Energy Industry Voluntary Redress Scheme

Guidance for applicants – January 2020

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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 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 Scheme) 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 achieve it, what evidence you have to support your approach, what experience you have to help you succeed and what resources you need to complete the project.

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 in Annex 1 lists some other sources of funding and relevant services. Also consider whether your project would benefit from involving other partners. The Energy Redress Scheme can support partnership projects or projects delivered by a single organisation.

The assessment criteria for the scheme has 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 the Energy Redress Scheme support?

The Energy Redress Scheme is open to supporting a wide range of different activities. It can provide capital or revenue funding and can provide up to 100% of the project cost. It can fund projects lasting up to 2 years and the minimum grant request is £20,000.

In deciding what you will ask the Energy Redress Scheme to fund, you should consider whether that activity can be funded in any other way and whether it is already being delivered elsewhere (see Annex 1 below). 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 the Energy Redress Scheme include:

- 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/or 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 **CANNOT** be funded by the Energy Redress Scheme include, but are not limited to:

- Advice services that duplicate existing provision, potentially causing confusion for energy customers
- 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
- The installation of renewable energy technologies that can be funded through government schemes such as the RHI 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 the Energy Redress Scheme

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

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

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

It also means that **the Energy Redress Scheme cannot fund referrals** into an ECO offering or support residents in applying for the Warm Home Discount (WHD) or to Priority Services Registers (PSRs), as this would offset the marketing costs of the relevant energy company.

Energy Redress Scheme funded advice activity can inform clients of ECO, WHD and PSR and where appropriate, refer them to third parties for onward referrals or help with applications, for example:

- The BEIS online energy advice tool available here:
  https://www.simpleenergyadvice.org.uk/
- The Scottish Government's "Home Energy Scotland" Advice service:
  http://www.energysavingtrust.org.uk/scotland/home-energy-scotland Tel: 0808 808 2282
- The Welsh Government's Nest Scheme:
  https://nest.gov.wales/en/ Tel: 0808 808 2244

When you apply to the Energy Redress Scheme, please ensure that you comply with this ruling and explain how any interaction with energy company obligations 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 outcome:

- Support energy consumers in vulnerable situations and
- 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).

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 electricity for heating.

Defining Vulnerability

A consumer being 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.

To support consumers in vulnerable situations, Ofgem has conducted research and made proposals for best practice or regulatory requirements in a few 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
- 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 Scheme funding

Applications for funding from the Energy Redress Scheme will be assessed 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.

The following is a summary of the criteria that are used, and the weighting applied to each. You can use this to help inform the 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 Energy Redress? Does it align with the scheme aims?	30%
Your project team and plan	Have you set clear targets that can easily be monitored and that support your desired outcomes? Is your project plan and programme sensible for the type and size of your project? Does your team/partnership have the skills and capacity to deliver the project?	30%
Strategic value	Does the project demonstrate additionality to other services and your own business as usual? Does it show any innovation? What will be its long-term legacy? Have the risks been properly recognised and mitigated against?	20%
Value for money	Will the project be able to demonstrate impact and value for money?	20%

Completing the Application Form

Your final application must be submitted via our online system, called the Charity Dashboard. This is only accessible to charities that have successfully registered with the scheme. The Charity Dashboard enables charities to create, amend, save and submit applications for funding and more than one person from each charity can have access to it.

The Charity Dashboard contains a generic application that can be worked on at any time. This can be used to form the basis of an application when a funding round opens. Alternatively, charities can start a new application for each round or use a previous application as the basis for their application in an open round.

When a funding round opens, all charities are notified and need to click on the 'Apply for Funding' tab within the Charity Dashboard to select a funding stream to apply to. It is only the application that appears in the table on the front of the Charity Dashboard and can be downloaded as a pdf document that can be submitted in an open round – not the generic application form.

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.

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

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

Step 1: Application Summary

Step 1 of the application form collects basic information about your project and organisation, such as contact details. We will check this against the information you gave us in your registration form.

VAT Status
You will need to let us know whether your organisation is VAT registered. Most organisations will be VAT registered unless your turnover is very low.

Step 2: Project Information

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

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 a press release. (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 complete; how you are targeting your work and how you will deliver the project. (Max 100 words)

2.3 Project Beneficiaries

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

It is important that projects funded through the Energy Redress Scheme 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. For example, if the changes you are making will have a significant impact to a small number of people, you should show how you will share your approach with others so that it 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. This may 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 particular town or region.

Be as specific as you can about the geography of the project, as it will make demonstrating value for money and the impact clearer. We need to ensure that Energy Redress Scheme payments benefit households across Great Britain and knowing the location of projects will also help us connect you with other successful projects in your area.

