals. This proactive outreach was effective but required continuous effort and resources. Planning marketing activities in advance ensured timely, cost-effective outreach.

Staff learnings

Many projects experienced staff related challenges, which slowed project delivery. Limited capacity during busy periods meant that projects became overwhelmed and could not reach their output targets. This was primarily due to unavoidable or unforeseen circumstances such as annual leave, illness, bereavement, or maternity/paternity leave, and was compounded by a growing demand for the project. Grantees reported they were flexible with employee rotas and responded quickly to these staff shortages, so their service was back to running at full capacity without much disruption.

Recruitment was a challenge for many projects, especially when there was a need to replace an employee quickly in a role that required lengthy, in-depth training. Many applicants lacked the relevant skills and experience for these roles. To overcome this, grantees targeted candidates with relevant knowledge and experience who could be upskilled. Once trained, these staff contributed to the team and performed well in their role.

Staff retention was also cited as an issue, with grantees noting they are unable to offer competitive wages to keep skilled staff in their roles. To fill any gaps left by former staff, projects sought additional funding to offer higher wages or relied on volunteers. While useful in the short term, training volunteers required a lot of resources, and some soon left after being certified for paid work. However, this was not the case for all volunteers, and unpaid project support proved invaluable for many projects.

While training staff and volunteers was reported by a few grantees as expensive and time consuming, many noted that continuous training and upskilling was vital to ensure they are well-equipped to help support clients with many complex issues. Scheduling training for the typically quiet summer months helped prepare staff and volunteers for high winter demand.

Other learnings

Other challenges and learnings reported by fewer grantees included:

- **Data and evaluation** are key to improving the project. Continuous refining of internal processes and procedures created efficiency gains and fostered consistent project delivery. This enabled them to do more with the same resource.
- **Cost pressures** impacted project delivery. This included project material costs, such as for marketing materials, small measures, or renewable energy technologies, and business costs, such as higher training costs or increased staff wages.
- **Behaviour change** had long-term impacts for clients, as demonstrated in their project evaluations. Energy saving advice was effectively communicated through in person or remote advice to reduce energy bills and make their homes more comfortable.
- **Engaging with utility providers** to resolve client issues proved challenging and time intensive for project advisors. This also caused anxiety and frustration for many vulnerable clients, most of whom are digitally or energy illiterate. Community advisors were dedicated to specific households to ease this process. This helped as they had existing knowledge of the client's issues and could therefore address them efficiently.
- **Grid connection** barriers for innovation and carbon emission reduction fund projects. Connecting renewable energy technologies to the grid was for many a cumbersome and bureaucratic process. All these projects could do was be patient and comply with District Network Operator requests.

energy saving trust

4.3.2.2. Project legacy

Grantees reported whether their project will continue and whether it will have a lasting impact after their redress funding has ended. The key project legacy findings are outlined below.

Project continuation

Nearly all completed projects reported they have secured funding or were seeking funding to continue their project or service beyond their redress funding. Some grantees have secured more redress funding from a later round of Phase 2, while others have been awarded funding from other organisations. This funding will allow them to retain staff and expand into new areas, reach more vulnerable people previously unsupported by their service, and develop new resources or training materials. Projects which had not yet secured funding will continue their services at reduced capacity until they do so, though some projects noted they will not be able to continue if they do not find additional funding.

Project delivery experiences and key findings from evaluations will not only serve future projects well, but it will also give grantees the tools and relationships they need to secure future funding. This includes robust internal processing procedures, data management systems such as Customer Relationship Management (CRM) systems, customer databases, referral networks, tested support channels, refined advice content, and strengthened community and supplier relationships.

Lasting impact

Most grantees noted their greatest project legacy is the support they have provided to their clients. Their advice and support have empowered vulnerable people with behaviours that will save energy and reduce bills for many years. This includes clients who were previously hard-to-reach, who have been identified and will be supported by future projects and partners. Additionally, small measures (such as LED lightbulbs), larger home energy efficiency improvements (such as insulation), and renewable energy systems (such as solar panels) provided by projects will benefit clients long-term by making homes more comfortable, producing clean energy, and reducing energy bills. Innovation and carbon emission reduction fund projects will continue their research and development of renewable energy, home heating, and energy monitoring systems to create efficiencies in their product designs.

Key project learnings have been shared with clients and partners, contributing to best practise within their respective sectors. These findings were shared in reports, blogs, case studies, leaflets and verbally via in person and online workshops, forums, events, and on grantee's websites and in media. These resources and training materials are transferable and reusable and will be used for many years. Project leads will continue to speak at events and forums and support local networks, regardless of whether their project is continuing or not. This wealth of data and insights will keep supporting clients and will inform future policy and improve service design for other projects.

Many grantees reported the redress funding increased public awareness and understanding of their project and organisation. Over the duration of their project, they have developed a strong reputation for providing a reliable and beneficial service. This has helped them build trust in their local communities, enabling them to reach more vulnerable people than before. Moreover, a few grantees noted that partners have increasingly involved them in more strategic discussions for their own projects because of the outputs they achieved with the redress funding.

Skills and qualifications that project staff and volunteers have acquired through training will remain within the organisation or will continue to support vulnerable people through other projects. The learnings they have gained through experience have been embedded in organisational practice and will serve clients well for many years. Moreover, by increasing frontline workers' skills with training, grantees have ensured that knowledge will continuously be shared within communities.

4.4. Analysis of on-going projects

4.4.1. Progression against quantitative targets

Table 4-4 and Table 4-5 show progressing projects advancement towards their targets. Deliverables have been colour-coded depending on how far projects within a round have progressed in their delivery period. For example, 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. Deliverables that have exceeded their target are shaded dark green.

However, this approach assumes progress made towards targets should be evenly distributed amongst each reporting quarter. In reality, projects often put resources into project establishment and recruitment in the early quarters, and seasonal variations can significantly impact on the number and form of advice interactions undertaken.

Some projects funded by the innovation, CERF, or just transition funds do not have energy advice intervention targets listed in the tables, hence the sample sizes are lower than those presented in Table 4-1. Table 4-4 also includes 11 projects which have completed early[37] in rounds 4 to 7. Projects in Round 11 had not reported any outputs before 5 September 2025, therefore these are not provided.

The tables show that most rounds (67%) are ahead or have already met or exceeded their energy advice intervention targets. The tables also show that all rounds are exceeding their events held/attended and households attending workshop/talks/group session targets. Metrics with the fewest number of projects on or above target were home visits (one of seven rounds ahead of target), telephone energy advice calls (two of seven rounds ahead of target), and face to face sessions delivered (two of seven rounds ahead of target). See section 4.4.2 for further details on the challenges and learnings grantees encountered while delivering their project.

[37] Projects may complete early by mutual consent with the Redress team if the project has met its aims and targets, or if it experienced issues that could not be easily resolved.

Table 4-4: Quantitative metrics for energy advice interventions – rounds 4 to 7

Metric	Round 4 (n = 24)		Round 5 (n = 12)		Round 6 (n = 21)		Round 7 (n = 20)	
	Total	% target	Total	% target	Total	% target	Total	% target
No. of advice events held or attended	1,529	518%	832	492%	540	500%	799	204%
No. of households reached at events	18,421	115%	14,706	122%	11,577	92%	12,359	54%
No. of home visits	5,519	82%	3,545	89%	3,251	46%	4,625	46%
No. of face-to-face advice sessions	10,025	77%	10,503	82%	7,698	77%	3,805	53%
No. of workshop/talks/group sessions held	397	149%	282	256%	244	136%	122	82%
No. of households attending workshop/talk/group session	3,643	280%	2,266	565%	2,031	249%	1,015	134%
No. of telephone energy advice calls[38]	17,806	71%	8,815	141%	23,085	63%	13,061	62%
No. of email/online advice interactions	8,935	638%	4,006	1,335%	6,039	1098%	11,442	745%
No. of training sessions (for partners)	73	228%	41	513%	80	229%	95	306%
No. of frontline workers/volunteers trained	1,045	116%	493	180%	527	62%	887	90%
No. reached by other means	160,561	254%	502,303	2,955%	488,742	898%	775,234	267%
Total distinct households reached with advice	29,403	80%	21,638	109%	32,335	82%	18,033	51%

[38] 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.

As noted in Section 4.3.1 above, performance of grantees is managed on an ongoing basis with support and challenge provided to help grantees deliver against their targets. Where grantees are falling behind on headline targets such as "Total Distinct Households" (as was the case for Rounds 4 and 7 above) the cost effectiveness of projects on a per-household basis is kept under review to maintain good value for grant funds allocated and grantees are supported to adapt their projects to increase reach where needed.

