



Energy Measures

Tailored measures supporting energy vulnerable households



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 894759

Fun Facts Outer Hebrides

26,595 people

12,000 dwellings, over 2200 social housing

15 inhabited islands over 810 square miles

491 miles of roads

7 maritime ports

3 airports – one a beach

3 hospitals

Public sector, fishing, agriculture, tweed, skincare, spirits, food & drink, tourism, culture, historic environments, energy production



House condition Survey 2017-2019:

Fuel Poverty

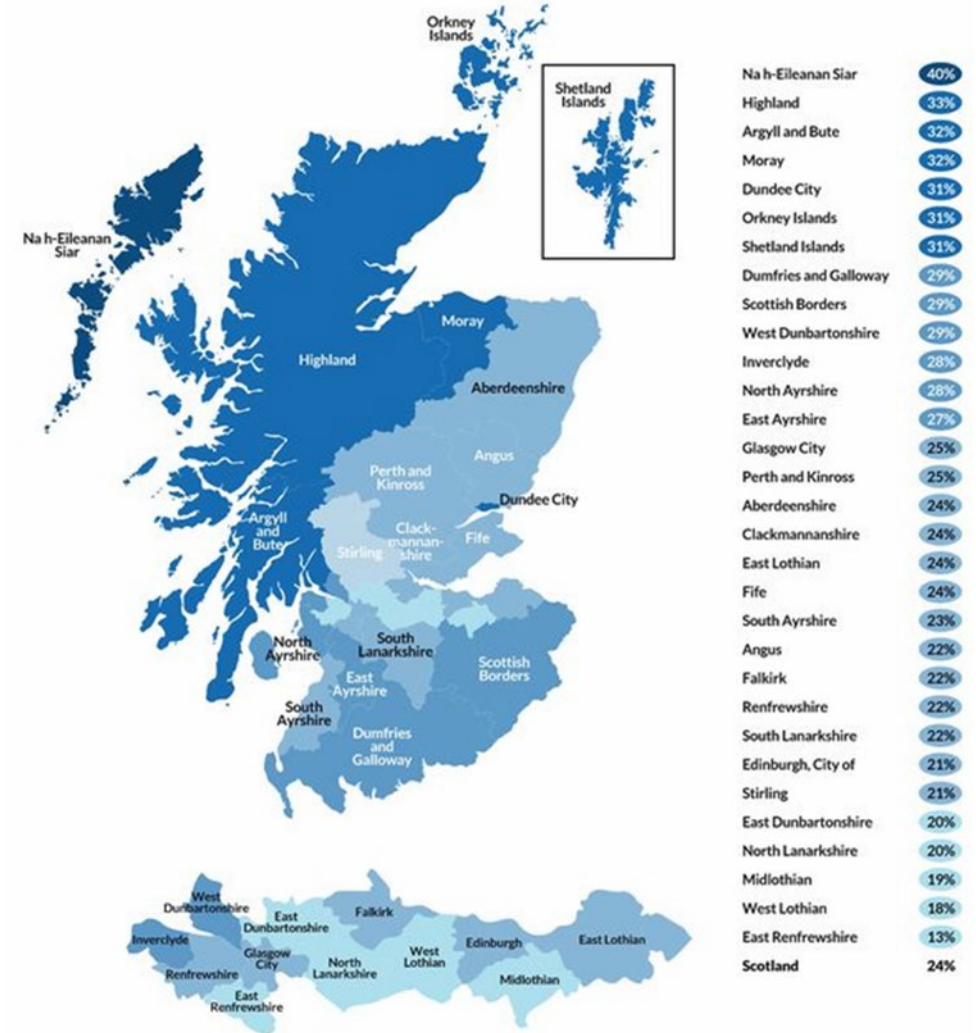
Western Isles **40%**
Scottish Average 24%

