

Impact report 2022-2023

**AFFORDABLE WARMTH
SERVICES**



CHANGEWORKS.

INTRODUCTION

In the context of the accelerating climate emergency and energy crisis, Changeworks' goal to decarbonise Scotland's homes has never been more important.



Josiah Lockhart
Chief Executive

 **In 2022-23, we supported more householders to take decarbonisation actions and worked with more organisations across Scotland than ever before.**

Our fuel poverty alleviation and prevention services are integral to our aim of a just transition to net zero.

An increasing number of people in Scotland are now in fuel poverty, and we have seen an unprecedented increase in demand for our energy advice.

In response, we grew our team of Affordable Warmth Services Advisors to be able to reach even more householders to provide support.

Through our holistic approach and range of expertise, we also support organisations to work towards Scotland's climate targets.

While these are incredible achievements, we all need to do more, faster to tackle the climate emergency and support people out of fuel poverty. At Changeworks, we are investing in our growth and expanding our services to maximise our ongoing impact.

In the run up to 2030 and beyond, we will continue to scale up, working with even more organisations and reaching more householders to support Scotland's path to net zero.



Over £1 million financial savings achieved for people by our Affordable Warmth Services.

£1M



25

We worked with 25 local authorities and housing associations to improve the energy efficiency of homes and enable behaviour change through householder engagement.



42%

We installed over 7,700* measures, meaning a 42% increase in the lifetime carbon savings as a result of these installations compared to 2021-22.

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*This figure includes 2022-23 data from Changeworks' services, Changeworks' share of Warmworks activity and Home Energy Scotland Highlands & Islands and Southeast.

ABOUT CHANGEWORKS

Changeworks has been leading the way in delivering high impact solutions for low-carbon living for over 35 years. We work for a positive low-carbon reality for everyone, ensuring a just transition for all towards a green economy and society.



Our ambition is to drive the decarbonisation of homes in Scotland, which has some of the least energy-efficient homes in Europe.

We work with partners, housing associations, local authorities and other government branches to drive transformation in energy efficiency and to tackle fuel poverty. We do this through:

- innovative partnership working
- scaling up the range and reach of our services working with householders to improve the energy efficiency of their homes.

We also:

- deliver Home Energy Scotland in the Southeast and Highlands and Islands on behalf of the Scottish Government and Energy Saving Trust, providing impartial energy-related advice and support.
- are part of the consortium that makes up Local Energy Scotland, which administers and manages the Scottish Government's Community and Renewable Energy Scheme (CARES).
- have a joint venture partnership with Everwarm and Energy Saving Trust that forms Warmworks. Warmworks is the Managing Agent of the Heat in Buildings National Scheme, a national fuel poverty scheme funded by the Scottish Government.





SUPPORT FOR PEOPLE IN NEED

Through our Affordable Warmth Services, we provide expert energy advice and advocacy, delivered via a range of contracts.

We put people at the heart of our approach and work closely with partners and funders to find the right solutions.

SUPPORT FOR PEOPLE IN NEED

Comprehensive, holistic support

Our Advisors provide tailored, in-depth support to householders to save energy, access financial support, resolve energy debt and billing issues and be affordably warm in their homes, and deliver prevention work to help alleviate fuel poverty.

Our Advisors are accredited by Scottish National Standards for Information and Advice, City and Guilds and receive specialist training. To ensure our support is holistic, we work in partnership with our referral network.

Invaluable financial savings achieved

Due to spiralling energy costs, providing advice to people on how to save on their energy bills has never been more important.

We have seen an increase in people in crisis with their energy costs, with more people than ever in energy debt to their supplier. In response to the growing level of need we have **increased our team from 16 to 22 staff.**

Our Advisors work hard to do all they can to support people. This has meant that this year, our Affordable Warmth Services team



achieved over £1 million savings for people, the most we've ever realised.

This was achieved through supporting in a variety of ways, including accessing discounts, vouchers and applying for grants, e.g. the Home Heating Support Fund.

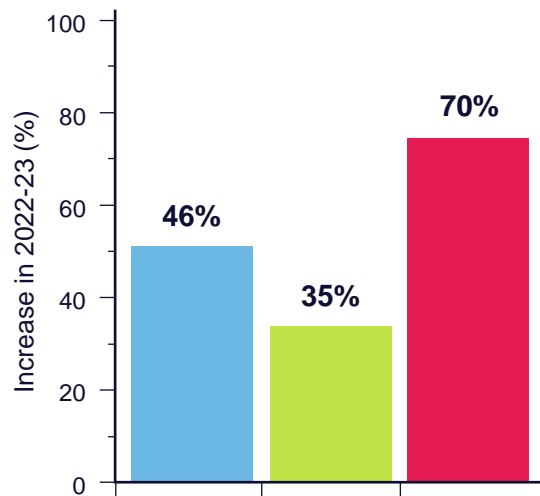
In 2022-23, we have achieved for people:

- Over 5,800 householders were supported with energy advice and support, an increase of 47% compared to 2021-22
- Over £404,000 of savings via grants that we secured for householders
- Over £439,000 achieved in advice savings*
- £1,035,000 total financial savings.

