Energy Redress Fuel Voucher Fund – October 2023 Application Form

Please note applications should be completed and submitted digitally.

Step 1: The Applicant

Registered Organisation Name**:** Click or tap here to enter text.

Charity Registration number:Click or tap here to enter text.

I confirm that the application is made on behalf of a registered charity[ ]

Is your organisation able to reclaim VAT? Choose an item.

Contact details for correspondence

Name of project leader:Click or tap here to enter text.

Job title: Click or tap here to enter text.

Address Line 1:Click or tap here to enter text.

Address Line 2:Click or tap here to enter text.

Address Line 3:Click or tap here to enter text.

Address Line 4:Click or tap here to enter text.

Postcode:Click or tap here to enter text.

Telephone:Click or tap here to enter text.

Email: Click or tap here to enter text.

Second contact name:Click or tap here to enter text.

Job title: Click or tap here to enter text.

Address Line 1:Click or tap here to enter text.

Address Line 2:Click or tap here to enter text.

Address Line 3:Click or tap here to enter text.

Address Line 4:Click or tap here to enter text.

Postcode:Click or tap here to enter text.

Telephone: Click or tap here to enter text.

Email: Click or tap here to enter text.

Authorised Signatory

Full name:Click or tap here to enter text.

Job title: Click or tap here to enter text.

Email: Click or tap here to enter text.

Please note the word limit in each section – only content within the indicated word limit will be assessed.

Step 2: Project Information

Will your Project be GB-wide?Choose an item.

If no, what areas will your project cover? Click or tap here to enter text.

2.1 Project summary (max 250 words)

Provide a summary of what your project aims to achieve and briefly outline the delivery approach. Note the rationale for the project and approach to delivery. Highlight any features of the project that maximise the positive impact for eligible vulnerable energy consumers.

Click or tap here to enter text.

2.2 Project beneficiaries (max 250 words)

Describe how you will identify and engage with vulnerable households in need of emergency fuel vouchers on the scale required to deliver your project. Include your eligibility criteria used to determine the need for vouchers and how you will evidence eligibility when audited.

Click or tap here to enter text.

Step 3: Project Planning and Delivery

3.1 Relevant Experience and Capacity (max 500 words)

1. Provide details of any relevant experience your organisation/partnership has in delivering large scale fuel voucher funds or similar emergency support to vulnerable households. Be specific on any experience with energy issues and/or fuel vouchers.
2. Please explain your organisational capacity and any relevant infrastructure you have that will help you to administer delivery of your requested voucher funding to those most in need whilst protecting against fraud.
3. Detail any other organisations that will work on your project as partners, including experience and role in the project.

Click or tap here to enter text.

3.2 Project Team

Explain which staff will carry out the different tasks required to allocate and distribute vouchers. Include the skills, experience, and qualifications of current staff and what you will look for in any new staff that will be recruited. Please ensure you clearly note who will be responsible for: client identification, client eligibility checks and fraud protection.

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| --- | --- | --- | --- | --- |
| Job Title | Name | Organisation | Project Specific Responsibilities (max 50 words) | Biography (max 50 words) |
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3.3 Procurement of Voucher Provider (max 200 words)

1. Explain which voucher provider you will use and the rationale for your choice.
2. How will you work with your voucher provider to mitigate against fraud?
3. Confirm that contact has been made with your chosen fuel voucher provider and attach a letter of support from them with the application form.

Click or tap here to enter text.

3.4 Accessibility of Vouchers (max 250 words)

1. Fuel vouchers funded by Energy Redress should be accessible to eligible clients of other Energy Redress-registered organisations. Please explain how you will enable this.
2. Provide details of how external organisations (and your own internal services/projects) will be able to make referrals to your voucher fund (e.g., a designated telephone number, email address or online referral form).

Click or tap here to enter text.

3.5 Voucher distribution and forecast.

Grant agreements will have a 15-month duration. You should consider both the time it takes to set up systems and the voucher lifespan (30-days) when deciding on the grant amount requested. Set up time, reporting and voucher redemption will need to be completed within the project timescale. We would therefore expect approximately one month of setup time at the start of the project. All projects must stop distributing vouchers two months before the end of the project to allow for voucher redemption and reporting.

Payments will be made on submission of drawdown requests forecasting the number of vouchers needed over the period, informed by previous delivery rates.

Complete the table below with your predicted number of vouchers issued and spend per month. Please note this is a forecast and not binding, though if successful you will be asked to keep this forecast updated throughout project delivery.

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| --- | --- | --- | --- |
|  | Management activitiesi.e., voucher provider procurement, recruitment, audit prep, closing project | Voucher Distribution  | Voucher Spend  |
| Month 1 |  |  | £ |
| Month 2 |  |  | £ |
| Month 3 |  |  | £ |
| Month 4 |  |  | £ |
| Month 5 |  |  | £ |
| Month 6 |  |  | £ |
| Month 7 |  |  | £ |
| Month 8 |  |  | £ |
| Month 9 |  |  | £ |
| Month 10 |  |  | £ |
| Month 11 |  |  | £ |
| Month 12 |  |  | £ |
| Month 13 |  |  | £ |
| Month 14 |  |  |  |
| Month 15 |  |  |  |
| Total |  |  | £ |

Step 4: Reporting and Monitoring

4.1 Monitoring (250 words)

Describe how you will monitor project progress in issuing the targeted number of vouchers to eligible clients and the client journeys. Include what systems you have in place i.e., database/CRM. It should be clear how you will record and track the following key information:

1. the number of vouchers issued, redeemed and unredeemed
2. voucher recipient details, including their eligibility for support
3. the household limit is upheld (six vouchers/household)
4. whether you will be able to provide anonymised demographic data on clients and what data you will collect

Click or tap here to enter text.