Extreme FP

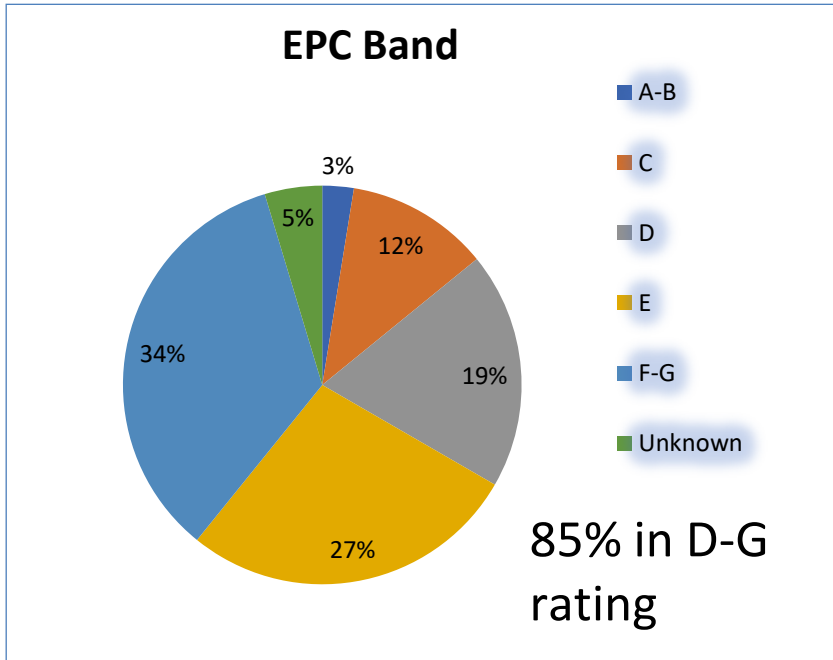
Western Isles **24%**
Scottish Average 12%

