

## Consultation to review the Energy Industry Voluntary Redress Scheme

[South Seeds](#) response, Feb 2021

We have received a two year project with a focus on vulnerable people and distributed covid crisis vouchers once. To date both have been successful, regardless of lockdown.

We think the Energy Redress scheme works well. The Energy Savings Trust is a wee bit heavy on being procedural but I guess they see that as their focus. Some tips for them would be use zoom for virtual workshops and ping emails internally between colleagues - sometimes EST want us to email different addresses and if it's not clear in their message, we may reply to the wrong address. They have the power to figure it out internally or improve their message.

We probably wouldn't give out crisis funds again unless we could give out less over a longer period of time. We refer our clients to the organisation who have crisis funds.

We do come across clients in desperate need and the ability to give out £49 is an incredible help but for our size and coverage the targets were onerous for our energy officers, who also have important case work to complete.

We think that a voucher scheme should be for vulnerable clients. We found it easy to identify these clients. Unlike other organisations we didn't ask for National Insurance number.

The application process is thorough. We understood the eligibility criteria.

Our funding officer is great.

The focus of the scheme is very much value for money and we found that hard as we have high rent but are accessible and on the high street. Also our high street position allows to not have to work so hard on engagement and focus more on delivery. However the fund contributes a low amount to rent and much of that is picked up by other projects we run.

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