

## Changeworks' Affordable Warmth team

### Achievements 2015–2016

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*Thank you very, very much this helps me to keep my independence and that's what I wanted all along.*

*Great service, couldn't have sorted my issue without your help...*

## About Changeworks' Affordable Warmth team

Changeworks is one of Scotland's largest environmental charities – a thriving social enterprise with over 25 years' experience in sustainability.

The Scottish Government says: "A person is living in fuel poverty if, to heat their home to a satisfactory standard, they need to spend more than 10 per cent of their household income on fuel."

Our Affordable Warmth team aims to enable fuel poor, vulnerable households to:

- Live in affordably warm, dry and comfortable homes and
- Take control of their heating and electricity use and respective costs.

This document outlines Changeworks' Affordable Warmth team's achievements during 2015–16:

- [Client financial and carbon savings](#)
- [Client trends](#)
- [Client demographics](#)
- [Client survey and workshop findings](#)

The team received funding to work in Edinburgh, East Lothian, Fife, Highlands, Midlothian, the Scottish Borders, and West Lothian.

We work with local authorities, housing associations, voluntary sector organisations and health professionals to prevent and alleviate fuel poverty by helping householders to heat their homes more affordably.

We do this by:

- Forming partnerships with organisations who deliver complementary services to provide householders with integrated support
- Training local authority, housing association and health professionals to identify people at risk of fuel poverty to enable timely intervention, including referral to our advisors
- Training and supervising volunteers to deliver a basic level of energy advice to a wider local audience
- Helping local authorities and housing associations to advise their tenants on the implications of introducing new heating systems
- Providing in-depth advice at information surgeries which support people in crisis situations and coaching them to avoid reoccurrence
- Providing advice, support, advocacy and coaching to improve energy efficiency and to prevent food waste and wasting money on food bills
- Engaging clients by phone and face to face, including home visits, workshops and advice surgeries
- Liaising with installers, energy suppliers and other relevant voluntary and statutory organisations to ensure provision of comprehensive, specialist services.

# 1 Financial and carbon savings 2015–16

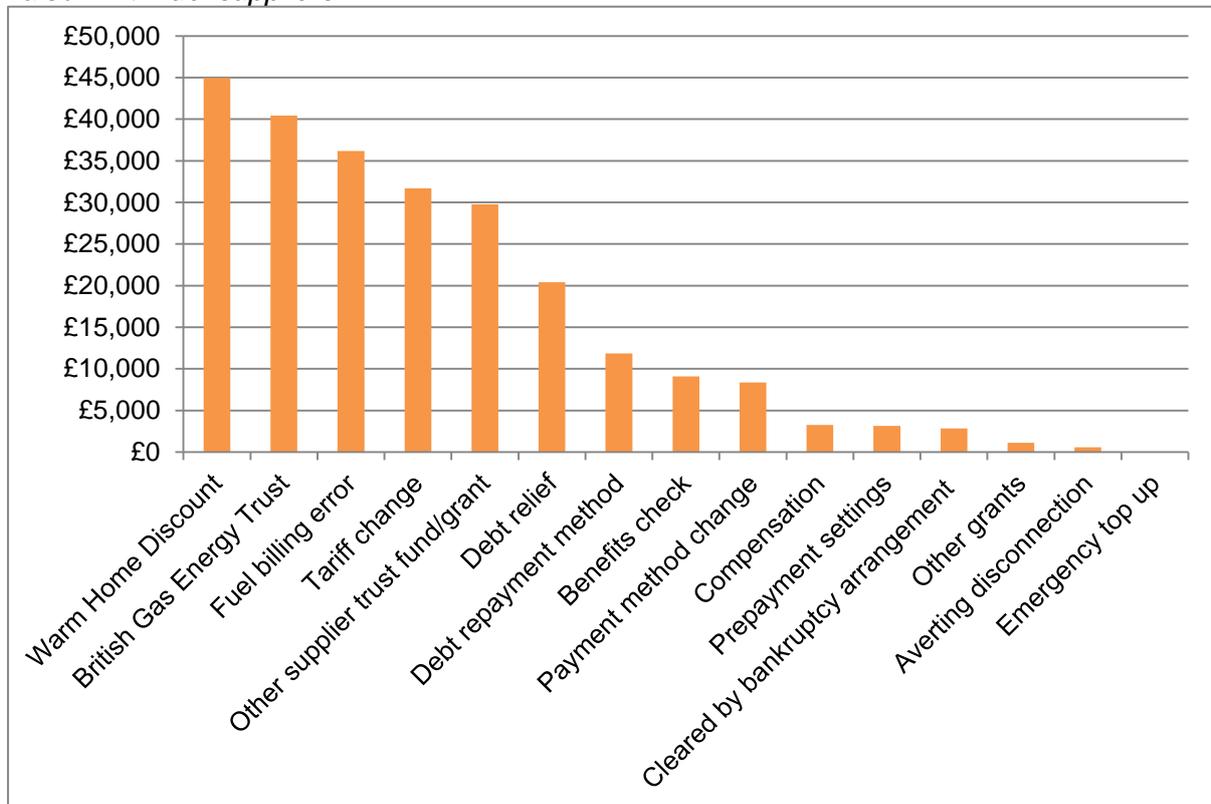
Table 1: This table shows annual financial and carbon savings achieved in each of the areas funded in 2015–16

