

Case study: Energy audits in community buildings

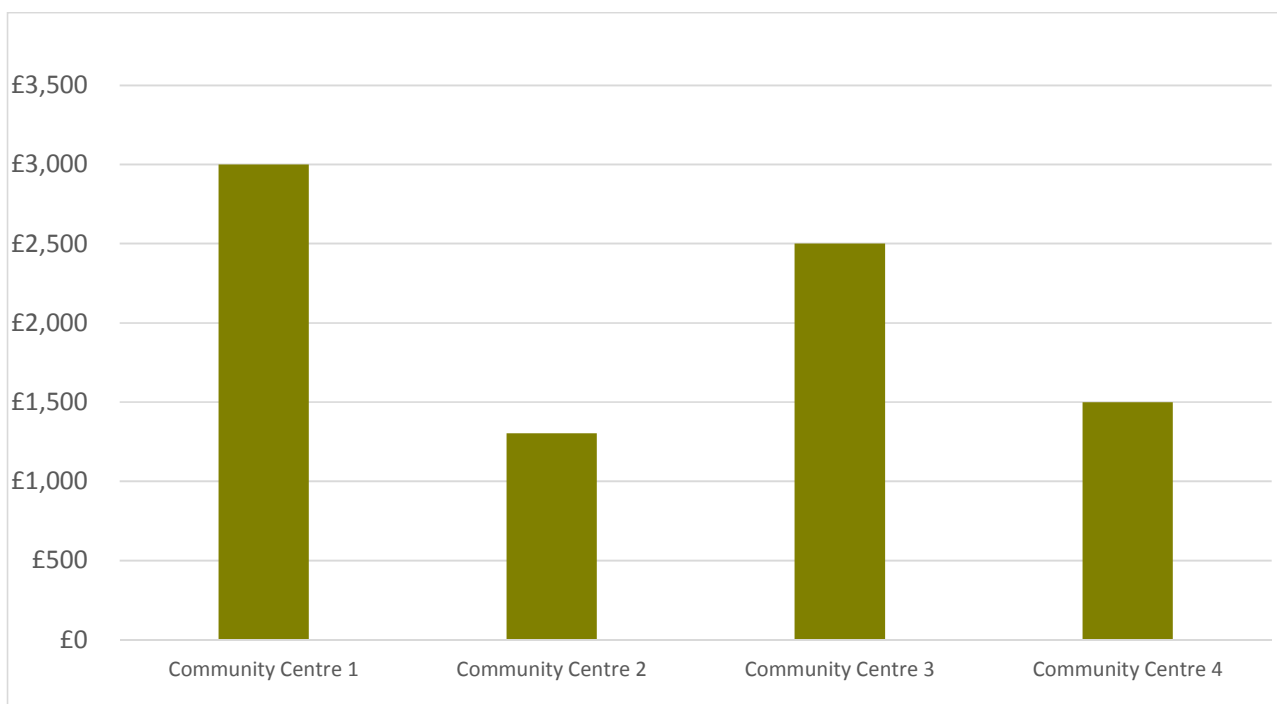
Energy Audits

Energy audits were carried out at 4 community centres, and the recommendations were drawn up into an energy action plan to help the community centres reduce energy use within the building, and identify if they could generate renewable energy.

Energy bill savings

Analysis of their energy bills revealed areas for potential savings, where the electricity and gas suppliers had incorrectly billed the community centres.

By working closely with the energy companies and with the continued support of the community centre committees, an estimated total of £8,300 will be recovered for the centres.



Energy efficiency opportunities

The energy audits also identified opportunities to improve energy efficiency through installation of measures including:

- Loft Insulation
- Lighting upgrades to low energy LEDs
- Replacement of older boilers with new efficient models.
- Zoning of heating to control heating within different parts of the building.

Water audits

Northumbrian Water are currently delivering water audits for these buildings and fitting water saving devices free of charge.

Renewable energy

There is potential for Solar panels to be fitted to a number of the community centres to generate electricity. This would help to reduce the electricity bill and potentially provide a source of income, subject to the governments Feed in Tariff review.

What happens next?

Some of the recommendations for the centres will not cost anything to implement. For example, good housekeeping and ensuring that someone is responsible for monitoring the energy bills. These centres have people in place who are ready and willing to do this, which is vitally important.

Where funding is required to improve the lighting and heating of the building, the community centres are currently working with the Councils Energy Services team to identify funding options. It is hoped that this will help support the asset transfer process for a number of these buildings.

Working in partnership

The community centres all see the benefit of working together to develop the energy project further. There may be opportunities to develop joint funding bids to improve each of the buildings energy efficiency and invest in renewable energy.

They are also keen to hear from other community buildings that are interested in working together on energy projects.

Green Hubs Pilot



Global
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A project part-
funded by the
European Union

Energy and Water Guide for charities and non-profit organisations

A business energy supply

Charities and non-profit organisations typically use more gas and electricity than households – so utility companies tend to apply a **business** meter profile to a charity's premises. Therefore charities need to be aware of how their contract works in order to minimise bills. Most significantly, these contracts are usually set for a fixed period. There will be a window towards the end of the contract during which you need to take action to either shop around or set up a new arrangement with your supplier. Failure to act means the contract could roll over onto much higher, punitive rates.

Reduced VAT for charities

Charities pay VAT on all standard-rated goods and services they buy from VAT-registered businesses. They pay VAT at a reduced rate (5%) or the 'zero rate' on some goods and services. Contact your energy supplier to check if you are eligible.

If a charity qualifies for the reduction, can it make a backdated claim?

Yes. It is possible to claim up to four years of back payment, you should expect a rebate from your supplier for the difference between 5% and the standard rate of VAT currently 20%.

Is there anything else charities are exempt from paying?

