



# Helping Renfrewshire residents stay warm and well

## Overview

Local Energy Advice Partnership (LEAP) is a free service provided by AgilityEco and funded by energy suppliers under the Warm Home Discount Industry Initiative to support vulnerable and low-income households struggling with fuel poverty.

Founded in 2015, we partner with local councils, charities, community organisations and housing associations across the UK to provide free advice and practical support, helping people in need to stay warm, safe and financially secure.

LEAP began serving residents in the Renfrewshire area in 2024 through phone calls and home visits, and has seen increasing demand each year, particularly during the winter months.

### Customers

Low-income and vulnerable households at risk of fuel poverty across Renfrewshire

### Delivery

Since March 2024

### What we do

- ✔ Help residents understand their energy use and cut energy waste
- ✔ Provide energy-saving tips tailored to each home, on draught-proofing, heating controls/systems, insulation, ventilation and more
- ✔ Check if residents are eligible for support with small energy-saving measures, appliances or energy bills
- ✔ Help residents look after their physical health and mental wellbeing during the colder months

## The support we provide



- ✔ Energy efficiency advice on home usage + energy bills
- ✔ Income Max guidance on available grants, benefits + financial support
- ✔ Referral to relevant organisations for further support
- ✔ LEAP Appliance replacement scheme (LAS), including:
  - ✔ Fridge freezer
  - ✔ Heated clothes airer
  - ✔ Dehumidifier
  - ✔ Air fryer
- ✔ Boiler replacements + heating system tune-ups
- ✔ Free energy-saving small measures, including:
  - ✔ Heat reflector foil for radiators
  - ✔ Draughtproofing for doors + windows
  - ✔ LED lightbulbs
  - ✔ Heated blanket

**Get in touch  
with us today**

Lorraine Gumbs  
Programme Development Manager – Community Schemes

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## Tanya's Story

Originally from Ukraine, Tanya lives with her young son in a flat in Paisley while she attends university. She heard about LEAP through other parents at her son's school.

“

*Electricity bills are so expensive, that was the biggest challenge affecting my life and wellbeing because it's such a pressure.*

*Living with a child, being a single parent, you need to spend a lot of money.*

**Tanya**  
LEAP Customer

”

Ian, the LEAP Home Energy Advisor serving the Renfrewshire area, visited Tanya at home to assess her flat. He shared **tips on home energy use**, looked at her energy bills and installed **small energy-saving measures** including LED lightbulbs. He also let her know she was eligible for the **Warm Home Discount**, an annual one-off payment to help low-income households cope with energy costs during the winter months.

“

*It's important to me that LEAP gets involved in the local community. It's all too easy to think that folk know about energy, but until you actually sit down and discuss their needs and give them some tips...*

*It's about helping not just the customer, but the community. We go in with a professional attitude and try and help them as many ways as we can. If we can't provide things ourselves, it's my job to make sure I signpost folk where they need to go.*

**Ian**  
Home Energy Advisor

”

Tanya received a **dehumidifier** to help improve ventilation and an **air fryer** to reduce cooking costs. She was also relieved to have her old frozen-up fridge freezer replaced with a **new energy-efficient appliance**, just in time for Christmas.

“

*It was really easy to access the service and make an appointment – I just opened my phone. Ian was fantastic, the support made a big difference.*

**Tanya**  
LEAP Customer

”



## Key outcomes in Renfrewshire

Mar 2024 - Jan 2026



472 households given energy advice leading to est. £205,301 total lifetime bill savings



1,970 easy measures installed leading to est. £433,007 bill savings



479 appliances replaced with new energy-efficient equivalents



11 boiler replacements



25 heating system tune-ups



63 households received income maximisation sessions



882 tonnes of carbon emissions abated (tCO<sub>2</sub>e)

## Learn more about LEAP

We partner with a range of organisations to help bring warmth and bill savings to people in need across the UK.



**Get in touch  
with us today**

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