

HIGHLAND ENERGY COMMUNITY PARTNERSHIP

1. What's your Vision and long-term goals for your project (599/600)

Highland Energy Community Partnership's (HECP) goal is to deliver a 5-year project establishing a blueprint for more, and better quality, home energy improvements in Scottish Highlands, with work co-ordinated by Changeworks and delivered by six community partners:

- Coigach Community Development Company (CCDC)
- Contin, Jamestown and Tarvie Projects (CJT)
- Gairloch and Loch Ewe Action Forum (GALE)
- The Garve and District Development Company (TG&DDC)
- Lochbroom and Ullapool Community Trust (LUCT)
- Transition Black Isle (TBI).

Supporting partners: Highland Council, Home Energy Scotland (HES) and University of Highlands and Islands (UHI).

HECP's overall vision

- HECP communities use energy in their homes sustainably and affordably.
- Step-change in retrofit delivery with quality whole-house approaches to installing low carbon and energy efficiency measures to PAS 2030/35 standard and legacy/establishment of local accredited supply chain.
- Learnings shared with similar communities amplifies success and retrofit scaling.

Project activities and expected outcomes

HECP 3.6FTE Energy Officers, 0.5FTE Installer Engagement Officer, 0.5FTE Project Coordinator and 0.2FTE Communications Officer will deliver activity, working across the partnership.

Environmentally friendly energy use

Activities:

- Mass communications upskilling energy saving and retrofit awareness: 20,000 interactions.
- 1-1 energy advice: 5,400 households supported.

Outcomes:

- Community members upskilled.
- Energy saving behaviours adopted.
- Carbon emissions reduced.

Retrofit of energy efficient measures and low carbon heating

Activities:

- 1-1 end-to-end householder retrofit support (whole-house approaches, implementation pathways, finding qualified installers, accessing funding, after-install-support).
- Cross-referrals developed with existing schemes (HES supports).
- Retrofit demand/opportunity communicated to local builders/plumbers/electricians.
- Local retrofit training and apprenticeship development (UHI supports).
- Community-led Energy Efficient Scotland: Area Based Schemes (EES:ABS) instigated (Highland Council supports).

Outcomes:

- 900 householders empowered to retrofit their homes.
- Households understand how to maximise installed measures.
- Carbon emissions reduced.
- PAS 2030/35 accredited supply chain developed.

Learnings shared to scale-up rural retrofit activity

Activities:

- Newsletter articles/community website posts
- Meetings/Presentations/Webinars
- Reporting
- Case studies.

Outcomes:

- Project learnings shared amplifying success across rural communities.
- Retrofit activity is scaled-up across the Highlands.

Evidence gathered to show project and approach is needed

We surveyed residents in HECP's communities (182 responses, 2024) and found 86% concerned about energy costs; 53% say their home needs major work to reduce energy usage; 48% do not know how to get advice or about grants available; 88% support HECP.

Poor energy efficient homes

14% Highland homes have 'F' or 'G' Energy Performance Certificate (EPC) ratings (4% Scottish average): percentage much higher in our communities:

- CJT found 'E' EPC median in their community.
- LUCT found 44% homes had 'E', 'F' or 'G' ratings with annual 18,500kWh heat demand (13,000kWh UK average): heating required to achieve 18.5°C indoor temperature is 32% higher compared to south-east England.
- GALE's housing survey (245 responses, 2023) found 74% would benefit from energy efficiency measures.

Higher energy prices and fuel poverty

Highland has UK's second highest rate of fuel poverty (33% vs 24% Scotland). [Changeworks research](#), and consultation indicates fuel poverty is *much higher* in our communities:

- 50% Highlanders said home is expensive to heat: more acute in remote rural areas ([Highland and Islands Enterprise](#), 5301 responses, 2022).
- 61% in fuel poverty (GALE's housing survey).

Lack of local accredited retrofit suppliers

Insulation and heat pumps are most common retrofit recommendations in our communities – e.g. Energy Saving Trust's (EST) Wester Ross data shows 71% homes suitable for renewables – however Changeworks' retrofit supply chain analysis (2023) demonstrated Highland installer scarcity: 34 renewables installers, only 1 insulation installer.

Sustainability after project end

- Behaviour change and retrofit continue to save energy and reduce carbon beyond project end.
- Increased availability of local PAS 2030/35-accredited retrofit contractors enable continuing retrofit.
- Learnings shared support replication in areas experiencing similar issues.

2. Where and how will your project work? (796/800)

Who is involved

HECP partners represent 18,490 population, in small, rural mainland communities across the Highland region of Ross&Cromarty: one of Europe's most sparsely populated areas (9.1/km²). HECP will reach 5,400 residents supporting 900 to retrofit homes. Project activity is open to all, with focused efforts on those vulnerable to fuel poverty.

Area	Encompassing communities of	Population	Represented by
Wester Ross – north-west coast, classified as 'very remote rural' ¹	Coigach	300	CCDC
	Aultbea, Gairloch, Kinlochewe, Laide, Poolewe	2290	GALE
	Badcaul, Braemore, Dundonnell, Elphin, Gruinard, Leckmelm, Lochside, Rhue, Scoraig, Strathcanaird, Ullapool	2200	LUCT
Garve – 'remote rural'	Achnaclerach&Garbat, Achnasheen&Achanalt (includes Ledgowan, Lochrosque), Aultguish, Blackbridge&Strathvaich, Garve, Gorstan, Inchbae, Little Garve&Strathgarve, Lochluichart&Corriemoillie (includes Grudie, Fannich), Silver Bridge	300	TG&DDC
Contin – 'remote rural'	Contin, Jamestown, Tarvie	900	CJT
The Black Isle – north-east coast peninsula, 'urban-rural'	Avoch, Balblair, Conon Bridge, Culbokie, Cromarty, Fortrose, Jemimaville, Kessock, Killen, Muir of Ord, Munloch, North Tore, Resolis, Rosemarkie	12,500	TBI

Issues we face in addressing our carbon footprint

- Poor housing stock – Some of the most energy-inefficient in the UK.
- Carbon intensive heating fuel – Off the gas-grid, more properties use fossil fuels with high carbon emissions e.g. oil (23%, Scottish average: 5%), LPG (2% vs 1%), solid fuels (6% vs 2%).
- Lack of local installers – Installs and maintenance not proceeding due to cost/inability to procure.
- Install market failure – Current piecemeal retrofit approach by unskilled installers results in inappropriate/poor work spelling disaster for householders and increasing wariness towards retrofit.
- Lack of project funding – Funding favours urban projects with greater reach and assumed higher value for money² or island projects.³

Tying in with government objectives, local plans and priorities

HECP supports government, council, and community ambitions to become net zero by 2045 through activity that is just for all. HECP activity ties in with priorities to overcome Highland rural

¹ [Scottish Government Urban Rural Classification 2020](#)

² Changeworks (2023) [Fuel Poverty in Rural Scotland: The Solutions](#)

³ Scottish Government funds island climate change support: [Carbon Neutral Islands Project](#) and [Islands Centre for Net Zero](#)

community issues – high energy costs, lack of supply chain, depopulation – identified in local plans (e.g. LHEES, place plans, community action plans, see Appendix 4). HECF helps achieve local objectives by working with key stakeholders to coordinate community-led work at a scale to maximise local authority and Government energy grant schemes (Appendix 3), support local skills/job development, and increase quality retrofit installs: all sorely needed to support community resilience.

