NATIONAL ENERGY FOUNDATION

Impact Report

2019-20

Welcome

from Liz Male, Chair of Trustees



While my personal connection with the National Energy Foundation goes back over 30 years, it is now my great privilege to chair the Board of Trustees and to see first hand the impacts achieved by this important charity. Energy efficiency, energy literacy and energy welfare are all critical areas for NEF, and become even more critical for society in the face of the climate emergency.

I am particularly proud that we have supported more than 1,000 households to live warmer, healthier and happier lives. This work includes leading the way establishing ECO Flexible Eligibility funding across multiple local authority areas in Buckinghamshire, Oxfordshire and London, facilitating over 700 energy efficiency installations. We will aim to double the number of households we support over the next two years.

Our work was recognised in 2019 when we won a record-breaking third Ashden Award for our involvement in the pioneering Energiesprong standard, which seeks to implement net zero energy refurbishments of hard to heat homes on a street-by-street basis. We have consistently promoted whole-house retrofit as a way to transform comfort in older homes.

These achievements took place in a year when NEF saw significant changes within the charity, including a move to new office premises, personnel changes and many big strategic discussions about how best to increase our impact for future years. Many of these things happened well before the COVID-19 pandemic, but the pace of change has accelerated even faster since then, including investment in new programmes and the recent appointment of new Trustees and our new chief executive, Dave Evans.

All this lays solid foundations for an incredibly busy and exciting period of growth ahead as we rise to the new challenges of 'building back better'. We will be working both to achieve green growth and to provide much needed support for fuel poor households hit badly by the economic impacts of the pandemic.

With that in mind, I am extremely pleased to announce that we will be relaunching our Superhomes programme which showcases whole-house low carbon retrofit,. We are also launching a new YouGen website shortly, which will help us build on the advice and guidance provided to hundreds of thousands of readers each year on the latest energy efficiency and renewable technologies.

None of this would have been possible without the wonderful NEF staff and volunteers who have worked so hard over the past year to ensure that all of our projects and services have been delivered to the highest standard. Without your dedication and commitment none of the successes and outputs featured in this report would have been possible. Thank you from us all.



Who we are

NATIONAL ENERGY FOUNDATION

We're an independent, national charity based in Milton Keynes, and have been at the forefront of improving the use of energy in buildings since 1988.

We aim to give people, organisations and government the knowledge, support and inspiration they need to understand and improve domestic housing stock to help tackle climate change and alleviate fuel poverty. Organisations trust our independent, comprehensive and cost-effective advice to improve all aspects of demand, generation and management of energy in existing buildings.

NEF is extremely proud to share this year's successes with you.

6.1 million
Kg of CO_2 saved
while supporting
1,200
vulerable households

Fuel poverty
1,800 interventions provided
£310k
capital grant
funding leveraged

ECO Flex
10 Local Authority schemes launched
451 installations of energy saving measures

- Delivering practical projects
- Identifying & addressing market failures
- Advancing knowledge
- Inspiring action

YouGen
over **600,000** website views
5,000 newsletter subscribers

Oxfordshire Cosy Homes
140 whole house RETROFIT plans delivered

Boiler cashback
3,268 boilers replaced
£523,800 Carbon Offset funding used
5,000 tonnes CO_2 saved

energy envoys
supported over **180** young people through their DofE

Cosy Homes Oxfordshire

Cosy Homes Oxfordshire (CHO) is a home retrofit service that aims to help homeowners live in cosier, healthier and more energy efficient homes. This is done through community engagement and the delivery of a Whole House Plan from a Retrofit coordinator who can obtain quotes and installs from trusted partners.

The other important aspect of the project has been the development of the supply chain. This has included free or subsidised training of Retrofit Coordinators and the recruitment of accredited installers to carry out the work.

The project is one of six Local Supply Chain Pilots for Encouraging High-Quality Retrofits being funded by BEIS (the Department for Business, Energy and Industrial Strategy) over a three year period. 2019-20 marked the end of the second year for CHO.

Project Partners: Low Carbon Hub (Lead Partner), RetrofitWorks and the National Energy Foundation

Contact Anna.Carlini@nef.org.uk or visit www.cosyhomesoxfordshire.org for more information.

