Energy Industry Voluntary Redress Scheme – Phase Two

Guidance for applicants to the Main Fund and Small Projects Fund

Oct 2023

Please note: The Main and Small Fund are **only open to registered charities.** If you are a Community Interest Company, Community Benefit Society or Cooperative Society please see the Carbon Emissions Reduction and Innovation Fund Guidance.

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Please note: This document provides guidance on the Main Fund and Small Projects Fund only. There is a separate guidance document covering the Innovation Fund and Carbon Emissions Reduction Fund.

Scheme priorities for Main Fund & Small Projects Fund

Supporting energy consumers

The Energy Redress scheme aims to deliver the following basic outcomes:

- 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

Any additional priorities linked to a funding round will be included in the fund details published when the round opens.

Defining vulnerability

Vulnerability can impact consumers at different points in their lives and can manifest itself in several ways, such as facing difficulty in paying energy bills or being less able to make effective choices in the energy market. A wide range of factors can exacerbate vulnerability, ranging from living on a low income to having disabilities or illness and/or a reliance on high cost fuels for heating.

A consumer in a vulnerable situation is defined - for the purposes of the Energy Redress Scheme - as when a consumer's personal circumstances and characteristics combine with aspects of the energy 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

What activities can the Energy Redress Scheme support?

The Energy Redress Scheme can provide capital or revenue funding and can provide up to 100 percent of the project cost. It can fund projects lasting up to two years and the minimum grant request for the Small Projects Fund is £20,000 and for the Main Fund is £50,000.

Applicants should consider whether the activity proposed can be funded in any other way and whether it is already being delivered elsewhere (see Annex 1 below). Applicants should also critically assess whether the project will represent value for money in terms of the positive outcomes delivered for the funding requested.

Activities that can be funded through the Energy Redress Main Fund and Small Projects Fund include, but are not limited to:

- engaging vulnerable consumers with energy issues and delivering energy advice and support that does not duplicate existing services
- installation of energy saving or renewable energy measures that cannot be funded from other sources
- training and education on energy issues that are targeted at supporting vulnerable consumers
- crisis support, linked to energy bills or the energy efficiency of a property, only as part of a wider energy advice project aimed at providing sustainable change for a client.

Activity that **CANNOT** be funded by the Energy Redress Scheme include, but are not limited to:

- energy saving measures that can be funded from another source, such as the Energy Company Obligation (ECO), other government or devolved government schemes or an organisations' own capital programme.
- installation costs for renewable energy technologies that are funded through government schemes or would normally be covered by an organisations' own capital programme.

Important:

Energy Redress Scheme and Ofgem regulated companies

The Energy Redress Scheme cannot fund activity that directly benefits any Ofgem licensee, or any other person or company that is regulated by Ofgem which makes a voluntary redress payment, or any person or organisation that has close links to any such organisation. Benefit could be through direct financial gain, positive PR or offsetting the cost of delivering their obligations. As such this also means Energy Redress projects cannot fund direct referrals into supplier obligations such as the Warm Homes Discount, Priority Services Register or enable Energy Company Obligation measures to be installed. Projects can raise awareness of these services, but direct referrals should be made by other funded activities or through a third party.

When you apply to the Energy Redress Scheme, ensure that you comply with this rule and explain how any interaction with energy company obligations will comply, in the 'Additionality' section.

Assessment process

Applications are assessed and scored by two Energy Saving Trust staff against a list of common criteria. These have been chosen to ensure that projects fit the aims of the scheme, are well planned and are likely to achieve maximum positive impact with the funding. All the scores are moderated and the top scoring applications are put on the shortlist for our Independent Grants Panel to review. The grants panel make the final decision on funding.

If shortlisted, the lead organisation may be subject to further financial due diligence checks.

Application scoring summary for applicants

The following is a summary of the criteria used and the weighting applied to each.

Criterion (associated sections of application form)	**Description**	**Weighting**
Project Concept and alignment (Project summary, Aim, Beneficiaries, Objectives, Outcomes and rationale)	Is the aim of the project clear and does it align with the scheme priorities? Is there a clear rationale for the project, both regarding the need for it and the chosen delivery model. Is there good reasoning for why the project should be funded through the Energy Redress Scheme?	30%
Project plan and team (Targets, Activities, Programme, Partners, Experience, Procurement)	Are there clear targets for the outputs to be delivered and good monitoring systems in place? Do the proposed activities support the desired outcomes? Is the project plan and programme sensible for the type and size of the project? Does the team/partnership have the skills and capacity to deliver the project?	30%
Strategic value (Additionality, Innovation, Replication, Next	Does the project demonstrate additionality to other services and to the charity's own business as usual? Does the project show any innovation? What will be its long-term legacy?	20%

Steps, Risk Management)	Have the risks been properly recognised and mitigated against, including COVID-19?	
Value for money (Targets and Project Budget)	Does the project demonstrate impact and value for money?	20%

Completing the application Form

Your final application must be submitted via our online system, called the [Energy Redress Dashboard](). This is only accessible to organisations that have successfully registered with the scheme.