Other climate action projects in our area

HECF partners have recent experience delivering climate action including establishment of a community hydro scheme (LUCT), community wind turbine (CCDC), local Energy Officer project (TG&DDC), and delivering a series of Low Carbon Heating webinars (TBI).

HES and Highland Council successfully worked with Raasay Development Trust to increase retrofit installations on the island – this approach provides many learnings for HECF.

See Appendix 4 for more detail on above.

Overcoming challenges

Communities within the HECF area face multiple and simultaneous challenges to domestic retrofit compounded by their remote and rural location. These include:

Perceived affordability of retrofit – 33% our community (survey, 2024) told us they could not afford retrofit, 28% believed no grants available, 48% do not know where to start (*“My home is hard to heat but I don’t know why”*). HECF will work to engage directly with households to enable access to funding schemes.

Legacy of poor quality retrofit – a local legacy of poor-quality advice/retrofit has increased wariness and mistrust of retrofit installers (*“only cowboys to do the work”*). HECF will create a trusted and local single-entry point for householders looking for quality energy and retrofit whole-house advice, handholding people end-to-end, supporting PAS 2035/MCS compliant work, collaborating/complementing regional/national funding schemes.

No local supply chain – Existing reliance on disparate/inconsistent installers from outside the area. Ad-hoc retrofit in rural sparsely populated areas does not attract installers to quote for work, is expensive to deliver, hard to procure (*“no companies in the area that do retrofit room-in-the-roof insulation”* (common in the Highlands)), with little maintenance/follow-up available. One householder explained getting 3 quotes for a heat pump grant *“has taken 7 months and only one supplier willing to visit.”* HECF community-led approaches will raise demand and stimulate local supply-chain (e.g. increased install opportunities, 3-5 year workstream confidence).

Lack of local retrofit training opportunities – impacting local supplier/trades with nearest training provision in Aberdeen or Perth (180 miles away). With UHI as a partner HECF will support the creation of local accredited training opportunities and engage with installers and local trades to encourage uptake of accredited training/skills.

Just transition – Current energy efficiency schemes are not delivering at the pace and scale required in our rural communities, with a focus on centralised delivery for efficiencies. HECF will coordinate strategic approaches to retrofit, working closely with existing schemes (relationships already in place) to better enable area-based delivery.

HECF partners’ trust, local knowledge and strong local links will be invaluable in identifying and reaching those most in need by encouraging referrals, working on the ground with local networks supporting vulnerable groups, and attending community groups/events.

3. How will you work with others to deliver your project? (600/600 words)

Who is involved in our partnership

HECP is co-ordinated by Changeworks in collaboration with six Highland community partners: CCDC, CJT, GALE, TG&DDC, LUCT and TBI (see start Section 1). All partners will receive Lottery funding and work to deliver HECP activity in their communities, working together towards our goal of better quality, home energy improvements and community-scale retrofit.

Highland Council, HES and UHI will work closely with us towards our shared goal, providing in-kind value (no Lottery funding), e.g. nominating existing staff time to support HECP work, commitment to align their priorities with HECP delivery e.g. UHI delivering retrofit training, Highland Council supporting EES:ABS, in our region.

Please see Appendix 1 for information on each partner's legal status, main contact name and job role, and partnership role.

How our partnership will be governed

In developing the partnership community partners expressed a preference for Changeworks as lead partner. All partners will sign a partnership agreement establishing roles and responsibilities and ensuring Terms and Conditions are adhered to by all partners. As lead partner Changeworks will administer funds to cover community partner costs e.g. staff roles funded through the project.

The HECP structure will consist of:

Partnership Board

- Made up of senior representation from each project partner.
- Will meet quarterly to provide overall project governance.

Project Co-ordination Team

- Project Sponsor, Project Manager, Project Officer, Communications Officer, Administrator.
- Will meet fortnightly to co-ordinate project plan, comms and reporting across project partners.

Project Delivery team

- HECP delivery staff working in communities; all Energy Officers, Installer Engagement Officer.
- Will meet monthly to manage day-to-day running of the project: update progress against project plan, reflect and share learnings, agree comms and collaborative activity, identify emerging barriers to delivery and agree solutions (escalate to Board if necessary).

How our partnership has come together

The partnership was established in early autumn of 2023, initially engaged by LUCT, who had started developing a local project focusing on enabling retrofit, and Changeworks, a national charity with energy expertise and experience of delivering larger scale partnership projects. LUCT had assessed homes in their community using EPC data establishing a need for retrofit and surveyed their community which highlighted people's concerns over high energy costs.

Due to the scale required and wider relevance of the work, further neighbouring partners whose communities had identified energy saving and retrofit as a priority were engaged. One partner said the geography "*feels large enough to have lots going on but small enough to be tight knit.*"

Partners were unanimous in communicating similar retrofit barriers across their communities, high fuel poverty levels, and a desire to work together to establish a local PAS 2035 accredited retrofit

supply chain to avoid the legacy of poor quality, single measure installs and ensure quality whole-house retrofit.

Although this is the first time all community partners have come together to work across the region as a partnership, all have a history of working together:

- LUCT and TBI are existing partners in the Highland Community Waste Partnership (HCWP).
- LUCT, TBI, TG&DDC and CCDC have previously worked with Changeworks and/or HES on energy efficiency projects, developing community-led approaches to increase the reach and impact of existing retrofit funding schemes.
- TG&DDC and CJT Projects worked together on transport projects employing staff to jointly work across the two neighbouring communities.

LUCT and TBI's HCWP experience suggested a model for HECP – with Changeworks as co-ordinating lead partner and community partners responsible for local delivery – which all partners agreed upon. Online and in-person meetings and workshops have enabled the partnership to develop the project, informed by community input at two Energy Day events and an online survey.