Table 4-5: Quantitative metrics for energy advice interventions – rounds 8 to 10

Metric	Round 8 (n = 26)		Round 9 (n = 30)		Round 10 (n = 24)	
	Total	% target	Total	% target	Total	% target
No. of advice events held or attended	366	74%	407	35%	122	31%
No. of households reached at events	11,492	38%	6,552	25%	4,710	19%
No. of home visits	3,302	24%	2,571	19%	1,131	7%
No. of face-to-face advice sessions	5,781	45%	4,239	21%	2,134	10%
No. of workshop/talks/group sessions held	99	32%	171	16%	54	38%
No. of households attending workshop/talk/group session	1,221	71%	1,015	32%	750	49%
No. of telephone energy advice calls[39]	14,189	34%	8,733	22%	3,377	11%
No. of email/online advice interactions	2,377	223%	7,738	24%	1,053	351%
No. of training sessions (for partners)	50	41%	68	13%	10	19%

[39] 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.

No. of frontline workers/volunteers trained	639	28%	624	28%	62	11%
No. reached by other means	234,941	408%	73,763	224%	52,529	39%
Total distinct households reached with advice	24,491	34%	18,520	21%	7,083	15%

4.4.2. Quarterly report analysis

This section presents an analysis of quarterly reporting documents compiled by 168 progressing projects. Within the reports, grantees are requested to summarise the previous quarter, report their progress against their targets (grantees also report their outputs in a supporting Excel spreadsheet), highlight any issues and how they resolved them, and provide their project learnings.

The quarterly reports were analysed as per the method outlined in section 2.2.2. Due to time constraints, only one quarterly report was analysed per progressing project. Table 4-6 provides a summary of the quarterly reports selected for each redress round. The quarterly reports were selected from different project stages and different times of year to include a range of delivery periods and avoid overlooking any seasonal experiences.

Table 4-6: Summary of quarterly reports analysed (n = 168)

Round	Number of projects	Quarter	Month report submitted	Reporting period
4	23	Quarter 7	June 2025	March – May 2025
5	12	Quarter 4	November 2024	August – October 2024
6	18	Quarter 4	January 2025	October – December 2024
7	18	Quarter 3	February 2025	November 2024 – January 2025
8	28	Quarter 2	April 2025	January – March 2025
9	31	Quarter 2	August 2025	May – July 2025
10	38	Quarter 1	June 2025	March – May 2025

Many of the progressing project issues, resolutions, and learnings reported below were also identified by completed projects, as presented in section 4.3.2.1. However, although the general themes were similar, there were particular learnings within these themes that were often not mentioned in end-of-project reports. This was especially true of issues and resolutions noted in quarterly reports submitted early in the project.

4.4.2.1. Project issues and resolutions

Grantees reported 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.

Staffing issues

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

- A number of projects had staff members leave the project or organisation. This affected capacity and therefore progress towards targets. **Solution**: In some cases, especially with senior roles, staff in other roles were able to take over to ensure consistency in delivery. In other projects, staff members increased their hours worked on the project to cover capacity. Projects also adjusted delivery timelines to account for this (some had contingency built in).

- A number of projects reported difficulties around the City and Guilds qualification. Some project staff had to dedicate more time than anticipated to studying, and had to re-sit the exam, which delayed advice delivery. Another project reported that there is a lack of availability of exam dates, again delaying advice delivery due to advisers not being able to acquire the qualification. **Solution**: For staff waiting to sit the exams, other training has been completed in the meantime so that delivery can commence straight after passing the exam. For those who experienced difficulties studying, time was reallocated to studying in the first quarter to mitigate the need for a re-sit.
- One project reported that volunteers are not interested in completing the training required to deliver in-depth energy advice and would rather support in other capacities. **Solution**: The project will start targeted recruitment, looking for people who already have a background in 'environmental' topics.

Project Engagement

Many grantees reported project engagement as a challenge. This appears to be due to external factors such as seasonality, but also a misalignment of services offered and demand from clients. This had led to grantees reporting themselves 'behind' certain targets.

- Low response to feedback and customer surveys was reported by many grantees as a common issue, causing them to fall behind on targets and not learn where improvements can be made. **Solution**: One project, which struggled with language barriers, used online tools and communicated with trusted family and friends to encourage the customer to respond. Many projects reported adapting their methodology for collecting feedback to engage more people, and some sent text or email reminders to prompt responses.
- Several projects reported that certain types of interventions were not as popular as they anticipated. For some projects, clients much preferred home visits or face-to-face interactions, for others they preferred phone calls. Some also reported low attendance at events. This led to low engagement and reduced progress towards targets. **Solution**: Projects re-iterated the types of support available to staff and customers, and some found that social media posts and online sign-ups increased uptake. One project adjusted the time of drop-in sessions to coincide with local foodbank hours, garnering more footfall.
- Some projects reported low engagement over warmer months. **Solution**: Projects used the time to plan for winter/colder months and continued with messaging around preparing for winter and maintaining behaviour changes that will reap benefits in winter, such as continuing to top up pre-payment meters regularly. One project noted planning a larger number of events for September to re-engage customers.

- A few projects reported that customers are unwilling to have personal details recorded, which impacts whether they can be counted in project outputs. **Solution**: Some projects used incentives, such as a prize draw, to encourage people to complete a sign in form.
- A few projects noted that some customers missed home visit and phone call appointments. **Solution**: Advisers have been attempting to phone ahead to confirm the appointment on the day of a home visit. One project has enlisted an intern to support with calls to free up adviser time. For missed advice calls, one project has a new process in place to help manage the extra time taken to contact people.
- One grantee reported a general lack of engagement across the project. **Solution**: The grantee found that recruiting volunteers with lived experience of poverty helped to engage customers.

Complex Cases

A number of projects reported that cases turned out to be more complex than anticipated, for various reasons, and therefore required more adviser time.

- Some projects report home visits reveal complex and varied issues for customers, such as hoarding. One project reported that engaging with energy suppliers can be time intensive. **Solution**: One project noted booking home visits early on in customer journey for early intervention, and another reported entrenching connections with other organisations that provide specialist support. For engaging with energy suppliers, specific days are blocked out and fewer visits were booked on these days to ensure plenty of time to support the client. Generally, projects must allocate more time to the cases to resolve them.

Partnerships

Most grantees had partnerships, which affected delivery to varying extents. Projects reported difficulties with partners from engagement to misaligned priorities.

- One project's partner ceased trading, which severely affected project delivery. **Solution**: The project maintained frequent contact with their former partner and with the new, replacement partner to ensure continuity. They are exploring more potential partners to mitigate risk of reliance on one partner.
- One project reported that their partner was not delivering the referrals they expected. **Solution**: The partner (a subsidiary of the grantee) is working on engaging new partners themselves and is working with a housing association to reach new customer bases.
- Partners also found the City and Guilds qualification more time intensive than expected, delaying progress on targets. **Solution**: More time was allocated to training.
- One project reported that one of their primary referral partners for retrofit was focusing on a different customer group to them, limiting their ability to refer onward. **Solution**: The project sought out alternative referral partners and are signposting to local Trustmark traders.

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

- Roof survey and legal costs were higher than anticipated. **Solution**: New approach taken that will prioritise sites based on a due diligence exercise, and the project will seek additional funding.
- Energy suppliers are often very slow to respond to issues, and a lack of engineers exacerbated the issue. They also flagged the shutdown of Radio Teleswitch Service (RTS) as a problem for switching customers over to smart meters. **Solution**: The grantee emphasised communicating RTS issues with housing providers and new tenants, and keeping cases open for longer to push for resolution.
- Subsidence and asbestos were present in buildings being worked on. **Solution**: Contingency time had been built into project timeline. The asbestos was surveyed and removed, and the relevant staff completed asbestos awareness training.

4.4.2.2. Learnings to date

In their quarterly reports, grantees shared any lessons learned in their project to date. These included how to effectively support clients with many complex issues, how to engage with them, the value of partnerships, and the importance of training.

Complex client issues

Many progressing projects encountered clients with complex issues. Debt in particular has become a growing problem for many since the cost-of-living crisis began in late 2021. Although grantees expected to support people in vulnerable positions, the deep and diverse extent of their issues was unanticipated and surpassed grantees' allocated resource and capacity. Addressing these issues required significant time and effort, often reducing the number of clients they could support. Projects increased referrals to partner organisations, provided staff with more advanced training, and provided low-cost measures (such as draught excluders and blankets) to address extensive client problems. Some projects also noted the importance of effective advice, which empowered clients so they could tackle their issues themselves.

Engagement

Engaging with vulnerable clients was also reported as a challenge. Despite the COVID-19 pandemic receding in 2022, some clients remained averse to allowing assessors into their homes or meeting advisors in person. There were also increasing reports of digital and geographic isolation, as well as clients being too embarrassed to ask for help. To overcome this, grantees built trust with clear communications, empathetic engagement, and culturally sensitive outreach. This was best done in familiar spaces, such as community hubs or libraries, or at partner events. Grantees also impressed the importance of offering different methods of advice and support, be that home visits for those who are socially isolated or remote advice for those with mobility issues, to suit the client's needs.

