

Impact report 2022-2023

**PROJECT MANAGEMENT
AND DELIVERY**



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.



PROJECT MANAGEMENT AND DELIVERY

We have a long-standing track record of working in strategic partnership with local authorities and housing associations across Scotland to deliver energy efficiency measures at scale across a range of tenures.

We offer comprehensive commercial management services, facilitating project delivery at the best possible value and to the highest standards. Our knowledge of the funding landscape enables us to secure financial support for the design and implementation of innovative projects.



Largest managing agent of EES: ABS

We are a trusted partner, and the largest managing agent of the Scottish government's flagship energy efficiency scheme, Energy Efficient Scotland: Area Based Schemes (EES: ABS).


£94M

Since 2013, we have managed over £94m of EES: ABS funding and are gearing up to help even more local authorities.


2x

To increase Changeworks' impact, we are doubling our Project Management team over the next three years.

PROJECT MANAGEMENT AND DELIVERY

Our current local authority partnerships include:

- ◉ Aberdeen City Council
- ◉ City of Edinburgh Council
- ◉ Fife Council
- ◉ Midlothian Council
- ◉ Moray Council
- ◉ Scottish Borders Council
- ◉ South Lanarkshire Council

Through this work, we have provided energy efficiency measures to a large number of homes across Scotland, delivering emission savings and helping to reduce fuel poverty.

In 2022-23:


57,928

57,928 tonnes of carbon will be saved over the lifetime of insulation measures installed: a 536% increase from 2021-22.


961

961 low carbon measures were installed, a 185% increase from 2021-22.


1,413

1,413 insulation measures were installed, a 68% increase from 2021-22.



PROJECT MANAGEMENT AND DELIVERY

CASE STUDY

Changeworks worked with Moray Council to install energy efficiency measures in their housing stock with funding from the Social Housing Net Zero Heat Fund. The project provided tenants with more energy-efficient heating systems to lower energy bills and reduce carbon emissions. We acted as the managing agent, engaging with tenants, overseeing installations and quality assurance, as well as providing post-install support.

Energy efficiency at scale

The total funding was £2.6 million to help make 120 homes warmer and more energy efficient.



120

Along with insulation where needed, all 120 homes received an Air Source Heat Pump and Solar PV and battery storage. This is the largest Air Source Heat Pump project to date delivered by Changeworks.

We deliver Moray Council's EES: ABS programme and will also be working with Moray Council on another net zero project.

Creating positive outcomes for tenants

Changeworks' Affordable Warmth Services team provided a wraparound service to ensure tenants felt confident in how to use their new systems. This included hosting events, as well as home visits and follow up support from Advisors.



"I welcomed the opportunity for eligible tenants to have their heating systems upgraded through the scheme. Not only will it help to tackle climate change, it will also help with the rising energy costs facing them and everyone else here in Moray."

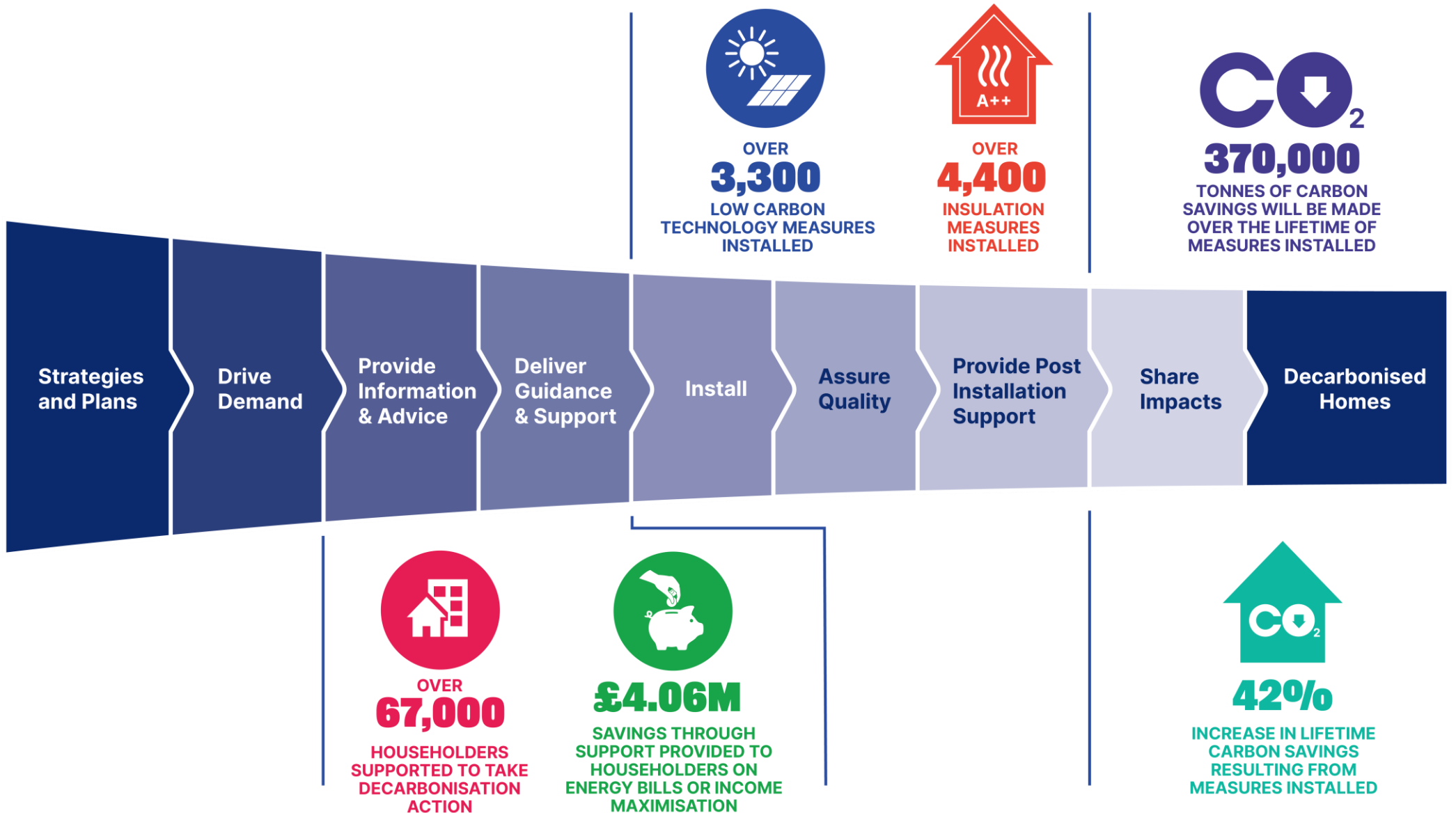
Cllr Louise Nicol
Chair of Moray Council's Housing and Community Safety Committee



"The fitters/installers were all really friendly and answered any issues I had."

Moray Council tenant

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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