Managed by energy saving trust

Energy Industry Voluntary Redress Scheme

# Energy Industry Voluntary Redress Scheme

# Guidance for applicants

## Table of Contents

# Writing your application

This document provides guidance on submitting a funding application to the Energy Industry Voluntary Redress Scheme. Before reading this guidance we recommend reading the basic information on the Energy Redress website, which explains what the scheme is, how it is run and the eligibility criteria.

## Starting an Application to the Energy Industry Voluntary Redress Scheme

The aim of the Energy Industry Voluntary Redress Scheme (or Energy Redress) is to achieve the maximum positive impact against the scheme priorities (see page 4). The application form is structured to enable you to demonstrate what you aim to achieve, how you will do that, what evidence you have to support your approach, what experience you have to help you succeed and what resources you need to do it. The scheme can support a range of different activities, so please use the application to demonstrate why you have chosen your specific approach.

In developing your project idea, consider who might need to be involved, whether there are any existing schemes or services you can link to and whether any of the activities you plan might already be funded or delivered elsewhere. The "Further Information" section lists some other sources of funding and relevant services. Also consider whether your project would benefit from involving other partners. Energy Redress can support partnership projects or projects delivered by a single organisation.

The assessment criteria for the scheme have been designed with the aim of funding those projects that can demonstrate the greatest positive impact on the scheme priorities. When developing your project, you will need to show how it will deliver the maximum benefit to energy customers (in social and environmental terms) for the money and how you will monitor and report on those benefits.

## What activities can Energy Redress support?

Energy Redress is open to supporting a wide range of different activities. It can provide capital or revenue funding. In deciding what activity you will ask Energy Redress to fund, you should consider whether that activity can be funded in any other way and whether it is already being or has been delivered elsewhere (see "Further Information" document for information on other funds, services and resources). You should also consider whether your project will represent value for money in terms of the positive outcomes delivered for the money spent.

Examples of the kind of activity that could be funded through Energy Redress include, but are not limited to:

- Engaging vulnerable customers with energy issues and referring them for support
- Energy advice that does not duplicate existing advice services

- Installation of energy saving or renewable energy measures that cannot be funded elsewhere and are innovative or are being used in innovative ways.
- In-home safety advice and measures related to energy systems
- Training and education on energy that is targeted at supporting vulnerable customers

Examples of activity that could NOT be funded by Energy Redress include, but are not limited to:

- Advice services that duplicate existing provision, potentially causing confusion for energy customers
- Energy Saving measures that could be funded from another source, such as ECO, other government or devolved government schemes or an organisations own capital programme.
- Any activity that directly benefits any organisation that is regulated in Great Britain by Ofgem or any person or organisation that has close links to any organisation that is regulated in Great Britain by Ofgem.

## Important: Energy Companies and Energy Redress

As noted above, Energy Redress cannot fund any activity that will benefit any organisation regulated by Ofgem (including energy suppliers, network operators and some generators) in any way. As well as direct financial benefit, this includes positive publicity, reduced marketing costs or offsetting the cost of delivering ECO obligations for a particular organisation.

### Energy Redress and ECO

The above ruling means that Energy Redress cannot fund activities such as:

- “Top-up” grants for measures that are part-funded by ECO, as this would enable particular energy companies to use Energy Redress to part-fund their ECO delivery.
- Measures designed purely to enable access to ECO (such as a gas connection purely to enable an ECO-funded gas boiler), as these would also enable energy companies to use Energy Redress to part-fund their ECO delivery.

It also means that **Energy Redress cannot fund referrals** into a particular ECO offering, as this would offset the marketing costs of the relevant energy company. Energy Redress funded activity should be separate from any referral mechanism, which will need to be funded by other means (such as referral fees).

Energy Redress-funded advice activity can inform clients about ECO and can refer them to third party resources and services that enable referral into ECO such as the following:

- The BEIS online energy advice tool available here:
  https://www.eachhomecountsadvice.org.uk/

- The Scottish Government's "Home Energy Scotland" Advice service:
  http://www.energysavingtrust.org.uk/scotland/home-energy-scotland
  Tel: 0808 808 2282

When you apply to Energy Redress, please ensure that you comply with this ruling and explain how any interaction with ECO will comply in the "Additionality" section of the form.