4.2 Evidence (150 words)

Explain what evidence you will collect and provide alongside your reports to verify the number of vouchers issued (and reissued), voucher redemption and funds spent on vouchers and voucher administration costs (your voucher provider may have reports that can help with this). Confirm that you are able to differentiate between the Energy Redress grant and other sources of funding.

Click or tap here to enter text.

4.3 Added Value (max 250 words)

Detail any advice and support additional to this grant, that you will provide to clients receiving fuel vouchers through onward referrals either internally to your existing services or externally to partner organisations e.g., energy or benefits advice. Advice activity is not to be funded under a voucher fund grant.

Click or tap here to enter text.

Step 5: Risk Mitigation

5.1 Fraud Protection (250 words)

1. Explain the steps you will take to minimise the risk of fraud from potential clients, potential partners (referral or other) and employees.

Detail the checks that will be carried out and evidence recorded, including what information you will ask clients for, how legitimate referral routes are verified, and how you uphold the maximum of 6 vouchers per household.

Click or tap here to enter text.

5.2 Project Risk Assessment

Describe all the risks associated with the delivery of this project and the policies or procedures you have in place to mitigate against these risks. Common risks to consider in addition to fraud include data protection issues, the safeguarding of staff and clients, health and safety issues, staff changes and difficulties recruiting/engaging with clients.

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| --- | --- | --- | --- |
| Risk | Likelihood | Potential Impact on Project | Mitigation |
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5.3 Other risks

Please check to confirm:

* We have an up-to-date Data Protection Policy that incorporates GDPR [ ]
* We have an up-to-date Safeguarding Vulnerable Adults Policy [ ]
* We have an up-to-date Health and Safety Policy [ ]
* We have an Equal Opportunities Policy [ ]
* Appropriate DBS checks or a satisfactory disclosure for those involved in delivering advice in a one-to-one capacity to vulnerable adults [ ]
* We will cross-check all clients’ personal details (including those referred into the grantee by a third party) for duplicates before issuing voucher. Checks should include client name, address and postcode, telephone number and email address (if available). Note: Where clients have contacted you by telephone, this MUST include cross-checking telephone numbers for duplicates [ ]

5.4 Insurance (150 words)

Explain what insurance you have in place to cover financial loss due to fraudulent activity and any other key risks. Please include the type of insurance and level of cover.

If you will need to extend your insurance cover for this project, please obtain at least one quote for that extended cover and state what cover you intend to put in place and to what value.

Click or tap here to enter text.

Step 6: Project Budget

A budget spreadsheet has been provided alongside this application template. Please ensure you complete the budget spreadsheet accurately.

Note the following:

* The minimum grant request is £1,000,000 and the maximum is £5,000,000, this should include all costs (including voucher, voucher provider administration, staff and other costs).
* Voucher Costs – Voucher values and voucher provider administration costs should be presented separately in this section. The number of vouchers you plan to issue must be achievable and reasonable considering your organisation’s reach and the staff resource assigned to the project.
* Staff costs – Only staff that are directly involved in managing and administering the Fuel Voucher Fund can be included in the budget. Please note that overhead costs include costs such as office rent, utilities, staff sickness pay and office supplies that are attributable to delivering the project. Please refer to the guidance document to ensure staff day rates are calculated correctly (*Section 6.3, page 14*).
* Other costs – All costs must be directly related to meeting the fund’s aims by safely distributing fuel vouchers.
* The budget should be based on the actual costs needed to deliver this project successfully as only genuine project costs with supporting evidence will be funded.
* Costs must exclude any reclaimable VAT.

Important Information

Ofgem-regulated companies

Energy Redress payments cannot be made to any organisation that is, or has, close links to any person or organisation that is, regulated in Great Britain by Ofgem. This includes delivery partners as well as the lead body for a grant application.

Energy companies regulated by Ofgem include, but are not limited to, suppliers of electricity and/or gas, companies which transport electricity and/or gas and companies which generate electricity or produce gas. Further information on this issue is available in the programme guidance.

In checking whether any organisation has “close links” to an organisation regulated by Ofgem, you should consider, among other matters, the following rules:

Eligible companies should not share branding with any Ofgem regulated energy company e.g., through including the name of a regulated energy company in its own name or incorporating an energy company logo with its own; and

Eligible companies should not be legally under the control of, or a subsidiary of, a regulated energy company.

Please check here to confirm that no person or organisation that will receive income or otherwise benefit from your project is, or has close links to, an Ofgem regulated organisation.[ ]

Data Protection

The Energy Saving Trust is collecting your details for the purpose of assessing and administering your funding application and for the purposes set out in our Privacy Policy. The Energy Saving Trust may need to contact you for further information to support your application. We will retain your information for monitoring, analysis and targeting, and may contact you, by email and telephone, in the future to assess customer satisfaction. We may share your details with Ofgem who fund the scheme. The Energy Saving Trust will also share details with other funding bodies to ensure that no double funding occurs.

 The Energy Saving Trust’s Privacy Policy is available at <https://energysavingtrust.org.uk/privacy> or you can request a paper copy from the Data Protection Officer at DataProtectionOfficer@est.org.uk.

Authorised Signatory for Organisation

Full name:Click or tap here to enter text.

Position in organisation:Click or tap here to enter text.

Scanned signature:

Witness Signature

Full name:Click or tap here to enter text.

Position in organisation:Click or tap here to enter text.

Scanned signature:

Date:Click or tap to enter a date.

Email completed form as a PDF file to energyredress@est.org.uk before 5pm on 3rd November 2023

Internal Use only

Application reference number: Click or tap here to enter text.