

Towards an end to fuel poverty in Britain




British Gas



British Gas
Energy Trust
2004 – 2024

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Evidence and recommendations from frontline organisations funded by the British Gas Energy Trust – for industry leaders and decision-makers.

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About us

The British Gas Energy Trust (the Trust) is an independent charitable trust funded solely by British Gas, with a mission to alleviate the detrimental impact of poverty by focusing on fuel poverty. Since the launch of the Trust in 2004, nearly £200 million* has been invested in helping more than 700,000 people manage their energy costs.**

Our aims

For households: We aim to help people avoid the burden of energy debt, make informed energy choices and improve their money management skills. We believe that this will lead to more efficient homes and improved customer wellbeing.

For organisations: We want to enhance the capacity of the organisations we fund and enable the development and provision of support to people in financial hardship, through money, energy and advice services.

Our objectives

- To foster individual skills, capabilities and competencies so that people can build financial stability and thrive.
- To help people in financial hardship maximise their income, avoid the burden of energy debt, meet their energy needs and manage their energy and other household costs, while informing their energy decisions and supporting choice in a changing world.
- To identify interventions to improve the support services for those facing financial hardship.
- To effectively manage our funds and develop our organisation to be more impactful.

To see how the Trust goes about achieving its mission, aims, and the outcomes that it seeks to deliver, see our **Theory of Change**.

* Source Oxford Economics British Gas Energy Trust Social Return on Investment Report

** Figures are based on historic records and sources, some of which are not audited accounts.

We must move closer to eradicating fuel poverty

In 2024, the British Gas Energy Trust passed its 20th anniversary. But this isn't a time to celebrate.

The Trust is proud of everything it has achieved since 2004, investing nearly £200 million to help more than 700,000 people manage their household budgets and energy costs. Over the past 12 months, it has supported 41 money and energy advice projects that have assisted at least 64,000 people.

The Trust exists to alleviate the damage caused by fuel poverty and, 20 years on from its founding, the need for energy debt support in Britain is greater than ever before. Statistics show that between 2020 and 2024, the number of fuel poor households (those who spend over 10% of their income, after housing costs, on domestic energy) has escalated from 4.3 million to 8.9 million in England alone¹ – more than a third of all households.²

This report establishes the context of fuel poverty in Britain, a multifaceted problem that intersects with various issues confronting people today. It sets out the clear need to tackle this complex and growing crisis in a holistic and joined up way, before setting out several recommendations towards eradicating fuel poverty. These also provide social and cost benefits that can, among other things, enhance mental and physical health, foster a more financially confident generation and accelerate the transition to net zero.

Throughout this report, the Trust elevates the voices of the frontline organisations it funds, as well as housing associations, citizens advice centres, independent charities and more. As the people immersed in the country's biggest social challenges on a daily basis, these organisations are unequivocally the experts. As such, the report is the product of a consultative process with them and shares real-life stories of the people they support. These stories were shared in roundtables across the country this year, and highlight the genuine human impact of fuel poverty on Britain's families. It also draws on key statistics, data and evidence that underline the seriousness of the status quo.

As the Trust marks its 20th anniversary, this document serves as a catalyst for the changes the country needs.



1. <https://www.gov.uk/government/statistics/annual-fuel-poverty-statistics-report-2024>