Local Authority Areas	Number of households engaged*	Lifetime financial savings for clients**	Average £ lifetime saving per client	Lifetime carbon savings for clients	Average lifetime carbon saving per client
Scottish Borders	120	£30,495	£254	58 tC	482 kgC
East Lothian	259	£83,615	£323	149 tC	574 kgC
Edinburgh	1,925	£673,360	£350	1,652 tC	858 kgC
Fife	251	£132,628	£528	352 tC	1402 kgC
Highlands	346	£81,875	£237	149 tC	1375 kgC
Midlothian	243	£104,541	£430	191 tC	786 kgC
West Lothian	255	£55,662	£218	96 tC	376 kgC
<b>TOTAL</b>	<b>3,399</b>	<b>£1,162,176</b>	<b>£342</b>	<b>2,647 tC</b>	<b>779 kgC</b>

\*The number of households engaged reflects the levels we were funded to reach in each area.

\*\* Savings calculated using a set of detailed assumptions, based on research carried out by the Energy Saving Trust, which ascertained the degree and type of behaviour change clients made as a result of telephone advice.

Figure 1: This graph shows a breakdown of the type of financial savings made through liaison with fuel suppliers



## 2 Client trends

Figure 2: This graph shows the number of households supported and illustrates the increased levels of funding and geographic expansion each year

