

**energy
saving
trust**

Ofgem Energy Redress Scheme Phase 2 process evaluation report

December 2022

Energy Saving Trust

Insight and Evaluation Team



Contents

1.	Executive summary	3
2.	Introduction	7
3.	Results	10
4.	Conclusion	29

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. Charities can apply to the scheme 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, rather than facilitate capacity-building in the voluntary sector. To achieve these aims, which requires Energy Saving Trust to channel the benefits of the Energy Redress scheme towards supporting vulnerable people, the application process focusses on identifying the projects and organisations with the best chance of delivering significant benefits to these people.

Energy Saving Trust provides an annual evaluation report for the Energy Redress Scheme. The purpose of this report is to evaluate the application and grant processes of the Energy Redress Scheme. A separate evaluation report assessing the overall effectiveness for end consumers of redress projects delivered by charities which have successfully applied for funding from the scheme compiled in November 2022 is available on the Energy Redress website.

Phase 2 of the Energy Redress Scheme opened in May 2022 under a new contract. This evaluation report examines applications made under Phase 2, which covers activity relating to grants issued after 5 May 2022.

The aims of this evaluation were to:

- Gauge satisfaction with the application process.
- Understand the strengths and weaknesses of the application supporting documents and Redress website.
- Obtain feedback on the Redress team.
- Calculate the Net Promoter Score for the scheme.
- Understand what is working well and what needs to be improved with the grant process.
- Learn how the scheme can be improved.

Methodology

To evaluate the application and grant processes, an online survey was sent in October 2022 to 232 applicants who applied to the Energy Redress Scheme in rounds 1 or 2 (of Phase 2).

Applicants from rounds 1 and 2 of Phase 2 were sent an invitation irrespective of the outcome of their application. Those who were successful in their application were also able to provide their feedback about the grant process. 102 applicants responded, achieving a response rate of 44%.

Respondent profile

Of the 102 respondents to the online survey evaluating the application process for the Energy Redress Scheme, 35% were successful in their application. The remaining 65% of respondents were either still awaiting a response (54% - this large cohort is expected because the evaluation was carried out during the round 2 funding round) or were unsuccessful (11%).

Results

Comparisons are made throughout the report to highlight the differences in the results from this evaluation and the results of the previous process evaluation conducted in August 2021 for phase 1 of the fund. Note that the sample size was smaller in the previous evaluation (there were 40 responses to the previous evaluation in 2021 compared to 102 responses in this evaluation), and so the two data sets are not directly comparable.

Application form

Satisfaction with the application process was good:

- **61%** of respondents agreed that they **found the application process easy** (previous evaluation: 68%).
- **96% completely understand the aims** of the Energy Redress Scheme (previous evaluation: 85%).
- **95% completely understand the eligibility criteria** and rules of the Energy Redress Scheme (previous evaluation: 87%).
- **The majority of respondents found the project information (68%; previous evaluation: 65%), project programme (68%; previous evaluation: 53%) and risk management (65%; previous evaluation: 53%) sections easy to complete.**
- 89% of respondents stated that the application form gave them the opportunity to adequately explain their project (87% in the previous evaluation).

The areas of the application form that respondents found difficult to complete included the budget section (26 respondents), fitting their application within the word count (6) and repeating themselves throughout the application (5).

Supporting documents and Redress website

Respondents found that the supporting documents and Redress website were useful for them when completing their application:

- **95% of respondents found the Redress guidance document to be very useful (48%) or useful (47%)** (80% in previous evaluation).
- **89% of respondents thought that the Energy Redress website was very useful (28%) or useful (61%)** (87% in previous evaluation).
- **89% of respondents thought the Redress Dashboard was very user friendly (36%) or user friendly (53%)** (73% in previous evaluation).

87% of respondents could find what they were looking for on the Redress website. 23% of respondents reported that they had used Energy Redress social media to find out about

information on the scheme. The most common type of information looked for using Energy Redress social media was details of rounds opening and closing (50%), followed by successful applicant details (45%).

Energy Redress Team

70% of respondents had been in contact with one of the Energy Redress team members for any reason, while the remaining 30% had not. The majority of respondents who had been in contact found the Redress team to be helpful:

- **98% of respondents found the Redress team to be very helpful (73%) or helpful (25%)** (previous evaluation: 97%).
- **89% of respondents found the communications from the Redress team**, for example, emails about rounds opening **very user friendly (36%) or user friendly (53%)** (previous evaluation: 98%).
- **55% of respondents were very satisfied (15%) or satisfied (40%) with the time it took for their application to the Energy Redress Scheme to be processed** (previous evaluation: 93%).
- 60% of all respondents attended Redress information webinars. **99% of respondents who attended an information webinar found them very helpful (32%) or helpful (67%)**.

Net Promoter Score

All respondents 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. 41% of respondents 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 calculated using the scores of successful grant applicants, applicants awaiting a decision, and unsuccessful grant applicants is 44, which is considered to be "good".

The NPS using only the scores of successful grant applicants is 83, which is considered to be "world class".

It is not surprising that successful grant applicants were more satisfied with the scheme than those who were not successful. It should also be noted that successful applicants have experienced a larger proportion of the scheme delivery because they will have received grant offers and submitted reports and financial claims.

The NPS for this evaluation is slightly lower than the previous evaluation in August 2021, when the NPS achieved for successful and unsuccessful applicants was 50. The key reason for a lower NPS score in this evaluation is because of the higher proportion of respondents selecting 8 (20%; previous evaluation: 10%) or 7 (12%; previous evaluation: 10%), which are good ratings, but are excluded from the NPS calculation. NPS is calculated as the percentage of customers who rated their likelihood of recommending as 9 or 10 ("promoters") minus the percentage of customers

that rated 6 or below (“detractors”). Those who rated 8 or 7 (“passives”) are omitted from the calculation.

Grant process

The majority of respondents thought that the qualitative progress reports (78%; previous evaluation: 88%) and the quarterly reports (78%; previous evaluation: 83%) were easy to complete.

All respondents thought that the email reminders and correspondence from the Redress team were helpful (previous evaluation: 96%).

97% of respondents agreed that they were happy with the level of support provided by their Development Officer and the team as a whole, and all respondents agreed that the Redress team were as helpful as they could have been.

The most common types of data that respondents collected on the clients they support were household composition (91%), household tenure (91%) and presence of long-term health condition or disability (91%). This is similar to the previous evaluation when presence of long-term health condition or disability (83%) and household tenure (83%) were the two most frequently selected data types collected from clients.

Successful applicants were asked whether they were 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. 82% reported that they were targeting any energy consumers who could be vulnerable, marginalised and/or disadvantaged. **26 different types of vulnerable people have been supported through Energy Redress funded projects.** The most common type of vulnerable group supported was those in **fuel poverty** (59%), followed by people on **low incomes** (50%).

Unsuccessful applicants

11 respondents were unsuccessful in their application for the Energy Redress Scheme. All 11 respondents asked for feedback on their application or project idea. **91% of respondents said that this feedback was helpful.** 36% of respondents in round 12 and 24% of respondents in round 13 of the Phase 1 fund have been successful in applying for later rounds of the Energy Redress since their unsuccessful bids in these rounds.

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). Charities 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 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.

It can allocate up to 15% of funding to support innovation to benefit energy consumers and up to 15% of funding to support carbon emissions reduction projects for energy consumers.

The Energy Redress Scheme is open to charitable 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 quarter. The minimum grant that can be requested is £20,000 and the maximum grant amount varies depending on the size of the fund available, with the largest single award to date being £1.3 million. The scheme funds projects lasting up to two years, can fund up to 100 per cent of the project costs and can cover revenue and capital measures.

The Energy Redress Scheme launched in June 2018 and the first project commenced in August 2018. Phase 2 of the Energy Redress Scheme opened in May 2022 under a new contract. This Evaluation report examines applications made under Phase 2, which covers activity relating to grants issued after 5th May 2022.

2.1. Methodology

To evaluate the application and grant processes, an online survey was sent in October 2022 to 232 applicants who applied to the Energy Redress Scheme in rounds 1 or 2 of Phase 2 of the fund. Applicants were sent an invitation irrespective of the outcome of their application. Applicants from rounds 1 and 2 of Phase 2 were selected as they had applied to the fund more recently and therefore their feedback would be more representative of the current application journey. Those who were successful in their application were also able to provide their feedback about the grant process. 102 applicants responded, achieving a response rate of 44%.

2.2. Evaluation aims

As outlined in Ofgem's Authority Guidance document regarding the allocation of Redress funds¹, there are two key outcomes that Energy Saving Trust are required to deliver:

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

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

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

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

- (i) Evaluating the extent to which redress awards have addressed the policy priorities set out in Authority Guidance.
- (ii) Evaluating the impacts of redress projects on end energy consumers².
- (iii) Evaluating the value for money achieved by the redress projects².
- (iv) Recommending how further improvements can be made to redress awards and/or redress projects following the evaluation described in this clause

¹ [Authority guidance on the allocation of redress funds | Ofgem](#)

² These aims have not been addressed in this report because projects funded under Phase 2 are yet to submit reporting documents. These aims are addressed in a separate evaluation report which assessed the impact of projects funded in Phase 1 of the Energy Redress Scheme.

