

National Energy Foundation

# Impact Report

24/25

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**This report brings together our impact, programme performance, and the voices of residents and staff who experienced it first-hand.**


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# Impact at a glance: 24/25

**21,496**
**homes helped** across all of our programmes.

**19,636**
**Warm and Well energy assessments** delivered to vulnerable residents by our trained staff.

**90**
**staff members** across the organisation.

**512**
**HERO Retrofit plans** delivered to residents by trained advisors.

**7,610**
**emergency fuel vouchers** distributed to vulnerable homes across England.

**£372,890**
worth of **emergency fuel vouchers** distributed to vulnerable homes.

**18,884,527**
**kg of lifetime $CO_2$ emissions reduced**.

**2,609**
**energy saving measures installed** in homes.

**£10,686,574**
**in lifetime energy bill savings** for residents after working with NEF.

# A note from our CEO

## Dave Evans
*CEO*

Once again, our expectations (and our view of what is 'normal' at NEF) have shifted in the last year. I hope this Impact Report reflects that. The scale of our current reach would have been unthinkable a couple of years ago. Yet here we are. Internally, I have a habit in our team meetings of reflecting on how far we've come, but I do so because it's important to recognise the hard work that has brought us here. This is not intended as a message of self-congratulation, because in truth there is so much more we must do.

Primarily, we are passionate about two things, and our focus as a charity must be on getting better in these areas:

**Continuing to support more households in fuel poverty than ever before. There is no sign things are getting easier for people so our support is essential.**

**Shaping retrofit programmes which will allow us to enable more households to be more energy-efficient, for the people who live in them and the planet around us.**

So, whilst I hope you find our impact numbers encouraging, we have a singular focus on doing more. What we are right now, who we are right now - just isn't enough. The interactions we have with vulnerable householders in fuel poverty are among the most important things we do. For some people, these conversations may be the only meaningful interaction they have that day. Even if they aren't, we can be pretty sure what we say and do, on those calls or during those visits, could be THE difference to them.

That is the difference we strive to make. And we cannot do it alone. Our funders, delivery partners, referrers, and stakeholders are essential. Without your support, we simply could not reach or adequately support those who need us most. So, firstly, thank you. Without you we'd be nothing. Secondly, please, help us build and help us do more. Get in touch, because together we can create homes where people can live warmer, healthier, and more energy-efficient lives.

Thank you,

Dave Evans







# A note from our Chair

## Jade Lewis
*Chair of the Board of Trustees*

It is my privilege to introduce this year's Impact Report, a celebration of the remarkable progress the National Energy Foundation (NEF) has achieved in 24/25. At the heart of our work is a powerful mission: to make homes warmer, healthier, and more energy-efficient, while supporting communities to take meaningful action on climate change. This year, NEF has reached 21,496 homes, helping residents save over £1,154,663 annually on their energy bills and reducing carbon emissions by 2,709,483 kg annually. This is an achievement that demonstrates the real-world difference our work is making at scale.

None of this would be possible without the dedication of our staff, the trust of our partners, and the generosity of our funders. Our network of over 1,800 referral partners, alongside organisations such as National Grid and UKPN, enables NEF to extend our reach and impact, ensuring support reaches those who need it most. From delivering HERO Retrofit plans to providing emergency fuel vouchers for vulnerable households, our initiatives combine practical action with compassion, giving families comfort, security, and control over their energy use.

NEF is also proud to lead in thought and innovation. Initiatives such as our Heat Pump Satisfaction survey provide vital evidence that helps dispel myths, build public confidence, and encourage the adoption of low-carbon technologies. At the same time, we are embedding sustainability within our own operations, pursuing ISO 14001 certification, the international standard for environmental management, modelling the behaviours we ask of others.

As we reflect on this year's achievements, we also look forward with optimism. Our refreshed Better Housing Better Health brand, the launch of the Retrofit One-Stop Shop model, and the expansion of our services into new regions demonstrate our ambition to reach even more households and communities. On behalf of the Board of Trustees, I want to extend my heartfelt thanks to everyone who makes this work possible: our staff, our partners, our funders, and the homeowners we support.

Thank you,

Jade Lewis



# Who we are

## We exist to end fuel poverty and enable low-carbon retrofit of UK homes.

Established in 1984, we are an **award-winning national charity** with decades of experience in offering fuel poverty intervention services and driving effective retrofit solutions. Through our Better Housing Better Health programme, **we've helped tens of thousands of households** struggling with fuel poverty.