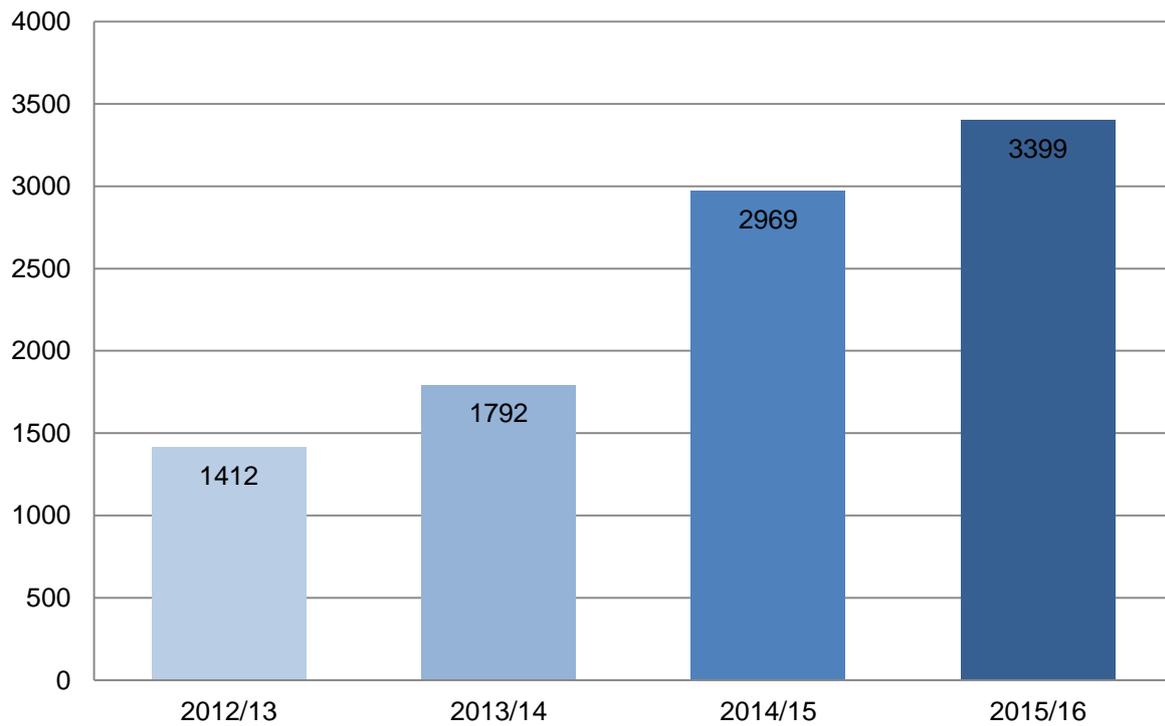


Figure 3: This graph shows the £ lifetime financial savings