## Scheme Priorities

### 1. Supporting energy consumers

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

- Deliver benefits to the types of consumers that were negatively impacted by the specific issues that triggered the Redress payment; and
- Support energy consumers in vulnerable situations

Vulnerability can impact consumers at different points in their lives and can manifest itself in a number of 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 electricity for heating.

**Defining Vulnerability**

A consumer being in a vulnerable situation is defined- for the purposes of Energy Redress - 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.

To support consumers in vulnerable situations, Ofgem has conducted research and made proposals for best practice or regulatory requirements in a number of areas (such as, affordability, debt and disconnection, prepayment meters, free essential non-financial services and network innovation). These are set out in more detail in Ofgem's Consumer Vulnerability Strategy.

### 2. Innovative products and services

Energy Redress funding can also support the development of innovative products or services related to energy and as such may allocate funding to projects that meet the following criteria:

- Have a realistic prospect of delivering benefits to existing and/or future energy consumers;
- Should help to reduce the environmental impact of energy use (or have minimal negative impact where the scheme is delivering significant social benefit) and
- As with all projects, are efficiently managed and provide value for money.

There are two potential types of innovative projects which are relevant:

- Testing or trialling the roll-out of products or services that are ready to implement but not yet accessible to energy consumers or certain groups of energy consumers; and

- Conducting research or analysis into the development of products or services not yet accessible to energy consumers or certain groups of energy consumers.

For information on other ways that Ofgem supports innovation, see details of the Network Innovation Funding and the recently-launched Innovation Link.

## Assessment of applications for Energy Redress funding

Applications for funding from Energy Redress will be assessed against a list of common criteria. These have been chosen to ensure that projects funded by Energy Redress fit the aims of the scheme, are well planned and are likely to achieve maximum positive impact for the funding.

The following is a summary of the criteria that are used and the weighting applied to each. You can use this to help inform development of your application.

**Scoring summary for applicants:**

| Criterion | Description | Weighting |
|---|---|---|
| Project idea | What is your project concept and your rationale for why it should be funded through redress? Does it align with the scheme aims? | 30% |
| Your project team and plan | What is your project plan and how will you manage the risks? Does your team/partnership have the skills and capacity to deliver the project? | 25% |
| Strategic value | Can the project demonstrate additionality? Does it show any innovation? What will be its long-term legacy? | 15% |
| Value for money | Will the project be able to demonstrate impact and value for money? | 30% |

# Completing the Application Form

This section provides guidance for completing each section of the application form.

Your final application should be submitted via an online form that is only accessible to eligible organisations that have successfully registered for Energy Redress. A link to this form will be emailed to registered organisations. A downloadable version of the application questions can be accessed from the Energy Redress website here and used to view the questions that will be asked in the online application form. The downloadable form contains two parts, the main application form and a separate excel chart which can be used to plan your budget (which is in section 5 of the online application form).

You are able to start an online application and save progress as you go. When you have completed the application form you can submit it to a currently open call or wait and submit it in a subsequent call.

Before submitting your application form, remember to go back and **check consistency across all sections**. Ensure that your project activities are clearly linked to your proposed targets, expected outcomes and budget.

Please remember to complete all sections of the application form. **Leaving sections blank could reduce your chances of securing funding**.

## Section 1: Applicant information

Section 1 of the application form is for basic information about your organisation. We will check this against the information you gave us in your registration form. You must let us know if any of the information you gave us in your registration form has changed.

### VAT Status

You will need to let us know whether your organisation is VAT registered (meaning that you can reclaim VAT in some situations). Most organisations will be VAT registered unless your turnover is very low.

## Section 2: Project information

In section 2 of the application form, you will need to explain your project idea, its overall aim/s, the objectives you will set to help you deliver the aim/s and the outcomes that will result. You will also need to show why you think the project will work and any evidence you have that supports this.

### 2.1 Project summary

Please provide a brief summary of your project. Bear in mind that, should your application be successful, this description may be made public, e.g. in press releases. (Max 250 words)

## 2.2 Project Aim

Please state your overall aim and how it aligns with the scheme priorities outlined above.

Be clear about what you aim to achieve through your project and how that has defined the type of activities you plan to do; how you are targeting your work and how you will deliver the project. Make sure this section shows clear links with the "Project Activities" section. (Max 100 words)

## 2.3 Project Beneficiaries

Outline who will benefit from your project. Be specific about who will benefit directly from your project, including any relevant details on location, type of household/organisation etc. You may want to refer back to this section when you set your targets in section 2.7.

