



Annual Review

for a future without fuel poverty

2019-2020



Working together and growing together

I joined energy Action Scotland as CEO in April 2020 and am fortunate to be working for an organisation with a proud history, a track record of making a difference to the lives of people in Scotland and with the ambition to do even more. 2019-2020 was quite a year, so I am told, and indeed it was, as the tremendous work completed by the team suggests.

Energy Action Scotland influenced the direction of the Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act, worked across Scotland with members to help the fuel poor in really difficult circumstances and built the capacity of key supporters of those in fuel poverty, training almost 350 people. We were supported by industry partners including SSE, ScottishPower, SSEN, Utilita and The William Grant Foundation and we worked closely with our sister organisation NEA in England as well as NEA Cymru and NEA Northern Ireland.

The support of our trustees, President and Vice Presidents is vitally important to the direction and smooth operation of our work. There was time this year for a handover from outgoing Director Norrie Kerr who has moved on to retirement. His support and in particular that of our Chair, Stewart Wilson, has helped me find a path through the difficult times in which we find ourselves.

The restrictions imposed as a result of COVID-19 have brought new and unforeseen challenges across the fuel poverty landscape. They have reduced our capacity in 2020/21 to work in people's homes, our events and training programmes have been affected and our members have flagged up (through recent EAS membership surveys) their concerns about the rising demand for support and their reduced capacity and opportunity to provide that support to those in need.

Our immediate response was, like so many businesses, a sharp initial retraction of our work but thankfully this

was short lived. Staff were furloughed before I joined, and we continue to make use of this to a lesser extent at the time of writing. We have begun to adapt to the changes and the new ways of working that are necessary. There are significant financial pressures on us all and whilst we have enjoyed a diverse range of income streams in recent years, COVID brought some of them into sharper focus. It has indeed been hard to build capacity through training which relied on face-to-face interaction and which has consequently reduced our income. Our Annual Conference, the highlight of the year for many of our members, so successful in 2019, has been postponed and will be delivered virtually in March 2021. We hope that you will all join us for a week of stimulating debate and a galvanising of action to help those that need it most.

We are very deeply concerned about the projected rise in fuel poverty in Scotland. This winter will be extremely tough. People will suffer, debt will rise and the general health and wellbeing of each and every one of us will take a hit. Sadly, many people were already in a very poor place and had been there for such a long time that loss of life now seems almost inevitable.

The ability to reduce energy consumption whilst maintaining an appropriate level of comfort is so important. Improvements to the fabric of people's homes is important but will take a long time at the pace we currently observe. Cooking a warm meal for many is a luxury when it should be a basic right. We launched a [crowdfunder campaign](#) in October



during Challenge Poverty Week, to raise awareness of fuel poverty and to secure funding from the public to provide low energy cooking appliances. It is a small thing but will help make it easier for some to provide for their children this winter.

To make the biggest changes we are going to need to work together and indeed grow new partnerships and collaborations. We've listened to those in other sectors, in housing, health and social care, where resources are tight. Energy Action Scotland is launching a [new tier of membership](#) to encourage others to join our campaigning work. The new Campaign Members will join with no financial cost but we expect these new members and all of our existing members to get behind the campaigns, to spread the word and advocate for system changes that will lift people out of fuel poverty.

I know that there is a growing awareness of the complex challenges to helping people in fuel poverty. We need to accelerate the change, to ensure that wider societal movements including NetZero, take everyone with them in a fair and socially responsible way. We need your creativity and your endeavour to make that change.

Frazer Scott, Chief Executive Officer

Financial Focus: April 2019 - March 2020

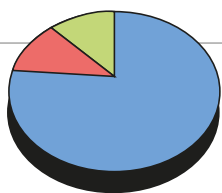
Energy Action Scotland (EAS) received a grant award from the Scottish Government of **£145,000** for 2019 - 2020 which represents **12%** of funding for the year. Approximately **79.6%** of EAS funding came from corporate sponsorship and donations. Earned income is generated from training and consultancy services, conferences and forums and from membership.

Sources of Income

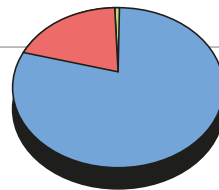
	£	%
Private Sector	962,068	79.6
Self Generated	101,384	8.4
Public Sector	145,000	12.0
Total	1,208,452	100.00

Resources Expended

	£	%
Policy Briefing & Fundraising	1,006,707	80.8
Training & Consultancy	230,827	18.6
Governance & Administration	8085	0.6
Total	1,245,619	100.00



- Policy Briefing & Fundraising
- Training & Consultancy
- Governance & Administration



- Private Sector
- Self Generated
- Public Sector



On behalf of the EAS Board, I am pleased to report that the organisation has performed well during 2019-20.