for clients

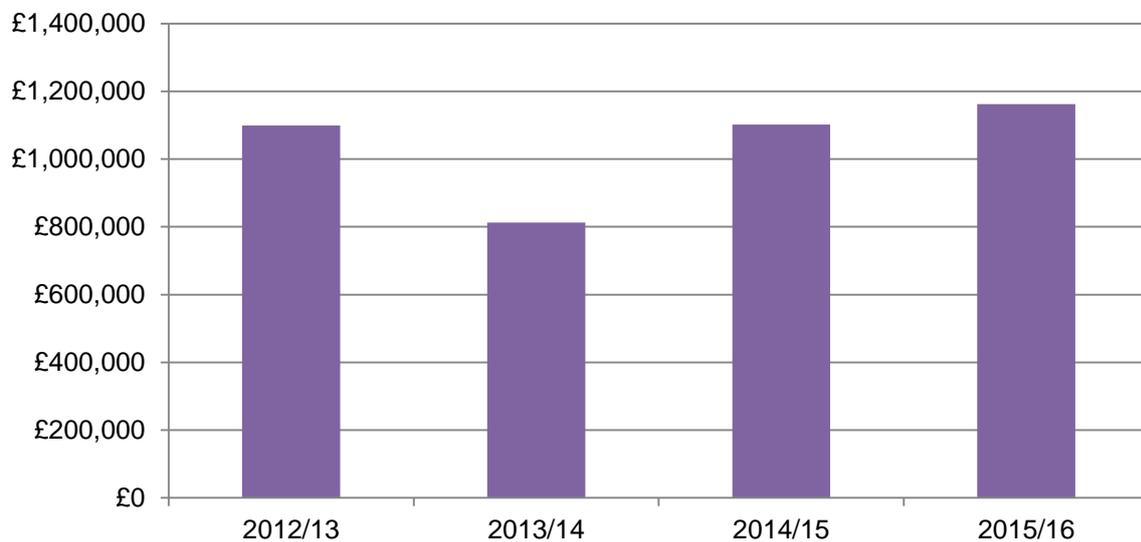
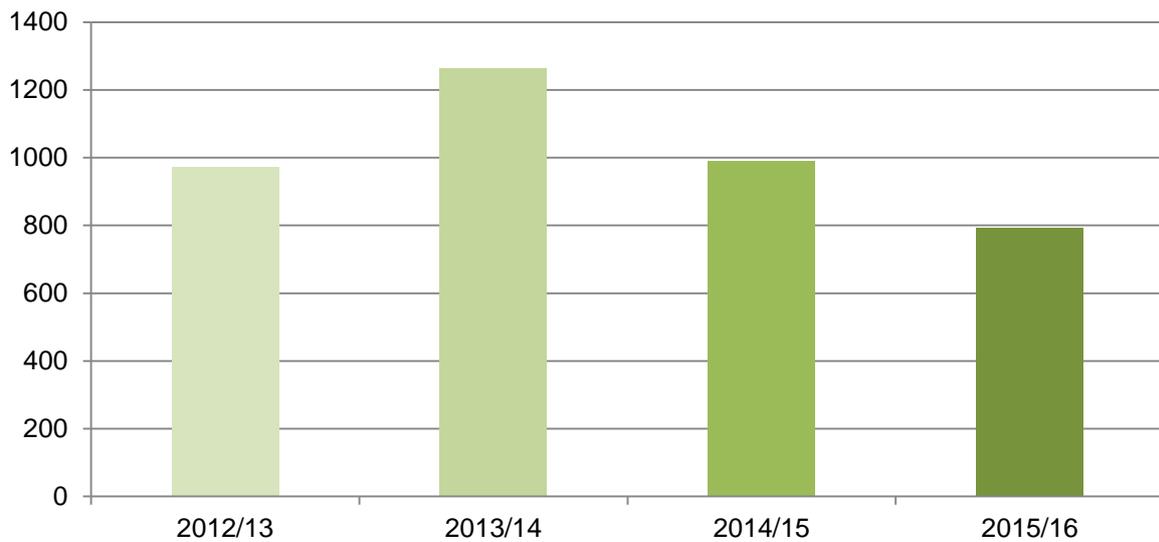


