



Title: GNN Positive Energy Report 2024
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For: SGN CAB
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Project Overview

The Good Neighbours Network and Citizens Advice Hampshire are in partnership to lift vulnerable Hampshire households out of fuel poverty as below

- Supporting priority vulnerability groups to access tailored support services
- Support target: 4,000 households over two years
- Duration: May 2024 to March 2026

The Good Neighbours Network and Citizens Advice Hampshire funded by Southern Gas Network will proactively support Hampshire residents through tailored energy safeguarding and support services designed to tackle fuel poverty.

Project Objectives

- Training 90 GN volunteers to provide energy advice and safeguarding
- Delivering in-person energy efficiency advice for 4,000 Hampshire residents
- Creating welcoming spaces for Hampshire residents to access energy safeguarding support within the community
- Identifying households most in need/referring to local Citizens Advice for support
- Promoting the PSR and helping eligible households sign up for free service
- Educating 1,000 households on carbon monoxide (CO) safety and providing free CO alarms where required

Project Activities

- Energy Advisers active within the GN Network and community
- Energy Advisers completed training - C&G Level 3
- Energy Advisers preparing training sessions
- Team engaging with project partners
- Team designing accessible, high quality resources – pocket guides/booklets
- Energy Advisers attending GN networking events – annual event/resource cafes
- Energy Advisers participating in community events – xmas festival/coffee mornings
- Energy Advisers visited GN group lunch clubs/coffee mornings/AGMs
- Energy Advisers working with 2 GN groups to set up a local training workshop
- Energy advisers gave presentation at the GNN Positive Energy Event

Creating Positive Energy GNN Event

We were delighted to be able to put on a GNN annual event for the first time in 5 years thanks to the funding we received via Citizens Advice Bureau from Southern Gas Network. The GNN Annual Event 2024 held on October 24th was a force for positive energy - it was the Network's first main event since Covid and there was much to celebrate and lots to participate in, including a lively debate around planned reforms to the NHS, led by Max Prangnell, Director

of Communications and External Affairs for the Academy of Medical Royal Colleges. The event was sponsored by SGN and showcased the Citizens Advice Home and Well/GNN Positive Energy project and numerous positive contacts were made with group leaders by the Positive Energy Advisers after their energetic presentation. Other highlights included a thank you from the Bishop of Portsmouth to the 100 Good Neighbour volunteers in attendance, followed by a most delicious lunch.

Marketing

A dedicated GNN website page has been allocated to the project and will be regularly updated with project news and data. In addition, a Facebook and Instagram page have been set up and these will be supported by data as collected. High quality resources have been produced to promote the project including a top tips booklet, postcards, pens and feedback forms.

Statistics

Households Reached	700
CO Alarms Gifted	75
Energy Advice Behavioural	61
CO Awareness Conversations	77
PSR Conversations	91
PSR Registrations	65
Light Touch Conversations	670

Feedback from Advisers

December 2024 included the final GNN 'Resource Café' of the current round, talking to GN group volunteers in the New Forest, which has led to several speaking requests for early 2025. A follow-up call to Hook (after a Resource Café in late November) has highlighted a befriending group associated with Odiham Cottage Hospital, for further contact.

We had a tree at the St Cuthberts Christmas Tree Festival in Baffins, Portsmouth, which was visited by hundreds of people across a long weekend. Our creative baubles featured energy saving ideas and a QR code so that people could get themselves on the list for CO monitors and Priority Service Registration. We presented our 'Lightbulb Moment' information session to staff at the Diocese of Portsmouth, with whom we share offices. This has prompted conversations about how to spread the Positive Energy message around the church network, including through local 'Anna Chaplains' and Deanery Chapters/Synods.

We posted on community Facebook groups when water services were cut off in the Chandlers Ford, Romsey and Waterside areas on 19th December - this got great engagement as 60 people registered.

Feedback from Participants

'It is really useful information and something that she thinks everyone needs to know and she will be telling her friends and family about it.' **Jane - Portsmouth Diocese**