

Impact report 2022-2023



**IMPACT EVALUATION
& RESEARCH**

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.



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



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.



IMPACT EVALUATION

Our Impact Evaluation service offers proportionate, tailored and cost-effective solutions.

We are experts in evaluation that combines social and technical data, including assessing the effectiveness of energy efficiency and renewable technology measures. We develop an appropriate framework and methodology, and use the findings to present innovative solutions to improve future projects.

In 2022-23, our Impact Evaluation team:



4

Reported on Energy Efficient Scotland: Area Based Schemes (EES: ABS) for 4 clients.



14

Commenced or continued data collection on 14 EES: ABS for 6 clients.



34

Worked on 34 projects, 10 more than in 2021-22 (a 42% increase).



73%

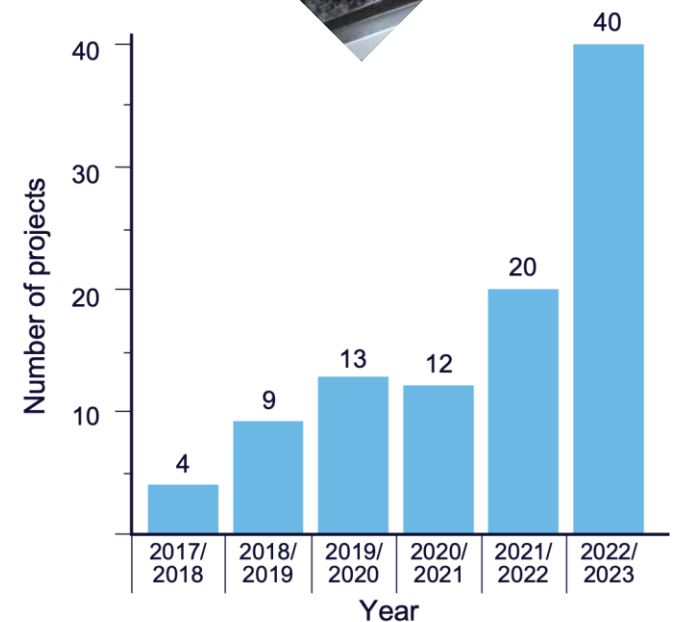
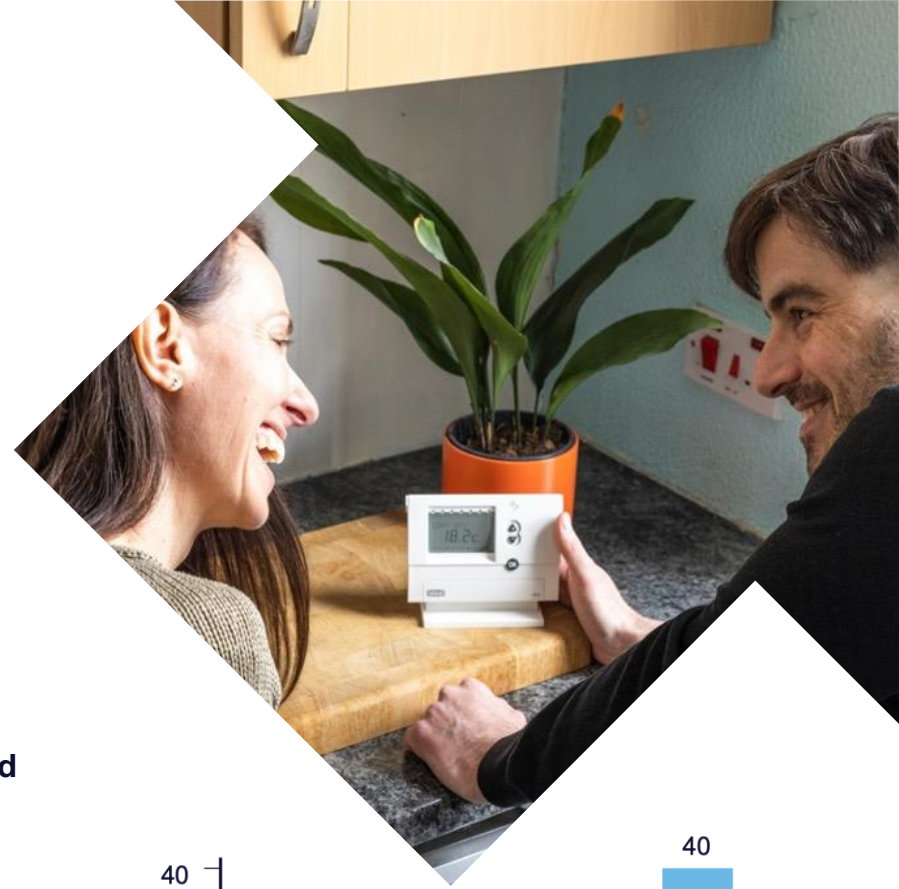
Increased temperature and humidity monitoring EES: ABS by 73% compared to 2021-22.



30%

Achieved a 30% response rate to our householder questionnaires, 10% higher than 2021-22.

The graph outlines projects worked on by year. Please note that projects can run for 18-36 months and counts in each year may include projects funded in previous years.



RESEARCH

Our Research team provides bespoke research to understand complex challenges and provide recommendations for governments, businesses, local authorities, social housing providers, community organisations and others.

