

Energy Advice Workshop

LEAP provides a wide range of services to help residents keep warm and well



- LEAP is a **free** energy and money saving service providing help and support to vulnerable residents
- LEAP provides **simple energy efficiency measures, energy saving advice, help to switch tariffs** and to identify **new income and benefits**



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

www.applyforleap.org.uk

📞 FREEPHONE 0800 060 7567

✉ support@applyforleap.org.uk



Who is eligible?

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

Household	Number of children or households under 18 in the household				
	0	1	2	3	4+
One Adult	£14,250	£19,140	£23,760	£28,380	£33,000
Two Adults	£21,780	£26,400	£31,020	£35,640	£40,260

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

Health & Vulnerability Criteria

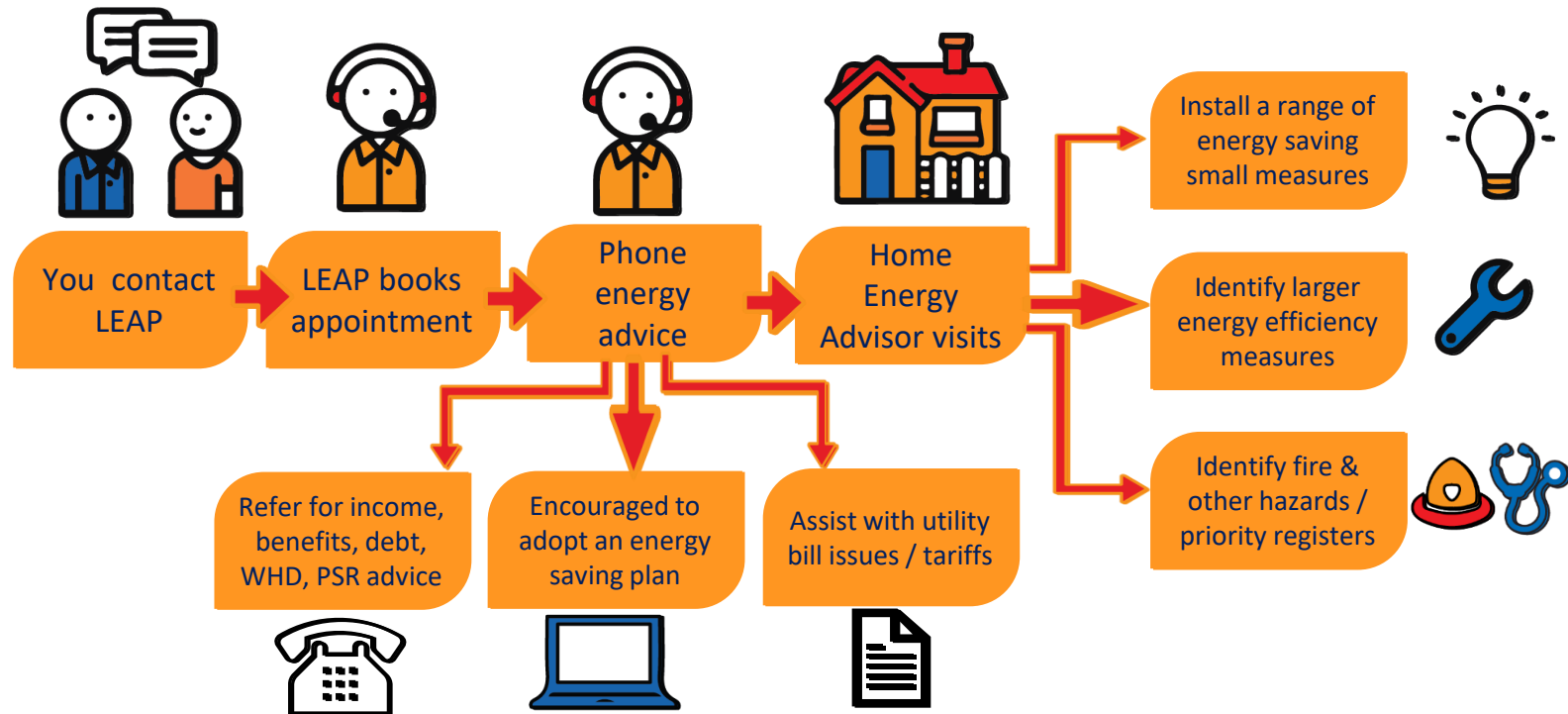
Long Term Health Conditions

- > 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

How does LEAP work?



