



IMPACT REPORT

2024-25

Message from

LEAP Community Programmes Director

Caroline Joseph



With the fuel poverty crisis in the UK showing little sign of abating, the cost of energy continues to be a source of concern for millions of households. Many families are still making the impossible choice between heating their homes and other essentials.

This year, we continued to build on our strong foundations and delivered meaningful, long-lasting support to thousands of households across the country.

Our network of referral partners and installers, together with the LEAP team and our funders have worked hard to identify those most in need and ensure they get access to the help they so desperately need and rely on. Our starting point is always in-depth energy efficiency advice, either in-person or on the telephone, identifying ways people can reduce their energy use for good, whilst keeping their homes warm in winter.

Free energy-saving measures, income maximisation, debt advice and help with new appliances are just some of the additional services LEAP offers, reducing the energy and financial burden on thousands of families and homes.



I would like to introduce you to Jenny Boyce. Jenny will take over my role at the helm of LEAP after 9 years, as I move to an alternative role in the business. Jenny has extensive experience in the Energy sector, including over 10 years in energy advice and fuel poverty. I look forward to seeing how she develops LEAP into the future.

I look back proudly on the last 9 years we've spent **improving the lives of over 150,000** of the most vulnerable households in society. The need for our vital services is greater than ever, and LEAP's commitment to making a difference remains front and centre of everything we do.

Warm regards,

A handwritten signature in white ink that reads "C. Joseph".

Caroline Joseph
Community Programmes Director



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A LEAP to happier homes starts with small steps; we take steps every single day to make progress happen.

Year in Focus

**Here for you, for the long run...
and getting stronger.**

The collective efforts of LEAP and its partners have tangibly improved the lives of thousands of individuals, proving that with the right support, we can make significant strides in combatting fuel poverty. This effort has only intensified over the past year.

May 2024

The European Union commits to reducing dependence on Russian gas, leading to increased competition, which impacts the UK energy market.

July 2024

Labour wins the General Election. New Chancellor Rachel Reeves announces the Winter Fuel Payment will be means-tested from winter 2024-25, limited to those on Pension Credit or similar benefits.



**Multilingual
Chat Service Updates**
to date we have now
been able to assist
9,130 users
via the chat system

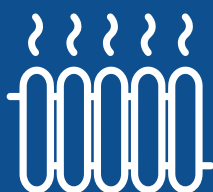


November 2024

The price cap for January 2025 is set at £1,738, a 1% increase. 6.1 million households were pushed into fuel poverty.

February 2025

The UK government expands eligibility for the Warm Home Discount, allowing nearly 3 million more households to qualify.



Our heating system tune up
service has helped

915 homes

**LEAP's Energy Advice
service now includes**



**in new parts of London,
Scotland and Nottinghamshire**

LEAP Impact This Year

LEAP's remarkable efforts over the past year have culminated in an unprecedented estimated £70 million in bill savings for its service recipients. This effort represents LEAP's commitment to providing long-term, sustainable solutions and significant financial relief to those in need.

From April 2024 to March 2025

£70 million of bill savings

£16.1m of funds spent on behalf of 10 energy companies

Easy Measures

110,148 Easy measures installed by Home Energy Assessors

51,997 Easy measures posted out to telephone customers

Additional Value Added

308 Fuel vouchers issued to customers
915 Homes given Heating System Tune-ups



Energy Advice and Support

49,546 Referrals received
33,012 Households received support
20,309 Triage calls
19,967 Home visits
5,041 Full advice calls
4,424 Income max sessions

Appliances and Boilers

10,271 Customers supplied
3,958 Fridges/freezers
4,471 Air fryers
722 Washing machines
787 Boilers replaced
1,296 Cookers
3,384 Heated airers/dehumidifiers



Energy Advice and Support

LEAP provided pivotal support through 20,309 triage calls and 5,041 full advice calls, ensuring tailored energy-saving guidance reached those in need. Our advisors carried out 19,967 home visits where personalised assistance was required.