It is important that projects funded through the Energy Redress scheme benefit as many people as possible. If your project is likely to only benefit a small number of people, consider how you could expand it, or if that is not feasible, demonstrate how it could have a wider impact. For example, if the changes you are making will have a significant difference to a small number of people, you should show how you will share your approach with others so that what you have done can be replicated elsewhere. (Max 250 words)

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

Complete the checkboxes (and description if appropriate) to inform us where this specific project will operate. Note that this may well be different from the information you have given us about your organisation (e.g. where a regional charity bids for a project that will operate in a specific town).

Be as specific as you can as it will make demonstrating your value for money and impact easier. Please complete **all** the sections of the form relating to the area you work in. We need to ensure that Energy Redress payments benefit households across Great Britain and knowing the location of projects will also help us to connect you with successful projects in your area.

## 2.4 Project Objectives

List all of the objectives of your project. These should show the detailed steps to achieving your overall aim. Keep the objectives short and specific. Five spaces are provided for objectives, generally this should be enough, but you can add further rows if needed.

## 2.5 Outcomes

What change/progress will be made on the successful completion of your project?

List the outcomes you hope will result from your project here. These can be measureable ("quantitative") outcomes such as energy saved or people advised or can be more "qualitative" such as "high quality energy advice becomes available on an ongoing basis in our town". You should always be able to provide evidence that you have achieved these outcomes, so be sure to choose them carefully and make sure your targets and indicators reflect these outcomes.

It is also important to consider the long term impact of your project. Sometimes it is essential to do something short term which offers immediate support to vulnerable people, such as support with paying bills, but consider the opportunities to have a longer term impact by tackling the root cause of problems such as energy costs. (Max 250 words)

**2.6 Rationale**

Use this section to explain why you have chosen this project/approach and what makes you think that your project will succeed. Be specific about **why the actions you are taking will lead to the outcomes you have listed.** It is not only important to show that you understand the issues your project will address, but to also explain how the actions within your project will help to achieve your desired impact and outcomes.

Include any evidence or experience you have that supports your rationale and the need for your project. This could include previous experience or information from other research projects. (Max 300 words)

**2.7 Targets**

List the things you will measure to demonstrate the success of the project and what targets you are aiming to achieve. The targets you set should balance showing good value for the grant you receive, with being realistic about what you can achieve. Remember to describe **how** you will monitor progress against these targets.

You will be asked to report regularly on progress towards the targets you set and to report on the reasons for achieving or not achieving them.

Note that if you do not achieve these targets then we may be entitled to exercise our rights to re-assess, vary, make a deduction from, withhold or require immediate repayment of all or any part of any grant funding which you receive.

However, we will not automatically exercise these rights if you do not achieve the targets you have set and will only do so in certain specific circumstances – for example, where you breach your obligations under the grant agreement or fail to carry out the project.

We have provided a list of suggested indicators to choose from for your project (included in Annex 1 of this document). Please state which of these indicators you intend to use. If you would like to use indicators not on this list, please explain what they are, how you will measure them and why you are using them. (Max 150 words) energy saving trust

## Section 3: Detailed project planning

In section 3 of the application form you will need to explain how you will deliver your project and show that you have practical plans in place to do that and the capacity within your organisation or partnership.

For projects which involve the provision of **energy saving advice**, it is important to give as much detail as you can about the advice you will provide in order to show how your project differs from others. Demonstrate how:

- you will ensure advice is of high quality;
- that advice will lead to positive impact for the people who are advised (through changes in behaviour and/or installation of measures);
- you will monitor the impact, ideally including the positive impact on customers (e.g. energy savings or measures installed) as well as number of customers reached;
- you will make best use of the funding to deliver maximum positive impact.

### 3.1 Project Activities

Please list the activities to be funded and be specific about how the money will be used; e.g. "Funding for a staff post to carry out home energy advice visits" "Capital funding to buy in-home carbon dioxide monitors to give to vulnerable households". A detailed cost breakdown is not needed here, but should be provided in section 5.

Remember to check that you have clearly stated how many of each different type of intervention you will do, make sure this is consistent with what you have said in other areas such as the targets, budget and objectives sections.