The LEAP Pre-Call Booklet

Free Simple Energy Saving Measures

If the rooms you live in the most could do with any of the simple energy saving items in the list below, we may be able to come to your home and install them for you for free. If coming to your home is not possible because you are shielding, but you or someone you know well could install them safely, then we may be able to drop them off at your doorstep.

Energy saving LED lightbulbs



Large bayonet fitting
Large Edison screw fitting
Small bayonet candle
Small Edison screw candle
GU10 Spotlight

Draughtproofing



Letterbox brush
Chimney balloon
Radiator reflector panels
Door brushes
Door draughtproofing strips
Window draughtproofing strips



TV standby plug – switch off all the devices around your TV with your TV remote.
Window draughtproofing strips

What happens next?

- Once your call is over, your energy advisor will complete a short report, and this will be sent to you in the post.
- If you've agreed to be referred onto any other organisation for further help, full details of that referral will be included in this report.
- If we've agreed to deliver some simple energy saving measures to your home, that will be organised quickly.
- If we've arranged a follow-up appointment in your home, the details will be confirmed to you in writing.

Freephone 0800 060 7567
support@applyforleap.org.uk

www.applyforleap.org.uk

[@LeapService](https://twitter.com/LeapService)

[@LeapService](https://facebook.com/LeapService)



Your Scheduled LEAP Energy Advice Call

We are delighted that you have booked a telephone appointment with your LEAP energy advisor. The date and time of your appointment and the name of the person who will call you is printed on the covering letter sent out with this pack. If we have your mobile number, we will send you a reminder text the day before so that you don't miss the appointment.

Normally we would have these appointments face-to-face in your home; but as a result of the Covid-19 pandemic, to minimise the risk to you and your household as well as our advisors, we are doing as much as we can over the telephone.

It may be that during the call we identify some specific areas of assistance we could provide in your home whilst still socially distancing at a later date. If this is the case, your advisor will discuss this with you.

Preparing for your appointment

There are a few small bits of preparation you can do ahead of the appointment to ensure you get the most out of it:

- Dig out your most recent energy bills (electricity and gas) and have them with you for the call. If your bills are all online, then check you can log in to your account, and, if possible, download your most recent bill.
- Find your most recent water bill
- Have a think about any problems with your home or your personal circumstances that make it difficult for you to keep warm and comfortable, particularly in winter. How do these problems affect you personally?
- Make sure you have this pack and a pen to hand ready for the call – you might like to note a few things down during the call.
- Find yourself somewhere quiet and comfortable where you can sit for the phone appointment, which will last probably about 45 minutes.

Use this space to make notes ahead of the call about the things you'd really like to discuss.

www.applyforleap.org.uk support@applyforleap.org.uk
Contact number for LEAP: 0800 060 7567*

*Summer hours - 8:45am-5:30pm Monday to Friday, Winter hours - 8:45am-7:00pm Monday to Friday, 9:00am-12:00pm Saturdays

The LEAP Pre-Call Booklet part 2

Your energy tariff and other utility bills

We will talk through with you your current electricity and gas contract and tariff arrangements and explore whether there are any better options for you.

About your electricity tariff

Tariff details	
Tariff name	New Energy - Economy 7 10 April 2015
Tariff type	Fixed
Payment method	None Available
Unit rate - day	15.17p per kWh
Unit rate - night	8.60p per kWh
Tariff ends on	11 February 2020
Price guaranteed until	11 February 2020
Exit fees - (if you cancel this tariff before the end date	£30.00 per fuel (not applicable in the first 14 days or last 49 days of your contract)
Discounts and additional charges	Not applicable
Additional products or services included	Not applicable

Your existing tariff will be shown on all your energy bills and will look something like this - this is called the "Tariff Information Label", and every energy supplier has to display it on their bills for both gas and electricity.

