

ANNUAL IMPACT REPORT

2013 - 2014



Action for Warm Homes





Buckinghamshire County Council and partners celebrate winning a Community Action Award for their Big Heat project, along with NEA, British Gas and DECC

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INTRODUCTION

National Energy Action (NEA) works across England, Wales and Northern Ireland to ensure that everyone in the UK can afford to stay warm, comfortable and healthy in their home.

our strategic aims are:

- To influence and increase strategic action against fuel poverty
- To develop and progress solutions to improve access to energy efficiency products, advice and related services in UK households
- To enhance knowledge and understanding of energy efficiency and fuel poverty

NEA is a Registered Charity and a Company Limited by Guarantee and was incorporated in October 1984. We have our head office in Newcastle with representation across the nine English regions as well as in Wales and Northern Ireland.

NEA also delivers practical measures to alleviate fuel poverty and improve domestic energy efficiency through its wholly-owned subsidiary Warm Zones CIC, and works closely with its sister organisation, Energy Action Scotland.

TO achieve these aims NEA:

- Campaigns and influences
- Promotes the efficient use of energy
- Delivers innovative solutions
- Trains and educates
- Delivers projects and supports infrastructure

HEADLINE IMPACTS

- Future legislative framework for fuel poverty reduction included in the Energy Act 2013 and key principles of new fuel poverty strategy for England were debated by frontline agencies and their views shared with DECC.
- Additional rebates or enhanced services for vulnerable customers secured from energy suppliers.
- Evidence provided of good practice and policy failure.
- Following the Government review of green levies, elements of the Energy Company Obligation retained, particularly those aimed at the fuel poor, and an extension of the scheme until 2017.

26,612

householders assisted with insulation, heating, advice and other energy saving measures either directly by NEA or via energy champion and community engagement work.

10,000

stakeholders have improved knowledge of action they can take to help their clients, customers or peers who are living in fuel poverty.

2,852

frontline advisors and others dealing with vulnerable clients trained by NEA, providing advice and increasing access to service and support to marginalised communities and vulnerable households.

634

candidates gained the Level 3 Award in Energy Awareness 6281-01 throughout England, Scotland, Wales and Northern Ireland.

5,477

Our subsidiary company, Warm Zones assessed 5,477 households, installed energy saving measures in 3,890 households, and assisted more than 700 households to claim a total of more than £3.5m in welfare benefits.

Chair's Statement

Patrick Law



Overview of the year

NEA's Board of Trustees has this year focused on maintaining the charity's services through the continuing challenging financial climate. A development fund at the start of the year enabled us to build our capacity even where funding was uncertain and to develop new partnerships. This strategy was successful in growing our membership base and reaching a much wider range of stakeholders.

The charity remains in a healthy financial position having improved efficiency over the past year and I am confident we go into a new financial year in a good position to campaign hard and provide services to alleviate fuel poverty.

Future Plans

The Board will continue to focus on bringing about meaningful change in policy and practice in the year ahead. However it will do so under new leadership. I have served NEA as a trustee for seven years and for the last of these in the role as Chair of the Board. It is right that I now stand down and I am delighted that Derek Lickorish, who has a long track record in the energy industry and who has chaired the Government's Fuel Poverty Advisory Group for England, takes over as the new Chair from July 2014.

I am very grateful to all of the trustees who have given their advice and time to ensure the charity fulfils its mission with vigour and passion. There were a few changes in our make-up as Ruth Thompson stood down from the Board last July, but who subsequently joined our Advisory Group as a passionate ambassador for the charity, and we welcomed Alison Cole and Tessa Sayers in May 2013.



President's Statement

Charles Hendry MP

NEA has provided decision-makers in Parliament, the energy industry and in communities with the information and policy analysis needed to help them shape policies and programmes to improve the lives of people living in fuel poverty.

The political and media focus on the affordability of energy over the past year has increased the profile of our charity's work and we have provided analysis and comment to inform the lively debate within corporations, the energy regulator's offices and Parliament.

We will continue to use our voice on behalf of the most vulnerable energy consumers to shape future fuel poverty strategies and programmes.

We look forward to working with anyone interested in energy affordability at a local or national level.

I pay particular tribute to Jenny Saunders and the staff at NEA for their immense dedication which has made the charity the leading source of information on all issues relating to fuel poverty.

Chief Executive's Statement

Jenny Saunders OBE



Policy context

Over the year we have seen the roll-out of new policies which impact both positively and negatively on fuel poverty, and have witnessed the rolling back of some of these policies and programmes designed to reduce energy use in the home. With no publicly funded insulation and heating programme in England, NEA expressed deep concern when the Chancellor announced a major review of the Energy Company Obligation which had just been set up to provide around £1.3 billion investment in energy saving measures across Britain. Whilst the main two elements designed specifically to address fuel poverty were not eventually reduced, the review created uncertainty and impacted on delivery partners and supply chain. A positive outcome from our campaigning was the extension of the scheme to 2017.

We have continued to call for additional resources with ECO set to assist just 7% of fuel poor households by 2015 and a remaining and increasing gap in fuel poverty of around £1.2 billion under the Government's preferred new definition of fuel poverty that affected 4.5 million UK households during 2013. NEA worked positively to ensure that a future legislative framework for fuel poverty was brought forward and included in the Energy Act 2013. This will result in a new fuel poverty strategy for England from early 2015.

Key Activities

As well as campaigning activities, the charity was focused on its aims of increasing knowledge and skills needed to tackle fuel poverty and developing new solutions. We ran 210 training courses with accredited qualifications or offering continuing professional development to 2,867 frontline advice workers or volunteers.

