



### End of project impact report

Grant Awarded: £5,000

Date Awarded: October 2016

#### Organisation Details

Name: Yorkshire Energy Doctor CIC

Address:

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Postcode:

#### Project Details

Project Title / Description: Energy Doctor Roadshow

The provision of energy advice to Eastern CEF residents

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Contact Name: Kate Urwin Tel:

**IMPACT REPORT FOR PERIOD January 2017 TO April 2018**

**Q1 In no more than 500 words please outline the key outcomes of your project.**

The aim of our project was to help residents in the Eastern CEF area to save money on their energy bills and, by doing so, be better able to afford their heating costs and be warmer in their homes. We also aimed to help deal with any questions or problems with energy bills that may be causing unnecessary stress and worry to residents. By working with Parish Councils and other local organisations, as well as by publicising support on local Facebook pages and in village newsletters, we have achieved our objective in delivering advice to households across the Eastern CEF area. We have run drop-in events at community venues (e.g. Barlby, North Duffield, Skipwith, Riccall), attended local coffee mornings (e.g. Hemingbrough, Osgodby, Riccall, Stillingfleet, Thorganby, Wistow, Kelfield), had a stand at Kelfield Village Fete and at other venues such as Escrick Tea Shop, and attended Parish Council meetings (e.g. Cliffe). We have helped Kelfield Village Institute to cut their annual electric bill by £250 and have taken referrals for a significant number of home visits to vulnerable residents in the area who have wanted one-to-one support.

In total we have reached 241 residents through this project and saved households £12,977 by:

Switching tariff or energy supplier = £7,833

Warm Home Discount applications = £1,540

Installing water meter or helping to access other help with water bills = £1,205

Debt write-off (energy & water) = £2,399

These are only the people we directly helped to take these actions, there may be other people who received advice at one of our events and then acted on it themselves.

**Q2 In no more than 500 words please demonstrate how the project has met the Community Development Plan objectives that were identified in the original application for funding.**

Our project aimed to meet the following Community Development Plan objectives:

- Encourage information sharing between communities, activities and organisations
- Abolish loneliness
- Support our villages to provide a vibrant range of activities

We contacted all Parish Councils to tell them about this project and attended a range of local groups and activities to make residents aware of our service and the benefits it can bring. We took the service to local residents rather than them having to come to us which made our advice accessible to everyone, irrespective of circumstances or whether people have transport. It also enabled us to reach residents who may not have ever thought about getting advice on their energy bills, who wouldn't have known what help was available, and/or who wouldn't have actively sought it out. There is a level of distrust around energy-related services so going into villages, talking to people, allowing them to put a face to a name and explaining exactly what the service is all about is vital to building relationships and ultimately to promoting uptake of the support. Many of the home visits we did were to elderly residents who live alone and who had worries about dealing with their energy bills, we were able to support people with getting the best deal on their energy and have reassured all that they can get back in touch again in the future if needed. Making connections with residents also enabled us to check if there is any other advice they required so, for example, we made a number of referrals to the Fire Service for smoke alarms and into the Ex Forces project for support for older veterans. We helped one community building with their energy costs and managing these is an important contribution towards ongoing sustainability of vital local venues.

**Q3 In no more than 250 words please give details of any additional benefits or objectives that the project has met that were not anticipated/ outlined in the original application for funding.**

Several people who we advised early in the project have since come back to us for additional advice and they have the confidence now to make sure they are getting the best deal on their energy on an ongoing annual basis. In addition to directly engaging residents, the project has helped us to promote our service locally and we have become better known as an organisation. As a result we continue to take word of mouth referrals that we can now pick up through some of our other funded projects so residents continue to benefit. Through community events we have also been able to signpost people to other projects so, for example, 5 local residents in the Eastern CEF area have benefited from support through the Ex Forces Support North Yorkshire project for older veterans. This has all been made possible by having this funding to get out into the villages to directly engage residents.

As an example of the support we gave to one resident:

A lady owed Yorkshire Water £1,542. She had got into difficulties due to changes to her benefits and challenges posed by mental health issues. We firstly applied to Yorkshire Water's Water Support scheme for households on a low income, this was backdated and reduced her debt by £649 and will also save her £147 every year going forward. We then applied to the Yorkshire Water Community Trust which provided her with a grant of £750 towards her water arrears and to Npower for the Warm Home Discount to get her £140 towards her electricity. Finally we helped her to change her electricity tariff which saved £105 per year. Total savings = £1,791.



**Any other comments on the project and its success:**

Before this project only around 11% of the residents we had supported in the Selby District were from the Eastern CEF area. This project has enabled us to address this by specifically targeting support within villages in this area and we are really pleased with the level of actual savings that we have been able to make for people.