## The situation

Fuel poverty remains a significant challenge across the UK, **affecting millions of households** who struggle to afford adequate heating and energy services. Rising energy prices, inefficient housing, and low incomes are the main drivers of this issue, leaving many people, particularly the elderly, vulnerable, and low-income families, at risk of cold, damp living conditions and poor health. The energy crisis in recent years has intensified the problem, with many households forced to **choose between heating and other essential expenses**. Fuel poverty not only impacts individuals but also places a strain on public health services and contributes to wider social inequalities.

Retrofitting homes, improving their energy efficiency through insulation, ventilation, and low-carbon heating systems, is seen as a key solution to tackling fuel poverty and reducing the UK's carbon emissions. However, **progress has been slow** due to a combination of high upfront costs, limited awareness, and gaps in funding and skilled labour. Government schemes like the Boiler Upgrade Scheme and local initiatives are helping to scale up retrofitting efforts, but **a more coordinated, long-term strategy is needed** to meet the UK's climate targets, and ensure that all homes are warm, affordable, and energy-efficient.

## Our solution

NEF is gearing up to make a serious impact by **accelerating domestic retrofit and tackling fuel poverty head-on**. Building on its long-standing heritage in low-energy housing and energy advice, NEF plans to scale up its whole-house retrofit programmes, enhance its installer network, and deepen partnerships with local authorities and communities. With this multi-pronged approach, we intend not only to improve building performance and reduce household emissions, but also to **ensure that retrofit reaches the people who are most vulnerable** to cold, damp homes and high energy bills.

NEF will also focus on **expanding its capability as a sector enabler and change-agent**. That means training and equipping people with the green skills and certifications they need to deliver high-quality fuel poverty support and retrofit across the UK. It will support new funding routes, work with councils to unlock retrofit in different tenures, and provide robust measurement and verification of outcomes so that the retrofit isn't just done, but done well and effectively.

### Key figures

- In England, **11%** of homes are classed as fuel poor*.
- UK fuel debt stands at **£4.43 billion**.
- The average EPC rating for homes in England and Wales is **D****.
- The average EPC score for homes in England and Wales is **60**.

** In England, a household is considered to be in fuel poverty under the Government's official Low Income Low Energy Efficiency (LILEE) metric if it lives in a property with an Energy Performance Certificate (EPC) rating of band D or below and, after housing costs, its remaining income falls below the poverty line.*
*** Energy Performance Certificates (EPCs) currently rate the energy efficiency of homes on a numerical scale from 1 to 100, with band C defined as a score of 69–80 under the existing methodology. UK Government policy aims to increase the number of homes achieving EPC band C or above by 2030, although the EPC framework is under review and may change before then.*



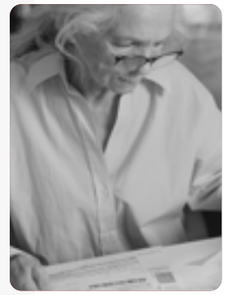


## National Energy Foundation
Key programmes

### Better Housing Better Health

Better Housing Better Health (BHBH) is a case management service that reduces and prevents fuel poverty while improving health outcomes for people and the planet. We provide a free energy advice helpline with trained staff who offer tailored support. Services include home visits, direct referrals to funding, and access to grants and financial assistance. Through our partner network we enable cross-referrals to ensure holistic support. With end-to-end customer management, we help deliver successful outcomes for residents affected by fuel poverty.

Learn more >



### SuperHomes

SuperHomes supports energy-conscious households committed to reducing their carbon footprint. We provide tools and guidance to help homeowners undertake effective retrofitting projects, while also raising awareness about the importance of retrofit and the need for wider change. With both Whole Home Retrofit Plans and lighter HERO Retrofit Plans delivered by qualified assessors, meaningful domestic retrofit progress becomes achievable in any community with our support.

Learn more >



# Our year at NEF

**This year was defined by scale, momentum and maturity across our impact, partnerships, people, sustainability and digital capability.**

## Massive impact

24/25 marked the NEF's greatest impact to date. Over the year, we supported **21,496 homes**, helping residents save a combined **£1,154,663** annually on their energy bills while reducing carbon emissions by **2,709,483 kg** annually. These achievements reflect not only the scale of our work but also the tangible difference we are making for people's lives and for the planet. By combining expert guidance, practical solutions, and community engagement, NEF continues to empower households to take meaningful action on energy efficiency and climate change.

