

# Impact report 2022-2023



**CHANGEWORKS.**

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# 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.

**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.



# OUR IMPACT 2022-23



Supported **OVER 67,000** HOUSEHOLDERS to take decarbonisation actions, a 22% increase from 2021-22



Installed **OVER 3,300** LOW CARBON TECHNOLOGY MEASURES, double compared to 2021-22



Supported householders to **SAVE £4.06M** ON ENERGY BILLS OR THROUGH INCOME MAXIMISATION, a 116% increase compared to 2021-22



Installed **OVER 4,400** INSULATION MEASURES, a 22% increase from 2021-22



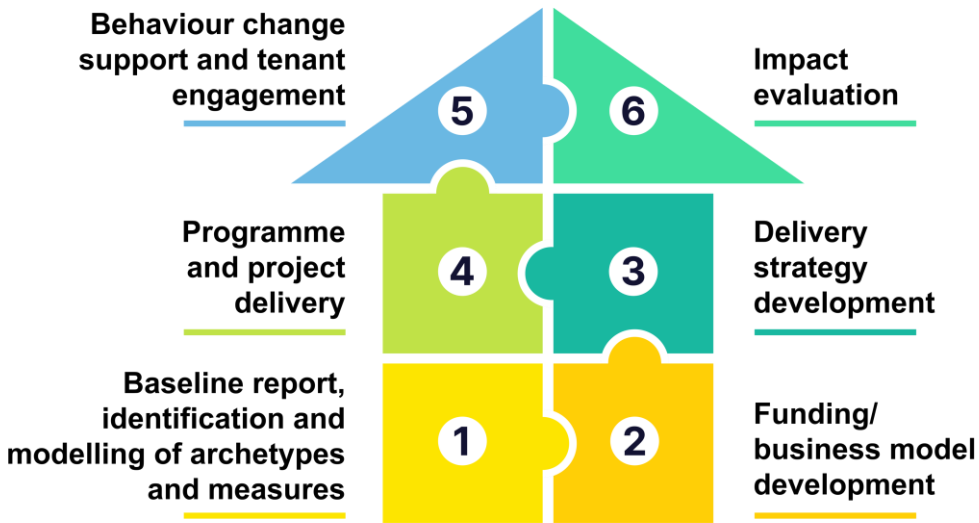
**370,000** TONNES OF CARBON SAVINGS will be made over the lifetime of the measures installed, the equivalent weight in tonnes of nearly 30,000 Routemaster buses



**LIFETIME CARBON SAVINGS**, resulting from the measures installed, **INCREASED BY 42%** compared to 2021-22

# 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



# LOCAL HEAT AND ENERGY EFFICIENCY STRATEGIES

We have extensive experience of developing standard methodologies and guiding partners through Local Heat and Energy Efficiency Strategies (LHEES).



**Since 2017, we have supported 25 councils**

through three pilot phases, a testing phase and now final strategy and delivery plan development.

We undertake research including analysis on policy and data, develop strategies, provide stakeholder engagement and develop delivery plans, including identifying opportunities that can be built into Energy Efficient Scotland: Area Based Schemes.



**In 2022-23, we worked with 8 councils, including Aberdeenshire, Highland and Midlothian.**

Following on from support with LHEES, our Project Management team is on hand to deliver projects through our commercial management services.



