

## Mobilisation Timeline

- 📌 **Awarded funding from the Climate Action Fund in January 2025.**
- 📌 **The Changeworks partnership co-ordination team were in place by April 2025.**
- 📌 **The Energy Officers were recruited between May and August 2025.**
- 📌 **Resources:** Tailored resources including pop-up banners, posters and social media posts were developed for Energy Officers to use, August 2025.
- 📌 **All Energy Officers passed their City & Guilds qualification in Energy Awareness between June and September 2025,** enabling them to give advice to households. They are also completing specialist training in Retrofit Advice and Traditional Buildings.
- 📌 **Highland Energy Community Partnership (HECP) Project officially launched in October 2025** with 5 community-based launch events taking place across our partnership area
- 📌 **Changeworks initiated an engagement campaign in November 2025 with suppliers, installers and tradespeople, helping us craft informed solutions to the supply chain barriers.**
- 📌 **CRM system went live in March 2026.** This is an innovative approach to managing retrofit partnerships with Changeworks designing a system which allows multiple organisations to access and utilise information to support retrofit approaches. **This is a unique, innovation solution that could be replicated for other services.**
- 📌 **The Communications Officer assisted partner organisations in producing their collateral** creating tailored templates and content for their communication channels.



CASE STUDY

The overall purpose of the HECP partnership is to remove the barriers to retrofit for permanent residents within the partnership area.

Delivered by community partners, HECP empowers local communities in the Highland region to embrace energy efficiency and tackle climate change. Co-ordinated by Changeworks, this innovative partnership project has been made possible through funding from the National Lottery Community Fund.

- **Referrals to Home Energy Scotland now taking place**, with Energy Officers signposting householders to supporting local and regional support organisations.

## Partnership Outcomes

- **Online Media:** Digital media across our partnership communications channels generated **21,543 views**, this includes social media posts, blogs and newsletters from our community partners. (This figure is based on total views and not unique).
- **Offline Media:** HECP news was shared in seven local newspapers and printed articles were published in four community newsletters reaching over **2,000 households**.
- **Website Engagement:** All HECP community partners have created a dedicated webpage for the project, showcasing useful information, project news and information, these pages have been visited a total of **730** times since launching.
- From launching in October 2025 up until the end of January 2026, the HECP Energy Officer team have completed **223 one-to-one advice sessions** (including home visits) with householders in the partnership area.
- The officers have either organised or attended **29 events** hosted in their communities, where they met **295 attendees** and provided information about the project.
- During this period our Energy Officer's household advice and home visits **saved 938.1 tonnes of carbon**. This is equivalent to the annual average carbon emissions via home electricity use of **10,800 households**.



Our 5-year goal was to reach **20,000 interactions** through community mass communications; we have reached over **21,543** in year one alone.

## Householders in the partnership area – we can help



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## What Next

- ⬆️ **Are you a community organisation outside the partnership area and interested in running an energy partnership?** The HECP partnership would be keen to share their learning – please contact [info-hecp@changeworks.org.uk](mailto:info-hecp@changeworks.org.uk)
- ⬆️ **Plans for the next 4 years** – working with our non-funded partners University of Highlands and Islands on retrofit training and upskilling and The Highland Council on alignment with external funding and the role out of retrofit projects at scale.



Find out more about the Highland Energy Community Partnership by visiting [changeworks.org.uk/hecp](http://changeworks.org.uk/hecp)