

tec

the Environment Centre (tec)

Welcome to the Environment Centre (tEC)

Impact Report 2025-26



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Our Impact Report for 2025-26 acknowledges another busy and productive year for the Environment Centre (tEC).

We continue to deliver personalised affordable warmth and retrofit advice services, providing households with the free, impartial advice and support they need to future-proof their homes and reduce their energy bills. This work forms a strong foundation for the increasing number of conversations we're having about adapting homes to be more resilient to future heatwaves, flooding and fluctuating energy prices.

The UK's transition to a cleaner energy network is happening quickly, making it more important than ever to inspire households to engage with low carbon technologies. The benefits of switching go far beyond the environment, with long-term finances, health, and energy independence being positive outcomes for all. We connect these outcomes by providing strategic support to partners working in public health, air quality, housing, environmental health and sustainability teams at Local Authorities and other organisations.

Local Government Reorganisation and devolution are also moving forward at pace, and while the transition will be difficult, the opportunities presented by these changes could be transformational. We are looking forward to playing our part in the coming years.

The following pages highlight the headline facts and figures resulting from our work carried out between 1st April 2025 and 31st March 2026. I hope you enjoy browsing through these pages and share our pride in what we achieved throughout this year.

Adam Goulden
Chief Executive



Affordable warmth

In 2025-26 we saw continuous high demand for help with staying well at home. Summer 2025 was the warmest summer on record in the UK, and led to a significant increase in demand for advice relating to keeping cool.

Naturally, demand for our services peaked through the winter months when households faced the challenges of balancing affordability with heating their home to a healthy and comfortable temperature. Across Southampton, Hampshire and Portsmouth, we:



Facilitated **more than 350 large energy efficiency / low carbon measure installations**, such as loft and wall insulation, heat pumps and solar panels.



Supported **more than 2,500 households** by offering personalised information, advice and guidance about staying warm and well at home.



Trained **more than 140 frontline workers** in topics around fuel poverty, the energy price cap, and making local referrals.

Gains and savings

We strive to maximise financial gains and savings for our clients by exploring a wide range of funding sources, discount schemes and opportunities for rebates and refunds. We estimate that in 2025/26, we secured lifetime savings of **more than £1.5 million**.

We believe our work through 2025/26 contributed to **saving around 3,000 tonnes of CO_{2e}**.

Southampton
Healthy Homes

Hitting the
Cold Spots

SWITCHED ON
PORTSMOUTH

Inspiring self-funded home improvements

In April 2025, we launched My Home Made Better, an advice service designed to inspire homeowners to take steps towards making their homes more energy efficient.

My Home Made Better recognises that individual households require bespoke, impartial guidance that feels both practical and achievable. The service is delivered in partnership with Winchester Action on the Climate Crisis (WinACC), Petersfield Climate Action Network (PeCAN), and Energy Alton, and is funded by the Energy Industry Voluntary Redress Fund. Together, we:



Delivered **2,287** advice interactions (light-touch and in-depth).



Inspired **51 confirmed installations** (e.g. heat pumps, solar panels, insulation).



Recruited **73 Energy Champions**, who helped us reach a further 2,000 residents.

Communications and feedback

We recorded more than one million impressions* through our communications activity.

Advice consultation feedback rating:

4.7/5

Likelihood of acting on our suggestions:

4.7/5

*Impressions refers to the total number of times a piece of content is presented to a user. For example, an article that featured in two separate issues of a weekly newsletter would be recorded as 20,000 impressions if the newsletter had 10,000 subscribers.



Air quality

Raising awareness of the hidden harms of burning wood

Burning wood in the home has become a popular alternative to gas heating in recent years. While a real flame can feel cosy, wood smoke impacts both human health and the environment.

Targeted local campaign

We delivered a campaign to encourage behaviour change in a neighbourhood with high levels of smoke complaints. Pre-and post-campaign surveys were carried out to help us understand the changes over the duration of the project.

47%

reported seeing campaign resources in the second survey, up from 32% in the first survey (from our previous work in the area).

89%

said the information had increased their understanding of burning wood and air quality.

100%

of those reporting behaviour change reduced their use of a wood burning appliance after receiving information during our winter campaign.

Working with schools

In Autumn 2025 we launched a **Winter Clean Air Challenge** to help school pupils learn how burning wood affects our health and our wildlife. We delivered **seven school assemblies**, reaching an estimated **1,780 pupils**. During a follow-up survey about the project, **78% of families said they'd learned something new** about wood burning.

Healthcare providers

Building on our existing work to support healthcare professionals in providing air quality advice, we trained another **five Clean Air Champions**, briefed **19 healthcare professionals**, and reached **54 patients via two public events**.



*On Clean Air Day 2025, we published '**Five months of monitoring air quality - the results**'; a video summary of the results of research carried out during the previous winter.*

Case studies

Southampton client living with several health conditions

Key outcomes

- Secured more than £3,000 of funding.
- Progressed installation of a new boiler and radiator.
- Client now has working heating and hot water.

This elderly Southampton client had a faulty boiler, intermittent heating / hot water, and a leaking radiator. We secured funding through Southampton Healthy Homes and oversaw the installation of a new boiler and radiator. The client had also previously benefited from a grant for solar panels, cavity wall insulation and loft insulation, meaning her home is now as efficient and cost effective as possible.

Top-up funding exercise

We secured additional capital funding for Southampton Healthy Homes from Southampton City Council, focused on winter warmth improvements for disabled homeowners. This meant even more residents were able to benefit from grants for home energy improvements such as air source heat pumps and solar panels.

Hampshire client in dispute with energy supplier

Key outcomes

- Resolved incorrect energy debt from client's account.
- Switched client to his preferred payment method.
- Successful claim to Ombudsman, and £165 in goodwill gestures.

This Hampshire client lives alone and has a mental health condition. He had tried to resolve a billing issue with his supplier but received poor customer service. We acted on the client's behalf and took the supplier to the Ombudsman to resolve the issue. Separately, we supported the client to receive a water bill discount.

Feedback

"From the first conversation, my adviser was a good listener and very calming in his manner. I found this very helpful as I was quite upset with all the stress and strain of trying to cope with the situation on my own."



"A few colleagues approached me after your talk to say how they enjoyed the information and really like working collaboratively with providers that can really help our customers in the current financial climate."

"I have been amazed by the level of support and effort put in by my adviser."



"It was super useful to talk to someone who could talk specifics relevant to our property, it clarified a lot."

"It helped when looking at companies for installation, you advised us what to look for in length of guarantees, for battery and inverter - it was valuable information - thank you."



"To have a sympathetic reassuring voice at your end of the phone is wonderful, thank you."

"I would like to thank everyone at tEC for all your help getting the funding for Mum's new boiler. We really appreciate everything you have done."