Figure 4: This graph shows the average kg carbon lifetime savings per client



For figures 3 and 4 above it is worth noting that the lifetime savings calculations for 2012/13 were carried out using assumed figures from Energy Saving Trust research which took place in 2006. In 2013/14 the Energy Saving Trust provided up to date figures which drastically reduced the lifetime financial savings estimated to be achieved as a result of energy advice by over 60% from £484 to £187. Lifetime carbon savings were also reduced from 0.42tC to 0.38tC. In addition to this the Affordable Warmth Team is referring fewer households for measures and this reflects national trends around insulation programs with fewer people meeting the qualifying criteria. Home Energy Scotland has also reported a reduction in carbon savings. However the Affordable Warmth Team has noted an increase in financial savings through fuel billing and advocacy.

### 3 Client demographics

Figure 5: This chart illustrates the proportion of clients by age group

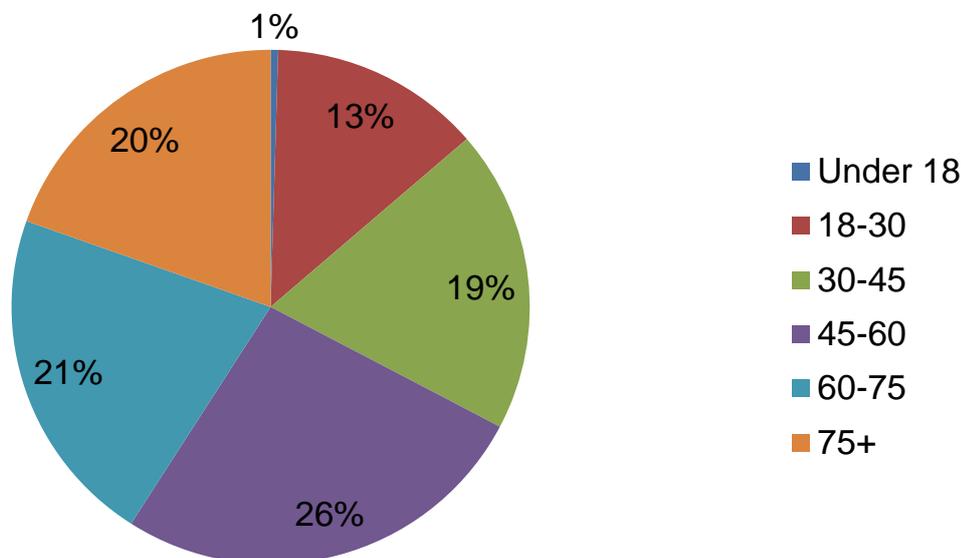
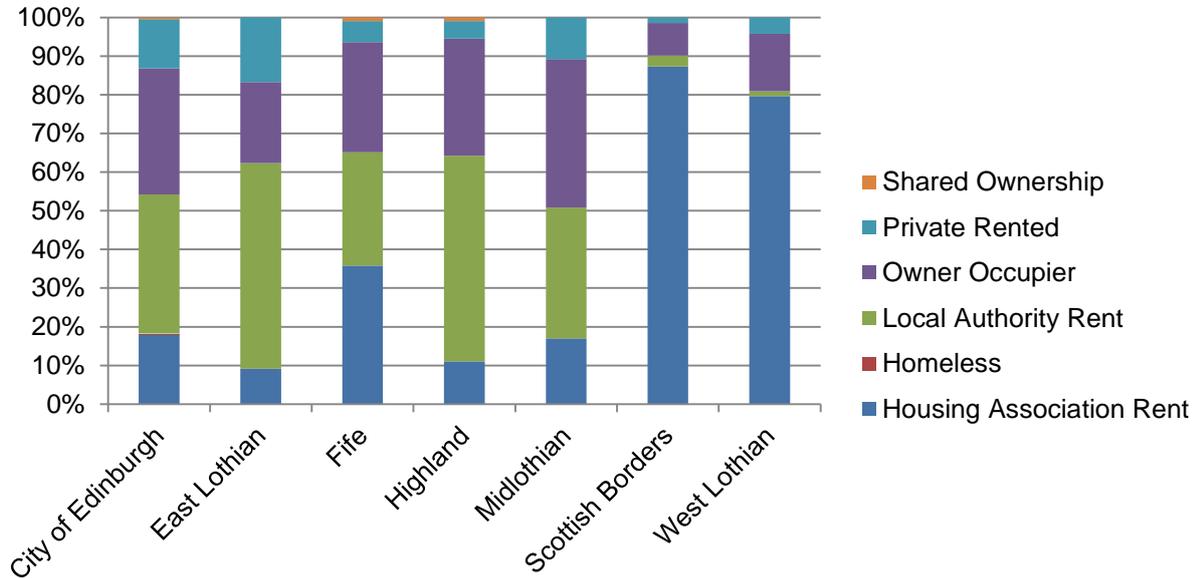


