

**energy  
saving  
trust**

# Energy Industry Voluntary Redress Scheme

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## IMPACT REPORT 2020

For more information on the Energy Redress Scheme please visit [energyredress.org.uk](https://energyredress.org.uk)

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 Energy Redress Scheme

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# Summary

The Energy Industry Voluntary Redress Scheme (Energy Redress Scheme) collects voluntary payments from energy companies that may have breached rules and redistributes the funding as grants to charities that support vulnerable energy consumers. Energy Saving Trust manages the Energy Redress Scheme on behalf of Ofgem (the energy regulator) and administers distribution of the funds to registered charities in England, Scotland and Wales.

The main priority of the Energy Redress Scheme is to **support energy consumers in vulnerable situations**. This includes people experiencing fuel poverty, with health issues or other circumstances that mean they are disadvantaged when it comes to meeting their energy needs. In addition, a small percentage of Energy Redress Scheme funding can be directed towards innovative projects that will benefit energy consumers.

## Who has registered interest in the Energy Redress Scheme?

Over 700 charities have registered to apply to the Energy Redress Scheme. Energy Saving Trust undertakes a due diligence process on each charity when they register to check their financial health and charitable status.

The charities registered include organisations that deliver benefits, debt and housing advice, specialist support organisations for people with disabilities or families, charities that support the elderly, energy specialist charities and environmental organisations.

## Scheme update

The Energy Redress Scheme launched in Spring 2018 and eight funding rounds have now been completed. The funds can cover up to 100% of the project costs, can cover revenue and capital funding and the projects can last up to 2 years.

Each funding round usually contains a Small Projects funding stream for projects costing between £20,000 – £49,999, a Main Fund for larger schemes that cost over £50,000 and an Innovation funding stream. Applications are made through an online charity dashboard and funding rounds are usually open to applications for one month.



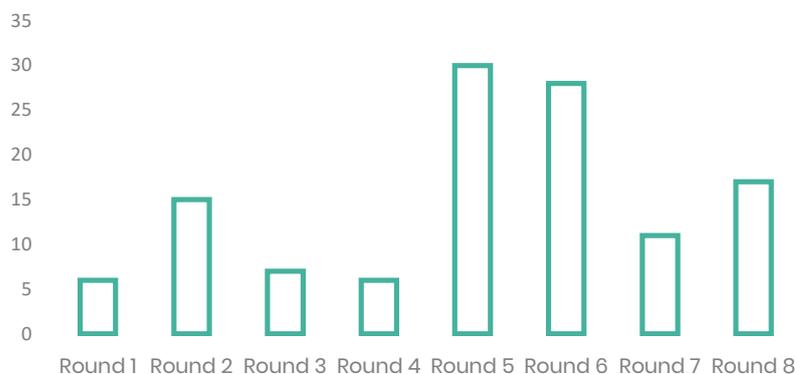
# Grants awarded so far

## Applications received

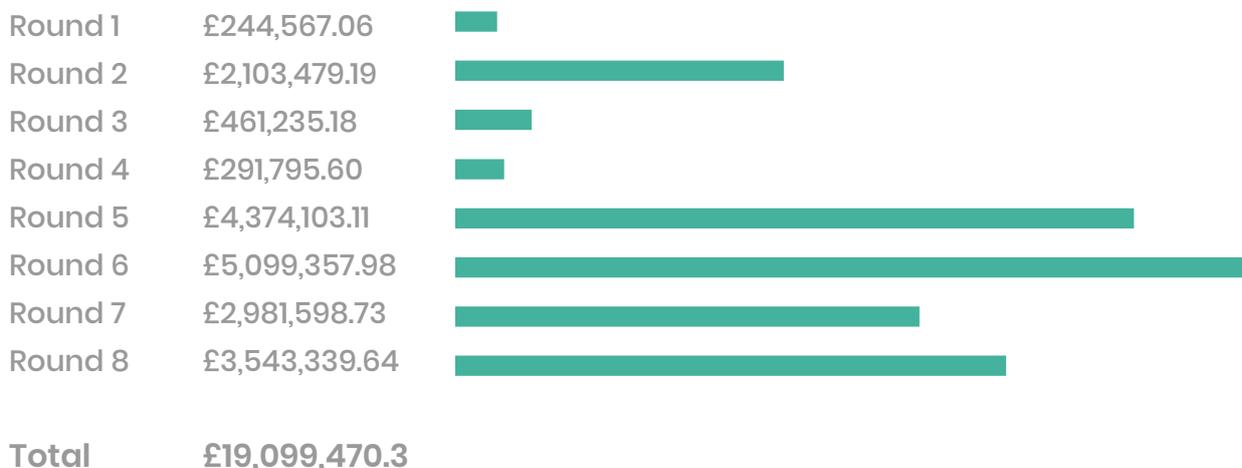
511 applications to the Energy Redress Scheme have been received and reviewed since it launched in 2018. The largest amount of applications received so far has been in round 5 which launched in October 2019.

## Projects funded

Nearly £19.1 million has been awarded as grants towards the delivery of 120 projects from charities that have registered and successfully applied to the Energy Redress Scheme.



Round	Total of grants awarded
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# What has been funded?