Parternships

Project partners shared resources and learnings, provided training, alleviated pressure from projects in periods of high demand, and offered holistic support to those with complex needs. For projects who were getting started, partners helped promote the project among their clients and assured them their service could be trusted. This enabled projects to reach more people, and those otherwise inaccessible because of distance or social or digital exclusion. Once partners introduced their vulnerable clients to the service, word of mouth increased project awareness.

Training

Staff and volunteer training was reported by many grantees as vital to ensure clients are being supported with impactful interventions. It was especially important in supporting those with advanced issues such as debt, energy bills, smart meter and home heating controls, or low-carbon technologies, that require bespoke knowledge and effective advice delivery skills. Projects in their early stages reported the benefits of having fully trained, experienced staff available to support clients effectively and efficiently from the beginning, to build trust in the service. Established projects noted that training is vital throughout the year to keep staff informed on ever-changing client issues, policy updates, and new technologies or systems.

Other project learnings

Other project learnings reported by fewer grantees included:

- **Account for delays** by establishing buffers in timelines for tasks dependent on external stakeholders. Maintaining escalation pathways to decision-makers within partner organisations can overcome any additional management hurdles.
- **Able-to-pay clients** are increasingly looking for advice and financial support for home energy efficiency measures (such as insulation or heat pumps) to reduce their energy bills and make their homes more comfortable. This added to project demand, especially in winter. Vulnerable clients were prioritised, and staff were provided with additional training to support these clients not in fuel poverty as an extra beyond the redress funding.
- **Create a successful CRM** by building on existing workflows and mapping out how teams work before introducing any new systems. Interviewing and testing frontline users ensures the system is intuitive and meets real needs. Starting simple and focusing on usability over desirable features helps support a range of digital literacy levels, especially among volunteers.
- **Keeping informed of policies and programmes**, whether it is understanding and signposting eligible clients to government schemes such as Warm Home Discount Scheme or home visit assessors considering PAS2035 in their recommendations, can provide added value to clients. Awareness of new funding programmes announced during the project can provide an unexpected boost to support provided by existing ones.
- **Preparing for project launch.** Training staff, building a website, refining strategy, testing advice and support, and some small-scale marketing can set the project up for success. However, this cannot be done too early; if clients engage with the project before it is ready, it wastes engagement effort and risks reputational harm.
- **Small changes can make a big difference.** Clients achieved significant energy savings by adopting simple strategies, such as installing energy-saving light bulbs, bulk cooking, and lowering the thermostat for heating and hot water.

4.5. Process evaluation

This section presents the results from the online survey which evaluated the application and grant processes. The survey was distributed in September 2025 to 341 applicants who applied to the Energy Redress Scheme in rounds 9, 10, 11 and 12 of Phase 2. Applicants were sent an invitation irrespective of their application outcome. Successful applicants also provided feedback about the grant process. 74 applicants responded, achieving a response rate of 22%.

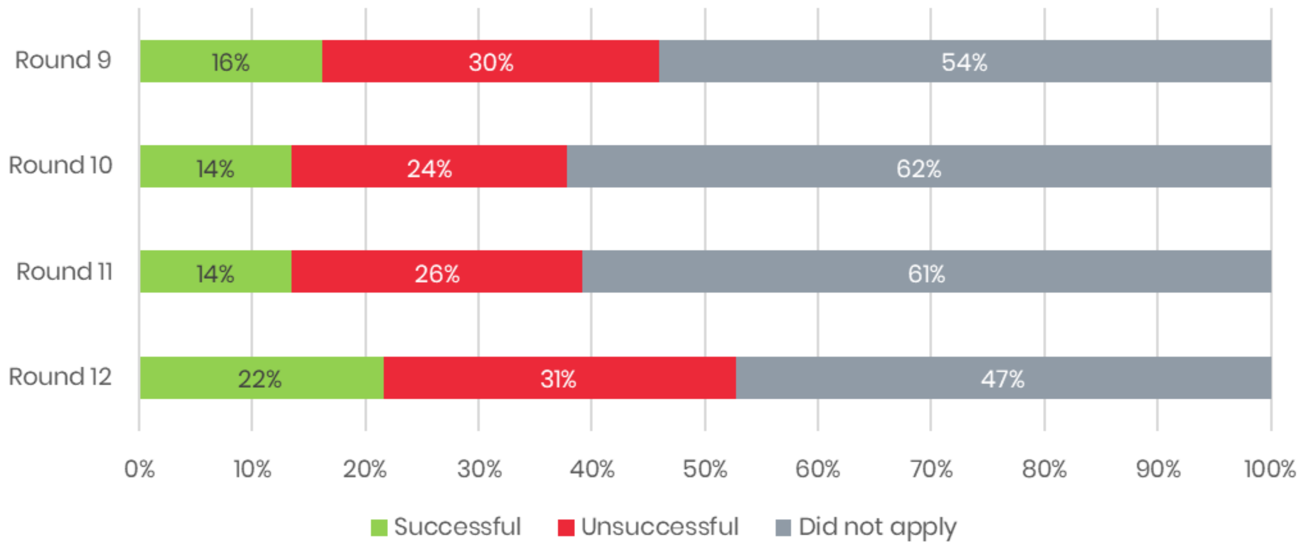
The sample size for each of the questions is indicated throughout the report (n number). Note that not all respondents answered every question. Percentages have been rounded to the nearest full number which in some cases led to some totals adding up to 99 or 101.

Comparisons have been made with previous evaluations throughout this section to demonstrate progress. However, the sample sizes between evaluation datasets differs considerably (2025 evaluation sample size: 74; 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 the same as the 2024 evaluation (43%) but is higher than in the evaluations in 2023 (36%) and 2022 (11%).

4.5.1. Application process

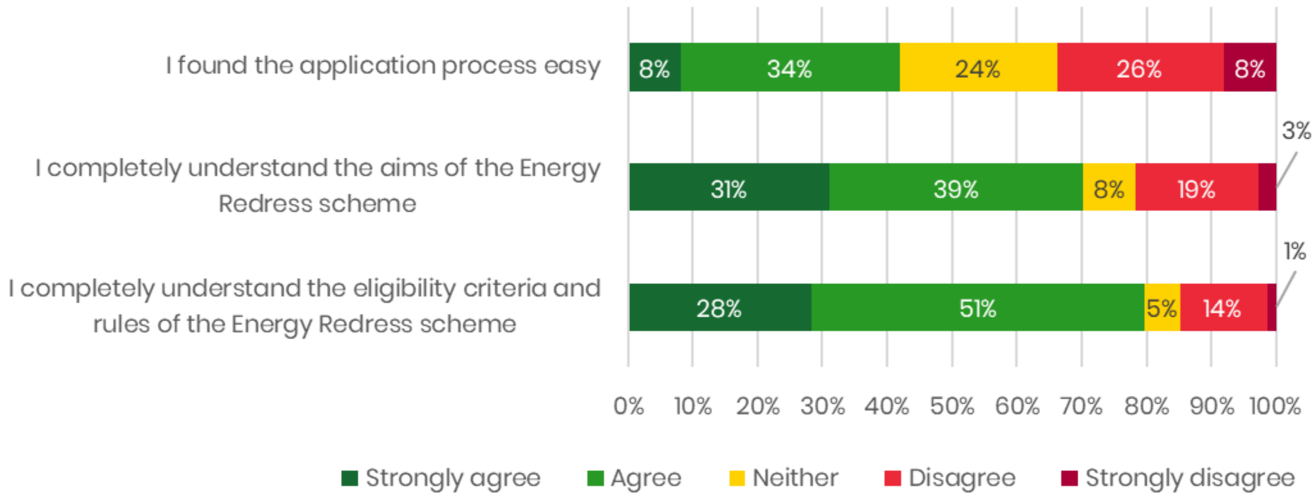
Of the 74 online survey respondents who provided feedback on the Energy Redress Scheme application process, 57% were successful for at least one of rounds 9, 10, 11, 12 in Phase 2. The remaining 43% had not been successful in any of these rounds or had not applied. Figure 4-4 shows respondents' application status in the five most recent Phase 2 rounds. The chart shows that 22% were successful in the most recent round of funding (Round 12).