When planning activity, it is important to understand your responsibilities to the energy consumers you are supporting. Ensure that you have a process of requesting and recording permission from householders if you are installing anything in their properties or if you are carrying out a visit to their home or business. Also ensure that you have any relevant policies in place to safeguard both your clients and your staff (e.g. lone worker policies and any appropriate training and background checks on staff as required). If you are collecting any data from clients, you will need to ensure that you comply with the General Data Protection Regulation (GDPR). More information is available here: https://www.eugdpr.org/
(Max 300 words)

### 3.2 Project Programme

**List the tasks and include a planned start and end date for each.** How you break your project into tasks is up to you, but each one should represent a broad area of work (e.g. "home visits", "Development of baseline information", "Installation of energy saving measures") rather than day-to-day detail. Seven lines are provided for tasks, use this as a guide for the maximum number of tasks, but if your project is large and complex you can add more lines.

You will need to show that you have thought through a realistic plan for how long different tasks will take and the order they need to be completed in. Also list the deliverables that will be produced at the end of each task. Your deliverables will be used to demonstrate that you have completed the task and could be, for example, a report detailing your activity or a pilot installation with a written case study.

Bear in mind the scale of your project. For a larger grant you will need to provide detail of all activities. If your project is smaller in scope and value, you may not need to use the full allocation of 750 words. (Max 750 words)

**3.3 Project Partners**

Partnership projects **are allowed** under the Energy Redress Scheme. Depending on the skills and experience available within the lead organisation, you may need partner organisations for tasks such as supplying or installing energy saving or in-home safety measures, providing advice services, expert consultancy or carrying out communications work.

Your proposal must be led by a charity registered in England, Wales or Scotland, but other partners do not have to be charities. However, organisations that are regulated by Ofgem (and might therefore need to make Voluntary Redress payments at some point) or have close links to organisations regulated by Ofgem, cannot receive Redress payments, or benefit in any way (e.g. through positive PR or offset marketing costs), so cannot be funded partners. In signing the application form, the lead organisation takes responsibility for checking this, so be sure to double-check. More information on this is available in **section 6** of this guidance.

Use section 3.3 to list any other organisations that will work on your project as partners. Please list the name and type (legal status, e.g. charity, co-operative, local authority, limited company etc.) of each organisation, then give a brief (max 100 words per partner) explanation of their role in the project.

Please attach letters of support from all partners to demonstrate their willingness to participate in your project. These letters are the only additional documents you should include with your application.

**3.4 Relevant Experience**

Please provide details of any relevant skills and experience within your partnership (including project management or delivery). Use this section to tell us about your track record of successfully delivering similar activity in the past to demonstrate your ability to complete the work you are proposing.

Please specify how and why the experience is relevant to the project you are proposing and, if yours is a partnership project, be clear about which experience each organisation has.

For projects involving the provision of energy advice, Energy Redress aims to only support advice that is of demonstrably high quality. Please provide as much information as you can to evidence that your advice will be high quality. Use this section to include relevant qualifications and experience held by your advisors or, for new posts, what qualifications and experience you will ask for and/or what training you will provide. Training for advisors is an eligible expense for Redress projects so you can include it within your budget.

It is good practice to show that individuals delivering advice have successfully completed the City and Guilds Energy Awareness training or equivalent. This is relevant to individuals delivering home visits to vulnerable consumers, or speaking to them over the phone or at meetings and events.

Even if your organisation is well known as an advice provider, please provide as much information as you can so that we can assess all bids as fairly as possible. (Max 750 words)

### 3.5 Project team

This section differs from the previous sections in that it refers to the specific people who will carry out the work, rather than the organisations. Explain which people will manage your project and carry out the different tasks. Choose the 5 people who will have the most important roles in the project and for each person, provide:

**Role:** (their role within your project)

**Name:** (name of staff member)

**Job title:** (the Job title of the staff member and, if you have more than one partner in your project, the organisation they work for)

**Biography:** (A short summary of their relevant skills and experience. Note that the maximum for this is 50 words so don't worry about using proper grammar, but do be clear.)

### 3.6 Procurement

If you are using third party suppliers to deliver goods and services for your project you can either include those suppliers as "partners" in the section above or, if you have not decided who will deliver a service, you will need to procure their services after your project starts. This section asks about how you will procure services for your project. Use this section to tell us about your procurement processes and demonstrate that you will use open and fair procurement practices.

### 3.7 Additionality

The Energy Industry Voluntary Redress Scheme aims to achieve the maximum positive impact from each grant given, making this section especially important. Projects need to demonstrate "Additionality" by showing that they add value to existing services and/or are not duplicating or conflicting with programmes that are currently funded from elsewhere.