We organised 78 events and contributed to a further 92 to help inform more than 10,000 stakeholders what actions and policies they can pursue to alleviate fuel poverty.

Community engagement has been a big focus of work for us – helping to develop an understanding of the opportunities and impacts of changes in Government and energy companies' policies and programmes – so that more vulnerable people could access the support that is available. We also helped to shape the delivery of those programmes, working with the mandated parties to design projects to reach vulnerable groups.

Charity future plans

In the run up to the General Election we shall campaign for all the main parties to adopt

progressive commitments to act on fuel poverty and support an ambitious new Fuel Poverty target and strategy. Additional resources will be dedicated to help local communities engage in this important area of public policy and help raise awareness with their parliamentary candidates of what action is needed locally.

We plan to strengthen our strategic partnerships, and develop an extra help service for vulnerable customers as the national roll-out of smart meters gets underway. Easier access to NEA training resources online and a wider suite of courses will become available.

Warm Zones

Whilst this has been a challenging year for Warm Zones, we worked hard to ensure that our holistic area-based service was maintained through the introduction of the new energy supplier obligations (ECO), and the significant policy changes that were introduced after the start of the programme.

Warm Zones assessed 5,477 households and installed energy saving measures in 3,890 of those, and over £3.5million benefits were successfully claimed on behalf of eligible households.

NEA's Impact in England

Influencing and increasing strategic action against fuel poverty

Campaigning for change

NEA's campaigning activities took place at a time of heightened interest in the fuel poverty agenda. Against a backdrop of energy price rises and the ensuing political and media debate, our key priority was to ensure that improving energy efficiency was recognised as the main priority in tackling our cold homes crisis.

Our annual **Warm Homes Campaign** incorporating **Fuel Poverty Awareness Day** ran throughout the winter months, launching with a focus on the 'Many Faces of Fuel Poverty' and concluding with the release of the

UK Fuel Poverty Monitor which compared and contrasted the differing approaches to tackling fuel poverty in England and the devolved nations.

The campaign attracted significant **media coverage** and the support of over 40 different organisations. Our media activity as a whole increased, with NEA's views sought by journalists looking for expert comment and advice on issues facing vulnerable energy consumers, and generating around 200 million opportunities to see and hear from print, online and broadcast media.

Stimulating debate

We continued to deliver a varied and extensive **events programme** for stakeholders and decision-makers to inform, engage

and persuade. 78 seminars and events were delivered directly by NEA, including the Annual Conferences in England, Wales and Northern Ireland, our regional fuel poverty forums with sponsors including EDF Energy and Southern Gas Networks, and a series of parliamentary events.

We contributed to a further 92 events organised by other agencies resulting in over 10,000 stakeholders and decision-makers being better informed of our proposals for policies and actions to alleviate fuel poverty.

"This is one of the best conferences I have been to in a long while...excellent exhibitors, very good workshops, very useful networking opportunities"

Annual Conference Delegate

NEA also continued to administer the **All Party Parliamentary Fuel Poverty and Energy Efficiency Group (FPEEG)**, briefing members during the passage of the Energy Act on the need to set a minimum energy efficiency standard for the homes of low-income households, and on changes to the Energy Company Obligation.

Securing commitment and action

Our activities helped to secure a new commitment to tackle fuel poverty beyond 2016 when the previous legal framework was due to end, with a proposed target linked to improved energy efficiency standards, fulfilling one of our key asks.

We also helped to ensure that the **Warm Homes Discount** was preserved and the elements of the **Energy Company Obligation (ECO)** targeted at low-income households and communities preserved and extended for a further two years, providing much-needed clarity to a range of parties that there will be ongoing provision for fuel poor households after the General Election in 2015.

We were delighted to have our efforts recognised through being awarded '**Fuel Poverty Campaigner of the Year**' at the Green Deal and ECO Awards 2014.



Maria Wardrobe and Peter Smith from NEA accept the award for Fuel Poverty Campaigner of the Year at the Green Deal and ECO Awards, with comedian Rory Bremner and Dennis Spilsbury, Chair of Ocean Housing Group (sponsor of the award)

Healthy homes, healthy people

NEA continued to promote the value of integrating fuel poverty outcomes into public health policies.

We gave evidence to the NICE Public Health Advisory Committee on Excess Winter Deaths and Morbidity focusing on the initiatives being undertaken by energy companies to assist vulnerable households, shaping the consultation which has now been released.

We also delivered a project, funded by the Department of Energy and Climate Change, working with **eight Health and Wellbeing Boards** in England to support the development and delivery of commitments to address the wider detriments of ill health caused by cold homes, improving elected members and public health professionals' awareness of key policy and other developments, and contributing

to the development of a national evidence base to address fuel poverty and excess winter deaths as public outcomes.

Engaging with communities

At a local and community level, NEA continued to develop, recognise and reward best practice. Our **Engaging Communities** work programme, also funded by DECC, stimulated sustainable fuel poverty activity in 10 communities across the country where there was a will to support households but insufficient resources to make it happen, with activities including training, mentoring and development of energy champions resulting in almost 900 householders receiving energy advice.

Our **Heat Heroes Awards**, supported by ScottishPower, and our **Community Action Award Scheme**, supported by DECC and British Gas,

highlighted those who are already delivering exemplary work to tackle fuel poverty, promoting their achievements to enable others to learn from these.

Our activities were supported by **154 standard and associate members** and **44 business supporters** committed to the aims and objectives of the charity and to take positive action on fuel poverty.