## Partnerships

Strong partnerships are at the heart of our success, both with referral partners and funders. With more than **1,800 referral partners** and key supporters including **National Grid and UKPN**, NEF is uniquely positioned to extend its impact and reach even more households. These collaborations not only provide vital resources and expertise, but also help amplify our work. This enables us to deliver energy efficiency solutions at scale and continue driving meaningful change for communities across the UK in the years ahead.

## Local presence

Maintaining a strong local presence allowed us to build trust, deepen relationships, and deliver support that was responsive to local contexts. By working closely with community partners and drawing on local knowledge, we ensured our services were relevant, accessible, and aligned with community priorities. This approach strengthened engagement and enabled more effective, place-based outcomes.

## Flexible delivery models

We adopted flexible delivery models to reduce barriers to access, and better respond to the diverse needs of the people we support. By offering services across different formats, locations, and time frames, participants were able to reach out to us in ways that suited their circumstances, increasing participation and sustained engagement. This approach enabled us to reach individuals who may otherwise have been excluded by traditional delivery methods, while maintaining quality and consistency of outcomes.

## Digital infrastructure

A strong digital foundation is essential to delivering the most help possible. We're **investing in innovative technology** to ensure our teams have the right hardware and software to deliver greater impact with fewer resources. From **upgraded devices to AI-based systems**, these improvements help staff collaborate more easily, access the information they need, and deliver faster, more reliable service to the people we support. By strengthening our digital infrastructure, we're not just improving how we work. We're reaching more people who desperately need our help.

Help bring NEF's services to the people who need them most. **Partner with us to make it happen.**

**21,496**
**homes helped** across all of our programmes.

**30,189**
**resident calls answered** by our trained advisors.



**37**
**operating counties** across England.

**1,854**
**active referral partners** across England.

**2,609**
**energy saving measures** installed in homes.

**90**
**staff members** across the organisation.



**18,884,527**
**kg of lifetime $CO_2$ emissions reduced**.

**£10,686,574**
in **lifetime energy bill savings** for residents after working with NEF.

# Our year with BHBH

**In 24/25, BHBH took another leap forward, providing support to more homes in more counties than at any previous time.**

## Case numbers

Our effectiveness is measured by the tangible outcomes we deliver for the households we support. In 24/25, our BHBH service provided tailored advice, practical support, and interventions that help people stay warmer, healthier, and financially secure at home. Our highly trained advisors answered **30,189 calls** to our helpline, more than ever before. We also delivered **19,636 Warm and Well assessments** as part of our case management service, ensuring every resident receives the right support, at the right time, to meet their needs.

## Southwest expansion

Working in partnership with **Wales & West Utilities**, we were delighted to bring BHBH's expert advice and support to residents in **Cornwall and Devon** for the first time. This marks a major milestone for us, extending our reach into regions where tens of thousands of homes stand to benefit from our guidance. By combining local knowledge with our proven expertise in energy efficiency and home improvements, we are able to help more households improve comfort, reduce energy costs, and create healthier living environments, making a real difference across these new communities.

## Northeast expansion

We have also continued our expansion in the Northeast, working with **Northern Gas Network** in their Centres for Warmth. Our role is to provide key, energy efficiency advice to the most vulnerable residents in the local areas.

## Financial support

In 24/25, we delivered **7,610 emergency fuel vouchers, worth a total of £372,890**. These vouchers went directly to households facing acute hardship, enabling families to keep the lights on, cook meals, and stay warm during times when they otherwise might have struggled. This support is **carefully targeted at the most vulnerable homes**, ensuring that help reaches the people who need it most, precisely when they need it most. Beyond providing immediate relief, these vouchers offer families a measure of security and dignity, helping to ease the stress and worry that come with fuel poverty and supporting them to maintain safe, healthy, and functional homes throughout the year.

## Rebranding

Better Housing Better Health was pleased to introduce a refreshed logo, designed to be **more recognisable, more approachable, and more relevant** to households in fuel poverty. The stronger, more welcoming design, featuring an updated wordmark and symbol, has been created to better reflect the realities of the communities we support and to ensure our mission is immediately understood.