Energy Action Scotland Mapping Exercise in April 2022 – **57%**

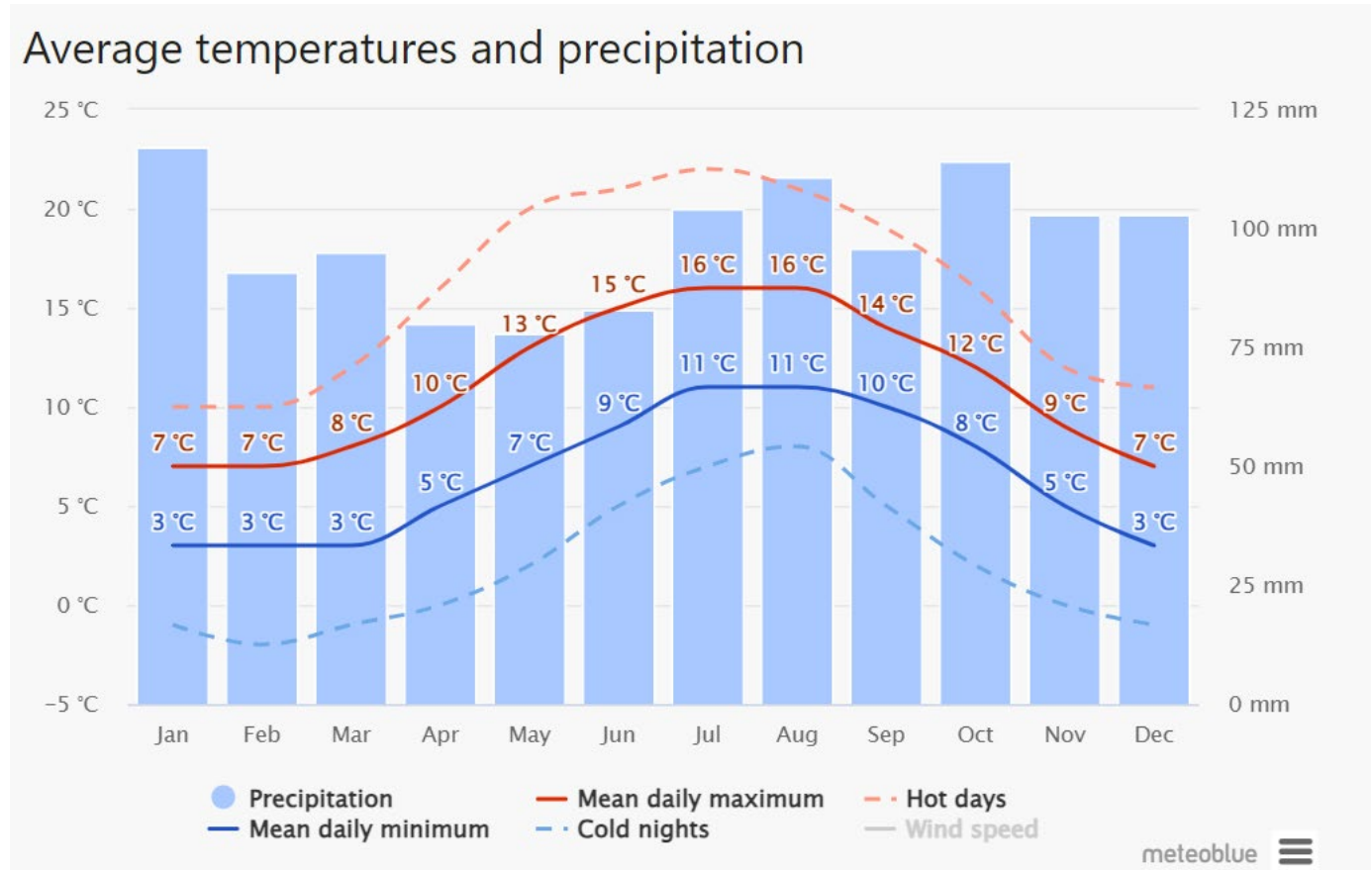
York University 2023 – **80%**



Why?



Home Analytics HES



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Why?

Average salaries are 23% lower in the islands

Females earn £60 a week less than Scotland average

25% fewer professional occupations than Scotland average

38% fewer associate professional occupations than Scotland average

22% higher number of people working in care than Scotland average

[ONS Nomis 2023](#)



What else?

Stornoway West Scotland

Crime rate per 10,000

780

451

Alcohol related hospital admissions per 100,000

1,294

631

Early deaths from cancer (age <75) per 100,000

211

153

Asthma patient hospitalisations per 100.000

131

76

Outer Hebrides Community Planning Partnership
Stornoway West Locality Plan Update 2023



What else?

“In the Outer Hebrides, 361 pupils in P1-S3 were identified as being in receipt of Pupil Equity Fund support and includes all Free School Meal registered pupils in this age group. This represents 13.4% of the pupil population. In 2018, the Outer Hebrides poverty-related attainment gap in Literacy was significant and the graph below gives an indication of the extent of that. Because the data for ‘All Western Isles’ includes the pupils identified to be in receipt of PEF, the true gap is greater than the graph suggests”.

