

# NATIONAL ENERGY ACTION BECOME OUR TRUSTEE

Candidate information pack 2026





# Could you be our next Trustee?

Fuel poverty charity National Energy Action is seeking new Trustees who can help us make a real difference to the lives of people living in fuel poverty. Could you be one?

National Energy Action (NEA) is the national fuel poverty charity. We've worked across England, Wales, and Northern Ireland for over 40 years, to ensure that everyone can afford to live in a warm, healthy home.

Together with frontline practitioners, companies, regulators and governments, National Energy Action works to **support** vulnerable clients, raise **awareness** and achieve enduring **change**.

## Our structure

Our senior leadership team is made up of our Chief Executive Adam Scorer, Deputy Chief Executives Audra Peacock and Danni Barnes, our Director of Communities Peter Sumbly, our Director of Policy and Advocacy Peter Smith and our Director of Homes, Andrej Miller.

The charity now has almost 200 staff members including Energy Advisers, Project Development Co-ordinators and Managers working directly with clients and stakeholders.

Our Business and Partnership teams work with individuals and organisations to build relationships. Our Communications, Insights and Impact teams gather data and amplify the charity's work, ensuring clients can find us for help and support, and enabling us to target our work where need is greatest and impact is most critical. All of our work is supported by our Finance, Legal and Corporate Support teams.

*'I will never be able to thank you enough for everything you did for me you gave me hope when I felt really miserable and freezing cold.'*

*'Having my life back is more than heating my home. My life has changed.'*

National Energy Action client

# Adam Scorer, Chief Executive, National Energy Action



Everything National Energy Action does is guided by a simple yet powerful mission: that everyone should be able to live in a warm, safe and healthy home. But as we mark our charity's 45th anniversary, our work has never been more needed.

Since our beginnings in 1981, when university students in the North East helped insulate the lofts of older people, we have grown into a national charity supporting tens of thousands of households each year. Yet for millions across the UK, fuel poverty remains a daily reality.

Fuel poverty is not only about energy bills. It affects health, wellbeing, dignity and opportunity. That is why our work goes beyond supporting those who come directly to us. We actively seek out individuals and communities who are often overlooked, working with local organisations, health professionals and community partners to ensure no one is left behind.

Over the past year alone, our advice, training and events have reached tens of thousands of people in desperate need. Through our membership network, regional forums, bootcamps, online learning and national conferences, we create spaces where evidence, insight and lived experience come together to drive real change. We have strengthened how we gather and share insight, helping partners, policymakers and practitioners understand what works,

where gaps remain, and how solutions can be delivered more effectively.

At the same time, we continue to campaign for government programmes that reflect not only the carbon challenge, but also the urgent economic, social and health needs of households living in fuel poverty. As the UK moves towards net zero, we are determined that communities are supported and empowered — not left behind.

This is also a pivotal moment for National Energy Action as an organisation. We have been transforming from a small charity into a more dynamic, efficient and impactful one, better equipped to meet the scale of the challenge ahead. Strong governance, strategic oversight and diverse perspectives are central to that transformation.

That is why I am inviting you to consider becoming a Trustee of National Energy Action. As a Trustee, you would help guide our strategy, support our executive team, and ensure that our mission, values and impact remain at the heart of everything we do. We are particularly keen to hear from people who share our commitment to social justice and who can bring insight, challenge and ambition to our Board.

At the heart of our work are the people struggling every day with sky-high bills and cold homes. Their voices drive us, challenge us and remind us why this work matters. As a trustee, you would help us take a vital role in helping us turn those voices into lasting change.





# Our mission

Everyone should be able to keep their home warm, healthy and safe.

## Support

Each year we help over 30,000 people directly through our advice and benefits helpline and through our community events.

A typical household energy bill is now £1,755 – over £500 more than pre energy crisis levels in October 2021. For millions this is simply unaffordable. Across the UK, 6 million children are in fuel poverty and the stories we hear are heartbreaking.