Note that the Energy Redress scheme cannot fund activity that has already taken place, it can only fund new activity that cannot be fully funded elsewhere.

If similar programmes (government or otherwise) are taking place in your area, it important to demonstrate how your project adds to, rather than duplicates these activities to ensure that your project is offering additional benefits to your target group.

In completing this section, it is best to try to mention any related activity you can think of and show how your project is separate from and additional to that, but also mention where you might work with other funders or activity. Working alongside other services can help you to deliver more. Sources of funding/activity to consider include: capital funds for energy measures (e.g. ECO), government services, local authority statutory obligations or related services provided by other organisations in the same locality. The 'Current Service and support programmes' in Annex 2, the Further Information section, of this guide lists some of the existing initiatives supporting energy consumers, but note that this is not an exhaustive list.

Also be clear about how this activity is separate from your own and your project partners' day-to-day activity. (Max 250 words)

### 3.8 Innovation

Use this section of the application form to describe any aspects of your project that demonstrate innovation.

Remember to complete the Innovation section, whether or not you are specifically applying under the "Innovation" funding stream. It can improve your score and it is a useful way to highlight any innovative approaches, technologies or techniques used in your project.

If you are applying under the "Innovation" funding stream, you should pay special attention to explaining how your project is innovative.

Innovation can relate to any area of your project. For example, this might include the technologies used, your business model or how you engage with consumers. (Max 250 words)

### 3.9 Scope for Replication or Learning

In order to maximise the impact of the Energy Redress Scheme we are keen to support projects that will benefit other future activity to deliver against the scheme's aims. Use this section of the application form to explain how the approach that you propose could be replicated elsewhere or how lessons learned will be applied to other projects. Please also describe anything you will do to document and share the knowledge obtained from this project or help others to do similar things. (Max 250 words)

### 3.10 Next steps

In this section of the application form 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? When answering this, tell us about anything that might happen at the end of your project that will increase its positive impact. (Max 150 words)

## Section 4: Risk Assessment

### 4.1 - Risk Assessment

Please describe what risks are associated with this project. Risks might include anything that could go wrong, things that would stop your project being successful or problems that might arise from your activity. Complete the table with a description of the risk, and whether its likelihood and impact are "High" "Medium" or "Low". Then explain how you will mitigate that risk (what you will do to reduce the likelihood of it happening and/or lessen its impact if it does happen). Note that the "Likelihood" and "Impact" columns refer to the situation BEFORE any mitigation you refer to in the last column.

Remember to include any data-protection risks from your project and ensure that if your project is collecting any personal data, you comply with the General Data Protection Regulation (GDPR). More information is available here: [https://www.eugdpr.org/](https://www.eugdpr.org/)

### Risk management and good practice

In this section please list policies and good practices you are following that mitigate against risks.

It is good practice to ensure you have the following in place and that these are available to staff:

- Health and safety policy (including lone worker policy and risk assessments for home visits).
- Equal opportunities policy.
- Whistle blowing policy.

- Data protection policy. Ensure that your activity and processes are compliant with GDPR.
- Lone worker policy
- Check that salaries are fair and above the minimum wage and make it clear where you are offering volunteer expenses rather than a salary.
- Ensure that all individuals who are involved in the delivery of the home visits are given appropriate personal safety training prior to commencement of visits. Personal safety training should be provided by an expert agency to all staff who perform home visits, with a refresher at least once a year.  Guidance on the security of staff is available from the Police and Suzy Lamplugh Trust (see www.suzylamplugh.org).
- If advisors are working in Scotland demonstrate that they have a satisfactory Disclosure at an appropriate level from Disclosure Scotland (see http://www.disclosurescotland.co.uk).

## Section 5: Project budget

### Ensuring cost effectiveness

Cost effectiveness is one of the key criteria in assessing Energy Redress Scheme projects because we want Redress Funding to have as much positive impact as possible.

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 interventions. However, you will need to make sure you explain in your application what impact you aim to achieve from those measures.

For example:

- Explaining how pilots of innovative measures can be replicated more widely and including activity to encourage replication of successful pilots
- Explaining what you will do during a home visit and how that will lead to more impact than other forms of advice such as telephone, online etc.

When setting your targets, think about the budget you will be requesting and how you will demonstrate good value. Try to provide as much information as you can to help assessors understand the cost effectiveness of a project.