- (v) Such other reasonable matters as relate to evaluating the overall effectiveness for end consumers of 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 of the Energy Redress Scheme. The evaluation is continuous and builds upon the previous evaluation of grant processes conducted in August 2021. Comparisons with the previous evaluation have been made throughout the report to demonstrate the improvement the scheme has made in the past year. However, note that the sample size was smaller in the previous evaluation (there were 40 responses to the previous evaluation in 2021 compared to 102 responses in this evaluation), and so the two data sets are not directly comparable.

A separate evaluation report assessing the overall effectiveness for end consumers of redress projects delivered by charities which have successfully applied for funding from the scheme compiled in November 2022 is available on the Energy Redress website.

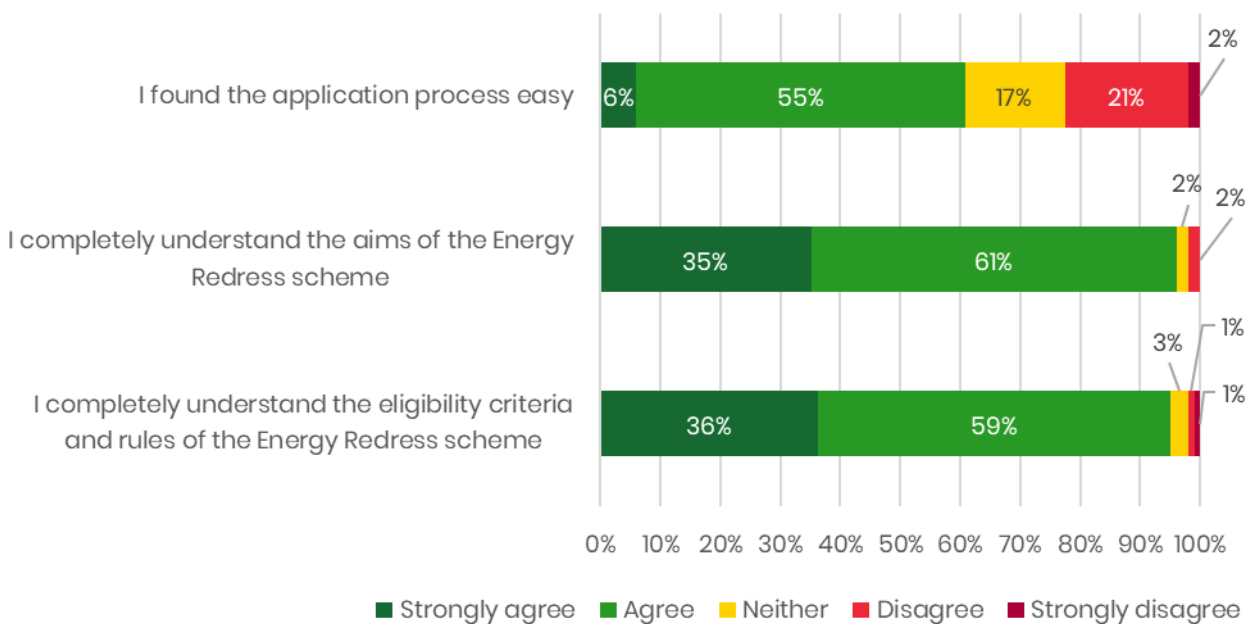
3. Results

3.1. Application process

Of the 102 respondents to the online survey evaluating the application process for the Energy Redress Scheme, 35% were successful in their application. The remaining 65% of respondents either applied for funding in round 2 and are still awaiting a response (54%) or were unsuccessful (11%).

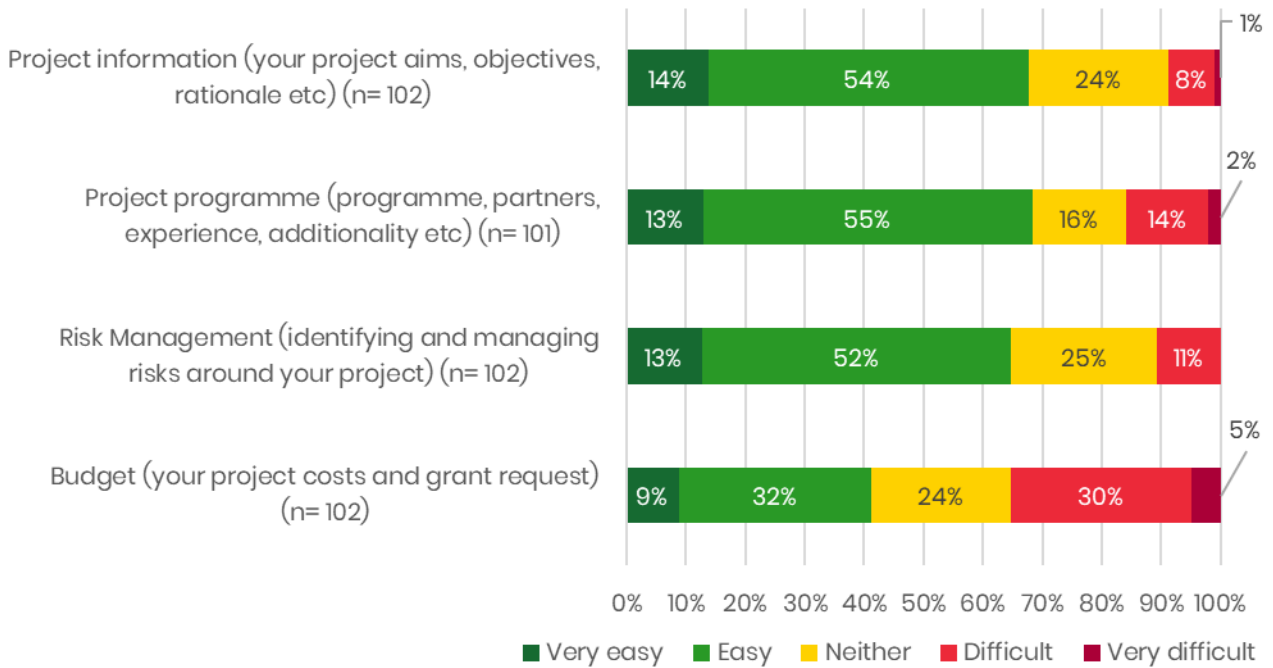
Respondents were asked to state the extent to which they agreed or disagreed with three statements regarding their application to the Energy Redress Scheme. **Figure 3-1** shows that the majority of respondents agreed that they found the application process easy (61%; previous evaluation: 68%), completely understand the aims of the Energy Redress Scheme (96%; previous evaluation: 85%) and completely understand the eligibility criteria and rules of the Energy Redress Scheme (95%; previous evaluation: 87%).

Figure 3-1: Respondents' experience with the Energy Redress Scheme application process (n= 102)



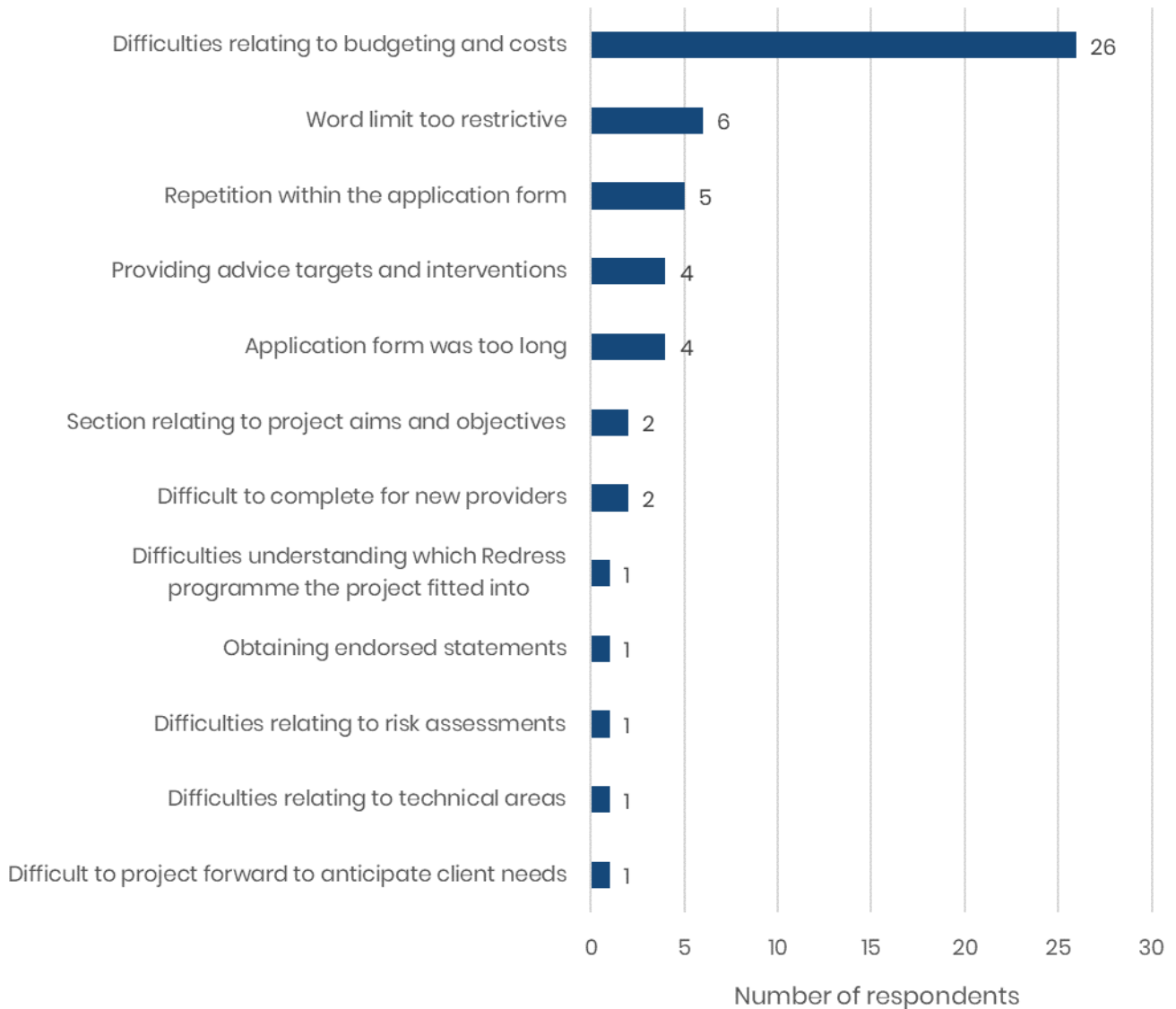
Respondents reported how easy or difficult their experience was when completing the four sections of the application form. Figure 3-2 displays these results. The chart shows that the majority of respondents found the project information (68%; previous evaluation: 65%), project programme (68%; previous evaluation: 53%) and risk management (65%; previous evaluation: 53%) sections easy to complete. 41% of respondents thought that the budget section was easy to populate (previous evaluation: 45%).

