



UK Power Networks | Power Partners | Round 4 | 2020-21

Guidance for applicants

Please read the following guidance in full. It will help you decide whether your organisation and your project idea is eligible for the fund. If you decide to apply, it will also help you to complete your application.

1. About the fund

The Power Partners grant scheme supports organisations to combat fuel poverty, improve energy efficiency and support people in vulnerable circumstances, with a particular focus on energy use.

It is funded by UK Power Networks, the company that owns and maintains the electricity network that keeps the lights on across the South East, East of England and London. UK Power Networks delivers electricity to 8 million homes and businesses - around a quarter of the UK population - through a network of 170,000km of power lines.

The Power Partners fund is part of a wider programme of activities that uses a wide range of replicable and innovative approaches to target and support the most vulnerable customers and communities across UK Power Networks' licence areas.

The fund is open to not-for-profit organisations based within the regions served by UK Power Networks, and will be managed by the Centre for Sustainable Energy (CSE).

We anticipate that 20-30 organisations will be supported over the next year.

Grants of between £2,000 and £20,000 are available and must be used to deliver projects that improve local energy resilience by offering practical support, advice, outreach services and training to householders, local organisations or groups.

In previous years the fund has also supported improvements to energy efficiency of community buildings. However in light of the COVID-19 crisis, for this year the Power Partners funding will be focused on vital support for vulnerable members of communities. This is going to be revisited for future rounds as the situation evolves.

Applications will need to:

- meet the objectives set out below (i.e. covering at least one bullet point in each of the four core areas identified). Applications which address more than one will be preferred as these will align more closely with UK Power Network's overall strategy.
- show how this funding will deliver activities and measurable benefits in a way that would not have been possible otherwise; and
- support beneficiaries living within UK Power Networks' licence areas (London, South East and East of England)¹.

¹ <https://www.ukpowernetworks.co.uk/internet/en/about-us/areas-we-cover/>

Submissions will be scored against set criteria, as well as being assessed against how they support UK Power Networks' vision of being a socially responsible organisation. The fund remains open to any projects which meet UK Power Network objectives and can deliver real benefits across all three license areas, however during this round a preference will be given to proposals that can demonstrate how:

- they will support addressing emerging vulnerabilities resulting from COVID-19; and/or
- they will deliver high impact in UK Power Networks' London area² given the high number of applications we had in the East and South East in previous rounds.

2. Objectives

Target vulnerable customer groups

- Support 'hard-to-reach' or 'seldom-heard' communities within UK Power Networks' licence areas. Many factors can contribute to service users being seldom-heard, under-represented or experiencing barriers to services including:
 - Physical health (long term health conditions) and/or mental health issues
 - Disability
 - Ethnicity
 - Sexual orientation
 - Communication impairments
 - Issues related to housing tenure
 - Geographical isolation
 - Asylum seekers and refugees
 - Life transitions e.g. divorce, job loss, bereavement, ex-servicemen/women
 - Multiple and complex needs e.g. ex-offenders, victims of domestic violence, care leavers
- Work with individuals who are already experiencing deteriorating health because of living in a cold damp home
- Support customers who are vulnerable or on low income, living in areas with high levels of deprivation or fuel poverty
- Support individuals or communities who are experiencing emerging vulnerabilities resulting from COVID-19 or entering into fuel poverty as a result of the pandemic. This is not excluding any of the existing vulnerability categories listed above, but the application will need to provide a clear link to:
 - how COVID-19 has worsen their vulnerability; and
 - how the proposed services are going to deliver tangible benefits this winter and/or in the long term (considering the long term impact of COVID-19)
- Any of the above with a geographical focus in UK Power Networks' London license area where many of the customers eligible for extra support via the Priority Service Register (PSR) have not signed up yet. In this case, the application should also consider innovative ways to maximise registration to PSR in conjunction with the delivery of energy resilience services

² Please see Appendix A for a map of the area covered by UK Power Networks London area. Should you be unsure whether you fall within this area please contact CSE via email who can provide you with confirmation.