Figure 4-4: Respondents' application status in rounds 9, just transition fund, 10, 11, and 12 of Phase 2 (n = 74)



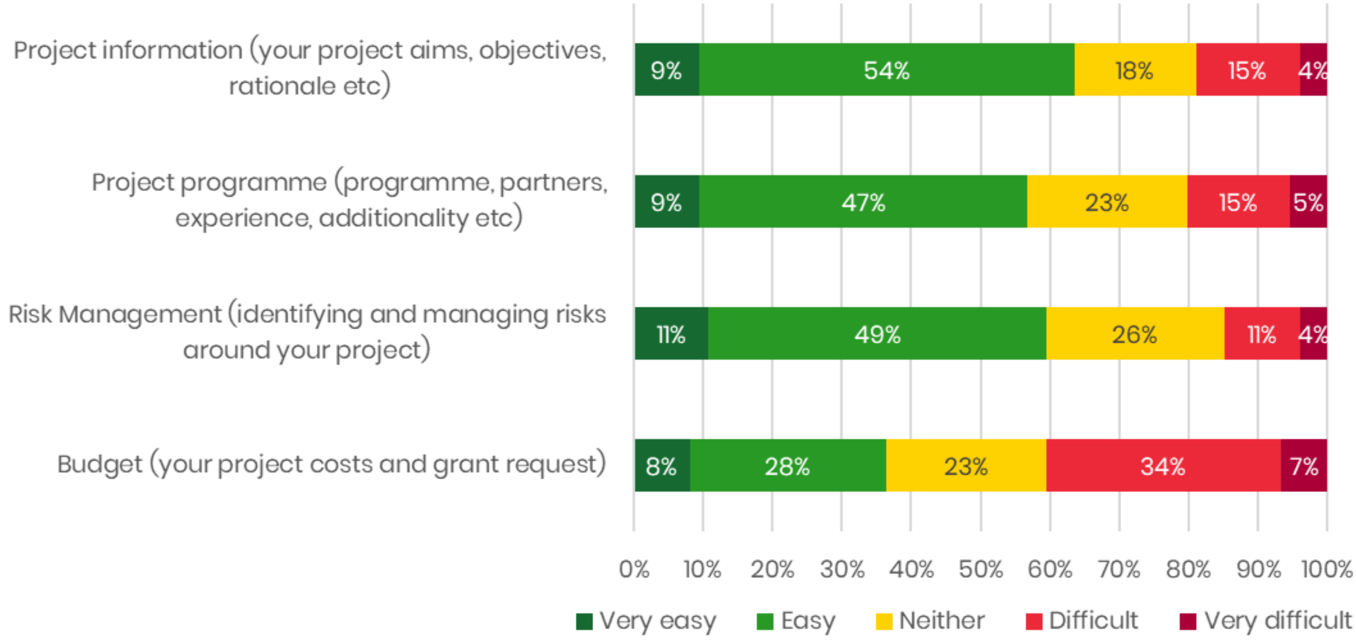
Respondents were asked to state the extent to which they agreed or disagreed with three statements regarding their application to the Energy Redress Scheme. Figure 4-5 shows that most respondents agreed that they found the application process easy (42%; previous evaluation: 51%), and most completely understand the aims of the Energy Redress Scheme (70%; previous evaluation: 90%) and the eligibility criteria and rules of the Energy Redress Scheme (80%; previous evaluation: 85%).

Figure 4-5: Respondents' experience with the Energy Redress Scheme application process (n = 74)



Respondents reported how easy or difficult their experience was when completing the four application form sections. Figure 4-6 displays these results. The chart shows that most respondents found the project information (63%; previous evaluation: 61%), project programme (58%; previous evaluation: 54%) and risk management (60%; previous evaluation: 57%) sections easy to complete. 36% of respondents thought that the budget section was easy to populate (previous evaluation: 34%).

Figure 4-6: How easy respondents found different sections of the application form (n = 74)



4.5.2. Application form

Respondents were asked whether there were any particular areas of the application form that they found difficult to complete. A few grantees took this opportunity to say they had no issues with the application form:

"I thought the form was well thought out, accessible, and was proportionate in terms of ask."

65% of respondents (previous evaluation: 55%) reported that they found a particular area of the application form difficult to complete. Note that some respondents found more than one area of the application form difficult to complete.

Half 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 calculate salary costs or align costs per intervention with the total grant amount. Respondents also noted the budget template felt unintuitive and did not provide sufficient space to explain specific budgeting elements:

"The budget requires narrative to explain elements, whether that's match funding, basis of costs etc. The form says these things need to be expressed but there is no obvious place for this narrative."

21% thought there was a lack of guidance and transparency. They said the instructions on how to complete certain sections was unclear, they were unsure how to fit their project specific targets and outputs in the form, and they needed guidance to understand what makes a good application:

"It wasn't so much that it was hard to complete but that the guidelines were difficult to apply for a charity offering relevant services but not in a conventional way."

17% reported the word count, a particular limitation for complex or innovative projects, and application form format were too restrictive:

"The application portal is quite fiddley and onerous - it takes several hours to transfer written and financial information into the portal field by field. Applying individual cost lines to activities in the project delivery milestone plan is challenging."

Other difficult aspects of the application form mentioned by fewer respondents included:

- Repeated questions or overlapping sections (such as objectives, outcomes, and targets).
- Technical issues with the application portal, which was prone to crashing and sometimes calculated the word count incorrectly. Respondents recommended adding an autosave function to prevent losing work if the site crashed.
- Difficulties explaining aims, outputs, and risks for new or technical projects.
- Challenges estimating carbon reduction impacts without modelling tools.

Respondents reported on whether the application form provided them with the opportunity to adequately explain their project. 81% said that it did (85% in the previous evaluation). 19% said they did not have sufficient space to explain their project; these respondents felt the guidance was unclear or the word count and format were too restrictive.

The 19% respondents who did not believe that the application form allowed them to explain their project in enough detail provided suggestions as to how the application form could be improved. These related to extending the word count, providing a more flexible application form that allows applicants more control, enabling links to relevant webpages, providing a video explaining step-by-step how to fill in the application (especially the budget section), 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. 78% of respondents were very satisfied (36%) or satisfied (42%) with the time it took for their application to be processed. This is lower than the previous evaluation in 2024 (92%) but is an improvement compared to the 76% and 55% of respondents who were very satisfied or satisfied with the time it took for their application to be processed in the evaluations in 2023 and 2022, respectively.

4.5.3. Supporting documents and Energy Redress website

Respondents were asked to rate how useful they found the Energy Redress guidance documents. 76% of respondents found the guidance documents to be very useful (26%) or useful (50%). This is lower than the previous evaluations in 2024 and 2023 when 91% and 90% of respondents found the Redress guidance document useful, respectively. In this evaluation, 11% thought they were neither useful nor not useful, while 13% thought they were not very useful (12%) or not at all useful

(1%). All respondents who rated the guidance document as not useful had been unsuccessful in their applications across the previous five funding rounds.

Respondents were asked to rate how easy or difficult they found navigating the Redress Dashboard (the online system where applicants manage their applications to Energy Redress). 66% of respondents thought the Redress Dashboard was very easy (13%) or easy (53%) to navigate. This is a decrease on the 79% of respondents who thought that it was easy to navigate in the previous evaluation in 2024 but is the same result as the evaluation in 2023 (66%).

97% of respondents said they had visited the Energy Redress website. Similar to the previous evaluation, 73% of those who visited the website thought that it was very useful (15%) or useful (58%). 17% found it neither useful nor not useful, while 9% said it was not very useful (8%) or not at all useful (1%).

82% of respondents (84% in the previous evaluation) were able to find everything they were looking for on the Energy Redress website, while the remaining 18% said that there was information that they could not easily find on the website. This included:

- Examples of strong Redress applications that applicants can learn from.
- Details on how applications are scored, beyond guidance around what makes a good application. This included exact scoring criteria that applicants can self-asses before they submit their application.
- Worked examples of the costs and budget section, including examples such as how budgets link to advice targets or what can be considered an overhead cost.
- Clear baseline data guidance for carbon emissions reduction fund.
- Clear definitions and examples of ineligible projects.

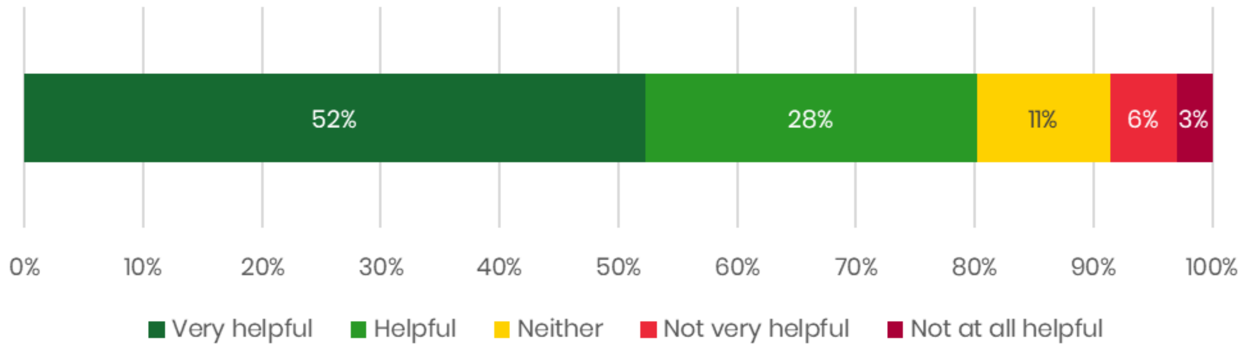
14% of respondents reported that they had used Energy Redress social media to find out about the scheme. In the previous evaluation, 35% had used Energy Redress social media. The social media platforms respondents from this evaluation used included, Facebook (4), LinkedIn (4), X (formally known as Twitter) (1), and YouTube (1). The specific information that respondents looked for using Energy Redress social media included updates on when funding is opening/closing, examples of successful projects, application form guidance, and information on schemes, programmes, and support.

