



*Action for Warm Homes*

# National Energy Action

The UK fuel poverty and energy efficiency charity

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# Agenda

- What is fuel poverty?
- Who are NEA?
- NEA projects
  - Improving Energy Efficiency in Communities
  - Forces for Warmth
  - Smart Energy in the Community
- Support for front line staff
  - Training, forums and membership
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# Fuel Poverty Definition in England

**“A fuel-poor household is  
one with both above average required energy costs  
and low income  
(below the poverty line)”  
*(Low Income High Cost Definition)***



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## **Fuel Poverty – being unable to afford to adequately heat your home**

**The three main causes of fuel poverty are well documented:**

- 1. Poor energy efficiency**
- 2. Low income**
- 3. High fuel costs**



# Identifying fuel poverty

## You might feel..

Cold in the property  
Clients hands are cold to the touch  
Damp  
Sense of gloom or a depressed atmosphere

## You might hear..

“Its cold at home”  
“I feel ill all the time because I’m cold”  
“my fuel bills are too high”  
“ I don’t want to leave hospital because its warm”  
“I want a prepayment meter because I’m in debt”

## You might see..

Children with constantly runny noses, rashes, ear infections. They may also often miss school.  
Mould on walls or curtains  
Peeling wallpaper or paint  
Householder wearing lots of clothes to keep warm

# Coping strategies

- Three types of coping strategy:
  - reducing use of fuel – rationing, self-disconnection
  - financial measures – reduction in spending on food
  - getting into debt
- Actions taken can vary according to the social group, for example:
  - older people – ration fuel
  - lone parent – reduce food expenditure

**Who are NEA?**



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# Who we are

- **NEA's vision is to bring an end to fuel poverty**
- **NEA's strategic aims:**
  - To influence and increase strategic action against fuel poverty
  - To develop and progress solutions to improve access to energy efficiency products, advice and fuel poverty related services in UK households
  - To enhance knowledge and understanding of energy efficiency and fuel poverty
- We work across England, Wales and Northern Ireland, and with our sister charity Energy Action Scotland, to ensure that everyone can afford to live in a warm, dry home.



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# NEA Impacts

## NEA's year in numbers ...

**496**

mental health service users and carers provided with tailored energy advice and support through our Warm Minds project



**712**

children singing energy-themed songs at NEA's Big Sing



At least  
**45,000**  
people given direct advice through NEA projects



**22** Warm and Healthy Homes Fund projects delivered heating and insulation measures to **2,319** households



**57** stakeholder events to put policy into practice



**4.97 million**



people reached through Twitter via #FuelPovertyAwarenessDay



**420,000** vulnerable and hard-to-reach householders received information, advice and support about smart meters, via the Smart Energy GB in Communities programme

**32**

consultation responses submitted to UK Government and devolved administrations

# Our Projects

# Improving Energy Efficiency In Communities Project

The *'Improving Energy Efficiency In Communities'* is a Warm Home Discount Industry Initiatives supported project in 2018-2019. NEA is providing energy advice and energy awareness sessions to the public to help them to:

- Better manage their energy use
- Get a better deal on energy supplies
- Help the public to achieve a warmer home through insulation, heating and other improvements
- Access available schemes and services.

# Forces for Warmth



- Started as a pilot project with tRBL in the East Midlands to establish a focussed bespoke energy advice service for those who have served or who are still serving in the military.
- Outreach support to the forces community to assist with energy queries, fuel debt, switching and staying warmer for less.
- Programme of training and awareness sessions to enhance understanding of fuel poverty and raise awareness of the pilot project
- Crisis fund for individuals who might need additional support with an energy efficiency measure – criteria apply

# Forces for Warmth Crisis Fund

The Forces for Warmth Crisis Fund aims to support individuals who are unable to keep their homes warm affordably.

## **Applications to the fund can be for:**

- an energy/energy efficiency-related service or measure for an individual who is currently facing significant hardship
- for the payment of a prepayment meter top –up voucher where the alternative will be disconnection and/or significant hardship for the client

## **Partner organisations can apply to the fund if their client:**

- is vulnerable and in or at risk of extreme fuel poverty
- does not have access to an adequate heating system.
- Is engaged through the referral process, as set up by the Forces for Warmth project.

**The crisis fund is a conditional grant fund which is time limited.**

# How do I apply to the crisis fund?

**Complete the  
Application Form or  
contact the Forces for  
Warmth lead**

**Send to  
[ForcesforWarmth@nea.org.uk](mailto:ForcesforWarmth@nea.org.uk)**

**If successful, you will be  
issued with a Grant  
Notification Letter**

# Smart Energy in Communities

## Aim

**To provide front line workers with the skills and resources to enable you to support your communities as smart meter Champions, increase understanding of smart meters and respond to the needs of the target groups**

The programme will enable you to:

- understand the role of Smart Energy GB and Smart Energy GB in Communities
- describe the smart meter rollout
- understand what smart meters and the in-home display does
- understand the challenges of the installation process
- share the smart meter message
- undertake the monitoring and evaluation requirements of Smart Energy GB

# Target Groups 2018/19

## 60+ offline and those over 65

- there are 15 million people over 60 which equates to 30% of the GB population
- two in five people over 65 have no personal internet access – this equates to 4.46 million people in Great Britain
- this audience feels in control of their energy consumption due to existing behaviours and past experiences and have no need or want to change their behaviour

## Severe and profoundly D/deaf

- over 800,000 people have severe or profound deafness in Great Britain
- people with a hearing impairment are more likely than any other disability group to have internet access
- 2 in 3 Britons with hearing loss feel socially isolated because of their condition
- nearly one in 3 people using BSL have a mental health problem – primarily anxiety or depression

# What is NEA doing to help?

- Smart meter training – full day
- Bitesize Energy champion session (2/3 hours) can be delivered in-house
- Action plan
- SEGB online support
- NEA project officer support
- Funding – will open soon

Contact Lynsey Thompson [lynsey.thompson@nea.org.uk](mailto:lynsey.thompson@nea.org.uk) to book training

# Role of smart meter Champions

We have a big job to do, and we can't do it alone.

Smart meter Champions play a pivotal role in helping to get the word out, by:

- having conversations about smart meters
- sharing information about smart meters with those who may experience challenges or barriers in realising the benefits
- recruiting colleagues and contacts to do the same

# Additional support

- NEA training
- Fuel poverty forums
- Membership
- NEA Secondment opportunity
- Technical consultancy

Visit [www.nea.org.uk](http://www.nea.org.uk) for more information

# Contact details

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Questions?