☐ There was a better energy deal for you and you switched with the help of your Home Energy Advisor

Your new tariff is with
and you will save by switching.
You will pay for your energy by (insert payment method)

☐ There was a better energy deal for you and you are going to consider switching at a later time

On average those switching energy tariff with LEAP save £160 a year. If you wish to switch after your visit you can do so online or over the phone using:

<https://www.ukpower.co.uk/wl/leap> or 0800 326 5551

☐ You are already on the best tariff at the moment

You are currently on a fixed rate tariff which offers you the best value for the time being. When your deal comes to an end you will be moved onto a variable rate which will be more expensive. At this time you would benefit from looking into switching tariff. You can use the LEAP switching service for this using:

<https://www.ukpower.co.uk/wl/leap> or 0800 326 5551

Please note the LEAP contact centre is unable to answer any questions about your energy switch. You must contact your new or existing energy supplier directly if you have any queries.

*Savings are estimated based on averages typically saved in an average house, and depend on how much you run your heating / lighting, and how big your house is.

Space for you to make some notes

Please use this space to make a note of any other issues we may have discussed with you about your energy supplier.

For example

- Repayment plan for any fuel debt you may have built up
- Meter readings if you have estimated bills
- Application for Warm Home Discount
- Sign up to Priority Services Register

Please use this space to make a note of any other issues we may have discussed with you about your water supplier.

For example

- Sign up for water meter
- Application for water social tariff
- Order placed for water saving devices

Your home and how you can save money

We will have a chat about how you use energy in your home day-to-day and, thinking about the rooms you use the most, see if we can agree some particular actions you could take to help keep those bills under control.

Your Energy Saving Action Plan

☐ Wash clothes at 30°C

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

☐ 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!

☐ Turn off lights that aren't being used

It's always best to turn off lights that aren't being used, even if only for a short time. This is even more important if you have any older, less energy efficient lightbulbs.

☐ 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.

☐ 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.

☐ 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 saver plugs which turn devices off from your remote.

☐ 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 orator.

☐ Wash up in a bowl rather than the sink

A washing up bowl takes less water to fill which will save you money.

☐ 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.

> Energy

- > Tariff
- > Fuel debt
- > Meter reading
- > Smart meter
- > Warm Home Discount (£140)
- > Priority Services Register
- > Energy Saving Tips

> Water

- > Tariff
- > Water saving devices
- > Priority Services Register

> Income

- > Benefits check
- > Debt advice

Energy Saving Action Plan

- The advisor will go through ways you can save on your energy bill and keep warm and well.

The Action Plan is included in the pre-call booklet sent before the call.



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- > Covid safe
- > 30 – 45 minutes
- > Check for onward referrals
 - > Loft
 - > Cavity
 - > Heating
 - > Boiler repair/replacement
 - > First Time Central Heating
 - > HEART
 - > NEST
 - > Fit small measures



Home Energy Advisors (HEAs) are trained to install simple energy efficiency measures that make an immediate impact in a home



Simple Measures are installed during the follow up visit or delivered to the resident if they can fit them.

- Draught-proofing (windows, doors, letterbox)
- Chimney balloons
- Hot water cylinder jacket
- LED lamps
- Radiator panels
- TV standby plug
- Shower aerator

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

Increase household income	Take control of Bills	Deal with Debt
IncomeMAX finds millions of pounds of unclaimed benefits, grants and other financial help for households each year	IncomeMAX knows what help is available for essential bills like energy, water, rent, mortgage and council tax	IncomeMAX can help households regain financial freedom and stay in control of finances in good times and bad

IncomeMax

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

HEAs will check for eligibility for **other schemes** and arrange to refer them straight through

➤ Owner-occupiers

- ECO
 - Loft insulation
 - Cavity wall insulation
- ECHO
 - Boiler Replacement (boiler must be broken and providing no heat)
- Warmer Homes
 - First time central heating
- HEART
 - Washing Machine
 - Cooker
 - Fridge/Fridge Freezer

➤ Private Rent (Landlords Permission required)

- ECO
- Warmer Homes
- HEART
- Social Housing
 - HEART

Note: Referrals for heating/insulation can be made back to the landlord

There are a number of regional schemes that may also be available, such as Warm Homes Fund and SGN Voucher scheme