4.5.4. Energy Redress team

73% of respondents had been in contact with one of the Energy Redress team, while the remaining 27% had not (18%) or could not remember (9%). This is similar to those who contacted an Energy Redress team member in the previous evaluation (72%) and an increase compared to 2023 (58%).

Respondents who had been in contact with the Energy Redress team reported how helpful their support was. Figure 4-7 shows that 80% thought the Energy Redress team were very helpful (52%) or helpful (28%). This is similar to the previous evaluation when 86% of respondents thought that the Energy Redress team was very helpful (57%) or helpful (29%).

Figure 4-7: Helpfulness of the Energy Redress team reported by respondents who had contact with them (n = 54)



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

- "The redress team are helpful, consistent and professional."
- "If there are any issues with our quarterly reports and claims we receive prompt feedback, and our Development Officer is very supportive at helping us resolve them."
- "The Redress team are a pleasure to work with and listen and act on any feedback about our projects."

Those who did not think that their interactions with the Energy Redress team were helpful said this was due to inconsistent guidance and them not being able to provide tailored feedback:

- "While I appreciate the work of the Redress team, I found it difficult to get clear and consistent guidance in response to my queries."
- "While we understand the team must be impartial, it can be difficult to get a steer about funding priorities. We've been re-directed to the guidance, but this didn't necessary provide the clarity we were after."

88% of respondents found the communications from the Energy Redress team, for example, emails about rounds opening, very user friendly (21%) or user friendly (67%), while 9% found it neither user friendly nor not user friendly. This is similar to previous evaluations (84% in 2024 and 95% in 2023).

The Energy Redress team delivered a webinar in October 2024 to introduce the just transition fund and provide guidance on its application process. 24% of respondents attended this webinar. 72% of the respondents who attended the webinar said it was very helpful (39%) or helpful (33%). 17% said it was neither helpful nor unhelpful, and 11% said it was unhelpful.

Two respondents who thought the just transition fund webinar was unhelpful explained why this was the case. These were unrelated to the webinar's content or delivery:

- "As previously noted, webinars say one thing, and the scoring system inconsistently says something quite different."

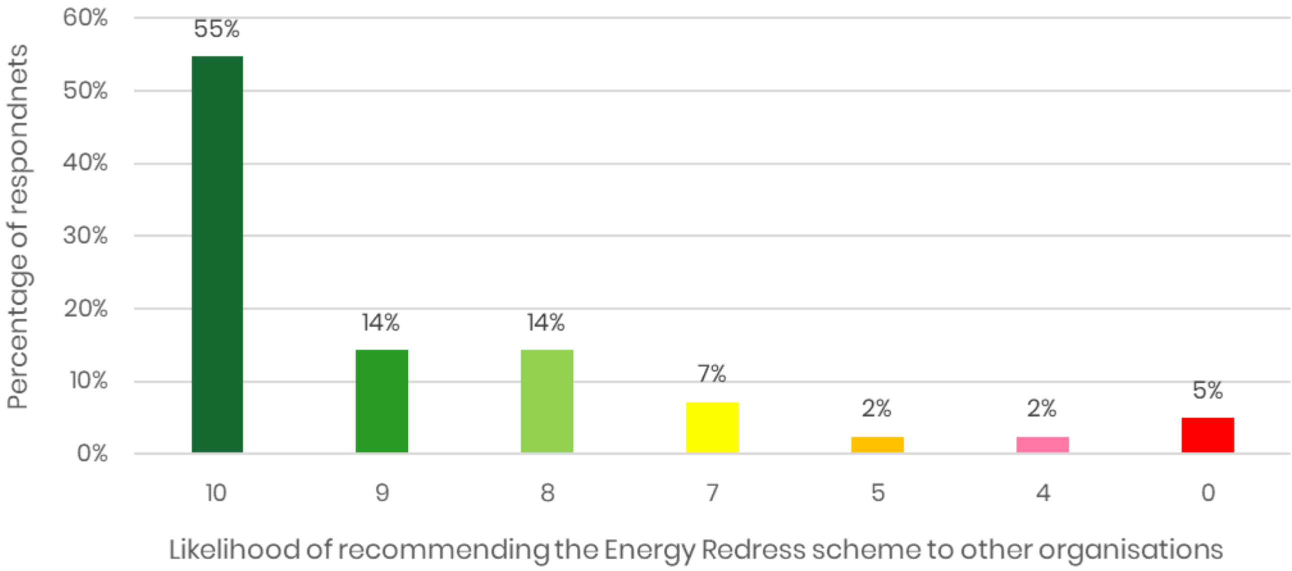
- "Because you are not able to work with individual projects to help them create success."

4.5.5. Net Promoter Score

Successful grantees of any of rounds 9, 10, 11 or 12 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 4-8 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 60, which is considered to be "excellent".

The NPS for this evaluation is similar to the previous evaluation in 2024 (59, "excellent") and an improvement on that calculated in the evaluation in 2023 (31, "good"). The NPS had been lower in 2023 due to high interest in the fund and smaller funding pots available, which meant that there was a higher proportion of unsuccessful applicants in these rounds.[40] This increased competition impacted respondents' experience of applying to the fund, which was reflected in the decreased NPS. In 2024 and 2025, applications remained high, but more funding was available to enable more applicants to be successful.

Figure 4-8: Successful respondents' likelihood of recommending the Energy Redress Scheme to other organisations (n = 42)



Respondents explained why they rated their likelihood of recommending the scheme as 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:

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

- “The Energy Saving Trust grant has enabled our charity to support more vulnerable people with the cost-of-living crisis and help educate communities in behaviours to reduce home costs. The grant has also meant we have been able to employ full time team members working on this project.”
- “It's a great fund, with plenty of flexibility and a broadly good application process. It funds a lot of work that would not be funded anywhere else.”
- “The scheme offers excellent funding to support essential work in the community. I particularly value the fact that the scheme is willing to provide repeat funding for the same organisation/project, as this enables us to maintain the continuity of our services.”

The four respondents who rated their likelihood of recommending the Energy Redress Scheme to other organisations as 5 or below explained why they provided this score. The reasons included the amount of time and effort required to apply being too great and risky as it may result in an unsuccessful bid (especially for smaller organisations) and the limited feedback on unsuccessful bids.

4.5.6. Recommended improvements

41% of respondents provided suggestions on how to improve the application process. The key recommendations from respondents are listed below with the percentage of those who suggested them in brackets (note that some respondents provided more than one suggestion):

- Simplify/streamline the application process (33%). Many found the form overly complex, especially smaller organisations. Respondents suggested reducing the number of questions and any overlapping sections to shorten the application.
- Improve feedback for unsuccessful applicants (23%). This would help them understand why they were unsuccessful and how they can improve future applications.
- Clearer guidelines (17%). Greater clarity of what types of projects are more likely to be successful and what information should or should not be included would improve application quality and therefore benefit both applicants and the scheme.
- Improve application format (13%). Specific recommendations included a higher word limit, allowing bullet points, bold and underlined text, enable an autosave function, allowing Excel sheet uploads, and memorised databases so repeat applicants do not have to rewrite certain sections.

Other suggestions for improving the Energy Redress Scheme mentioned by fewer respondents included:

- More notice before rounds open and close to give applicants sufficient time to write a strong application.
- Different application forms tailored to each fund, which ask for information relevant to those types of projects.