Representatives from Groundwork South accept their Community Action Award for the 'Horsham Warmer Homes' project

Case Study

From little acorns...prioritising fuel poverty in Wigan

Work undertaken with Wigan's Public Health Team and their partner agencies to raise awareness of the broader consequences of fuel poverty and cold homes for communities resulted in the development of key actions to help alleviate fuel poverty and reduce the incidence of cold-related morbidity and mortality locally.

A report was prepared to help Wigan Health and Wellbeing Board (HWB) and Clinical Commissioning Group (CCG) better understand the impact of fuel poverty on communities and identify the scale of the problem; highlight current and future developments in the health and fuel poverty field with a bearing on the achievement of warmer homes for those at risk of cold-related morbidity and mortality; consider key actions

that the HWB, CCG and their partners could priorities to support policy and practice developments to address fuel poverty, cold-related morbidity and mortality locally; and explore the evidence base for energy efficiency as a non-medical intervention that can deliver medical outcomes.

Key recommendations included ensuring housing is considered as a key determinant for health and wellbeing, analysis of the scale of the issue, integrated working, adequately resourcing holistic interventions, and an audit of the cost in both health and monetary terms of fuel poverty.

As a result of this piece of work very significant progress has been made locally. Evidence from the report was presented to Wigan's Health and Well-being Board where recommendations including

developing a 'Wigan for Warmth' joint investment project were accepted and thoroughly endorsed by all members. Added to this, a paper was also presented to the Council's Senior Management Team and the CCG where strong support was secured for the development of this proposal. In addition the Director of Public Health will highlight this work to both delegates at the Public Health England Annual Conference and Wider GM Leadership.



Case study - Age Action Alliance Digital Research



Department
of Energy &
Climate Change



Warm Homes for Older People - summary

Phase 3: Energy and Digital Inclusion



Age Action Alliance

April 2014

With many public services becoming 'digital by default', NEA undertook a research project to understand how the digitisation of energy is contributing to fuel poverty and/or vulnerability, and provide insights into the challenges to older people's digital inclusion in the context of energy.

The project, funded by DECC with the support of the Age Action Alliance involved over 200 older people from across England and more than 50 organisations that provide services or products to older people.

It included looking specifically at how

digital exclusion could contribute to limited and reduced access to the benefits of the energy market, and reduced access to energy saving advice and information on available energy efficiency and fuel poverty programmes – much of which can be found online.

The project concluded that the increased digitisation of energy advice, information and services can and does act to marginalise and exclude vulnerable groups, but with increased attention to the digital and energy-related support needs of older people and more careful tailoring and targeting of advice and information, then a considerable proportion of older people could be digitally included and encouraged to engage with energy online.

The full report can be downloaded from www.nea.org.uk and findings will be used by DECC to inform future policy formation.

Developing and progressing solutions to improve access to energy efficiency products, advice and fuel poverty-related services in UK households

New technologies and innovative solutions

NEA continued its work to help ensure that vulnerable and low-income householders benefit from the roll-out of **smart meters**. We organised a series of successful regional events entitled 'Smarter Communities' supported by British Gas, for community groups, local charities and other practitioners to inform them about Smart Meters so they are able to help clients access any benefits of smart metering. We also undertook research on behalf of Consumer Futures which examined the feasibility of developing an extra help unit to support vulnerable customers through the smart meter programme. Our trainers

are now able to offer Smart Meter training for both community groups and installers.

NEA completed the second of a three-year European research project '**Semanco**', led by Teesside University, funded by the European Union, which is developing IT tools and methods to help planners and developers to reduce CO₂ emissions in our neighbourhoods, cities and regions.

Our expertise in assessing the suitability of new products and services to help the fuel poor was also utilised through a number of projects this year.

On behalf of National Grid Affordable Warmth Solutions we evaluated **Ceramic Fuel Cell Combined Heat and Power units** installed in community facilities to determine their applicability in supported housing; we undertook an extensive piece

of work on how Green Deal, ECO and OFGEM regulations impact on the ability of **Park Home owners** to take advantage of these national initiatives; and with support from Banks Group we surveyed homes close to a proposed wind farm development, modelling improvements to the housing stock that could be financed through the associated community benefit fund.



Working with the private rented sector

NEA undertook a project with npower to review and scope opportunities to target the **private rented sector** in London. Detailed research via focus groups, data gathering meetings and multi-agency events assessed the characteristics of the private rented sector across London and the processes used to access and work with this housing tenure.



Providing direct advice and assistance to Coventry residents

Our long-running **Home Energy Advice Team (HEAT)** project, supported by ScottishPower and the ScottishPower Energy People Trust continued to provide home energy advice visits, community energy surgeries and telephone advice to residents in Coventry and surrounding areas. 400 residents received advice over the telephone or at local events and 100 residents received home visits. The project assisted householders to reduce energy expenditure by applying for grants, trusts and discounts to the value of £23,998.

This year the HEAT project was also enhanced through additional funding from two other initiatives - Keeping Coventry Warm and the Big Energy Saving Network targeting three

specific 'hard to reach' groups to engage the support of leaders/elders; recruiting, training and mentoring community energy champion volunteers; supporting a series of community events and administering a hardship fund for the most vulnerable.

Improving services for energy customers

NEA's participation in advisory groups, joint-managed programmes, and trust funds established by the energy industry (including SSE Customer Service Panel; Centrica Corporate Responsibility Advisory Group; Electricity North West Stakeholder Panel; UKPower Network's Critical Friends Group; Northern PowerGrid's Social Obligations Expert Group; and ScottishPower and British Gas Energy Trust Funds) helped to improve services to energy customers and ensure community scale activities are incorporated within strategic business plans and that resources are directed to meet need.