Home visits
- energy
efficiency,
benefits and
income advice



First-time
central heating
systems



Funding for
insulation
and heating
measures



Replacement
of old,
inefficient
appliances



Emergency
heating system
repair and
replacement



LEAP Home Visit Booklet

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Turn the thermostat down by one degree

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0800 060 7567
Support@applyforleap.org.uk

Further information and useful links

Energy Advice

You can find more information about saving energy in your home on the Energy Saving Trust's website.
energysavingtrust.org.uk

Warm Home Discount

www.gov.uk/the-warm-homes-discount-scheme

Power cuts

www.powercut105.com/ - call 105

Small gas?

Call 0800 111 000

Winter fuel payment

www.gov.uk/winter-fuel-payment - 0800 731 0160

Citizens Advice

www.citizensadvice.org.uk - 03454 040506

Money Advice Service

www.moneyadvice.service.org.uk/en - 0800 1387777

Simple energy advice

www.simpleenergyadvice.org.uk - 0800 444202

National Debtline

www.nationaldebtlife.org - 0800 808 4000



Freephone 0800 060 7567
support@applyforleap.org.uk

www.applyforleap.org.uk

@LeapService

LEAP - (Local Energy Advice Partnership)



Home Visit Information Pack

Home Visit Date and Time:

Your Home Energy Advisor:

Contact number for LEAP: 0800 060 7567*
Support@applyforleap.org.uk

*18.45pm - 7.00pm Monday to Friday, and from 12pm to 5pm Saturday

www.applyforleap.org.uk

What we've done today

Simple energy efficiency measures

During the visit today, we've installed some simple energy efficiency measures. These are summarised below.

Measure	Number fitted	Measure	Number fitted
Door brushes installed		Hot water cylinder jacket fitted	
Doors draught-proofed		Radiator panels installed	
Letterbox brushes installed		TV standby plugs fitted	
LED bulbs fitted		Shower aerators fitted	
Windows draught-proofed		The simple energy efficiency measures installed today could save this much off your energy bills over 12 months: <input type="text"/>	
Chimney balloons installed			

Notes:

Energy tariff switching. During your visit it was found that:

☐ There was a better energy deal for you and you switched with the help of your Home Energy Advisor

Your new tariff is with
and you will save by switching.
You will pay for your energy by (insert payment method)

☐ There was a better energy deal for you and you are going to consider switching at a later time

On average those switching energy tariff with LEAP save £160 a year. If you wish to switch after your visit you can do so online or over the phone using:

<https://www.ukpower.co.uk/wl/leap> or 0800 326 5551

☐ You are already on the best tariff at the moment

You are currently on a fixed rate tariff which offers you the best value for the time being. When your deal comes to an end you will be moved onto a variable rate which will be more expensive. At this time you would benefit from looking into switching tariff. You can use the LEAP switching service for this using:

<https://www.ukpower.co.uk/wl/leap> or 0800 326 5551

Please note the LEAP contact centre is unable to answer any questions about your energy switch. You must contact your new or existing energy supplier directly if you have any queries.

*Savings are estimated based on average typical spend in an average house, and depend on how much you run your heating / lighting, and how big your house is.

What happens next

Heating and Insulation Measures

Your home may benefit from some extra insulation or heating system replacement, known as "ECO Measures".

The information gathered and photos taken will be analysed by our expert team to see if your home is suitable for such a measure. If this is the case we will try to find suitable funding for you which may offer partial or full grants towards the cost of heating or insulation for your home. If you don't own the property, we will need to get permission and possibly a financial contribution from your landlord.

During this process, your contact details and information about your home may be shared with trusted partners within the LEAP network.

There is no guarantee that your home is suitable for the works or that we will be able to access a grant. There are many factors involved in this including technical feasibility, your location and your circumstances. If any funding is identified for your property an installer in our network will get in touch - this may take up to eight weeks due to the complexity of the process, so please bear with us. We will try our best.

Fire Service Referral

We can arrange for a visit from the local Fire Service Safe & Well team. If they agree, they will arrange a date and time to come out and see you. They can give you advice on fire safety and fix smoke alarms. In order to do this, we will need to share your name and contact details with the fire service, and why we think you are entitled to a home visit.