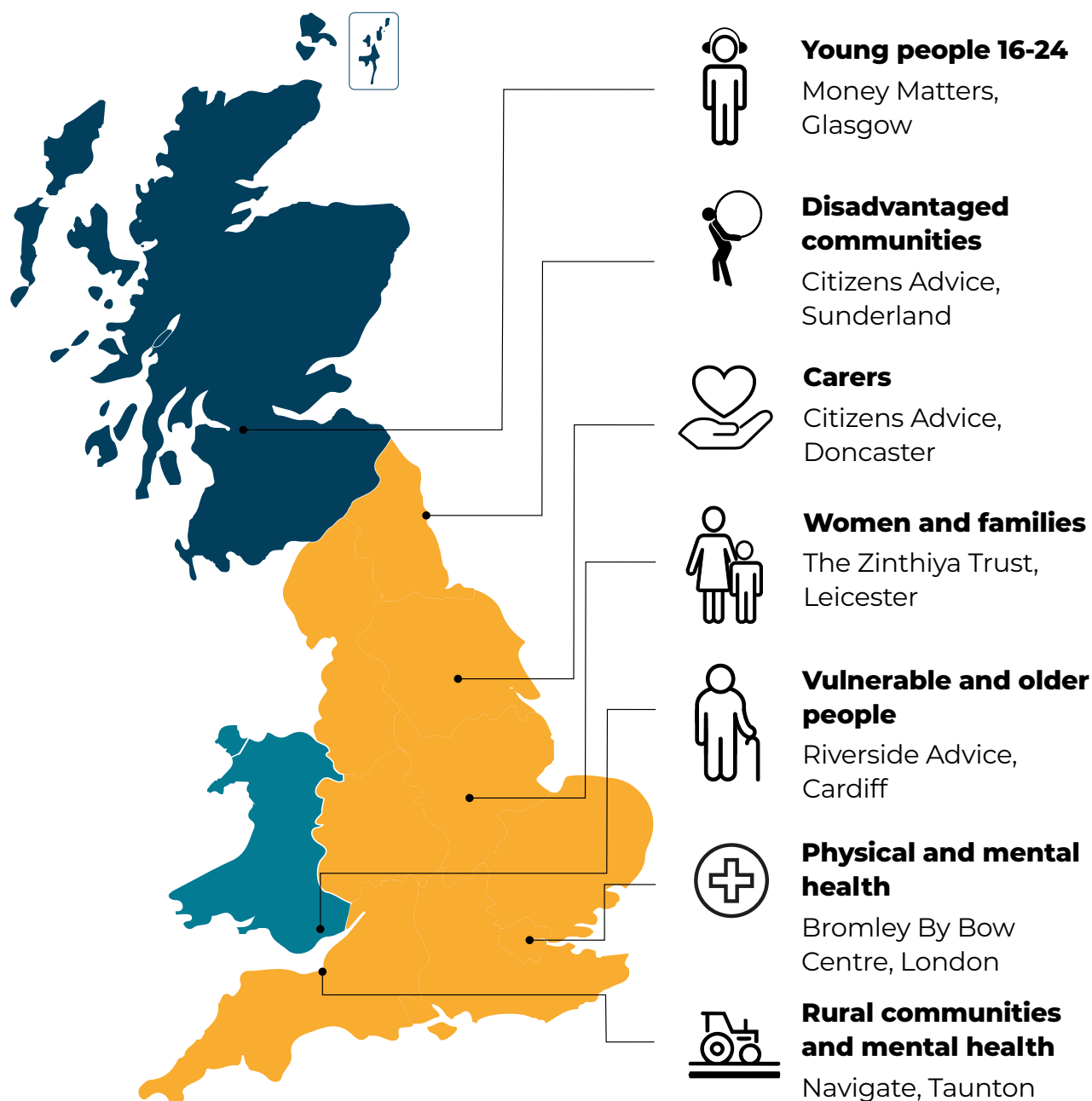
2. <https://www.gov.uk/government/statistics/chapters-for-english-housing-survey-2022-to-2023-headline-report/chapter-1-profile-of-households-and-dwellings>

Roundtable events in 2024

To mark the Trust's 20th anniversary, we convened charities and stakeholders to discuss 'Alleviating the detrimental impact of fuel poverty – what works, what happens next'.

Through the roundtables we aimed to identify early and new interventions to help more people avoid the detrimental

impact of fuel poverty, generate meaningful learnings from the 20th anniversary programme to inform our future funding approach, and facilitate conversations and share knowledge that can influence the change needed to address the cause and effect of fuel poverty. Each roundtable focused on a different disadvantaged group.