Develop resilient delivery models

- Develop delivery models that can be replicated or scaled up across UK Power Networks' licence areas
- Develop models that can be recognised as best practice across the industry; for example, effective partnership approaches with energy or utilities suppliers, organisations with strong referral networks (such as Citizens Advice and local authorities), or organisations supporting customers in vulnerable circumstances (such as food banks)
- Develop innovative models; for example providing new type of support or coming up with smart solutions/arrangements that allow vulnerable customers to access the benefits associated with low carbon technologies or new types of tariffs

Focus on energy resilience

- Address fuel poverty
- Increase energy awareness while demonstrating tangible outcomes
- Help to reduce energy demand

Provide personalised, holistic support for customers

- Income maximisation
- Tariff switching and time of use tariff awareness
- Energy efficiency improvements
- Heating upgrades
- Behavioural change
- Energy advice
- Referral to appropriate support organisations for specific issues
- Other individualised support to meet targeted needs of specific vulnerable groups

3. Examples of projects we will fund

The following list relates to the types of projects and organisations that may apply for funding, and gives examples of eligible project activity. Note that this list is not exhaustive. Other project ideas are welcomed, and in particular, applications which can clearly demonstrate innovative solutions and approaches align with UK Power Network objectives are likely to score highly in the selection process.

Local energy resilience projects:

- Helping vulnerable households to lower and manage their energy bills by:
 - Providing 1:1 advice about ways to use energy and water more efficiently at home (e.g. explaining how to use timers, controls, heaters effectively);
 - Supporting households not connected to the gas network;
 - Running events, drop-ins and workshops on domestic energy management and tariff switching, understanding utility bills, smart meters and related products and services, such as time of use tariffs;
 - Providing home visits to customers with more complex needs.

- Maximising income for low-income households:
 - Carrying out benefit checks and securing additional benefits, reducing fuel debt or applying for discounts for utilities.
- Securing funds for energy efficiency improvements or heating upgrades for customers' homes.
- Identifying hard to reach and seldom heard groups and signing up new registrants for the Priority Service Register, or offering support to households already registered.
- Training staff and volunteers in energy advice (e.g. City and Guilds' Energy Awareness course) so that they are better able to address the needs of customers.
- Training frontline workers (health care advisors, befriending services etc., from other organisations) in identifying fuel poverty and signposting to appropriate services.
- Demonstrating innovative ways of tackling fuel poverty and improving energy efficiency in the UK Power Networks' licence areas.
- Taking a holistic approach to addressing customer needs by providing a 'joined up' service, setting up systems for making referrals to other local organisations to provide services outside your remit.

4. Eligibility

General eligibility criteria for all project types:

- Projects must benefit local communities and/or individual customers within the geographical area served by UK Power Networks. To check whether your project is in an eligible area, use UK Power Network's postcode search: www.ukpowernetworks.co.uk/internet/en/about-us/areas-we-cover we strongly suggest you check this before applying if you are at all unsure.
- Eligible organisations must be a registered charity or community organisation which can demonstrate their not-for-profit status and asset-locked structure³. Organisations must be legally incorporated with an active bank account. Small organisations that are unincorporated may only apply if they work with a willing organisation who has agreed to manage the receipt of funding on their behalf.
- Faith organisations are encouraged to apply, as long as they are a registered charity or incorporated community organisation as with all other applicants.
- Statutory bodies, publically funded organisations and private enterprises would need to demonstrate clearly why this funding is required and why their proposed activities cannot be funded from existing business models or statutory funding sources. A charity

³ This is a legal clause that prevents the assets of a company being used for private gain rather than the stated purposes of the organisation.

or community organisation could apply to deliver a project within a public or statutory organisation e.g. a community energy group delivering workshops within a state school.

- School projects will not normally be eligible to apply, unless the project is particularly innovative or can demonstrate exceptional benefit to local communities. Schools should contact CSE to discuss their proposal before submitting an application.
- The grants will be available to fund distinct projects with measurable outcomes for UK Power Networks' customers, particularly those in vulnerable situations and in areas with high levels of deprivation. Intended outcomes and how these will be measured and reassessed once the service has been delivered to the customers will need to be set out in the application form.
- All organisations receiving funding must provide CSE with monitoring figures about their project activities in order to help evaluate the fund's impact, on a quarterly basis, including data about project beneficiaries and type of support provided; this will also include updates on progress for building improvement work. No personal data, or data which could be used to identify an individual client of a grant-recipient organisation will be requested. A reporting schedule and reporting templates will be set out when funding is awarded and all data and monitoring reports will be shared with UK Power Networks.
- Evidence will be required to demonstrate that the funds provided are used for the purpose specified in the application.
- All funded activities and reporting must be completed within 12 months of a grant award. In special circumstances we may consider extending this timeframe - if you would like to discuss this, please contact us before submitting your application.
- UK Power Networks or CSE will be in touch with successful applicants to organise publicity, a case study or for evaluation purposes.
- Your organisation must either be currently delivering an energy resilience project or be able to demonstrate that you have delivered relevant activity within the last two years. If your organisation cannot demonstrate the experience outlined above you must be able to demonstrate that you will be able to build the required credibility and deliver the project successfully, for example by investing in staff training, or delivering in partnership with other organisations with the relevant expertise.