Smart Thermostat

If your home is suitable you may be eligible to have a smart thermostat fitted. The Nest Thermostat E will give you really easy control over your room temperature and help you manage your heating costs. You don't have to do a thing to keep your home cosy. It comes with a schedule based on how families commonly heat their homes. It can also learn the temperatures you like and adjust to your lifestyle over time.

You can read all about the Nest Thermostat E on their website - there is a short 1 minute video that you can play from this page: www.nest.com/uk/thermostats/nest-thermostat-e/overview/

If you have any questions about the installation process, just call straight through to our Nest hotline in the LEAP contact centre on 0800 036 5745.

Income Maximisation

You may benefit from a follow-up call telephone call with our income maximisation partner.

This service can help to identify and, if you wish, help you apply for any benefits you may be entitled to but are not claiming, help you manage any debts you have and provide general money advice. To give you the best service possible your name, address and contact details, plus some information collected during this visit will be shared with our partner organisation called IncomeMax.

If a referral is made you should receive a call from them within the next 7-10 days.

If your phone displays the number calling, the IncomeMax number will show as 01708 209 490. If you need to contact them at any point, their telephone number is 0300 777 7772 (standard call rate - not premium).

It would be helpful to have to hand all your recent letters from the DWP / local council about your current benefits, any other income you earn and any debts you have.

Home Hazard Referral

It may be appropriate to let your local council know about a possible home hazard that has been identified today, if they think it is serious enough, they will arrange an inspection by one of their environmental health people. If it is a private landlord property, they may take enforcement action on your landlord to sort the problem out. Some councils will also help people who own their home to sort out serious problems. You need to agree to this and consent to us sharing this information about you and your home with the council.

Heating and Insulation Measures Consent:

Consent tick box: ☐

"I agree to be referred for one or more ECO measure. I understand and accept that the information gathered in this visit about my home and circumstances and the photos taken will be used by the LEAP ECO team to assess whether I am eligible for funding and whether my home is suitable for the measure. I understand and agree that this same information will be shared with the ECO installer LEAP chooses to carry out the survey / installation and with my local council if they need to approve the funding.

Owner occupier: I realise that there may be a funding shortfall, and that if I can't make a contribution, then the installation may not be able to go ahead.

Private tenant: I understand that you will contact my landlord to get consent for these works and that if it can't go ahead unless the landlord agrees and if necessary makes a financial contribution to the cost."

Fire Service Referral Consent:

Consent tick box: ☐

"I agree to LEAP sharing my name, address and contact details and a summary of my current situation as described to my Home Energy Advisor today with my local Fire Service so they can arrange a "Safe & Well" home visit."

Smart Thermostat Referral Consent

Consent tick box: ☐

Please sign me up for a free Nest Thermostat E installation:

Do you have WiFi in the house? Yes / No

Please confirm that you have a working boiler with an existing wired room thermostat: Yes

Income Maximisation Referral Consent:

Consent tick box: ☐

"I agree to LEAP sharing my name, address and contact details and a summary of my current situation as described to my Home Energy Advisor today with the LEAP Income Maximisation partner. I understand that I will receive a telephone call from them in the next few days to see whether their free service is appropriate for me."

Home Hazard Referral Consent:

Consent tick box: ☐

"I agree to LEAP sharing my name, address and contact details and a summary of my current situation as described to my Home Energy Advisor today with my local Council so they can arrange a hazard inspection."

General Summary

Please sign and date below to show that you agree and understand what has been carried out during this visit and what will be happening next. Further details of how we will process your personal information can be found at www.applyforleap.org.uk. We can also send a printed copy of this to you.

You can change your mind at any time if you decide that you want to withdraw from any of the further services detailed here or wish your personal data to be removed from the LEAP systems. Please call us on 0800 060 7567.

