



LOCAL ENERGY ADVICE
PARTNERSHIP

IMPACT REPORT

2023-24

Message from

LEAP Community Programmes Director

Caroline Joseph



Over the past year, the fuel poverty crisis in the UK has deeply affected millions of households, with rising energy prices forcing many families to make the impossible choice between heating their homes and meeting other basic needs.

In that time, LEAP has remained a **steadfast market leader** in delivering energy and money-saving support, standing at the forefront of efforts to alleviate the burden of fuel poverty.

In this year alone, our efforts have more than doubled, showcasing our unwavering commitment to making a difference. Thanks to the dedication and hard work of our team and delivery partners, we have achieved a record breaking number of referrals to an unprecedented amount of households.

This report highlights not only our accomplishments but also the comprehensive steps we've taken to combat fuel poverty.

From implementing energy-saving measures to offering appliance support, LEAP's diverse services have brought substantial energy and financial relief to thousands of homes.

Our journey is far from over. We remain deeply committed to easing the energy burdens on countless households across the United Kingdom, understanding that there is still much work to be done.

Warm regards,

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

Caroline Joseph
Community Programmes Director



We serve all of the UK providing crucial assistance to those most in need



Our home visits now reach **70%** of the UK population across



211 local authorities

This past year, LEAP has facilitated an estimated

£52 million



in energy bill savings for households.



“

Another year, another LEAP forward: Leading the way for fuel poor families. ”



The Story So Far

To say the UK has been through a lot since LEAP first opened its doors is an understatement. From global upheavals to domestic challenges, these periods have tested the resilience of communities and individuals alike.

Throughout this time, LEAP has only strengthened its efforts, continually finding new ways to support more struggling families with life-changing energy and financial assistance.

During some of the most difficult social and economic periods in modern history, LEAP has been at the forefront, adapting and expanding our services to meet the growing needs of the most vulnerable households.

As shown below, significant world events may shape the landscape in which we operate, but our commitment to easing the burden of fuel poverty remains the same, as we continuously expand our services and resources until no household is left without the support it needs.

2016

The year of Brexit

Taking the LEAP: Launch of the Local Energy Advice Partnership, to provide comprehensive energy support.

2018

Ofgem acknowledges urgent need for energy efficiency awareness

Enhancements in service delivery, incorporating more personalised energy-saving measures.



2017

UK energy suppliers increased to 60

Continued expansion of our support network across local authorities.

2019

Energy price cap and UK rail fares increase

Continued expansion of LEAP's support network and energy saving measures.

Rising above challenges, year after year.



2020

The COVID-19 Pandemic

A global health crisis that heightened the urgency for robust energy and financial support mechanisms. LEAP launches telephone service across multiple regions.



2021

The UK Energy Crisis

Soaring energy prices and supply challenges amplified the need for our services. LEAP launches telephone service across the whole UK.

2022

The Cost of Living rises due to war in Ukraine and Russian gas supply

Widespread inflation and increasing living costs pressured households, making our support more critical than ever. LEAP's service expands into Scotland.



2023

Price volatility due to instability of supply chain

Renewables achieve 24% of electricity output in the UK - Continued focus on expanding reach and impact in the face of ongoing economic challenges.

Year in Focus

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

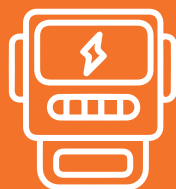
The collective efforts of LEAP and its partners have tangibly improved the lives of thousands of individuals, proving that with the right support, we can make significant strides in combatting fuel poverty. This effort has only intensified over the past year.

April 2023

The Energy Bills Support Scheme ended, causing household costs to rise to £2,500 annually, pushing 7.5 million households into fuel poverty.

July 2023

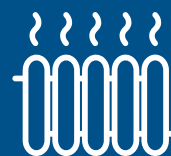
The typical annual energy bill stands at £2,074. 6.6 million households continued to struggle with fuel poverty.



LEAP starts Financial Assistance Scheme, delivering fuel vouchers worth up to £150 to at-risk residents on prepayment meters

New products added to the LEAP appliance scheme

- ✓ **Air Fryers**
- ✓ **Heated Airers**
- ✓ **Dehumidifiers**



Launch of LEAP's Heating System Tune-Up Service



August 2023

Ofgem announces price cap adjustment, reducing the typical annual bill to £1,923. Fuel poverty stands at 6.3 million households in the UK.