2.4 Project Objectives

The objectives are the things you will do to achieve your overall aim. Keep the objectives short and specific e.g. deliver a free and impartial energy advice service in our town.

2.5 Outcomes

The outcomes are the changes or progress that will be 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 on an ongoing basis in our town". You should be able to provide evidence that you have achieved these outcomes, so be sure to choose them carefully and make sure your targets reflect these outcomes.

It is also important to consider the long-term impact of your project. Sometimes it is essential to offer immediate support to vulnerable people, such as help with paying bills, but consider the opportunities to have a longer-term, more sustainable impact by tackling the root cause of the problem, such as high 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 is needed and 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, local statistics e.g. on fuel poverty, deprivation or housing issues, or information from other research projects. (Max 300 words)

2.7 Targets

Use the targets section to explain what outputs you are going to deliver during the project. The targets you set should show good value for money, whilst being realistic about what you can achieve. Provide rounded 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, amount of energy saved through installing measures.

It is important in the 'Targets' section to describe how you will monitor the **progress** of the project in achieving the targets, e.g. use of a database, event sign in sheets, energy monitors, and also how you will monitor the **impacts** of the project e.g. health and wellbeing impacts recorded via customer surveys or social impact tools, energy savings achieved calculated by reviewing bills or using energy monitors. (Max 250 words).

To help you decide on the targets you set, we have provided a list of suggested indicators and targets in Annex 2 of this document.

Successful applicants are asked to report quarterly on progress towards the targets they set. Please note that if you do not achieve these targets then we may 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 circumstances – for example, where you breach your obligations under the grant agreement or fail to carry out the project.

2.8 Advice Targets Table

A new 'Advice Targets' table has been introduced into the application form and should be completed by all projects that involve the provision of energy advice.

The table collects the target number of different advice interventions that will be offered through the project e.g. number of home visits, number of people reached with light touch advice at events or over the phone. You are not required to offer all levels of advice intervention and should only complete the rows of the table applicable to your project.

The table asks for an estimated cost for each level of advice intervention, which should be based on the estimated staff time and resources required by your charity to deliver each intervention.

2.9 Scope of Advice

This box should be used to provide further information on the scope of the advice that will be delivered through your project e.g. advice on switching suppliers, a full home energy survey, behavioural advice, referrals for capital grants or benefits advice. This section will help assessors to understand whether the advice is light touch or more in-depth, and whether the range of subjects covered are likely to achieve positive changes for the people being advised. (Max 150 words).

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 other already-funded activity (additionality). Finally, this section asks whether the project could be replicated by others and how learnings will be shared.

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 or capital funding to buy in-home energy saving measures for vulnerable households. A detailed cost breakdown is not needed here but should be provided in Step 5.

Ensure the information in the activities section is consistent with what you have said in other areas such as the objectives and targets sections.

If you wish to provide capital energy saving measures as part of your project, review the table of measures in Annex 3 that the Energy Redress Scheme will consider funding. These measures are proven to save energy and money, or to be of benefit to vulnerable energy consumers when installed/used correctly. The list is under constant review, but items not in Annex 3 are unlikely to be funded via the Energy Redress Scheme. Include a sentence on how you will ensure any small energy saving measures are installed safely and to a good standard.

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. (Max 300 words)

3.2 Project Programme

Energy Redress Scheme projects can last a maximum of 24 months and successful projects are likely to receive grant offer letters and be able to start their projects approximately 10-12 weeks following the round closing.

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 e.g. identify locations for events, develop promotional materials, begin home visits, rather than day-to-day detail. Be realistic about how long different tasks take and list the deliverables of each task e.g. roadshow of events delivered, meetings held, leaflets produced. (Max 750 words).

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 also complete and upload the Detailed Project Plan spreadsheet available on the website: https://energyredress.org.uk/application-pack. The spreadsheet captures more detail about each task listed in the project programme. It captures the person or role(s) that will complete each task, the organisation responsible, the amount of funding used and where any other sources of funding are coming from.

The Energy Redress Team understand that applicants may not have all the information required for the Detailed Project Plan e.g. if staff are due to be recruited, services to be tendered or match funding secured. In these cases, applicants should provide as much detail as is currently known, such as role titles for staff to be recruited, estimated costs or timescales for decisions on match funding.

When completing the Detailed Project Plan spreadsheet, applicants are required to include a Project Management Deliverable that will help the assessors understand the level of oversight in place and the decision-making processes.

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 Gantt Chart if available.

3.3 Project Partners

Partnership projects are permitted and encouraged under the Energy Redress Scheme. Depending on the skills and experience within the lead charity, you may need partner organisations to help identify households needing support or for tasks such as supplying or installing energy saving measures, expert consultancy or carrying out evaluation work.

Your proposal must be led by a charity registered in England, Scotland or Wales, but other 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, and therefore cannot be funded partners.