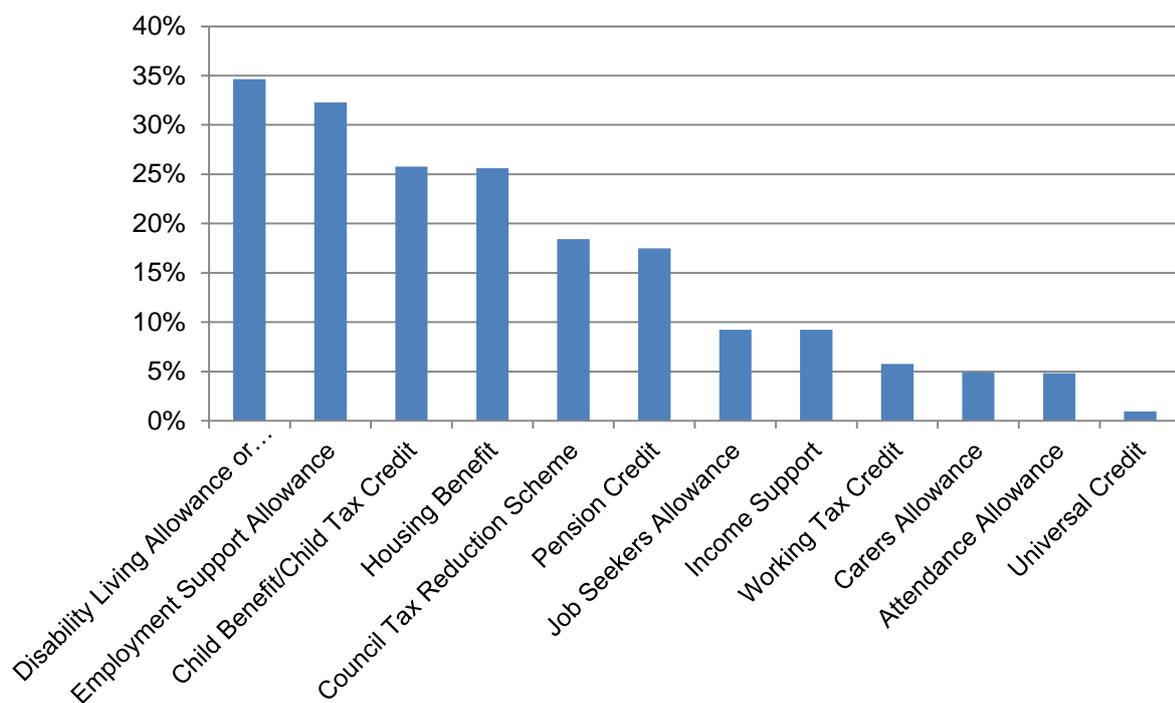
Figure 5 reflects the fact that there is a fairly even split of ages of clients we are funded to work with. Some projects are for families with young children and some are for age 60+ only. However the majority of our clients are in the 45-60 age range.

Figure 6: This graph illustrates the percentage of client tenure by area



In certain areas we are funded primarily to work with Housing Association tenants therefore this should not be looked upon as a reflection of need or demand for the service across the tenures but rather a reflection of who we are funded to help.

Figure 7: This graph illustrates the percentage of clients receiving certain benefits



## 4 Client survey and workshop findings

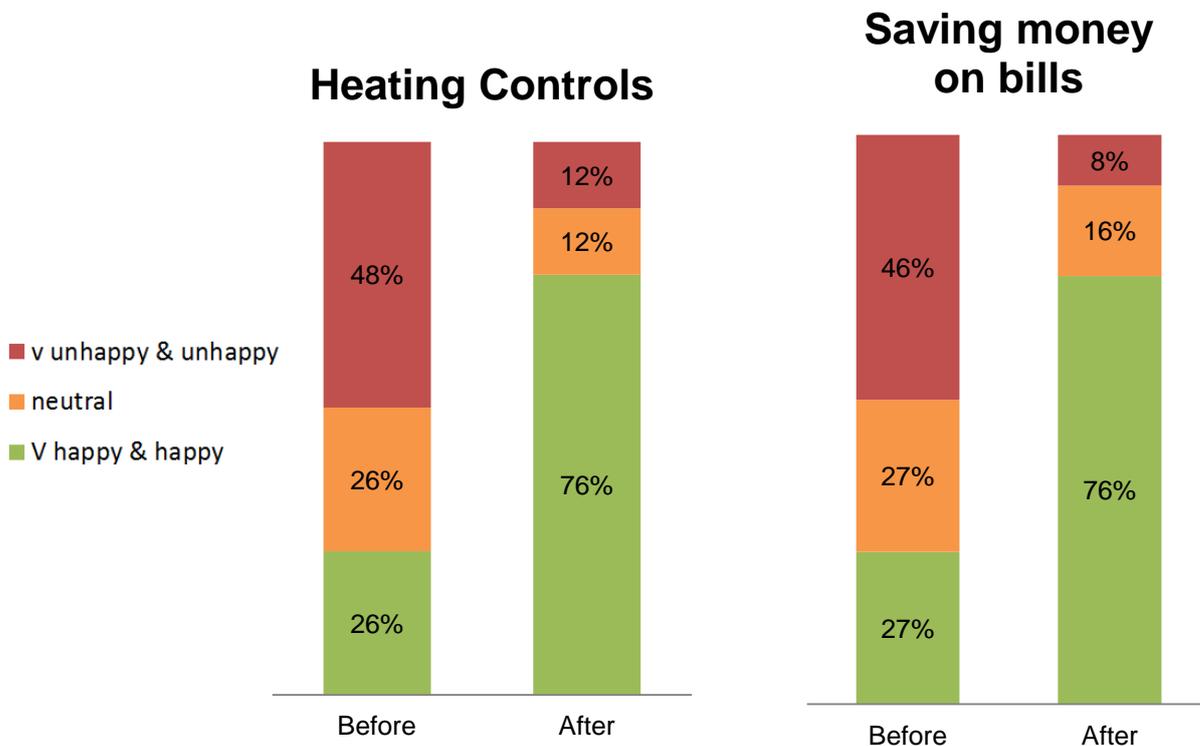
Changeworks' Affordable Warmth team clients have the opportunity to provide feedback on the service and advice received. Clients are asked to answer questions about how they are feeling 'before' they receive support from the advisor and again 'after' the advisor has completed working with them.

