

Taking energy advice into the HEART of rural communities



**SERVICE
AWARDS
2025**

Best Community
and Neighbourhood
Initiative (inc.
Community Safety)
-WINNER



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South & East Lincolnshire Councils Partnership



1,112 SQUARE
MILES

300,000
RESIDENTS

RURAL!

HIGH FUEL
POVERTY

HIGH
DEPRIVATION

OUR CHALLENGES



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A new approach



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- Secured £660k from Local Energy Advice Demonstrator programme
- Partnered with charity PECT
- New energy advice team and 'ERIC' was developed
- Mobile clinic
- Taking service out to communities
 - Door to door
 - Community groups/events
 - Rural hubs





MEET 'ERIC'



MORE THAN JUST ENERGY ADVICE...



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- One-stop shop approach – encounter wide social issues
- Fuel debt, benefits, disrepair, hoarding, assisted bins, wellbeing
- Established partner network for referrals 'in' and 'out'
- Support to access grants and low-level measures
- Warm packs and Energy Saving Boxes
- Micro Boiler Repair Scheme



MEASURES OF SUCCESS



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- 1 5,696 reached with 3,950 receiving bespoke 1-2-1 advice
- 2 Over £28,000 of fuel debt wiped
- 3 Over £32,000 given out in Household Support Fund
- 4 374 referrals to non-energy efficiency support services
- 5 420 homes installed energy-efficiency measures

Case studies

A 50 year old, living with his wife and 2 teenage children, multiple cancers and is undergoing chemotherapy, and COPD.

The boiler was broken but they could not afford to repair or replace the boiler. Rather than provide electric radiators and an energy voucher, we instead used the money to pay for a one cost boiler fix, which several manufacturers now offer. The repair was completed within a week and provided a long-term solution to keeping warm over winter.

A resident with long term health concerns referred by Social Link Carer - no internet and had broken their mobile phone.

They were in £500 of fuel debt and in and out of hospital. Complex case and so case officer support resident through support services would be worked through one by one. The fuel debt was cleared by the British Gas Energy Trust and £100 of fuel vouchers provided by the National Energy Foundation and National Energy Action. General energy efficiency advice was provided and Citizens Advice managed to assist the resident in finding a part time job which helped to improve their long term financial resilience.

A couple struggling with a very low income and rising utility costs – husband full time carer to his disabled wife.

Property was in a rural area, in poor repair with inadequate heating. Following support to access available grant funding from the Home Upgrade Grant, the property received Loft Insulation, Flat Roof Insulation, Solar PV, and Air Source Heat Pump and Cavity Wall Insulation lifting the EPC from a F23 to a B82 reducing utility costs by £2,748 a year. Additional support and advice was also provided for a safeguarding issue in the neighbourhood, making use of other council services and teams for a multi-department approach. The couple have reported substantial bill reductions, reducing financial strains and improved health and wellbeing. So much so that the wife was able to continue her degree and establish a small business, improving their financial position even more.



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Any questions?



Email heart@e-lindsey.gov.uk for more information



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