Figure 3-2: How easy respondents found different sections of the application form (n= see chart)



Respondents were asked whether there were any particular areas of the application form that they found difficult to complete. 47 respondents (46%) reported that they found a particular area of the application form difficult to complete. As shown in Figure 3-3, the most frequently mentioned area of the application form that respondents found difficult to complete was difficulties relating to budgeting and costs (26). Note that some respondents found more than one area of the application form difficult to complete.

Figure 3-3: Areas of the application form which respondents found difficult to complete (n= 47)



Over half the respondents (55%) who found a specific area of the application form difficult to complete stated that they had trouble completing the budgeting and costs section. This was also the most frequently reported area of difficulty in the previous evaluation in August 2021. Difficulties with budgeting were caused by applicants’ uncertainty around how to accurately cost advice intervention, calculate costs relating to salaries, and calculate costs per household. Specific comments on these included:

- *“Detailing the breakdown of costs/rate associated with activities was difficult to advise on as was giving predicted numbers of support offered.”*

- *“Cost of advice intervention is quite confusing and difficult to understand how to complete this section.”*
- *“It was quite complex to work out the cost and days worked (taking into account bank holidays and weekends etc).”*

Comments that explain the remaining difficulties that respondents reported having with sections of Energy Redress Scheme application included:

- *“I found difficult to ask partners endorsement statements.”*
- *“Overall, the application form is an effective way of gathering the required information although some of the word count limits are a bit too restrictive to adequately explain our ideas.”*
- *“Projecting forward and anticipating need is a difficult and challenging area, it is not always possible to project extremes and toxic political situations that may affect service users.”*

89% of respondents stated that the application form gave them the opportunity to adequately explain their project (87% in the previous evaluation in August 2021). Comments from these respondents regarding the application form included:

- *“The application form was very straight forward and was proportionate to the level of funding being requested.”*
- *“I found the application form easy to understand the guidance very clear and useful.”*
- *“The application process is very clear and provides the right level of challenge to think through project ideas and ensure that a project is deliverable. From our experience preparing a number of applications, both successful and unsuccessful, we have valued the input and assistance of a professional grant application writer to help us shape our applications.”*
- *“The application process and the information you supply to assist people while they write their applications is all very good.”*
- *“The guidance document was very useful and clear, we used it as carefully as we could, and we hope that shows in our application.”*

The 11% of 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:

- **Increase word count and provide more space for further details (6):**
 - *“I think separate questions that allows us to explain our cost per intervention and targets and maybe also space around the budget if there are any comments to make. Not everyone may feel the need to use this space, but it would be so valuable for us and our approach.”*
 - *“It would be helpful to have the opportunity to explain the project concept and key features in a single place, with more space than the project summary allows. This*

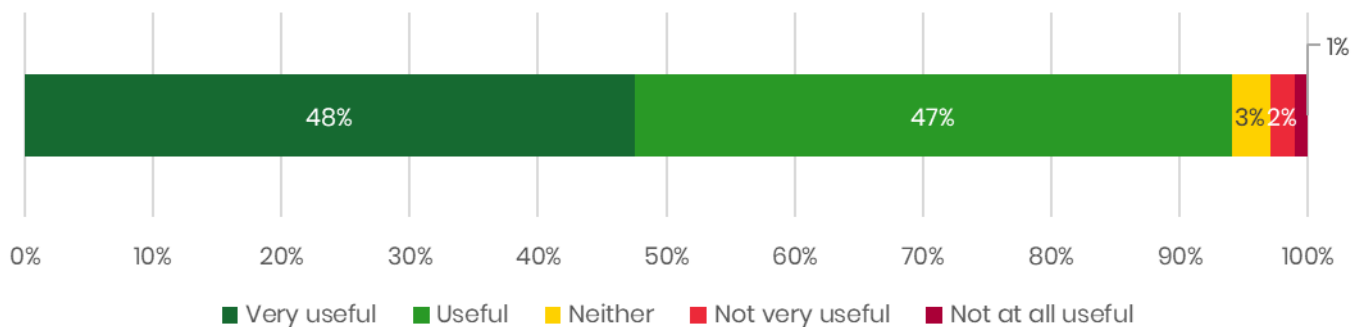
would provide a context that makes the intention of following answers more meaningful and avoid potential ambiguity.”

- **Restructure the budget section (2):**
 - “Allow for the budget to be presented in a different way. We typically look at the prices of our work on an hourly basis to account for different levels of support and complexity.”
 - “The proscribed allocation of costs and returns should come earlier in the process and before any requests for budget information, or they should be openly available. Most projects are not costed by organisations in the format used in this process and it creates additional work backtracking to reconcile what’s been written on previous pages.”
- **Change the format (1):**
 - “The option to use the same number of words in say an excel sheet which would enable better visualisation of roles and responsibilities in our partnership and the proposed business processes.”

3.2. Supporting documents and Redress website

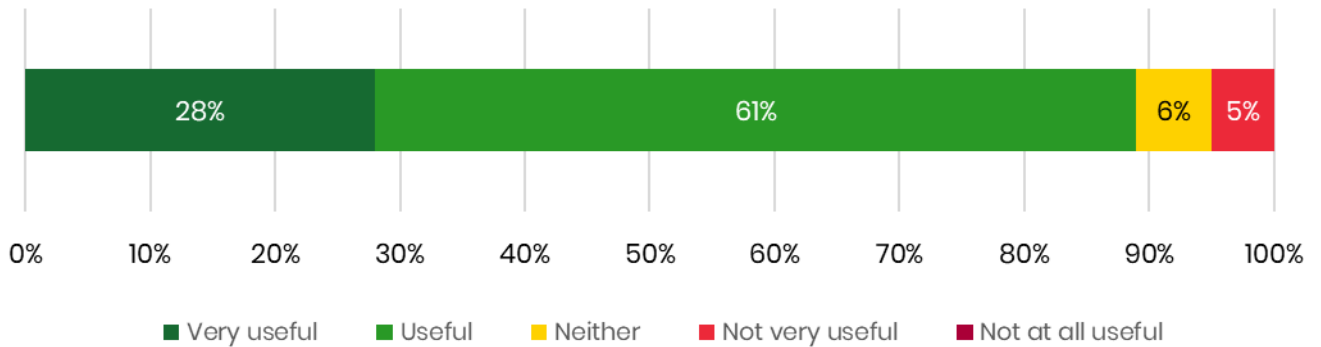
Respondents were asked to rate how useful they found the Redress guidance document. Figure 3-4 shows that 95% of respondents found the Redress guidance document to be very useful (48%) or useful (47%). This is an improvement on the previous evaluation in August 2021 when 80% of respondents found the Redress guidance document to be very useful (30%) or useful (50%).

Figure 3-4: How useful respondents found the Redress guidance document (n= 101)



All respondents said that they have visited the Energy Redress website. Figure 3-5 shows that 89% of respondents thought that the Energy Redress website was very useful (28%) or useful (61%), a slight increase from the previous evaluation when 87% thought the Energy Redress website was very useful (21%) or useful (66%).