When a funding round opens, click on the 'Apply for Funding' tab within the Energy Redress Dashboard to select a funding stream to apply to. It is only the application created through this route and that appears in the table on the main dashboard that can be submitted in an open round.

Please note that the online system works best if you use the Google Chrome web browser and it is important to use the 'save' and 'next' buttons to move between the pages of the application form, rather than your browser buttons, to avoid losing work or creating duplicate forms.

Each charity can only lead on one application per round but can be a partner in more than one application. Unsuccessful applicants can reapply in a subsequent round.

The deadline for submitting applications is strictly 5pm on the day the round closes.

Step 1: Application summary

Step 1 of the application form collects basic information about your project and organisation, such as contact details.

VAT status - You will need to let us know whether your organisation is VAT registered. Redress funding cannot cover the cost of reclaimable VAT.

Step 2: Project information

Step 2 of the application form is where you explain your project idea, its overall aims, objectives and expected outcomes, the intended beneficiaries, the geography of the project and the rationale behind why you want to deliver the project.

Applications for continuation funding of Redress funded projects - it is important to refer to the outcomes of the previous project and detail how the learning has helped to shape the project you are applying for. Applicants should also provide an indication of what percentage of clients may be repeated from the previous project and detail how this will be recorded for reporting purposes.

2.1 Project summary (max 250 words)

Provide a short overall summary of your project. Bear in mind that if your application is successful, this description may be made public e.g., in a press release.

2.2. Project aim (max 100 words)

State your overall aim and how it aligns with the scheme priorities. Be clear about what you aim to achieve through your project and how that has defined the type of activities you plan to complete.

2.3 Project beneficiaries (max 250 words)

- Applications for the Main Fund and Small Project Fund **MUST** benefit energy consumers in vulnerable situations.
- Be specific about who will benefit directly from the project, including any relevant details on location, type of household and why you have chosen the target audience.
- Explain whether you currently work with the target audience or not, and what your current reach is i.e., how many people do you currently work with on a monthly/annual basis.

Projects funded through the Energy Redress Scheme should benefit as many people as possible. If your project will only benefit a small number of people, consider how you could expand it or demonstrate how it could have a wider impact.

Where will the project take place and what area will it cover?

Complete the checkboxes, and description if appropriate, to inform us where the project will operate. Be as specific as you can about the geography of the project, as it will make demonstrating value for money and the impact clearer.

2.4 Project objectives (max 250 words)

The objectives are the things you will do to achieve your overall aim. Keep them short and specific e.g. deliver a free and impartial energy advice service in our town, raise awareness of energy advice support within our local voluntary and health sector.

2.5 Outcomes (max 250 words)

The outcomes are the changes or progress achieved by the successful completion of your project. These can be quantitative outcomes such as financial savings, energy savings or the number of people advised. Or they can be more qualitative, such as “high-quality energy advice becomes available in our area”. You should be able to provide evidence that you have achieved these outcomes.

Consider the long-term impact of your project. Sometimes it is essential to offer immediate support to vulnerable people, such as help with paying energy bills, but consider the opportunities to have a longer-term, more sustainable impact by tackling the root cause of the problem.

2.6 Rationale (max 300 words)

Explain why you have chosen this project approach and why you think your project is needed. It is important to show that you understand the issues your project will address e.g. lack of awareness, digital exclusion, low incomes, and how the actions within your project will help to achieve your desired impact and outcomes.

Include any evidence or experience that supports the need for your project. This could include previous experience of delivering similar work, evidence of a gap for the service or a growing demand for it and/or local statistics e.g., on levels of fuel poverty, deprivation or housing issues.

Explain why you are seeking Energy Redress Scheme funding and what it will allow you to maintain, do differently or do more of. It can be helpful to include a sentence on the services you currently deliver, the size of your team and your current client reach.

2.7 Targets (max 250 words)

Explain what targeted outputs you are going to deliver directly during the project. The targets should be specific, measurable and show good value for money whilst being realistic about what you can achieve.

Provide target figures for the outputs you are aiming to achieve e.g., number of households reached with different levels of advice, number of training sessions delivered, volunteers involved, amount of energy saved through installing measures.

You must describe how you will monitor the **progress** of the project in achieving the targets e.g., use of a database/CRM, event sign-in sheets, and also how you will monitor the **impacts** of the project e.g., health and wellbeing surveys, reviewing energy bills or using energy monitors. If you are going to undertake surveys with clients or if you will produce case studies, **provide clear target figures** for the number of these you will complete.

Successful applicants are required to report quarterly on progress towards the targets and so must have good systems in place for recording and monitoring the project outputs.

To help you decide on the most appropriate targets there is a list of suggested indicators in Annex 2 of this document.

2.8 Advice targets table

The 'Advice targets' table must be completed by all projects that involve energy advice. You need only complete the rows of the table applicable to your project, but you must complete the estimated **number of unique households supported**, as this helps us to determine the overall impact and value for money of your project. We understand that a vulnerable household may need multiple interventions to resolve an issue and therefore the number of interventions may be higher than the number of unique households.