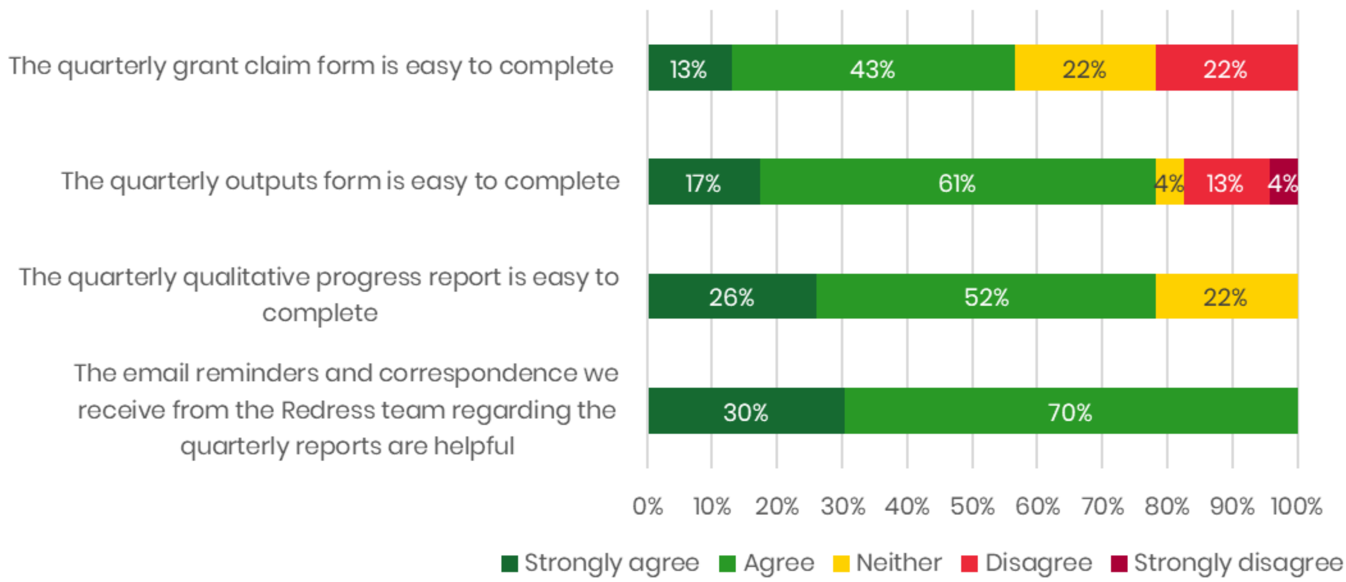
- A two-stage application process. The first stage being a short pre-application exercise where the project is summarised to filter out unviable projects, saving both the applicant and the scheme time. Applicants would submit the usual form in the second stage.
- Create dedicated support pathways for smaller or first-time applicants. This could include a mentoring system or live sessions with Development Officers to support with applications to help improve equality of the application process.
- Interview project leads to allow them to better explain their organisation and its service.

4.5.7. Grant process

42 respondents (57%) were successful Energy Redress Scheme applicants. These respondents were asked to state the extent to which they agreed or disagreed with statements regarding project progress. Only respondents funded in rounds 9 and 10 of Phase 2 were asked these questions, as rounds 11 and 12 had not yet submitted their first quarterly reports, as of 5 September 2025.

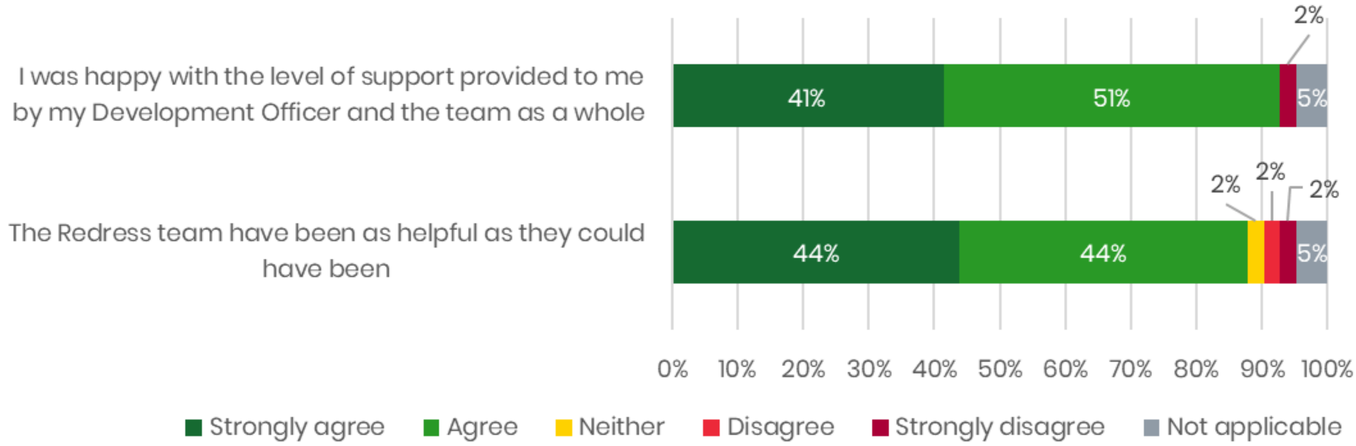
Figure 4-9 shows that respondents thought that the quarterly grant claim (56%; 80% in previous evaluation), the quarterly outputs form (78%; 80% in previous evaluation) and the quarterly reports (78%; 93% in previous evaluation) were easy to complete. All respondents thought that the email reminders and correspondence from the Energy Redress team were helpful.

Figure 4-9: Respondents' impression of the monitoring and reporting process (n = 23)



All respondents who applied successfully to the scheme were asked to state the extent to which they agreed or disagreed with statements relating to the Energy Redress team. As shown in Figure 4-10, 92% of respondents agreed that they were happy with the level of support provided by their Development Officer and the team as a whole, and 88% agreed that the Energy Redress team were as helpful as they could have been. These results have been consistently high over the past several evaluations.

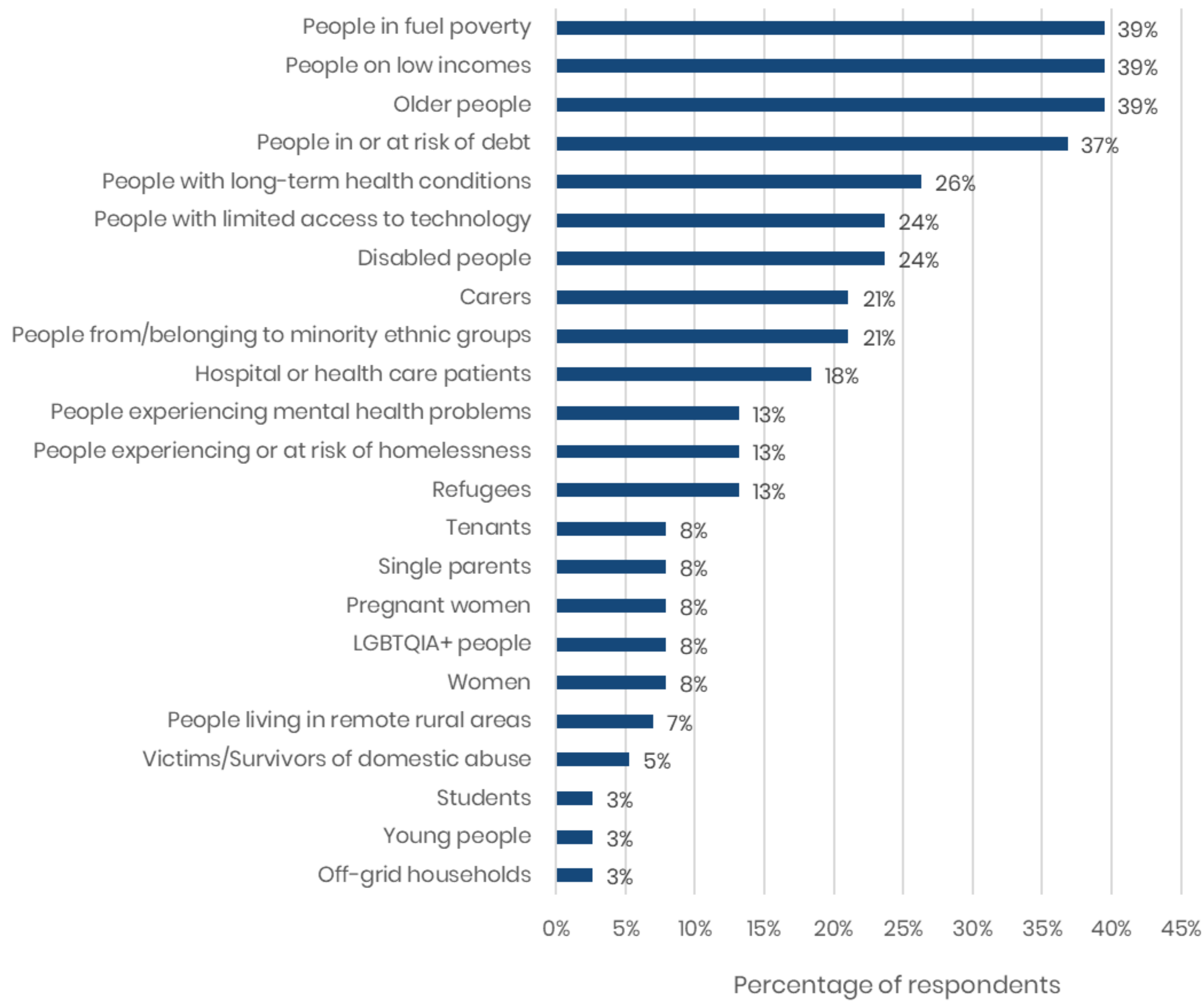
Figure 4-10: Respondents' opinion of the Energy Redress team (n = 41)



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. 79% reported that they were targeting any types of energy consumers who could be vulnerable, marginalised and/or disadvantaged.