January 2024

Ofgem increases price cap to £1,928 a year, continuing the ongoing crisis into the new year.



Multilingual Chat Service

launched on LEAP website, offering round the clock support

LEAP's Energy Advice service now includes



in Somerset and South Wales

LEAP Impact This Year

LEAP's remarkable efforts over the past year have culminated in an unprecedented estimated **£52 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.

£52 million of bill savings

£17.2m of funds spent on behalf of 10 energy companies

Easy Measures

95,875 Easy measures installed by Home Energy Assessors

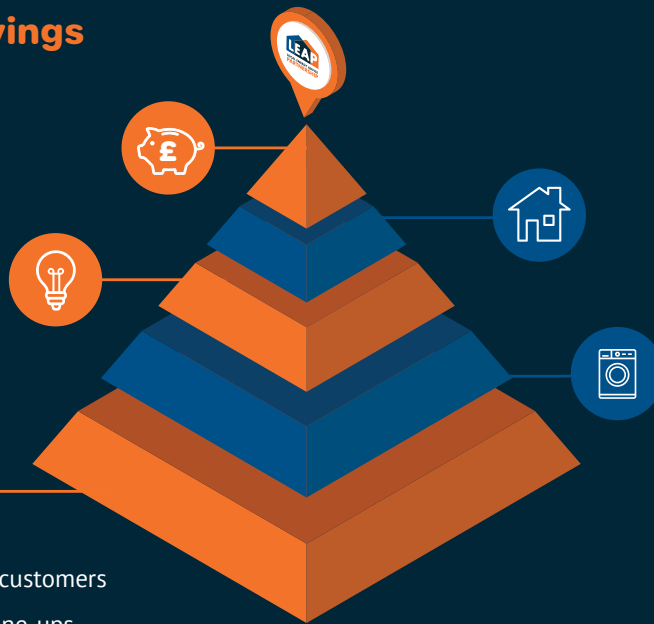
45,967 Easy measures posted out to telephone customers

Additional Value Added

4,468 Fuel vouchers issued to 2,022 customers

245 Homes given Heating System Tune-ups

33 Homes installed with Solar PV and Battery



Energy Advice and Support

- 55,325 Referrals received
- 33,497 Households received support
- 22,558 Triage calls
- 29,752 Bookings and rebookings
- 17,539 Home visits
- 5,924 Full advice calls
- 4,300 Income max sessions

Appliances and Boilers

- 7,291 Customers supplied
- 4,279 Fridges/freezers
- 1,961 Air fryers
- 1,692 Washing machines
- 1,580 Boilers replaced
- 1,118 Cookers
- 885 Heated airers/dehumidifiers



Energy Advice and Support

LEAP provided pivotal support through 22,558 triage calls and 5,924 full advice calls, ensuring tailored energy-saving guidance reached those in need. Our advisors managed 29,752 bookings and rebookings, leading to 17,539 home visits where personalised assistance was required.



Action on Appliances and Boilers

LEAP supplied 7,291 customers with household items, including 1,692 washing machines, 1,118 cookers, 4,279 fridges/freezers, 1,961 air fryers, and 885 heated airers/dehumidifiers. We also oversaw the replacement of 1,580 faulty boilers, improving energy efficiency and comfort.

Distribution of Easy Measures

We installed 95,875 easy measures directly and mailed out an additional 45,967 to customers, including draught excluders and energy-efficient lighting, which contributed to substantial energy savings nationwide.



Financial Aid and Additional Support

LEAP issued 4,468 fuel vouchers to 2,022 customers, heating system tune-ups in 245 homes, and implemented solar PV and battery systems in 33 homes, extending LEAP's reach by providing long-term sustainable solutions.



In association with **AgilityEco**
A part of MGroupServices

LEAP is wholly funded by many energy suppliers through the Warm Home Discount obligation. Thanks to this remarkable funding stream (now in its 14th year), every service we provide to householders is completely free of charge.

Freephone*

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Apply online

www.applyforleap.org.uk

f @leapservice

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