LEAP - Local Energy Advice Partnership

Local Referral Network Briefing
Today you’re going to learn about the LEAP service, what it is and how you will be involved as a LEAP referrer.

LEAP has been operating very successfully in partnership with local councils and housing associations across the UK since Jan 2017, with great resident feedback.

After this session you should:

- Feel equipped to make referrals yourself
- Have all you need to spread the word to colleagues and enable them to become LEAP referrers

We want to make sure that LEAP works well for local residents.....

So please chip in with your thoughts, ideas and any questions you may have!
Referrers are the lifeblood of LEAP. Today we need you, as a referrer, to take away three key things

➢ **What is LEAP?** When you refer a household into the LEAP service, what will they get? How do you describe it to a household?

➢ **Who is eligible?** What types of households will benefit most from the LEAP service?

➢ **How do I refer?** What are the three ways that I can refer a household into LEAP? Is it important to get their consent before referring?

**THAT’S ALL!**
What is LEAP?
LEAP provides a wide range of services to vulnerable residents

➢ LEAP is a **free** energy and money saving service providing help and support to vulnerable residents

➢ The LEAP service is provided in partnership with Councils and Housing Associations

➢ LEAP provides **simple energy efficiency measures**, energy saving advice, help to **switch tariffs** and to identify **new income and benefits**

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Winner of the Best Residential Engagement Programme at the SHIFT Awards 2017

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[www.applyforleap.org.uk](http://www.applyforleap.org.uk)  
CALL FREEPHONE 0800 060 7567  
[support@applyforleap.org.uk](mailto:support@applyforleap.org.uk)
LEAP is spreading quickly around the country and, with extra funding, is opening in several new areas for winter 2018/19

- **Funding so far** has enabled LEAP to handle ~15,000 referrals
- **Over 90** Local Authority / housing association partners nationally
- We’re working with nearly **700** active referrers – the lifeblood of LEAP
- Great delivery progress – in the 2017/18 winter:
  - **6,980** home visits completed
  - **90+** referrals a day
  - **Over 50,000** small measures installed
  - **38%** of clients referred for income maximisation
LEAP is a fuel poverty / energy efficiency programme delivered in the homes of those that most need help

Who’s paying for LEAP?

LEAP is completely funded by energy suppliers under Warm Home Discount Industry Initiatives. **Five suppliers** are funding LEAP this winter:
- SSE, Scottish Power, First Utility, British Gas and Co-operative Energy

**All five energy companies have committed funding for the next three years to March 2021, which means we can plan ahead with confidence**

Who’s benefiting from LEAP?

LEAP is available to residents of any **tenure** provided the householder meets our eligibility criteria:
- **Owner occupiers**
- **Private tenants**
- **Social tenants**

LEAP is a holistic fuel poverty intervention, focusing on energy efficiency AND income maximisation.

**Helping to make it affordable to stay warm in winter**
LEAP is a **free-of-charge** support service offered to fuel poor and vulnerable households at a local level.

You help us find the people locally that would benefit – LEAP does the rest.
LEAP is a **free-of-charge** support service offered to fuel poor and vulnerable households at a local level.
Who is eligible for LEAP?
Eligibility is broad as possible so we can reach a wide variety of people. Any one item below means household is eligible

### Health & Vulnerability Criteria

- **Long Term Health Conditions**
  - Cardiovascular condition (incl. coronary heart disease, stroke, hypertension, transient ischemic attack)
  - Respiratory condition (incl. COPD, asthma)
  - Neurological or neurobiological condition (incl. dementia, Parkinson’s disease, MS, epilepsy, fibromyalgia, ME)
  - Musculoskeletal conditions (incl. arthritis, limited mobility, recently attended hospital due to a fall)
  - Blood conditions (incl. Sickle cell disease, thalassemia)
  - Cancer
  - Moderate to severe mental illness (incl. schizophrenia bipolar disorder and depression where receiving regular treatment)
  - Severe learning disabilities
  - Autoimmune or immunodeficiency diseases (eg lupus, diabetes, HIV)
  - Terminally ill
  - Other illness exacerbated by cold (confirmed by GP)
  - Entitled to free prescriptions where otherwise chargeable