Gawcott Fields Community Solar

A new community solar farm has been built at Gawcott Fields Farm, between Buckingham and Gawcott.

The 4.17 megawatt solar array is made up of over 16,000 solar panels and is expected to generate over 4 million kWh of renewable electricity each year. That's equivalent to the annual electricity consumption of around 1,000 homes!

The solar farm is owned by Gawcott Fields Community Solar Project, a professionally managed community interest company (CIC) that is run for the benefit of the local community. Surplus income generated by the sale of electricity (back to the national grid) has provided NEF with funding to deliver projects aimed at supporting fuel poor and vulnerable residents. The project that was delivered in collaboration with local Citizens Advice is estimated to have saved residents over £25,000 in fuel costs and identified over £160,000 of unclaimed benefits.



Contact caitlin.latimer@nef.org.uk for more information.

The Energy Envoys project is a volunteering opportunity provided by the National Energy Foundation for young people looking to complete the Volunteering section of their Bronze, Silver or Gold Duke of Edinburgh's Award.

The aim of the Energy Envoys scheme is to harness the energy and enthusiasm of young people and to help their local communities to use energy in buildings more wisely, save money and help save the planet.

Energy Envoys has **520** subscribers along with **2,667** users. Last year over **100** volunteers successfully completed their DofE Award and we have **87** current volunteers working on their projects.

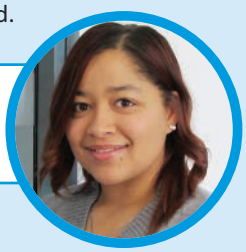


Contact Emma.Brooks@nef.org.uk for more information.

Milton Keynes Boiler Cashback Scheme

The Milton Keynes Council Carbon Offset Fund scheme had been in place since 2008. It has since gained a high reputation and is highlighted as a Best Practice example in the Mayor of London's Sustainable Design and Construction Supplementary Planning Guidance document. So far, it has achieved carbon savings totalling over 6,600 tonnes and has generated more than £1 million for carbon-saving projects.

The Boiler Cashback Scheme was launched in partnership with NEF in 2012 as an incentive to encourage residents to replace old inefficient boilers with new A-rated boilers, by offering a grant towards the cost of replacement. To date over 3,268 boilers have been replaced and 4,940 tonnes of CO_2 saved.



Contact Camille.Ruddle@nef.org.uk for more information.

The Better Housing Better Health Service

Better Housing Better Health (BHBH) has been commissioned by Local Authorities across Buckinghamshire and Oxfordshire to help keep residents warm and healthy in their own homes.

In a preventative approach to health and wellbeing, this free to use service focuses on improving an individual's domestic circumstances by providing access to specialist advice and local support schemes including grant funded energy efficiency improvements to their home. The service is aimed at residents with a health condition that can be negatively affected by living in a cold home and households with a low income who struggle to heat their home affordably.

BHBH supported more than **1,600** households during 2019/20 levering in over **£516k** in additional funding and savings to facilitate over **2,000** interventions.



The BHBH house warming pack

Case Study: meet Mr H



Mr. H lives alone and has a limited support network. He was referred to us by a local referral partner who had recently visited him at home and found that he was living in freezing conditions. Mr. H had old electric heaters in the property but struggled with the high costs of running them so rarely put on the heating, he said he only spent £25 per month on his heating. The property also had no cavity wall insulation and so it was no surprise that he was struggling to stay warm at home. Fortunately, Mr. H already had a gas connection to the property and so we started looking into the option of installing gas central heating as well as cavity wall insulation. As Mr. H had a low income and suffered from a long term health condition he was eligible for a nationwide pot of funding called ECO, change to as well as a local grant available through his local council.

This enabled fully funded cavity wall insulation, as well as the installation of gas central heating equivalent to over £7,900 of funding. Mr. H can now use gas to heat his home making it much more affordable on his limited budget. He can also heat his home to a better standard ensuring that he stays warm and well over winter.

Contact alison.vickers@nef.org.uk for more information or visit www.bhbh.org.uk



YouGen

YouGen is a platform that brings a public enthusiasm for renewable and efficient energy together with professional and highly recommended energy installers.