# 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%

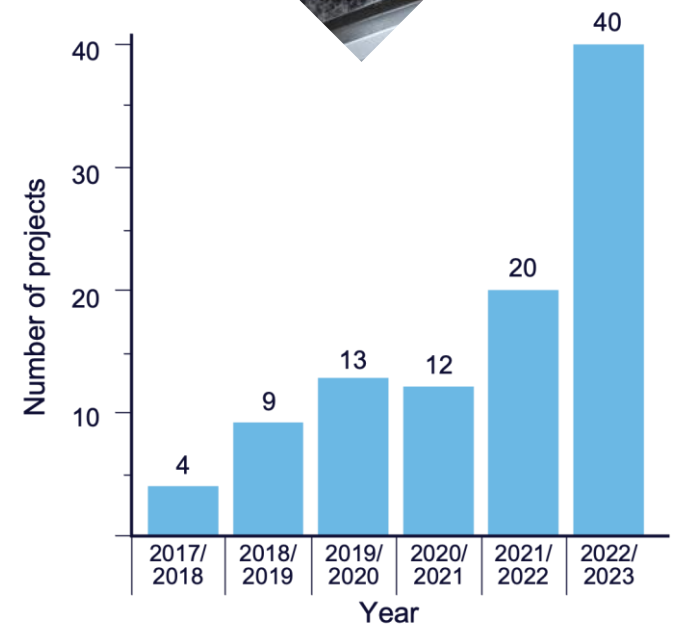
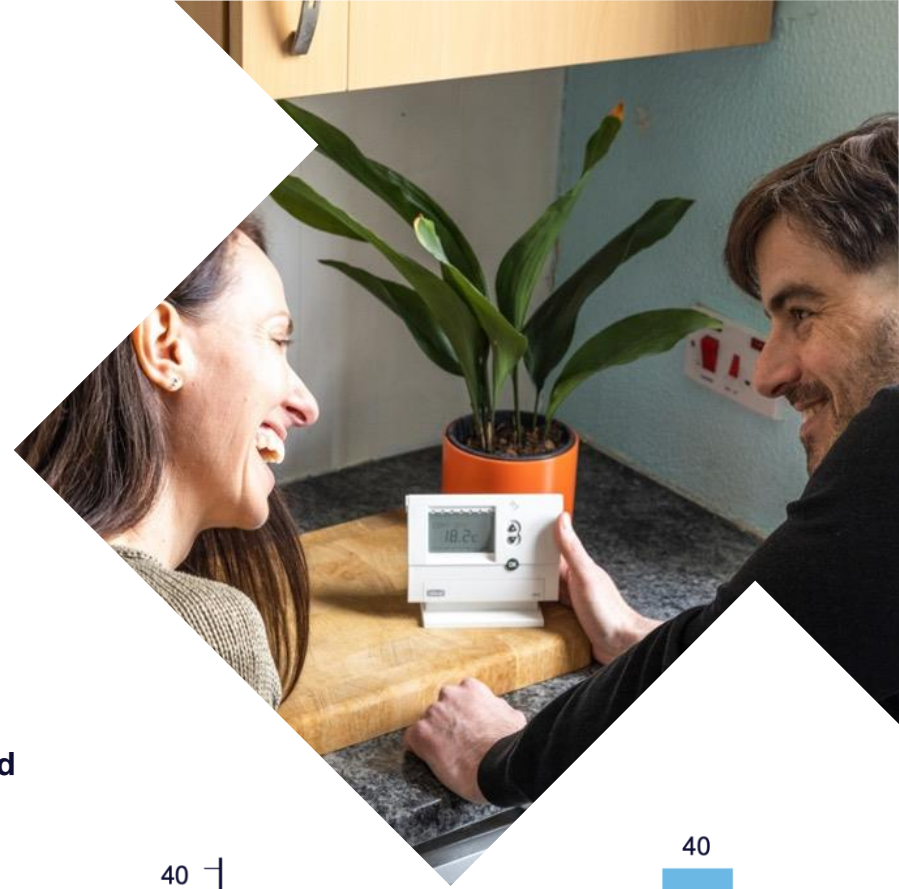
Increased temperature and humidity monitoring EES: ABS by 73% compared to 2021-22.