Figure 3-5: How useful respondents found the Energy Redress website (n= 100)

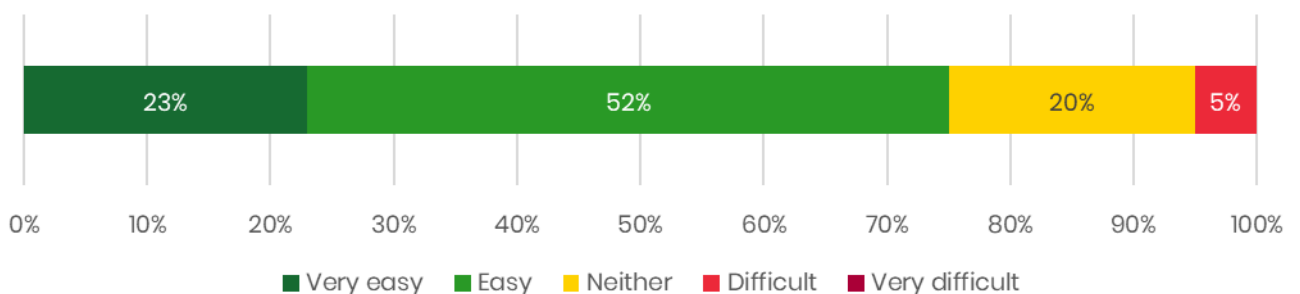


Only 13 respondents (13%) said that they could not easily find specific information that they were looking for on the Energy Redress website. These respondents were asked to elaborate on what information they could not easily find on the website. 11 respondents provided comments such as:

- “A clear programme of when funding calls are likely to be announced would be useful for advance planning.”
- “Better detail on eligibility and involvement with energy providers.”
- “Accessible link between the main website and Redress section.”
- “Relating to how to measure number of households which could benefit. I emailed the grants team for advice which was very helpful (and a quick response).”

Respondents were asked to rate how easy or difficult they found it to navigate the Redress Dashboard (the online system where applicants manage their applications to Energy Redress). Figure 3-6 shows that 75% of respondents thought the Redress Dashboard was very easy (23%) or easy (52%) to navigate. This is a slight increase on the 73% of respondents who thought that it was very easy (35%) or easy (38%) to navigate in the previous evaluation.

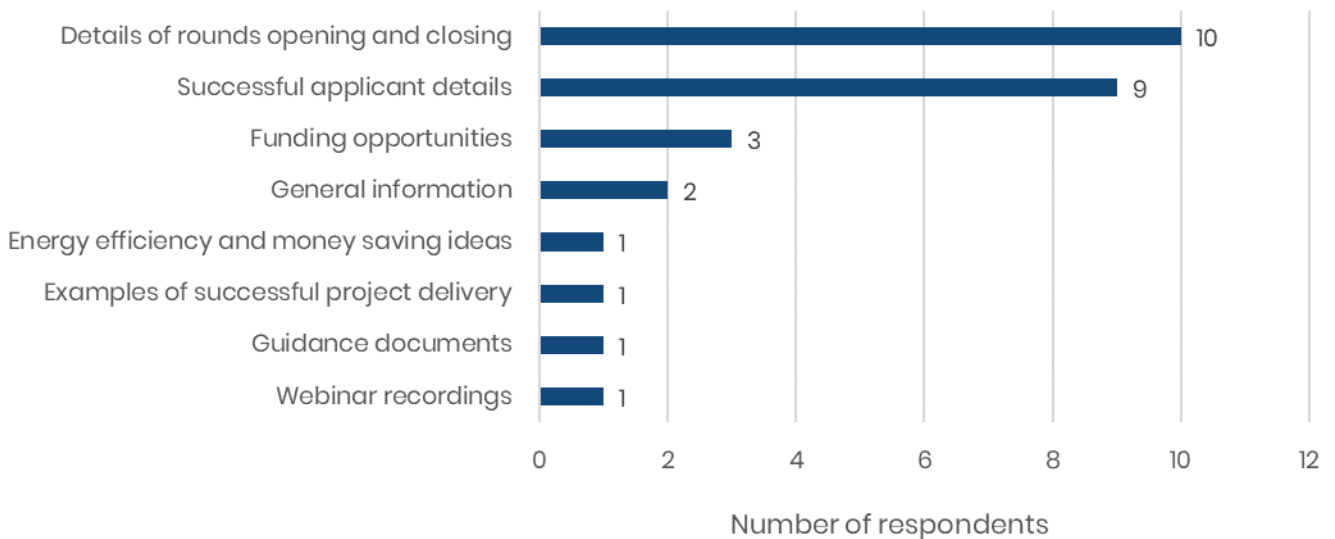
Figure 3-6: How easy or difficult respondents thought the Redress Dashboard was to navigate (n= 102)



23% of respondents reported that they had used Energy Redress social media to find out about information on the scheme. The social media platforms they used included Twitter (15), Facebook (6) and LinkedIn (4). Figure 3-7 displays the specific information that respondents looked for using Energy Redress social media. Note that some respondents looked for more than one type

of information. The most common type of information looked for using Energy Redress social media was details of rounds opening and closing (20), followed by successful applicant details (9).

Figure 3-7: Specific information that respondents looked for using Energy Redress social media (n= 20)



Specific comments regarding the specific information that respondents looked for using Energy Redress social media included:

- *“Announcements for funding, updates to schemes and publication of all successful applicant details and their social media handles. I learnt a lot of what types of projects others were delivering.”*
- *“When rounds will open; other funded projects; diversity and location of funded projects.”*
- *“I was really looking for examples of programmes that had been delivered successfully.”*
- *“I was looking at the webinar recordings and guidance documents.”*
- *“Short money saving energy efficiency ideas and promotion of new grants/news.”*
- *“Grant funding updates, energy updates.”*

3.3. Energy Redress team

70% of respondents had been in contact with one of the Energy Redress team members for any reason, while the remaining 30% had not. Figure 3-8 shows that 98% of respondents who had contact found the Redress team to be very helpful (73%) or helpful (25%). This is similar to the previous evaluation when 97% of respondents thought that the Energy Redress team was very helpful (83%) or helpful (14%).

Figure 3-8: How helpful respondents who had contact found the Energy Redress team (n= 67)

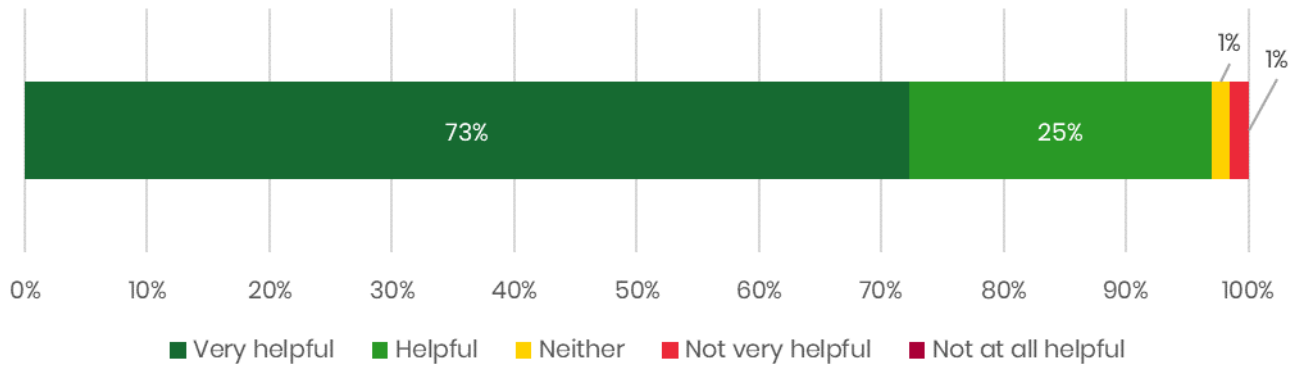
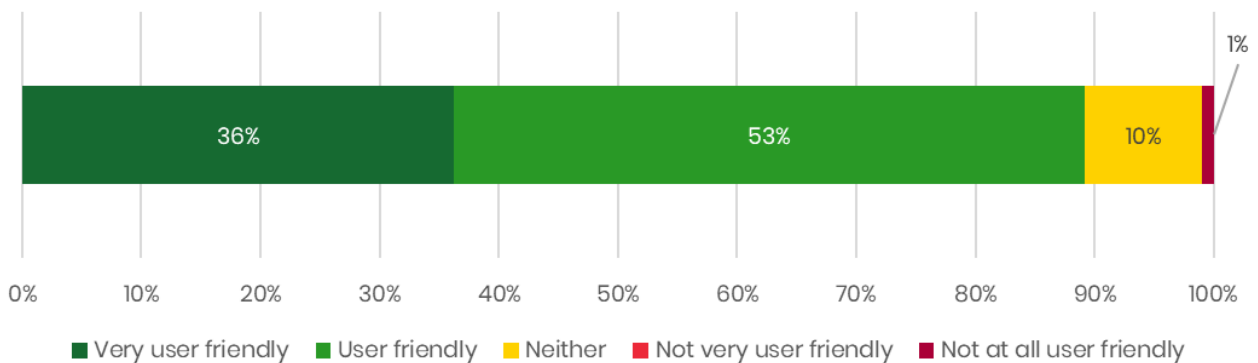


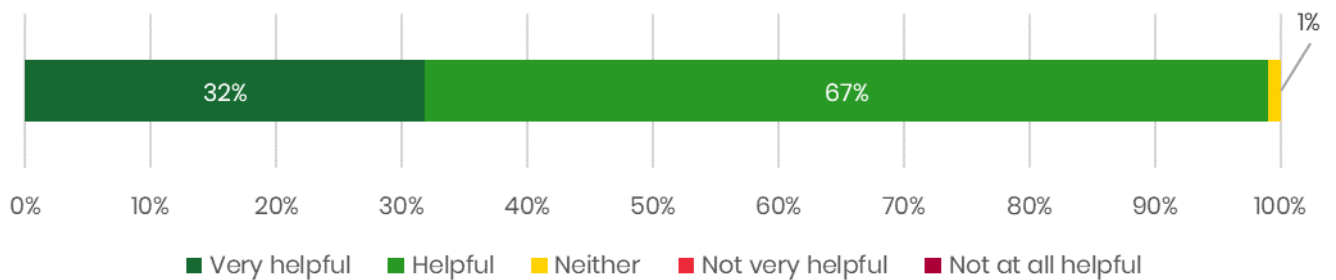
Figure 3-9 shows that 89% of respondents found the communications from the Redress team, for example, emails about rounds opening very user friendly (36%) or user friendly (53%). This is slightly lower than in the previous evaluation when 98% found the communications from the Redress team to be very user friendly (48%) or user friendly (50%).

