

Our Grants in Action: NEA

MAY 2021

Reactive Response is a pioneering new safeguarding system designed to help people stay warm and safe in their homes. Working in partnership with National Energy Action (NEA), it offers support to vulnerable customers who have had their gas supply disconnected on safety grounds and do not have the means of capacity to arrange repairs or replacement appliances.



The need to disconnect the gas supply to an appliance or property in the event of a gas emergency can leave vulnerable customers exposed to the danger of living in a cold home, potentially with no heating, hot water or means of cooking.

Reactive Response enables Cadent First Call Operatives (FCOs) to refer vulnerable customers to NEA, who organise the necessary repair or replacement work (subject to eligibility). This can range from gas pipework repairs to the replacement of appliances and even the installation of full central heating systems. The NEA also offer customers comprehensive energy efficiency advice, support to access further help such as the Priority Services Register and a Benefit Entitlement Check.

In 2020, following a successful pilot, Cadent Foundation awarded a £612,000 grant to NEA to expand the programme across Cadent's four networks. In April 2021, £1.8million was given to continue the initiative for a further two years.

Results

- 762 successful referrals with 221 boilers and 208 cookers replaced
- 53 customers supported to join the Priority Services Register

Anita is in her 50s and suffers with Chronic Fatigue Syndrome. Her boiler had been broken for some time and her gas supply was disconnected due to a pipework leak. Reactive Response repaired her boiler, giving her access to heating and hot water for the first time in years. The NEA helped her to apply for the Warm Home Discount and register for the Priority Services Register. She had a Benefits Entitlement Check and is being supported to claim Personal Independence Payment (PIP). She was also signposted towards help with the costs of loft insulation to make her home warmer and cheaper to heat.