

End of project impact report

Grant Awarded: £4,949

Date Awarded: March 2018

Organisation Details

Name: Yorkshire Energy Doctor CIC

Address: _10 Danes Court_____

_____Riccall

Postcode: YO19 6NP_____

Project Details

Project Title / Description: _____

___ **Tadcaster and Villages Community Energy Ambassadors**

Contact Name: _Kate Urwin_____ Tel: 01757 249100_____

IMPACT REPORT FOR PERIOD __ Oct 2018 _____ **TO** __ March 2019 _____

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

Over winter 2018/19 we ran two Community Energy Ambassadors training courses. The first course started on 6th November 2018 and the second on 24th January 2019. Both ran for 5 weeks and were held at Rosemary House in Tadcaster. In total we had 16 people attend across the two courses, these included individuals representing Tadcaster Library, the Town Council, Tadcrafters, Selby & District Disability Action Group, Tadcaster & Rural CIC, WEA and the Kelcbar Centre, as well as local residents. The course covered issues around debunking myths around energy use, understanding how much appliances cost to run, heating types and fuel poverty in the Selby District, understanding energy bills, switching energy supplier, renewable energy technologies, and schemes available to help residents with their energy bills and heating.

Feedback collated from the attendees showed that:

- Knowledge around energy increased from 2.3/5 before the course to 4.7/5 after the course
- Course content was rated at 4.9/5 and 100% of attendees would recommend the course to others
- Nearly 80% of attendees had already spoken to friends, family members or colleagues about some of the topics we covered throughout the period of the course. On average they had shared information with 4 other people, thus reaching an extra 50 people through the project

During the session on energy bills and switching, attendees brought in their own energy bills and we reviewed their tariffs. Actual savings were generated of £2,209 just from people on the course switching their own energy supplier or tariff. This was a vital part of the course as, by going through the process themselves, attendees are much better equipped to then talk to others, to be able to share their own experience, and to allay any fears.

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 met Community Development Plan objectives in terms of:

- *Education:* We have provided an opportunity for local residents and key community anchors to gain in-depth knowledge on energy efficiency in the home and to develop skills in providing advice to other people.
- *Community:* This funding has supported the development of ourselves as an organisation and strengthened the links and networks that we have in Tadcaster. Going forward the project will enable advice and support to be cascaded further afield via community groups and through informal social networks that the attendees all have. Additionally, next winter we will be looking to organise some energy-specific advice sessions in Tadcaster via some of the groups that had representatives on the course.
- *Health and well-being:* Ultimately the main aim of supporting residents with their energy costs is to ensure that everyone can afford to heat their homes to a comfortable and safe temperature, and to minimise the stress and anxiety that energy bills can cause. We hope that now we will reach more vulnerable residents in the Tadcaster area, both directly through advice sessions and referrals, and indirectly through the advice and information shared by the Energy Ambassadors amongst their own networks.

Unfortunately we didn't have anyone attending from groups or Parish Councils in any of the surrounding villages. Information was emailed to all the Parish Councils a couple of times, posters sent in the post by noticeboards etc and key local groups contacted but, despite this, the majority of attendees were Tadcaster based.

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.

We were really pleased to have such a good mix of people attend the course who were very positive and engaged with the topic. It was also great to see how willing people were to make changes themselves and the savings of £2,209 just through the energy switching done by participants on the course was very satisfying. It does however also show just what the potential is for local residents to save themselves money. It was also positive to have three requests from attendees to go and visit other people they knew in Tadcaster which we were able to follow up on through this project, two of whom were elderly who needed help with switching and one was a resident in energy arrears.

Feedback comments:

"A very informative course made a potentially boring subject fun"

"Absolutely faultless and fantastic! Thoroughly enjoyed it. It was so highly informative and also I have saved over £200 a year which is excellent"

"I thought I was already quite energy savvy but I learnt quite a few new things!"

"Surprised at how much fun this was. Thoroughly enjoyed, managed to save money, will recommend"

"I was shocked to say the least when I discovered that my fuel provider was offering a considerable discount to 'online' customers opposed to myself who doesn't own a computer. As a pensioner I felt this was an element of discrimination. I passed on these comments to my fuel provider at the time"

"Thank you both for an excellent course"

Any other comments on the project and its success:

Thank you to the Tadcaster and Villages Community Engagement Forum for funding these two courses and to everyone who attended for your positive engagement and energy!



We look forward to identifying possible opportunities to run some energy advice sessions next winter in Tadcaster in conjunction with some of the Energy Ambassadors – in this way we can reach and help more local residents.