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.**



# 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

# 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



## 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.

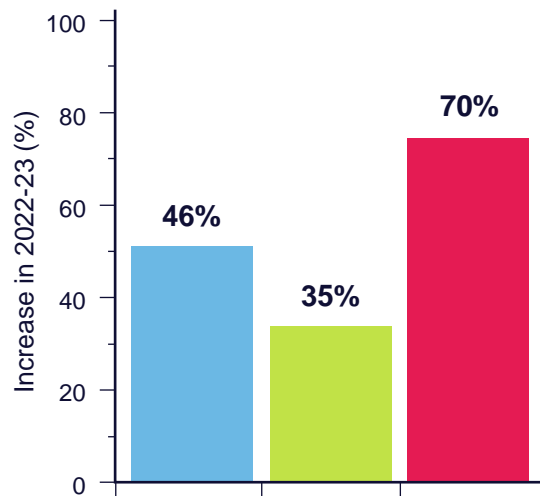
## In 2022-23, we have achieved for people:

- 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.



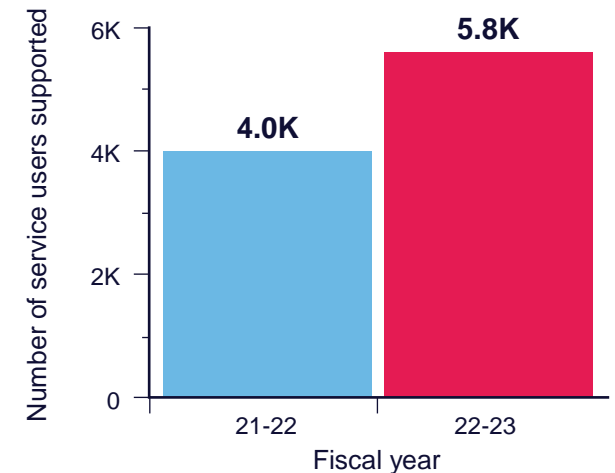
92% stated the support was delivered within an appropriate timescale.