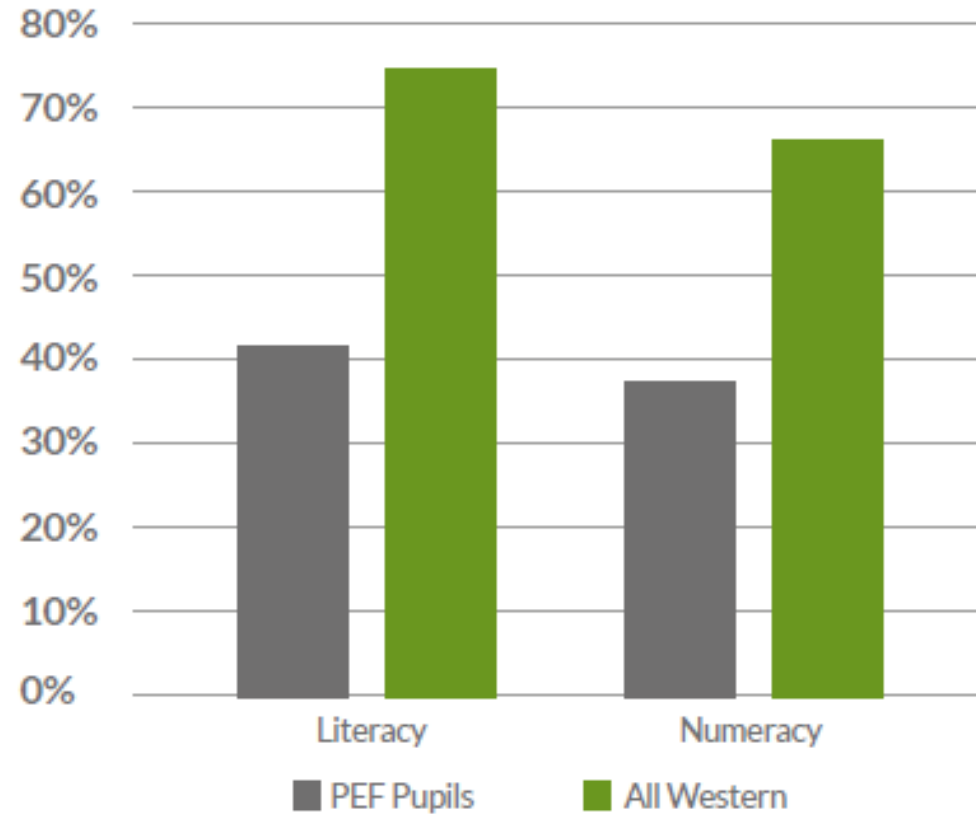


Figure 3 (Learners Achieving Curricular Milestones, Outer Hebrides Anti Poverty Strategy 2019-2024 incorporating The Local Child Poverty Action Report, 2019)



Downward spiral?

Average salaries are 23% lower in the islands

Females earn £60 a week less than Scotland average

25% fewer professional occupations than Scotland average

38% fewer associate professional occupations than Scotland average

22% higher number of people working in care than Scotland average

[ONS Nomis 2023](#)



Tackling Fuel Poverty in Scotland A Strategic Approach



November 2021

Improving energy literacy through building a greater understanding of bills and heating systems with the support of advisors in some instances had a dramatic positive impact on the participants' confidence and being able to cope with future problems.



What did we do?

Covid – stopped:

Attendance at public events

Public events

Home visits

Word of mouth, people stopped talking to each other in public

People working together in the office



What did we do?

Covid – reaffirmed:

Glusad Comhla (Moving Together) Principle – agency interaction

Covid – started:

Large advertising campaign locally – paid articles and adverts in delivered newspapers