Households to be supported via workshops can be counted in either the in-depth face to face advice or the light touch advice row, depending on the level of advice on offer.

The table requires an estimated cost for each type of advice, this should be based on the estimated staff time, travel costs and resources required to deliver each type of intervention. Ensure that the total cost of your interventions is consistent with the level of funding requested within the project budget.

The table below is a guide to the upper limits expected for the different energy advice interventions. If your cost per intervention is above these values, you must justify the higher cost in the activities section of the application form. If your project is intending to deliver multiple interactions with each client an average cost per intervention would be acceptable.

Cost per intervention reached with a home energy advice visit	Up to £250 (depending on the depth of advice provided, the vulnerability of the client group or the amount of travel involved)
Cost per intervention reached with a face-to-face appointment in an office or community venue	Up to £100 (depending on the length of an appointment and the depth of advice)
Cost per intervention reached with in-depth energy advice over the phone or via an online platform	Up to £100 (depending on the depth of advice and additional work required)

2.9 Scope of advice (max 150 words)

Describe the scope of the advice that will be delivered through your project e.g., advice on getting the best energy deal, a full home energy survey, behavioural advice or referrals for capital grants. Please note that, although we understand the benefit of holistic support, **energy must be the primary focus of the project and we cannot fund generic benefits, debt or housing advice services**. Describe any referral pathways in place to either internal projects/services or partner organisations for specialist advice e.g., benefits, debt or health advice.

The Energy Redress Scheme aims to support advice that is high quality and that has a long-lasting impact on vulnerable households. Use this section to include relevant qualifications and experience held by your advisors; or for new posts, the qualifications and experience you will require and/or what training you will provide. It is expected that individuals delivering in-depth energy advice have successfully completed the Level 3 City and Guilds in Energy Awareness or an equivalent qualification. Funding for training can be included in your application.

Step 3: Detailed project planning

This section deals with who will deliver the project and how. It also covers the experience within the project team and asks how the project is different from your other activity (additionality). Finally, this section asks whether the project could be replicated by others and how lessons will be shared.

3.1 Project activities (max 300 words)

List the activities and/or measures to be funded and ensure the information is consistent with what you have said in other areas of the application form, such as the objectives and targets sections.

If you have secured match funding for the project, please be clear where it is coming from, what the match funding will pay for and what will be covered with funding from the Energy Redress Scheme.

If you wish to provide energy-saving measures as part of your project, review the Energy Related Capital Measures table in Annex 3 as a guide to what the scheme will consider funding. The list is under regular review, but items that are not listed are unlikely to be funded e.g., white goods, general soft furnishings. Explain how you will ensure energy-saving measures will be installed safely and to an appropriate standard.

It can be helpful to explain what policies you have in place to safeguard both your clients and your staff during the project e.g., Coronavirus mitigation measures, lone worker policies and any appropriate training and background checks on staff.

3.2 Project programme (max 750 words)

Energy Redress projects can last a maximum of 24 months and successful projects are likely to receive grant offer letters and will be able to start their projects approximately 12-15 weeks following the round closing so ensure your projected start date aligns with this.

List the tasks you will undertake and include a planned start and end date for each. Each task should represent a broad area of work rather than day to day detail. Be realistic about how long different tasks take (e.g. recruitment and training staff) and list the deliverables of each task (e.g. service launched, training session delivered, materials produced).

If you are planning on undertaking evaluation activities towards the end of the project, please factor this into the final quarter of delivery to ensure you have enough time for it to be completed within the project timescale,

For successful projects, the project programme will be used in the quarterly monitoring and reporting process to check progress.

Applications requesting over £500,000 must complete and upload the Detailed Project Plan spreadsheet available on the website: energyredress.org.uk/application-pack. The spreadsheet captures more detail about each task listed in the project programme. If you do not have all the information yet, provide as much detail as is currently known, such as role titles for staff to be recruited and estimated costs or timescales for decisions on match funding.

The Detailed Project Plan spreadsheet has a 'guidance' tab with further information and a Gantt chart template. The use of the Gantt chart tab is optional, and applicants can submit their own project management schedule if available.

3.3 Project partners

Partnership projects are permitted and encouraged under the Energy Redress Scheme.

Your proposal must be led by a charity registered in England, Scotland or Wales, but partners do not have to be a charity. However, organisations that are regulated by Ofgem or have close links to organisations regulated by Ofgem, cannot receive Energy Redress Scheme funding or benefit in any way e.g., through positive PR or offset marketing costs. Project partners must also not be linked to, or part of, Energy Saving Trust to avoid conflict of interest for the Energy Redress Scheme.

List any organisations that will work on your project as partners. Include the name and type of each organisation with a brief explanation of their role in the project. Attach letters of support from all confirmed partners in Step 7 of the application form

The staff time of project partners involved in delivering the project should be included in the staff costs table in Step 5 rather than in the 'Other costs' budget table. Their time should be charged using day rates based on staff costs plus overhead (see Section 5.2), rather than commercial day rates.

3.4 Relevant experience (max 500 words)

Provide details of the relevant skills and experience within your organisation/partnership that demonstrate your ability to successfully complete the work you are proposing. Assume the assessors know nothing about your organisation and the work that you do and provide enough detail accordingly.