Every client who comes into our service is offered holistic, tailored support, including energy efficiency and home safety advice, income maximisation, help with energy affordability, support with energy debt, and advocacy with energy suppliers. The support each person receives is shaped around their individual needs and circumstances.

Our programmes are designed to put clients first. Just one example is Warm Homes, Healthy Futures. It's the UK's largest health-connected fuel poverty delivery network. It reaches tens of thousands of vulnerable households, shapes national system thinking, and delivers direct household support, community engagement and free training for frontline professionals.

We also work closely with a network of trusted partners to ensure people don't just receive help for one issue, but the right support for the whole of their situation.

By connecting clients with other expert services, we offer holistic support to our clients, enabling a more complete pathway out of hardship. Last year alone, we made over 4,000 onward referrals.

## Awareness

We work to make ending fuel poverty a message that cannot be ignored.

We get over 5,000 media mentions and appearances a year in print outlets and on broadcast channels. We have over 25,000 social media followers, and hundreds of thousands of people visit our website each year.

Our events programme — from our three-day annual conference to regional fuel poverty forums — brings together key stakeholders from across sectors, strengthening shared advocacy and campaigning.

Our Fundraising and Partnerships team has built a network of over 750 members with an additional 48 organisations in our Business Supporters' Group. Big challenges require impactful partnerships and our members work with us to achieve our vision. We know the value of working together.

Our fundraising work also allows us to elevate awareness — from our own events like Walk for Warmth and the Nation's Biggest Housewarming to our involvement in national mass participation events like the Great North Run. This work leads to donations, media coverage and vital support for clients.

Accessibility is central to our approach. Our website includes Recite Me, enabling translation into over 160 languages, text-to-speech in over 100, and adaptations for some neurodiversities and visual impairments.

Many of our client-facing resources are also available in easy-read and translated formats. And we have SignVideo for d/Deaf clients.

The more awareness we raise, the more people we can help.

## Change

Our advocacy is driven by the experiences of our clients and those who are on the frontlines of providing support. It is grounded in the lived realities of those struggling in fuel poverty and those working to tackle it.

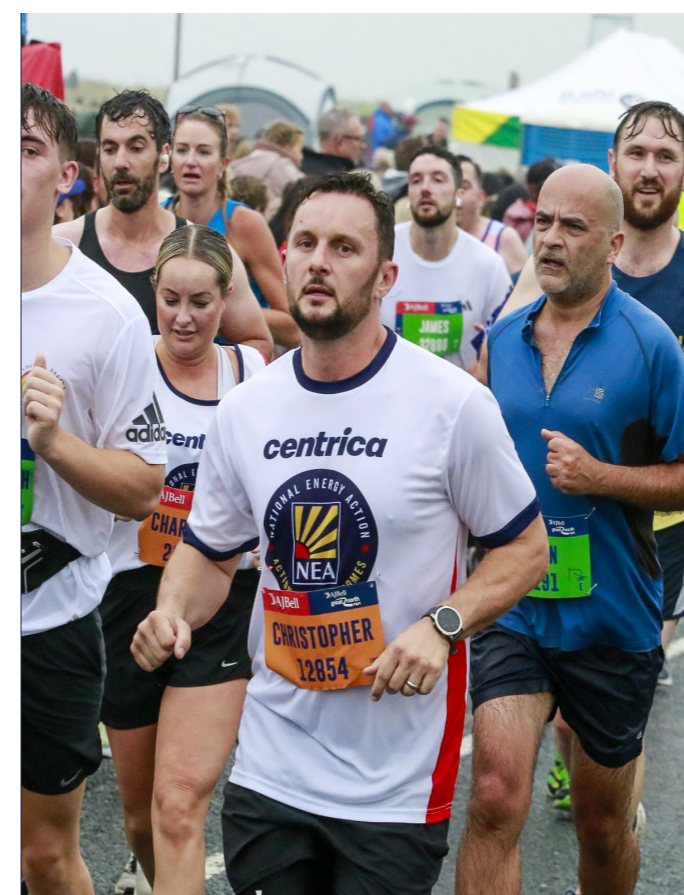
We take the lessons and insight from those realities to advocate for policy-based solutions that can tackle the root causes of fuel poverty. Our aim is to make meaningful and long-lasting differences on national, devolved and local levels, to end fuel poverty.