Social media drive

Smart survey online / by phone

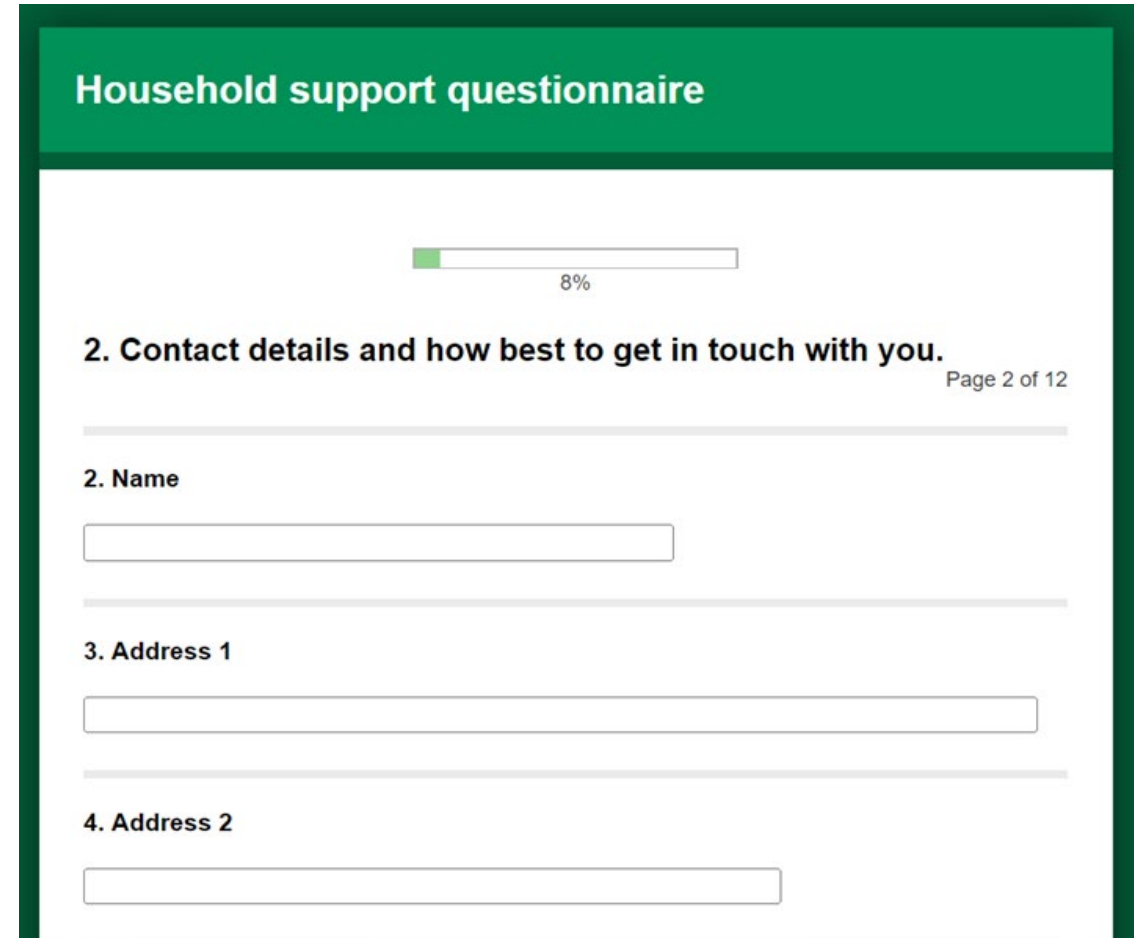


Smart survey



Following any contact with TIG, clients are sent the link for the **Smart survey**, or they complete with / by a staff member.

This helps us establish how best we can help the client and provides us with invaluable data.



Household support questionnaire

8%

2. Contact details and how best to get in touch with you. Page 2 of 12

2. Name

3. Address 1

4. Address 2



What data?

- House type – can something structural be done?
- Who's in the house – are there additional needs?
- What energy do they use – type of fuels and costs
- How do they use energy – is equipment functional?
- Is it working - can it be replaced?

Build a picture before you arrive – small measures?



Immediate response

Email, letter or phone call:

- You have told us this – here are immediate suggestions
- I have referred you to these – Citizens advice for debt, Care and Repair, Home Energy Scotland, Area Based Scheme etc
- I need to find out more – when can I come and see you? **By now Covid restrictions were reduced**



Possible kit?

Small measures available to help – which equipment might be best suited?

Heating and hot water – boiler service?

Cooking – air fryer, slow cooker or both?

Shower timer if large household?

Chimney balloon if not in situ?

Radiator panels?

LED lighting – if not fitted throughout?

£140 per household



Information is taken from the Smart survey and added to a CRM.