4. How will the project put communities first? (570/600)

How our community is involved in project design, development and delivery

- Community partners are grassroots organisations that exist and plan activity in response to community need and input.
- HECP focus is on supporting people to understand/tackle retrofit themselves, improving their personal agency and confidence.
- Activity will be delivered in collaboration with community networks – e.g. community organisations, clubs, businesses, faith communities, schools – to maximise engagement, particularly those not currently engaged in climate action.
- Word-of-mouth e.g. sharing 'success stories' of PAS 2035/MCS certified installs to dispel fears of inappropriate/poor-quality work.
- Learning and evaluation based on feedback from local people: activity will respond to ongoing community input and emerging issues and priorities.

Who we spoke to in development of HECP

Who we spoke to	Project development influence
c.100 Highland householders and 23 Highland organisations ⁴	Identified community organisations and locally based advisors as key to building trust and reaching people who can most benefit. <i>“Community anchor organisations [creating] a single accessible entry point for householder advice ... could play a key role coordinating area-based approaches to retrofit.”</i> Improvements needed to support rural retrofit – tailored advice, upskilling installers, accreditation schemes and community groups supporting energy efficiency activity. <i>“Community groups should be a central point of knowledge sharing, the use of local community groups as a way to engage with residents across the Highlands.”</i> (from student research UHI shared ⁵).
UHI	Keen to develop/deliver local retrofit training across its network of colleges and support knowledge exchange through national and international academic networks.
Keep Scotland Beautiful	Shared Highland Community Waste Partnership learnings about project collaboration and governance.
Project Manager of Highland Council Area Based Schemes (ABS)	Keen to maximise ABS within project communities. Keen to help co-ordinate upskilling installers across Highlands.
Raasay Development Trust	Shared Isle of Raasay Carbon Neutral Island 's successful approach providing energy advice and retrofit support to 90 island inhabitants.
Senior Community Investment Manager, SSE Renewables	Encouraged HECP to access their Sustainable Development Fund to support professional training and education activity.
Energy Saving Trust	Offered use of mobile heat pump training centre to support upskilling.

⁴ Changeworks interviews conducted researching [A Perfect Storm](#) (2023)

⁵ Tina Pringle (2023) 'Transitioning homes to Net Zero: Exploring household energy efficiency opportunities and challenges in new build and retrofit rural housing projects'

Hub Manager, Highlands and Islands Climate Hub	Keen to facilitate sharing/replicability across their members.
Partnership Development Manager, Highland Community Planning Partnership	Keen to facilitate sharing/replicability across HCPP.
Head of Net Zero and Strengthening Communities Manager, Highlands and Islands Enterprise (HIE)	Keen to link HECF to existing/emerging projects (both industry and community).

How the project responds to community needs and what is important to them

Community partners consulted residents to prioritise activity: all communities prioritised tackling energy issues.

GALE - Housing needs survey and Community Action Plan identified:

- 61% living in fuel poverty and 74% (of 245 respondents) wanting common energy efficiency measures : renewable energy, better insulation and new windows/doors.
- Key priority was to 'Employ and develop opportunities for local jobs for local people'.

TBI – draft Black Isle Local Place Plan:

- Over-arching outcome agreed is: “we become a zero-carbon, sustainable and resilient community.”
- Four key 'Calls for Action' included: 'climate-focused action' and 'environmentally-friendly homes that are energy efficient and low carbon'.

LUCT – community consultation (January 2023):

- 83% concerned about energy costs, less than half know where to find information, and only 23% how to get help.

TG&DDC – HECF partner collaboration workshop (March 2024):

- *“Most in our community are already aware of measures such as changing to low energy lightbulbs, draft excluders, boiler controls etc. A project emphasis on retrofitting a whole house approach is likely to attract more interest.”*

5. How will you measure and evaluate the project? (495/500)

How we will measure and report on the difference we make

Changeworks' have an expert impact evaluation team with aligned skills and capacity (Appendix 5) to support HCEP's monitoring and evaluation framework and methodology. HCEP staff will use ongoing qualitative and quantitative approaches to create and monitor targets, capture learnings/success and evidence impact. Regular partner meetings will track project progress, using quarterly snapshot reporting and twice-yearly reporting to enable continuous improvement of project delivery. An external evaluator, in years 3 and 5, will independently verify monitoring and evaluation results.

Delivery Activity	Outcome	Indicators of success
Environmentally friendly energy use		
Promoting energy saving awareness	Community members upskilled in energy saving and home retrofit awareness.	20,000 interactions achieved through community mass comms.
		5,400 people provided with 1-1 energy advice.
	Community members adopt environmentally friendly energy use behaviours.	Number of people with increased understanding of energy efficient behaviours.
		Number of people stating they have changed their behaviours as a result of project engagement.
Households carbon emissions from domestic energy use are reduced.	CO2e savings attributed to behaviour changes.	
Retrofit of energy efficient measures and low carbon heating		
Supporting communities to retrofit their homes	Community members identify energy efficient retrofit measures suitable for their homes.	900 households empowered to retrofit their homes <ul style="list-style-type: none"> • Number of households which conduct a home retrofit plan. • Number of households provided with 'handholding' support to identify and overcome retrofit barriers. • Number of households referred to retrofit funding schemes (including a Highland Council ABS special project which the project collaborates on).
	Community members are more able to retrofit their homes.	
	Households change behaviours to adapt to the installed retrofitted measures.	Number of households provided with post-install support/upskilling.
	Households carbon emissions from domestic energy use are reduced.	Assumed carbon savings (dependent on measures installed and property type).
	A local accredited supply chain develops.	Increase in energy advice/retrofit training places within the region.

Engagement with local installers		Increase in local training and apprenticeship opportunities within the region.
		Increase in PAS 2035 accredited roles within the region.
Learnings shared to scale up rural retrofit activity		
Sharing project learnings	HECP builds connections across rural communities to share project learnings.	Project learnings are shared with similar rural communities in Scotland.
	Retrofit activity is scaled up across the Highlands.	Retrofit demand is collated and communicated to installers.

What change we expect to see

By project end, and beyond, we expect to see the following impact, supporting our communities to be more resilient and healthier.

- Increased numbers of people accessing support to retrofit their homes.
- Upskilling of our communities – e.g. residents understand how to save energy, more local qualified energy advisors, increased local capability to deliver retrofit to accredited standards.
- Increase in energy efficient homes and behaviours, leading to a reduction in fuel poverty and carbon emissions.
- Local ‘green’ apprentice and job opportunities created with new business commitments to meet retrofit demand, quality and maintenance.
- Change amplified through test-bed learning shared by connecting with other rural communities to scale up retrofit activity.