EAS worked closely with Scottish Government and other partners to shape The Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act which sets statutory targets for reducing fuel poverty, introduces a new definition which aligns fuel poverty more closely with relative income poverty and requires Scottish Ministers to produce a comprehensive strategy to show how they intend to meet the targets. This strategy has the potential to affect our members as well as the fuel poor and EAS continues to work with Scottish Government and other our members to ensure it becomes a route map to end fuel poverty in Scotland.

As the financial year ended so did the extraordinary contribution of Norrie Kerr, long-time EAS Director, colleague and friend to so many people across the fuel poverty landscape. Norrie has been the fulcrum of the sector for over 20 years and will be missed for a long time to come. We wish him the very best in his retirement.

As the new financial year began, we welcome EAS's new CEO, Frazer Scott. It may be a while before we can meet in person again but I know that Frazer welcomes contact from members and supporters.

As always, we are as always grateful to our partners and members for their continued financial support. EAS continues to meet the strategic targets set by the Board giving us ongoing confidence that EAS is working effectively to meet our common aims.

Convener – Stewart Wilson



This has been a very strange year for all of us and when I reflect, as President of Energy Action Scotland, on how the world has changed, I wonder if we are witnessing finally a wider recognition of fuel poverty as millions of people are confined to their homes. In these exceptional times it is devastating to know the impact on households as the job market contracts and our domestic energy requirements increase.

We began this journey of home confinement with spring round the corner, now winter reminds us we live in a country that can be cold and damp, and not every home is built to the highest standards. Ten of thousands of people have been plunged into poverty, many of whom would never have believed it could happen to them. Never has it been more important to campaign for an end to fuel poverty and for a greater understanding of its complexities, its effects and its outcomes for human beings as well as for net zero targets.

The time has come for Scotland's fuel poverty strategy to draw together the expertise, the energy and focus of industry, housing, public and civil society. Together, we can all create a targeted plan of attack to rid Scotland of the scourge of fuel poverty and restore so many thousands of households to health and affordable thermal comfort.

This year we lost my friend, colleague and predecessor, Martin O'Neill, Lord O'Neill of Clackmannan. He was a lifelong supporter of this work and his

legacy will live on through of all of us determined to see this job through.

Norrie Kerr left us for the pleasures of retirement and we miss him and wish him well, and with our new CEO, Frazer Scott, we all know EAS could not be in better hands.

The EAS team has continued to rise to the challenge with all the pressures of working from home, everyone knows that the scourge of fuel poverty has just escalated as the way we all live our lives has changed.

The task is daunting but it is possible to channel that new sense of community we see around us to the fight we know we must win.

We must redouble our efforts, more people than ever are facing the misery of fuel poverty.

**President – The Rt Hon
Baroness Liddell Of Coatdyke**

Thinking differently to provide support

Since its inception, Energy Action Scotland (EAS) has played a vital role in supporting its membership with formal certification in domestic energy advice and shorter briefing events, raising awareness of the impacts of fuel poverty. For a generation our training courses and events have defined the standard for reliability, expertise and impartiality on matters related to the provision of affordable energy to provide necessary amenities at home e.g. heating, lighting, cooking, and essential appliances.

Understandably, the Government's COVID-19 response and subsequent control measures have had an extremely disruptive effect on our ability to provide our members and supporters with this valued service. However, the global pandemic has offered us the opportunity to think differently about the ways that we provide learning support to our stakeholders..

Our initial response was to look to developing partnerships with National Energy Action (NEA), a natural, strong affiliate for EAS and long-term confederate in the fight against fuel poverty. With NEA we have been able to provide support for an e-learning route for candidates seeking training in Energy Awareness and with their help, we have been able to move our formal City & Guilds assessments online. Alongside this we have delivered highly valued online webinars on both the new definition of fuel poverty in Scotland and the issues around energy vulnerability at home to over 100 participants. We view this partnership approach as an enduring relationship and one that we will continue to develop into the future with joint cross-border learning ventures promoting a unified voice for the fuel poor across the UK.

Delivery in partnership like this has given EAS the breathing space to review our training strategy as we come out of the pandemic, taking with us the positive aspects of webinars, remote working and blending these with our more traditional tutor led activities. We are expecting that normality will be slow to emerge next year and that for 2020-21, we will have no in-situ, face-to-face training events, in fact this format we expect will be slow to emerge over 2021-22 even with a viable vaccine. So, we are looking forward to trialling blended learning opportunities over Q4 in the New Year with an expectation of a full portfolio of highly accessible and trusted training products being available for our members and supporters in 2021-22.