Figure 4-11 shows the specific types of vulnerable, marginalised and/or disadvantaged groups being supported by respondents' projects. The chart shows that 23 different types of vulnerable people have been supported through Energy Redress funded projects. As was the case in the previous evaluation, the most common types of vulnerable groups supported included those in fuel poverty (39%), people on low incomes (39%), and older people (39%).

Figure 4-11: Specific types of vulnerable, marginalised and/or disadvantaged groups being supported by respondents' projects (n = 38)



The support which projects provide to 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.

4.5.8. Unsuccessful applicants

41 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. 37% said the feedback was helpful, while 63% said it was not. In the previous evaluation, 55% said the feedback was 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, numerical, 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. A few respondents also noted their applications were not scored consistently across different funding rounds:

"The feedback was unhelpful because it was just a number. It didn't explain why the score was what it was. Also, the scores fluctuated up and down on sections that hadn't changed much between submissions without explanation."

4.5.9 Acting on feedback

The above feedback from applicants and grantees is being used to inform continued improvement of the Redress scheme. The scheme is moving into a new contract period in 2026 and the user input gathered for this evaluation report forms part of the evidence base for the development of the scheme under that new contract.

energy saving trust

5. Fuel Voucher Fund evaluation

5.1. Project metrics

Fuel Voucher Fund grantees 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 24 September 2025.

£35.7 million has been allocated to Fuel Voucher Fund grantees in Phase 2 of the Redress Scheme. Table 5-1 provides a breakdown of the fund by round. The table shows that 17 grantees funded in five rounds[41] have utilised £20.4 million to distribute 445,781 vouchers to 179,565 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 a 12-month period. The average amount received per household equates to £114 per household.

Table 5-1: Overview of the Fuel Voucher Fundby round (n = 17)

Round	Number of projects	Round start date	Number of vouchers distributed	Number of households receiving vouchers	Funding spent by grantees
1	6	October 2023	257,653	111,951	£11,765,644
2	1	January 2024	6,406	3,784	£329,351
3	2	March 2024	66,154	13,897	£3,044,182
4	6	December 2024	110,869	49,874	£5,091,110
5	2	April 2025	4,699	59	£218,114
Total:	17	-	445,781	179,565	£20,448,401

In addition to distributing vouchers, 11 of the 17 grantees across the five 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: 9,756.
- Number of households referred for financial support (eg debt or benefit advice): 13,547.
- Number of households referred for health and wellbeing support: 3,701.
- Total number of onward referrals for additional support: 21,962.[42]

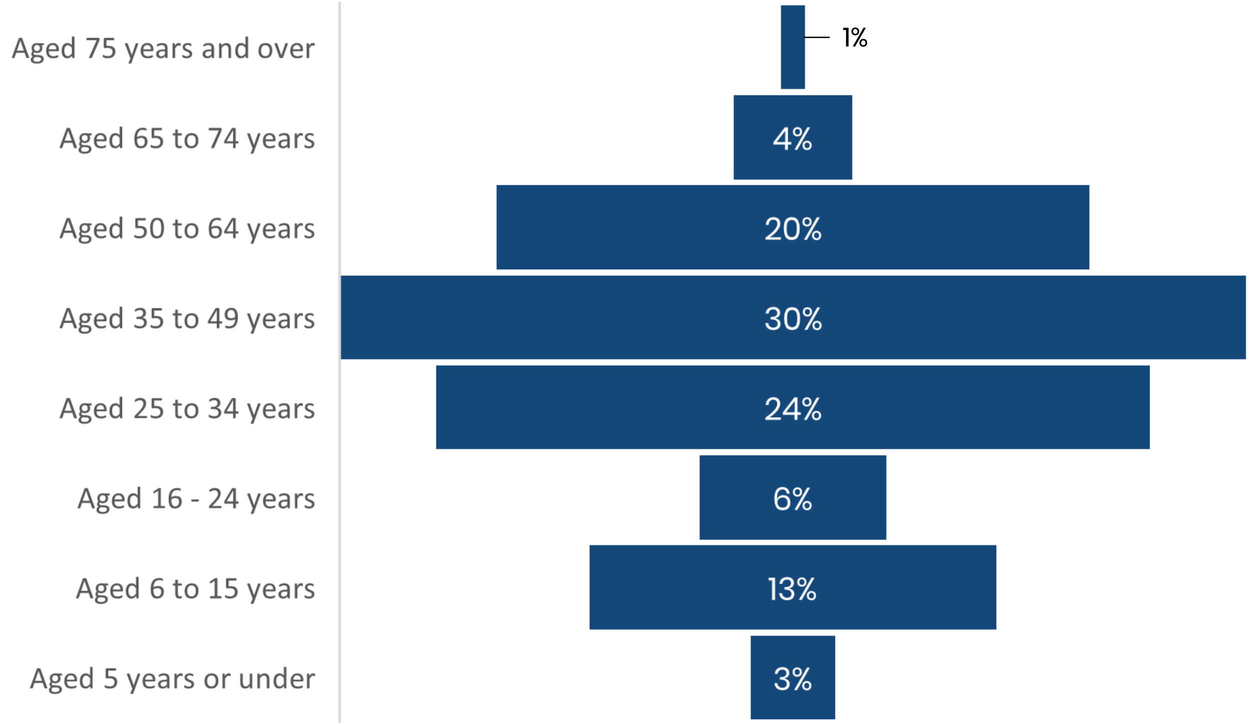
[41] Two grantees had been awarded funding in Round 6 but had not distributed any vouchers at the time of the evaluation.
[42] This includes services such as energy advice, debt advice and other support that can help to provide longer-term relief to fuel voucher clients.

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 supported, 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.

As shown in Figure 5-1, the most common age group within households receiving Fuel Voucher Fund support was those aged 35 to 49 (30%). Furthermore, more than half (54%) were aged between 25 and 49. Only 5% 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[43]. 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 = 59,954)



84% of those receiving Fuel Voucher Fund support were White, which is slightly higher than the percentage of White people living in the United Kingdom (82%[44]). Other ethnic groups receiving support included those who were Black (7%), any other ethnic group (4%), Asian (3%), Mixed or Multiple ethnic groups (2%), and Gypsy, Irish Traveller or Roma (<1%).

[43] Estimates of the population for the UK, England, Wales, Scotland, and Northern Ireland - Office for National Statistics
[44] Population of England and Wales - GOV.UK Ethnicity facts and figures (ethnicity-facts-figures.service.gov.uk)

73% of people receiving Fuel Voucher Fund support lived in England, while 21% lived in Scotland and 6% lived in Wales. Figure 5-2 shows that 87% lived in social housing.

Figure 5-2: Household tenure of those receiving Fuel Voucher Fund support (n = 49,086)

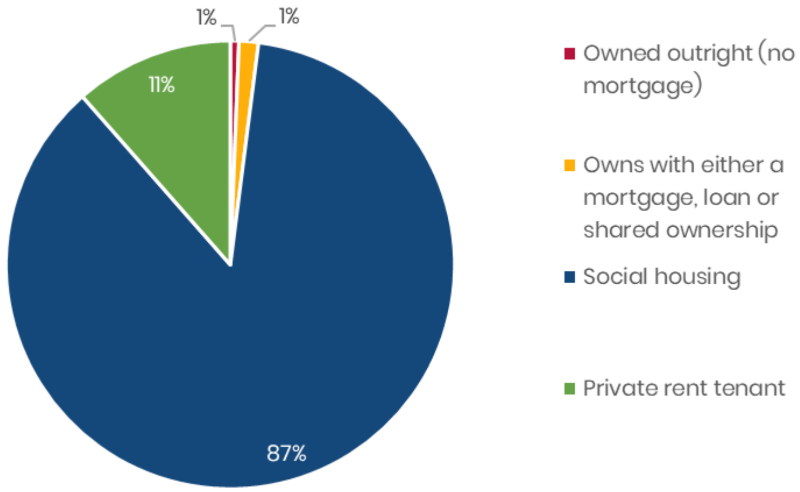
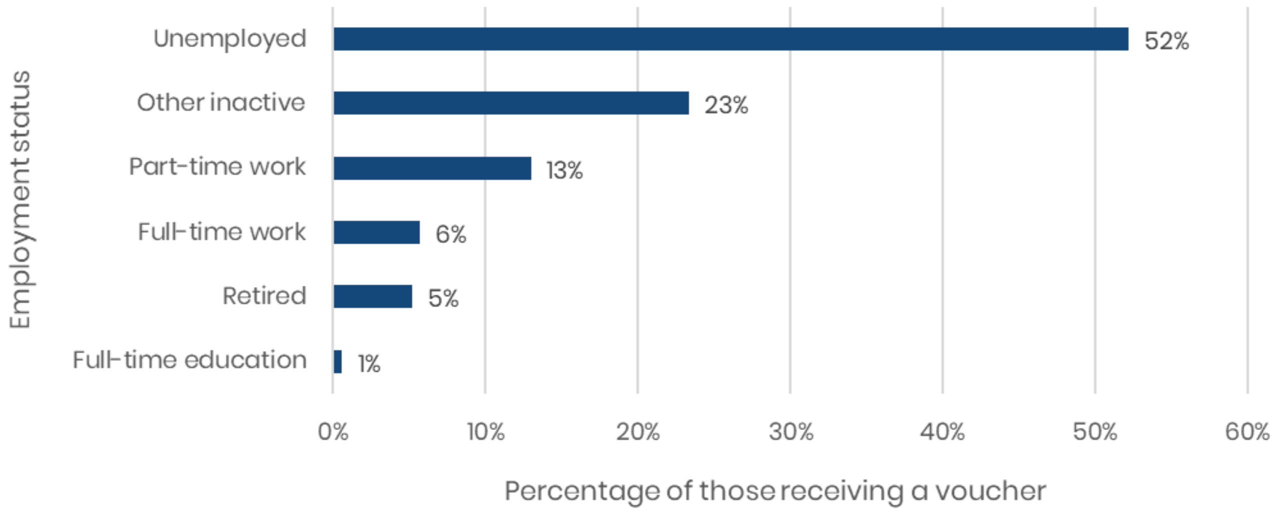