Help families escape fuel poverty. **Partner with us to bring vital support where it's needed most.**

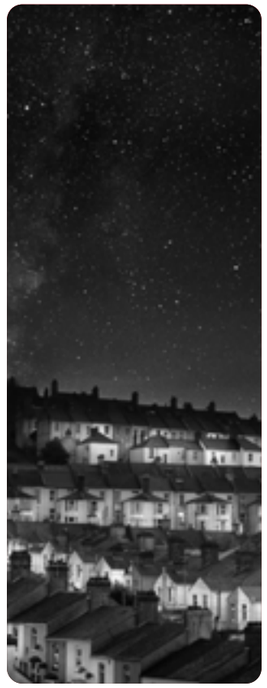




**7,610**
**emergency fuel vouchers** distributed to homes across England.

**£372,890**
worth of **emergency fuel vouchers** distributed to vulnerable homes.

**33,692**
**interventions offered** to vulnerable residents.



**135**
**training sessions** to front-line staff.

**1,861**
**front-line staff trained** at our training sessions.

**19,636**
**Warm and Well energy assessments** delivered to vulnerable residents by our trained staff.



**2,329**
**home visits** delivered to vulnerable homes.

**£1,154,663**
**annual resident energy bill savings** after working with NEF.



# Our year with SuperHomes

**SuperHomes supports UK homeowners with expert retrofit guidance, delivering energy-saving measures, innovation, and leadership.**

## New services

SuperHomes is proud to announce the development of its own **Retrofit One-Stop Shop model**, designed to make whole-house retrofit simpler, more accessible, and more effective for homeowners across the UK. Building on **years of experience and learning** from our national network of SuperHomes, this model provides a fully supported pathway from assessment and design, through to delivery. It brings together trusted partners, technical expertise, and a customer-focused approach, ensuring homeowners receive clear guidance and confidence at every stage of their retrofit journey.

## Greater impact

This year, SuperHomes has continued to make a tangible difference to households across the UK through its comprehensive retrofit support. We delivered **512 HERO Retrofit plans**, helping homeowners identify the most effective measures to improve comfort and reduce emissions. Our teams also replaced **763 boilers with modern, low-carbon heating systems** and **installed insulation in 921 homes**, reducing energy loss and improving year-round comfort. Taken together, these steps highlight SuperHomes' dedication to helping households create warmer, more efficient, climate-ready homes.

Help make energy-efficient homes a reality in our community. **Partner with us to fund a SuperHomes One-Stop Shop.**

## Thought leadership

SuperHomes also plays an active role in **shaping the national conversation around retrofitting and low-carbon living**. Through research, communications, and collaboration with partners, we are helping to deepen understanding of what retrofit means in practice, and to shift public perceptions from uncertainty to confidence. Our ongoing **Heat Pump Satisfaction survey** is one example of this leadership in action, with results due to be released in 2026. Insights from studies such as these are vital in dispelling myths, building trust, and encouraging wider adoption of low-carbon technologies. By sharing real-world evidence and homeowner experiences, SuperHomes helps to foster a more informed, inspired, and engaged retrofit community across the UK.

## Healthy homes

Our retrofitting service places a **strong focus on addressing damp and mould** while also reducing the risk of overheating in homes. A **whole-house approach** is used to improve ventilation, manage moisture, and enhance thermal performance, creating healthier indoor environments throughout the year. By carefully balancing insulation, airflow, and heat control, we help protect buildings from long-term damage and ensure homes remain comfortable, resilient, and safe for occupants in both colder and warmer conditions.

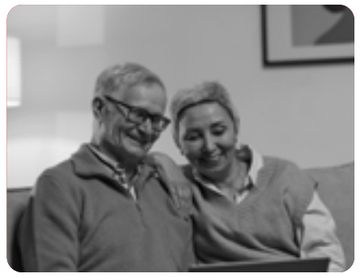




**512**
**HERO Retrofit plans** delivered to residents by trained advisors.

**921**
homes received **insulation upgrades** following our support.

**763**
**boilers replaced** with modern heating systems.



**64%**
people **feel warmer** after working with NEF.

**2,709,483**
**resident annual kg $CO_2$ emission reduction.**



Interested in getting your own HERO Retrofit Assessment? Book a consultation call today!