BOUNDARY WAY—ENERGY EFFICIENCY SCHEME FREE ENERGY SAVING MEASURES

We will be carrying out external insulated render and associated works to properties in your area.

These improvements will benefit from a reduction in heat loss and carbon emissions.

Case study evaluating the Boundary Way Estate solid wall insulation project

NEA worked alongside Three Rivers District Council, Watford Borough Council and Watford Community Housing Trust to evaluate a project installing insulation to over 100 homes on the Boundary Way estate in Watford. The measures were funded by DECC through ECO.

Our evaluation revealed the insulation improvements had a hugely positive impact on the lives of those living in the estate, including a reduction of those who were worried 'a lot' about rising energy bills, from 31% to only 5%, with everyone reporting that they now felt they could heat their homes adequately post installation

compared to only 59% prior to the improvements. These results contributed to the project winning the 'Outstanding Commitment to Adapt to a Changing Climate' category in the Hertfordshire Building Futures Awards, and a Green Apple Gold Award.

Dr. David Strong, Building Futures Awards Head Judge commented:

'The client should also be commended for commissioning independent monitoring to determine which aspects of the refurbishment work well – it is hoped that the results will be widely disseminated so that other housing associations and RSLs can learn the key lessons'.



Case study

Energy & equity in rural households

Historically, rural homes have been the forgotten face of fuel poverty. Despite households in rural areas being more than twice as likely to suffer from fuel poverty than their urban counterparts, previous initiatives aimed at addressing the heating and insulation needs of low-income households have had limited impact.

The three main causes of fuel poverty – energy inefficient housing, high energy prices and low incomes – are all exacerbated by living in a rural area, with homes more likely to be difficult or expensive to treat, lacking access to mains gas, and householders facing additional living costs.

The FREE programme, which

concluded in 2013 and was delivered by NEA in partnership with Calor, involved recruiting energy champions living in areas off the gas grid from a variety of agencies, providing them with the training and mentoring needed to help fuel-poor clients.

The project was provided as an example of good practice in the Government's consultation on a new fuel poverty strategy for England and was awarded a Business in the Community 'Big Tick' and nominated as one of four finalists for the national Rural Action Award. Over the year NEA built on the findings from this work and presented these at party conference fringe events and a conference dedicated to addressing rural fuel poverty.

Enhancing knowledge and understanding of energy efficiency and fuel poverty

Delivering high quality training

NEA continued to develop and deliver a range of training courses supporting structured professional development of individuals working within the energy sector and ensuring that those trained are able to provide high-quality energy advice to vulnerable and low-income households.

694 advisors sat the **Level 3 NEA/ City & Guilds Award in Energy Awareness** via classroom-based or e-learning training provision and almost **1600** people attended one of our **127** short courses on fuel poverty.

Our fuel debt advice courses also proved extremely popular with 464 advisors trained and 30 gaining a new Level 2 Award in Fuel Debt Advice in the Community which was delivered in partnership with British Gas, and was officially launched

in March 2014. We ran bespoke courses for Distribution Network Operator staff, young carers, deaf/hearing-impaired people, and frontline health workers. On average course attendees suggest that they will pass advice on to seven householders per week.

NEA was also supported by the Local Environment Action Fund to work in **15 schools** as part of the Junior Carbon Cutters programme, where children learned about energy efficiency and renewable energy through drama and art.

Energising networks of energy champions

Two successful energy champion projects continued with increased activity and enhanced outcomes. Our **VIVA project** in Yorkshire and the Humber, which is funded by Comic Relief and empowers older people to take action on energy via community training and support for front line worker and peer group champions, supported 66

neighbourhood champions who in turn supported around 2500 residents in the Yorkshire and Humber region.

Our **Networking for Warmth** project, supported by Western Power Distribution, trained 32 residents who volunteered to be community energy champions in the South West, East Midlands and West Midlands, who again supported over 1000 individuals with energy advice.

A new project supported by Saudi Aramco, **Energy Hotshots**, recruited and trained 130 energy champions in Birmingham, Leeds, Manchester and Newcastle who in turn shared their advice with over 5220 householders.



Participants undertake training to enable them to recognise and assist those in fuel poverty, as part of the Age Action Alliance programme, funded by British Gas.

Case study - Improving access to energy advice for those with additional needs

Several of NEA's initiatives this year sought to improve the provision of energy advice to those with additional needs to ensure that they too are able to access advice and assistance to meet their fuel costs.

For the first time NEA , with funding from DECC, developed and delivered a version of the Level 1 City & Guilds 'Introduction to Household Energy Efficiency' course with three deaf societies across the UK, tailoring the course material to meet their needs and utilising the skills of a BSL interpreter. 22 candidates undertook the training and NEA will be building on this and delivering further

training with Deaf and Blind societies in 2014-15.

Our Access to Warmth project, funded by E.ON, worked in partnership with practitioners from organisations representing disabled people to raise awareness amongst disability organisations of the ECO, to generate Warm Home Discount referrals and to test and develop communication methods and materials for disabled households. The project succeeded in gaining access to disabled householders, many of whom were not able to proactively seek assistance with energy efficiency or did not respond to mainstream marketing of schemes, despite being amongst

those in greatest need. Over the coming year we will seek to build on this by producing a set of recommendations on best practice in communicating with these householders.

NEA also increased the advice available to those for whom English is not their first language through updating The Heat is On - a resource funded by npower Health Through Warmth providing energy efficiency advice and information in 11 different languages. It is designed for use directly by householders or in community settings and is available in DVD format or can be downloaded from the NEA website.



