

# HOME ENERGY SCOTLAND



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Who we are and how we can work in  
partnership together

# Fuel Poverty



What does Fuel Poverty mean?

The Scottish Definition

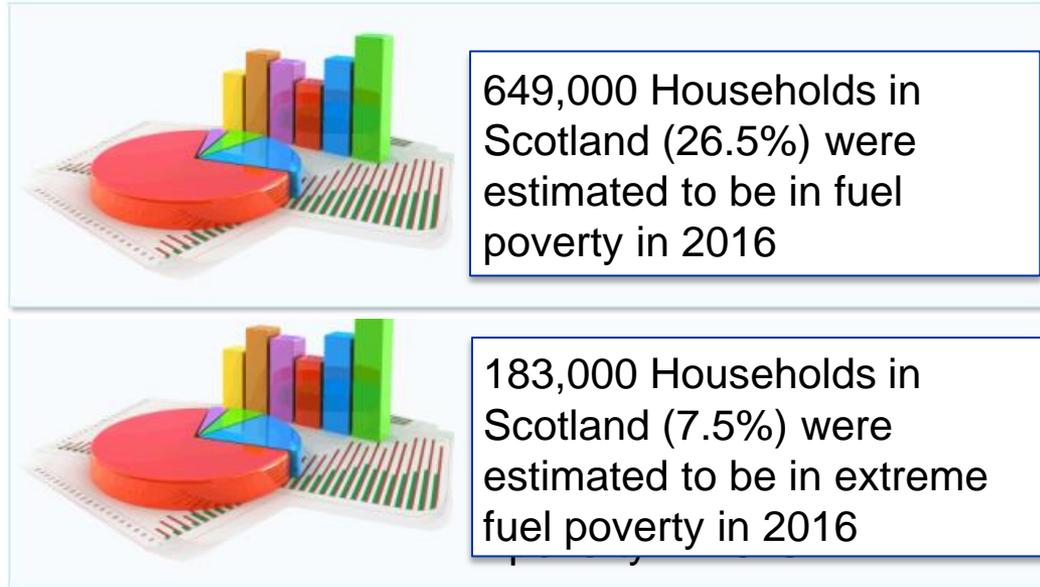
“A household is in fuel poverty if, in order to maintain a satisfactory heating regime, it would be required to spend more than 10% of its income on all household fuel use.

Extreme fuel poverty indicates that a household would have to spend more than 20% of its income to maintain a satisfactory heating regime.”

*Scottish Fuel Poverty Statement*



# Fuel Poverty – prevalence



Source: Scottish House Condition Survey 2016

# Fuel Poverty – causes

The four main contributing factors to Fuel Poverty are:

- Low household income/ Low income growth
- Fuel Costs
- Energy Efficiency of Properties
- Behavioural – how we use energy around the home



# Fuel Poverty – impacts

The impacts of Fuel Poverty are several fold:

- Heating or Eating?
- Fuel Debt
- Disrepair of property
- Social isolation
- Health – the link between living in a cold, damp home and the stress of attempting, on a regular basis, to make ends meet and poor health has long been recognised.



# Fuel Poverty and Health



- Those who are fuel poor are more likely to turn their heating down below the level adequate for their well-being
- They are also more likely to live in energy inefficient, poorly insulated homes prone to dampness.
- Health problems include: Respiratory disorders, colds, flu, bronchitis, pneumonia, hypothermia, stress and mental health
- Every £1 spent on reducing fuel poverty saves the NHS 42 pence