The fund cannot support:

- Individuals, including any individual participation in an event to raise funds on behalf of a charitable organisation;
- Events wholly outside of the network areas of operations;
- Free or subsidised connections or upgrades or alterations to network connections;
- Organisations that discriminate on the grounds of race, politics, gender, disability, religion, belief or sexual orientation;
- Day to day running costs of an organisation;
- Energy efficiency improvements for individual householders or for businesses;
- Any work (including energy efficiency improvements) that has already been done.

5. Your outcomes, objectives and deliverables

In the application form you will be asked to detail: the specific objectives of your project; a summary of the activities you intend to carry out with the grant; the outcomes you intend to deliver; and how you will measure success of your project.

- **Objectives:** What is your project aiming to deliver? You should aim to meet one or more of the Power Partners objectives for each objective category (detailed above).
- **Activities:** What will the project do? Set out your planned activities, being as specific as possible.
- **Methods:** How will you deliver these activities? And what is the timeline for delivery? Please explain how COVID-19 restrictions have been taken into account and how you will ensure the project can be delivered within the uncertainties and limitation associated with the pandemic.
- **Outcomes:** What will your activity result in? What measurable benefits are going to be delivered to customers? We recommend you limit this list to a maximum of 3 or 4 key outcomes, but there is space on the form to provide detail on any additional outcomes you think should be considered as part of your application.
- **Measure of success:** How you will measure and demonstrate the extent to which your intended outcomes have been achieved? What data (both quantitative and qualitative) will you use to demonstrate this, and how will you collect and use this data? (e.g. customer interaction records; health, financial and social benefits for individuals; carbon savings; follow up questionnaires)
- *Note: To ensure UK Power Networks reporting is accurate and transparent, UK Power Networks would like to understand how the actual financial benefits realised for customers compare to the financial benefits estimated in your application. In this regard, UK Power Networks may be interested in discussing with you how this could be done as part of the selection process.*
- *Note: you will be required to record customer interventions, the resulting financial savings, training sessions and events in a spreadsheet, submitted quarterly with your progress report. We will provide you with templates.*

Here is a simplified example:

<p>Objectives</p> <ul style="list-style-type: none"> ○ Support customers who are vulnerable or living on a low income ○ Support customers living in areas with high levels of deprivation ○ Provide personalised, holistic support for customers 	<p>Project activities</p> <ul style="list-style-type: none"> ○ Set up and publicise energy cafes and tenant workshops in target areas ○ Give 1:1 advice about ways to use energy and water more efficiently at home to reduce bills ○ Develop resources and deliver monthly workshops for housing association tenants on tariff switching and bills ○ Carry out home visits for customers identified as having more complex needs ○ Make formalised referrals to other agencies for additional support as appropriate 	<p>Methods</p> <ul style="list-style-type: none"> ○ Produce delivery plan including contingency (e.g. online delivery) in case of further COVID19 restrictions ○ Supply staff / volunteers with COVID secure protocol for carrying out home visits ○ Develop contingency plans for homes visits (e.g. supply vulnerable service users with appropriate technology to deliver home visits online)
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<p>Outcomes</p> <ol style="list-style-type: none"> 1. Vulnerable households helped to lower and manage their energy bills 2. Customers' improved understanding of utility bills and how to switch to a better tariff 3. Additional support secured for customers with health conditions 	<p>Measures of success</p> <ul style="list-style-type: none"> ○ XX customer interventions delivered to YY households ○ £ZZ estimated financial savings (this will be reassessed post-delivery by...) ○ Customer questionnaires showing improved understanding with qualitative insights and statistics (e.g. % respondents said ...) ○ Records of referrals and any follow up activity
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6. Definitions

The application form for local energy resilience projects asks you to estimate the number of beneficiaries you will support, and the types of intervention you will offer. This table provides definitions to help you with your planning.