Some of our first hearing impaired candidates receive their Level 1 City & Guilds 'Introduction to Household Energy Efficiency' qualification

NEA's Impact in Wales

Engaging with stakeholders

With the Welsh Government's target to eradicate fuel poverty by 2018 fast approaching, 110 delegates from across Wales were aided to engage with senior policy and decision makers at **NEA Cymru's annual fuel poverty conference** entitled 'The Heat is On! Working together to tackle fuel poverty', held in partnership with SWALEC. This remains the only platform in Wales whereby stakeholders can come together to discuss Wales-specific issues and solutions to addressing the problem which affects 1 in 3 households in Wales.

"I was inspired by the positivity of the event it was so upbeat and rather than doom and gloom about the economy and policy changes everyone was focused on solutions and just getting on with things."

NEA Cymru conference attendee

Our **fuel poverty forums** also ensured that over 150 Welsh stakeholders were empowered to help inform and influence policy decision-

making processes and provided with an avenue to share experiences and best practice on rural fuel poverty and the Green Deal and ECO.

Effecting change

The impact of our policy work in Wales was highlighted when a key recommendation in our **2014 UK Fuel Poverty Monitor**, namely, that the Environment and Sustainability Committee should undertake an inquiry into fuel poverty in Wales, was subsequently announced following the publication of the Monitor in March 2014.

The Monitor was circulated widely to stakeholders and Assembly Members in Wales and the analysis of the impact of the Welsh fuel poverty schemes was submitted as evidence.

Tackling fuel poverty in rural Wales

Following a stakeholder workshop chaired by Peter Davies, Sustainable Futures Commissioner for Wales, NEA Cymru ensured that **rural fuel poverty** is considered and addressed



The NEA Cymru Conference 2014

within the Welsh Government's Rural Development Plan priorities for 2014-20. Stakeholders have been supported to affect the development of the Welsh Government's approach to addressing fuel poverty in a much wider context through their involvement in the workshop.

The consultation response will help inform fuel poverty policy development within the Welsh Government and in the longer term will help to increase action and improve outcomes for rural fuel poor communities.

Addressing fuel poverty issues in the private rented sector

NEA, along with its partners on the Wales Fuel Poverty Coalition Cymru, continued its campaign to reduce fuel poverty in the **private rented sector** through the stages of the Housing (Wales) Bill passing through the Assembly as well as revising the Coalition's key calls to direct the fuel poverty policy agenda in Wales.

Case study - National Energy Action Cymru and SSE (SWALEC) help Welsh households struggling with fuel debt

With energy bills now unaffordable for 1 in 3 Welsh households and with increasing numbers of people in Wales turning to advice agencies and charities for help with their debt problems, advice workers in Wales were provided with much needed support through NEA Cymru's and SSE's fuel debt training and mentoring project.

As a result, 174 frontline advisors and key community workers were provided with the skills to help prevent clients falling into debt with their energy supplier, and are now better equipped and have increased confidence in their ability to provide the most appropriate advice to clients.

At least 16,402 low-income and fuel poor clients will be assisted with practical support. Additionally, over 130 customers in deprived areas were helped by NEA Cymru working in partnership with 12 other organisations via community events with practical one-to-one advice on fuel debt, meter problems, fuel switching advice, and the schemes available to help.

31 advisors were also further empowered with in-depth training and specialised affordable warmth advice to assist vulnerable customers in Wales.

To date 379 advisors have been aided to assist and support people with their fuel bills and

to navigate the vast range of policies and processes more easily.

For example, one of those trained, a case worker from RNIB, was able to assist a client with sight loss to gain additional benefits and the Warm Home Discount.

1 IN 3 Welsh households with unaffordable energy bills

379 advisors have been aided to assist and support people

16,402 low-income & fuel poor clients will be assisted

NEA's Impact in Northern Ireland

Coordinating action on fuel poverty

NEA Northern Ireland continued to Chair the **Fuel Poverty Coalition** which consists of over 160 organisations across the voluntary, community, statutory and private sectors.

We held our first conference '**Running on Empty**' in November 2013 which brought together over 100 members and key stakeholders to assess current action on fuel poverty and reinvigorate the Coalition in its two primary aims namely to get clarity from Government on how and when fuel poverty will be eradicated, and how it can best help Northern Ireland householders here and now.

We followed the conference

with a workshop which honed in on four priority action groups which have been working since February 2014 to scope and ascertain key actions for the fuel poverty coalition going forward.

Policy impacts

Last year also witnessed the biggest shake up of fuel poverty programme delivery with the launch of the Department for Social Developments 'From Fuel Poverty to Achieving Affordable Warmth' consultation which is set to replace the Warm Homes Scheme which has been in existence since 2001 and is mainly a self-referral scheme, to an area-based approach which will use maps targeting greatest need in District Council areas. This paradigm shift was set to take place in June 2014 but

following representation from NEA and others the Warm Homes Scheme has been extended until March 2015 to ensure the proposed new model is fit for purpose.

NEA was also successful in 2013-14 in securing funding from the Oak Foundation to run a campaign that will influence a new proposed Energy Efficiency Obligation (EEO), establishing a principle of social justice to ensure that this EEO is directed in the first instance to assist households in fuel poverty.

Measures installed through the EEO mechanism will be mainly insulation and more efficient heating systems which will provide warmer, cheaper to heat, homes for the fuel poor.

The campaign goal will be to secure £70million over 10 years to reduce energy bills for vulnerable/low-income households living in fuel poverty. This will entail establishing a progressive social and environmental Energy Efficiency Obligation which will be at least 80% targeted at the fuel poor, providing access to energy efficiency measures for at least 50,000 low-income households.