In total 773 questionnaires were completed (a return rate of 46%).

Highlights from the service evaluation of all projects include:

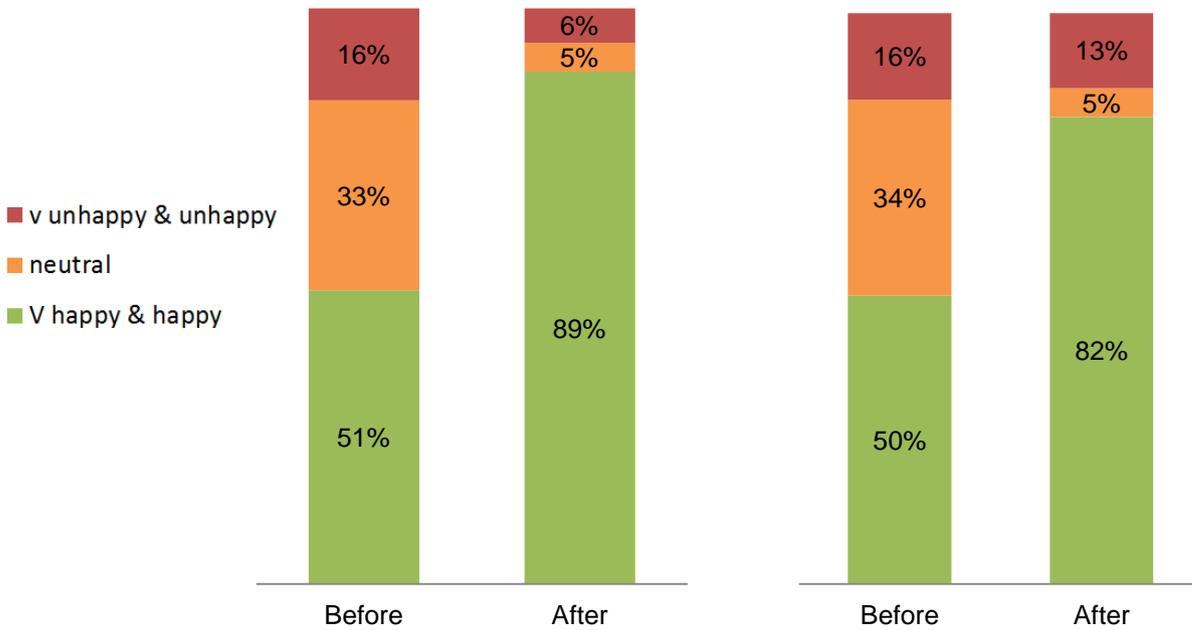
- 94% of clients responded as being 'happy' or 'very happy' with the **service they received** from advisors
- 76% feel 'happy' or 'very happy' about their **confidence in using their heating** compared to 26% before
- 76% feel 'happy' or 'very happy' about their **ability to save money** on their energy bills compared to 27% before
- 100% feel 'happy' or 'very happy' about their **understanding of ways to reduce food waste** compared to 67% before
- 82% are **planning meals** before they go shopping compared to 50% before.
- 99% are **using up leftovers** compared to 71% before.