Yes. Charities are also exempt from the **Climate Change Levy** (CCL) which is automatically added to non-domestic energy bills. By successfully applying for the VAT reduction, charities should become automatically be exempt from paying the Climate Change Levy.

Surface water drainage concessions for community organisations

Surface water drainage charges cover the cost of removing and treating surface water (rainwater) from your site or property, it includes water that drains from roofs, car parks and other hard standing areas. All non-domestic customers who have a metered supply are billed the surface drainage and highway drainage charge as a fixed sewerage charge referred to as a band charge. The chargeable area is calculated by measuring the total area of the site using Ordnance Survey information and aerial photographs. The chargeable area will then attract one of fifteen surface area charging bands. Northumbrian Water offer reduced surface water drainage charges for properties used for certain types of benefit for the local community. Charges for the properties eligible under this concession will be capped at the Band 1 charge.

An eligible property must be primarily used as a:

- Community Amateur Sports Club (CASC) registered with HM Revenue & Customs;
- meeting place for Scout and Guide groups or similar youth organisations
- Place of public religious worship
- Village or community hall, or community association receiving discretionary relief from their local council for their business rates and classified under section 475 of the business rating manual volume 5.

And:

- have a metered water supply
- be connected for surface water drainage.
- be run as a not-for-profit organisation
- be non-governmental and non-political
- be open to the whole community without discrimination
- reinvest any and all profits in the organisation and not receive all it's funding from local government

Contact Northumbrian Water to find out more:

www.nwl.co.uk/business/tariffs-and-charges.aspx

Energy Contracts for Business Customers – Ofgem Guidance

Understanding your contract is vital if you want to be in control of your energy bills. The hints and tips below are relevant to all businesses and are based on current energy market rules. Following Ofgem's latest investigation into the retail market they are also looking at whether further protection is required for businesses.

Make sure you have a copy of your contract

If you are a micro business* customer, rules introduced by energy regulator Ofgem mean that your supplier has to send you a copy of the contract terms and conditions after you have agreed a new deal. If your company is larger than a micro business, Ofgem still expects your supplier to ensure that you can see a copy of the terms and conditions. When you receive a copy of your contract make sure you read it through carefully. Also make sure you read through all the bills, letters and other important information which your supplier sends you.

Know the dates of your contract

Making sure you know when your contract begins and ends is vital. In particular you should note down when the notice period is for deciding if you want to switch or stay with your supplier. If you do not have this information to hand contact your supplier.

Note the difference between the renewal period and the notice period on a fixed-term contract

Many household contracts allow you to easily switch supplier at any point during the year, provided you give a short notice period. But don't assume that the contract for your business has the same terms and conditions, as many businesses are on fixed term offers. Make sure you know exactly when the window is for notifying your supplier that you wish to sign a new deal, or that you want to switch at the end of the contract. If you are a micro business customer, your supplier will contact you setting out the details of its new fixed-term offer at least 60 days before the end of your

contract. Once you receive this letter you will have at least 30 days to contact your supplier and let it know:

- if you want to sign up to its new offer, or
- if you want to switch to a new supplier once your deal ends.

Remember that you may still have to give a notice period at the end of your contract if you want to switch. If your company is larger than a micro business, there are no rules set by Ofgem for when a supplier will notify you of your options once a fixed-term deal expires. You will need to check your contract or contact your supplier for further information. If you switched supplier before you started your current deal, don't assume that notice and renewal periods with your new supplier will be the same as with your previous one. If you do not have information on your renewal and notice periods ask your supplier to provide it.

Understand what will happen if you don't switch or sign a new fixed term deal

When you receive your renewal letter make sure you fully understand the terms and conditions. It will set out what will happen if you don't contact your supplier to sign up to their offer, negotiate a new deal, or tell them you want to switch. If you are a micro business your supplier could roll over your contract for a maximum of one year. It could also increase the rates or change the terms. If your company is larger than a micro business you will need to check what your contract says about renewals – as your supplier may be able to roll over your contract for longer than one year. It is never too early to think about what you want to do when your current contract ends. If your contract does run out, your current supplier will still provide your energy until you switch but you may be subject to a deemed or out of contract rate which could be much higher than your current contract. This applies both to micro and larger businesses so you will need to check the terms and conditions of your contract to see how this applies to you.

*You can be defined as a micro-business for just gas, just electricity, or for both. The gas or electricity must be supplied on non-domestic premises and you must meet at least one of the following three criteria:

- consumes not more than 55,000 kWh of electricity a year
- consumes not more than 200,000 kWh of gas a year
- has fewer than ten employees (or their full-time equivalent)

and also has an annual turnover or annual balance sheet total not exceeding €2m (will qualify as a micro-business for gas and/or electricity)

Green Hubs Pilot



Global
Awareness
in Action



A project part-
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How to switch energy supplier – Business- Ofgem guidance

If you are a business consumer, switching energy supplier or setting up a new account as soon as you move into new premises can make a big impact on cutting your bills. Whatever your business, the following hints and tips will help you when you're comparing deals and switching to a new supplier.

Talk to suppliers

Ask your own supplier if it has any better offers. This will give you something to use as a benchmark when looking at other deals.

Check your meter

Taking regular meter readings will help build up a picture of your consumption over time. You may need to know your consumption so that other suppliers can provide a quote for you. Your meter has unique registration numbers: the MPAN (meter point administration number for electricity meters) and MPRN (meter point reference number for gas meters). Give these to your new supplier. You can find them on your meter, as well as on your bill.

Know your contract

Make sure you know the terms of your current contract. For example, how long before your existing contract ends can you tell your supplier that you want to switch? When you are talking to a competing supplier ask them to explain the terms and conditions of their deal so you can make sure you fully understand them before you sign up. Most business deals do not offer a cooling off period (this is the option of cancelling a contract within a certain amount of days after it is agreed). This includes when you have agreed to the contract over the telephone. So be sure that you are fully happy with all the terms and conditions before you agree to it.