We recommend, especially for advice projects, that you work out an approximate cost per customer supported. This can allow you to carry out a quick assessment against likely energy savings for those customers and the cost of capital measures you might want them to adopt.

A very basic but useful challenge on cost effectiveness is - would it be more cost effective to just 100% fund the kind of energy saving measures that would help the people you are advising than to run this advice programme? If that's the case, then consider how you can increase the number of people reached, increase the positive impact per person reached and/or run the programme more efficiently.

Please refer to the separate Excel budget table to plan the finances for your project or input directly to the corresponding parts of the online form if you prefer. The following information provides basic guidance on how to use the different parts of the budget table.

**5.1 Project costs**

The Project Cost Summary table (Table 5.1 in the excel sheet), is a brief summary of the overall costs of your project. Complete this section last, once you have worked out the costs for the different components of your project. For each type of expenditure (Staff, Capital and Other), show the amount of grant funding you need to complete it and the amount of other ("match") funding you have. The Energy Redress scheme can fund up to 100% of the cost of a project, but tell us about any additional funding you have as it could help your project to demonstrate value for money.

With all costs, bear in mind that your proposal will be assessed on whether it represents value for money, so check against your targets and the activities you will deliver. Note that VAT will only be funded where you can show that you cannot reclaim it, so all costs should also exclude reclaimable VAT.

**5.2 Staff cost breakdown**

Use the Staff Cost Breakdown table (table 5.2 in the excel sheet) to list all the staff posts (within your organisation and partner organisations) that will be funded by the project. Include an estimate of the number of days that will be worked through the course of the project, the salary cost and the overhead. The spreadsheet will provide a total cost for each post.

**How to budget for staff time:**

The Energy Industry Voluntary Redress Scheme provides grants to charities registered in England, Wales or Scotland to cover incurred costs. When budgeting for staff costs, you should claim for actual gross salary costs plus overheads. A maximum overhead rate of 25% can be charged. Please be aware that we may ask for evidence of how your overhead rate is calculated, so you should be prepared to do that on request. If you are charging an overhead rate of 25%, you should not separately charge for items that would normally be included in overheads, such as office rental etc.

If you are subcontracting work to other organisations you can claim the full cost that you pay for the work, but you will need to have an open, competitive procurement policy (see section 3.6).

When working with partners, they have two choices on how to participate:

- They can be project partners from the start, meaning they must charge actual cost plus overhead (not a commercial day rate), but have the benefit of not having to go through procurement (other than the grant application process)
- 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

Record your capital costs in the Capital Costs table (Table 5.3 in the excel sheet). Capital costs are for physical purchases of equipment or products such as payment for insulation measures, in-home safety equipment to distribute to vulnerable customers or equipment for your staff.

### 5.4 Other costs

Record additional costs, not accounted for elsewhere in the “Other Costs” table (Table 5.4 in the excel spreadsheet). This might include subcontracted services and administrative costs not delivered by a specific staff member.

## Section 6: Important Information

**Ofgem Regulated companies**

Redress payments cannot be made to any organisation that is, or has close links to, an organisation regulated in Great Britain by Ofgem (which therefore might be subject to Ofgem enforcement action and making Redress Payments themselves). This **includes delivery partners** as well as the lead body making a grant application.

Energy companies regulated by Ofgem must not benefit in any way from Energy Redress payments, including through positive PR or by offsetting marketing or ECO delivery costs. If your organisation works with any such energy companies, please explain how you will keep this work separate from any redress funded activity

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:

https://www.ofgem.gov.uk/licences-codes-and-standards/licences

If you are unsure whether any of your project partners are regulated by Ofgem you can access full lists of gas and electricity licensees on the Ofgem website here:

**Gas:**
https://www.ofgem.gov.uk/publications-and-updates/list-all-gas-licensees-registered-or-service-addresses

**Electricity:**
https://www.ofgem.gov.uk/publications-and-updates/list-all-electricity-licensees-registered-or-service-addresses

In checking whether any organisation has "close links" to an organisation regulated by Ofgem, you should consider, among other matters, the following rules:

- Eligible organisations should **not** share branding with any Ofgem regulated energy company (e.g. through including the name of a regulated energy company in its own name or incorporating an energy company logo with its own).
- Eligible companies should not be legally under the control of, or a subsidiary of a regulated energy company.