Action on Appliances and Boilers

LEAP supplied 10,271 customers with household items, including 772 washing machines, 1,296 cookers, 3,958 fridges/freezers, 4,471 air fryers, and 3,384 heated airers/dehumidifiers. We also oversaw the replacement of 787 faulty boilers, improving energy efficiency and comfort.

Distribution of Easy Measures

We installed 110,148 easy measures directly and mailed out an additional 51,997 to customers, including draught excluders and energy-efficient lighting, which contributed to substantial energy savings nationwide.



Financial Aid and Additional Support

LEAP has continued to provide financial aid and practical support for communities across the UK. Newly included areas are; Ealing and Hillingdon in London, Northamptonshire and Musselburgh in Scotland.

Case Study

Changing Lives in Homes Across the UK

This year, LEAP continued to provide vital support to households struggling with energy costs, delivering impactful measures and advice. Here are a few examples of how LEAP made a real difference in people's lives:

Mrs E. Cheshire - May 2024

Mrs E from Cheshire qualified for a LEAP visit based on health and income. She came to LEAP with concerns about energy usage.



LEAP advisors provided
10 LED lightbulbs



An air fryer was provided to
assist with low energy cooking



Mrs E received an onward
referral to Income Maximisation

The changes resulted in estimated annual savings of **£264**

Mrs S. Paisley - October 2024

Mrs S, a resident of Paisley, Scotland, qualified for a LEAP visit due to a combination of benefits, health concerns, and income. Mrs. S reached out to LEAP with concerns about her energy usage and keeping bills down.



LEAP advisors provided
4 LED lightbulbs



A heated throw was provided to
effectively fight the cold

The changes resulted in estimated annual savings of **£772**



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Such a gentleman and friendly, could not fault him, he was very thorough. Went through the whole house and processed the checks and advice.

Mrs E. Cheshire - May 2024

Case Study

Stephen Leech, Manchester

What challenges were you facing with your energy bills, appliances, or your home before being referred to LEAP?

Cost of living, issue with energy bills, costs, tariffs, had difficulty with meter readings and estimated bills, generally trying to find ways to understand everything and get expert guidance to. How can I live more efficiently. The stress of not being in control and not knowing how to manage everything was becoming difficult especially after losing my mum and still having post cancer treatment. I was trying to get an appointment with CAB Manchester and that was very daunting and stressful and long winded.

What made you decide to take up the support offered by LEAP?

I trusted Macmillan who advised LEAP would be able to help with his issues and the savings would mean I would have more money to live. Booking the appointment with LEAP was very easy, and easy to talk to the staff. I was definitely listened to and advisor took down the notes about what my issues were.

What type of support did you receive from LEAP? Were there any changes made or support provided that particularly stood out or surprised you?

Went through my bills, spoke to British Gas, gave meter readings, arranged for smart meter appointment, went through my boiler and set to efficiency settings, taught me how to use the thermostat and on a subsequent visit went through in detail about the smart meter, how to use and understand this (even showed me live costs which was great), got me logged online so I can view my bills, direct debit, track my energy usage, got me signed up with British Gas PeakSave Sunday for half price electricity.

How has the support from LEAP made a difference to your home, energy use, or finances?

Put me in full control of my energy costs and usage, I now know how to live more efficiently, I have more knowledge and control and not paying expensive rates for energy.

Would you recommend the service to others in a similar situation – such as friends, family, or neighbours?

What seemed a massive mountain to climb, the problems I was facing and needed help with enabling to process to make it right, I found the full experience to be fantastic, I couldn't have done this without expert help, the end result being very rewarding, LEAP have acted as part of a team and very grateful for this. I am going to recommend LEAP to everyone I know, charities and organisations I volunteer for.



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They are a necessary organisation which surprisingly is free to the customer and makes a huge difference. Having one to one help, a human who understood and was willing to help me, a house visit is amazing as you look after my needs that's important to me and so much more.

Stephen Leech, Manchester



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* Freephone available between 08:45 - 17:30 Monday to Friday