What to check when using a Third Party Intermediary (TPI)

Some businesses choose to use Third Party Intermediaries (TPIs) to help them compare their current deals with those of other suppliers.

If you do decide to use a TPI, ask them:

- which suppliers they represent (so you know whether they will compare the whole market for you)
- how their services are paid for (for example, will its commission be included in the prices you are quoted or will they charge a one-off fee?).

If you have any concerns about the actions of a TPI you can talk to your local trading standards department which, along with the Office of Fair Trading (OFT), has enforcement powers which may apply to some forms of misleading information and communications.

How to switch energy supplier – Domestic

How to get started -You'll need the following information:

- The name of the tariff you're currently on (if you don't know, contact your supplier).
- How much you spent on energy in the last year (if you don't know, the supplier will calculate your average consumption).
- How you currently pay for your energy. (details on annual statement or bill)
- If you receive the Warm Home Discount, it's worth checking whether you'll still qualify when you switch.

How to find a better deal

- Talk to your supplier or visit its website to get details of your current tariff, and see if it can offer you a better deal.
- Use one of the approved online price comparison services listed visit website, www.ofgem.gov.uk
- If you cannot access the internet, you can call the Citizens Advice consumer service on 03454 04 05 06 (English language) or 03454 04 05 05 (Welsh language). For textphone, dial 18001 followed by the helpline number.

How to make the switch

- Suppliers are responsible for managing your switch. It can take up to eight weeks. Your existing supplier will continue to provide your energy until the day of the switch.
- If you're on a fixed term contract you may be charged a fee if you switch before the contract has expired.
- You may have to pay off any debt to your current supplier before you're allowed to switch. However, if you use a prepayment meter you should be able to switch with a debt of up to £500.
- In case you change your mind, check whether a cooling-off period will apply before you sign or agree to any new contract.

What else to think about

- Your supplier must write to you regularly with details of its cheapest tariff for you. It must also tell you of price increases or changes to your contract.
- Suppliers are only allowed to offer four tariffs per fuel type.
- If you're directly responsible for paying your energy bills you have the right to choose your own supplier. But speak to your landlord or housing association if you live in rented accommodation, as tenancy arrangements might affect your situation. For more information on tenants' energy rights, visit website: www.ofgem.gov.uk/news/tenants-energy-rights-explained

Reading your gas and electricity Meter

How to read the meters

If you want to keep track of your gas and electricity use, you need to know how to read your meter.

Which meter is which?

It's easy to get them confused! Electric cables can be seen coming in and out of an electricity meter, while thicker pipes and hoses come out of gas meters.

Electricity

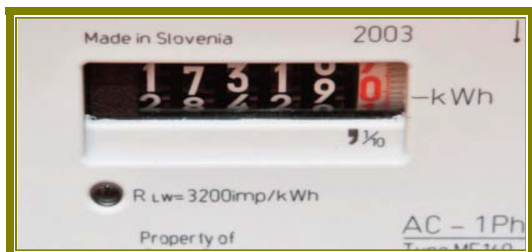
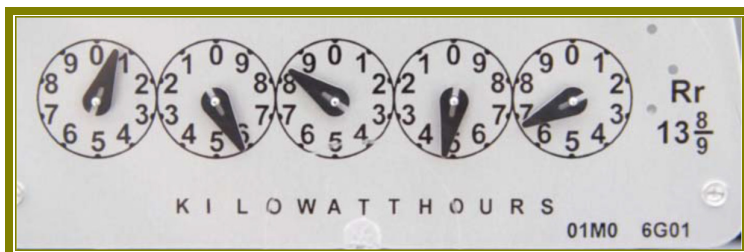
Electricity meters show how much power has been used, measured in kilowatt hours (abbreviated to kWh).

Some older ones have a series of five dials, like little clock faces (picture, below left). To read this kind of meter, start with the dial on the **left**, even if the dials are arranged slightly differently from the picture.

Write down the number that the pointer has **just gone past**, in this case '0', then move on to the next dial. This looks as if it's showing '6', but, remember, we want the number that it has **passed** which is '5'. *And note that some dials in the row turn clockwise while others turn anti-clockwise.*

Sometimes a pointer may be directly above a number, so it is difficult to tell if it has passed it or hasn't quite reached it. If this is the case, look at the dial to its right. If that one shows a high number, then the pointer has **not** passed the digit that it is hovering above. If it shows a low number it has.

The full reading for this meter is 05846.



Other electricity meters look like car milometers (picture above, right). These are easier to read, and again, if a digit is ever in-between, look at the one to its right to work it out. This one reads 17319.

Gas

While *electricity* is measured in kWh, *gas* is measured in cubic metres or cubic feet (picture below). Gas bills use cubic meters (before, confusingly, converting this to kWh) but should explain how they've converted from cubic feet if that's what your meter uses.

Again, to read the meter, start on the left and note the digit that the pointer has just passed. If the pointer is directly above a number, you can tell if it has passed it or not by referring to the next dial. The meter below reads 7120.



Prepayment meters

Additional information is displayed on **prepayment meters**. For an explanation of these, contact the fuel provider who will send a card/guide with instructions for using your particular meter. (The above guidance provided by the Centre for Sustainable Energy).