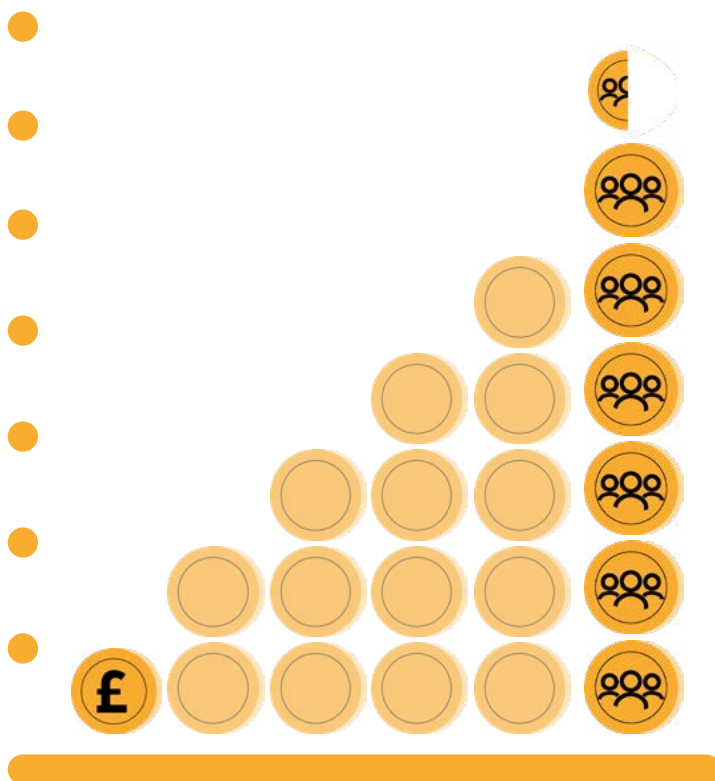
Fuel poverty is a complex, interlaced problem

Fuel poverty is often talked about in isolation. The reality is that it is one strand of a tangled web of social issues that correlate and intersect with each other.

Living in fuel poverty means living in fear

Fear can mean concern over not being able to pay the bill, worry over the consequences of speaking up, distress about looking after children alone – it can even be a matter of life and death.

Every £1 of the Trust's funding to partner organisations generated £6.50 in social value.



“Residents don’t have efficient boilers, and they are frightened to challenge their landlords to make any improvements to the property for fear that their rent may be increased.”

**Tracy Moore, Team Leader
North East, Big Issue**

“Single parents consistently rank as the highest proportion of households in fuel poverty in England. In 2023, 29% of single parent households were in fuel poverty, compared to 14% of couple parent households. [9 in 10 single households are led by women]. One single parent told our helpline, ‘If energy prices rise again, it will be disastrous for us. We can’t cut down anymore, and I can’t afford to spend more.’”

**Victoria Benson, Chief Executive,
Gingerbread**

Stigma prevents people from claiming help

The shame and taboo around poverty blocks individuals from receiving support. This was relayed to the Trust by several organisations, including Tighean Innse Gall, who provide housing across the Western Isles of Scotland. More than 80% of households there live in fuel poverty.

Debt, including fuel debt, compounds mental health issues

For those struggling with their mental health, fuel debt adds another complication, making it harder to manage costs and ask for help. It is a correlation that cuts both ways: research has also shown that entering problematic debt leads to a higher likelihood of experiencing anxiety and depression.³

23% of clients seen by organisations the Trust funds live with mental health conditions.

However, according to the Money and Mental Health Policy Institute, just 12% of people with mental health problems have told their energy company.

“Living in a rural location can be isolating in itself, but fuel poverty adds another layer to that. People don’t come forward because they don’t want their neighbours to know that they are struggling, and this self-isolation can impact on their mental health.”

Kirsty MacLeod, Energy Advice Manager, Tighean Innse Gall

“It can often be hardest to reach out for help when you are struggling with your mental health. We work to help train frontline staff at energy firms, so they can understand the challenges faced by people who are struggling.”

Conor D’Arcy, Deputy Chief Executive, Money and Mental Health Policy Institute



Peter’s* story

“Often, the relief of getting debt cleared has an immense impact on people’s outlook,” says Barbara Kerridge, CEO of Riverside Advice in Cardiff, “Giving people a fresh start... and improving mental health.”

Riverside supported Peter after his claim for a personal independence payment was refused. The team helped strengthen his case, and Peter won his appeal, securing an annual payment of £9,500 alongside £16,000 of backdated payments. They also helped him reduce his home’s energy use.

“I now feel more settled and less stressed,” adds Peter. “I am able to meet the cost of my bills, and I can even pay off my debts due to the lump sum I received.”