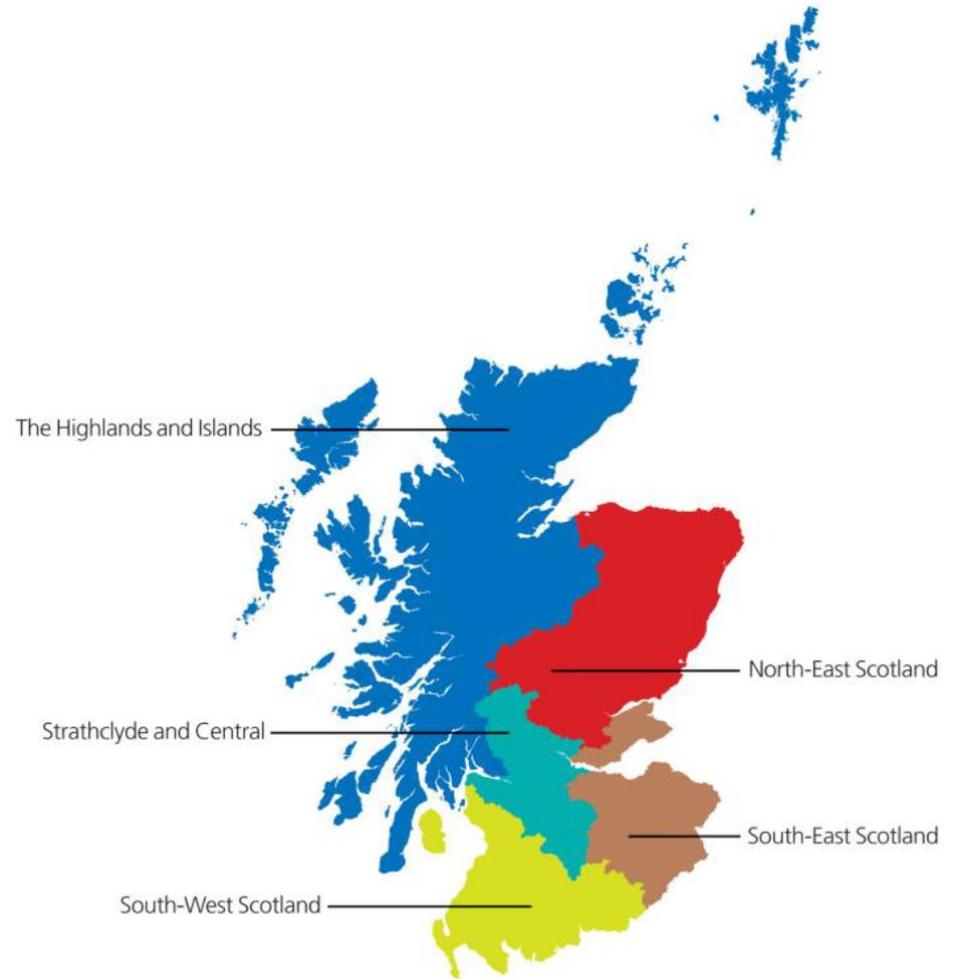


Source: Professor Christine Liddell, Save the Children report

# Home Energy Scotland – Who we are



- Funded by the Scottish Government, delivered by the Energy Saving Trust
- A one-stop portal for clear, free and impartial energy advice and support to make homes cheaper to heat
- Help for households to save energy, reduce fuel bills, reduce carbon emissions, and keep homes warmer
- Access to Government funded schemes



# Home Energy Scotland – What we do



To support households to save energy, reduce carbon emissions and reduce their fuel bills we give advice that is:

- **Free** – to access from anywhere in Scotland
- **Tailored** – to fit the customer’s situation, property and motivation
- **Impartial** – we present all the options available and empower the customers to make choices; we don’t sell anything or endorse or promote any specific companies or products



# Home Energy Scotland – Approach

The following questions are key indicators to identify who may benefit most from HES support:

- Do you find your home hard to heat?
- Do you worry about your fuel bills?



# Home Energy Scotland – Ways in which we can help



Energy advice	Income maximisation	Home visits	Energy efficiency measures	Specialist support
Energy efficiency	Benefit checks	Practical advice	Referral to national schemes	Local authorities / housing associations
Water efficiency	Tariff and payment support	Heating controls	Referral to local schemes	Businesses
Sustainable transport	Supplier Switching	Signposting		Private sector landlords
Microgeneration / renewable energy				Third sector



**Warmer Homes Scotland** is designed to help vulnerable people make their homes warmer and more comfortable by installing a range of energy saving measures.

The Scottish Government is offering assistance to homeowners and private tenants who:

- are struggling to heat their home
- have lived in their property for at least twelve months
- and who meet the **qualifying criteria**



The **measures offered** will depend on a survey of the property

Assessors will recommend the most suitable improvements for the property, including a range of insulation and heating measures

In most cases costs will be met by the Scottish Government

There *may* be a need for customer contributions in some instances for certain more expensive measures, such as solid wall insulation, though an interest free loan is available to help manage these costs





# Warmer Homes Scotland - success to date



Since Warmer Homes Scotland was launched in September 2015:

8 out of 10 who have qualified have received completely free energy efficiency measures.

Most have received measures valued at over £4,000.

The most common measures installed are a new gas boiler (to make creating heat more efficient) and/or insulation (to keep the heat in better).

**As well as a warmer house, those who have qualified for the scheme have saved an average of £401 per year on their energy bills.**

# Home Energy Scotland Scope and Impacts



In 2016/17 the network achieved:

- More than **90,000 households** supported, more than 33,000 of whom vulnerable to fuel poverty
- A total of **871 home visits** to vulnerable households
- **97% customer satisfaction**
- Estimated carbon savings of more than **400,000 lifetime tCO<sub>2</sub>**
- £130m lifetime savings every year

# Home Energy Scotland – What we achieve



- Our customers feel warmer and more comfortable
- They feel more in control of their energy costs
- Their homes look better and their neighbourhoods are improved
- They're saving money on fuel at home and when out and about
- They've increased their income
- They feel happier and less stressed
- They're pleased to be helping the environment
- They feel we've supported them and really enjoyed speaking to advisors



# Working together



## Outreach

- Home Energy Scotland can visit workplaces and community settings to engage locally free of charge

## Joint home visits

- Home Energy Scotland can provide joint home visits for example with an interpreter or local advice services

## Translation services

- Working in partnership with Happy to Translate, we are happy to translate any written materials into other languages on request. We currently have a 'Save Energy at Home' fact sheet in 9 community languages



# Referral Portal



- The Home Energy Scotland Portal is a way for organisations to refer households to the advice for energy saving advice.
- It is secure, online, and works in real time to put the householder's details directly into Home Energy Scotland's database for advisors to follow up.
- Once advice has been given to the householder, and referrals made to any of our trusted schemes to help with energy saving or income maximisation, the Portal shows those outcomes in a report.



# HOME ENERGY SCOTLAND



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Everyone can benefit  
You, friends, family