Example Meter Reading Sheet to keep record of readings and bills

Gas Meter Serial Number _____

Date	Meter Reading	Latest Bill Check/Comments

Electricity Meter Serial Number _____

Date	Meter Reading 1	Meter Reading 2	Latest Bill Check/Comments

Top Energy Saving Tips

Most people are surprised how much energy can be saved by making a number of small changes:

- Switch lights off when you leave and switch lights off in empty rooms – this could cut our lighting costs by as much as 15%.
- Do not use more light than you need - if you're only working in one part of the room, why have all the lights on? Don't strain your eyes, but try not to use light unnecessarily.
- Turn off monitors when away from desks – screen savers do not save energy. If you're away from your desk for a long period, turn off your PC.
- Keep radiators free of obstacles. Furniture in front of a radiator means the furniture heats up rather than the room.
- Switch PC's, printers and photocopiers on only when they are needed and turn them off at the end of the day.
- Use a tea boiler instead of a kettle – if you must use a kettle then only fill it with the amount of water required.
- Unplug all transformers – including mobile phone chargers when not in use - as this still uses energy.
- Report faulty lights - fluorescent tubes still use electricity when they are flickering.
- Turn off taps when there not required and report any dripping taps - hot water taps also waste gas as well as water when they leak.
- If your building has air conditioning, or heating, turned on make sure the windows are shut, to make it work more efficiently.
- Ensure light switches are labelled with switch off stickers.
- Maximise daylight by opening blinds whenever possible.
- Report any external lighting that is on during daylight hours.

Carrying out an energy audit in a community building

It may not be obvious which improvements and changes will make the biggest impact on energy use in your community building. An energy audit will help you understand how energy is being used and help you to identify the most effective options for energy efficiency improvements. An energy audit can be carried out professionally or you may choose to carry out your own.

What improvements can be made in community buildings?

There is often considerable scope for improving the energy efficiency of community buildings, ranging from low cost and simple changes through to larger scale physical improvements which may be complex and costly. Options can be broken down into the following Behaviour change, Physical improvements to reduce energy waste (e.g. insulation, efficient heating) and Renewable technologies.

Behaviour change

Probably the biggest difference separating energy efficiency in community buildings from domestic properties is how the building is used. Community buildings are often only occupied for a few hours of the day but by large groups of individuals over the course of a week. There is therefore significant potential to reduce the building's energy demand simply through ensuring that these people understand how to use the heating, lighting and electrical appliances in the building effectively. This could be as simple as switching off heaters and appliances when not in use, closing doors and windows, or understanding and using controls to manage temperatures and timings effectively. Raising awareness of these issues could be achieved at little or no cost through things like training sessions, placing signs around the building, and holding public energy awareness days.

Physical improvements

- **Insulation and draughtproofing** - Roof insulation, Wall insulation, Sealing gaps round windows, doors or floor skirting, Double glazing, Floor insulation.
- **Space and water heating** - New boiler/heating system, New heating controls (e.g. timers, programmers, thermostatic radiator valves) Point-of-use water heaters, Insulation of hot water pipework and hot water cylinder
- **Lighting** - Slim-line 'T5' tubes in place of fluorescent lights, Low-energy 'compact fluorescent lamps' (CFLs) in place of standard bulbs, Timers and motion sensors
- **Electrical appliances** - Replace old appliances with more energy efficient ones (i.e. A rated or higher), Programmable on/off timers, Energy saving settings on computers
- **Water use** - Fit water saving devices to taps (e.g. lower flow taps, aerated taps, flow regulators), Install dual-flush toilets or put in toilet 'hippos', Fix leaky taps and pipes, Rainwater harvesting

Renewable Energy

It's always best to reduce energy use and increase the buildings energy efficiency as much as possible before considering renewable energy. Energy generated from renewable sources will however reduce the building's reliance on importing power and could generate a steady income stream to help cover running costs or pay for other activities. New government initiatives have been set up to provide a financial incentive for the generation of renewable energy, through the Feed in Tariff (FIT) for electricity generation (e.g. solar PV) and the Renewable Heat Incentive (RHI) for heat generation (e.g. biomass boiler).

Some technologies you might be able to consider for heat and electricity generation are:

Electricity Solar PV Micro-wind

Heat Solar hot water (solar thermal) Biomass boiler Heat pump (ground source, air source or water source).

(Energy Audit guidance provided by The CSE)

Reduce Reuse Recycle

Top Tips for Reducing Waste

Think about what you purchase and use so that you utilise resources and don't end up unnecessarily throwing things away.

- Question do you need to buy the item in the first place?
- Can you ask for goods to be supplied with less packaging?
- Set default print settings to double sided - if you really need to print at all.
- Use glasses & crockery in meetings instead of plastic or paper alternatives.
- Invest in some re-chargeable batteries for equipment.
- Keep your mailing-lists up to date to reduce wasted mail-shots (and save on costs).
- Think about documents that you print regularly –reports for everyone at a meeting, agendas, minutes etc. – can you do without or share copies? Do you have facilities to use electronic versions only?

Top Tips for Re-using Waste

- Before throwing something away, can it be used again or for something else?
- Scrap paper can be used for note pads.
- Envelopes can be used again by sticking a sticky label over the top, or crossing through the address neatly.
- Make sure plastic name badges are returned at the end of events to be reused.

Top Tips for Re-cycling Waste

- If you have separate recycling bin facilities in the office then use them, and encourage others to!

If you don't then it maybe that your organisation has a contract where the waste is sorted for recycling at the plant instead.

