

Impact report 2022-2023



COMMUNITY ENGAGEMENT

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.



£1M

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



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.

CHANGEWORKS.

*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.



COMMUNITY ENGAGEMENT

Engaging communities is key to mobilising householders to lower carbon emissions from their homes, and targeting under-reached groups is key to ensure a just transition to net zero that leaves no one behind.

We are therefore scaling our inclusive, people-centred approach to engage communities, providing outreach advice and support to deliver positive outcomes.

We have been building on our knowledge base of innovative approaches to engaging householders on low carbon living, trialling and monitoring a range of tools, techniques and resources.

In 2022-23, while transitioning from waste to low carbon living, the Low Carbon Communities team:



424

engaged with 424 householders to provide light-touch energy efficiency advice and support through events.



2,778

engaged with 2,778 householders through community engagement activities.



Our volunteers are invaluable in helping us to work with local communities, and we have been Investing in Volunteers accredited since 2009.

In 2022-23, our volunteers:

- made up around 15% of our total named workforce
- contributed 455 hours to deliver our mission

Our volunteers have been awarded Volunteer Edinburgh Inspiring Volunteer Award two years in a row.

COMMUNITY ENGAGEMENT

CASE STUDY

We ran a pilot project, funded by Ecotricity, working with community anchors to reach people in, or at risk of, fuel poverty. The support and resources included:

- Fuel poverty and energy advice training for frontline staff
- Digital energy advice resources including information videos and a toolkit for partner organisations
- Packs of energy efficiency measures for vulnerable clients, including reflective radiator panels, draughtproofing strips and an energy saving advice sheet.

Participants completed surveys which showed that knowledge and confidence in delivering energy advice increased across the board.

Through the project:



107

107 frontline staff and volunteers were upskilled to provide energy advice to those in or at risk of fuel poverty.



23

23 organisations were empowered to share energy advice across their comms channels.



3,200

3,200* householders will be provided with energy advice by the trainees, securing a legacy far beyond the project period.



611

611 vulnerable households received energy efficiency measures packs, following direct referrals from 25 partner organisations.



“Really great training, clear presentations. Should be given to all professionals who engage with individuals with inequalities.”

Feedback from training participant



“Our team really values our working relationship with Changeworks and the difference we can all make to individuals who experience health inequalities.”

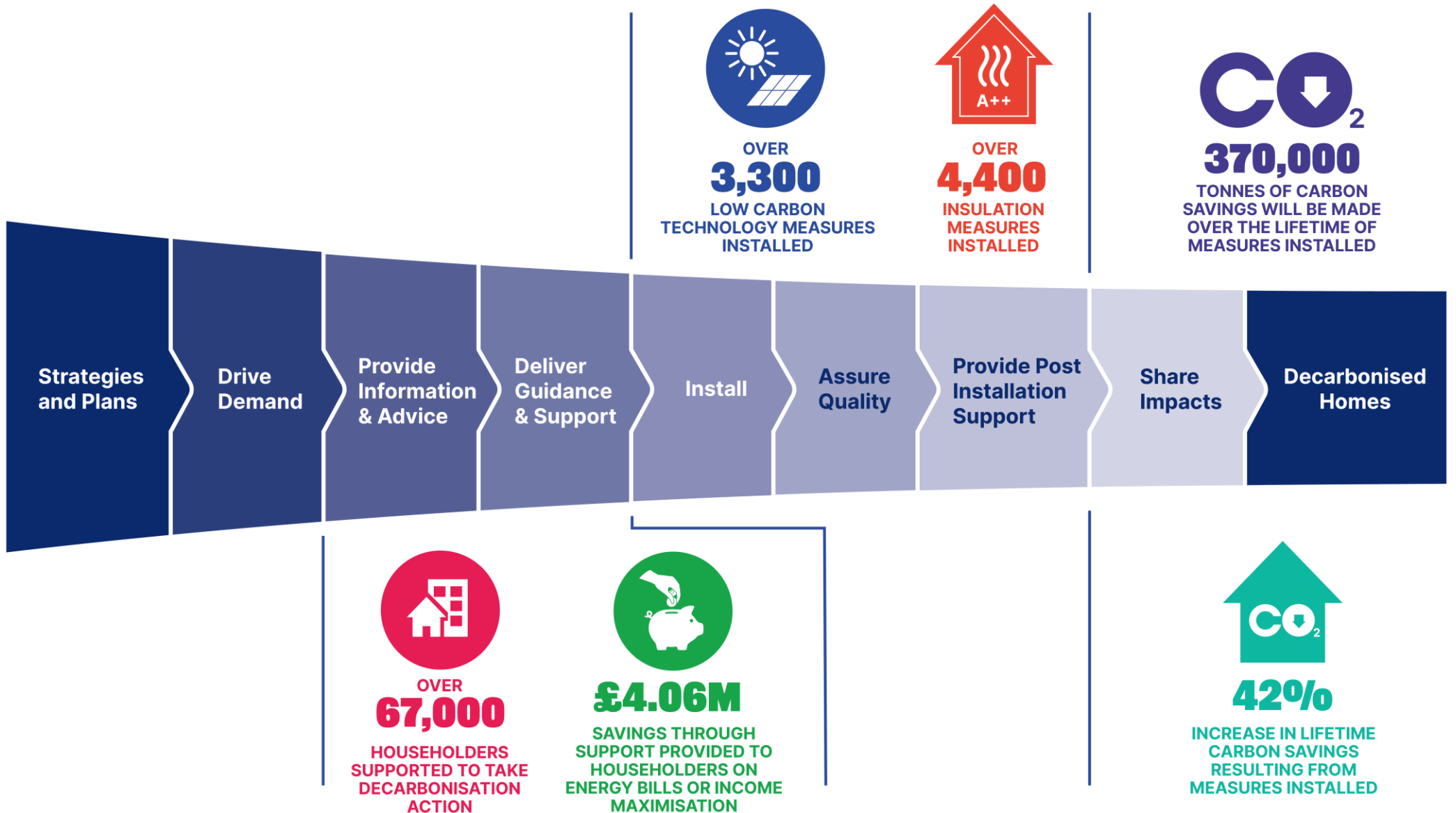
NHS Borders



“The toolkit will help us to deliver energy advice and sharing information among our communities.”

Networking Key Services

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



CHANGEWORKS.