* Please note that all names in all stories have been changed to protect identities

3. <https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1468-0297.2012.02519.x>

Older people increasingly live with fuel poverty

Britain's demographics are changing. As a result, evidence shows that older people are facing a growing intersection of challenges, including those associated with health, care responsibilities and digital exclusion. One result of this, the evidence suggests, is that older people are self-disconnecting from their energy supplies out of fear of getting into debt. This makes it much harder to identify the people who need support.

There is a critical need for further research in this area to fully understand the scale and intersectionality of ethnicity, fuel debt and other social factors.

A higher proportion of households with an ethnic minority HRP (Household Reference Person) are in fuel poverty compared to those with a white HRP, but those with a white HRP have a higher average fuel poverty gap.⁴

People identifying as white represent 73% of the clients seen by Trust-funded organisations, this compares with white demographic groups comprising 81.7% of the population – suggesting people from minority ethnic backgrounds are overrepresented in the work of the Trust's partners.



“Older people have a lot of pride and can often feel resigned to their circumstances... Many also struggle with the digital environment, which means they can be excluded from sources of support.”

Paul Farmer, Chief Executive, Age UK



Mr A's story

Mr A is a single man of pension age with Long COVID and poor mental health. He lives in social housing, with an ill-equipped kitchen.

He received support from Trust-funded Citizens Advice Colchester and was able to get a new fridge from the Trust's White Goods Fund, a Household Support Fund voucher for kitchen utensils, backdated PIP of £6,523, and ongoing PIP and Housing Benefit totalling over £1,000 per month.

He also receives ongoing support from a Long COVID prescriber.

This finding is backed up by Oxford Economics' research showing that minority ethnic households are 34% more likely to be fuel poor,⁵ as well as analysis from the Office for National Statistics which indicates minority ethnic individuals are significantly more likely to experience energy insecurity.⁶

A view shared by the Committee on Fuel Poverty in its latest annual report:

"The Committee notes the concentration of residents from ethnic minority communities in lower income neighbourhoods comprising housing that is around 100 years old in those local authority areas with higher rates of fuel poverty. It believes research is urgently required to determine whether there is a hidden inequality that needs to be understood and addressed."

Fuel poverty is one aspect of a wider poverty problem

According to the organisations the Trust funds, 23% of the people they support are food bank users. This compares to a figure of 3% nationally.⁷ This is important because it highlights how people in fuel debt are often experiencing other forms of poverty, too. It also demonstrates the need to tackle poverty holistically.



"We are seeing more deficit budgets as the cost of living creeps into every area of [people's] lives, from rises in the price of rent, mortgage interest rates, energy costs, fuel and food. Most of the people we see will not have seen an increase in their income which makes achieving long-term financial resilience harder and sometimes even impossible. This intractable gap means our clients are now presenting with increased feelings of fear, anxiety and hopelessness."

Mel Allen, Chief Executive Officer, Navigate

"Young people have always been overrepresented among our clients. They earn £500 less a month than our average client, are four times more likely to be on zero-hour contracts, and we know they are particularly susceptible to getting into problem debt."

Sharon Bell, Head, StepChange Debt Charity Scotland

5. <https://britishgasenergytrust.org.uk/social-return-of-investment-report/>

6. <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/characteristicsofadultsexperiencingenergyandfoodinsecuritygreatbritain/22novemberto18december2022#characteristics-of-adults-experiencing-energy-and-food-insecurity-in-great-britain-data>

7. <https://commonslibrary.parliament.uk/research-briefings/cbp-9209>

The requirement for digital access makes matters worse for many

Digital exclusion disproportionately affects older and poorer households, with 3.9 million people over 65 and 2.4 million households from the UK's lowest socio-economic backgrounds not accessing the internet at home – including many young people, too.⁸

In the organisations the Trust funds, 69% of clients without access to the internet have a disability.

Rural communities are also underserved by fast broadband provision: some 10.7% of Devon has slow broadband speeds, while the national average is just 1.3%.⁹

People with disabilities are disproportionately in need of support

A report by Oxford Economics found that 53% of people accessing support from the organisations the Trust funds are living with a long-term illness or disability.

