



HARTLEPOWER CIC: RENEWABLE ENERGY ADVICE

OVERVIEW

Hartlepool, in County Durham, ranks as one of the most deprived on the government's Index of Multiple Deprivation. There is an identifiable need for fuel debt assistance, energy saving advice, and raising awareness around the benefits of switching.

HartlePower is Community Interest Company, run by volunteers working with, and for the benefit of, the local community.

SOLUTION

To expand on delivery of a pilot energy advice project, which helps people switch energy supplier and save money through energy saving measures in the home. Income generated from the project, through referral payments received from major suppliers, was to be reinvested into further developments within HartlePower.

OUTCOMES

- Volunteers involved: 10
- Workshops delivered: 12
- Beneficiaries of project: 1,500

HartlePower has established a successful partnership with Hartlepool Borough Council, which trained 13 officers to be able to provide energy advice to members of the public. They also created partnerships with local community organisations, which have become hubs for providing information on energy saving measures and which can signpost people to energy saving comparison websites.

The project will have a long-term effect, as the public continues to be reached through four operating hubs (and more planned, subject to funding availability): the Heart Centre, Belle Vue Community, Sports & Youth Centre and The Annexe. This gives a good spread across a substantial part of Hartlepool.

There were some excellent additional outcomes, which will extend the Seed Fund's reach beyond the region. HartlePower intend to share their learning with the Joseph Rowntree Foundation, which is currently working on an anti-poverty strategy in Hartlepool as part of a country-wide strategy. In conjunction with uSwitch, HartlePower also established their own energy comparison website.

FOOD FOR THOUGHT

Attempts to reduce people's energy usage and enabling people to change provider were hampered by legislation and the procedures of energy providers. HartlePower reported that being unable to directly "switch" a person, due to legislation remains a frustration.

OBJECTIVES

To provide advice on energy matters to 750 people on pre-payment meter, with a view to raising awareness on switching and helping them adopt energy saving measures.

MORE DETAILS

Project:	Renewable energy advice
Group:	HartlePower CIC
Theme:	Energy advice
Area of benefit:	Hartlepool
Date:	Nov 2015-Nov 2016
Contact:	www.hartlepower.co.uk info@hartlepower.co.uk
Additional material	2 insightful case studies (see overleaf)

A PIECE OF ADVICE

Central to HartlePower's project success has been the establishment of 'hubs', which allow access to the client-base of existing organisations. Training played an important part, creating a new cohort of volunteers as front line energy advice workers.

Offering incentives, such as free low energy lightbulbs was a great inducement for people to take part in sessions, as they had something tangible to take away to start their energy saving journey.



Volunteer Case Study for Energy Seed Funding 2016

Name of Volunteers: Mandy Bell

Organisation: SMB Training LTD

Job Title: Director

Email: steve@smbtraining.org.uk

Telephone: 01429 728069 Mobile: 07905 616999



SMB Training are based in Hartlepool and deliver mainly deliver Paediatric, Sport, Anaphylaxis and AED courses along with First aid at Work to Hartlepool and the surrounding areas. Through Hartlepool carers and the Annexe community centre we are in regular contact with a range of individuals, elderly (Hartlepool carers) and low income (the annexe community centre) and would approximate that we reach 30 individuals per week, all of which we are able to sign post to Hartlepower C.I.C. for energy advice.

Our emergency first aid for guide dogs course has put us into regular contact with disabled consumers, particularly individuals who are visually impaired and blind. We can train up to 15 individuals per week, again we are able to offer sign posting to Hartlepower C.I.C. to help these individuals get a hold on their energy bills.

We thoroughly enjoyed our training session with Hartlepower and have formed a very productive working relationship.

Training delivered:

3rd March 2016 The Annexe, Wharton Terrace

HARTLEPOOL

CLEVELAND TS24 8NS



Resident Case Study for Energy Seed Funding 2016

Name of resident: David

Address: Cornwall Street, Hartlepool

Occupation: Retired

David, a pensioner in his late 60's lives alone in a 3 bedroom property in Cornwall Street Hartlepool. He had heard about the Energy advice sessions from Hartlepower C.I.C. through a friend. David contacted Hartlepower C.I.C through Facebook and arranged for an in home visit to discuss his energy bills.

The visit was very pleasant and David explained how he was reluctant to use his central heating due to running costs. He was also unsure about warm home discount and if he had any other options available to him for energy efficiency measures. We carried out a comparison via the Hartlepower/ uSwitch website and the comparison showed a saving of £220 per annum if he moved to a new supplier and direct debit payment. David decided to switch and the convenience of not having to pay at the post office was a great advantage along with the saving of £220 and confirmation that he would be eligible for the £140 WHD. In addition we ran through the www.gov.uk/energyhelp checker and found that he was eligible for loft and wall insulation. Finally we calculated the average cost to operate his central heating was no more than £60 a month and he was happy to begin using it after this advice.

David was extremely pleased with the advice provided. He was back in touch with Hartlepower recently as his fixed term energy tariff was coming to an end, we completed another comparison and found that he could save £120 by moving tariff but staying with the same supplier!

Home visit carried out 4th February 2016