6. How will you learn and share what you learn? (499/500)

How we will set up a regular process of learning

- The partnership will work as a team rather than separate community projects with learning and reflection built into partner meetings.
- Creation of feedback loops.
- Consumer journeys continually monitored/revised.

Making sure learning is shared widely

HECP will share learnings to scale successful approaches and overcome retrofit challenges in similar rural communities.

Network	Scale
Highlands and Islands Climate Hub	Local authority
Highland Community Planning Partnership	
Youth Highland	
Those engaged with Changeworks' Perfect Storm research	
Scottish Borders Home Energy Network	
Home Energy Scotland network	National
Scottish Communities Climate Action Network	
Scottish Rural Action (e.g. present at Scottish Rural & Islands Parliament and Youth Parliament)	
Retrofit Hub	

Our methods, audiences and approach

Local community – project activity, success stories/case studies, feedback

- Mass comms: social media, local newsletters.
- In-person activity: community groups, events, webinars, home visits.

Partners – project progress, learning, reflection

- Standing agenda items at HECP meetings.
- Learning log.

Wider stakeholders – test-bed learning

- Reports.
- Presentations/updates in relevant network meetings/forums.

See Appendix 2 – Engagement Plan.

How we will increase participation in the learning process

- Learning built into project: regular staff/partner reflection time, sharing in meetings.
- Partner social media/newsletters will share project progress (e.g. articles in Garve&District News, Muir Matters, Contin Post)
- We will ask people for feedback (e.g. community residents, installers, supporting partners).
- Clarity on what we want to learn in evaluation and monitoring framework – e.g. local retrofit barriers, difference we make, how best to engage people.

- Share with others doing similar work to pool knowledge, learn from mistakes – e.g. conversations, learning exchanges.

Partnership experience in generating and sharing learning

Generating learning	Experience examples
Community consultation – e.g. online/postal surveys, drop-in sessions, polls	<ul style="list-style-type: none"> • LUCT consulted businesses: identified need for staff cover, and created Lochbroom Staff Pool – connecting residents seeking flexible employment with jobs/training/skills. • GALE consultations created Community Action Plan. • CCDC consultations helped design affordable housing development and community garden.
Online feedback	TG&DDC ‘ideas’ webpage
Partner sharing	<ul style="list-style-type: none"> • Changeworks uses Learning Logs. • UHI research institutions have hubs to generate/share learning e.g. Environmental Research Institute.
Sharing learning	Experience examples
Across partner networks	<ul style="list-style-type: none"> • UHI tertiary education network across Scotland is a platform for shared learning and innovation. • HES shares learning across advice centre network programmes (technical/community partnerships/fuel poverty/landlords) including EST, who highlight good practice to Scottish/UK government. • Highland Council share learning through national networks for energy efficiency schemes. • Highland Council’s supply chain stakeholder group includes trade bodies and enterprise organisations. Initiatives shared with regional/national actors. • Changeworks shares learning across relevant networks e.g. conferences, Scottish Borders Home Energy Forum, SFHA’s Energy and Net Zero Forum, via Built Environment – Smarter Transformation collaboration, Highland Adapts.
Social media	<ul style="list-style-type: none"> • TBI shares activity on Black Isle Noticeboard (11,000 Facebook members)
Events/Webinars	<ul style="list-style-type: none"> • UHI venues host events and knowledge sharing activity • TG&DDC’s Green for Go webinars • LUCT hosted Wester Ross Third Sector conference, bringing together 21 Highland-based community organisations
Multimedia	<ul style="list-style-type: none"> • GALE’s Aultbea Stories • CCDC’s Coigach&Assynt Living Landscape film

What support we need from the Lottery

- Opportunity to share approaches with similar CAF projects
- Introductions to organisations/funders addressing similar issues.

7. How will you reach more people (489/500)

Our plans to engage new audiences

Different approaches will be used to maximise HECF involvement. For example, LUCT and CCDC will engage their Community Benefit Fund recipients – 30+ local organisations/informal groups (e.g. arts, schools, senior citizen groups) – in HECF activity. We will build on LUCT's recent success reaching out to disability and dementia groups during their Active Travel consultation.

Conversations will focus on drivers/hooks for action – e.g. comfort, energy costs – whilst raising awareness of the connection between climate change and energy use.

Engagement will focus on community outreach work targeting different audiences. For example, LUCT will set up regular events with local organisations supporting vulnerable/hard-to-reach groups, e.g. Ullapool Medical Practice, Ullapool Youth Space.

Measuring who is and isn't involved in our work

Monitoring will include baseline data capture and ongoing capture of indicators of who we are reaching. We expect project data to reflect area characteristics; if there are gaps we will change engagement tactics. Similarly for activity focusing on reaching installers, wider stakeholders, and vulnerable groups.

Partner experience in increasing participation and engagement

Each partner's strength is knowing what engagement is appropriate in their community. Partners are well trusted/networked in their localities with wide reach across community organisations, clubs, businesses, faith communities, schools – connections that will help HECF reach audiences not engaged in climate action.

Partner experience includes:

- LUCT – Board Members and Staff are active in many community spheres e.g. Ullapool Village Hall Committee, Lochbroom Community Council, local festival committees, arts projects, community shop. During the pandemic, LUCT became the area's anchor organisation, applying for and distributing to 24 local groups £63,000 Covid-related grants for vital equipment/support.
- CCDC – 43% Coigach's population is aged 60+. CCDC targets engagement to gain their involvement e.g. face-to-face, community events, posters, local newsletters. Using these approaches an energy open day, in partnership with HES (2023), was well attended with 15 households signing-up for home visits.
- GALE – Is conducting research into barriers faced by people with additional support needs in becoming active citizens and exploring what GALE can do to engage this cohort. HECF will learn from and adapt GALE's findings to improve engagement with hard-to-reach / less represented people.

Benefits beyond our own community

HECF wants to share learnings of community-led energy advice and retrofit to enable replication and retrofit scaling. We will talk, share, and visit other rural communities to make sure HECF benefits go beyond our own communities.

Partners have experience of this in other contexts, e.g.:

- TBI – Their annual Potato Day spawned similar events in [Forres](#), Glen Urquhart, and Inverness, and their Greening Homes & Gardens Days influenced EST's Green Homes

Network. Their [Highland Liftshare](#) website was subsequently taken on by Highlands and Islands Transport Partnership (HITRANS).