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

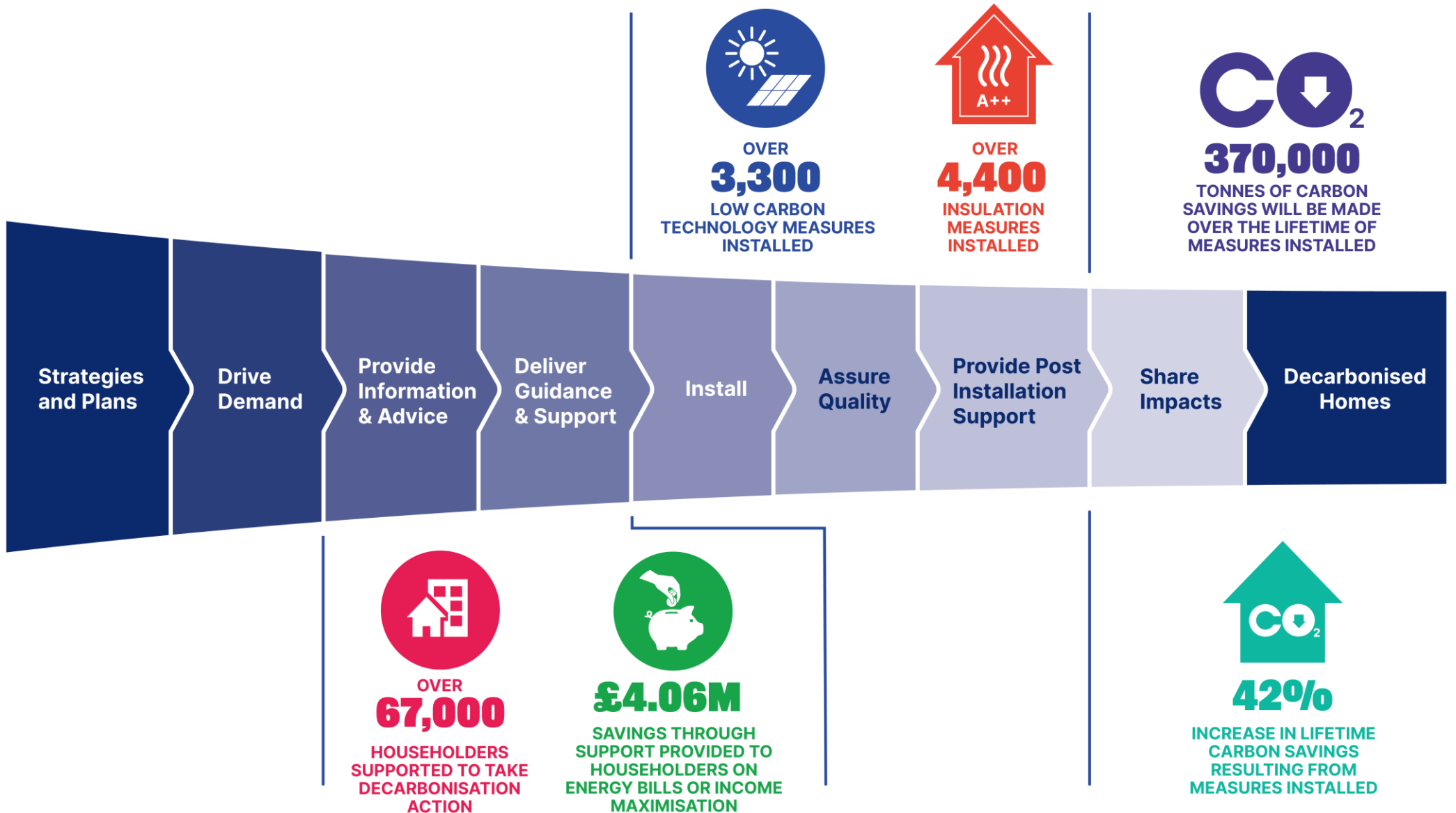


*"Changeworks' expert advice and support have helped hundreds of households to save money on their bills and to make informed decisions about energy use. This support is invaluable."*

Wendy McGuire,  
Head of Housing,  
East Lothian Council

**CHANGEWORKS.**

# THE DECARBONISATION JOURNEY



OVER  
**3,300**  
LOW CARBON  
TECHNOLOGY MEASURES  
INSTALLED



OVER  
**4,400**  
INSULATION  
MEASURES  
INSTALLED



OVER  
**370,000**  
TONNES OF CARBON  
SAVINGS WILL BE MADE  
OVER THE LIFETIME OF  
MEASURES INSTALLED



OVER  
**67,000**  
HOUSEHOLDERS  
SUPPORTED TO TAKE  
DECARBONISATION  
ACTION



**£4.06M**  
SAVINGS THROUGH  
SUPPORT PROVIDED TO  
HOUSEHOLDERS ON  
ENERGY BILLS OR INCOME  
MAXIMISATION



**42%**  
INCREASE IN LIFETIME  
CARBON SAVINGS  
RESULTING FROM  
MEASURES INSTALLED

# LOOKING AHEAD

## Here's what's coming up at Changeworks:

- We will **build a trusted network of contractors and suppliers** to help homeowners and registered social landlords to retrofit through a quality assured service.
- We will continue to **build relationships with housing associations across Scotland** and increase the scale of our delivery programmes to ensure more householders are supported and that we reach more people in fuel poverty
- We will **engage homeowners and support them to decarbonise their homes** through our domestic retrofitting service EcoCosi, providing tailored advice and quality service for a more energy-efficient home.
- We will **increase installation support**, ensuring householders know how to get the most out of renewable technologies and other measures to improve their home's energy efficiency.
- We will research and develop **more new services to support households to decarbonise** and invest in enhancing our digital offer to reach more people.

The impact of our work in 2022-23 is evident. As we move into the next year of our strategy, we will continue to innovate and grow to **accelerate the decarbonisation of Scotland's homes.**



# 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](mailto:workwithus@changeworks.org.uk)

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We invest in people Platinum



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