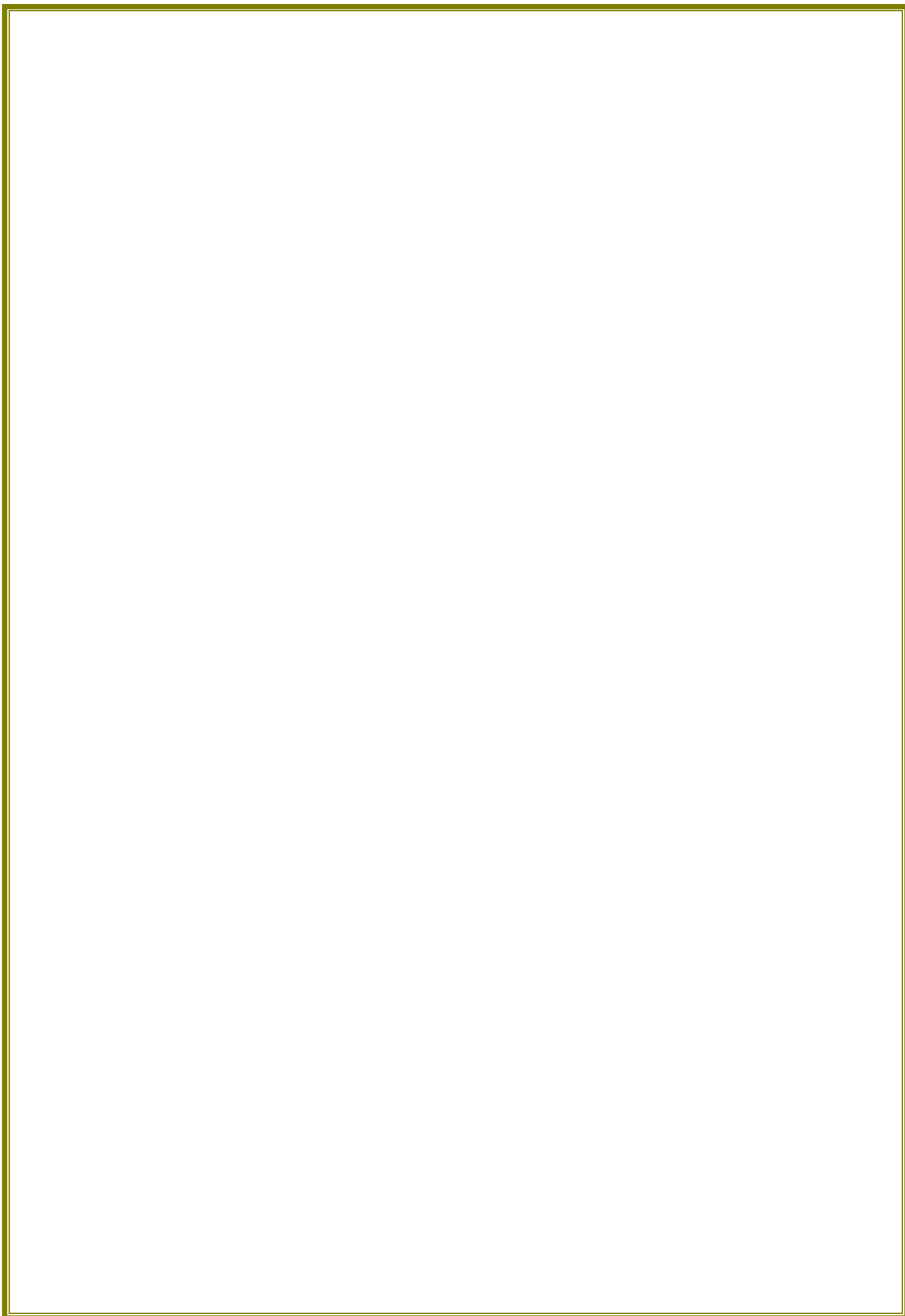
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Community Energy

Community energy covers many different types of community getting involved in different ways to help meet the UK's energy challenges and develop sustainable energy sources. The Government's Community Energy Strategy set out how communities are already coming together to change the way we think and act on energy.

In the broadest sense, a community energy generation project can deliver a reliable, low carbon fuel that can be used by the community centre, to help reduce the running costs of the building. Depending on the size and type of project, it can also be used to generate an income by exporting the electricity to the national grid, and receiving a regular income. This could be invested in the local area, possibly funding efficiency measures such as insulation.

Many community buildings and their surrounding land could be used to generate renewable energy in a number of different ways. For example through:

- Solar PV
- Ground source heat pumps
- Air source heat pumps
- Biomass boilers
- Small or medium scale wind.

There are a number of technical and legal issues to work through when considering which technology is most appropriate for your Community building. This should be done by appropriate persons with the correct knowledge and expertise.

There are also a number of different ways to set up a legal structure to deliver a community energy project which can deliver an environmental and financial benefit to the community. These can include setting up Community Interest Company, for example.

All of this requires time and money to be invested. However, there are funding options available. For example, the Government has set up the Urban Community Energy Fund, which offers grants of up to £20,000 for the preliminary stages, such as initial public consultation and viability studies to identify the most appropriate technology.

If appropriate, the Urban Community Energy Fund can also provide loans of up to £130,000 to develop the project further and to secure the necessary planning permissions and grid connections.

There are also a number of lenders who are specifically looking to invest in, and support community energy projects.

While all of this can sound both daunting and exciting, it's important to remember that there are plenty of free resources available to help initially, with many successful examples of community energy projects already operating across the country.

There are also many different sizes of community energy projects that can be delivered. There is no one size fits all approach. It really is about what is appropriate for your particular building, location and the local community.

It's also worth remembering that there will be other community groups across the city who will be thinking about deliver a similar scheme to yours, in which case there will be benefits in joining together and helping each other with funding applications and securing the appropriate technical and legal advice.