Figure 5-3 shows that more than half of those receiving vouchers were unemployed (52%) or otherwise inactive (23%), because they are a carer or disabled and are therefore unable to work, for example. 92% of those receiving a voucher were in receipt of means-tested benefits, while the remining 8% were not. 49% 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 disabled[45]), demonstrating reaching people most in need.

Figure 5-3: Employment status of the voucher recipients (n = 44,060)



[45] [Disability, England and Wales - Office for National Statistics (ons.gov.uk)]

6. Conclusion

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. <u>Evaluating the extent to which Energy Redress awards have addressed the policy priorities set out in Authority Guidance</u>

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.

The evaluation report clearly demonstrates 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 or developing innovative products. 79% 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 23 different types of vulnerable people. The most common types of vulnerable groups supported included those in fuel poverty (39%), people on low incomes (39%), and older people (39%). 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.

34 organisations have been awarded a grant from the innovation fund in Phase 2. 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. The total grant amount for all 34 projects is £9,983,167.

19 charities (6%) have been awarded a total of £3,330,886 in grants from the just transition fund. These projects have provided tangible benefits to energy consumers in vulnerable situations, for example, using profits from energy sales to create local fuel poverty funds or providing affordable energy direct to people who struggle with their energy bills.

2. <u>Evaluating the impact of Energy Redress projects on end energy consumers</u>[46]

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 included:[47]

- 847,157 distinct households have received advice.
- Upwards of 518,131 telephone advice sessions.
- 356,382 people advised at 17,417 events.
- 254,266 households have been advised online or via email or online activity.
- 158,933 people have received face-to-face advice such as drop-in sessions.
- 113,280 home visits have been delivered.

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:

- 276,362 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).
- 22,704 other measures installed[48] 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:

- 61,402,367 kWh estimated annual energy savings through advice and measures installed.
- £3,821,754 actual annual energy bill savings from advice.

[46] The figures in this section are correct as of 5 September 2025; please note many projects are still in progress therefore figures are subject to change.
[47] 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.
[48] 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.

- £43,132,503 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 5 September 2025, £98,865,934 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, 847,157 distinct households have been reached with 1,505,690 interventions, which is an average of 1.78 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 (£71.3 million), the amount of grant money distributed equates to £84 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 1.91 interventions. Based on this, each intervention equates to £42.

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, and all these projects have completed.
- 11 rounds comprising 298 projects have been funded so far in Phase 2 since it launched in May 2022, with 93 of these projects completed as of 5 September 2025.
- Over £35.3 million has been awarded in Phase 1, and over £83.7 million has been awarded in Phase 2, to grantees delivering projects across England, Scotland and Wales.

In both phases, grants worth more than £119million[49] have been awarded, and more than £71.3 million worth of activity has been delivered and reported on to date (59% of total funding awarded). The following key metrics[50] demonstrate what has been delivered for over £71 million of grant distributed to date[51]:

- 847,157 distinct households have been provided with energy advice to date.
- 299,066 measures have been installed or provided to households directly and via advice referrals to other funding sources.

[49] This figure excludes any COVID-19 Crisis Fund, Winter Energy Fund, or Fuel Voucher Fund grants.
[50] 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.
[51] 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:
    - 61,402 MWh of annual energy savings through advice and measures installed.
    - £43 million of annual bill savings from energy advice.
    - £6 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:
    - £3.8 million of annual energy bill savings from advice.
    - £98.9 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 analysis of Phase 2 projects' quarterly progress and end-of-project included:

- **Understanding complex client needs**. Many clients experienced a mixture of financial, energy-related, mental and physical health issues, that were exacerbated by external pressures such as the rising cost of living. Engaging with these clients involved earning their trust, tailoring advice to their needs, finding safe spaces to meet, and overcoming language barriers.
- **The value of partnerships.** Collaborating with other organisations, charities, health partners, local authorities, and community groups assisted many projects in supporting vulnerable clients with complex needs through referral networks. While finding and forming partnerships took time, grantees considered this a worthwhile investment.
- **In person or remote support**. Some grantees reported home visits were preferred and enabled them to better understand their issues. Others said that clients did not want to be visited at home and that other types of support were more appropriate. Grantees acknowledged that all clients are different, and listening to their needs is the best way understand how to support them.
- **Outreach and engagement.** Attending events at trusted venues with high footfall raised project awareness and facilitated interaction with new clients, including those that would be otherwise hard to reach.
- **Staff learnings.** These included challenges, such as limited capacity in busy periods, recruitment of skilled employees, staff retention, and difficulties related to training.

Grantees reported they were flexible and responded quickly to these staff shortages, targeted candidates with relevant knowledge and experience who could be upskilled, and scheduled training in quieter summer months.

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

- 41% of respondents provided suggestions on how to improve the application process. The key recommendations from respondents are listed below, with the percentage of respondents who reported each improvement provided in brackets:
  - Simplified application process (33%)
  - Improve feedback for unsuccessful applicants (23%)
  - Clearer guidelines (17%)
  - Improve application format (13%)
- 63% of unsuccessful applicants (26 out of 41) who received feedback on their application did not think that it was helpful. This is an increase compared to the 45% (9 out of 20) who did not think the feedback was helpful in the previous evaluation. 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.
- Review the feedback process and make changes which enable more projects to understand how to successfully reapply.
- Improve the application form format to make applying more straightforward and less time consuming.
- Ensure the application is as clear and short as possible to remove repetition and improve applications.

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. <u>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</u>

Satisfaction with the Energy Redress Scheme was high. Most results were in line with the previous evaluation in 2024, although some were lower:

- 70% completely understand the aims of the Energy Redress Scheme (previous evaluation: 90%).
- 80% completely understand the eligibility criteria and rules of the Energy Redress Scheme (previous evaluation: 85%).
- The majority of respondents found the project information (63%; previous evaluation: 61%) project programme (58%; previous evaluation: 54%) and risk management (60%; previous evaluation: 57%) sections easy to complete.
- 76% of respondents found the Energy Redress guidance documents to be very useful (26%) or useful (50%) (91% in previous evaluation).
- 80% of respondents found the Energy Redress team to be very helpful (52%) or helpful (28%) (previous evaluation: 86%).

Successful grantees in any of rounds 9, 10, 11 or 12 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 60, which is considered to be "excellent".

The NPS for this evaluation is similar to the previous evaluation in 2024 (59, "excellent") and an improvement on that calculated in the evaluation in 2023 (31, "good"). The NPS had been lower in 2023 due to high interest in the fund and smaller funding pots available, which meant that there was a higher proportion of unsuccessful applicants in these rounds.[52] This increased competition impacted respondents' experience of applying to the fund, which was reflected in the decreased NPS. In 2024 and 2025, applications remained high, but more funding was available to enable more applicants to be successful.

6. Fuel Voucher Fund evaluation

Fuel Voucher Fund grantees 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:

- £35.7 million has been allocated to Fuel Voucher Fund grantees in Phase 2 of the Redress Scheme
- £20.4 million spent on vouchers by 17 organisations to date[53]

[52] Note that some respondents were successful in some rounds but not others. Any respondent who was successful in at least one round is ask the question used to calculate NPS.
[53] This figure does not include charity administration fees.

- 445,781 vouchers distributed
- 179,565 households have received vouchers
- The average amount received per household equates to £114 per household.

In addition to distributing vouchers, 11 of the 17 grantees across the five 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: 9,756.
- Number of households referred for financial support (eg debt or benefit advice): 13,547.
- Number of households referred for health and wellbeing support: 3,701.
- Total number of onward referrals for additional support: 21,962.[54]

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.

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