

August 2025 - Home Energy Advice Service to continue in South & East Lincolnshire for a further two years

A vital Home Energy Advice service has received funding to carry on supporting residents for at least a further two years.

By working with charity partners at Peterborough Energy City Trust (PECT), funding of £362,720.15 has been secured from the Energy Industry Voluntary Redress Scheme to continue, and extend, the Home Energy Advice Service across the South & East Lincolnshire Councils Partnership for two years, building on the experience gained from a pilot in East Lindsey.

For the past two years, East Lindsey District Council's Home Energy Advice and Retrofit Team (HEART) has provided support for residents seeking advice on making their homes more energy efficient, as well as for wider social or wellbeing concerns. The latest funding will enable the team to continue their work in East Lindsey as well as to expand the service to residents living in Boston and South Holland.

The pilot, funded by the Department for Energy Security and Net Zero, saw the launch of an electric Energy Van, supported by a team of officers, that would travel to rural areas to provide home energy advice to residents. The pilot formally launched on 30 November 2023 and ended on 30 March 2025.

The van, commonly referred to as ERIC (Energy and Retrofit Information Clinic, is fully equipped with interactive displays, information and a seating area for mobile clinics. The van has served as a base for the team to attend events across rural communities, while the eye-catching design makes it a popular draw for residents.

The officers on the team are knowledgeable and approachable, and this is reflected in the success of the team over the last two years. Highlights of the project so far include:

- Almost 6,000 residents being reached through in-person events
- 3,950 residents receiving one-to-one advice
- 418 Energy Saving Boxes handed out
- 125 Warm & Wellbeing packs handed out

The success of the team was supported working in partnership with a wide range of local organisations, including the Good Homes Alliance, Citizens Advice Bureau, Wellbeing Lincs, Carers First, Age UK Lindsey and Lincs Digital alongside many others.

Cllr Graham Marsh, Portfolio Holder for Community Safety, Leisure and Culture, and Carbon Reduction, said: "I am very pleased to see how much success the Home Energy Advice and Retrofit Team has found since the launch of the project in 2023.

"East Lindsey District Council's officers have worked hard to reach thousands of residents across the District, and provided those in need with a range of energy support measures, such as Energy Saving Boxes, Warm & Wellbeing packs and Household Support Funds. I am delighted that a large sum of additional funding has been secured to ensure the future of this initiative, and expand its remit to support residents across the sub-region.

"If you or a loved one could benefit from the HEART team's free services, I encourage you to call the team or attend one of our in-person support events. Advice is available to anyone interested in improving the energy efficiency of their property."

If you or someone you know would like to talk with one of our Home Energy Advice officers, please call 01507 613189 or visit one of our in-person events, which can be found here: <https://www.e-lindsey.gov.uk/HEART>.