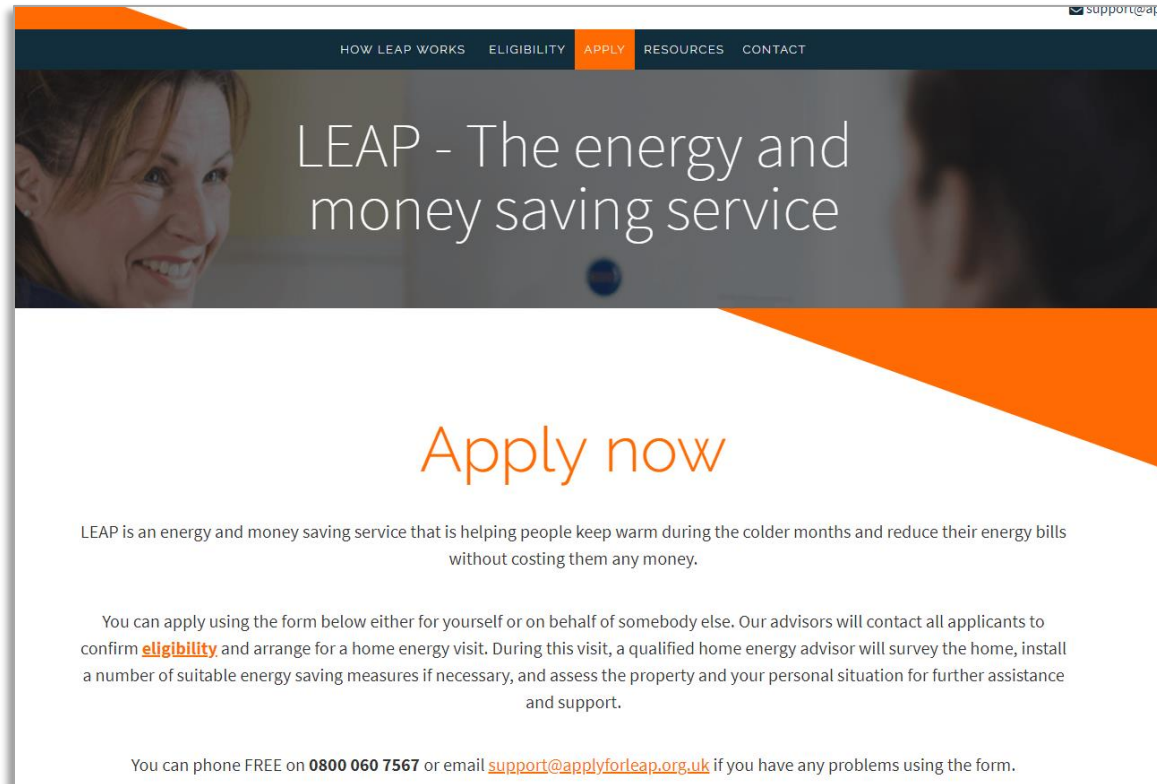
Signed:
Date: Zoha Ref:
Address:

0800 060 7567
Support@applyforleap.org.uk

Contacting LEAP

There are 2 easy ways to contact LEAP

1. Use our simple online webform www.applyforleap.org.uk and complete the form on the APPLY tab.
2. Phone our freephone number:
0800 060 7567



HOW LEAP WORKS ELIGIBILITY **APPLY** RESOURCES CONTACT

LEAP - The energy and money saving service

Apply now

LEAP is an energy and money saving service that is helping people keep warm during the colder months and reduce their energy bills without costing them any money.

You can apply using the form below either for yourself or on behalf of somebody else. Our advisors will contact all applicants to confirm **eligibility** and arrange for a home energy visit. During this visit, a qualified home energy advisor will survey the home, install a number of suitable energy saving measures if necessary, and assess the property and your personal situation for further assistance and support.

You can phone FREE on **0800 060 7567** or email support@applyforleap.org.uk if you have any problems using the form.

LEAP contact centre opening hours are:
Monday – Friday 08:45 – 19:00
Saturday 09:00 - 12:00

- > <https://applyforleap.org.uk/>
- > Click Apply now
- > Input postcode and verify from drop down list
- > Social Landlord– please record the landlord (council or housing association)
- > LEAP partner - leave blank
- > Notes – include anything relevant to the referral
- > Applicant details and reason for referral
- > ECHO referrals – tick box if your boiler has broken down
- > Consent statement



Thank you for attending today.
Questions?