SUPPORT FOR PEOPLE IN NEED

Reaching those who are vulnerable

Our mission is to ensure a just transition to net zero, and as such, supporting vulnerable* people is a critical part of what we do.



Our service users who...

- stated they had dependants in the home
- declared they were in receipt of benefits
- were in fuel poverty living in social housing

We held **56% more outreach events in 2022-23** than in 2021-22 in order to better reach marginalised and excluded groups, as well as people who for the first time were at risk of, or in fuel poverty.



Thanks to our advice and support, in 2022-23:



67%

67% of service users felt warm in their home after our advice and support (compared to 19% before).



29%

29% of service users stated that after receiving our support, they saw a reduction in the negative impact being cold in their home was having on their health.



76%

76% of service users said they learned how to deal with energy issues from our Advisors.

SUPPORT FOR PEOPLE IN NEED

Customer satisfaction

In 2022-23:



93% of service users were satisfied or very satisfied with the support received.



91% rated the overall accessibility of the service as good or very good.



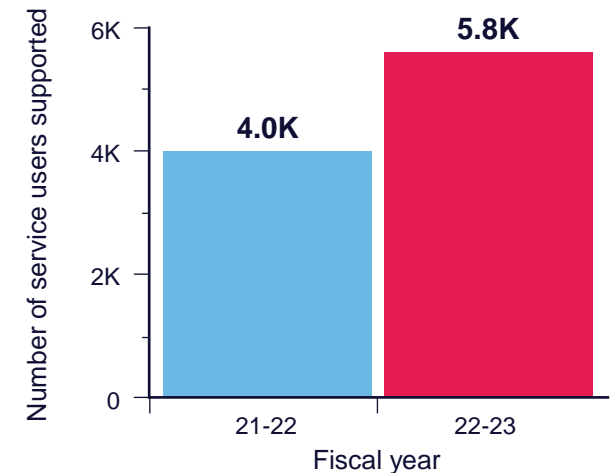
92% stated the support was delivered within an appropriate timescale.



99% stated the Advisor explained the information to them in a way that was clear and easy to understand.

▶ *“[The Advisor] completely changed my mindset, I had to learn about the boiler, I have learning difficulties and that’s a huge disability when things aren’t in your reach, I had to learn a whole new system and I’m using half [the energy compared to] what I used previously.”*

▶ *“[The Advisor] went out of his way. It was absolutely grand. Stuff I didn’t understand he explained to me nice and simple.”*



SUPPORT FOR PEOPLE IN NEED

CASE STUDY

A lifeline to people in need

Mandy*, a single parent living in East Lothian, had serious energy debts and couldn't access support she was entitled to. Mandy was also unemployed for the first time.

The financial pressure was impacting Mandy's physical and mental health, which deteriorated until she suffered a mental health crisis.

Relieving the pressure

Mandy was referred to the Affordable Warmth team by her local Citizens Advice Bureau.

We helped Mandy to access support she was eligible for. After speaking to her supplier, our Advisor arranged a reduced weekly payment toward her energy debt.

Tailored support

Our Advisor showed Mandy what she could do to improve the energy efficiency of her home, and arranged for a new, more energy efficient fridge.

Making support possible

We can offer support to vulnerable householders through funders like East Lothian Council, who we partnered with to support all residents of East Lothian giving them access to tailored energy advice. Through our service:


£54,000

over **£54,000** savings were achieved through energy advice and advocacy.


288

288 households were supported and engaged.

After a successful partnership, East Lothian Council are expanding their work with us.



"They showed me that I don't have to embarrassed to ask for help. And all these wee tips can make a big difference. I couldn't be more grateful."

Mandy



"We've seen more calls like Mandy's come through over the past year with complex needs. It's important that services like ours are on hand to guide them through."