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

**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 (see Section 4.1 of this guidance for a link)

**Signature**

The “Authorised Signatory” should be someone with authority to sign contracts to the level of your requested grant on behalf of the organisation that is submitting the proposal. When you provide your signature at the end of the document, you are 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.

# Annex 1: Indicators, metrics and targets

## Choosing targets and indicators

In your grant application we ask you to set some measureable targets for what your project will achieve. You are free to choose the indicators that best reflect what you aim to achieve. We will expect you to report on progress against these indicators, so make sure to choose something that you are able to monitor accurately and efficiently.

Your targets and indicators will be assessed along with the rest of your application. Targets are expected to be realistic as well as showing good value for money for the impact you are achieving. Indicators should be robust, accurate and relevant to what you aim to achieve. You will also be asked to explain how you aim to measure these indicators.

## What if I do not achieve my targets?

In terms of our grant agreement with you, we will have certain rights to re-assess, vary, make a deduction from, withhold or require immediate repayment of all or any part of any grant funding which you receive. However, we recognise that not all projects achieve exactly what they set out to do and some have unexpected outcomes. For these reasons, failing to achieve your targets alone will **NOT** be a reason for us to exercise these rights under the grant agreement.

We will only exercise our rights to re-assess, vary, make a deduction from, withhold or require immediate repayment of grant funding in certain specific circumstances – for example, where you breach your obligations under the grant agreement or fail to carry out the project.

The following is a list of suggested indicators you can use for your project. Choose the indicators that will enable you to accurately and efficiently report your impact. Refer to the "Further Information" sheet included in your application pack for examples of tools and information that can help you to monitor these indicators.

**Examples of indicators that can be used to set targets and monitor your impact:**

**Savings:**

- ***Energy saved*** – resulting from activity funded by your grant. 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 activity funded by your grant (e.g. savings on fuel bills, savings resulting from money-advice). Where savings are assumed, we will ask for a robust rationale.
- ***Tonnes of carbon emissions saved*** - resulting from activity funded by your grant, this could be calculated from energy savings or from expected output of renewable energy systems installed as a result of your project. Please use the latest UK government recognised, regularly updated conversion factors available here: https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2017

**People reached:**

- ***Households/organisations reached/informed*** – customers reached with basic messages (e.g. households emailed with energy literacy information)
- ***Households/businesses receiving face to face advice at their premises*** – customers provided with in-depth, on-site, face to face advice
- ***Households/businesses using an online tool*** – users of advice tools created or promoted through grant-funded activity
- ***Households/businesses receiving face to face advice at events*** – customers provided with brief face to face advice at events such as markets, festivals or conferences
- ***Households/businesses receiving telephone advice*** – customers advised over the phone

**Changes in behaviour:**

- ***Intention to act as a result of advice*** – collected using feedback forms or as part of advice giving

**Measures installed:**

- ***Measures installed*** as a result of your grant-funded activity – this could include measures installed as a result of advice you have provided or measures funded by the project and might include insulation measures, heating controls or in-home safety measures).
- ***People referred for grants*** – if your project is referring people for further support, such as fuel poverty schemes giving grants for energy efficiency measures.

**Other indicators:**

- If your project aims to achieve a different impact from the indicators listed here, you can add new indicators. Make sure that any indicators you include are specific, robust and measureable and that they will help you to measure whether you are achieving your project aims.

# Annex 2: Further information

## Useful information on energy, fuel poverty and vulnerable customers

The following is a list of some sources of information and tools related to energy and vulnerable energy consumers in the UK. This document also lists other funding sources and funded services, which you should consult to check that Energy Redress is the appropriate source of funding for your project and that it does not duplicate other activity that is already funded.

These sources of information, tools, funding sources and/or funded services may be useful in developing your bid. 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 express 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.

Neither Energy Saving Trust nor Ofgem accepts any liability for the content of any sources of information, tools, funding sources and/or funded services referred to herein or for any actions or decisions which you may take in reliance upon any 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.

Due to the wide variety of local and national initiatives, these lists should not be regarded as comprehensive.

If your organisation is aware of other funds, services or resources that you feel would be useful to applicants, please contact energyredress@est.org.uk to inform us. Please note that only non-commercial, free information will be included here.