Figure 3-9: How user-friendly respondents found the communications from the Redress team (n= 102)



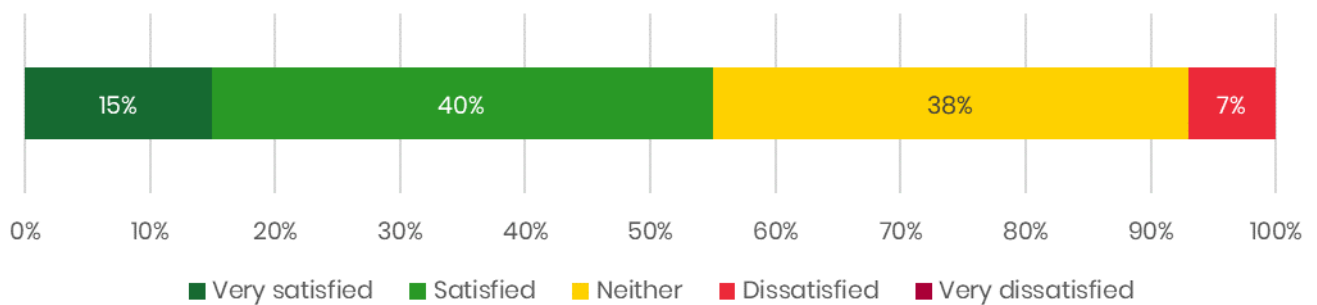
60% of respondents attended Redress information webinars. Figure 3-10 shows that 99% of respondents who attended an information webinar found them very helpful (32%) or helpful (67%). This question is a new addition for this evaluation, and it is therefore not possible to compare these results with those of the previous evaluation.

Figure 3-10: How helpful respondents found the information webinars (n= 60)



As illustrated in Figure 3-11, 55% of respondents were very satisfied (15%) or satisfied (40%) with the time it took for their application to the Energy Redress Scheme to be processed. This is less than the 93% of respondents were very satisfied (43%) or satisfied (50%) with the time it took for their application to the Energy Redress Scheme to be processed in the previous evaluation. The two rounds evaluated in this report both had the highest number of applications of any round to date, with rounds 1 and 2 receiving 125 and 144 applications, respectively. An unprecedented volume of applications significantly increased the amount of work required to assess and determine the successful projects.

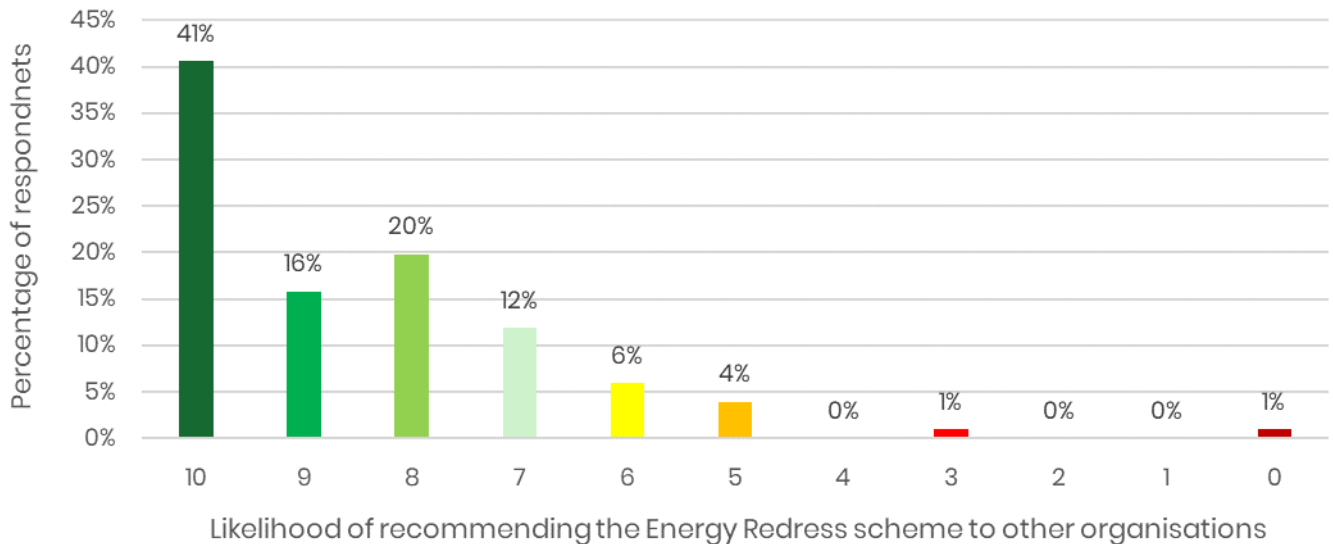
Figure 3-11: Respondents' satisfaction with the time it took for their application to the Energy Redress Scheme to be processed (n= 101)



3.4. Net Promoter Score

All respondents 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. As shown in **Figure 3-12**, 41% of respondents 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 44, which is considered to be "good".

Figure 3-12: Respondents' likelihood of recommending the Energy Redress Scheme to other organisations (n= 101)



The NPS for this evaluation is lower than that calculated in the previous evaluation in August 2021, when the NPS achieved was 50. NPS is calculated as the percentage of customers who rated their likelihood of recommending as 9 or 10 (“promoters”) minus the percentage of customers that rated 6 or below (“detractors”). Those who rated 8 or 7 (“passives”) are omitted from the calculation. In the previous evaluation, 66% of respondents selected 10 (58%) or 9 (8%) – higher than the 57% that selected 10 (41%) or 9 (16%) in this evaluation. However, the percentage of detractors (those who rated 6 or below) was higher in the previous evaluation (14%) than in this evaluation (12%). The key reason for a lower NPS score in this evaluation is because of the higher proportion of respondents selecting 8 (20%; previous evaluation: 10%) or 7 (12%; previous evaluation: 10%), which are good ratings, but are excluded from the NPS calculation.

If the NPS was calculated using only the scores of respondents whose application to the Energy Redress Scheme were successful, then the NPS achieved would be 83, which is considered to be “world class”. Of the 35 respondents who successfully applied for the scheme, 63% rated their likelihood of recommending the Energy Redress Scheme to other organisations as 10, 23% rated 9, 11% rated 8 and one respondent (3%) rated 6. The respondent who rated 6 provided the following comment:

“The biggest factor counting against you is the payment in arrears. Otherwise not too bad!”

Respondents were asked to explain why they provided the score that they did. Respondents who rated their likelihood of recommending the Energy Redress Scheme as either a 10 or a 9 explained that they did so because the scheme application was straightforward, the staff were helpful, and the funding has a great impact on supporting vulnerable people. Specific comments included:

- *“Because it is a great scheme that allows the money from the energy companies to be redistributed to help those most at risk of fuel poverty in our communities.”*
- *“Clear approach, helpful and friendly staff offering really helpful feedback.”*

- *“Excellent scheme focused on a current and growing priority. Has a real impact on people at the community and individual level.”*
- *“It can be difficult to find funding streams that support the employment of staff to deliver a project, the Energy Saving Trust makes it very clear employment can be offered via this fund.”*
- *“The overall experience of applying to the Energy Redress Scheme was good. Having the generic application to keep going back to was really helpful. Receiving sufficient notice of the impending deadline was also really useful.”*
- *“I have already done so to many organisations – over 50 (we held a conference at the end of our funding and encouraged all agencies attending to look into Energy Redress Scheme funding).”*
- *“It’s a great fund that is straight forward to apply for. It’s clear what will be funded, and eligibility criteria is broad. Staff are also good to work with and flexible to changes that occur during project delivery.”*
- *“Pragmatic, practical funding that can provide a step change in an organisation’s work to address fuel poverty.”*
- *“The process of applying was quick and straightforward and staff are extremely supportive.”*
- *“Whilst we haven’t yet had a decision, we have found the process good. It is an excellent fund and I hope potential applicants are aware of it.”*

Respondents who rated their likelihood of recommending the Energy Redress Scheme to others as 8 or 7 provided the following comments explaining why they did so:

- *“Despite the issues regarding the application – the overall aims of the fund are excellent.”*
- *“Good range of projects funded but too early to give a ringing endorsement as we’ve only submitted an application – there’s much of the process we haven’t seen (yet).”*
- *“I think it is a great opportunity to be able to develop energy related projects. I would, however, caution the time it takes to apply and the likelihood of having to apply multiple times. We have been told we are a good fit and it’s a well thought out project, but we aren’t giving all the information that is needed – it is hard to know what to take out to be able to add anything else in!”*
- *“I think it’s a great scheme, just a shame we were unsuccessful, although I understand why we were unsuccessful.”*
- *“I will recommend Redress funding as an option to consider, where a community group is appropriately constituted and has capacity to deliver a project, but the restrictions on constitution type for the main and small grant funds does limit this.”*
- *“It’s a good scheme. My only pause on scoring higher is seeing whether the redress scheme really does reach those in most need will depend on the scheme working with grassroots organisations.”*
- *“Straightforward application; like that you can access the application before the fund opens, so that you can start developing / working on it. Our application is currently being assessed so can’t provide feedback on anything else.”*
- *“The application process is very detailed, for understandable reasons, but I would hesitate to recommend it to smaller organisations as they might not have the time, experience or*

resources to complete the whole form, especially as the application window is quite short (about six weeks?).”