Research from the Joseph Rowntree Foundation reports that 18.5% of single adult, disabled families are unable to warm their homes.¹⁰ And as Stephen Scott of Children's Hospices Across Scotland notes, reliance on home energy is a particularly acute challenge for people whose very survival hinges on electronic medical equipment, such as ventilators and dialysis machines.

"Many of our clients are unable to monitor bills and debt. They're unable to register for things if they have no email account."

Roxi Reeder, Partnerships and Social Policy Lead, Navigate



8. <https://www.ofcom.org.uk/siteassets/resources/documents/research-and-data/media-literacy-research/adults/adults-media-use-and-attitudes-2023/adults-media-use-and-attitudes-report-2023.pdf>

9. <https://britishgasenergytrust.org.uk/news-research/roundtable-rural-location-and-mental-health/>

10. <https://www.jrf.org.uk/deep-poverty-and-destitution/from-disability-to-destitution>

The hidden impact of fuel debt on carers

Clients with caring responsibilities make up 46% of the people seen by Trust-funded organisations. Yet an unknown number of carers do not identify themselves to claim support to which they're entitled. Anecdotal evidence from the Trust's partners suggests that carers often consume higher amounts of energy to maintain warm environments or equipment for those they care for.

While UK census data suggests there are 5.7 million unpaid carers, Carers UK research estimates the true figure could be as high as 10.6 million, including large numbers of children.



Mrs C's story

Mrs C originally went to Bromley by Bow Centre (BBBC) for support with her council Tax. She is being charged the full amount of council tax at £120 per month. She is a full-time carer for both her husband and her son, alongside managing her own mobility restrictions and depression.

Whilst helping her resolve her council tax issue, her money and energy advisor discovered Mrs C also had energy debt of £1,036 that had been passed onto a collection agency. The advisor helped resolve her debt, carried out a benefits and income maximisation check and a desktop home energy assessment.

Thanks to the support of BBBC Mrs C had her council tax reduced to £0 per month and £1,440 debt cleared, had a PIP application accepted resulting in £4,940 annually, her energy debt amount was reduced, and an affordable repayment plan put in place. She was moved to a discounted tariff for her water bill, saving £200 annually.

"With an ageing population, the number of people requiring care is rising, leading to an increase in the number of unpaid carers. Many carers are now responsible for more than one individual, often spanning different generations within a family. Older carers often face their own health challenges, which can be exacerbated by the physical and emotional demands of caregiving. Many also struggle to balance employment with their responsibilities, with a significant number reducing their hours or leaving the workforce entirely, impacting their financial stability."

James Woods, Chief Executive Officer at Citizens Advice Doncaster Borough

Acting holistically delivers the biggest impact for all

With no single cause but myriad correlating issues, fuel poverty needs to be addressed as one piece of a larger puzzle. Doing so will reap the biggest rewards for individuals and society alike.

Holistic support is resource-intensive but creates long-term savings

Flexible and holistic support often requires upfront investment, but Oxford Economics' research shows that every £1 spent by the Trust on funding broader money and energy advice service organisations generates £6.50 in social value. This compares with a social return on investment of £1.10 from simply supplying fuel vouchers. The Oxford Economics report also highlights that *"individuals reporting higher levels of wellbeing are known to earn more in later life, thereby benefitting the Exchequer and society at large through higher tax returns, and the higher public spending that this enables. Similarly, a reduction in the prevalence of mental health conditions such as anxiety and depression amongst those receiving grants and/or advice will lower the financial burden on the NHS from treating these conditions, which in the most recent financial year stood at £16.8 billion."*

This demonstrates that extra financial impetus provided now should be balanced against the potential for longer-term, society-wide ROI. As such, an over-reliance on valuing initiatives purely on a cost-per-intervention basis may obscure the true, wider benefit.

As to how holistic support is delivered, the Trust's survey of frontline advisors returned mixed opinions over whether signposting people to relevant information and resources is enough. Some felt that assisting clients to apply for energy-related grants was an effective form of support, while others noted that signposting was less successful as it puts the onus on people who may be living with a complex series of interconnected issues to follow-up proactively and independently.

"Energy debt may be the prism through which someone engages with us, but it reflects wider issues in their personal circumstances. So, the energy advice we provide also plugs into all the other services we offer, such as debt advice. This is time consuming and expensive to deliver, so we have to focus on those most in need."

