

# **Big Energy Saving Network (BESN) - Regional Energy Leads funding**

**October 2019 - March 2020**

**Specification and  
guidance for completion  
of application form**



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## Document control

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# 1. Introduction

Citizens Advice is pleased to announce the launch of the 2019/20 Big Energy Saving Network (BESN). For this year, based on a co-discovery and design project we conducted (to look into how BESN is delivered across England and Wales) we will be introducing a new role to the project, the Regional Energy Lead. This role will work alongside BESN Champions.

For 2019/20 each government region in England and Wales will host two Regional Energy Leads. Each Regional Energy Lead will receive £12,975, which will fund 0.6 of a full-time role for 6 months between October and March. The key responsibilities of the Regional Energy Leads will be:

- To train a minimum of 300 frontline workers in their region
- To provide strategic leadership to BESN Champions on a regional level
- To facilitate networking and the sharing of best practice across their region

The project will be made up of local community groups and charities across the United Kingdom that can advise on energy saving in the home, switching energy suppliers, different energy tariffs and available support to help vulnerable households stay warm and lower energy bills.

Please note that organisations may apply to deliver both the Regional Energy Lead role and BESN Champion role.

# 2. Application Timeline

*Please note this timeline may be extended.*

Activity	Date
Applications open	16 August 2019
Applicant questions window	16 August - 30 August 2019
Application deadline	17:00 Friday 6 September
Application evaluation	Monday 9 - Thursday 19 September 2019
Provisional outcome communicated	Friday 20 September 2019

Appeals window	Monday 23 September - Weds 25 September
Appeals heard	Thurs 26 September - Friday 27 September
Final decisions communicated	Monday 30 September 2019
Project starts	1 October 2019

### 3. Background

There is considerable evidence that vulnerable consumers are often among those most disengaged from the energy market and lack the confidence necessary to save money by taking action on tariffs, switching and improving energy efficiency. Consumers who don't regularly switch are highly likely to be on the most expensive tariffs and the Network's primary aim is to support vulnerable consumers to switch and save.

Historically BESN Champions have addressed this by delivering a combination of energy advice, to consumers and training to the frontline workers who work with them. This year, based on recommendations from a co-discovery and design project conducted by Citizens Advice, we have decided to make some alterations to improve this service.

This will mean that, starting in October 2019, we will be introducing 20 Regional Energy Leads across England and Wales. This role will be responsible for the training aspect of the BESN project, as well as helping to provide regional coordination across the BESN project as a whole.

### 4. Availability, resource and performance

**Availability:** This project is open to all applicants eligible to deliver BESN. Including:

1. Local Citizens Advice
2. Charities
3. Parish Councils
4. Community Interest Companies
5. Community Co-operatives and Community Benefit Societies (Industrial and Provident Societies)
6. Voluntary Associations
7. Development Trusts

8. Faith Groups
9. Registered Social Landlords
10. Local Authorities

If you are unsure if you are eligible then please contact us at: [besn@citizensadvice.org.uk](mailto:besn@citizensadvice.org.uk) and we would be happy to clarify this for you.

The allocation of Regional Energy Leads will be assessed based on your responses to the application questions and the region you apply for.

You may only apply to be a Regional Energy lead in the government region you are based in.

Please also be aware that you may only apply to deliver one of the two Regional Energy Lead roles in your region.

**Delivery period:**

October 2019 - March 2020

**Performance:**

Performance will be monitored through KPIs and deliverables focused on:

- The delivery of training to 300 frontline workers in your region
- Facilitating the sharing of best practice across your region
- Arranging and delivering networking events/digital tools in your region

## 5. Funding

The total funding for each Regional Energy Lead for October 2019 to March 2020 is **£12,975**.

The funding package is based on a minimum of a 0.6 FTE per Regional Energy Lead, with a budget for travel and expenses, which will be required to deliver the role.

Please note that in a small number of locations we are looking to pilot an enhanced Regional Energy Lead role. Here the funding package would be for a minimum of 1FTE for the role as well as some additional funding for resources. Through this Regional Energy Lead 'plus' role we'll be looking to boost local engagement, for example through events or online, to raise the profile of and

improve referrals to the BESN programme. You can express your interest in being involved in this pilot in section 3.1 of the application form.

The funding will be paid in two equal portions. The first in October 2019, once we have received a signed grant agreement, the second in January 2020 if delivery targets have been met.

### **Repayment of grant:**

Citizens Advice may withhold part, or all, of your grant payment, or require repayment of part, or all, of your payment, should you:

- Close down, become insolvent, go into administration, receivership or liquidation
- Fail to carry out the agreed activities
- Fail to meet agreed performance targets

## **6. The Project**

### **Training**

Each Regional Energy Lead will be responsible for training 300 frontline workers across their region. This is likely to involve significant travel, as well as the cultivation of a network of contacts. This should be considered when applying for this role.

### **Engagement**

Regional Energy Leads will develop a network of intelligence gathering and best practice testing and sharing. Throughout the delivery period BESN, Regional Leads will be expected to work collaboratively with others across the network as well as Citizens Advice and where relevant external stakeholders by:

- Joining calls / meetings
- Providing timely feedback
- Being inventive and sharing ideas
- Sharing learning
- Arranging meetings in their area
- Developing a digital network to share information in their area.

## Reporting

Regional Leads will be required to report the number of frontline workers they have seen to Citizens Advice on a monthly basis. Templates and digital forms for doing this will be provided by Citizens Advice.

