

Impact report 2022-2023



NET ZERO PATHWAYS

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.

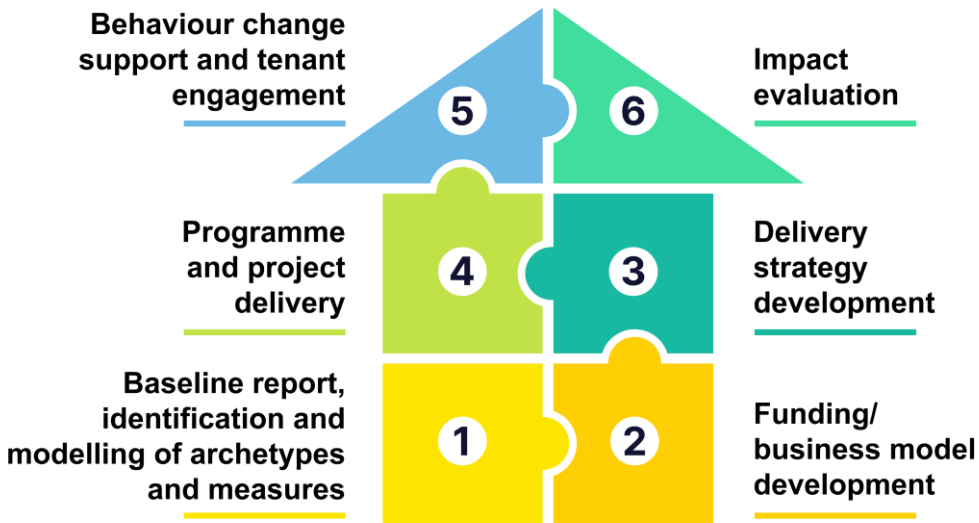
We also:

- 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.



NET ZERO PATHWAYS

Changeworks works with registered social landlords throughout Scotland to improve the energy efficiency of their housing stock and provide energy advice and support to tenants.



The first step to net zero

We support social housing providers with reporting to be Energy Efficient Standard for Social Housing (ESSH2) compliant and help them to access funding to deliver projects.

Our holistic Net Zero Pathways service provides registered social landlords with the information they need to have a plan in place to meet legislative targets.

Our service is made up of several distinct stages, delivered with the expertise of our multi-disciplinary teams, all while ensuring projects meet the highest quality standards.



We have undertaken ESSH2 analysis for 24 clients over the last 3 years.



In 2022-23, Changeworks completed an ESSH2 analysis across almost 90K properties for 3 housing associations and 5 local authorities.

NET ZERO PATHWAYS

CASE STUDY

Changeworks has a partnership in place with Glen Housing Association to develop and deliver retrofit projects. We have provided our Net Zero Pathways wrap-around support to help the housing association to define its stock improvement strategy to align with net zero targets.



In 2022-23, we completed a report which recommended a deep retrofit to reduce tenants' energy bills while transitioning to low carbon heating.

The report found that it would be feasible to achieve net-zero compatibility in these properties with appropriate design and quality assurance input.

To reduce tenants' energy bills while transitioning to low carbon heating, fabric measures will be required - and significant savings can be made in many properties through insulation.

Changeworks is working with Glen Housing Association to develop a pilot project to implement the recommended improvements of the association's housing stock.



“Changeworks has provided valuable data analysis and strategic support to allow us to start to develop a decarbonisation strategy across our housing stock.”

Ian Byers
Housing Manager at
Glen Housing Association



A trusted partner

2022-23 marked the second year of our joint partnership with the Scottish Federation of Housing Associations (SFHA) and Warmworks.