The Advisor who helped Mandy

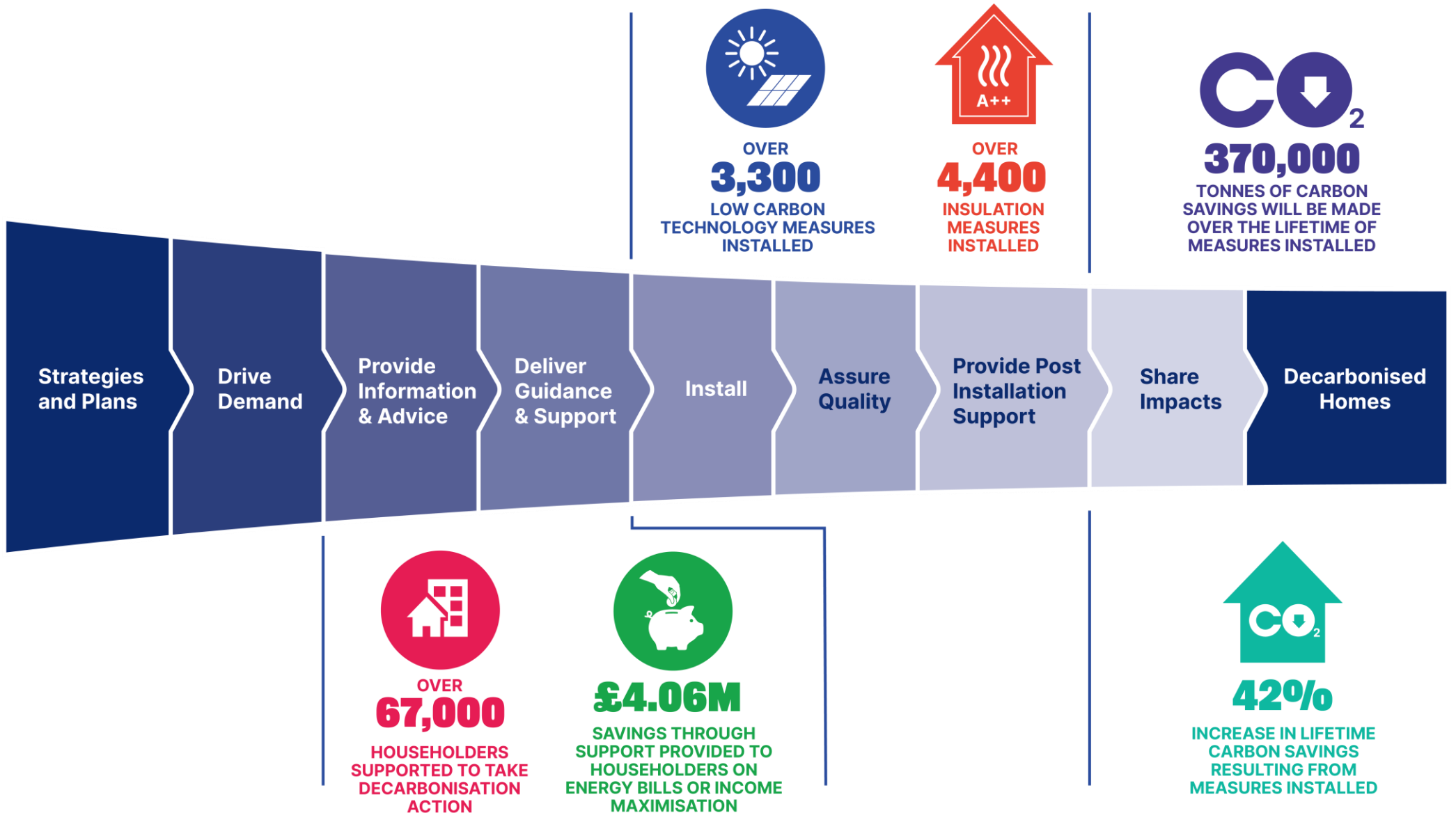


"Changeworks' expert advice and support have helped hundreds of households to save money on their bills and to make informed decisions about energy use. This support is invaluable."

Wendy McGuire,
Head of Housing,
East Lothian Council

CHANGEWORKS.

THE DECARBONISATION JOURNEY



WORK WITH US

As Scotland's leading environmental charity, Changeworks is the only partner that provides a tailored, complete end-to-end service to decarbonise Scotland's homes.

Being ISO 9001 certified, Changeworks is a quality-driven organisation. We are committed to being an exemplar, with quality systems and processes embedded across the organisation.

We are committed to equality, diversity and inclusion, have achieved platinum Investors in People, the highest accreditation, and have had the Investing in Volunteers accreditation since 2009.

We don't have time to waste. With the climate emergency accelerating, we need to go further faster – and we can only do that by working with more partners, organisations and householders across Scotland.

Together, we can tackle the climate emergency, and ensure a just transition to a low-carbon future.

To find out how we can help you, contact us:
workwithus@changeworks.org.uk

INVESTORS IN PEOPLE™
We invest in people Platinum



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