Figure 8: The following charts illustrate questionnaire before and after responses from all areas



## Concerned about food bills

## Plan meals



### Client feedback on living in a warmer home

*I went to my doctor and was diagnosed with very high blood pressure due to all the stress about this but now I am fine. I am very comfortable again and again thanks to everybody there, I don't have the words to say thanks to them, excellent people.*

*The advisor was fantastic; anybody that she goes to visit will be getting the best technological help. I feel much more confident in my heating system now.*

*Me and my family would like to thank you so much for helping us getting new radiators to getting the house warm and we will get rid of the dampness. So thank you very much.*

*Thank you very, very much this helps me to keep my independence and that's what I wanted all along.*

*That's quite a task you've done for me today. I would never have been able to sort that out by myself – thank you!*

*We don't have a computer so couldn't find out how to get a cheaper tariff. The advisor came to our house and helped us connect, he gave us all the information we needed and helped us through the switching process. Very, very helpful. Whenever I am confused I can call him and he helps me understand things, I feel much better after I have spoken with him. I couldn't ask for a better service.*

*Great service, couldn't have sorted my issue without your help. My supplier claimed I was in debt for over £1000 but the advisor dealt with everything including the Ombudsman. This took a lot of pressure off me, before I was scared of the postman coming in case he brought another bill, but now this great weight is off my mind. An excellent service.*

### **Food waste reducing workshops findings**

We work with clients to prevent food waste and avoid wasting money on food bills through our Kitchen Canny workshops. At the workshops, we use the Kitchen Canny kit, a step-by-step toolkit providing practical ideas to improve meal planning, food shopping, portioning, food storage and use of leftovers.

*Table 2: This illustrates the savings achieved through the Kitchen Canny kit (provided at workshops) as reported by householders based on independent research showing that people who use the kit save on average £160 per year*

No people given kit at a workshop	% who used kit	Estimated total savings	Average annual saving per household
<b>252</b>	<b>41%</b>	<b>£23,725</b>	<b>£424</b>

## Client feedback on reducing food waste

*I'm saving a lot of money now - £15 a week, with just me in the house. Realised I was buying a lot more than I could ever eat in a week! I was just going round the supermarket going 'I like the look o' that'. I didn't used to make a shopping list, but I do now. I'm eating healthier now too! The kit was really useful – the sticker is still on my windae and the shopping pad gets well used*

*Since we used the kit I think we have definitely reduced our waste. I'm wasting things like less pasta, and saving £5 a week for our family of three. I don't make a shopping list as such but I go shopping every two days and plan my meals based on what I find in the reduced section of the supermarket - so that saves me quite a bit of money.*

*I used to cook too much but now instead of standing there peeling a stack of potatoes (forgetting I don't have a big family anymore), I just reach for three tatties, which is enough for the two of us. Now we are saving £10-15 a week! It was a really interesting workshop - and I'd come along again if you had any more in Eyemouth, even if it's exactly the same stuff it just keeps me thinking about it.*

*The kit was really useful for my food waste, it helped me to realise how much food is wasted and now I'm saving a lot of money - about £15 a week. I'm buying smaller amounts of food and items that last longer, and also mixing my foods so I don't get bored of the same thing all the time. So I'm wasting less bread, vegetables and milk. The lady that was organising the event was amazing.*

**Changeworks ~ Inspiring change for people and the environment**

**Contact our Affordable Warmth team:**

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