



CHANGeworks

Inspiring change for people
and the environment

Energy Efficient Scotland Overview and delivery models

Ian Smith, Head of Consultancy

The road to Energy Efficiency Scotland (EES)

- Domestic energy efficiency policy focus (2009)
- Designated national infrastructure priority (2015)
- Scotland's Energy Strategy (2017) and Climate Change Plan (2018) have energy efficiency at their heart
 - we need emissions reductions in the residential sector of 23%
- Fuel poverty consultation in 2018
 - we need to remove poor energy efficiency as a driver for fuel poverty

Always start with a vision

Energy Efficient Scotland



OUR VISION

BY 2040 OUR HOMES AND
BUILDINGS ARE WARMER,
GREENER AND MORE EFFICIENT



Targets

Sector	EPC rating	Year
Social rented	B	2032
Private rented	E	2022
	D	2025
	C	2030
Owner Occupied	C	2040
	C	(2030?)
Fuel poor households	C	2030
	B	2040
Non- domestic	Amended regulation	2021

Energy Efficient Scotland - Delivery

- Local authorities to develop Local Heat and Energy Efficiency Strategies (LHEES)
- Focus on energy efficiency and ‘low regrets’ low carbon heat
- Tackling fuel poverty – area based schemes (HEEPS:ABS and Warmer Home Scotland)
- Local authority – area-based schemes to be expanded to able-to-pay and non-domestic
- National delivery – Home Energy Scotland and Resource Efficient Scotland

- Behaviour change
 - Are householders being supported to get the best possible outcome (pre and post intervention)
- Monitoring and evaluation
 - Are householders getting a warmer and healthier home that is more affordable to heat
- Quality and customer protection
 - Are our interventions of quality and is there sufficient redress at all stages to protect the consumer
- Cross sectoral approach
 - Are we realising economies of scale by working across sectors and tenures

Decarbonisation fund

- Combined energy efficiency and heat decarbonisation
- Off gas properties (not just rural)
- Funding not for element eligible for Renewable Heat Incentive (RHI) and Feed-in-Tariffs (FiTs)
- Spend mainly 2018/19. Expression of interest 8 June
- Monitoring and evaluation

HEEPS:ABS Niddrie Mill

- 2015/16 HEEPS:ABS external wall insulation project in Niddrie Mill, Edinburgh
- Changeworks brought together the City of Edinburgh Council and Manor Estates to deliver the project
- Mixed tenure blocks in area of high levels of fuel poverty

HEEPS:ABS Niddrie Mill

- Improved energy efficiency of 210 homes (99 private, 111 HA tenants)
- £550,000 of HEEPS ABS funding with additional investment from Manor Estates
- Economies of scale realised



Change Works in Peebles



**Change Works
in Peebles**



- Funded by Scottish Government - SEEP
- Partnership between Changeworks and Scottish Borders Council
- Coordinated by Changeworks (in close partnership with Scottish Borders Council) - supported by Business Gateway, Home Energy Scotland and Resource Efficient Scotland



Project Elements

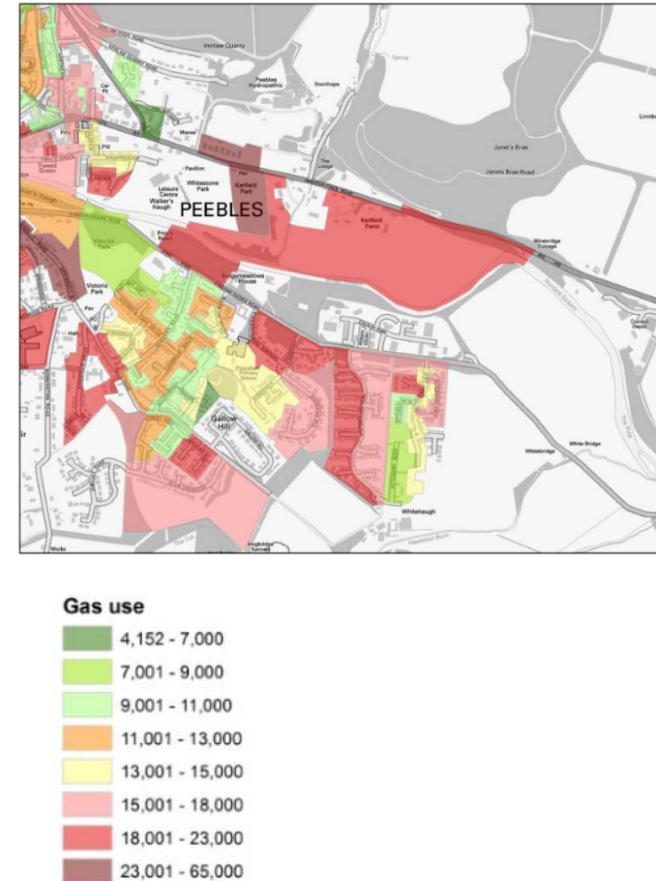
- Development of LHEES
- Peebles High School capital project & whole school engagement
- HEEPS:ABS scheme
- Area based approach - domestic and non-domestic engagement



**Change Works
in Peebles**

Why Peebles?

- High energy town
- Fuel bills 14% higher than national average
- Median gas use 12% higher
- Strong community spirit
- 4500 domestic properties and 400 commercial properties



Why is this project different?