List any other organisations that will work on your project as partners. Please list the name and type of each organisation, then give a brief explanation of their role in the project. Please attach letters of support from all confirmed partners.

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 and should be charged at day rates based on staff costs plus overhead (see Section 5.2), rather than commercial day rates.

3.4 Relevant Experience

Please provide details of the relevant skills and experience within your organisation/partnership that demonstrate your ability to complete the work you are proposing. If yours is 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.

For projects involving the provision of energy advice, the Energy Redress Scheme aims to only support advice that is high quality. Use this section to include relevant qualifications and experience held by your advisors, or for new posts, the qualifications and experience you will ask for and/or what training you will provide. It is good practice to show that individuals delivering face to face energy advice have successfully completed the Level 3 City and Guilds in Energy Awareness or equivalent.

Training for advisors is an eligible expense for Energy Redress Scheme projects, so relevant costs can be included within the budget.

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

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

3.5 Project Team

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

Role: Their role within your project.
Name: The name of staff member.
Organisation: The organisation they work for.
Biography: A short summary of their relevant skills, experience and qualifications. Note that the maximum for this is 50 words so be succinct.

3.6 Procurement

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 to select them is open and fair (max 150 words).

3.7 Additionality

The Energy 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 are not duplicating or conflicting with other programmes that already exist e.g. Home Energy Scotland or NEST in Wales.

Applicants should acknowledge what else is available 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 beneficiaries. Annex 1 lists some of the existing initiatives that support energy consumers.

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 from elsewhere. Applicants should be clear about how this project activity is separate from your own, and your project partners’, day-to-day activity.

3.8 Innovation

Use this section to describe any aspects of your project that demonstrates innovation. Remember to complete the Innovation section, whether you are specifically applying under the “Innovation” funding priority or not. It can improve your score and is an opportunity to highlight any innovative approaches, technologies or techniques used in your project.

If you are applying under the “Innovation” strand of the Energy Redress Scheme, you should pay special attention to explaining how your project is innovative and how it meets the innovation priorities of the fund. (Max 500 words). Charities applying under the Innovation Priority can upload up to two feasibility/options appraisals that help to explain their project as supporting documents.

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 achieve 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 describe what you will do to document and share the knowledge obtained from this project, including with organisations outside of your own network e.g. via local fuel poverty forums, advice provider events, conferences. (Max 250 words)

3.10 Next Steps

In this section 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)

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, 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 consents from the people that you work with. More information is available here: https://www.eugdpr.org/

It is good practice to ensure you have the following in place:

- Health and safety policy (including lone worker policy and risk assessments for home visits)
- Equal opportunities policy
- Safeguarding vulnerable adults 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 delivering home visits are given appropriate personal safety training prior to commencement of visits. This should be provided by an expert agency, with a refresher at least once a year. Guidance on the security of staff is available from the Police and the Suzy Lamplugh Trust (see https://www.suzylamplugh.org/)
- Ensure that everyone involved in delivering face to face advice to vulnerable adults has passed an Enhanced DBS check, or in Scotland a satisfactory Disclosure from Disclosure Scotland.

Step 5: Project Budget

Ensuring Cost Effectiveness

Cost effectiveness is one of the key criteria in assessing Energy Redress Scheme projects. This is calculated by comparing the cost of the project with the planned activities and expected impact.

The Energy Redress Scheme can fund up to 100% of the cost of a project, but please tell us about any match funding you have secured, as it could help your project demonstrate value for money.

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 in your application 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 telephone, online etc.

For more detailed guidance on reasonable costs per person advised, see section 2.8 "Advice Targets".

Please note that Energy Redress Scheme grants are paid quarterly in arrears, on submission of a progress report and evidence of expenditure. It is important that your charity's cashflow can cope with paying project costs upfront and then claiming them back later.

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

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/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 (of up to 25%) and then put the number of days the person will be working on the project e.g. 48 for 1 day/week on the project, 233 for full time post.
If your project only lasts 1 year, please put 0 in the Year 2 column.

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

For example:
If a full time staff member had a total cost (salary, National Insurance, tax and pension) of £30,000 and worked 5 days per week - the number of weekdays in a year would be 260 (5 x 52 weeks), the staff member has 20 days annual leave, plus 7 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, including paid leave.

The same approach should be used to generate day-rates for staff members who do not work full time on the project. Work out their day rate using the method above and then enter that day rate and the number of days they will work on the project in the staff costs table. This should help you to recover the full cost of that person's time on the project.

How to account for overheads:

Overheads include things like the share of office rental and utilities that are attributable to the project. You can choose to either:

- Charge a flat overhead rate of up to 25% 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 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 insulation measures, in-home safety equipment or 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. Please get quotes or undertake some basic research so that you include realistic costs for the items. Refer to Annex 3 to check which energy related measures can be covered by Energy Redress Scheme funding.