This enables all staff from all departments to see the flow of support – who / why / what / when



The screenshot shows the 'iizuka' CRM interface. At the top, there is a navigation bar with links for 'Home', 'New Case', 'Search', 'Contractors', 'Reports', and 'Administration'. Below the navigation bar, the user's location is set to 'Home'. The main content area is titled 'New Case' and is divided into two sections: 'Client' and 'Address'. The 'Client' section contains several input fields: 'Reference', 'Title' (a dropdown menu), 'Name First / Last' (two separate input fields), 'Date of Birth', 'Gender' (a dropdown menu with 'Undisclosed' selected), 'Primary Telephone', 'Mobile', 'Evening Telephone', and 'Email'. The 'Address' section has a 'Company' input field. There are also icons for user profile and search in the top right corner.

Home visit

- **Introduction** (self and project)
- **Confirmation of client details**
- **Discussion** - client concerns
- **Walk around** – gather further details of property room by room and meter reading/energy statement
- **Further discussion on lived experience** - energy usage and behaviours in the home – checklist
- **Inform participant of next steps** – install of small measures, referrals and energy plan





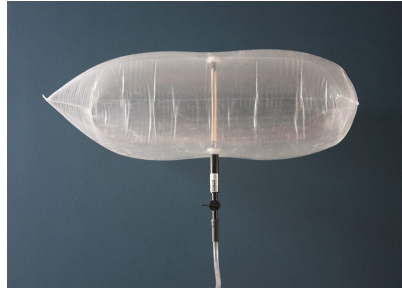
Energy Measures

Tailored measures supporting energy vulnerable households

Small measures



Radiator panels



Chimney balloons



Boiler service



Air fryer



Slow cooker



LED Bulbs



Shower timer



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Home visit - Checklist

Energy Measurements - Scotland	
<p>Cold home? Mould? High energy bills? EnergyMeasures helps YOU! Live Healthy and Warm for less money.</p> <p>How? By giving you energy advice, bespoke energy plan, free measures and continued support!</p> <p>Energy is expensive. Do you also want to use less energy? Then please fill in this questionnaire.</p> <p>Together with your input we will draw up an energy plan to use less energy.</p> <p>The questions in this list are about how you live and work, and how you use energy. Through the EnergyMeasures Project we want to help people to use less energy and thus save on their energy bills.</p> <p>Your contact details and the answers you give will only be used for this project. Thank you in advance for taking part!</p>	
A	Part 1 Basic Data required
Energy savings at home	
Section 1: Agreement (GDPR)	
1	Tighean Inne Gall may use my data to make a plan to save energy.
	- Yes
	- No
Section 2: Personal data	
2	Name
3	Surname
4	Street
5	House number
6	Postcode

[Energy use checklist](#)



Energy-related behaviour change advice - Scotland	
Heating	
	Get your boiler serviced
	Install radiator panels
	Get a hot water tank jacket
	Turn down your room thermostats
Draught proofing	
	Draught proof timber doors & windows
	Insert chimney balloons in unused fireplaces
	Use thermal backed blinds and curtains
Lighting	
	Replace traditional lamps/bulbs with LED's
	Switch off lights when room not in use
Washing & Bathing	
	Shower instead of bath
	Take shorter showers
	Set the timer for your hot water
	Fill your washing machine & lower the temperature
	Air dry clothes when weather allows
Food preparation & storage	
	Set the fridge to the right temperature
	Use a slow cooker twice a week instead of oven
	Use a microwave when possible
	Avoid overfilling your kettle
Appliances	
	Replace old appliances
	Turn off appliances that aren't in use

[Behaviour change advice](#)

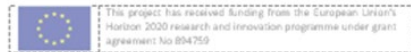


Energy Plan, recommendations, and measures report for

January 2022

Project information
 www.energymeasures.eu
 @NRGMeasures

Local information
 www.tighean.co.uk
 @TIGinfo1



Energy Plan



Dear Mr/Mrs/Miss _____

The aim of this report is to help you make your home more comfortable while saving money on your energy bills.