If your application is for a partnership project, be clear about what experience each organisation has and why you have chosen to work with them. This is especially important if you are going to be working with a commercial entity as a partner, rather than procuring their services.

If your project is going to use volunteer energy champions to increase the reach of your project, explain what training or guidance they will receive to carry out their role and how they will be supported to deliver any project outputs they are tasked with.

3.5 Project team

This section refers to the specific people who will carry out the project. Detail who will manage the project and carry out the different tasks. Choose the people who will have the most important roles in delivering the project, including those you will recruit, and provide the following:

Role: Their role within your project.
Name: The name of the staff member or TBC.
Organisation: The organisation they work for/will work for.
Biography: A short summary of their relevant skills, experience and qualifications. It is important to explain the skills and experience you will look for in new recruits.

3.6 Procurement (max 150 words)

If you plan to procure any goods or services from organisations other than your project partners, list them in this section and explain how you will ensure your procurement process is open and fair.

3.7 Additionality (max 250 words)

Additionality is one of the key criteria when reviewing Energy Redress Scheme applications. Projects must demonstrate 'additionality" by showing that they add value to existing services and are not duplicating or conflicting with other programmes that already exist e.g., government funded programmes such as Home Energy Scotland or NEST in Wales.

Applicants must demonstrate that they have researched what other similar services or projects are operating in their area e.g., other energy advice services or local authority schemes and explain how their project will interact with these for the benefit of their clients. Annex 1 lists some of the existing initiatives that support energy consumers. You can also check the Energy Redress website for details of the projects funded so far - Energy Redress scheme

If your project involves the production of new energy advice resources such as leaflets, websites, videos or apps, please demonstrate that you know what already exists and why there is a need for what you are proposing.

Explain how the project activity is separate from your own, and your project partners', day-to-day activity and explain why you need Energy Redress Scheme funding to deliver the work, if you have not done so in another section of the form.

3.8 Innovation (max 500 words)

Use this section to describe any aspects of your project that demonstrate innovation. It is an opportunity to highlight any innovative approaches, technologies or techniques used in your project and counts towards your application's overall score.

3.9 Scope for replication or learning (max 250 words)

To maximise the impact of the Energy Redress Scheme we are keen to support projects that will benefit other future activities to achieve the scheme's aims.

Explain how the approach used in your project could be replicated elsewhere and how lessons learned will be shared with others, including with organisations outside of your own network e.g., via fuel poverty forums, advice provider events, conferences etc.

3.10 Next steps (max 150 words)

Explain what you would like to happen at the end of your funding period. Will your project continue with funding from elsewhere? Do you intend to start up an activity that will be self-supporting in the long term? Does this project enable something else to happen once it is completed?

If you are applying for continuation funding for a redress funded project, please explain what other sources of funding you have approached to continue the project before deciding to reapply to the Energy Redress Scheme.

Step 4: Risk management

4.1 Project risk assessment

The Energy Redress Scheme funds projects that are delivered diligently and safely for all of those involved. Use the table to describe the risks associated with delivering your project, the likelihood of the risks happening (low, medium, high), the potential impact they could have on the project (low, medium and high) and what measures you will put in place to mitigate against the risks.

Risks are anything that could stop your project from being successful or problems that might arise from your activity e.g., low uptake of the service, loss of staff, a data breach, safeguarding or health and safety issues. If your project involves collecting any personal data, ensure you comply with the General Data Protection Regulation (GDPR) and always collect appropriate consent from the people that you work with. More information is available here: UK GDPR

Please note that to qualify for funding, you must have adequate insurance in place to protect the organisation against any financial loss due to fraudulent activity,

For most projects it is good practice to ensure you have the following in place:

- Data Protection Policy
- Health and Safety Policy (including lone worker policy and risk assessments for home visits)
- Equal Opportunities Policy
- Safeguarding Vulnerable Adults Policy

- Appropriate DBS checks or a satisfactory disclosure from Disclosure Scotland for those involved in delivering advice in a one to one capacity to vulnerable adults.

COVID-19 – All applicants should consider how they would deliver their project safely with the possibility of a re-emergence of COVID-19 or other pandemic restrictions during the project lifetime. How could the project be adapted to continue to support clients is further restrictions were imposed. The wellbeing of the project team and project clients should always be the priority.

Step 5: Project budget

Ensuring cost-effectiveness

Cost-effectiveness is one of the key criteria when reviewing Energy Redress Scheme applications. This is assessed by comparing the cost of the project with the planned activities, the number of households supported and the expected impact of the project.

The Energy Redress Scheme can fund up to 100 percent of the cost of a project, but if you have secured match funding towards the work, explain where this is coming from and clarify what it is paying for in the activities section of the form.

The Energy Redress Scheme can fund more expensive interventions such as home visits or innovative energy-saving measures, as these approaches can have more impact than lighter touch interventions. However, you will need to make sure you explain what impact you aim to achieve from those measures. For example:

- explaining how a pilot project using innovative measures can be replicated more widely and include activity to encourage replication of successful projects
- explaining what you will do during a home visit and how that will lead to greater impact than other forms of advice such as email advice etc.