- **Vulnerability**
  - Victim of domestic violence
  - Recent bereavement
  - Moving in and out of homelessness
  - Recent immigrant or asylum seeker
  - Physical or sensory disability

### Income and Benefits Criteria

- **Employment and Support Allowance**
- **Jobseeker’s Allowance**
- **Income Support**
- **Pension Credit**
- **Child Tax Credit / Working Tax Credit**
- **Universal credit**
- **Child benefit**
- **Carer’s Allowance**
- **Housing Benefit or Council Tax Reduction**
- **A Disability Benefit (incl. Attendance Allowance, DLA, PIP)**
- **MoD administered benefits**

#### Income

- Not more than that shown in the LEAP income matrix below

<table>
<thead>
<tr>
<th>Household</th>
<th>Number of children or households under 18 in the household</th>
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<td></td>
<td>0</td>
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<tr>
<td>One Adult</td>
<td>£14,250</td>
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<tr>
<td>Two Adults</td>
<td>£21,780</td>
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#### Pre-qualified by other programmes

- ECO-Flex council Declaration (excluding in-fill)
- On the Priority Services Register of partner supplier
- Core Group WHD recipient (confirmed by DWP letter)
- Broader Group recipient referred by partner supplier
- In persistent energy debt and referred by their energy supplier
What do the Home Energy Advisors (HEAs) do?
Home Energy Advisors (HEAs) are trained to install simple energy efficiency measures, and we supply them with high quality stock. Simple Measures are installed during the home visit in over 80% of cases:

- Draught-proofing (windows, doors, letterbox)
- Chimney balloons
- Hot water cylinder jacket
- LED lamps
- Radiator panels
- TV standby plug
- Shower aerator
• Switching energy suppliers has proven to be one of the biggest sources of savings for LEAP residents
• We have a dedicated LEAP energy price comparison service, accredited by Ofgem, which compares all tariffs in the market
• All home visitors are fully trained in helping households with their energy tariff

HEAs use the impartial LEAP Energy Price Comparison Site to support residents to compare tariffs and switch supplier
Householders are encouraged to make some energy saving pledges which will help them save money on their energy bills.

- Our HEAs are all trained to explain each of these actions and encourage the household to commit to giving them a go.
- The Action Plan is recorded on their Visit Information Pack which is left with them at the end of the visit.

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**Your Energy Saving Action Plan**

- **Wash clothes at 30°C**
  Reducing the temperature of your wash from 40°C to 30°C could save you 40% less. A cooler wash helps keep clothes looking newer for longer.

- **Avoid using standby on electrical devices**
  Devices on standby mode can use almost as much energy as when they are being used. To help with this we have standby power plugs which turn devices off from your remote.

- **Only boil as much water as needed**
  Two thirds of people overfill their kettle, often boiling twice as much as needed. Boiling only as much as you need means your kettle will boil quicker too.

- **Reduce showering time by one minute**
  Showers are some of the most energy hungry appliances in our homes. Reducing the amount of time you are in the shower will help you save energy and water.

- **Replace one bath a week with a shower**
  Baths use up far more water than showers (about two and a half times more). Showers are even more efficient if you use a shower sensor.

- **Dry clothes outside**
  Tumble dryers are amongst the most energy intensive appliances in the home. Drying clothes outside could reduce the amount of condensation in your home and can help reduce issues with damp and mould.

- **Wash up in a bowl rather than the sink**
  A washing up bowl takes less water to fill which will save you money.

- **Maximise washing loads**
  Ensuring that your washing machine or dishwasher is always full before you put it on means you’ll have to do fewer washes. These appliances use the same amount of energy regardless of how full they are.

- **Turn the thermostat down by one degree**
  This could reduce your heating bill by up to 10%. You can use thermostats and Thermostatic Radiator Valves (TRVs) to keep the rooms you use most warm while saving energy.
What is the **income maximisation** phone service? It’s delivered by a specialist CIC called IncomeMAX

- The advice and support they provide makes a real and lasting difference to people’s lives – it has high SOCIAL IMPACT
- An award winning and trusted Community Interest Company, they work with customers through an innovative partnership network, which currently includes EDF Energy, Nationwide Building Society, SSE, Southern Water, The Debt Counsellors….and LEAP

<table>
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<tr>
<th>Increase household income</th>
<th>Take control of Bills</th>
<th>Deal with Debt</th>
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<tr>
<td>IncomeMAX finds millions of pounds of unclaimed benefits, grants and other financial help for households each year</td>
<td>IncomeMAX knows what help is available for essential bills like energy, water, rent, mortgage and council tax</td>
<td>IncomeMAX can help households regain financial freedom and stay in control of finances in good times and bad</td>
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Here are a couple of householder feedbacks we’ve received recently after using this service:

**Mr & Mrs M (overall annual increase in income £14,996):** “We used to constantly worry about money, and now with all this extra income our lives have changed so much. I cannot thank you enough.”