# Customer satisfaction

## Achieving outstanding customer satisfaction for Better Housing Better Health.



At NEF, **every interaction matters**. Resident satisfaction isn't just a responsibility, it's a core commitment that shapes how we work and the standards we uphold. The trust placed in us by residents, partners, and communities drives our determination to deliver support that is both meaningful and reliable.

To honour that commitment, we've invested in internal improvements that strengthen the way we communicate, respond, and provide practical assistance. By refining our processes and deepening our understanding of the resident journey, **we've enhanced the consistency and quality of our service**, particularly for those who rely on us most.

These efforts are already making a difference. **Residents are expressing greater confidence and satisfaction** in their interactions with us, and while we're proud of this progress, we recognise that improvement is ongoing. Every piece of feedback helps us evolve and stay focused on our mission: ensuring every resident feels heard, supported, and genuinely valued.

**Customer satisfaction is central to how we measure our impact**. As one of NEF's key performance indicators (KPIs), it provides a clear way to evaluate the effectiveness of our support and maintain the highest standards of care for the most vulnerable in society.

For the 24/25 delivery period, we are maintaining an average **customer satisfaction score of 98.4%** on Better Housing Better Health in partnership with UK Power Networks (UKPN). This achievement reflects the **dedication of our team and the strength of our collaboration with UKPN**. It directly informs how we refine our services. All surveys are completed directly by service users and independently verified by a third-party organisation, ensuring transparency and credibility in our results.

*"Leading, managing, and taking ownership of maintaining high customer satisfaction levels as part of our partnership with UKPN has been **a truly rewarding experience**. Each week, I review **positive, life-changing feedback** from vulnerable customers, which not only highlights the impact of our work, but informs my decisions to ensure the support we offer is tailored to residents' individual needs. This process helps us identify those who require additional assistance, enabling us to go above and beyond to support them. Collaborating with UKPN, an industry leader, has provided our team with opportunities to deliver exceptional customer service."*

**Kevin Habib**
National Energy Foundation
Senior Project Manager





# Resident success stories

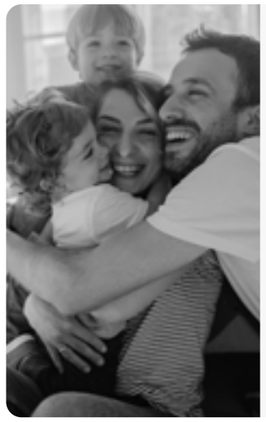
## These results reflect not just performance, but the lived experience of the people we support.



### Buckinghamshire

A Buckinghamshire resident found Better Housing Better Health online in August '24, and contacted us for boiler-replacement funding. Following assessment, he was found to be eligible for ECO Flex due to a medical condition. He also received tailored energy-saving advice and information on the Warm Home Discount. After referral to an installer on NEF's Supplier Network, he was approved for a boiler replacement and loft insulation. Following installation, he reported feeling much warmer at home and said he could tell the loft insulation was helping to retain heat. He would recommend BHBH and has already mentioned the service to neighbours.

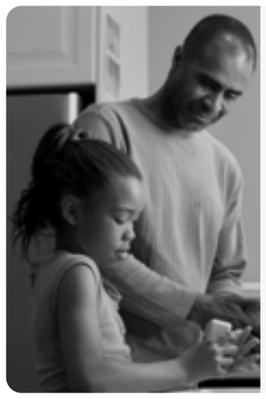
**Key outcome: 75,283 kWh of lifetime energy savings.**



### Warwickshire

A Warwickshire resident with multiple medical conditions affecting her mobility had lived for 14 years without heating and was also experiencing damp. Her roof was leaking, so we provided advice on who to contact for repairs. Occupational Health became involved to discuss bathroom adaptations, and she went through ECO Flex for loft insulation and for her boiler to be serviced and repaired. A referral partner at her health centre later fed back: "I saw Mrs H for the first time in ages today. She told me her heating is working and she has also had her loft insulated. She said she really appreciated the support you gave her."