- If you are interested in finding out more about developing a Community Energy project, please get in touch with Energy Services at the City Council:

www.newcastle.gov.uk/energy

Email: energy@newcastle.gov.uk

Tel: 278 3427

- For more information on the Urban Community Energy Fund, visit:
www.gov.uk/guidance/urban-community-energy-fund
- The Centre for Sustainable Energy is an independent charity which has a variety of useful resources, and examples of successful projects, visit:

www.cse.org.uk/our-work/work-area:local-energy

- The Feed in Tariff (FIT) scheme is a government funded programme designed to promote the uptake of a range of small scale renewable generation and low carbon electricity generation technologies. Guidance and factsheets available from this website.

www.ofgem.gov.uk/environmental-programmes/feed-tariff-fit-scheme

- Community Energy England is a not for profit organisation set up to provide a voice for the community energy sector and help create the conditions within which community energy can flourish:

www.communityenergyengland.org

Domestic General Energy Advice

Insulation

If your home is not insulated, it can lose around 35% of its heat through the walls and 25% through the roof. It would be a good idea to have a survey to see if any insulation can be installed to improve the energy efficiency of your property. If you own or privately rent your property, please contact Warm Up North on phone: 0800 294 8073 or visit website: www.warmupnorth.com

If you're a Your Homes Newcastle tenant, phone: [0191 278 3842](tel:01912783842) or email: energy@yhn.or.uk. If you rent your property from another social landlord, please contact your landlord.

Heating

If you have gas heating, it is important that you use the boiler programmer, room thermostat and thermostatic radiator valves (TRVs) to control your heating.

- Set the room thermostat at 21°C. The recommended set temperature is 21°C in the living room and 18°C in other rooms.
- The boiler programmer should be set to match your requirements, for example, set the boiler to come on for a couple of hours in the morning and then again in the early evening.
- Turn down TRVs in rooms that you like to keep cooler or that are not being used.

Draught proofing

If you don't have double glazing, you could consider installing draught proofing to your windows. This can be done fairly cheaply on a DIY basis and draught proofing products are available at many DIY retailers. You can also fit draught excluders to doors, including letter boxes and key holes.

Paying for your energy

It's normally cheaper to get your gas and electricity from the same supplier and to pay by Direct Debit. If you have access to the internet the cheapest deals are on-line tariffs.

Compare your current prices using an accredited price comparison service: www.ofgem.gov.uk/domestic-consumers/compare-with-confidence/Pages/index.aspx

You should always check that your bills are not estimated. Suppliers can sometimes charge too much because they have estimated a meter reading.

Energy Best Deal

If you want to check whether you can get a better deal for your gas and electricity then free access to a computer and help to find where this information is on the internet, is available from Newcastle City Council's Customer Service Centres and council libraries. Different levels of support are available, for further information see website: www.newcastle.gov.uk/ebd

You need to have your annual energy statement with you as it shows your energy tariff and consumption. If you don't have your statement, contact your energy supplier and they will provide a copy of it.

Warm Home Discount

You may be eligible for a discount from your electricity supplier of £140 over the winter. The criteria for the Warm Home Discount varies between suppliers. The information for each supplier can be found at website: www.gov.uk/the-warm-home-discount-scheme/overview or contact your electricity supplier to find out more.

Charis Grants

The British Gas Energy Trust, EDF Energy Trust, Npower Energy Fund and E.ON Energy Fund are registered charities operating to help individuals and families in poverty, suffering or other distress who are struggling to pay their gas and/or electricity debts. You can also apply for help with other priority household debts or to purchase essential household items.

You should apply to the applicable trust for your supplier. The British Gas Energy Trust also accepts applications from customers from suppliers that do not operate their own schemes. For further information see: www.charisgrants.com or phone: 01733 421 060 to request an application form.

Help with water debt

If you are struggling with water debts, you should contact Northumbrian Water so they can understand your circumstances. They will work with you to agree a suitable repayment plan, to pay your debt off in manageable payments over a period of time.

If you have more than two years of arrears, you may be eligible for the Support Plus scheme. The scheme runs for two years with a proportion of the historic debt written off quarterly if you continue to pay in line with an agreed payment schedule. This is a once only opportunity and Northumbrian Water will maintain regular contact with you whilst you are on the scheme so that you can see how your debt is reducing. This scheme requires an independent debt advice provider, such as Stepchange to undertake a financial assessment to determine eligibility.

To discuss your water debt or find out more about the Support Plus scheme, please contact Northumbrian water on phone: **0345 733 5566**.

Newcastle Residents

Energy advice and information



Energy Services

Energy saving and fuel debt advice for residents.

phone 0191 278 3427

email energy@newcastle.gov.uk

web www.newcastle.gov.uk/energyadvice

Energy Best Deal

Help to find information on cheaper energy suppliers at Customer Service Centres and libraries.

web www.newcastle.gov.uk/ebd



Home insulation

YHN tenants can use these contact details to find out if their home has had cavity wall/loft insulation, or to request insulation if none has been installed.

phone 0191 278 3842

email energy@yhn.org.uk



Warm Up North

Energy saving measures via Energy Company Obligation (ECO) funding. The scheme is delivered by British Gas and endorsed by nine NE councils.

phone 0800 316 4320 - for gas boilers

phone 0800 294 8073 - for insulation

email info@warmupnorth.com

web www.warmupnorth.com



npower Health Through Warmth®

Help with heating and insulation for home owners who have a cold or damp related health condition

phone 0191 605 3289

email enquiries@warmzones.org.uk



Consumer Advice Service

Help to resolve legal, money and other problems, including energy related issues

phone 08444 994717 or 03454 040506

email citycab@newcastlecab.org.uk

web www.adviceguide.org.uk



Energy Saving Advice Service

For advice on saving energy, renewable energy technologies and fuel efficient driving.

phone 0300 123 1234

web www.energysavingtrust.org.uk

Useful Links

Biomass Energy Centre The UK government centre for the use of Biomass for energy in the UK. www.biomassenergycentre.org.uk

Community Energy England Community Energy England was established in May 2014 as a not for profit organisation, set up to provide a voice for the community energy sector and help create the conditions within which community energy can flourish. www.communityenergyengland.org

Centre for Sustainable Energy Provides advice, guides and tools for community energy covering a number of specialist areas. www.cse.org.uk/thefsource