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.

If you are intending on giving discretionary grant payments to vulnerable consumers e.g. to top up prepayment meters or pay for emergency repairs, ensure that you have explained the eligibility criteria you will use for this, how many people you intend to support and the maximum grant payment you will award elsewhere within the application form.

Step 6: Important Information

6.1 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 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

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

- Eligible charities should **not** share branding with any Ofgem regulated energy company e.g. on their website or in their logo
- Eligible charities 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 (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 charity 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.

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
- Up to two Feasibility Reports/Options Appraisals if you are applying under the Innovation priority of the scheme

Please let each document fully upload before starting to upload the next one. This avoids uploading duplicates of documents.

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

If you have problems navigating around the Charity Dashboard or the application form, please contact the Energy Redress Team who will be happy to help: 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. This document also lists other funding sources and services, which you should consult to check that Energy Redress is the most appropriate source of funding for your project and that it does not duplicate other existing programmes.

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.

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:

Local Authorities may be interested in partnering with charities on redress funded projects. To find useful contacts in your area please contact your local authority or look at The Association of Local Energy Officers website: https://www.aleo.org.uk/contacts.php

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. It also includes links to community energy societies who may be interested in partnering on redress projects: http://hub.communityenergyengland.org/

Community Energy Associations:

- https://communityenergyengland.org/
- http://communityenergywales.org.uk/
- http://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: 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
- National Energy Action (NEA) Community Action on Fuel Poverty site: https://www.fuelpovertyresource.org.uk/
- Local Energy Advice Partnership (LEAP): https://www.myecohome.org/about-us
- Centre for Sustainable Energy: https://www.cse.org.uk/resources
- Smart Energy GB, resources related to the roll out of smart meters https://www.smartenergygb.org/en
- The Scottish Climate Challenge Fund has a repository of online tools and resources here
- Sheffield Hallam University – Reaching the Hardest to Reach with Energy Advice, Sept 19 report - here
- National Institute for Health and Care Excellence, Excess winter deaths and illness and the health risks associated with cold homes – Guidance NG6 here.
- Simple Energy Advice: https://www.simpleenergyadvice.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:

- Government information on the Energy Company Obligation (ECO), https://www.gov.uk/energy-company-obligation
- Ofgem information on ECO - https://www.ofgem.gov.uk/environmental-programmes/eco
- https://www.simpleenergyadvice.org.uk/

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 – Advice & Support - https://www.historicenvironment.scot/advice-and-support/ Grants & Funding - 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/
- 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: https://gov.wales/home-improvement-loan
- Disabled Facilities Grants: https://gov.wales/adapt-your-home-if-you-are-disabled-or-older-person
- "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/

Annex 2: Indicators, Metrics and Targets

In your grant application we ask you to set some measurable targets that the project will achieve. Targets are expected to be realistic for the length and scale of the project, as well as showing good value for money. 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 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 supplier, behavioural change, benefits checks or the installation of measures.

Tonnes of carbon emissions saved - resulting from the installation of energy efficiency measures or renewable technologies. 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

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

Households referred to other services – can you monitor the number of people you refer onto other services e.g. for benefits advice, energy saving measures, home safety visits?

Training sessions provided – do you plan on providing training or briefings to other organisations or to your own volunteers? Can you monitor that their knowledge has increased?

Measures installed – ensure you can accurately record how many of each measure you distribute/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 well-being impacts - the Energy Redress team are keen that Energy Redress Scheme funded projects help 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.

Potentially useful resources include; The Warwick-Edinburgh Mental Well-Being 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. *Only where it can be evidenced that the household is not eligible for ECO but is still vulnerable in some way.
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. * Only where it can be evidenced that the household is not eligible for ECO but is still vulnerable in some way.
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	This is the typical way you would insulate a solid or suspended floor.
Underfloor insulation sprayed foam*	This is a less typical way you would insulate a solid or suspended floor but still fine. *Only where it can be evidenced that the household is not eligible for ECO but is still vulnerable in some way.
Water efficient shower head	This reduces the flow rate of hot water and mixes it will some air to deliver good performance with less energy.

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.

Monitoring equipment for metrics such as 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.

Measures the Energy Redress Scheme cannot fund

- Energy Redress Scheme funding cannot be used to replace or provide top up funding for ECO measures if a client is eligible for ECO. It also cannot be used by Housing Associations or private landlords to undertake work that they have a statutory duty to do.
- The Energy Redress Scheme cannot fund measures covered by the Renewable Heat Incentive (RHI)
- The Energy Redress Scheme cannot fund measures that are simply to improve the appearance of a property.
- The Energy Redress Scheme cannot fund measures purely designed to save water