**Key outcome: 13,950 kg of lifetime $CO_2$ savings.**



### Oxfordshire

Janakavtar contacted Better Housing Better Health service as his 16-year-old boiler was no longer safe to use. He'd been living without heating and hot water for five months over winter. He was signposted to us by his local authority after he'd tried going through ECO funding for a replacement. Although he looked fully eligible for ECO funding he was turned away as they found his income to be £80 over the annual threshold. Better Housing Better Health supported him in finding a certified installer and provided a grant to fully fund his boiler replacement.

**Key outcome: £5,273 of lifetime bill savings.**

# Resident feedback

## Behind every number in this report is a person, a household, and a lived experience.

*“We would like to thank you for your assistance in our time of need. We don’t consider it a handout; we consider it a hand up. With that in mind, we want to recognise people like yourself who are compassionate, professional, and genuine, who do not judge, and who show understanding and insight. It is for this reason that we wish to acknowledge and appreciate your support, and we thank you for all you have done. You have made the difference between heating and eating, and you have given us the means to stay afloat this month.”*

**Bedfordshire resident**

*“Your service is excellent. If I had better words, I would use them. I was struggling, and you helped make my life better. Your support lifted me out of a very difficult place, and I am truly grateful.”*

**West Midlands resident**

*“I just want to say a big thank you. Your help made it possible for us to get a boiler. My children and I are so grateful and honestly lost for words. We were so cold day and night, with no hot water for weeks. I also received the heated blanket and the heater. Thank you so much.”*

**London resident**

Help families escape fuel poverty. **Partner with us to bring vital support where it’s needed most.**

*“Thank you so much for visiting my home during the Better Housing Better Health appointment. I truly appreciate not only your time, but also your kindness, professionalism, and the respect you showed throughout the visit. Your generosity, compassion, and thoughtfulness meant a great deal to us, and your support has made a real difference. Please accept my sincere gratitude and heartfelt appreciation for all that you have done. Your help and guidance are invaluable.”*

**Oxfordshire resident**

*“Thanks so much. Stuart was a much-appreciated visitor, kind, knowledgeable, and full of sound advice. It was wonderful to feel that someone genuinely cares, instead of having to struggle alone all the time. Thank you for placing the orders for the items he identified as most helpful for me. I really hope they are approved, as I think they will make an enormous difference to me this winter. I look forward to hearing that they’ve been approved and are on their way. Thank you so much for all your help.”*

**Hertfordshire resident**

*“The customer service was excellent. The support was fantastic, and I’ve already told friends and neighbours about your wonderful work. Thank you!”*

**Oxfordshire resident**





# Staff feedback

## Our services are delivered by a hard-working, professional, and dedicated team.

*“I love working at NEF for so many reasons. First and foremost, the work is incredibly rewarding and fulfilling. Knowing that I get to be part of an organisation that positively impacts so many people, and often being directly involved in that, is something I feel very lucky to experience. Secondly, this is the happiest I’ve ever been in a job because the culture is fantastic. Management genuinely care about everyone as human beings, not just as employees. It’s clear that our welfare and well-being matter deeply, from Project Managers all the way to our Operations Director and CEO. Lastly, NEF is committed to helping us achieve our goals through professional development, consistently offering training and new opportunities. I truly love working at NEF, and everyone who knows me has commented on how happy and content I am in my role.”*

**Katherine Armstead**
Senior Project Officer

*“The National Energy Foundation is a supportive environment that encourages creativity in solving people’s energy challenges. We work to address the complexities of an often opaque energy system, making a real difference in people’s lives. It’s a diverse, impactful, and rewarding place to work.”*

**Sam Alston**
Project Officer

Opportunities available. **Learn more on our careers page.**

*“I joined NEF in March 2023, and from day one I’ve really enjoyed being part of such a supportive and friendly team. Everyone here is so lovely and genuinely cares about the work we do and about each other. It’s a great environment to learn, grow, and feel valued. I’m proud to be part of NEF!”*

**Mary Bona**
Administrator

*“My work at NEF promoting home retrofit is incredibly rewarding, as it offers benefits on so many levels, something I know from my own lived experience. When the advice we give leads to energy-efficiency improvements, it helps make homes healthier, more comfortable, better for the environment, and cheaper to run. Very few jobs offer such a broad opportunity to genuinely improve lives and well-being.”*

**Paul Ciniglio**
Head of Whole Home Retrofit

*“Working at NEF has helped me develop skills that will support me throughout my career. The team is driven, focused and genuinely passionate about helping those in need, creating an encouraging environment that supports growth. I’ve had the opportunity to take on meaningful responsibilities, learn from experienced colleagues and see real-world impact of our work.”*