- *“The funding criteria fits our strategic priorities and the type of work we want to undertake so we would recommend the scheme to similar organisations. However, the bid process is lengthy, so I would only recommend the scheme to organisations with the time and experience to undertake a lengthy bid process.”*

Respondents who rated their likelihood of recommending the Energy Redress Scheme to other charities as 6 or below explained why they provided this score. Note that of the 12 respondents who rated 6 or below, eight (67%) were still awaiting a response to their application and had not been successful in previous rounds, three (25%) were unsuccessful and one (8%) was successful. Some of their comments are listed below, as well as the rating that they scored in brackets:

- *“Because we have submitted three applications unsuccessfully, however each time we have responded to the feedback given, but it never seems to be enough. Very difficult to get funding despite appearing to meet brief.” (6)*
- *“If I knew other charities doing this work, I would suggest this [the Energy Redress Scheme].” (6)*
- *“The process of registering is not easy, and any signposting needs to satisfy certain demands prior to submitting application.” (5)*

Respondents were asked whether they had any general feedback about the application process or suggestions on how the process could be improved. 32% of respondents provided suggestions on how to improve the application process. The key recommendations are listed below:

- **Simplify application process (8):**
 - *“Maybe have a shorter or simplified application for smaller grants aimed at smaller organisations. The current application process requires a lot of information and time to complete.”*
 - *“The application form is perhaps more thorough than necessary – the questionnaire is relatively long, and as said above offers opportunities for duplication of information or re-expressing similar information in different forms.”*
 - *“Make the lesser funds application shorter and simpler, bear in mind that smaller charities who do have dedicated grant application staff also have to fill in the form.”*
- **Provide clearer communication (6):**
 - *“It would be helpful if the timing of future rounds and information about the numbers of applications received, amount applied for, percentage funded, and amount awarded were available publicly.”*
 - *“Guidance on where to find relevant information would have been useful at the invite stage. We were not aware of webinars or social media information. Overall, the application process is very user friendly and straightforward.”*
 - *“Clearer announcements on upcoming funding rounds to allow people to prepare better, and decision deadlines.”*
- **Improvements to budgeting section of application form (5):**

- *"I think the budget part could be made simpler, matching to cost per intervention, and type of intervention, is extremely difficult."*
- *"The budget process could be streamlined without losing the appropriate level of detail and scrutiny."*
- **Extend word count (4):**
 - *"I'm sure this is quite common feedback, but it can be difficult to fully explain the project within the set word count. We've at least once received a request for additional clarity from the Redress team regarding an application we've submitted. Our response to that request was already written within the project plan we'd developed internally, but there was insufficient room within the application form to include those additional details."*
 - *"Increase the available word / characters count and decrease the number of sections as some can seem repetitive."*
- **Reduce time taken for applicants to receive application decision (3):**
 - *"My only comment would be the waiting time seems very long for a decision (makes it more difficult to plan for implementation)."*
 - *"Advised timescale of waiting for application outcome feels quite long, but understandable."*
- **Extend timeframe to complete application (2):**
 - *"Applicants need more time to complete the application because some of the questions are a bit complex."*
 - *"Although unsuccessful I found the process straightforward, with good communication and feedback. I have a vague recollection of it being a short timeframe between notification and closing date."*
- **Offer a discussion as part of the application process (2):**
 - *"A discussion as part of the application process would be useful - in the same way that the National Lottery Community Fund include this as part of their process."*

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

- *"General feedback was very good for our unsuccessful applications, very detailed. But the last one was very late and didn't give much time to make changes before the next deadline."*
- *"Provide more opportunity to upload attachments so that different formats can be used."*
- *"Allow two people to work on the application at once ie someone working on the writing and someone else who can work on the budgets. Would save time if this function was enabled³."*
- *"I think more uniformity in word counts across questions would be useful and also discounting bullets and other punctuation as words would be very helpful."*
- *"Quarterly reporting periods fall outside of our financial quarters, which is a particularly complex YE procedure. For example, our financial year end for Quarter 4 is Jan - Mar (31.03.23). The ER Quarter 2 is Dec - Feb, so this quarter falls within two of our financial*

³ It is advised for applicants to prepare their applications offline and then upload their inputs into the template when complete.

years. As payments are made in arrears it can also be time consuming to make the adjustments.”

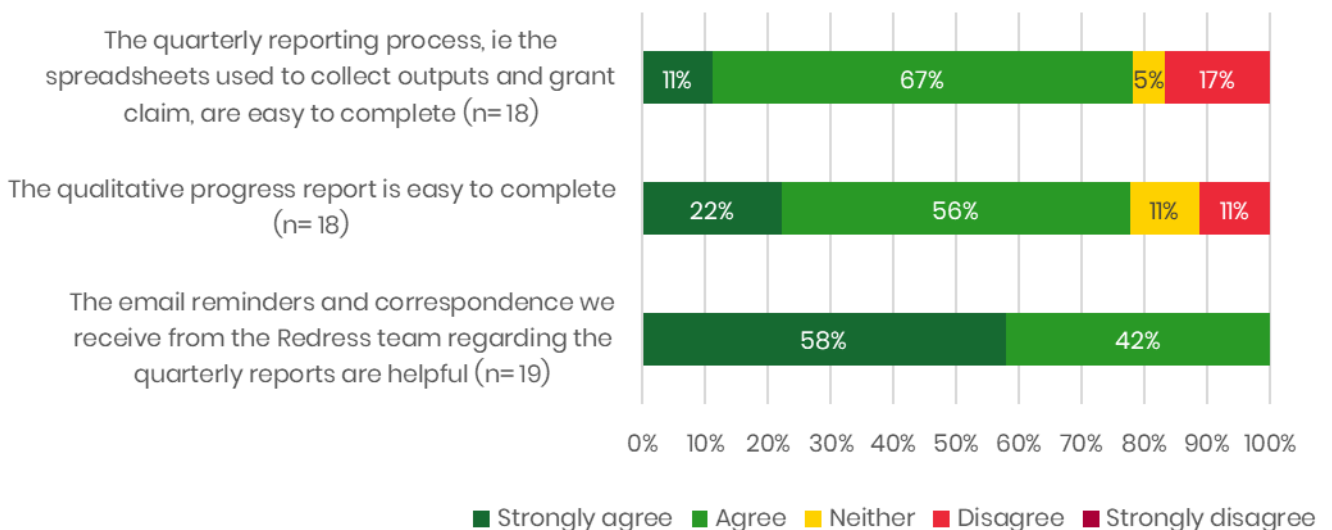
3.5. Grant process

35 respondents were successful in applying for the Energy Redress Scheme. The successful respondents who were funded in Phase 1 of the scheme were asked to state the extent to which they agreed or disagreed with a number of statements regarding project progress. Respondents funded in Phase 2 were not asked these questions as they are not far along enough with their projects to have completed any quarterly reporting documents, as of 30 November 2022.

It is also important to note that the sample size of respondents who answered these questions is small, meaning that a small number of those who disagree are shown as a larger percentage of the sample.

Figure 3-13 shows that the majority of respondents thought that the qualitative progress reports (78%) and the quarterly reports (78%) were easy to complete. All respondents thought that the email reminders and correspondence from the Redress team were helpful. This is different to the previous evaluation when the majority of respondents thought that the email reminders and correspondence from the Redress team were helpful (96%), and that the quarterly reports (83%) and qualitative progress reports (88%) were easy to complete. One possible reason for this decrease is the Redress team making parts of the reporting process more thorough, which is part of their continued improvement programme. It is also important to note that the sample size of respondents who answered these questions is small, meaning that a small number of those who disagree are shown as a larger percentage of the sample.