We regularly meet with government energy advisers and through sustained engagement with Ofgem we influenced its latest strategy to ensure fair prices and quality service and promote financial resilience and sustainable competition.

We hold events in parliament frequently. By bringing frontline issues directly to Westminster we are able to secure lasting change for those people who need it the most.

# Our values

The work that we do at National Energy Action is driven by our values and behaviours. We make things happen, we put people first and we lead the way.



*'So many people are struggling with high energy bills. The work you do is so valuable and I want to help in some small way.'*

National Energy Action fundraiser



# Trustee job description

## LOCATION

Our meetings are held in our London or Newcastle offices. We encourage trustees to attend in person.

## TIME COMMITMENT

The role requires regular attendance at Board meetings (four times per year) and attending quarterly committee meetings. The overall time commitment is approximately one day per month. Trustees undertake an initial three-year term and can be re-appointed for a further three-year term.

## REMUNERATION

The roles are not remunerated. All reasonable expenses are paid.

## THE ROLE OF THE BOARD OF TRUSTEES

National Energy Action's governing body is its Board of Trustees. The Board's role is strategic and long-term, providing oversight and guidance on National Energy Action's purpose, priorities and operations.

## DUTIES OF A TRUSTEE

Trustees are responsible for:

- Ensuring compliance with the charity's governing documents, charity law, company law and other relevant regulations
- Ensuring the organisation pursues its charitable objectives
- Safeguarding resources and ensuring they are used exclusively to further those objectives
- Providing strategic leadership, setting policy, defining goals and evaluating performance
- Safeguarding the charity's reputation and values
- Supporting and constructively challenging the executive team
- Ensuring financial stability and proper financial controls
- Protecting and managing the charity's assets
- Appointing, supporting and monitoring the performance of the Chief Executive, and advising on senior appointments

You will have the opportunity to use your existing skills and develop new ones to help the Board reach sound decisions, by scrutinising papers, leading discussions and contributing to new initiatives.

Each trustee may take responsibility for specific areas of oversight, for instance remuneration and staffing matters, finance, communications or aspects of policy or practice. This involves engaging in the Board's sub-committees and/or working groups with senior officers of the charity on behalf of the full board.

## WHO WE ARE LOOKING FOR

First and foremost, we are looking for people who are inspired by and on board with our mission.

We are committed to living our values at Board level, and being actively representative of those who are too often underrepresented in organisations. We welcome applications from all backgrounds because different perspectives help us focus on what matters most: the communities we serve.

Our Trustees need to be able to provide oversight, support, and challenge to ensure the best use of resources and the safe operating of the charity, while also contributing to board discussions and the development of our ongoing strategy.

Here are some of the specific things we are looking for. If you don't see yourself here, but you connect to our mission and feel you have something to offer, please do get in touch.

- Lived experiences of fuel poverty
- Delivery of services to people facing fuel poverty
- Policy development
- Research, impact and evaluation
- Information, data and technology
- Fundraising and income generation

Each Trustee must have:

- commitment to National Energy Action
- willingness to devote the necessary time and effort
- strategic vision
- good, independent judgement
- ability to think creatively
- willingness to speak their mind and work cooperatively
- understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- ability to work effectively as a member of a team



# Ready to apply?

## HOW TO APPLY

Eastside People is supporting National Energy Action in the recruitment of these Trustee roles. Please go to <https://eastsidepeople.livevacancies.co.uk/#/job/details/154> to apply by submitting your CV and a cover letter both in Word doc format.

