

# THAW Orkney

*Helping to make a difference*



## Outcome & Impacts Overview Dec 2015 – July 2019

SCIO charity number SC045272

## **Introduction**

The information and data collected for, and collated within, this review demonstrates how far THAW has grown as an organisation and the impact it has had on the local community since the charity was first set up in December 2015. The document details a number of statistics and insights into the work and bespoke support services that we have provided to households in Orkney, particularly those who are most vulnerable and in fuel poverty. Although reaching fuel poverty targets remains challenging, THAW has had an important role in enabling our clients to be warmer, happier and more comfortable in their homes.

THAW provide independent, impartial advice for our clients as to what options and programmes are available to them. Our advisors have all completed and passed their City & Guilds Level 3 Energy Efficiency qualification and have a wealth of experience in the energy sector. We have helped over 1,000 Orkney households who contacted us for support since December 2015 and our client base continue to grow.

It is evident from the information shown below that THAW is making a significant contribution to the local community, with staff helping to make a difference to those in need. As with all charitable organisations funding remains challenging and we would like to thank everyone who has contributed to and supported our journey so far. Moving forward we have secured several funding streams, including core funding from British Gas Trust until March 2021. These funds will allow us to develop our work and continue to support vulnerable people within the community with fuel poverty and affordable warmth issues, providing independent energy efficiency advice services for future years to come.

### Orkney Monies Focussed on Fuel Poverty & Wellbeing

THAW have brought in a significant amount of funding to Orkney over the last 5 years through a variety of external funding streams, as well as having money already in Orkney re-prioritised towards tackling fuel poverty. This totals £1,192,128 up until the year of July 2020. For the year 2020/2021 we have secured further BGET funding and funding through NHS Orkney, totalling £202,796 for future service provision. Lastly, we are very hopeful to obtain future funding for the ABC3 project which is yet to be confirmed and signed however, this will bring in a potential £420,594 into Orkney.

In total, including the funding secured for future and potential funding to be obtained through THAW, we will have committed **£1,815,518** towards tackling fuel poverty in the Orkney Islands.

Please see a chart below which will further explain the monies that we have brought in and will potentially bring into Orkney:

<b><u>Received &amp; Implemented Monies</u></b>					
<b>Year</b>	<b>Project</b>	<b>New Monies that THAW has brought into Orkney for Fuel Poverty</b>	<b>Funders</b>	<b>Monies already in Orkney but re-prioritised to tackling fuel poverty through THAW</b>	<b>Funders</b>
2015/2016	Pipeline Project	£244,258	BGET & EAS	£500	Orkney Island Council
2016/2017	Pipeline Project	£254,258	BGET & EAS	£20,000	Orkney Island Council

2017/2018	WellBeing Orkney & Cosy Home Pack Fund	£98,788	ESF (procured through OIC) & WHF & Charitable Trusts	£67,090	Charitable Trusts in Orkney, Development Trusts, Community Councils, NHS Orkney & donations from local organisations
2018/2019	WellBeing Orkney & ABC 2, Electricity Voucher & Cosy Home Pack Fund & BGET	£246,694	ESF (procured through OIC) & BGET & Energy Action Scotland, SSE & Warmworks	£68,770	Charitable Trusts in Orkney, Development Trusts, Community Councils, NHS Orkney & donations from local organisations
2019/2020	WellBeing & Warmth Orkney & Electricity Voucher Fund	£171,515	BGET	£20,270	NHS Orkney & donations
				<b>Total</b>	<b>£1,192,128</b>

<b><u>Agreed &amp; Signed Monies Future</u></b>					
<b>Year</b>	<b>Project</b>	<b>New Monies that THAW has brought</b>	<b>Funders</b>	<b>Monies already in Orkney but re-prioritised to tackling</b>	<b>Funders</b>

		<b>into Orkney for Fuel Poverty</b>		<b>fuel poverty through THAW</b>	
2020/2021	WellBeing & Warmth Orkney	£182,796	BGET	£20,000	NHS Orkney
				<b>Total</b>	<b>£202,796</b>

<b><u>Potential Future Funding – to be confirmed and signed</u></b>					
<b>Year</b>	<b>Project</b>	<b>New Monies that THAW has brought into Orkney for Fuel Poverty</b>	<b>Funders</b>	<b>Monies already in Orkney but re-prioritised to tackling fuel poverty through THAW</b>	<b>Funders</b>
2019/2020	ABC 3 & Reflex	£210,297	EAS, SSE & European/Corporate		
2020/2021	ABC3 & Reflex	£210,297	EAS, SSE & European/Corporate		
				<b>Total</b>	<b>£420,594</b>