Department for Communities and Local Government -Planning practice guidance for renewable and low carbon technology Planning practice guidance document for renewable and low carbon technology www.gov.uk/government/uploads/system/uploads/attachment_data/file/225689/Planning_Practice_Guidance_for_Renewable_and_Low_Carbon_Energy.pdf

Department of Energy and Climate Change

- Government guide to Community Energy for groups considering setting up a community energy project - covers lots of aspects www.gov.uk/community-energy
- Guidance on community benefits and engagement for onshore wind farm developers, communities living in the locality of a wind farm and local authorities. www.gov.uk/government/publications/communitybenefits-and-engagement-guidance-for-onshore-wind

Energy Savings Trust Provide advice and support on setting up community energy projects especially those around saving energy. Their website has case studies and other sources of information. www.energysavingtrust.org.uk/organisations

Energy Services at Newcastle City Council successfully manages a large portfolio of utility contracts for local authority owned buildings and develops renewable energy projects across the city. They provide domestic energy advice and support to residents, and they can also provide support for organisations interested in community energy projects. www.newcastle.gov.uk/energy

National Energy Action (NEA) is the national charity which aims to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor and vulnerable. www.nea.org.uk

Northern Powergrid operates the electricity distribution network and also provide funding to help develop community energy projects. www.northernpowergrid.com

Northumbrian Water provides water and sewerage services to 2.7 million people in the north east of England. www.nwl.co.uk

VONNE (Voluntary Organisations Network North East) VONNE is the support body for the voluntary, community and social enterprise sector (VCSE) in the North East of England.

www.vonne.org.uk

Funding sources - Where is the money ?

This sheet looks to give you a broad picture of different types of funding so you can decide what is most appropriate to you. Thanks to Newcastle Council for Voluntary Service who prepared much of the detail for a Funders' Fair event. NCVS has lots of information and advice for you at: www.cvsnewcastle.org.uk/publications-and-resources/information-sheets

DIY / Community / Event fundraising

There's a wide range of events you can run to raise money from individuals including: 100 Clubs, bring and buys, jumble sales, concerts, summer fetes, raffles, dinners/picnics, race nights, sponsored walks and tea dances.

Giving talks to clubs and societies or after dinner speeches can also be useful, for a reasonable fee, which might even lead to you being adopted as cause of the year or attracting new supporters and volunteers. This is classed as unrestricted income which is good as it gives you flexibility in how you spend what you make.

Remember to consider whether the type of event or activity is appropriate for work you do/ messages you want to convey. Also consider how you'll respond to requests for more information and how people will get further involved - you need to be able to do this straight away or risk loss of interest.

Works best in raising your profile when you have enough time, people and energy to organise. Make sure you check legal requirements. Often you have to alert local police or get a license to run certain types of activity - especially where you are running a raffle covered under the Lotteries Act, coming into contact with members of the public or expecting a large turnout. The council has information about this on its website at: www.newcastle.gov.uk/business

Earned Income or Trading

Is money earned directly from selling goods and services. This can be as part of your organisational purpose or be generated through additional things that earn money you can use to achieve your mission (some larger organisations have a trading arm to support work like this). Money earned from selling products or services is classed as unrestricted income which you can use for anything your organisation needs.

Works well if you have something there's a market for, where making goods or selling services doesn't detract from your key mission, or where you can easily develop related activity. It's important to plan properly and set time aside to market research before embarking on this type of activity.

Individual Giving

Is where money is given by members of the public directly to your organisation. It can be one-off donations, regular giving, including through payroll or direct debit, membership schemes or bequeathing money in a will (legacy giving). Any type of individual giving programme requires you to regularly communicate with your supporters and keep them involved.

Works best if you have good links with your community or area or interest, have the right cause and want to raise unrestricted income. You also need to have people with the time and commitment to keep up the contact. Remember all on-street and door-to-door funding requires permission from the council: www.newcastle.gov.uk/business/licences-and-permits/business-charity-and-street-trading-licences

National Lottery

Is a major source of funding for community and voluntary groups. 28p in every £1 from lottery tickets goes to good causes, with funding administered by lottery distributors: Big Lottery Fund; Awards for All; Arts Council England; Heritage Lottery Fund; Sport England; NESTA; UK Film Council; and distributors for Scotland, Wales and Northern Ireland. Each distributor has its own rules around application.

Good for fundraising for specific activities that clearly fit the criteria for one of the lottery bodies. You need to be prepared to spend time reading guidance and collecting the information they request - the fact that this is classed as public funding is reflected by levels of monitoring and information even for smaller funds. You must be prepared to put time into developing the application and ensuring the questions asked are answered clearly.

Charitable Trusts and Foundations

are usually either set up with an amount of capital from an individual or business which is then invested and income generated spent on charitable causes or where a business agrees to give a proportion of its profits on a regular (often annual) basis.

The money is given away in accordance with the objectives of the particular trust or foundation. The amount of money each has to distribute varies hugely and there are many trusts and foundations spread out locally, nationally and internationally (some giving tens of millions of pounds per year; others less than £1,000). Trusts fund charitable activities and many also only fund registered charities.

Works best for funding definable projects, items or activities that are charitable, new or untested, unpopular, areas where the government doesn't have a statutory duty to provide support. You need to make sure you set time aside to:

- 1) properly plan and research your project
- 2) research your options properly
- 3) prepare your application in accordance with guidance given by each trust or foundation

Public Sector Funding

Is money that comes from taxpayers through a variety of routes including local authorities, central government departments, health authorities, regional government offices and other non-departmental public bodies such as the Skills Funding Agency.

It also includes **European Union funding programmes**. The types of funding available include small grants, regular grant aid or regular service level agreements, one-off grant funding for specific pieces of work, contracts for specific services, and loans. The procedure for applying can be bureaucratic.