- GALE – Their research project previously mentioned is being shared with the Development Trusts Association Scotland (DTAS), so findings can help other development trusts in increasing engagement.
- LUCT – Is creating a Highland-wide online Repair Map, promoting reuse and repair resources across the Highland region.

APPENDICES

Appendix 1 – Partnership details

HIGHLAND ENERGY COMMUNITY PARTNERSHIP			
Partner	Legal status	Main contact, job role	Project role and responsibilities
<p>Changeworks Resources for Life Ltd (Changeworks)</p> <p>Changeworks has 35 years' expertise supporting people to live life with a low carbon impact.</p>	<p>Registered Charity SC015144 / Company Ltd by Guarantee SC103904</p>	<p>Vicky Walker Changeworks Leadership Representative: Highlands & Islands</p>	<p>Changeworks will co-ordinate HECP from our Inverness office and share specialist expertise to support community engagement and overcome retrofit barriers. We will lead on project reporting, funder liaison, and facilitate shared communications / consistent messaging.</p>
<p>Community Partners – The six community partners in HECP have the following roles and responsibilities: To deliver engagements to their community. Across the network, they will share events and build a learning practice across their staff to share learnings and build on other learnings from partners. They will report on activities number of engagements, promote surveys and maintain records for the project.</p>			
<p>Lochbroom and Ullapool Community Trust (LUCT)</p> <p>LUCT is a Development Trust acting as an anchor organisation serving the community of the wider Lochbroom area. Our goal is to support the community to be healthy, inclusive and environmentally and economically sustainable.</p>	<p>Registered Charity SC041228 / Company Ltd by Guarantee SC356419</p>	<p>Nick Tatchell LUCT Board Director 07748 803862</p>	<p>LUCT has customer protection expertise and will input into customer journey design and promoting the benefits of PAS2035 certification.</p> <p>LUCT already engages with its communities on health, waste reduction and sustainability, and will use this experience to inform its engagement approach for the HECP project.</p>
<p>The Garve & District Development Company (TG&DDC)</p> <p>TG&DDC was formed May 2017 to improve the social, cultural, economic and environmental well-being of individuals and businesses by</p>	<p>Private Ltd Company by guarantee without share capital use of 'Limited' exemption SC565505</p>	<p>Tina Hartley Community Engagement and Development Officer 07927 654753</p>	<p>TG&DDC will build on the learnings gained from employing an Energy Officer. Their catchment has been engaged on the topic of energy and can provide insights on engaging a more informed audience.</p>

identifying and meeting community needs.			
<p>Gairloch and Loch Ewe Action Forum (GALE)</p> <p>GALE represents communities in the Gairloch and Lochewe area and our purpose is to socially, environmentally and economically regenerate the area through participatory community action and community owned social enterprise.</p>	<p>Registered Charity SC032184 operating as GALE</p>	<p>Charlie Burrow Project Development Officer 07737413268</p>	<p>GALE will utilise their popular community hub to engage local residents. They will build on findings from their analysis into housing in their catchment to find opportunities to build momentum on retrofit.</p>
<p>Coigach Community Development Company (CCDC)</p> <p>CCDC mission is to enable and deliver projects that support community development, aid population growth and contribute towards making Coigach a great place to live and work.</p>	<p>Registered Charity SC047971 / Company Ltd by Guarantee SC374107</p>	<p>Ann Marie Firth-Bernard Local Development Officer 07361 489060</p>	<p>CCDC are leading on a new housing development, this provides an exciting opportunity to incorporate higher efficiency standards into a new build and the associated learnings for building in a remote community.</p>
<p>Contin, Jamestown and Tarvie Projects (CJT)</p> <p>Formed in 2021, our aim is the advancement of citizenship or community development.</p>	<p>Scottish Charitable Incorporated Organisation</p>	<p>Liz Kerr, Chairperson 07811 289255</p>	<p>CJT work closely with TG&DDC to promote events and share learning across their neighbouring geography.</p>
<p>Transition Black Isle (TBI)</p> <p>Part of the worldwide Transition movement, our role is helping our communities thrive in the face of climate change and disruption to global resources.</p>	<p>Registered Charity / Company Ltd by Guarantee</p>	<p>Martin Sherring Trustee 07730 927518</p>	<p>TBI will test approaches in a catchment with a more concentrated population. Through their connection to the Pebble Trust, learnings can be shared with an engaged audience and retrofit experts.</p>
SUPPORTING PARTNERS			
<p>Highland Council</p>	<p>Local Authority</p>	<p>Isla MacMillan Project Manager</p>	<p>Highland Council will work to co-ordinate community initiatives under their Energy Efficient Scotland: Area Based Scheme (EES:ABS), enabling funding for retrofit.</p>

			A similar approach was adopted for Raasay's 'Carbon Neutral Island Project', and learnings can apply to HECP.
<p>Home Energy Scotland advice centre Highlands & Islands (HES)</p> <p>Funded by the Scottish Government HES is a network of five regional energy advice centres covering all of Scotland. Changeworks is contracted to deliver the advice centres in the Highlands and Islands and South-east Scotland</p>	Contract held by Changeworks	<p>Vicky Walker Centre Manager: Highlands and Islands</p>	HES will support free impartial energy advice to HECP households including home assessments outlining energy efficiency measures and householder access to Scottish Government energy efficiency grants/loans. HES will support co-ordination with Highland Council to develop EES:ABS schemes and share Carbon Neutral Islands approaches.
<p>University of Highlands and Islands (UHI)</p>	University	<p>Carrie Higgins Tertiary Education Leader, Inverness</p> <p>Fiona Grant Senior Responsible Officer; North, West and Hebrides</p>	HECP aligns with UHI's strategic aims. The College will support an assessment of skills required by the supply chain and the development and delivery of courses to deliver upskilling and re-skilling, training and PAS 2035 accreditation. UHI will expand on or provide training, research, knowledge exchange and innovation, facilities for events and promotion of HECP work, and access to students to share updates, gain ideas, student projects.