We work with organisations to help them make decisions on a range of topics, such as:

- understanding the impacts of different energy efficiency and low carbon technologies
- protecting vulnerable consumers
- facilitating a just transition to net zero
- financing home upgrades across housing tenures
- understanding and overcoming supply chain challenges.

RESEARCH

CASE STUDY

A Perfect Storm: Fuel Poverty in Rural Scotland

Changeworks' report '[A Perfect Storm: Fuel Poverty in Rural Scotland](#)' highlighted that fuel poverty is disproportionately high in rural Scotland. The report looked at the extent of this inequality, its drivers, and the health and the social impacts.

As well as the standard drivers of fuel poverty and extreme fuel poverty, the report shows that householders in rural areas of Scotland face their own unique pressures, from a more challenging climate to a lack of support services.

The report was commissioned by the Rural & Islands Housing Associations Forum, the Highlands & Islands Housing Associations Affordable Warmth Group and Highlands and Islands Enterprise.

Changeworks collaborated with stakeholders to identify solutions to the level of fuel poverty revealed by the research. Nine areas for change were identified:

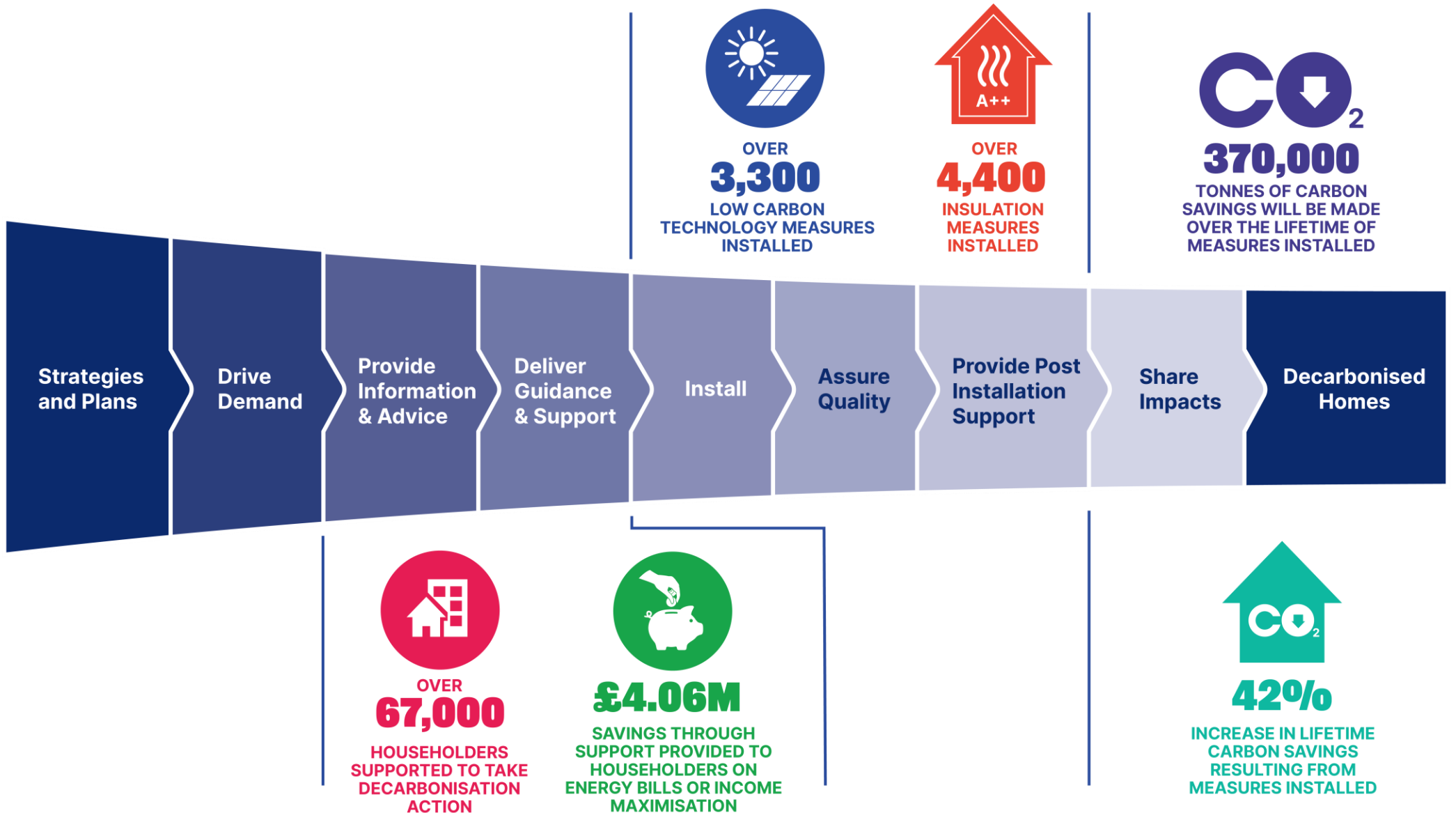
- Defining and identifying fuel poverty
- Targeting fuel poverty support
- Funding for advice services
- Delivering support on the ground
- Energy retail market reform
- Energy wholesale market reform
- Maximising local energy generation benefits
- Supporting local supply chains
- Improving the energy efficiency of homes



The report was recognised by the Scottish Parliament, which noted the calls on the Scottish Government to urgently address the issues outlined to help remote and rural communities, and to achieve Scotland's climate goals.



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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