**Mrs W (overall annual increase in income £8347):** “This money has been life changing and has made such a difference to me. I have even been able to buy a new car after my old one was beyond economical repair. I had been struggling financially for about 10 years prior to receiving these benefits.”

www.incomemax.org.uk
Making quality referrals – it’s very quick and easy
Let’s come back to referring...it’s really easy

➢ We’re asking you to

➢ Promote LEAP amongst your colleagues in your organisations and departments (please take some training booklets to hand out)

➢ Advertise the scheme on your website

➢ If you’re customer-facing, try to spot people during your normal daily work that you think might be eligible and refer them to LEAP

➢ Put up posters and hand out leaflets in suitable public places to encourage people to self-refer
A completely free service called LEAP (Local Energy Advice Programme) has launched in our area.

An energy advisor can fit a variety of FREE energy saving measures in your home such as draught-proofing, low energy LED lightbulbs, radiator panels and shower savers. These free measures can save the average household around £30 a year on their energy bills.

If your levels of insulation or heating system don’t meet current standards, we may be able to help.

Your energy tariff will be checked and, if you are not on the best tariff, the energy advisor can help you to change to a cheaper one. On average, a household can save £287 by switching their heating and electricity supply to the cheapest tariff.

Further help may be available after the home energy visit, based on what the home survey finds. For instance, you can have access to a free money advice service and they can check to see if you’re getting all the benefits you’re entitled to.

Would you like me to ask LEAP to contact you to arrange a home visit?
You can start making LEAP referrals straightaway

There are 2 easy ways to refer and transfer personal data securely and without breaching our data protection policy:

1. Use our simple online webform to send the referrals directly on to us [www.applyforleap.org.uk](http://www.applyforleap.org.uk) and complete the form on the APPLY tab. This is the best and most secure way to refer.

2. Phone through your referral (if you are with your applicant in person) on the LEAP freephone number: 0800 060 7567

LEAP contact centre opening hours are:
Monday – Friday 08:45 – 19:00
Saturday 09:00 - 12:00
BUT there are two important things to take note of when making referrals!

1. You MUST get consent from the householder:

- Our online portal prompts you to seek consent for referral
- The following consent statement is used:

"I consent to you sharing my contact information with the AgilityEco who are running the LEAP programme with the support of the council / housing association. I understand that a member of staff at the LEAP contact centre will telephone me to ask me further questions to confirm my eligibility for the scheme and arrange a home energy visit. I understand that this may include questions regarding my health and financial status and/or that of members of my household. I understand that my personal information will not be shared with or used by anyone outside this programme without my explicit consent unless the law allows for the sharing of information for the purposes of prevention and detection of crime or where I or another person would otherwise be at risk of serious harm."

- We are VERY protective of data and respectful of consents.
- We will seek further consents for all other services provided
Second important thing!

2. Many of you are classed as “trusted referrers”:
   ➢ This is a mechanism to help us reduce the burden households having to provide evidence of their eligibly

   ➢ Most council / housing association staff, health service workers and other local organisations qualify

   ➢ If you are a trusted referrer, you can vouch that the householder is eligible and give us a reason why

   ➢ To do so, you simply
     ➢ tick the yes box to “Do you certify that this applicant meets the eligibility criteria of LEAP?”
     ➢ Select your relevant role from the trusted referrer role list

   ➢ If you do this, we will not have to ask the householder to produce any evidence of eligibility. This makes things much easier for the householder

   ➢ But do not tick the box if you are unsure of the householder’s eligibility
Thank you for attending today. Please make sure we have your contact details before you leave – we’d like to keep you updated with the latest LEAP news.