Appendix 2 – Engagement plan

There is a diverse range of people across our geography. To best target and tailor our communications we will use audience segmentation tools for mass comms and will develop relationships with relevant community groups to support in-person activity and generate referrals. Partner experience will help HECP maximise community comms, e.g.:

- Those living in remote rural areas can feel all events happen in larger hubs (e.g. Ullapool), often have deep roots to the place they live, and are more used to being self-sufficient. Outreach face-to-face engagement is the best way to engage, in local village/community halls, tying retrofit to preservation of community, benefits to living standards and saving money.
- People with additional support needs are best engaged through other community organisations they are already linked to and trust.
- Those engaged on climate tend to be educated, retired, recent incomers, and are best reached with imaginative campaigns, opening and listening culture and emphasis on cohesive approach to sustainability. TBI mentioned good reach of climate engaged people in their newsletter readership.
- Working alongside local schools, Youth Highland youth groups and UHI we will engage with young people to promote green skills and retrofit as a viable career choice as well as improving knowledge and increase understanding of energy efficiency.
- Wider stakeholders will be engaged by sharing reports, delivering presentations, providing project updates at relevant network meetings/forums, and informally through conversations and visits.

Below is our engagement plan for the first year of the project:

Main engagement activities	Engagement	Which partners <i>Lead HECP staff</i>	Year 1			
			1	2	3	4
Mass comms engagement						
Project set up / Mobilisation - Develop web presence and share project information on local media e.g. Contin Post, Black Isle Noticeboard	Partner websites, local media and community online groups	All HECP partners				
Promoting energy saving and home retrofit awareness - via quarterly campaigns as per comms plan - sharing top tips, inspiring stories, how-to videos, toolkits, on topics e.g. heating controls, insulation, understanding heat pumps, funding options, and online quiz. Messaging will include clear calls to action tailored for each audience and provide positive outcomes that also go beyond climate change/saving energy (i.e. financial and community benefits).	Partner websites, local media and community online groups	All HECP partners <i>Project Coordinator, Communications Officer</i>				
Householder engagement						
Energy advice in the community Advice to include energy efficient behaviours, retrofit awareness raising, advice/support on reducing fuel bills, information sharing on available funded schemes. Onward referral to specialised support for individual householder.						

Comms with local community outreach events/groups where people meet locally (e.g. Contin art groups, Ullapool Medical Practice) to arrange for HECP to deliver energy advice as part of existing activity, particularly targeting vulnerable groups e.g. older people, low-income households, people with disabilities	In-person, joining existing groups/activity (online or physically)	All HECP community partners <i>Energy Officers</i>				
Regular schedule of HECP organised events developed across each partner area e.g. Energy Days / Drop-ins, energy topic webinars. Anticipate more activity in winter due to seasonal nature of communities and focus on heating in build up to winter. Each partner to identify appropriate community venues.	In-person, delivering HECP events/activity (online or physically)	All HECP community partners <i>Energy Officers</i>				
Energy advice in the home Advice and handholding support to create home retrofit plans, overcome retrofit barriers, access funding schemes, understand technology post-install						
1-1 engagements with householders in the community wanting bespoke retrofit support. Referrals for home visit / individual support generated from mass comms and community engagements (self-referrals) and referrals from local organisations and existing retrofit funding schemes.	Home visits, casework	All HECP community partners <i>Energy Officers</i>				
Stakeholder engagement						
Existing schemes - Agree cross-referral pathways with existing retrofit funding schemes e.g. Warmworks, HES, suppliers ECO, Highland Council	Meetings, phonecalls, emails	Changeworks <i>Project Coordinator</i>				
Local supply chain - Potential local supply chain and commissioners/procurement engaged to better understand barriers to upskilling, retrofit delivery, and solutions. Findings shared with stakeholders.	Interviews, surveys, meetings, report shared	Changeworks <i>Installer Engagement Officer</i>				
Supply chain stakeholders - Using findings, supply chain development action plan created, both within local communities and across region, engaging potential funders / stakeholders to remove identified barriers and implement solutions, e.g. UHI Highlands and Islands Enterprise, SSE Renewables, Construction Industry Training Board, Skills Development Scotland, Highland Council, Warmworks.	Meetings, phonecalls, emails, action plan shared	Changeworks <i>Installer Engagement Officer</i>				
UHI - Engagement with UHI to share supply chain upskilling needs from engagement with potential installers and supply chain stakeholders to support development of locally accredited training opportunities.	Meetings, phonecalls, emails	Changeworks <i>Installer Engagement Officer, UHI</i>				

Across the partnership, regular meetings will help share learnings of engagement successes and monitor project progress. To help monitor and evaluate the success of HECP's engagement plan and make effective changes as the project progresses, we will collect the following quantitative and qualitative information from the tactics we use:

- Monitoring where responses and enquiries originate from, e.g. website, social media, word of mouth, local newsletters, posters
- Direct feedback from audiences, e.g. at events and post event evaluation, focus groups, workshops and interviews and online through the website, social media and online polls and surveys
- Email campaign statistics, e.g. open rates, user click through
- Web and social media analytics, e.g. forms filled in, number of downloads, user generated content, video views.

Appendix 3 – Retrofit funding and existing schemes

Residents will be supported to access existing schemes funding energy efficiency measures and low carbon heating to enable retrofit of their homes. The main schemes are highlighted below:

Home Energy Scotland (HES)

Home Energy Scotland, funded by the Scottish Government, is a network of regional advice centres covering all of Scotland providing free and impartial energy advice and support. Managed by the Energy Saving Trust and delivered by contracted organisations, Changeworks delivers two of the five regional centres – in the Highlands and Islands, and in Southeast Scotland. HES provides access to the following schemes:

[Warmer Homes Scotland](#) funding – Scottish Government funding for energy efficiency improvements like new heating or insulation for homeowners and private sector tenants struggling to stay warm and keep on top of energy bills and who meet the eligibility criteria.

[Home Energy Scotland Grant and Loan](#) – grant funding for energy efficiency improvements or heat pumps of up to 75% of the cost of the measures. The maximum amount is £7500; or £9000 for households that qualify for the rural uplift, which provides extra support to rural and island households who can face increased costs of installing home improvements. You can now apply for grant funding without taking out a loan.

Energy Suppliers

[Energy Company Obligation](#) (ECO) – ECO4 is a government energy-efficiency scheme in Great Britain designed to tackle fuel poverty and reduce carbon emissions. ECO is an obligation placed on energy companies to deliver energy efficiency measures to domestic properties. It is not a grant scheme, it is up to the energy companies to determine which retrofit projects they wish to fund.

[Warm Home Discount Scheme](#) – a one-off £150 discount automatically applied to your electricity bill for eligible households. Currently closed and will reopen in October 2024.

Housing Associations

[Social Housing Net Zero Heat Fund](#) – the Scottish Government has made £200 million available on a match funded basis to registered social landlords (RSLs) until 2026 to install fabric measures and zero direct emissions heating systems across their existing stock. There is the possibility we could work alongside RSLs to identify tenants in the project communities who live in properties that would benefit from retrofit measures. We could then develop a suitable retrofit project to work towards an application to the SHNZHF. This is an area that Changeworks has expertise in in terms of feasibility, delivery, and tenant support and engagement; and we already have good relationships with Albyn and Cairn housing associations who have homes within the project areas.