For more detailed guidance on reasonable costs per advice intervention, see section 2.8 Advice targets.

Note that Energy Redress Scheme grants are paid quarterly in arrears, on submission of a progress report and evidence of expenditure. Ensure you are confident that your organisation can cope with these payment terms prior to submitting an application.

5.1 Project costs

The budget section is broken down into a table for staff costs, capital costs and other costs. Please ensure that your grant request and match funding (where applicable) equal the total costs in each table. It may be helpful to use the downloadable excel spreadsheet from the website to ensure everything adds up correctly: energyredress.org.uk/application-pack

VAT will only be funded if you cannot reclaim it, so all costs should exclude reclaimable VAT.

Note that all awards are subject to audit and grantees will be expected to maintain a project folder that evidences and accounts for all grant expenditure. Evidence of project outputs may also be requested. Grantees should retain these records for 7 years from the grant start date to comply with their grant agreement.

5.2 Staff cost breakdown

List all the staff posts that will be funded by the project, including the name of the person (where known), their role in the project, the organisation they work for and the task or deliverable they are responsible for.

Include the day rate for each member of staff. Decide if you wish to include a percentage towards the overheads of your organisation against the staff costs (up to a maximum of 25 percent) and then include the number of days the person will be working on the project e.g. 48 for one day/week on the project, 233 for a full-time post.

If your project only lasts one year, input zero in the year two columns.

Note: the staff costs budget can only be used to fund staff members who are spending time working on the project, and cannot be used to pay for Maternity/Paternity/Adoption or other special leave e.g. jury service. It can, be used to fund temporary replacement staff who step in to cover a role whilst the original staff member is unable to work on the project. Staff sick leave should be accounted for within your overheads, as detailed below.

How to calculate staff day rates

The staff day rates should be calculated by splitting the annual gross cost of employing the person (including National Insurance, Tax and Pension) by the actual number of days worked by them.

We ask you to base this on the number of working days (removing weekends) minus the number of days taken as holiday. Using this approach will ensure that you cover the full cost of staff, both full-time and part-time. For example:

If a full-time staff member had a total cost (salary, National Insurance, tax and pension) of £30,000 and worked five days a week - the number of weekdays in a year would be 260 (5 x 52 weeks), the staff member has 20 days annual leave, plus seven days statutory leave (bank holidays) so does 233 days' work per year. This would give a day rate of £128.76 (£30,000 ÷ 233). Using this higher day rate, rather than dividing by 365 days per year, ensures that the full cost of the staff member's time is covered. If you use a different methodology to the one above to calculate your staff day rates, please explain this in the activities section of the application form.

‘Full cost recovery’ should not be used to calculate project staff day rates, if you are also going to add a percentage towards overheads in the staff costs budget table, or if it adds more than 25% to the staff salary costs towards overhead costs.

The staff cost breakdown table allows you to input different day rates for staff in Year One and Two to take into account pay increases over the course of the project.

How to account for overheads

Overheads include things like the share of office rental, utilities, office consumables, staff sick leave and insurance that are attributable to the project. Staff uniforms and business cards should also come out of overheads unless they are specifically for use on the Redress-funded project.

You can choose either to:

- charge a flat overhead rate of up to a maximum of 25 percent in the staff cost table or;
- charge on a full cost recovery basis where the cost of all overheads linked to the project is calculated and detailed individually within the ‘Other costs’ budget table.

Please be aware that we may ask for evidence of how your overhead rate is calculated, whichever approach you use.

Costs such as staff travel, training or IT equipment and phones for project workers are not classed as overheads so can be charged separately.

How to account for partner staff time

When working with partners, there are two choices on how they will participate which affect the staff rates they can charge. These are:

- They can be project partners named in the application; in which case they must charge actual staff cost plus overhead (not a commercial day rate) but have the benefit of not having to go through procurement.
- They can be subcontractors; in which case they must go through a fair and open procurement process after the grant is secured (so are not guaranteed the opportunity to work on the project), but they can charge a commercial day rate. In cases like this, the project lead will be responsible for securing good value through their procurement process.

5.3 Capital costs

Capital costs are purchases of equipment or products such as energy-saving measures or IT equipment for your staff. Be as specific as you can for each item you are going to purchase and only budget for equipment directly attributable to the delivery of the project.

If you are going to distribute items to households via a hardship/crisis fund e.g. thermal blankets, small appliances, you must explain why you have chosen the items in question and how they help households to reduce their energy bills and stay warm in their homes in the activities section.

Get quotes or undertake some basic research so that you include realistic budgets for the items you wish to purchase. Refer to Annex 3 to check which energy-related measures can be covered by the Energy Redress Scheme.

5.4 Other costs

Other costs can include subcontracted services (be clear about what the subcontractor will be doing for the project), promotional resources, venue hire, travel, training and volunteer expenses. This section should not be used to claim overhead costs if you have already included overheads against the staff costs.