Delivering training excellence

Our training and development programmes continue to provide the bedrock of energy efficiency advice and information throughout all sectors in Northern Ireland, ensuring that participants are informed on how to take action to combat fuel poverty.

We delivered two bespoke

evening sessions for **rural communities** reaching out to over 100 participants and played a key role in the Northern Ireland Housing Executive's Rural Energy Seminar, delivering a session on energy efficiency and behaviour change. We delivered **three energy awareness courses** and examined **21 candidates** who all achieved the NEA City & Guilds energy awareness 6281-

01 qualification. We worked with Power NI to design energy efficiency training sessions which were delivered in five regions throughout Northern Ireland for the Power NI Quest programme.

Working with the Public Health Agency in the Northern Board Area we trained over 20 individuals in energy efficiency and communications skills.



Former Lord Mayor of Belfast Councillor Máirtín Ó Muilleoir, Dr Eddie Rooney Chief Executive Public Health Agency and Paul Wallace NEA with students Theresa McVeigh, Bernie McGlade, Annette Conlon and Connor McCleave receiving their NEA/City and Guilds Energy Awareness 6281-01 certificates. January 2014

Case study - Northern Exposure

Our successful Northern Exposure project continued to be delivered across Belfast with funding from the Public Health Agency.

It provided advice and information to help ensure that vulnerable households were able to access grants to reduce their energy bills.

The project generated almost 200 referrals for insulation and full central heating systems to grant schemes;

made 90 referrals for benefit entitlement checks (with one household receiving an annual increase in income of over £5,000); provided direct energy efficiency advice to 90 households, delivered 10 energy awareness sessions to frontline health professionals and the community sector and attended 15 community information days.

NEA also carried out extensive work in a particular area of high deprivation in Belfast in conjunction with a Belfast City

Councillor and a local residents association coordinating a door-to-door approach that informed residents about the benefits of energy efficiency.

This intensive yet direct intervention enabled us to have face-to-face access to over 100 households where we maximized access to energy efficiency grants and made referrals on their behalf.

We also established a hub which enabled us to provide a direct referral mechanism for one-to-one debt and benefit maximisation advice.



[L-R] Paul Wallace (NEA); Dolores McComb (member of Whiterock & Westrock Residents Association); Cllr Steven Corr; Lucy Cochrane (NEA); and Al McComb (member of Whiterock & Westrock Residents Association)

Warm Zones CIC

This has been a challenging year for Warm Zones and for the energy efficiency industry as a whole, particularly those companies, like Warm Zones, which attempt to deliver a high quality, customer-focused service to all eligible low-income households.

The company has worked hard to ensure our holistic area-based service was maintained through the introduction of the new energy supplier obligations (ECO), and the significant policy changes that were introduced after the start of the programme.

By utilising a combination of additional funding including the npower Health Through Warmth scheme and our own resources, Warm Zones was able to provide assistance to a number of vulnerable low-income

households where the ECO programme did not fully fund the necessary measures. In total during the year, Warm Zones assessed 5,477 households and installed energy saving measures in 3,890 of those.

In addition, the company's income maximisation service assisted more than 700 households to claim a total of more than £3.5m welfare benefits.



Warm Zones' Michelle Rodgers with client Mr Baldwin, who had a new boiler installed free of charge

Case study – Warm Zones impact in the community

Many of those helped by Warm Zones would not have received assistance without the additional resources which the company can call on.

For many the cost of the required work is above the level provided by the current ECO programme or they fall just outside the eligibility criteria despite being in need.

Mr T from North Tyneside is blind in one eye and also suffers from arthritis. He had to make do on a low income and needed a new boiler – his old one was not able to either effectively or affordably heat his home which exacerbated his arthritis and caused him much anxiety.

The Warm Zone benefits advisor helped him to claim Council Tax Benefit, Pension Credit and Attendance Allowance at the higher rate, equating to an annual increase in income of £6,209

(with a one-off arrears payment of £1,316).

The successful benefit claim meant that Mr T was now eligible for ECO, however, the funding available from the obligation was not enough to cover the cost of the new boiler.

However, using ECO-funding together with contributions from the Warm Zones vulnerable household fund and npower Health Through Warmth, the cost of the boiler and other heating improvements could be covered.

Mr T now enjoys a warm home, free from the worries about paying his heating bill.

Mr B of Gateshead, aged 68, has arthritis and respiratory problems, resulting in poor mobility and breathing difficulties. Prior to contacting Warm Zones he had recently been admitted to hospital twice.

The old boiler in his home was inefficient, the controls had broken and it kept breaking down, leaving Mr B without heating for periods of time.

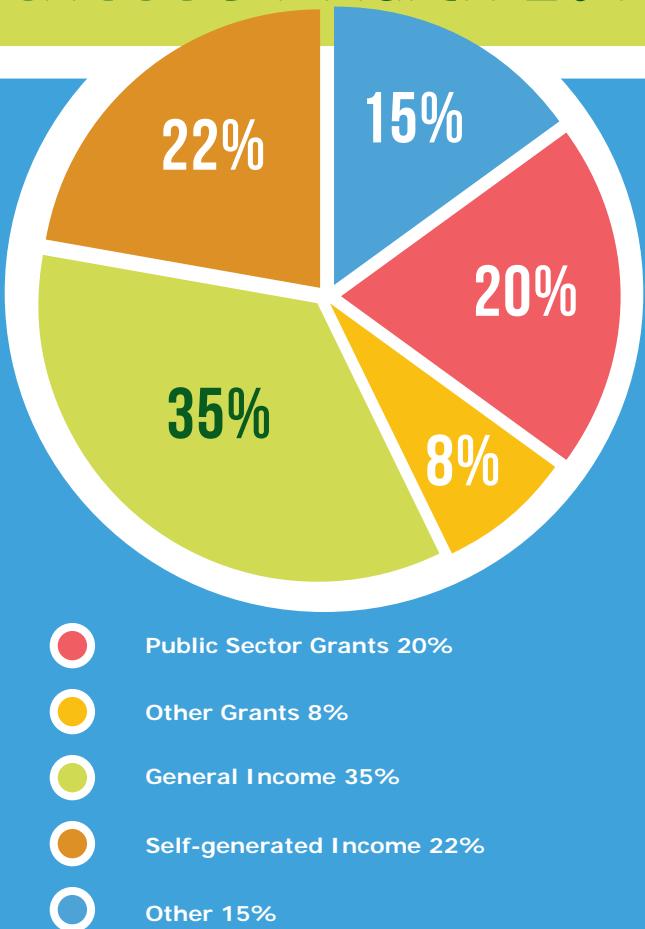
This was directly contributing to his poor health and hospital visits.