Figure 3-13: Respondents’ impression of the monitoring and reporting process (n= see chart)

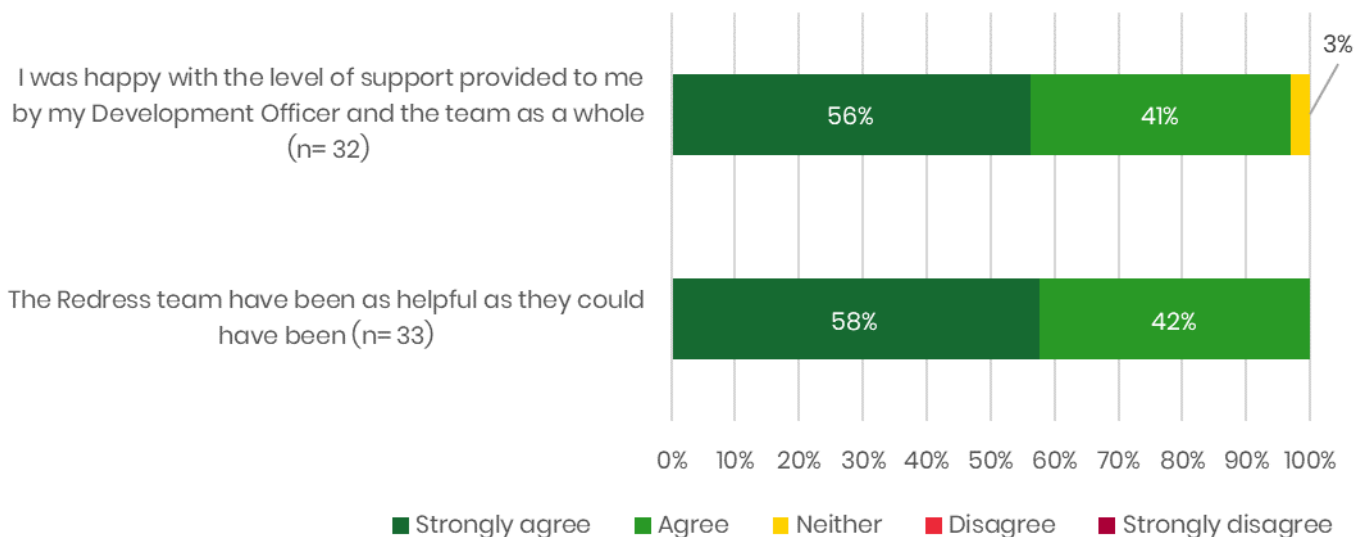


Successful applicants to Phase 1 of the Energy Redress Scheme were invited to provide any additional information regarding their experience as a grantee of the Energy Redress Scheme. Responses were as follows:

- “Good engagement. Some issues in handover between project officers and delays in agreeing variations to project.”
- “I have found the reports easy to complete and the team very helpful if there ever was an issue.”
- “I struggle with the completion of the quarterly reports regarding the staffing salary claim. However, the Energy Redress team are very patient and understanding.”
- “The Redress team are consistently clear and helpful over email.”
- “The payment so far in arrears is very difficult and I’d imagine it deters a lot of charities from applying. It’s not just three months in arrears – it’s often nearly five months from the start of the quarter before funds are received. You should consider a system of making payments in advance with a later reconciliation at the end of the quarter when the balance is paid together with an advance on the next quarter.”
- “The spreadsheets are a bit confusing and did not really capture key aspects of the project.”
- “We find the Energy Saving Trust contract manager and team helpful, accessible and easy to work with.”

All respondents who were successful applicants to the scheme were asked to state the extent to which they agreed or disagreed with a number of statements relating to the Energy Redress team. As depicted in **Figure 3-14**, 97% of respondents agreed that they were happy with the level of support provided by their Development Officer and the team as a whole, and all respondents agreed that the Redress team were as helpful as they could have been.

Figure 3-14: Respondents’ opinion of the Redress team (n= see chart)



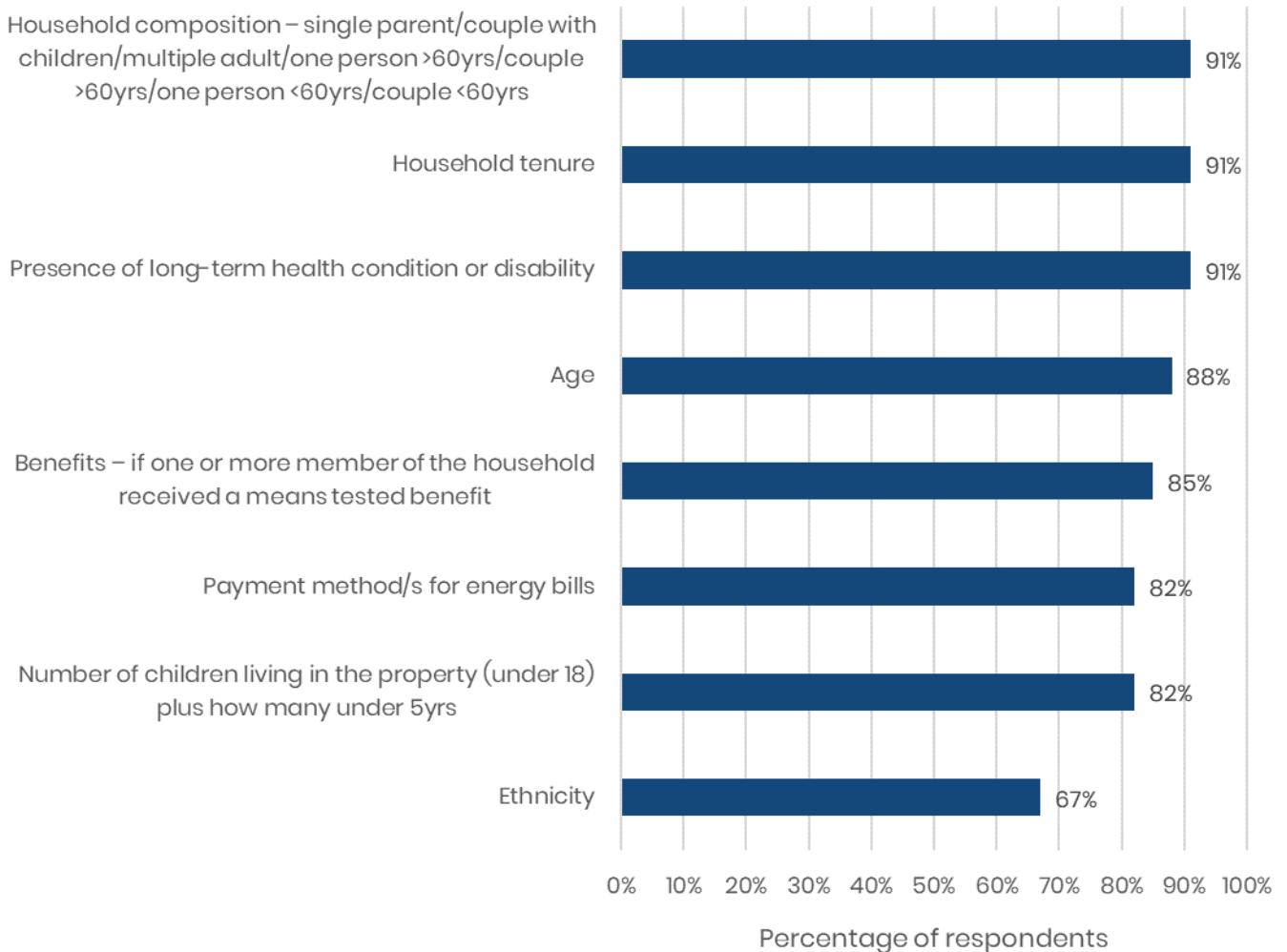
Respondents were invited to provide additional information regarding their experience with their Development Officer and the Energy Redress team. Specific comments included:

- “Our development officer answered all issues we raised promptly providing the answers we needed.”

- *“The Energy Redress team are excellent. It is a pleasure to work with them and know that we can contact them if any queries or concerns.”*
- *“More support with monitoring and evaluation framework would be appreciated. Sharing other projects key outputs and outcomes to help us understand how our project compares to other projects.”*
- *“Very helpful and all questions/queries were answered and followed through and felt supported when needing clarity.”*
- *“Very good, approachable and committed to support the delivery of the project and its success. Generally very collaborative approach.”*
- *“Promptly responded to emails, resolved issues with wording in GOL quickly and referred upwards to senior colleagues when needed.”*
- *“We have been successful but only after two unsuccessful applications. What made the difference was the very useful feedback that we got from the Energy Redress staff. We’ve found the team supportive, understanding and flexible when problems occur during a project.”*
- *“It feels evident that the Energy Redress team is filled with people who have themselves delivered energy efficiency advice. They fully understand what we’re trying to achieve, so when we’ve discussed proposed projects, they’re able to advise us in terms of how we might best describe our intended approach.”*

Successful applicants were asked to select which of types of data they routinely collect on the clients that they support. Figure 3-15 illustrates these results and shows that the most common types of data collected were household composition (91%), household tenure (91%) and presence of long-term health condition or disability (91%). This is similar to the previous evaluation when presence of long-term health condition or disability (83%) and household tenure (83%) were the two most frequently selected data types collected from clients.

Figure 3-15: Types of data that respondents routinely collect on the clients that they support (n=33)



Successful applicants were asked whether they were 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. 82% reported that they were targeting any energy consumers who could be vulnerable, marginalised and/or disadvantaged.