**Chris Rawlings**
Head of Business Development

# Our funders

## District network operators

## Local authorities

## Independent organisations





# Learning and growing

**24/25 was a year of learning and growth, providing insights that will guide our future impact.**

### Deepening local presence

24/25 reinforced the value of a strong, visible local presence. While our on-the-ground engagement had meaningful impact, it is not yet enough to meet the full scale and complexity of need. Moving forward, we will invest in deeper local relationships, more community-based activity, and closer proximity to the homes we serve, making our support more responsive, trusted, and effective.



### Continuing digitisation

Our digital offer has been a key enabler of reach and consistency across the UK. This year highlighted opportunities to expand access and enhance the experience for existing users. We will continue developing our digital platforms to improve accessibility, usability, and impact, ensuring technology strengthens our overall delivery.



### Expanding partnerships

The importance of local and strategic partnerships in effective delivery can't be overstated. Collaborating with trusted local organisations enhanced our reach, cultural understanding, and responsiveness, improving both efficiency and impact. We will continue prioritising collaborative models that embed our work within local communities.



### Scaling responsibly

As demand for our services continues to grow, 24/25 highlighted the importance of scaling responsibly. Growth is most effective when underpinned by strong systems, skilled staff, and clear processes. We will apply this learning to ensure future expansion enhances quality rather than stretching capacity.



# Looking forward

## Alison Vickers
*Operations Director*

The past year has seen us expand our services into our largest geographic reach yet – the North East and South West of England. This has allowed us to **support more rural households than ever before** and has brought us more challenges to solve. This Impact Report shows how we have achieved this and illustrates the breadth of support we have offered. But what next?

We continue with our strategy to provide energy efficiency advice and support homes not only in England, but also in **Wales and Scotland**. We are now implementing plans to open Better Housing Better Health in Wales in April 2026. This will make a real difference to thousands of households in areas that have been underfunded to this point. We are extremely grateful to our partners **National Grid** who have allowed us to start planning this expansion and fully support our mission to keep households warm and well.

As well as this, we are moving forward our plans to combine both our fuel poverty service with our SuperHomes work to **create a true 'One-Stop Shop'**. This will mean anyone struggling to keep their home warm, or retrofitting their home, can contact a single, impartial source of information and support. This will enable us to **case manage any resident** with support and interventions available to improve their homes and their lives. The retrofit and energy advice market is saturated with conflicting advice and potential scams. We believe we have the answer and we hope to launch this new service next year.

We cannot support households with a variety of complex issues across the UK without the support of our partners who tirelessly work alongside us to support residents. We would like to **thank them here and look forward to continued collaboration** across the coming years. These include all the partners mentioned in this report and organisations such as: Citizens Advice, Age UK, Foodbanks, Community Fridges, Hospital Discharge Teams, and Fire & Rescue Services. There are too many to name here.

If you or your organisation would like to contribute to our mission or discuss setting up a project, please contact us at **info@nef.org.uk**. Our dedicated team will continue working with as many partners as possible to ensure households feel supported across the UK.

**Join us as we continue our mission.**







# Our ambitions

**24/25 was a highly successful year, but our targets for 25/26 are poised to deliver even greater support.**

**27,000**
**Warm and Well energy assessments** delivered to vulnerable residents by our trained staff.

**1,250**
**HERO Retrofit plans** delivered to residents by trained advisors.



**10,000**
**emergency fuel vouchers** distributed to vulnerable homes across England.

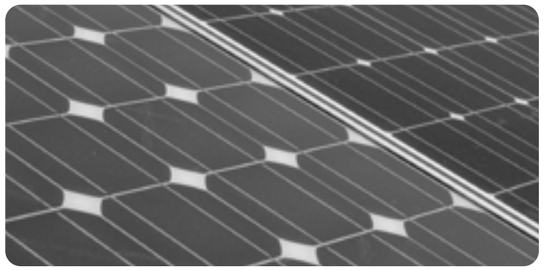
**£490,000**
worth of **emergency fuel vouchers** distributed to vulnerable homes across England.



**3**
new **delivery counties.**

**1**
new **delivery country.**

**3,000**
**energy saving measures** installed in homes.



National Energy Foundation