Mr B was not eligible for ECO funding for a new boiler, however, Warm Zones arranged for a new boiler to be installed with funding contributions secured from Gateshead NHS, Warm Zones internal funding, and the npower Health Through Warmth Crisis Fund.



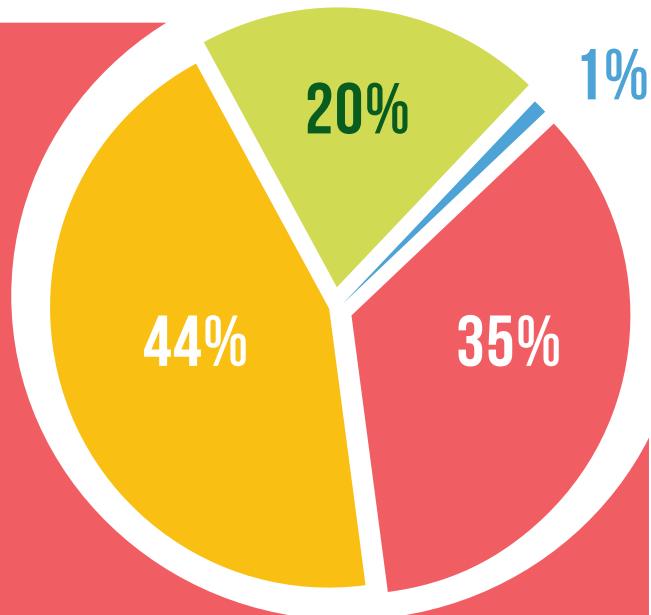
Financial review - Year ended 31 March 2014

| Income | £'000s |
|------------------------------|---------------|
| Grants | |
| Public Sector | 680 |
| Other | 292 |
| General Income | |
| Subscriptions | 199 |
| Sponsorship | 992 |
| Self-Generated Income | |
| Conference Fees | 57 |
| Courses & Publications | 555 |
| Research & Consultancy Fees | 163 |
| Other | |
| Investment Income | 97 |
| Miscellaneous | 255 |
| Voluntary income (donations) | 155 |
| TOTAL INCOME | £3,445 |



| Expenditure | £'000s |
|---|---------------|
| Costs of Generating Voluntary Income | 4 |
| Costs of Charitable Activities:- | |
| Increase Strategic Action Against Fuel Poverty | 1,487 |
| Develop and Progress Solutions to Improve Access to Energy Efficiency Products, Advice and Fuel Poverty Related Services in UK Households | 673 |
| Enhance Knowledge & Understanding of Energy Efficiency and Fuel Poverty | 1,180 |
| Governance Costs | 43 |
| Increase in Unrestricted Funds | 43 |
| Increase in Restricted Funds | 15 |

**TOTAL EXPENDITURE &
INCREASE IN FUNDS** **£3,445**



These accounts are an abridged version of the charity's full accounts. The full version has been audited and will be delivered to the Registrar of Companies following approval by the NEA Membership. Thereafter, a complete copy can be obtained on application to NEA's Company Secretary.

Funders & Supporters 2013-14

| | | | |
|---|--|--|----------------------------|
| Aragon Housing | European Union FP7 | Premier Energy Solutions | Watford LA |
| Ballymoney Borough Council | Fernox | Redcar and Cleveland | Welsh Government |
| Banks Group | firms energy | Borough Council | West Coast Energy Ltd |
| Barclays Bank (Green Rewards) | Gen Community | Retro Expo | Western Power Distribution |
| Bradford Metropolitan Borough Council | Green Energy UK | Rotherham MBC | Wilmott Dixon |
| Bristol Debt Advice Centre | Green European Free Alliance | RWE npower | Wind Ventures Ltd |
| British Gas | Greening Wingrove | Saint Gobain | Yorkshire Energy Services |
| Bryson Energy | H and A Mechanical Services Ltd | Saudi Aramco | Zenith Home |
| Bury Council | Help-Link UK Limited | ScottishPower Energy People Trust | |
| Calor Gas Ltd | Huddersfield Council | ScottishPower Energy Retail Ltd | |
| Carillion Energy Services Limited | InstaFoam and Fibre Limited | Sefton Metropolitan Borough Council | |
| Carmarthenshire Council | Isos Housing | SERS Limited | |
| Centrica | Isothane Ltd | Sheffield City Council | |
| Change Agents | Linthwaite Ltd trading as Gti | SIG Energy Management Ltd | |
| Comic Relief | Mark Group | Southern Gas Networks | |
| Community Foundation Tyne & Wear and Northumberland | Mitsubishi Electric Heating Systems | Spirotech UK Ltd | |
| Consumer Futures | National Grid Affordable Warmth Solutions | SSE PLC | |
| Conwy County Borough Council | NI Housing Executive | SSE Power Distribution | |
| Coventry City Council | NI Public Health Agency | The Atlantic Philanthropies | |
| Department of Energy and Climate Change | NIBE Energy Systems Limited | The Chopping Company | |
| E S Pipelines | North Tyneside Council | The Energy Savers Ltd/ | |
| E.ON UK | Northern Gas Networks | Airtight Solutions Ltd | |
| Ebico Ltd | Northern Power Grid | t[i]c Green Energy | |
| Ebico Trust | Ofgem Low Carbon Network Fund | The Green Group in the European Parliament | |
| EDF Energy | All-Party Parliamentary Fuel Poverty & Energy Efficiency Group | Track Training | |
| Electricity North West | Peabody Trust | UK Power Networks | |
| Engenera Power | Power NI | University of Ulster | |
| | | Utilita Group | |
| | | Warmer Energy Services Ltd | |