Highland Council

Energy Efficiency Scotland: Area Based Scheme (EES:ABS) – The Highland Council manages and delivers the Scottish Government EES:ABS to deliver retrofit energy efficiency improvements to privately owned and privately rented properties in Council Tax bands A – D. The EES:ABS programme is designed to target households living in fuel poverty, providing grant funding for retrofit energy efficiency improvements to:

- reduce household utility bills (depending on behavioural factors)
- improve the properties energy performance certificate (EPC)
- reduce carbon footprint.

Energy efficiency measures offered included:

- Insulation measures (including wall insulation, loft insulation and underfloor insulation)
- Air source heat pump (ASHP)
- Solar PV with battery storage

HECP will work closely with Highland Council to identify homes in their communities who could benefit from EES:ABS funding and support householder engagement.

ECO4 Flex & Great British Insulation Scheme (GBIS) – the Highland Council is a third party signatory for the ECO4 Flex and GBIS and is responsible for signing the Householder Declaration which is sent to Ofgem as part of the confirmation and funding access. Funding is designed to target low income households in fuel poverty and householders who have a health condition which is exasperated by living in a cold home. Available to privately owned and privately rented householders which are SAP rated D – G.

SSE Renewable Grant – is additional grant funding awarded to the Council to support households classed as extreme fuel poor. Funding is to reduce or remove a householder contribution and/or measures not currently funded (for example battery storage) for households receiving works under EES:ABS or ECO4.

Appendix 4 – detail on priorities, plans and climate action projects

Scottish Government objectives

To reduce carbon emissions to net-zero by 2045 – e.g.

[Climate Change Plan](#) – Sets out how Scotland can deliver its statutory annual targets for reductions in greenhouse gas emissions for the period 2018-32 set through the Climate Change (Scotland) Act 2009. HECF responds to Scottish Government’s target to reduce emissions in the residential sector by 23% by 2032. (There is [concern](#) on achieving targets with the recent scrapping of interim target to reduce Scotland’s carbon emissions by 75% by 2030).

[Heat in Buildings Strategy](#) – Sets out actions to decarbonise Scotland’s building stock in line with the legislated climate change targets stating, “*reducing emissions from our homes and buildings is one of the most important things we can do to help end Scotland’s contribution to climate change.*” Buildings account for around 20% of Scotland’s carbon emissions, and HECF supports the move to net zero by supporting energy efficiency and low carbon heating in our homes. The Heat in Buildings Bill has just finished its consultation phase.

[Energy Strategy and Just Transition Plan](#) – Sets out how Scotland generates, transports and uses energy and how Scotland will prepare for a just energy transition. HECF responds to the recognised need to boost our skills base and domestic supply chain to support creation of vital jobs across the economy.

To support public engagement on climate change – e.g.

[Supporting and enabling sustainable communities: action plan to address depopulation - Net Zero Nation](#) – The Scottish Government’s overarching framework for engaging the people of Scotland in the transition to a net zero nation. HECF sits well within the framework’s activity of conversations with people and audiences not currently engaged on the topic, using marketing and communications activity to ensure households understand the changes needed to help Scotland get to net zero, promoting a place-based approach to behaviour change, and championing community-led climate action.

To enable sustainable communities and address depopulation – e.g.

[Supporting and enabling sustainable communities: action plan to address depopulation](#) – recognises “*the immense opportunity within all of Scotland’s communities, to drive economic growth as we deliver our transition to Net Zero.*” The establishment of two Green Freeports includes the Inverness and Cromarty Firth Green Freeport (encompassing HECF’s Black Isle communities). HECF will tie in with Green Freeport activity (as it emerges), helping to create opportunities for young people to stay, live and work within the Highlands through creation of high-quality, well-paid new jobs that contribute to achieving our net zero ambitions.

To support healthier, fairer, greener and more resilient communities – e.g.

National Outcomes set out in the [National Performance Framework](#) and [National Planning Framework 4](#).

Highland Council priorities

Long-term planning for decarbonising heat and improving energy efficiency of buildings across the Highland Council area – e.g.

[Local Heat and Energy Efficiency Strategy and Delivery Plan](#) – identifies an approach to improving energy efficiency and achieving heat decarbonisation across domestic and non-domestic buildings in the region. HECP aligns with Highland Council's stated aim of *"tackling climate change, decarbonising heat, improving the energy efficiency of buildings, reducing fuel poverty, supporting supply chain and skills retention and local development and community wealth building are key local priorities."* HECP ties in directly with LHEES delivery by working to a 5-year plan, supporting training, upskilling and support to develop supply chains, supporting collaboration across mixed tenure properties to provide opportunities to improve energy efficiency at scale, and maximising existing funding opportunities for different types of housing stock.

Tackling fuel poverty – e.g.

HECP will work with the Highland Council to deliver collaborative [EES:ABS](#) and ECO programmes to target fuel-poor householders in our communities.

[Housing Strategy](#) – HECP responds to the Local Housing Strategy Priority 4: *"Partnership and innovation builds capacity in Highland so that housing condition and energy efficiency improve and all homes to move towards net zero."*

Highland Council have an overarching [Net Zero Policy](#) which sets out the council's plans to achieve net zero by 2045 this includes improving the energy efficiency of its estate which includes domestic rental properties. HECP's work supports this.

Local plans, and energy/climate change project examples

Coigach Community Development Company

Set up a [wind turbine and hydroelectric scheme](#):

- The wind turbine took 14 years to establish and was built in 2017, generating 500 kW on a good day. To manage the income a Community Interest Company, Coigach Community CIC was set up to donate all profits to CCDC.
- In 2011 CCDC explored with Scottish Wildlife Trust (SWT) the potential for a run-of-the-river hydroelectric scheme on a joint venture basis. Locogen was brought on board to develop the scheme, and Ben Mor Hydro now produces 500 kW of power when running up to speed. CCDC and SWT retain a 12.5% share of net profits.

Provide an [Energy Fund](#) distributing small grants to individuals in response to rising energy and solid fuel costs.

Delivered a successful partnership project – [The Coigach & Assynt Living Landscape](#) – concerned with the challenges of climate change and local biodiversity.

Contin, Jamestown and Tarvie Projects

CJT worked in partnership with Contin Community Council and HES to deliver small energy advice initiative and was successful gaining funding for householders in winters 2022, 2023 and 2024 to help afford high energy bills.

