



LEAP energy advice service launched in Wakefield

The Hopeful Families programme are delighted that the Local Energy Advice Partnership (LEAP) has launched in the Wakefield district, and is able to provide free energy advice and energy saving measures to hundreds of families in the area.

Hopeful Families are a work programme that help people who are out of work move closer to finding employment, by offering advice in areas such as personal development, health, wellbeing and finance. All participants are automatically referred to the LEAP service upon their first meeting with a family mentor.



A customer service advisor from LEAP will call the participant to make sure they are eligible for support, before referring them to the Green Doctor energy advice team. One of the Green Doctors will then be able to assess and advise on the participant's energy saving, heating and affordable warmth. The service will also provide free, simple energy saving measures including:

- Draught-proofing
- Low-energy LED lightbulbs
- Radiator panels
- Shower savers

Once the initial contact is made with the Green Doctors, a follow up telephone service is provided to offer the participant money and debt advice, as well as checking for insulation and other heating measures. The Green Doctors are able to arrange and refer participants to other grants and schemes such as the Warm Home Discount and Green Homes Grant, to ensure participants save as much money as they can on their energy costs whilst making sure they don't go without.

Over the course of 2019 LEAP made 240 visits to provide energy advice, resulting in an average household saving of £171!

Hopeful Families offers opportunities to build hope, confidence and skills for people who are not in work. It is funded by the European Social Fund and the National Lottery Community Fund.



Jill, senior family mentor on the Hopeful Families programme, is delighted with how the LEAP service has benefitted the lives of Hopeful Families participants:

"LEAP and the Green Doctors have been highly beneficial to all the participants that we have referred to them, both in terms of sustainability and building peoples financial resilience. The scheme is so useful in helping participants overcome barriers and as a family mentor I never hesitate to refer in to the scheme as I've seen what a positive impact it has had on our participants lives."

Simon Kilshaw of the Green Doctors said:

"It's necessary and great that Wakefield residents are receiving this free energy/money advice service during these difficult times and when so many people face hardship during the winter months. With 12 years' experience of delivering energy support across Yorkshire, we know that we can make a real difference."

The service is usually delivered in people's homes, but due to Covid-19 it is currently being offered as a telephone service, with the option for home visits (up to 30 minutes) if easy measures need to be fitted, or the Green Doctors team need to make a referral for help with heating and/or insulation.

The LEAP service is available to those on low income, benefits or with certain physical and mental health problems. Full eligibility criteria are set out at <https://www.applyforleap.org.uk/eligibility/>.

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