avalon
community
energy

Community Benefit Outcomes 2021

The committee approved 11 grants amounting to nearly £2600 to a range of people living in the Mendip area (Glastonbury, Street, Shepton Mallet, Wells and surrounding villages).

The process was designed to be simple to access to support households living in rented accommodation to be more energy efficient. Applicants came from either the Fuel Poverty Advisor at CSE or Mendip CAB. They were all from low income households and included single parents and people with disabilities. Grants of up to £300 were made available for expenses to cover such things as curtains, dehumidifiers, draught-proofing and insulation.

Each applicant has been contacted for feedback to assess their experience of the process and they were asked how it could be improved. This is what they said:

The communication with ACE has been fabulous and you responded quickly whenever there was an issue.

I was grateful that the form was filled in by the Fuel Poverty Advisor as I would not have been able to do that myself.

I don't have to put my heating on as often. It was made so much difference to my home.

Without your help I would be in the same predicament with a cold living room.

As a deaf person in a wheel chair I very much appreciated the direct contact.

The insulated flooring has made a such a difference to us. The underlay in particular has made our living room much warmer.

The whole process was brilliant, it was easy to access.

We are very happy with everything, the process worked well.

It was really good to be helped out.

Everything was great and I noticed a difference with the radiator foil immediately and the room was warmer.

Too soon to say whether the curtains are making a difference, but they have helped me to keep cool in hot weather. I still need help with putting up a curtain pole over my front door.

The feedback from our applicants is overwhelmingly positive and it's particularly pleasing that they appreciated the easy simple process and that on the whole we seem to meet the expectations of those we were working with. There is no direct evidence that energy saving has been achieved, however the experience from applicants is that as a consequence of the measures their homes were more comfortable, and as such their lives were improved.

Feedback from Mendip CAB

Most of the applicants came via Mendip CAB and we asked for their feedback too, which is as follows:

The funding was able to help many of our clients who would not have been able to get that help from elsewhere. We often come across the need for dehumidifiers for damp rental properties.

From our end, the procedure worked well. It was helpful that you could telephone the client to find out more about their energy/home improvement needs, and match that up with the kind of help you were able to give, rather than us trying to negotiate a lengthy form on an area in which we do not have expertise.

Conclusion

Overall we have made a difference to several households in our community on several fronts. We have set up a simple process which enables those that need it most to improve their living accommodation which has at least made a difference to the how comfortable their homes are. The grant is available to people who might otherwise find it difficult to access this kind of help, as form filling is completed by the referring agency.

Madeleine Milnes
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