LEAP
LOCAL ENERGY ADVICE
PARTNERSHIP

IMPACT REPORT

2025-26

Message from
Community Schemes Director
Jenny Boyce

With the fuel poverty crisis in the UK continuing to place pressure on households, the cost of energy remains a source of anxiety for millions of families. For many, the culmination of high prices, record levels of energy debt and inefficient homes continued to make staying comfortable a daily challenge.

Against this challenge, LEAP continued to build on its strong foundations and deliver meaningful, long-lasting support to households across the country. Between April 2025 and March 2026, £17.9m of funds were spent on behalf of 11 energy companies, generating an estimated £70.8m of bill savings for households.

Our network of referral partners and installers, together with the LEAP team and our funders, worked hard to identify those experiencing the greatest hardship and ensure they could access the vital support they needed.

This year LEAP received 49,166 referrals, delivered 18,207 home visits, completed 4,733 full telephone advice calls and provided 2,756 Income Max sessions. We also provided 129,291 low-cost measures, including 92,742 installed during home visits and 36,549 posted to telephone advice customers.

I'd like to personally thank everyone at LEAP, alongside our valued delivery partners and funders, whose commitment and support continue to transform lives. The inspiring stories shared in this report reflect the impact of our collective efforts. While the need for our services remains greater than ever, so too does our determination to make a lasting difference.

Warm regards,

J. Boyce

Jenny Boyce
Community Schemes Director

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.

2026

Jan

The January price cap took effect at £1,758. Although the rise was small, bills remained well above pre-crisis norms.

Dec

As colder weather increased heating demand, many households faced a winter of high bills, debt and difficult budgeting, even with expanded support available through the Warm Home Discount.

Nov

Ofgem confirmed a small January 2026 rise to £1,758. The Autumn Budget also signalled changes to bring some policy costs off household energy bills from April 2026.

Oct

The October price cap came into effect at £1,755. An Estimated 4.5 million UK household were in fuel poverty.

Sept

Ofgem data showed domestic energy debt had reached £4.43bn by June 2025, with many households falling further behind without a repayment plan in place.

Aug

Ofgem announced that the October price cap would rise again to £1,755. With another winter approaching, the need shifted to early referrals, efficient heating and practical in-home support.

July

The energy price cap fell by 7% to £1,720 for a typical dual-fuel household paying by Direct Debit. The reduction offered some relief, but did not reverse the impact of previous rises.

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Feb

The Ofgem price cap for a typical dual-fuel household paying by direct debit fell to £1,641 per year from April 1 to June 30, 2026. This brought in a £117 reduction.

Mar

DESNZ published its 2026 Fuel Poverty Statistics, estimating that 2.36 million households in England were in fuel poverty in 2025.

April

The price cap fell to £1,641, 11% lower than April-June 2025. The decrease was welcome, but the year's debt, affordability and energy efficiency challenges underlined the continued need for long-term practical support.

2025

April

The energy price cap climbed to £1,849 for a typical household, its third consecutive rise, putting further pressure on people already struggling with high bills and debt.

May

Ofgem confirmed the cap would fall from July, although the new level remained higher than the same period in 2024. As summer began, energy advice remained focused on preventing debt from building before winter.

June

The government confirmed that the Warm Home Discount would be expanded for winter 2025/26, with over 6 million households eligible for £150 off their energy bills.

LEAP Impact This Year

Over the past year, LEAP has helped people across the country make an estimated £70.8 million in bill savings. For this reason it's essential to remember the real difference practical, long-term energy advice can make, helping households reduce costs, feel more in control and access support when they need it most.

From April 2025 to March 2026

£70.8 million of bill savings

£17.9m of funds spent on behalf of 11 energy companies

Easy Measures

129,291 low-cost measures provided

92,742 low-cost measures installed during a home visit

35,549 posted to telephone advice customers

Additional Value Added

£129,000 worth of fuel vouchers issued to 896 customers

714 Home Heating System Tune-ups

Energy Advice and Support

49,166 Referrals received

18,207 Home visits

4,733 Full advice calls

2,756 Income max sessions

Appliances and Boilers

Replaced or supplied:

1,049 Boilers

3,443 Fridges/freezers

4,967 Air fryers

7,509 Heated airers/dehumidifiers

Energy Advice and Support

LEAP provided pivotal support by responding to 49,166 referrals and ensuring tailored energy-saving guidance reached those in need. Our advisors delivered 18,207 home visits, 4,733 full telephone advice calls and 2,756 Income Max sessions, helping households identify practical ways to reduce energy use, manage bills and access wider support.