NEA thanks all organisations that remained committed members of NEA during 2013-14 and members of the general public who have made private donations to the charity. NEA also gratefully acknowledges everyone who continues to support us by using our training and consultancy services, and for providing equipment, material, resources, student placements, secondees and advice.

National Energy Action's Board of Trustees, Advisory Group and current staffing structure

| | | | |
|---|---|--|---|
| Advisory Group | City of Newcastle (until 23 July 2014) Carole Pitkeathley, Trustee Tessa Sayers, Trustee Claudia Webbe, Trustee (until 23 July 2014) | Rebecca Jones Project Development Co-ordinator Ian Hutchinson Training and Assessment Officer Stephen O'Brien Training and Assessment Officer Jimmy Pugh Project Development Co-ordinator Bethany Redley Project Development Co-ordinator Saleem Sheikh Project Development Co-ordinator Nicky Swetnam Project Development Co-ordinator Lesley Tudor-Snodin Project Development Co-ordinator Anwar Ul Haq Training and Assessment Officer | Ben Sayah Campaigns Co-ordinator Helen Stockton Senior Research and Policy Officer |
| (Honorary Positions Only - Not Directors of the Company or Officers of the Charity) | | | Directorate of Support Services: |
| President Charles Hendry MP | NEA staff list | | David Hall Commercial Accountant Louise Snaith Finance Manager Kevin Bell Finance Assistant Donna Collington Business Support Officer Karen Crawford Business Support Officer Tracy Norris Business Support Officer Fiona Robson Finance Assistant Lynsey Thompson Training Co-ordinator |
| Vice Presidents: David Green OBE Baroness Hilton of Eggardon Baroness Maddock of Christchurch Lord O'Neill of Clackmannan David Porter OBE Lord Shipley of Gosforth OBE Ruth Thompson OBE | Chief Executive's Office: Jenny Saunders OBE Chief Executive Audra Peacock Deputy Chief Executive and Programme Director Tracey Archer PA to the Chief Executive/Business Support Manager/Company Secretary | | |
| Members of the NEA Board of Trustees (Directors of National Energy Action) | Directorate of Development and Delivery: Peter Sumby Director of Development and Delivery Michael Hamer Technical Projects Manager Danni Crosland Project Development Manager Lorraine Donaldson Project Development Manager Malcolm Dove Project Development Manager Chris Ellis Training and Assessment Manager Colin Dunn Assistant Training & Assessment Manger Judy Best Project Development Co-ordinator Diane Bland Project Development Co-ordinator Paul Cartwright Project Development Co-ordinator Ciaran Cronnelly Project Development Co-ordinator Alan Jones Training and Education Officer | Directorate of External Affairs: Maria Wardrobe Director of External Affairs Peter Smith External Affairs Manager Jacqui Sirs Business and Partnerships Manager Sarah Wright Communications Manager Juliette Burroughs Policy, Research and Parliamentary Officer Jen Carruthers Jones Business and Partnerships Officer Nina Dunlavy Communications Officer Brian Hart External Affairs Officer Heather Haynes Business and Partnerships Officer Claire Henderson Communications Officer Nicola Jeavons Business and Partnerships Officer David Lynch Senior Research and Policy Officer | Northern Ireland: Patricia Austin Director (NEA Northern Ireland) Paul Wallace Development Manager Lucy Cochrane Project Co-ordinator (Maternity Cover) Angela Gracey Project Co-ordinator (Maternity Leave) Stephanie Ward Business Support Assistant |
| Chair: Patrick Law, Director of Corporate Affairs, Barratt Developments plc (to 23 July 2014) Derek Lickerish MBE (Board member from 14 May 2014, Chair from 23 July 2014) | | | Wales: Carole Morgan-Jones Director (NEA Cymru) Helen Roach Development Officer Ben Saltmarsh Training and Project Officer |
| Honorary Treasurer: Jim Kirby, Trustee | | | |
| Members: Beryl Balls, Trustee, NEA Alison Cole, Trustee David Crothers, Chair, NEA Northern Ireland Advisory Group (Northern Ireland) Claire Durkin, Trustee (from 14 May 2014) Richard Fraser, Chairman, Warm Zones cic (until 23 July 2014) Stephen Hodgson, Trustee, NEA Peter Holt, Trustee (until 23 July 2014) Wyn Jones OBE, Trustee Norman Kerr, Director, Energy Action Scotland Eugene Milne, Director of Public Health, | | | |



Action for Warm Homes

NEA is an independent charity. Registration No. 290511. Company Limited by guarantee. Registered in England No.1853927.
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