CJT worked in partnership with TG&DCC on a sustainable transport project.

Gairloch and Loch Ewe Action Forum

[GALE Community Action Plan](#) – (283 participants) prioritises environmental sustainability to be considered at every level of community activity, with young people most concerned about climate change.

GALE are looking to install Solar PV and battery storage on their community café.

The Garve and District Development Company

[What's the Plan? Community Development 2019-2024](#) – identified 'reduced energy costs for households' as one of the top priorities for a community project. A community 'Energy Group' and 'Oil Buying Club' was set up to look at ways to reduce energy costs and help householders improve home energy efficiency.

[Green for Go](#) project – TG&DDC received 3 years Investing in Communities funding to employ a 0.4 FTE Community Energy Officer who supported home energy efficiency in the community (36 HES referrals), research into feasibility of a community PV, hydro, wind, and energy storage schemes, and looked at options for community transport.

Lochbroom and Ullapool Community Trust

LUCT created Lochbroom Community Renewables Ltd (LCR) which now runs [BroomPower community hydro scheme](#) situated 9 miles south of Ullapool, which has been a renewable source of electricity since 2017. LCR is staffed entirely by volunteers and has over 450 investors, 54% of whom are from the local area.

LUCT hosted Home Energy Advice days in March 2024 in partnership with HES at two local venues in Ullapool.

LUCT partners with TBI in the [Highland Community Waste Partnership](#) led and driven by eight community groups across the Highlands, coordinated by Keep Scotland Beautiful.

Transition Black Isle –

TBI has been designing and delivering climate action since 2009 across a varied program including community markets, an annual Potato Day, climate-related films with discussions and Low Carbon Heating webinars in 2022.

[The draft Black Isle Local Place Plan](#) (January 2024) – 1,136 community participants. Over-arching outcome: "we become a zero-carbon, sustainable and resilient community".

HES and Highland Council –

HES and Highland Council recently worked with Raasay Development Trust who are the local anchor organisation leading the Raasay Carbon Neutral Island (CNI) project. Raasay is an island in the Highlands, near Skye, with a population of 179 (90 permanent residents). Two CNI Carbon Neutral Development Officers (CNDO) are employed to work alongside the community to implement the island's Community Climate Change Action Plan, which identified that insulating and retrofitting homes was the islanders' biggest priority. Residents have struggled to get retrofit work done because accredited contractors are reluctant to travel to the island for a single house visit.

CNDOs worked with HES to:

- Collaborate on collecting data on Raasay housing stock.
- Proactively engage residents: 42 signed up to get help to create a Home Energy Improvement Report for their homes. 21 of these residents had never before been in contact to get energy advice.
- Identify properties suitable for funding schemes:

- Highland Council agreed to take forward 20 referrals as an Area Based Scheme 'Special Project'. Highland Council PAS 2035 contractors carried out a mass retrofit, with those who did not qualify for a grant able to tie in their own self-funded retrofit measures at the same time.
- 12 were referred to Warmer Homes Scotland.

Changeworks –

Is a member, with Highland Council and five other partners, of [Highland Adapts](#) to facilitate transformational action towards a prosperous, climate-ready Highland.

Changeworks has delivered energy advice and affordable warmth projects across the Highlands for over a decade. Most recently our Energy Saving for all Project, funded by British Gas Energy Trust, and delivered in partnership with the Council for Ethnic Minority Voluntary Organisations (CEMVO), supported minority ethnic groups in or at risk of fuel poverty to access energy advice.

Is well linked in with Highlands and Islands Climate Hub, meeting regularly with Joan Lawrie, Hub Manager. The Hub empowers community-led climate action in the Highlands and Islands in all the stages it takes to design, develop and deliver a project.

Is well linked with the Highland Community Planning Partnership – and has representation on each of the 9 community planning partnership areas across Highlands.

Appendix 5 – Monitoring and Evaluation

Changeworks' Impact Evaluation team is comprised of evaluation specialists with extensive experience delivering independent evaluations of both retrofit and community projects for external clients as well within Changeworks.

The team understands that good evaluation is a balance of embeddedness and independence, and it involves honest, robust communication with delivery partners and stakeholders, whoever they may be.

The wealth of project experience that the team brings to this project is summarized below.

Area Based Schemes Impact Evaluation (ABS)

Since 2018, Changeworks has delivered a tailored methodology to evaluate the impact of the Scottish Government's Area Based Schemes (ABS) on behalf of multiple local authorities. The approach uses a combination of social and relevant technical monitoring to capture the perceived and measured impacts of the programme. It evaluates the success of the programme against its intended outcomes of reducing fuel poverty and carbon emissions.

Social Housing Net Zero Heat Fund Impact Evaluation (SHNZHF)

The Impact Evaluation team are currently carrying out evaluations on multiple projects funded by the Scottish Government's Social Housing Net Zero Heat Fund on behalf of registered social landlords including Rural Stirling Housing Association, Kingdom Housing Association, Midlothian Council, and Moray Council. The tailored approach uses a combination of social and relevant technical monitoring to capture the perceived and measured impacts of the programme. It evaluates the success of the programme against its intended outcomes of reducing carbon emissions and progressing stock towards the latest energy efficiency standards for social housing.

Energy Confident New Tenants, Cairn Housing Association and Albyn Housing Association (William Grant Foundation and Energy Redress Fund)

The Impact Evaluation team is in the final stages of evaluating a project piloting a range of approaches to pro-actively support new tenants with their energy. The goal is to prevent tenants getting into fuel poverty or help them get out (and stay out) of fuel poverty in the long term. The project has utilized surveys and interviews to capture feedback on the piloted support offerings and record learnings for future service development projects.

National Housing Association Support (William Grant Foundation)

The team are currently evaluating a project to develop a package of support that housing associations across Scotland can offer new tenants to pro-actively them with their energy, preventing them getting into fuel poverty or help them get out (and stay out) of fuel poverty in the long term. The evaluation is utilizing interviews to capture the extent to which the project has met its intended outcomes and the findings will be presented in the form of case studies.

Whole house retrofit (Cairn Housing Association, Hjalmland Housing Association, Anderson Bell and Christie for the City of Edinburgh Council)

The team has undertaken the evaluation of whole house retrofit projects at a range of scales, from pilots on a small number of properties, to larger programmes covering key housing archetypes to inform clients' long-term retrofit strategies. These projects delivered bespoke monitoring and reporting, evidencing impact against intended outcomes and providing actionable insights to inform strategic decision-making.