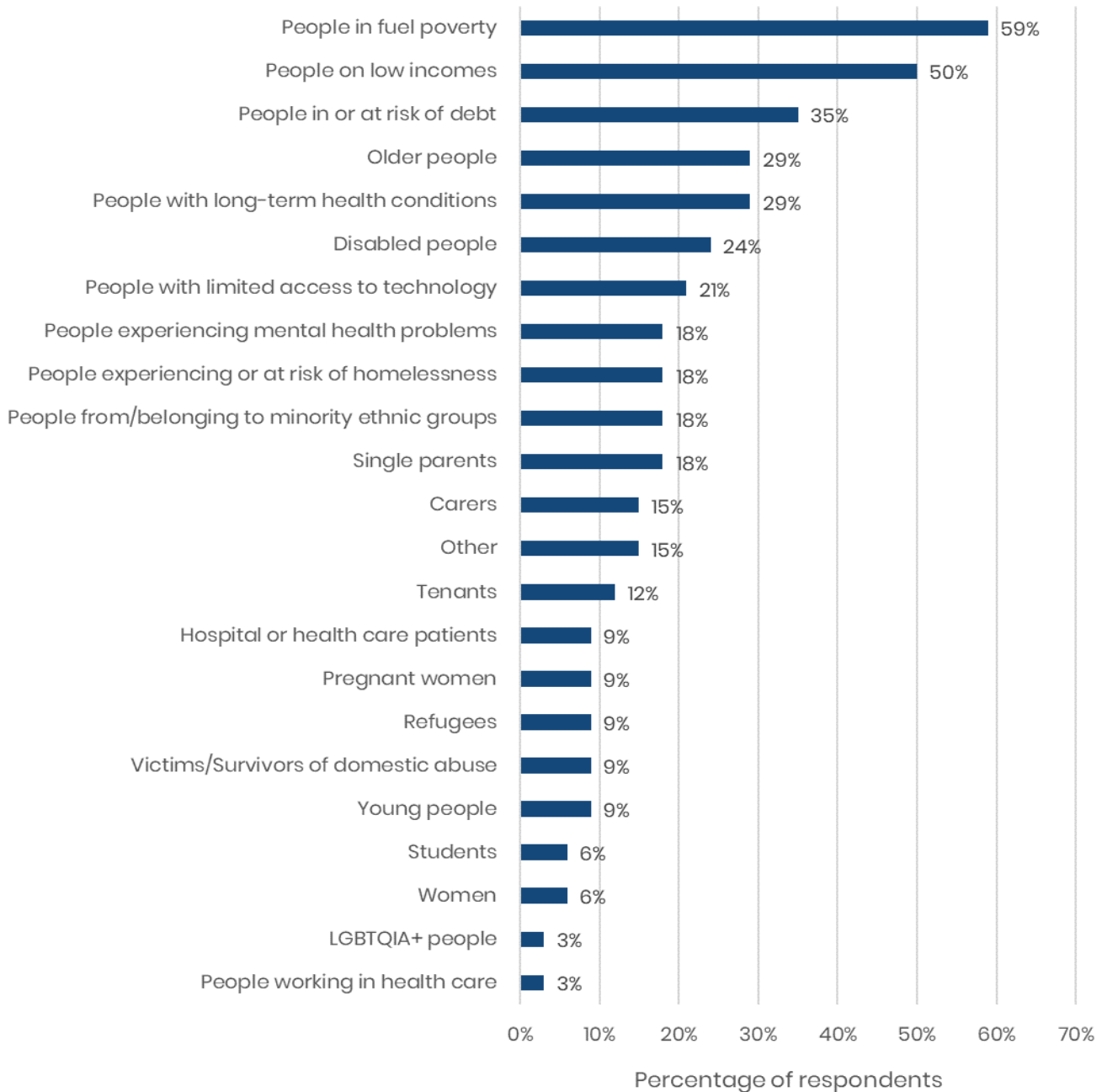
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Figure 3-16 shows the specific types of vulnerable, marginalised and/or disadvantaged groups being supported by respondents' projects. The chart shows that 26 different types of vulnerable people have been supported through Energy Redress funded projects. The most common type of vulnerable group supported was those in fuel poverty (59%), followed by people on low incomes (50%). 'Other' types of vulnerable groups mentioned by respondents included:

- "People who don't regularly interact with Council or similar services."
- "Dementia carers."
- "Care leavers."

- “We are especially focused on our local community, many members of which experience multiple disadvantages.”

Figure 3-16: Specific types of vulnerable, marginalised and/or disadvantaged groups being supported by respondents’ projects (n= 34)



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.

3.6. Unsuccessful applicants

11 respondents were unsuccessful in their application for the Energy Redress Scheme. All 11 respondents asked for feedback on their application or project idea and 10 respondents said that this feedback was helpful.

In addition to the results obtained through the online survey, an analysis of feedback requests has been undertaken. Feedback requests are logged by Energy Saving Trust when a formal request for feedback is made by an unsuccessful applicant of the Energy Redress Scheme, who is seeking to understand why their project did not receive funding and how they can improve their future applications.

Table 3-1 provides an overview of the feedback requests made in rounds 12 and 13 of Phase 1 and round 1 of Phase 2. Note that an analysis of the feedback requests in round 2 of Phase 2 is not possible because, as of 30 November 2022, the applicants to this round have not been notified of their application outcome as the results of the round are being finalised.

Table 3-1: Overview of feedback requests in rounds 12 and 13 of Phase 1 and round 1 of Phase 2

Phase	Round	Number of unsuccessful applications	Number of feedback requests	Percentage of feedback provided via email	Percentage of feedback provided via a meeting	Number of successful applications in subsequent rounds
1	12	39	25 (64%)	60%	40%	9 (36%)
1	13	58	34 (58%)	79%	21%	8 (24%)
2	1	90	63 (70%)	92%	8%	N/A

The table above shows that the percentage of feedback requests have remained steady as the rounds have progressed. Round 1 of Phase 2 had the highest number of unsuccessful applicants requesting feedback (63) and the highest percentage of unsuccessful applicants requesting feedback (70%), suggesting that the appetite for obtaining feedback to improve applications is growing.

The table also shows that 36% of respondents in round 12 and 24% of respondents in round 13 have been successful in applying for later rounds of the Energy Redress since their unsuccessful bids in these rounds. It is unsurprising to see a higher percentage of successful applicants from those who received feedback in round 12 as this round has had an extra round to apply for compared to round 13 and more time to improve their application. The number of successful applicants in subsequent rounds may increase in the future as more rounds open that previously unsuccessful applicants can apply for.

4. Conclusion

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

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

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

- Support energy consumers in vulnerable situations.
- The development of products and / or services, which are genuinely innovative and not currently accessible to energy consumers or certain groups of energy consumers.

It is evident in the online survey results that the Energy Redress Scheme has achieved this. All respondents supported energy consumers who could be vulnerable, marginalised and/or disadvantaged. 82% reported that they were targeting any energy consumers who could be vulnerable, marginalised and/or disadvantaged, while the remaining 18% were focussing their support on specific vulnerable, marginalised and/or disadvantaged groups.

26 different types of vulnerable people have been supported through Energy Redress funded projects. The most common type of vulnerable group supported was those in fuel poverty (59%), followed by people on low incomes (50%), people in risk of debt (35%), older people (29%) and people with long-term physical or mental health conditions (29%). 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.

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

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

- 32% of respondents provided suggestions to improve the application process when asked if they had any general feedback. The most frequently mentioned recommendations included:
 - Simplify the application process (8).
 - Provide clearer communication (6).

- Make improvements to the budgeting section of the application form (5). The budgeting section was a challenge for some applicants. 26 respondents specifically reported that they found it difficult to complete the budget section.
- 11% of all respondents did not believe that the application form allowed them to explain their project in enough detail. The key suggestion made by these respondents was to increase the word count and provide more space for further details within the application form (6).

To address the key feedback outlined above, it is recommended that the application form structure is reviewed, with a particular focus on the following areas:

- Review the application word count and consider expanding opportunities to add further supporting documentation.
- Remove any repetition in the application form.
- Make amendments to the budget section to make it clearer and easier for applicants to complete.
- Provide clear communication to notify potential applicants of application timelines and make supporting documents easier to access.

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 and innovation products, rather than facilitating capacity-building in the voluntary sector. The Energy Redress team will therefore only implement recommendations to the application process that will not compromise its ability to achieve these aims.

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

Satisfaction with the Energy Redress Scheme is high and has in many areas improved since the previous evaluation conducted in August 2021:

- 96% completely understand the aims of the Energy Redress Scheme (previous evaluation: 85%).
- 95% completely understand the eligibility criteria and rules of the Energy Redress Scheme (previous evaluation: 87%).
- The majority of respondents found the project information (68%; previous evaluation: 65%), project programme (68%; previous evaluation: 53%) and risk management (65%; previous evaluation: 53%) sections easy to complete.

- 95% of respondents found the Redress guidance document to be very useful (48%) or useful (47%) (80% in previous evaluation).
- 98% of respondents found the Redress team to be very helpful (73%) or helpful (25%) (previous evaluation: 97%).
- 60% of respondents attended Redress information webinars. 99% of respondents who attended an information webinar found them very helpful (32%) or helpful (67%).

All respondents 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. 41% of respondents 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 calculated using the scores of successful grant applicants, applicants awaiting a decision, and unsuccessful grant applicants is 44, which is considered to be "good".

The NPS using only the scores of successful grant applicants is 83, which is considered to be "world class".

The NPS for this evaluation for both successful and unsuccessful applicants is lower than that calculated in the previous evaluation in August 2021, when the NPS achieved was 50. The key reason for a lower NPS score in this evaluation is because of the higher proportion of respondents selecting 8 (20%; previous evaluation: 10%) or 7 (12%; previous evaluation: 10%), which are good ratings, but are excluded from the NPS calculation.