Crisis funds

If you are intending to provide crisis funding to vulnerable consumers (e.g. fuel vouchers to top up prepayment meters) as part of a wider advice project, please ensure that you have robust procedures in place to manage the process and to mitigate against potential incidences of fraud. Please see Annex 4 for advice on avoiding fraudulent claims.

Within the application you must include details regarding how the scheme will be managed, the eligibility criteria, what the fund will cover, how many people you intend to support and the maximum amounts you will award (maximum amount must not exceed £500/household). These details can be included in the project activities section or uploaded as a separate document. **Note that direct cash payments or gift vouchers to clients are not permitted under the scheme.**

Step 6: Important information

6.1 Ofgem regulated companies

Energy Redress Scheme payments cannot be made to any Ofgem licensee, or any other person or company that Ofgem regulates, which makes a voluntary redress payment. This includes delivery partners as well as the lead body making a grant application.

Energy companies regulated by Ofgem are those which have an Ofgem licence and include, but are not limited to, suppliers of electricity and/or gas, companies which transport electricity and/or gas and companies which generate electricity or produce gas. Further information on Ofgem licences is available here: ofgem.gov.uk/licences-codes-and-standards/licences

To determine whether your charity or project partners have close links to an organisation regulated by Ofgem, consider the following rules:

- eligible charities/partners should **not** share branding with any Ofgem regulated energy company e.g. on their website or in their logo
- eligible charities/partners should not be legally under the control of, or a subsidiary of, a regulated energy company

If you are confident that no organisation that will receive income from your project has close links to an Ofgem regulated company, tick the checkbox.

6.2 Data protection

Remember to read the data protection statement before signing it and use it as a reminder to check that your project is compliant with the General Data Protection Regulation (UK-GDPR).

6.3 Signature

The "Authorised Signatory" should be someone with authority to sign contracts to the level of your requested grant on behalf of the lead charity. The signatory is confirming that the information in your application is true, accurate and complete. If you are the lead partner of a partnership project, be aware that you could be liable for any incorrect information provided by partners.

Step 7: Upload documents

The last step of the application form is where you can upload documents to support your application. The only additional documents that can be uploaded as part of your application are:

- letters of support from partner organisations or other interested parties
- the 'Detailed Project Programme' spreadsheet if you are asking for over £500,000 in grant
- Summary document detailing the processes for managing a crisis fund if included as part of the project

Let each document fully upload before starting the next one to avoid uploading duplicates.

Once the documents are fully uploaded you should be able to save the application, and then submit if a funding round is open. If your application is submitted successfully, you will receive an e-mail acknowledgment and it will be recorded in the table on the Energy Redress Dashboard as submitted.

For queries relating to applications, please contact the Energy Redress Team at:
energyredress@est.org.uk

Annex 1 Further information

Useful information on energy, fuel poverty and vulnerable customers

The following is a list of information and tools related to energy and vulnerable energy consumers in the UK.

Be aware that many of these sources of information, tools, funding sources and/or funded services are owned by third parties and neither Energy Saving Trust nor Ofgem makes any warranties or representations (whether expressed or implied) or gives any undertakings in relation to the accuracy, sufficiency or completeness of such sources of information, tools, funding sources and/or funded services. Please exercise the same caution you would with any internet-based information or resources.

If you are aware of other funds, services or resources that you feel would be useful to applicants, please contact energyredress@est.org.uk. Only non-commercial, free information will be included here.

Useful links

Local authorities may be interested in partnering with charities on projects funded by the Energy Redress Scheme. To find useful contacts in your area, please contact your local authority or look at The Association of Local Energy Officers (ALEO) website: ALEO

The Community Energy Hub, managed by Community Energy England, provides information and links to a wide range of resources relevant to local action on energy efficiency, fuel poverty and renewable energy. It also includes links to community energy societies who may be interested in partnering on Energy Redress Scheme projects: hub.communityenergyengland.org

Community Energy Associations:

- communityenergyengland.org
- communityenergywales.org.uk
- communityenergyscotland.org.uk

Tools and information

- The Energy Saving Trust website has free and impartial information on home energy efficiency as well as renewable energy and sustainable transport: energysavingtrust.org.uk
- National Energy Action (NEA) the national Fuel Poverty charity: nea.org.uk
- Local Energy Advice Partnership (LEAP): The Energy and Money Saving Service
- Centre for Sustainable Energy: cse.org.uk/resources
- Smart Energy GB, resources related to the roll out of smart meters: smartenergygb.org

- Sheffield Hallam University undertook a three-year project to research ways to reach those hardest to reach with energy advice. Their conclusions and recommendations can be found here Reaching the 'Hardest to Reach' with energy advice
- National Institute for Health and Care Excellence, excess winter deaths and illness and the health risks associated with cold homes – Guidance NG6 https://www.nice.org.uk/guidance/ng6.

Current services and support programmes:

These services and support programmes can be relevant to supporting vulnerable energy customers. Ensure that your project does not duplicate any of the services listed here, but consider how your project could work alongside, or partner with, these services, programmes and funds.