Regional Leads will also be responsible for networking and sharing best practice. The role will include reporting some information about this work. Citizens Advice will share the templates for this reporting.

On some occasions Citizens Advice may ask for some ad hoc reporting, to help us evaluate the success of the project and the changes we have made.

## 7. Application process

### Submission of applications

You will need to complete the application form which can be downloaded from the [BESN page on the Citizens Advice website](#). For administrative purposes, please submit the application in Microsoft Word format.

Completed applications must be returned to the following email address **no later than 17:00 on Friday 6 September 2019**:

[besn@citizensadvice.org.uk](mailto:besn@citizensadvice.org.uk)

**The full response must be submitted in accordance with the instructions in this document. Failure to do so may render the response non-compliant and it may be rejected. Applications must not include extraneous information that has not been specifically requested. Any such extraneous information will not be evaluated and will be disposed of.**

### Questions and clarifications

You may submit questions and ask for clarification regarding the application process until **17:00 30 August 2019** by emailing:

[besn@citizensadvice.org.uk](mailto:besn@citizensadvice.org.uk)

Responses to questions will be published on the BESN page on CABlink within **three working days** from the date of receipt.

### Additional information

We may at our own absolute discretion extend the closing date and the time for receipt of responses specified below. Any extension will apply to all applicants.

## Appeals

Appeals may be submitted between 23 - 25 September and will be heard on 26 - 27 September. Further details of the appeals process will be provided in the evaluation outcome email.

## Guidance on completing the application form

Applicants should answer all of the application questions, clearly setting out how they meet the following criteria.

The table below shows the weighting of each question:

Section	Weighting
1	This section will not be scored, however it must be completed or your application will not be accepted.
2.1	This section will not be scored, though it will be used to ensure that we have a geographic spread of grants awarded.
2.2	20%
2.3	20%
2.4	20%
3.1	40%

The application form contains the following:

- Section 1 - Delivery organisation details
- Section 2 - project and organisation details
- Section 3 – Regional Lead details

### Section 1 - Delivery organisation details

Section one asks for details of the local Citizens Advice applying, which will be used to create the grant agreement and to provide us with points of contact.

All questions are to be answered. Failure to do so will render an application non-compliant. If a response is not applicable please indicate with N/A.

We will ask for further financial information from successful applicants, this is to ensure that we are able to award your funding.

## Section 2 – project and organisation details

### 2.1: Region

This question will not be scored as part of the evaluation process, but will be used to allocate grants in order to ensure good geographic coverage.

### 2.2: Tell us about your organisation

When assessing this question our evaluators will be looking for evidence of why your organisation is well placed to deliver as a Regional Lead. We will look for examples of your organisation's experience engaging other organisations in your region to deliver training to frontline workers. We will also look for local links and partnerships you may have. Any statistics you can provide or examples of delivering similar projects, in the past, will also be valuable.

### 2.3: How will you deliver this project?

You should identify how you will train 300 frontline workers. Your response should clearly lay out who will deliver the work, where you expect training events to take place and when you expect the work to take place. We also want to know what links you will use to promote your events and how you will ensure that you reach your target.

In addition to this we want to see your plan to engage other delivery partners in your region. How will you ensure that best practice is shared across your region. What tools will you use and how will you arrange networking events?

Finally, there should be key milestones in your project plan, such as when you plan to start delivery, key events your delivery will focus around and when you expect to achieve 50% of your targets.

### 2.4: What contingency plans do you have in place?

You should explain how your organisation is going to mitigate against the risks we have identified in the application form. We will be looking for specific plans and actions that are achievable and realistic. We also want to know who will be responsible for ensuring those plans are carried out.

## Section 3 – Regional Lead details

### 3.1: Pilot project

In some locations we are interested in piloting a role that will include additional responsibilities and be equivalent to 1.0 FTE for the October 19- March 20 delivery window. If you would be interested in participating, and will be able to immediately commit the resources to deliver this additional work, then please indicate here.

### 3.2: Details of Regional Lead

Please name your Regional Lead candidate at this point. This person should be available to immediately start the project on 01 October 2019. Due to project timescales there will not be a window available to recruit to this position.

When assessing applications we will be looking for prospective Champions to have verifiable qualifications, experience and skills in the delivery of training to frontline workers. Please let us know how successful they were when delivering any previous projects.

We are also interested in the outcomes they have achieved on similar projects. Including the number of people trained versus target, how the people they trained were able to help vulnerable consumers and whether they have delivered training on a regional scale.

On top of this we would like to know how this candidate has developed a network of organisations across a region before. What have they done to lead or contribute towards similar projects? Do the networks they helped create still exist and how did they help consumers?

## Assessment process

Citizens Advice will acknowledge receipt of your application within two working days. If you do not hear from us in this period then please assume that we have not received it and contact us again.

Applications will be evaluated by a panel, comprised of trained national Citizens Advice staff, for two weeks following the end of the application window. All applicants will then be notified regarding the outcome of their application.

If you are successful we will provide a form for you to complete in the notification email. Successful applicants will be required to provide additional details prior to us issuing them a Grant Agreement.

The project requires that we provide coverage of service across England and Wales. To ensure this happens, we reserve the right to amend the level of funding we award to individual applicants.

If you do not receive any funding, there will be an appeals process. Further details of the appeals process will be provided in the email giving you the result of your application. Appeals will only be available to those who receive no funding.

Successful applicants will be offered a grant agreement, via email, prior to the project's start date. Further participation in the delivery of the projects, including grant of funds, will be conditional on applicants agreeing to the terms and conditions applicable to the grant.