The report contains a number of recommendations and a description of the low-cost measures that are being provided to you for saving energy in key areas in your home. Remember that every change, no matter how small, can make a difference. We have discussed ways in which you can change behaviour in the household which can achieve further small changes and subsequent savings (section 2).

If implemented, the overall savings that apply to you and your household are:

£809 per year, or £67.40 per month!



Please note that there is a chance for your energy bill to increase due to fluctuating energy prices or a change in the composition of your household. The savings are explained in more detail on the following pages.

1 Package of low-cost energy measures for your household

Please find below a list of low-cost measures that have been selected for you according to your domestic heating system, and lighting in your home.

LOW-COST MEASURE RECOMMENDED	POTENTIAL ANNUAL SAVINGS PER MEASURE
BOILER SERVICE	£ 50
RADIATOR PANELS	£ 50
HOT WATER TANK JACKET	£80
CHIMNEY BALLOONS	£20
DRAUGHT PROOFING	£30
LED'S	£ 100
SHOWER TIMER	£60
TOTAL	£ 470



5 Additional Support – Energy Efficiency

As well as the small measures we are providing, you were also referred on for installation of larger energy measures. Once installed, they will create further savings for you within your home:

Insulation

For any updates on your insulation case, please contact insulation@tighean.co.uk

Home Energy Scotland/Warmer Home Scotland

For any updates on your case, please call 0800 808 2282

6 Additional Support – Grants, Support and help with Finance

You have been referred for other support which can increase financial and energy security. These agencies will be providing ongoing support from a range of applicable sources:

Financial inclusion team **CoES**

Help with living costs, including advice on benefits or grants which the local authority may be able to support you with. Contact Margaret Graham at: inclusion@cne-siar.gcsx.gov.uk

The Energy Advisory Service

Help including advocacy with energy companies, Warm Home Discount, Priority Services Register, energy vouchers, appliance schemes when open, and applicable. Contact the team at: energyadvice@tighean.co.uk

7 Environmental impact

Have you ever wondered how **small changes** in your home can lead to a **big impact** on our environment?

If every household across the islands made similar savings as you, it would reduce

emissions by **858 tonnes**, which you can visualise in size as **19,519 highland cows!**



To understand how climate change is affecting the water levels in your area you might be interested in this map: <https://coastal.climatecentral.org/>

If you have found the Energy Measures useful, please share information about the programme with neighbours and family so that they can start saving energy too!

Yours sincerely,

C. Healey

Charlotte Healey

Project Officer

Tighean Inne Gall (TIG)



Key messages

Personal view I really think that's what's been so special and so imperative for understanding what households are facing. You cannot smell the damp, feel the chill in the air, the depression, loneliness or helplessness that people are experiencing through an email, a form or a telephone conversation." Charlie Rankin, project officer - EnergyMEASURES

Systems - embedding the smart survey system and data collection – gaining as much data from the household before any home visit, saving time and resources, and ensuring at the point of contact people get an immediate positive response: “you told us this, we think you should do that; we are investigating further and will visit; we are referring you for this help”.

Resources – giving people advice in the home is a specialist service, which requires core skills: a) wide ranging technical knowledge of buildings, heating systems, energy issues b) customer relations skills including empathy, ability to listen and conversely a good ‘bedside manner’ to advise people c) strong analytical skills, being able to assess and make decisions to give best advice. All these characteristics do not come cheap, and pay should be commensurate to these multifaceted skills. Arguably the best advisors are ‘home doctors’ and should be recognised as this.



What did we find?

People were so grateful to be listened to – their concerns understood

Linked behaviour change to small measures

Gained immediate energy savings – one guy cooked chicken nuggets in his air fryer during home visit rather than put them in the oven, immediately understanding savings

Gained vast amounts of data on energy use by house type, household type

Improved systems

Learned great ideas from EU colleagues

