

EBICO TRUST PROJECT REPORT Q2 (2015)

Summary

DHA (Direct Help and Advice) is delighted to report that the project funded by the Ebico Trust is developing as per application and exceeding all targeted outcomes. The project offering free energy efficiency advice to residents in the Erewash area is building on the strong foundations put in place during outcomes submitted in the first quarter report.

Current Service Delivery

During this reporting period service delivery has been substantially greater than quarter one. One to one home visits are the core work being delivered by the Energy Efficiency Coordinator. Many clients require advice with more than one issue relating to energy efficiency eg billing advice and how to use heating systems. A number of clients also require more than one visit, especially when dealing with energy debt issues.

Networking and forging links with local organisations as outlined in our previous report has resulted in the following;

- 9 households receiving a home visit
- 25 residents benefiting from the advice given

The partnership with Erewash Citizen's Advice Bureau continues to deliver Health, Wealth and Wellbeing events. 2 successful events were delivered during the Quarter 2 period;

- 2 events
- 4 pre booked home visits plus
- 37 households (63 residents) 'dropped in'

Totalling

- 41 households being given advice and 68 residents benefitting from that advice.

The picture below is of one of the events which took place on the Market Place in Long Eaton.



A variety of outcomes have been achieved but the most common are applications for the Warm Home Discount (20 households) and tariff switching. Amounts saved on switching supplier vary from £120 to £205.

The Energy Efficiency Coordinator delivered 3 summer events at local Children’s Centres. These were well attended by the local community who fully engaged with the services on offer. A total of 53 households (169 residents), predominately families, engaged with the Energy Efficiency Coordinator and took away relevant information. All 3 centres are located in areas categorised as being in deprivation within the borough of Erewash (Cotmanhay, Sandiacre South and Derby Rd East)

BUILDING PARTNERSHIPS

The project’s success relies on trusted partnership work with other organisations, which is fundamental to meeting, if not over achieving funded outcomes in meeting client demand. With that in mind the Coordinator has continued to cement those relationships outlined in the Quarter 1 report plus met with in quarter 2;

- Derby City First Contact – this service is based in the community hospital and is running a Warmth for Wellbeing project. However, this project can only help residents who live in Derby City. The project is well known within the hospital but health professionals struggle to find comparable help for those who live outside the projects area. Referrals relating to residents in the Erewash area will now come to the DHA project
- Derbyshire Fire and Rescue. This has resulted in the production of a simple information booklet (a copy of which was emailed to Marko on the 29th September) for use by their Community Safety Officers, 13 of whom received a briefing/training on energy efficiency and fuel poverty from the DHA

Energy Efficiency Coordinator. Referrals from their ICE campaign will be made to the DHA project. The ICE campaign is working with older people and aims to increase independence and self care, lower risk of cold related illness and empower them to take positive actions.

CASE STUDIES

Case Study C

LR is living in a private rented property with her daughter, daughter's partner, granddaughter and son. She is also not in work. She first contacted the Energy Efficiency Coordinator 2 days before a warrant was due to be served over outstanding fuel debt. The Coordinator visited LR immediately and discovered there was an energy debt of £1,204. LR was more concerned with doubting the validity of the debt than talking to the fuel company. The Coordinator contacted the fuel company concerned and opened a dialogue between the 2 parties. As a result the impending warrant was rescinded. The Coordinator was also able to go through the sequence of events with LR which had led to her current situation. By negotiation with the energy company the Coordinator was able to reduce the rate of recovery on the meter and inform them the household is classed as vulnerable due to the age of her grandchild. The energy company accepted an application for the Warm Home Discount and transferred her to their standard electricity tariff as there is no need for her to be on Economy 7 and this is being back dated to when the prepayment meter was installed. LR is being encouraged by the Coordinator to make a Trust Fund application to address her outstanding debts and the Coordinator will assist her with this.

Case Study D

Mr G, a pensioner, contacted the project because he was frustrated at the lack of action been taken by his energy provider in relation to billing him for electricity. He moved into his property at the beginning of the year and requested a change of meters to credit from prepayment. This was carried out in January. From then, until when he came to DHA he was not billed for his electricity use despite numerous attempts to get his energy provider to do so. After 6 months of no bill Mr G was becoming extremely concerned about the debt he was accumulating. He was also concerned that as a result of the protracted confusion he wasn't receiving his dual fuel discount. The Coordinator visited Mr G and took meter readings, meter point reference numbers and his diary of contact with his energy company. The Coordinator contacted customer services, who had difficulty tracing the meter but was promised a call back. This never happened. As a result a complaint was raised and the energy company clearly informed that the Coordinator would be taking it to the Ombudsman if the statutory deadline wasn't met. With one day to go the issue was resolved and the Coordinator negotiated £100 in compensation for Mr G. Mr G is now being assisted by the Coordinator to switch energy suppliers

CONCLUSION

DHA would like to thank Ebico Trust for supporting DHA's energy efficiency project in an area of need. It has enabled us to offer a fully inclusive project to the residents of Erewash, especially those unable to get into advice centres.