Advice and support	
Basic advice	Any advice given to customers (e.g. resources handed out or advice given to group)
In-depth advice	Individualised advice and support provided either as a single intervention, or with further communication, contact or advocating to support the customer
Home visit	Visiting a customer in their home to provide in depth advice, or alternatively remote home visit with virtual home survey(if home visits cannot be delivered due to COVID-19 restrictions)
Training	
Training sessions	Training you have provided to frontline workers (e.g. staff in GP surgeries, housing officers, volunteers in the community, other health professionals and relevant service providers)
Front line workers trained	Number of individual frontline workers (FLW) benefiting from your training
Interventions	
Income maximisation	Support to help vulnerable customers maximise their income, e.g. benefits checks; applications for additional benefits such as the warm home discount, winter fuel payment, carers allowance; fuel debt clearance or help with utility bill discounts
Tariff switching and time of use tariff awareness	Supporting customers with tariffs, e.g. tariff switching; help to understand their tariff or bills better; checking whether customers are on the best tariff
Energy efficiency improvements	Helping customers to install or secure funding for energy saving improvements in their homes (e.g. LED lightbulbs, draught proofing, insulation, water saving devices)
Heating upgrades	Improved heating system as a result of your advice and support - e.g. new boiler / ASHP / radiators
Behavioural change	Support to help customers make behavioural changes such as better use of timers, programmers and controls; more efficient use of appliances; zero cost changes (e.g. dry clothes outside, draw curtains, switch off standby)
Referral to appropriate support organisations for specific issues	Identification of specific support needs and liaison between customer and third party organisation to arrange for further support (e.g. befriending, Care & Repair referral, Social Services, safe home visit from the fire service)
Other individualised support to meet individual needs	Any other relevant support you provide to the customer
PSR Sign up	Customers referred to the Priority Service Register, meaning they will receive additional support from UK Power Networks, especially in the event of a power outage.

7. Submissions

Submitting your application

The deadline for all applications is midnight on Sunday 15th November 2020.

Submissions should be made by email to powerpartners@cse.org.uk

We will accept Word or PDF formats for your application form, and other formats accessible on a standard PC/Windows setup for any accompanying material. You may wish to re-size text boxes in the application form to accommodate your responses.

If you do not have internet access, we will accept submissions by post to:

Centre for Sustainable Energy
St James Court, St James Parade
Bristol BS1 3LH

If you need help to complete and submit your application, or if any other reasonable adjustment needs to be made so that it is possible for you to submit an application, please let us know. You can email powerpartners@cse.org.uk or phone CSE on 0117 934 1406 and ask to speak to Bridget Newbery, Graham McGrath or Nick Stromberg about UK Power Networks Power Partners.

What happens next?

CSE will process and score all applications and make recommendations to UK Power Networks' funding committee, who will make final decisions on funding awards. We might get in touch during the selection process to talk to you, and ask questions about your application.

Successful applicants will be informed of funding decisions by 5pm Monday 7th December 2020.

Successful applicants will then be sent grant award documentation (including reporting requirements and payment schedules) to sign and return. Note that the targets you set out in your application will form part of your grant agreement. We anticipate project delivery for successful applicants will begin in January 2021.

Throughout your project we ask you to stay in touch with CSE to let us know how you are getting on and whether there are any ways in which we can support you. As a minimum you will be asked to submit a case study, customer logs, a benefit tracker and a quarterly project update, all using templates provided.

Publicity and further contact

UK Power Networks' press office will contact all the successful applicants to schedule an interview, draft publicity and request a high resolution photograph to illustrate the project.

Successful applicants will also be asked to publicise their project and the Power Partners grant on their own social media channels and with local media where appropriate. UK Power Networks will provide a toolkit to help deliver this publicity (e.g. sample tweets, template press release, and support from local press officers).

Even if you are not selected, UK Power Networks may get in touch with you to see if there are other ways in which they can support your organisation and your service users (e.g. with PSR sign ups).

8. Appendix: UK Power Networks London Area