Action on Appliances and Boilers

LEAP replaced 1,049 faulty or inefficient boilers and supplied essential household items, including 3,443 fridges/freezers, 4,967 air fryers and 7,509 heated airers/dehumidifiers. These interventions helped households reduce energy use, replace inefficient or unsafe equipment and maintain comfort at home.

Distribution of Low-Cost Measures

LEAP provided 129,291 low-cost measures in total, with 92,742 installed directly during home visits and a further 36,549 posted to telephone advice customers. These simple, practical measures contributed to energy savings and helped households make immediate improvements to comfort and efficiency.

Financial Aid and Additional Support

LEAP issued £129,000 worth of fuel vouchers to 896 customers and carried out heating system tune-ups in 714 homes, extending LEAP's reach through both immediate crisis support and longer-term improvements to heating efficiency.

Christopher, South Wales

January 2026

Christopher came to LEAP after being referred by Nest, having reached the end of the support available for his faulty boiler. He was living with limited finances and health conditions, while also dealing with an old, inefficient fridge freezer that was no longer working properly.

The unreliable boiler meant heating could not be guaranteed, and the fridge freezer was causing food to spoil, adding pressure to his household costs.

LEAP supported Christopher with a boiler replacement, helping restore reliable heating at home.

An inefficient fridge freezer was also replaced with a new appliance.

The support was provided without Christopher having to contribute to the replacement costs.

The intervention saved Christopher the cost of replacing essential appliances himself and reduced the anxiety caused by the situation.

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It was good to have LEAP come around, taking away my anxiety and stress level.

Tanya, Paisley

February 2026

Tanya, a single parent from Paisley, came to LEAP with concerns about high electricity costs and the pressure this was putting on day-to-day life while she studied at university and cared for her young son.

LEAP's Renfrewshire Home Energy Advisor visited Tanya at home, reviewed her energy use and bills and provided tailored advice to help her keep her home warm while reducing unnecessary energy use.

LEAP provided LED lightbulbs, a dehumidifier and an air fryer.

An inefficient fridge freezer, which had frozen up and was no longer working properly, was replaced with a new energy-efficient appliance.

Tanya was also made aware that she was eligible for the Warm Home Discount, helping her access extra support with winter energy costs.

The support helped Tanya feel warmer, more secure and more in control of household costs.

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It was really easy to access the service and make an appointment; I just opened my phone. Ian was fantastic, the support made a big difference.

Tricia, Sheffield

February 2026

Tricia, 76, was referred to LEAP by Age UK after being wrongly over-billed by her energy supplier.

With ongoing health issues, Tricia was feeling distressed, overwhelmed and unable to resolve the billing error on her own.

LEAP supported Tricia throughout the process of contacting her energy supplier, clarifying the situation and securing a refund of £876.27.

LEAP also provided energy-saving advice and practical measures around the home.

The support helped Tricia resolve a stressful issue, recover money she was owed and feel less alone.

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LEAP has been an enormous help. I was treated with dignity and respect and I can't thank Laura enough. To anyone thinking about using LEAP, I'd say this: You are not alone.

Case Studies

Eileen, Somerset

September 2025

Eileen, 83, is a widow living alone in a bungalow with her dog. Before being referred to LEAP, high energy bills had become a growing worry and she felt she needed help, but was not confident using the internet to find support.

LEAP made it easy for Eileen to access the service by phone and provided calm, practical support that helped her understand her options.

Eileen received energy and bills advice, alongside checks on her boiler and fire safety.

The team made onward referrals to help her access further support where needed.

The appointment helped her feel listened to, reassured and less alone.

The support gave Eileen confidence that there was someone she could turn to.

“They are a very helpful service and patient and will help you save a lot.

Sue, Isle of Wight

January 2026

Sue, a private tenant and mum of three, came to LEAP while managing rising energy bills, damp and mould, and the added pressure of an unresolved metering issue. With neurodiverse needs across the household, keeping routines steady and the home comfortable was essential, but the costs were becoming unmanageable.

LEAP worked with Sue in the home to fit practical energy-saving measures and make sense of the issue behind her bills.

LED bulbs and radiator reflector panels were installed to help reduce costs and improve warmth.

The team helped Sue understand what information to take back to her supplier.

Sue was also linked to wider support, including energy vouchers, useful household items, appliance referrals and Income Max advocacy.

The support helped Sue feel clearer about her next steps and more able to regain control of household costs.

“I’ve been overwhelmed trying to understand the bills and felt like I was getting nowhere. The changes fitted on the day made me feel like I can start getting things back under control.

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In association with AgilityEco
Part of M Group

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