



Grant Awarded: £4,914

Date Awarded: January 2017

Organisation Details

Name: Yorkshire Energy Doctor CIC

Address:

Postcode:

Project Details

Project Title / Description: Re-energised roadshows (On Tour with the Southern CEF)

Contact Name: Kate Urwin Tel:



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

In the past, uptake of our service in the Southern CEF area has been much lower than other parts of the Selby District. This may be because it is a very rural area which makes it 1) harder for residents to access the drop-in sessions and community outreach events that we often run in towns and larger villages and 2) less likely that residents are linked into local services. Through this project we have worked with Selby District Vision to go into all 26 villages in the Southern CEF area to provide information on reducing energy bills and reducing the risk of unnecessary blindness. Our engagement activities are shown below:

Village	Activity	Village	Activity
Balne	Mobile Library	Hirst Courtney	Leaflets to all households
Beal	Community Café	Kellington	Community Café & home visits
Burn	Local Pub, Church & gliding club promotion	Kirk Smeaton	Mobile Library
Camblesforth	Social Club & home visits	Little Smeaton	Mobile Library
Carlton	Wednesday Club & home visits	Long Drax	Leaflets to all households
Chapel Haddlesey	Primary school summer fair	Newland	Leaflets to all households
Cridling Stubbs	Leaflets to all households	Stapleton	Leaflets to all households
Drax	AgeUK group	Stubbs Walden	Leaflets to all households
Eggbrough	Mobile Library & Horton Housing Community Café & home visits	Temple Hirst	Leaflets to all households & home visit
Gateforth	Leaflets to all households	Thorpe Willoughby	Over 50s group, School Fair & home visits
Hambleton	Horton Housing Community Cafe & home visits & home visits	West Haddlesey	Primary school summer fair
Heck	Leaflets to all households & home visits	Whitley	Coffee morning/PC meeting/targeted leaflets & home visits
Hensall	Over 60s group & home visits	Womersley	Afternoon tea group

All villages: Information sent to all Parish Councils



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.

1) Helping people save money and, by doing so, be better able to afford their heating costs and be warmer in their homes

We aimed to tackle cold homes which cause poor physical and mental health and can exacerbate existing health conditions. We also wanted to help deal with questions around energy bills and problems with suppliers that can cause significant stress and worry to residents. In total we helped residents to save £7,791 by:

- switching energy supplier or tariff (£3,994)
- applying for the Warm Home Discount (£700)
- clearing energy debts (£3,097)

These are only the people who we directed supported with taking action. We talked to over 100 people through our community events, disseminating information and giving advice to residents, some of whom we would like to think would have then taken action themselves. As an example of exactly how important it is to go out to villages and tell people about the services available – when a lady had a problem with her boiler which had resulted in no heating for a week and a serious risk to her health and wellbeing, she had our details to ring from one of our community events. It just so happened that we knew of a scheme at the time that we could refer her into which supported vulnerable residents with emergency heating repairs. Within a few weeks the company had visited her and fitted a new boiler free of charge.

2) Tackling loneliness and isolation

The main benefit of the project was that we could bring our service to local residents rather than them having to come to us, thus it made our advice accessible to all residents, irrespective of their circumstances or whether they have transport. Having the flexibility to deliver a range of engagement activities also allowed us to respond to the size and needs of different villages and we were able to get information out to households in some of the smallest villages who are likely to often miss out or not hear about services.

3) Developing the CEF

All of our publicity flyers and our A4 information sheet that went through doors were jointly branded with our logo, that of Selby District Vision and that of the CEF, highlighting the fact that the project had been made possible thanks to funding from the Southern CEF.

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.

In addition to getting out to each village and engaging over 100 local residents, we have seen real financial savings, directly helping residents save £7,791 through the engagement activities provided through this project. Many more have been provided with useful tips and information so that they can take actions such as switching energy supplier or getting a water meter installed themselves if they want to.

Examples of help provided:

- 1) A young man in Kellington was referred to us for help with his EDF energy arrears, he hadn't realised that energy bills could be estimated and when the company read his meter after 18 months he was left with a bill for £278 which he had no way of paying. We applied to the EDF Energy Trust Fund which agreed to clear this bill for him. We also got him the £140 Warm Home Discount and advised him about reading his meter going forwards.
- 2) We visited an elderly gentleman in Heck who had heard about the project and who relied upon electric storage heaters. He had extremely high electricity bills but had never reviewed his tariff. We helped him to change supplier, saving £715.
- 3) We did 2 follow-up home visits to ladies that attended the Hensall Over 60s group, both of whom wanted to look at changing their energy supplier. We helped both to do this, saving £701 between them



Any other comments on the project and its success:

Delivering the project in partnership with Selby District Vision has worked really well, our work complements each other and we have been able to use the different triggers of interest to then engage residents with the other respective service. Where possible we have aimed to link in with existing groups and activities being run in Southern CEF villages and the organisers of these have been receptive to us giving separate talks and/or providing information to their members. It has at times been challenging to engage with some of the smaller villages - there are several with less than 50 households so in the absence of a community venue or focal meeting point we decided to put a double-sided information sheet through the doors of all households in these villages. This has enabled us to reach these residents when we may otherwise never have had contact with them.