**Martin Lord, Consortium
Director, Citizens Advice Essex**

"For people with large debts, we need to be able to clear that so they can start afresh. Only then can we start having conversations about budgeting, energy efficiency and more."

**Ayla Rashid, Energy and
Wellbeing Advisor,
Bromley by Bow Centre**

But one-off help still has a place as the starting point for change

In conversations with the Trust's delivery partners, it was evident that clearing debt, fuel and other vouchers or access to white goods is often a vital first step to long-term help.

Outreach, trusted networks and collaboration are vital for supporting people holistically

The Trust's aim is to fund frontline, community-based charities and give them the freedom to do what they do so well. This includes reaching more people by embedding fuel poverty support into other community actions. For example, Bromley by Bow Centre in London hosts a food bank used by up to 1,000 families.

And North Yorkshire Citizens Advice & Law Centre employs advisors who speak a variety of languages, including Polish and Russian.

A respondent to the Trust's survey articulated the need for close collaboration and partnership between different service providers to ensure clients are receiving all the appropriate forms of support. This aligns with the stance of the Committee on Fuel Poverty and was backed up by comments in the Trust's roundtable discussions.

The Committee on Fuel Poverty also notes that one way in which support organisations should work together more closely is by sharing data. This isn't simply a matter of efficiency. It can help with the process of upgrading cold homes for low-income households, and it also reduces the emotional burden on people who need help; someone who has been through trauma doesn't want to explain their situation to every creditor.¹¹

Riverside Advice in Cardiff told us that around 80% of the people it supports are referred to them by partners, showing that collaboration can make a real difference to improving access.

"It's not easy to ask for help. People feel safe [at our food bank] so we can provide a broad offer of tailored support. Energy advice is just one part of that."

Elly De Decker, Chief Executive, Bromley by Bow Centre

"It has helped increase uptake of our energy services within these groups. People are more inclined to engage with a service if it's coming from inside their own community."

Carol Shreeve, Chief Executive Officer, North Yorkshire Citizens Advice & Law Centre

"Any strategy to tackle fuel poverty must be aligned to wider policies with similar end goals, such as those to eliminate child poverty."

Annual Report 2024, Committee on Fuel Poverty

"All too often, people who need help are put in silos. There needs to be collective input so that if you get one of us, you get the best of all of us."

John Sherry, Head of Financial Inclusion & Transformation, Glasgow City Council

¹¹. Committee on Fuel Poverty annual report: 2024 - GOV.UK

What needs to come next

Drawing on the first-hand experience of frontline agencies working with people in fuel debt, this report highlights a number of transformative changes that could significantly alleviate the complex issues surrounding fuel poverty in Britain. Below are the key recommendations put forward by those expert organisations during the roundtable discussions facilitated by the Trust.

1. Long-term funding periods to enable holistic support

Extend government and local authority funding cycles to a minimum of five years with reduced restrictions, ensuring that frontline agencies can provide holistic and sustainable support to vulnerable households. Longer funding timelines will enable service providers to plan strategically, address root causes of fuel poverty, and measure social outcomes effectively.

To maximise impact and address the causes of poverty holistically, it is crucial that the evaluation of funding takes into account not just the cost per intervention but the social value an initiative creates. Delivered together, this more patient approach to funding would provide the certainty necessary for charities and service providers to deliver more meaningful, sustainable support.

“At the moment, funding comes with very strict criteria, including time limitations.”

**Chris Margrave, Chief Executive Officer,
St. Leger Homes**

“I don’t think funders are doing a good enough job in sharing lessons of what works. We need to be clear that we’re not just responding to the energy crisis, we’re facing a longer-term structural problem. With that in mind, we’re looking at funding programmes for longer; up from two or three years to five years.”

**Neil Ritch, Scotland Director,
National Lottery Community Fund**



2. Implement a national social energy tariff

Establish a universally accessible social energy tariff, targeted at low-income households and financially vulnerable individuals, to mitigate the immediate financial pressures of fuel costs. This tariff should work alongside existing schemes like the Warm Home Discount, rather than replacing them, to ensure comprehensive support coverage.

"I believe we need a properly administered social energy tariff, not just for people on benefits, but for anyone who needs it. What we also need are strong advocates in both parliaments who understand how important this is."