## Energy advice projects

The majority of funding applications received so far focus on the provision of energy advice to people in vulnerable situations. This advice helps the residents to afford their energy bills through accessing grants for energy efficiency measures, understanding their heating systems and bills, switching suppliers and receiving debt and benefits advice. Some of the advice projects are focussing in areas of high fuel poverty, whilst others are working with specific types of vulnerable residents, such as those at risk from cold related illnesses, the elderly or people living with a disability.

Many Energy Redress Scheme projects include educational elements such as training on fuel poverty issues for home visiting volunteers and professionals to encourage referrals into the service, and some are distributing small energy saving measures such as low energy lightbulbs or draught-proofing to their clients.

Volunteer energy champions are also a common element of the projects, enabling them to increase their reach into their communities and to provide legacy to the projects.

## Innovation projects

The Energy Redress Scheme can fund projects that develop innovative products or services for the benefit of energy consumers. This can include a wide range of projects, such as new business models to empower energy consumers and make energy markets fairer.

One innovative project, led by North Devon Homes, is trialling a new green energy system to replace traditional electric heating in off-gas network properties and evaluating the cost savings achieved.

Another project led by National Energy Action is evaluating the use of smart technology and advice-based approaches, to enable social housing tenants to maximise the use of energy generated by solar panels on their properties.



# Outputs to date

Active Energy Redress Scheme projects have used £3.4million of their grants so far, to deliver the following:



Provide energy advice to over 59,000 distinct households



Create 93 new jobs and provide volunteering opportunities to 460 people



Over 7,000 small energy saving measures have been installed or provided to vulnerable households



Over 6,000 households have been referred onto additional support e.g. benefits checks, switching services



Recorded savings to clients of over £1.45 million through advice to reduce fuel bills



Held 1,325 events which reached 11,336 vulnerable residents with energy saving messages

# Location of Energy Redress Scheme projects

The Energy Redress Scheme can fund charities based in England, Scotland and Wales and projects can be any scale from local to national. There are no geographical priorities for the Energy Redress Scheme and applications are selected on their individual merits and ability to provide positive outcomes to vulnerable energy consumers.

The location of the charities that have received funding through the scheme so far can be seen on a map on the Energy Redress Scheme website.



[energyredress.org.uk/funded-energy-redress-projects](https://energyredress.org.uk/funded-energy-redress-projects)

## Covid-19 impacts

Many of the projects funded through the Energy Redress Scheme include a high level of face to face work and home visits to support vulnerable people. Restrictions imposed to address the COVID-19 pandemic made home visits and large gatherings for events impossible, so grantees had to adapt their approach. Project teams had to change to home working, new referral partners had to be found and new ways of reaching people with advice had to be identified.

In recognition of the impact of Covid-19, the Energy Redress team enabled the grantees to adapt their project outputs and budgets where necessary, to enable the provision of more remote working e.g. phone advice, online advice and the development of new online resources.

The pandemic has had a huge impact on the charity sector and Energy Redress Scheme grantees have worked hard to adapt to the challenges, continuing to provide crucial support to some of the most vulnerable people in society during this difficult time.

# Case studies



*Mike the SWEA Energy Advocate - Severn Wye Energy Agency was funded under round 5 for this project*

Severn Wye Energy Agency in Gloucestershire has been funded to work alongside Sirona Care and Health to improve the quality of life of vulnerable people through high quality home energy advice.

The partnership enabled a trained energy adviser, Mike Ellaby, to be embedded within the partner, Sirona, to work alongside their frontline staff and provide the energy expertise to those with health issues and at risk of fuel poverty.

The Energy Adviser conducted home visits (before the pandemic restrictions) and has had to move to offering advice over the phone and online to those referred from Sirona. Despite this, he has received positive feedback from the people he has supported.

[severnwye.org.uk/projects/sustainable-home-energy](https://severnwye.org.uk/projects/sustainable-home-energy)

Speakup Self Advocacy in Rotherham was funded to help educate people with learning disabilities and/or autism on how to understand their home energy bills and the support available to help them save energy.

As part of their 'Prioritise Me' project, 301 people attended training sessions and a further 227 were reached at community events. A toolkit which included training materials and resources was created, catering for a variety of requirements and needs.

People with learning disabilities and/or autism were included and consulted within various parts of the project, including in the production of the training pack as pictured to the right.



*Preparing training packs about home energy - Speakup Self Advocacy was funded under round 2 for this project*

[www.speakup.org.uk/prioritiseme](https://www.speakup.org.uk/prioritiseme)

# Case studies

The Research Institute for Consumer Affairs (RICA) was funded to improve the accessibility of heating controls to elderly people and those living with disabilities through new consumer information and advice.

Through their 'Which Heating Controls?' project, RICA conducted a consumer survey and tested the usability of heating controls via workshops involving elderly or disabled people, in order to assess which products were easiest to use.

This research was published on their website and in their newsletter and aims to improve the ease and effectiveness of heating controls, helping energy consumers save energy, money and improve their wellbeing and health.



*RICA was funded under round 3 for this project*

[www.ridc.org.uk/features-reviews/home/central-heating](http://www.ridc.org.uk/features-reviews/home/central-heating)

For more information on the Energy Redress Scheme please visit [energyredress.org.uk](http://energyredress.org.uk)



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