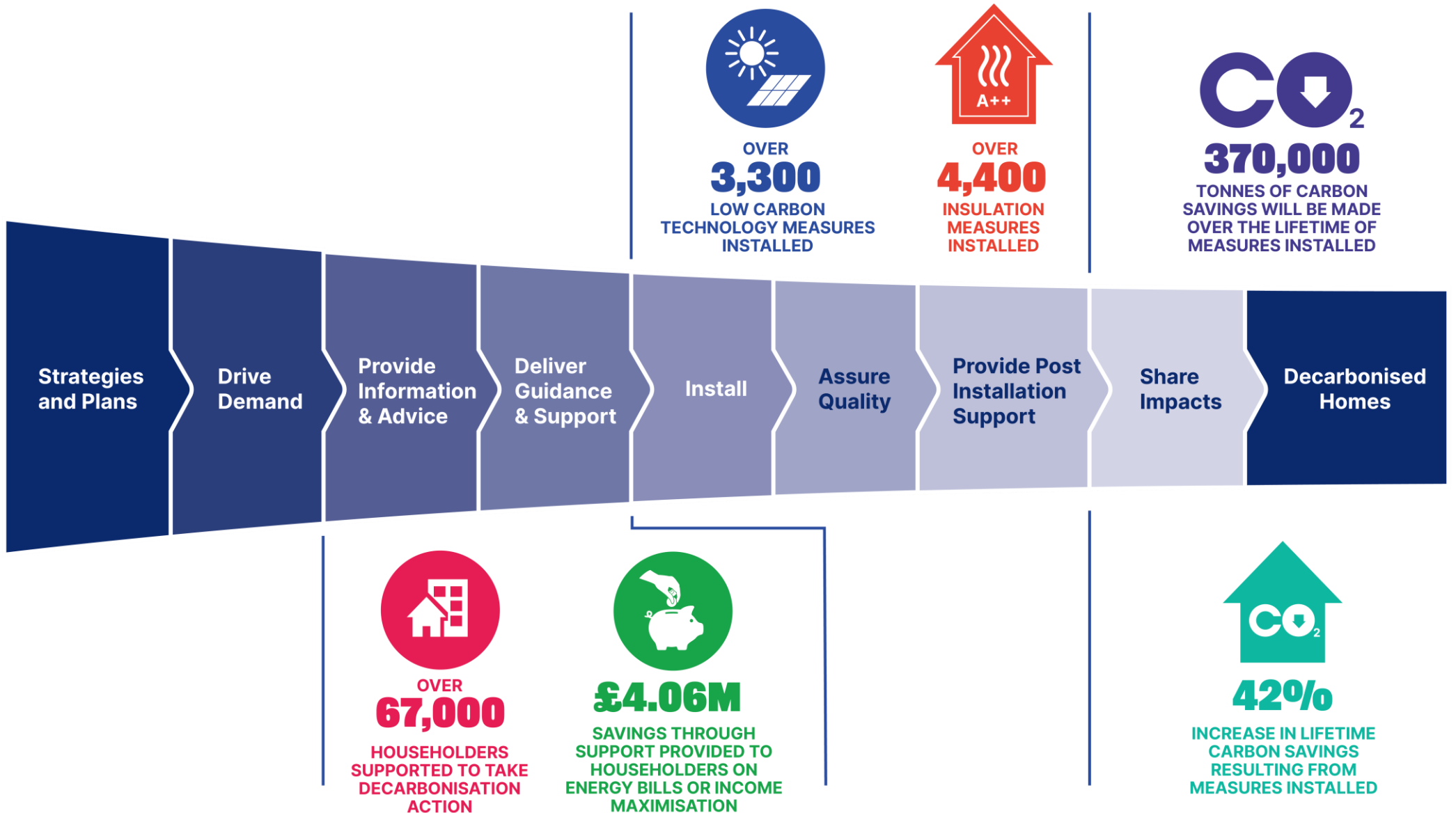


“Our sector is facing urgent challenges: not only do housing associations and co-operatives need to play their part in tackling climate change by meeting net zero targets, we must do this without increasing costs for tenants, especially at a time of spiraling fuel and food bills.

Given these challenges, the importance of our partnership with Changeworks and Warmworks will only grow.”

Sally Thomas
SFHA Chief Executive

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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