**Marian Fellows, Founder,
Poverty Action Network**

3. End regional pricing variations and simplify energy billing

Standardise energy tariffs across regions to eliminate postcode-based cost disparities. Simplify billing by removing standing charges and using a single unit rate, making energy costs more transparent and manageable, particularly for prepayment customers who are often most vulnerable.

4. Increase access to energy efficiency programmes for all housing types

To enhance access to energy efficiency for all housing types, insulation and efficiency programmes should prioritise disadvantaged households, especially in older or rural properties, with provisions for essential heat-retaining measures in social housing, such as carpets and curtains. An ambitious national policy is needed to drive retrofitting, energy efficiency measures, and Home Energy Management Systems through a proactive, street-by-street engagement programme, focusing first on fuel-poor communities to maximise impact.



Mrs O's story

Mrs O lives in a housing association property with her husband and three children. She has multiple sclerosis and is unable to work, and her house must be kept warm to manage her pain.

After contacting Greener Kirkcaldy, Mrs O was given tailored energy advice, including how to use her appliances and heating controls for maximum efficiency. She was supported with using her in-home smart meter to see which appliances consume the most electricity, helping her to identify savings.

Mrs O was added to the Priority Services Register, given support with accessing the Warm Home Discount and provided with thermal curtains, LED lightbulbs and radiator panels.

5. Strengthen rental regulations to drive energy efficiency

Mandate energy efficiency standards for rented properties and enforce penalties for non-compliance. Tenants should have the right to request insulation upgrades without fear of rent increases. Ensuring these standards protects tenants from higher energy costs and supports the national goals on reducing fuel poverty.

“80–90% of our clients don’t have any money. They’re on benefits, living in social housing. When a new tenant goes into social housing, the providers have ripped all the carpets out and then it’s up to the tenant to carpet the property, leaving them with concrete floors. That then pushes their fuel costs up. We used to be able to get funding for carpets. That seems to have gone out the window.”

Bristol roundtable



6. Education on energy use and budgeting

Integrate energy efficiency and budgeting education into financial literacy programmes for people of all ages, including school curriculums. Equipping individuals with energy-saving knowledge can help reduce consumption and improve financial resilience, fostering generations more adept at managing household expenses.

“Energy use and utilities must be blended into a wider package of financial education. Young people have a thirst for knowledge and want to learn about these things and improve their life chances.”

Leon Ward, Chief Executive Officer, MyBnk

7. Increase access to income maximisation

Projects that address the root causes of social problems by offering their clients combined budgeting and energy support should be prioritised for funding.

Frontline agencies often find that people struggling with debt are entitled to more income than they realise. Raising awareness of traditional income maximisation opportunities, such as debt management and benefits checks, coupled with education to improve household budgeting and increase energy efficiency that results in money saved on bills, is likely to have a profound impact on many people’s experiences of poverty.

8. Leverage existing community networks for broader outreach

Channel fuel poverty initiatives through community organisations, such as food banks and Citizens Advice, that already serve vulnerable and low-income households. These organisations have established trust within their communities and can deliver support more efficiently than new programmes with no local presence.

9. Foster cross-sector collaboration and data sharing

Encourage data-sharing protocols among public, private, and non-profit sectors to improve service delivery, reduce duplication of support, and enable early intervention for households at risk. Cross-sector collaboration can streamline referrals, minimise bureaucracy, and ensure a holistic approach to poverty alleviation.

10. Develop a unified, long-term strategy to eliminate fuel poverty

“When the Government introduced a fuel poverty strategy in 2001 and set a goal to eliminate fuel poverty within fifteen years (2016), did they ever anticipate that this challenge would be unfulfilled well into the third decade of this new century?”

**Annual Report 2024,
Committee on Fuel Poverty**

Today, sizeable efforts to alleviate fuel poverty are essential – but they needn't be in the future. If all the above recommendations are implemented and stakeholders work together with intent to combat the causes of this intersectional issue, the Trust envisions a world where its services are only required by a fraction of those who need them at present.

To make that happen, everyone from the Government to industry and organisations representing the public must act in tandem towards a unified roadmap that eradicates poverty in Britain.



