

LEAP CASE STUDY

March 2024

LEAP is an energy and money saving service that is helping people reduce their energy bills without costing them any money.

www.applyforleap.org.uk



BACKGROUND

The resident, a single mother with two young children, was referred to our services by Cross Keys Homes following her transfer from temporary accommodation to social housing. She had fled a bad relationship, resulting in significant personal and financial challenges. Upon relocation, she faced a debt of £2000 and lacked essential household furniture. Her energy supplier was another source of stress due to the large outstanding energy debt, which prevented her from switching providers.

INITIAL ASSESSMENT

During our Home Energy Advisor's initial visit, they conducted a comprehensive assessment of the resident's new home to evaluate her heating system and other essential utilities.

INTERVENTION

1. Heating System Education

Our advisor spent time demonstrating how to use the programmable thermostat. This included setting up schedules to maximise energy efficiency and comfort.

2. Debt and Financial Advice

The resident revealed that the £2000 debt was incurred due to her ex-partner's actions, so our advisor referred her onto our partner, Incomemax, for a trust fund application and arranged a three-way advice call to explore available financial support options.

3. Home Improvements

During the visit, our advisor noted the absence of lightbulbs in several fixtures. They promptly installed new LED lightbulbs throughout the home.

4. Appliance Assistance

Recognising the resident's lack of essential kitchen appliances, she was referred onto the LEAP Appliance Scheme. Through this scheme, she was able to receive a new cooker and air fryer, free of charge, significantly improving her ability to prepare meals for her children.

AT A GLANCE

ISSUES

- Single mother with two young children fled a bad relationship
- £2000 debt due to ex-partner
- Lack of essential furniture and appliances
- High energy debt with current supplier, preventing her from switching providers.

OUTCOMES

- Personalised thermostat usage guidance
- Installation of LED lightbulbs during home visit
- Referral to Incomemax for trust fund application and financial advice
- Referral to LEAP Appliance Scheme for a cooker and air fryer

FINANCIAL ASSISTANCE

The partnership with Incomemax was crucial in addressing the resident's financial difficulties. By assisting her in applying for a trust fund, we aimed to alleviate the burden of her energy debt and provide her with the means to stabilise her financial situation. This intervention was designed to not only address her immediate debt but also to provide long-term financial planning and support.

OUTCOMES

Improved Confidence and Knowledge:

The resident gained confidence in managing her heating system, which is expected to result in lower bills due to being more energy efficient.

Debt Relief:

Through Incomemax, the resident received guidance and support in managing her £2000 debt, with the trust fund application offering a potential resolution.

Better Living Conditions:

The installation of lightbulbs and provision of essential kitchen appliances significantly improved living conditions for the resident and her children.

CONCLUSION

This case study exemplifies the critical role that LEAP plays in supporting individuals with complex health and housing needs. The LEAP service helps people reduce their energy bills without any cost to them. LEAP stands out as it offers a comprehensive approach to energy management and financial savings.

Our highly trained home energy advisors, ensure that residents receive expert energy-saving advice tailored to their specific needs. They can offer referrals for money-saving and debt advice, addressing broader financial challenges that residents may face. Through a thorough assessment, our advisors determine eligibility for insulation and other significant energy efficiency measures, further reducing energy usage and costs.

HOW TO APPLY

To determine eligibility, applicants can visit applyforleap.org.uk/eligibility.

If eligible, applications can be submitted directly through **Green Energy Switch**.

Alternatively, applicants can contact us by phone at **01733 646253 (select option 2)** or via email at **leap@greenenergyswitch.co.uk** for assistance with the application process.



www.greenenergyswitch.co.uk



01733 646253 (option 2)



leap@greenenergyswitch.co.uk



Resident's Comments:

"He explained everything so well and was very supportive. He helped with all of my questions and gave me some good advice. I'm so pleased he came! Thank you"