A trusted, award winning and independent advice service, our blog has hundreds of entries on all manner of green energy topics, and our installer directory allows would-be users of green and efficient energy technology to locate high quality companies in their area to help them achieve their goals.

The YouGen blog aims to make it easy for everyone to learn about, invest in and enjoy the benefits of saving and generating your own energy in your home or business. We provide practical information and advice on all aspects of energy efficiency and renewable energy and help the public find the right local installer across the UK.

YouGen currently has over **5,000** newsletter subscribers and **603,967** website views per year. The website will shortly be transformed and will become a user friendly platform with a modern outlook, suitable for mobile access.

Contact Anna.Carlini@nef.org.uk for more information or visit www.yougen.co.uk



Contact
Sandra.Hayes@nef.org.uk
for more information



Transition Zero & E=0 (Energiesprong)

Transition Zero was a European Union Horizon 2020-funded project, which aimed to establish the right market conditions for the wide-scale introduction of net zero energy (Energiesprong) homes across Europe.

Building on the success of Energiesprong in the Netherlands Transition Zero kick started Energiesprong refurbishments (backed by a 30-year guarantee & off-site manufacture) in the UK and France, using the social housing sector as a catalyst.

The first Energiesprong retrofits in the UK were carried out in Nottingham, and each home is saving about five tonnes of CO_2 per year. In June 2019 the NEF and Energiesprong UK were the joint winners of the UK Ashden Award for Sustainable Buildings, sharing a prize of £10k between them.



Receiving the UK Ashden Award for Sustainable Buildings



Big Energy Saving Network, Power Partners & Keep Warm MK

NEF was also successful in applying for additional funding from Citizens Advice (BESN), UK Power Networks (Power Partners) and a partnership formed by district network operators Western Power Distribution and Scotia Gas Network (Keep Warm MK) to deliver projects that complimented the work of the BHBH Service.

The additional resource enabled NEF to increase engagement and impacts on the BHBH target demographic through a combination of outreach events and frontline staff training sessions. NEF provided bespoke 1-2-1 advice to over 1,200 consumers and trained and additional 400 frontline referral partners to help with the identification of those most at risk.

NEF Supplier Network

The Energy Company Obligation (ECO) is a government energy efficiency scheme in place to help reduce carbon emissions and tackle fuel poverty. NEF is currently working with a consortium of Local Authorities to deliver the new 'Flexible Eligibility' or 'Flex' element of the scheme in their areas.

Flex enables Local Authorities to define their own qualification criteria for the scheme with guidance from OFGEM stating that it should be aimed at those on a low income and vulnerable to the negative effects of living in a cold home.

Installers wishing to access funding from ECO Flex to install energy efficiency measures have to request a 'declaration' from the relevant Local Authority evidencing that the identified households meets the criteria outlined. To support both installers and Local Authorities with this process NEF provide administration services and deliver the 'NEF Supplier Network' alongside the Better Housing Better Health Service. Before any installer can request a declaration from a Local Authority represented by NEF they must register for the Supplier Network and provide accreditations, certificates and insurance documents to demonstrate both competence and quality.

2019/20 was Y2 for the Supplier Network and provided some excellent results both financially and in terms of installs achieved:

In 2019/20 we have helped save...

12 million kgCO2

Households Identified 680

Local Authorities taking Part 10

'Approved' Suppliers Registered 18

£2.5m in lifetime energy savings

751 measures Installed

Over 88m lifetime kWh saved



How we can help **you**

We can help you to understand and improve domestic housing stock to help tackle climate change and alleviate fuel poverty. We do this through:



- **Delivering practical projects** – using our experience and technical expertise.
- **Inspiring action –** providing occupiers with the encouragement, advice and real-life examples to achieve better performing buildings.
- **Advancing knowledge** - supporting collaboration to drive forward the frontiers of knowledge, innovation and practice.
- **Identifying and addressing market failures** using evidence, analysis and ideas.



Services available include:

- **Frontline Warmth and Wellbeing support**
- **Grant Management**
- **Outreach and stakeholder engagement campaigns**
- **Fuel poverty, energy efficiency and retrofit expertise**
- **ECO Flexible eligibility management**
- **Partnership and supply chain development**



If you have any questions or would like to make an enquiry about our services please contact info@nef.org.uk or call 01908 665555.