Best when you deliver social support services that support or enhance public provision. Bear in mind there is often tight targets or outcomes and rigid monitoring procedures although some smaller local pots of money still exist.

Loan Finance

There might be an occasion when your organisation might need to take out a loan. Obviously, the crucial feature of loan finance is that you have to pay it back, so you should only take out a loan when you expect to earn sufficient income to meet the repayment schedule and pay back the full amount plus any interest.

Suitable if you are fundraising to purchase or improve an asset that will give you an income stream in the future - for example, buying or renovating a building. Or to provide working capital to develop new income streams, such as getting ready for procurement, or to develop products and services that your organisation will sell. You always need to have done thorough market research, have a business plan and be comfortable with cash flow projections if you want to access a loan.

Company Giving

Happens in a variety of ways. Companies may donate equipment or offer services for free or lend staff to help in a particular piece of work. They may also give money as donations or sponsorship. With sponsorship the company expects to get something in return - usually advertising/positive publicity.

Some larger companies have programmes giving a percentage of profit to good causes (for example Lloyds Bank Foundation - next round 4 Jan-18 March, 2016, grants up to £15,000). There's also things like payroll giving and employee volunteering.

Best if you can identify what you need. Cash of help? Remember, help can work on a smaller more local basis, eg raffle prizes, as well as more formalised arrangements.

Energy Efficiency

There are a number of options you might find useful when thinking about reducing your global footprint and adding energy efficiency into your business model, including:

Ofgem Renewable Heat Incentives:

www.ofgem.gov.uk/environmental-programmes/non-domestic-renewable-heat-incentive-rhi. Helps organisations meet cost of installing renewable heat technologies

Urban Community Energy Fund:

www.gov.uk/urban-community-energy-fund. £10m fund from DECC. Grants up to £20,000, loans £130,000 to develop renewable energy projects with economic and social benefit

SITA Trust: Physical improvements to community leisure amenities and historic buildings. Not for profit organisations, can apply. Grants up to £50,000. See:

www.sitatrust.org.uk/community-funding

Ashden Award: Up to £40,000 for national and international media exposure. See: www.ashden.org/ashden_awards

Plunkett Foundation - Our Urban Shop: Funding in urban areas to develop and run a community-owned shop. Grants £20,000 - £30,000: www.plunkett.co.uk/our-urban-shop

Local Environmental Action Fund (LEAF):

Seeks to inspire communities in Tyne & Wear and Northumberland to tackle environmental issues. Supports high quality projects to reduce, prevent or mitigate global climate change. Encourages communities to be active and pioneer new ways of addressing environmental issues. Voluntary and community organisations can apply for grants of up to £20,000 for revenue and/or capital. See: www.communityfoundation.org.uk/funds/leaf

CRT Renewable Energy Ltd: Delivers Newcastle's Community Renewable Energy Investment Programme. Approved contractors install solar panels, creating benefit for community buildings in reductions in energy costs and financial to reinvest in further activity. See: www.coalfields-regen.org.uk/what-we-do/social-investment/crt-renewable-energy-ltd

Community Green Space: Grants up to £12,000 for capital improvement. Parks, pocket parks, urban greenspaces. Open to bodies including voluntary and community organisations, registered charities and housing associations. Anticipated two funding rounds a year over next three years. See: www.gov.uk/government/publications/potential-funding-for-community-green-spaces

Community Action Awards 2014-16:

Recognises best practice amongst those working to tackle fuel poverty and improve energy efficiency in communities. Open to community groups, charities, and other third sector organisations. Twenty five awards in total. Grant of £1,500 and one full place at a conference, incl. travel and accommodation worth £500. See: www.nea.org.uk/award-schemes/community-action-awards-2014-2016/

Where to find out more

Remember web links are liable to change. If the link does not work, type the name of the organisation into a search engine.

Newcastle CVS: Has funding information in its weekly e-inform bulletin. It also offers support to groups to identify potential funders and an application checking service.

Web: www.cvsnewcastle.org.uk
email: fundadvice@cvsnewcastle.org.uk
phone: 0191 235 7033

Fundraising ideas visit: www.better-fundraising-ideas.com/charity-fundraising-ideas.html

Newcastle City Council: Has information about organising events and how to get permission to run various activities. Use the search button to navigate:
www.newcastle.gov.uk

Funding Information North East: Produces the *North East Guide to Grants for Voluntary Organisations*, an excellent first port of call.
Web: www.fine.org.uk
Email: enquiries@fine.org.uk
phone 0191 4771253

Funding Central: www.fundingcentral.org.uk/Default.aspx

Charity commission: Very useful if trying to find out about a charitable trust with no website
www.charity-commission.gov.uk/

Locality: www.locality.org.uk/

Social Enterprise: www.socialenterprise.org.uk/

Arts Council: www.artscouncil.org.uk/

British Film Council: www.industry.bfi.org.uk/

Institute of Fundraising: www.institute-of-fundraising.org.uk/ [home/](#)

Opportunities from government: www.communities.gov.uk/corporate/

European Funding: www.europeanfundingne.co.uk/

Big Lottery: www.biglotteryfund.org.uk/

Heritage Lottery: www.hlf.org.uk/Pages/Home.aspx

Sport England: www.sportengland.org/

Esmee Fairbairn Foundation: www.esmeefairbairn.org.uk/

Northern Rock Foundation: www.nr-foundation.org.uk/

Children in Need: www.bbc.co.uk/pudsey/grants/

Comic Relief: www.comicrelief.com/

Sir James Knott Trust: www.knott-trust.co.uk/

R W Mann Trust: www.rwmanntrust.org.uk/index.html

Green Hubs Pilot



Global
Awareness
in Action



A project part-
funded by the
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