UK:

- UK Government information on grant funding for energy efficiency measures -Find energy grants for your home - GOV.UK
- UK Government energy efficiency advice: Find ways to save energy in your home - GOV.UK
- UK Government information on the Boiler Upgrade Scheme
- Ofgem Energy Advice for Households - Ofgem

England:

- Citizens Advice - Your energy supply - Citizens Advice
- National Council for Voluntary Organisations (NCVO) - NCVO
- Energy Advice for London - Energy Advice London

Scotland:

- Home Energy Scotland advice service from Scottish Government provides impartial energy advice and access to grants and interest-free loans: homeenergyscotland.org
- Local Energy Scotland and Community and Renewable Energy Scheme (CARES) from Scottish Government provides support and funding for community and locally owned renewable energy projects: localenergy.scot
- Historic Environment Scotland:
    - Advice & Support - historicenvironment.scot/advice-and-support
    - Grants & Funding - historicenvironment.scot/grants-and-funding
- Foundation Scotland community grants: foundationscotland.org.uk/grants-and-funding-for-organisations/grant-programmes
- Net Zero Nation information and resources on climate change and support to reduce carbon emissions: netzeronation.scot/

- Community Energy Scotland – independent advice and financial support for community owned renewable energy projects: communityenergyscotland.org.uk
- Scottish Council for Voluntary Organisations (SCVO) - scvo.scot

Wales:

- Welsh Government Warm Homes Nest fuel poverty support scheme: nest.gov.wales
- Welsh Government home improvement loans: gov.wales/home-improvement-loan
- Welsh Government Energy Service, supports local and community energy projects: gov.wales/energy-service-public-sector-and-community-groups
- Disabled Facilities Grants: gov.wales/adapt-your-home-if-you-are-disabled-or-older-person
- Wales Council for Voluntary Action: wcva.org.uk

Annex 2 Indicators, metrics and targets

In your grant application we ask you to set some measurable targets that the project will achieve. Targets should be realistic for the length and scale of the project, as well as showing good value for money. We will expect you to report on progress against the targets you set, so make sure to choose ones that you are able to monitor accurately and efficiently.

Possible indicators

Energy saved – resulting from advice or the installation of measures. This could be tracked through data from energy bills or energy metering or could include assumed savings where these assumptions are robust.

Money saved/gained – resulting from advice delivered through the project e.g., on switching tariff or supplier, behavioural change, energy debt write off or the installation of measures.

Tonnes of carbon emissions saved - resulting from the installation of energy efficiency measures or renewable technologies. You can find the latest UK government recognised and regularly updated conversion factors available here: gov.uk/government/publications/valuation-of-energy-use-and-greenhouse-gas-emissions-for-appraisal

Households reached with advice – distinguish between the different types of intervention you are offering in the 'targets' section and the Advice Targets Table. The numbers reached can be monitored with sign-in sheets, spreadsheets or more comprehensive Customer Relationship Management systems (CRMs).

Clients referred to other services – can you monitor the number of people you refer onto other services? For example, referrals for benefits advice, energy saving measures or home safety visits etc.

Training sessions provided – do you plan to provide training or briefings to partner organisations or to your own staff or volunteers? Can you demonstrate that their knowledge has increased?

Measures installed – ensure you can accurately record how many of each measure you distribute or install throughout the project.

Jobs created / volunteers involved – if your project leads to benefits such as new jobs or volunteering opportunities, these should be recorded as useful project outputs.

Health and wellbeing impacts – are you able to demonstrate the health and wellbeing benefits of energy efficiency interventions. Please consider using customer surveys or other social impact tools, to demonstrate the wider impact of your project. Useful resources include; The Warwick-Edinburgh Mental WellBeing Scale (WEMWBS) and the HACT social value calculator.

Annex 3 Energy related capital measures

The Energy Redress Scheme can fund small measures and equipment that help energy consumers to save energy and money in their homes and to have safer, healthier living environments.

The table below is a guide for what measures the Energy Redress Scheme can fund. Many of the measures can be installed without the help of a professional, but applicants should clearly explain who will be installing any measures proposed within their projects and how they will ensure the work is undertaken safely and to a good standard. Where quality standards or accreditations exist, these should always be complied with e.g. CIGA, HETAS.

The resident's permission must be secured before any measures are installed in their property.

Measure	Energy saving properties
Cavity wall insulation*	Reduces radiative and convective heat loss through external walls.
Chimney draught excluders	Reduces convective heat loss through an open chimney.
Draught proofing foam strips	Reduces convective heat loss through gaps in windows and doors. All have their own merits and different situations that they are best suited for.
Draught proofing seals with brushes	
Flexible fillers for skirting boards and floorboards	Reduces convective heat loss through gaps in floor and skirting boards.
Foam tube pipe insulation	Reduces wasted heat through internal exposed pipes.
Heating programmer*	A timer connected to a heating system, which will reduce instances of heating being on for longer than needed.
Hot water cylinder thermostats	Hot water cylinder thermostats will prevent them being set at higher temperatures than needed (should be 60-65°C)
Insulation around loft hatches	Prevents convective heat loss through gaps in loft hatch.
Keyhole cover	Prevents convective heat loss through keyhole.
LED bulbs (any sort)	Uses less energy than CFLs and GLS bulbs.
Letter box brushes	Prevents convective heat loss through letterboxes.
Loft insulation up to 300mm*	Reduced radiative and convective heat loss through roof.
Polyurethane foam/silicone fillers	Reduces convective heat loss through gaps around doors, windows, pipework, skirting boards.
Power down plug in devices/ remote control sockets	Helps avoid standby and idle power on devices.
Radiator reflector panels	Reflects radiative heat into the room, better savings on solid walls.
Room thermostat *	Allows room temperature to be set and switches off heating once met. Prevents overheating and wasting energy.