Please use the cover letter (maximum two pages) as an opportunity to add to the information you have shared in your CV and ensure that you cover the following:

- Why are you interested in a Trustee role at National Energy Action?
- Having read the information pack, what experience and skills you feel you would bring to this role. This might come from paid work, study, community or voluntary work or other experience.

You are welcome to send your cover letter in writing or as a video or audio clip, alongside your CV. Email any video or audio clips to [bernice@eastsidepeople.org](mailto:bernice@eastsidepeople.org).

If you would like a call to discuss any of the roles in more detail, please email Bernice Rook to arrange a convenient time at [bernice@eastsidepeople.org](mailto:bernice@eastsidepeople.org). Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability and potential. If you have a disability

or require reasonable adjustments during the application or interview process, please contact us so we can support you appropriately.

## CLOSING DATE

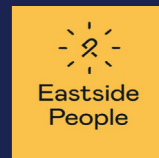
The closing date for applications is Monday 16 March 2026. Shortlisting interviews with Eastside People will take place shortly after and shortlisted candidates will have an interview with National Energy Action.

We actively welcome applications from individuals of all backgrounds, cultures, beliefs and lived experiences. We strive to reflect the diversity of the communities we serve and are committed to equity and inclusion at every level of our governance.

## FINALLY

We understand AI can be a helpful tool, but please use it with caution and ensure your application is personalised and accurate.

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[www.eastsidepeople.org](http://www.eastsidepeople.org)  
Eastside People is the trading name  
for Eastside Consulting Ltd.  
Company number: 4958922.



## Client experience: Maria's story

Maria, mum to a young son, was living in a privately rented home. She'd had an awful year: her mum had sadly passed away and then Maria suffered a series of strokes that left her with poor memory and difficulty handling day-to-day household tasks, including looking after financial affairs like paying bills.

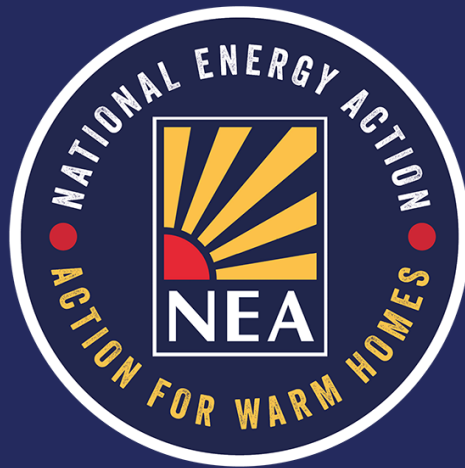
That winter, unable to afford to keep her heating on, Maria and her son were using blankets to try to stay warm. However, the physical impacts of her stroke meant she felt cold all the time and could never get warm. This, combined with everything else, had a significant impact on her mental health, and she was really struggling with it all by the time she found out about National Energy Action.

Maria's dad was initially acting on her behalf when talking with our adviser as Maria was struggling so much.

'I couldn't even speak. So, my dad had to speak for me.' Our adviser started by referring Maria to our Benefits Entitlement Check Service (BECS) to ensure she was in receipt of all the benefits she was entitled to. This led to us supporting her with applications for Personal Independence Payment (PIP) and Universal Credit, both of which she hadn't been aware she could claim.

Both claims were successful, with Maria gaining nearly £5,000 per year through Universal Credit, as well as £184.30 per week for PIP. Maria also received £3,000 in back pay. In addition, her adviser helped her to claim Healthy Start Vouchers (worth £4.25 per week) and registered Maria on the Priority Services Register.

Maria's doing much better now and is beginning to manage her own affairs again.



**NATIONAL ENERGY ACTION**  
**nea.org.uk**

**JOIN THE CONVERSATION**



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Registered in England No. 01853927.

Registered office: Wellbar Central, 36 Gallowgate, Newcastle upon Tyne, NE1 4TD.

Registered with the Fundraising Regulator.