Visions for the future

Moving prevention upstream; identifying people at risk sooner, before they reach a crisis point or sink deeper in debt, could enhance the provision of poverty alleviation. Better sharing of data between public, private and non-profit sectors can help facilitate this.

Positive collaboration between organisations can engender a more streamlined approach, ensuring households receive crucial support across different areas. By bringing together sectors,

such as energy suppliers, charities and statutory services like housing and healthcare, referral networks can be strengthened, reducing barriers and improving access to help.

The recommendations in this report, put forward by community-facing organisations that work with people in poverty day after day, are a starting point to help deliver those outcomes for society while also saving government and public bodies time and money in the long term.

“The roundtable events were vital in convening stakeholders from across the not-for-profit sector, energy and water companies, local government, housing associations and other stakeholders. Organisations were able to share knowledge and insight on the drivers of poverty, together with what services and approaches can make a real positive difference. The aggregated insight supports our belief that the joint approach of immediate grant support combined with long-term holistic support delivered through trusted local charities is vital to ensure fuel poverty isn’t just alleviated in the here and now, but also reduced in the future – allowing many more households to maintain healthy and warm homes.”

**Jessica Taplin, Chief Executive Officer,
British Gas Energy Trust**

“The roundtable programme has provided us the opportunity to listen and gather knowledge from an amazing range of frontline organisations, which will help influence the development of the Trust’s new strategy. The evidence shows that the immediate and long-term holistic support the Trust provides for people in and at risk of fuel poverty is vital. The results of this report will inform how the Trust delivers better outcomes for people most affected by the detrimental impact of poverty.”

**Arvinda Gohil OBE, Chair,
British Gas Energy Trust**

“Fuel poverty is a complex issue that goes beyond energy costs, affecting people’s health, financial security, and peace of mind. At British Gas Energy, we are committed to supporting a unified approach that not only eases the immediate burdens of energy debt but also addresses the root causes. Together with partners like the British Gas Energy Trust, we look forward to implementing these recommendations for meaningful, long-term change.”

**Catherine O’Kelly, Managing Director,
British Gas Energy**

Acknowledgements

The Trustees and I would like to thank all the roundtable attendees and speakers for their time, expertise and insight into what works, and what needs to be done to alleviate fuel poverty.

Jessica Taplin, Chief Executive Officer, British Gas Energy Trust

Age Cymru	Dundee Citizens Advice Bureau	North Yorkshire Citizens Advice and Law Centre
Age UK	Energy Action Scotland	Oxford Economics
Auriga Services	Energy Projects Plus	Pobl Group
Baby Basics Leicester	Exeter Community Energy	Poverty Action Network Lanarkshire
Boomerang	Family Action	Race Equality Foundation
Bow Food Bank	Freeva	Reviving the Heart of the West End
British Gas	GamCare	Riverside Advice
Bromley by Bow Centre	Gingerbread	Sanctuary Housing
Cadwyn Housing Association	Glasgow City Council	Scope
Cardiff and Vale Mental Health Recovery & Wellbeing College	Greater Manchester Disabled People's Panel	Severn Wye Energy
Carers UK	Green Rose CIC	Socially Grown and Residential Energy Services
Centrica	Home Start	St Leger Homes/Team Doncaster's Sustainable Homes Poverty Group
Changeworks	Hope Against Poverty CIC	StepChange Scotland
Children's Hospices Across Scotland	Hopscotch Women's Centre	Sunderland Council
Citizens Advice Doncaster	Island Advice Centre	The Big Issue Group
Citizens Advice Essex	Kidney Care UK	The DPJ Foundation
Citizens Advice Gateshead	Live Inclusive	The National Lottery Community Fund Scotland
Citizens Advice Hartlepool	Mencap	The Zinthiya Trust
Citizens Advice in Rhondda Cynon Taff	Mind in Somerset	Tighean Innse Gall
Citizens Advice Newcastle	Missing Link	Trussell
Citizens Advice Scotland	Money & Mental Health Policy Institute	Welsh Water
Citizens Advice Sunderland	Money A+E	Wise Group
Citizens Advice UK	Money Matters	Young Parents Support Base
Community Foundation	MyBNK	Young Scot
Community Law Service	National Energy Action	
Consumer Scotland	Navigate	
	North East Child Poverty Commission	



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