Secondary glazing units	Good alternative to double glazing, usually for historic homes in conservation areas as some have building restrictions.
Thermally lined curtains	In addition to double/secondary glazing it will decrease the heat loss rate from windows.
Thermostatic Radiator Valves	Allows different rooms to be set to different temperatures, reducing the heat needs in rooms that are less used.
Underfloor insulation fibre *	A typical way you would insulate a solid or suspended floor.
Underfloor insulation spray foam*	This is a less typical way you would insulate a solid or suspended floor but still fine.
Water efficient shower head	This reduces the flow rate of hot water and mixes it with some air to deliver good performance with less energy.

***Only where it can be evidenced that the householder is not eligible for ECO but is still vulnerable.**

This table is under constant review and will be amended as new technologies or materials are developed that are proven to save energy in an average property.

The Energy Redress Scheme can also fund the following measures in vulnerable households:

Carbon monoxide alarms in homes with open fires or where the boiler is in a living area/bedroom

Cold monitors that let people know (with sound or light) if the ambient temperature is getting too cold for them so that they put the heating on.

Minor Repairs to make a house airtight and to make other energy saving measures more effective.

Monitoring equipment for energy use and temperature, where this is needed to measure the impact of a project. When installing energy monitoring equipment, projects should explain why this is needed in addition to smart meters.

Winter warmth packs containing warm clothes and blankets, to help very vulnerable people in emergency situations.

Capital Items the Energy Redress Scheme cannot fund:

- ECO measures if a client is eligible for ECO, this includes top-up funding to enable ECO installations
- Capital items that a housing association or private landlord has a statutory duty to provide or maintain
- Any costs already covered by a government grant scheme
- Measures that are simply to improve the appearance or security of a property
- Measures purely designed to save water
- General white goods and new appliances

Annex 4 Advice on avoiding fraudulent claims against crisis funds

If your grant application includes a "crisis" fund for fuel vouchers or other payments direct to clients you should comply with the following requirements and advice.

Requirements on grantees

Applicants must have robust procedures in place to help mitigate against funds being accessed fraudulently (e.g. through multiple claims from a single source falsely claiming to be different clients).

Checks on clients

This should include: cross-checking clients personal details for previous claims from the crisis fund before issuing fuel vouchers or other support including client name, address and postcode, telephone number and email address (if available). Note: Where clients have contacted you by telephone, this MUST include cross-checking telephone numbers for duplicates.

Insurance

You should ensure that you have appropriate insurance in place to cover financial loss due to fraudulent activity by clients or staff.

Advice on avoiding fraud

Please follow the advice below to reduce the risk of fraudulent claims:

- Only provide support that can be evidenced to have been spent on energy costs or energy measures (do not provide cash or cash vouchers).
- Only accept self-referrals from households that your charity has previously supported in some way. If you do accept direct referrals, these should be thoroughly questioned to determine eligibility and crosschecked with your CRM or monitoring system for previous requests.
- Only accept referrals from trusted third parties who have a relationship with the client and have determined a genuine need for support. Remember to collect all the evidence you need to ensure that the household is eligible.
- Do not promote the availability of the vouchers directly to the public via social media, the press or leaflet drops and ensure your partners are aware of this.
- Addresses should be checked for authenticity by using the Royal Mail postcode finder and further evidence sought such as a dated photo of the meter, meter serial number provided or evidence from the energy supplier.
- Phone numbers and email addresses should be recorded and cross-checked against your systems for duplicates, indicating multiple uses of the same details.

- Advise clients that they may need to provide ID to redeem fuel vouchers and that the vouchers are non-transferable.
- Ensure all staff understand the scheme eligibility criteria; how to cross-check for multiple claims and that the funding cannot be given to clients as cash, gift cards or cheques.
- If possible, limit the number of staff overseeing the scheme so multiple requests from the same household can be identified more easily.
- Fuel voucher providers have fraud-protection processes, and these should be considered when you are selecting your provider. If you need to change your voucher provider during the scheme, you should contact the Energy Redress team to request a change.
- If possible, work with other local Redress grantees to coordinate schemes. Always ensure that you are compliant with your data protection policy and data protection laws. You may need to ensure your GDPR statement enables you to share basic household details of voucher recipients with other organisations, to help reduce fraudulent claims.

All incidences of fraud should be dealt with according to the organisation's policies and procedures and reported to Energy Saving Trust as soon as possible. You must have adequate insurance in place to protect the organisation against any financial loss due to fraudulent activity.