### Useful links:

### 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: http://www.energysavingtrust.org.uk/
- The Energy Saving Trust website also has free online advice tools that can be accessed here: http://www.energysavingtrust.org.uk/resources/tools-calculators. These include a community energy advice tool that incorporates a reporting function to help with monitoring.

- There is also a page on Home Energy available here: http://www.energysavingtrust.org.uk/home-energy-efficiency
- The Community Energy Hub, managed by Community Energy England provides information and hyperlinks to a wide range of resources relevant to local action on energy efficiency, fuel poverty and renewable energy: http://hub.communityenergyengland.org/
- Community Energy Associations:
    - https://communityenergyengland.org/
    - http://communityenergywales.org.uk/
    - http://communityenergyscotland.org.uk/
- National Energy Action (NEA) Community Action on Fuel Poverty site: https://www.fuelpovertyresource.org.uk/
- NEA Fuel Poverty Assessment Tool: http://www.nea.org.uk/fuel-poverty-assessment-tool-home/
- Ofgem website https://ofgem.gov.uk
- Centre for Sustainable Energy resources on energy and energy advice https://www.cse.org.uk/resources
- SMART-UP Vulnerable consumer empowerment in a smart meter world: https://www.smartup-project.eu/
- ASSIST - Support Network for Household Energy Saving: http://www.assist2gether.eu/
- Energy Action Scotland - http://www.eas.org.uk/en/fuel-poverty-overview_50439/; http://www.eas.org.uk/en/for-households_50434/
- The Scottish Climate Challenge Fund has a repository of online tools and resources here: https://www.keepscotlandbeautiful.org/sustainability-climate-change/climate-challenge-fund/plan-and-run-your-ccf-project/resources-from-third-parties/energy-efficiency/
- Vulnerability: a guide for advice agencies: http://www.moneyadvicetrust.org/media/news/Documents/Vulnerability%20Guide%20for%20Advisers.pdf
- Vulnerability, mental health and the energy sector: a guide to help identify and support consumers:http://www.moneyadvicetrust.org/creditors/creditsector/Documents/Energy%20UK%20report.pdf
- Each Home Counts: https://www.eachhomecountsadvice.org.uk/

## Current services and support programmes:

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

### UK:

- The Energy Company Obligation (ECO)
  - https://www.gov.uk/energy-grants-calculator,
  - https://www.gov.uk/energy-company-obligation,
  - https://www.ofgem.gov.uk/environmental-programmes/eco
- The "Each Home Counts" website has impartial information on grants available for energy saving, including through ECO: https://www.eachhomecountsadvice.org.uk/
- Big Energy Saving Network [by BEIS] https://bigenergysavingnetwork.ning.com/home
- Big Lottery Fund - https://www.biglotteryfund.org.uk/funding/programmes

### Scotland:

- Home Energy Scotland advice service from Scottish Government provides impartial energy advice and access to grants: http://www.energysavingtrust.org.uk/scotland/home-energy-scotland
- Community And Renewable Energy Scheme (CARES) and Local Energy Scotland https://www.localenergy.scot/
- Climate Challenge Fund - https://www.keepscotlandbeautiful.org/sustainability-climate-change/climate-challenge-fund/
- Historic Environment Scotland - https://www.historicenvironment.scot/advice-and-support/ ; https://www.historicenvironment.scot/grants-and-funding/
- Foundation Scotland community grants - https://www.foundationscotland.org.uk/; https://www.foundationscotland.org.uk/grants-and-funding-for-organisations/grant-programmes/
- Greener Scotland - http://www.greenerscotland.org/
- Community Energy Scotland - http://www.communityenergyscotland.org.uk/
- Resource Efficient Scotland - http://www.resourceefficientscotland.com/save-energy
- A Local Information System for Scotland (ALISS) - https://www.aliss.org

**Wales:**

- Welsh Government Warm Homes Nest fuel poverty support scheme https://nest.gov.wales/en/
- Welsh Government home improvement loans: http://gov.wales/topics/housing-and-regeneration/grants-and-funding/home-improvement-loans/?lang=en
- Disabled Facilities Grants: http://gov.wales/topics/housing-and-regeneration/grants-and-funding/disabled-facilities-grant/?lang=en
- “Local Energy” community renewables and local energy support scheme: http://localenergy.gov.wales/en/
- Peer to peer mentoring by communities https://www.renewwales.org.uk/
- Wales Council for Voluntary Action https://www.wcva.org.uk/
- Wales Co-operative Centre: http://wales.coop/