- LHEES development
- Greater presence on the ground
- Integrated behaviour change
- Community engagement
- Working with RSLs to offer advice and energy efficiency measures
- Stimulating the 'able to pay' market





Energy Efficient Scotland: role of the national scheme

22 May 2018

Ross Armstrong



About Warmer Homes Scotland

£224m national scheme operating across Scotland: key element of the Scottish Government's approach to tackling fuel poverty

Designed to focus on those homes in or at greatest risk of fuel poverty

Eligibility criteria driven by householder (benefits) and property (energy efficiency rating)

Aimed at owner occupier / private rented tenants but impact is cross tenure

Incentivises genuinely national standards of service – same KPIs in Stornoway & Eyemouth

About Warmworks

A joint venture between EST, Everwarm and Changeworks

Formed initially to deliver WHS, we mobilised contract and went live 1 September 2015

We have now completed more than 11,000 applications across Scotland

Now operating across Scotland with 68 people and 29 local sub-contractors

Our role is to manage the end-to-end customer journey, providing support where needed



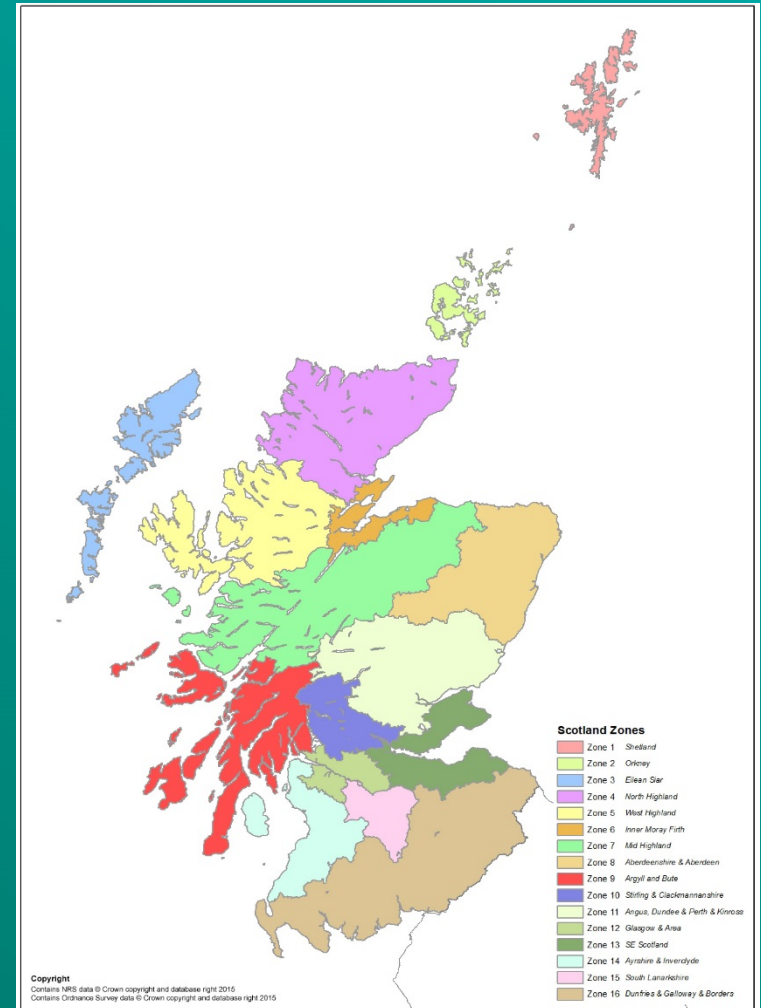
Our installer network

We have contracts with 29 installers across Scotland

Zoned approach gives geographic coverage but also allows flexibility to manage capacity in line with demand

Approach is locally-based but nationally scalable, with value for money and economies of scale

Every one of our installers pays a Scottish Living Wage and signs up to communities targets



Core delivery principles

Every measure installed at every property is subject to independent inspection

Contract driven by three main KPIs relating to timeliness, quality & customer satisfaction

KPIs have been consistently high (customer satisfaction running at 98%) & complaints low (<1%)

All sub-contractors are registered, accredited & signed up to comprehensive QA process

Delivery must be scalable and flexible – we need to ramp up and ramp down

Generating wider community benefits from the investment is a key element of the contract

Realising wider community benefits

Our approach is not just about building fabric and space heating demands

Since September 2015, we have:

- Created more than 400 new jobs
- Made almost 100 apprenticeships possible
- Enabled more than 1,000 training opportunities in core areas
- Worked proactively with suppliers to signpost funding and local initiatives
- Driven investment into local communities by ensuring Living Wage paid across the board

Important that the scheme leaves a lasting legacy in local communities

Energy Efficient Scotland: the context

Scottish Government is committed to a national scheme as part of the solution moving forward

The document says that national delivery will *‘continue to be offered to provide those households who are either not covered by an area based scheme at any given time, or who wish to improve their property earlier than any proposed backstop date’*

There should be no ‘local **or** national’ works best, instead the focus should be on what each approach can offer and how a combination of approaches can dovetail and work together

The key is to understand how activity – across tenures, geographies and demographics – is delivered in a complementary way

Energy Efficient Scotland: the path to solutions

Establish the key principles: quality, trust and sustainability

Need to take consumers with us, building and maintaining confidence

Partnerships and visibility important – no one organisation can do it alone

Funding and investment are the elephant in the room – need to keep making the case

Customers don't often care about the name on the tin

No two customers and no two properties are exactly the same

Goal is right and the will is there – need to move forward positively and collaboratively

THANK YOU

Questions?