## **Installations & Enabling Measures**

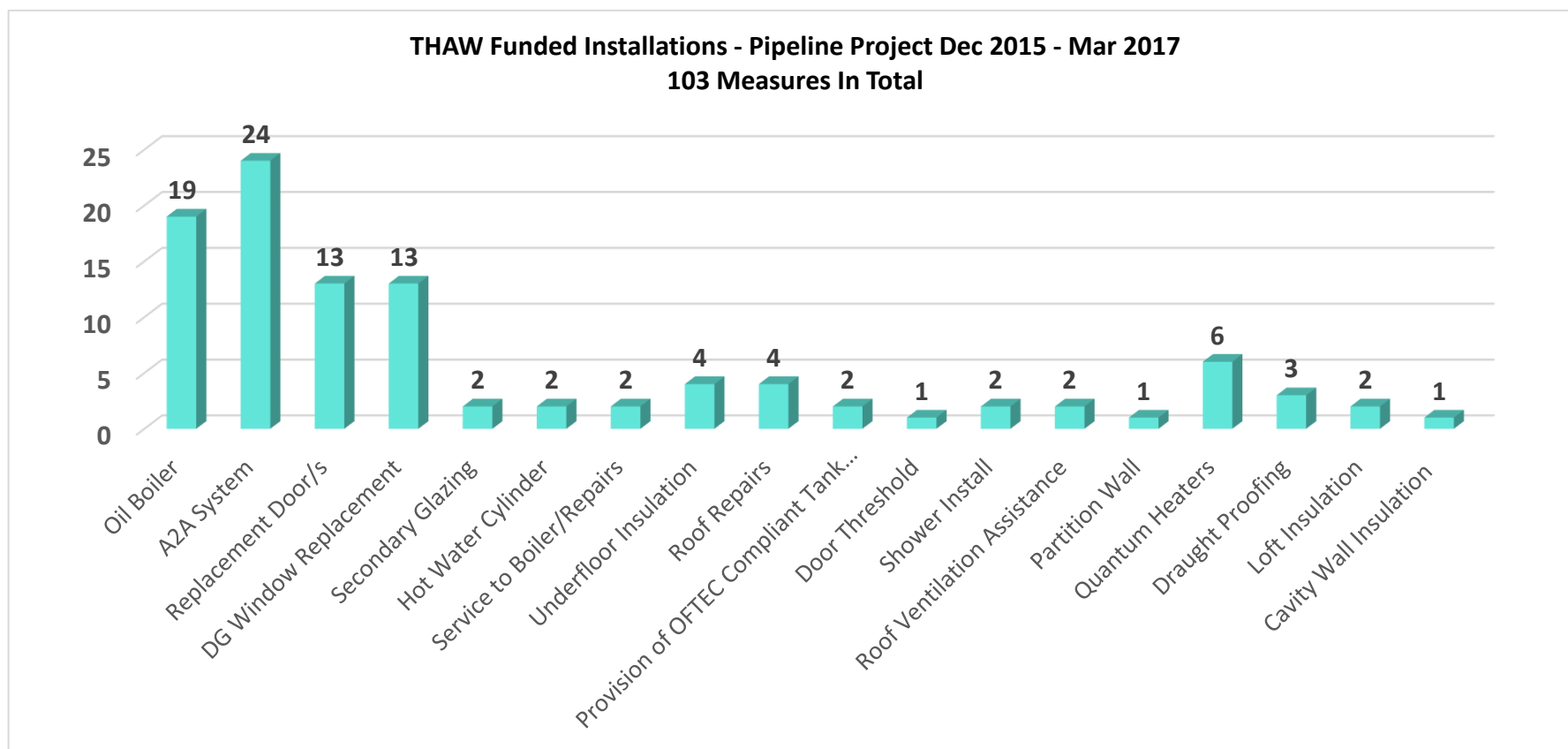
From inception in December 2015, THAW have supported clients on various journeys to enable them to be more comfortable and warmer in their homes. One of the services we provide is handholding support through the Scottish National Programmes to help with installing energy efficiency measures. We also had specific independent funding from Dec 2015 – Mar 2017 through the British Gas Energy Trust and Energy Action Scotland which allowed a flexible approach to funding installations measures that would benefit households in Orkney. We called this our Pipeline Partnership Project. Working closely with Orkney Citizens Advice Bureau and Orkney Care and Repair we were able to provide a tailored approach to maximising income and ensuring that our client's homes were warmer and more efficient.

Using the funding from our Pipeline Project, we spent a total of £256,903.66 on installation and enabling measures. We directly installed 103 separate installation and were able to support a further 71 installation measures through the, Warmer Homes Scotland Scheme, managed by Warmworks and the Home Energy Efficiency Programme for Scotland - Area Based Scheme (HEEPS:ABS) for which FireFly Energie is the local agent, through providing shortfall funding.

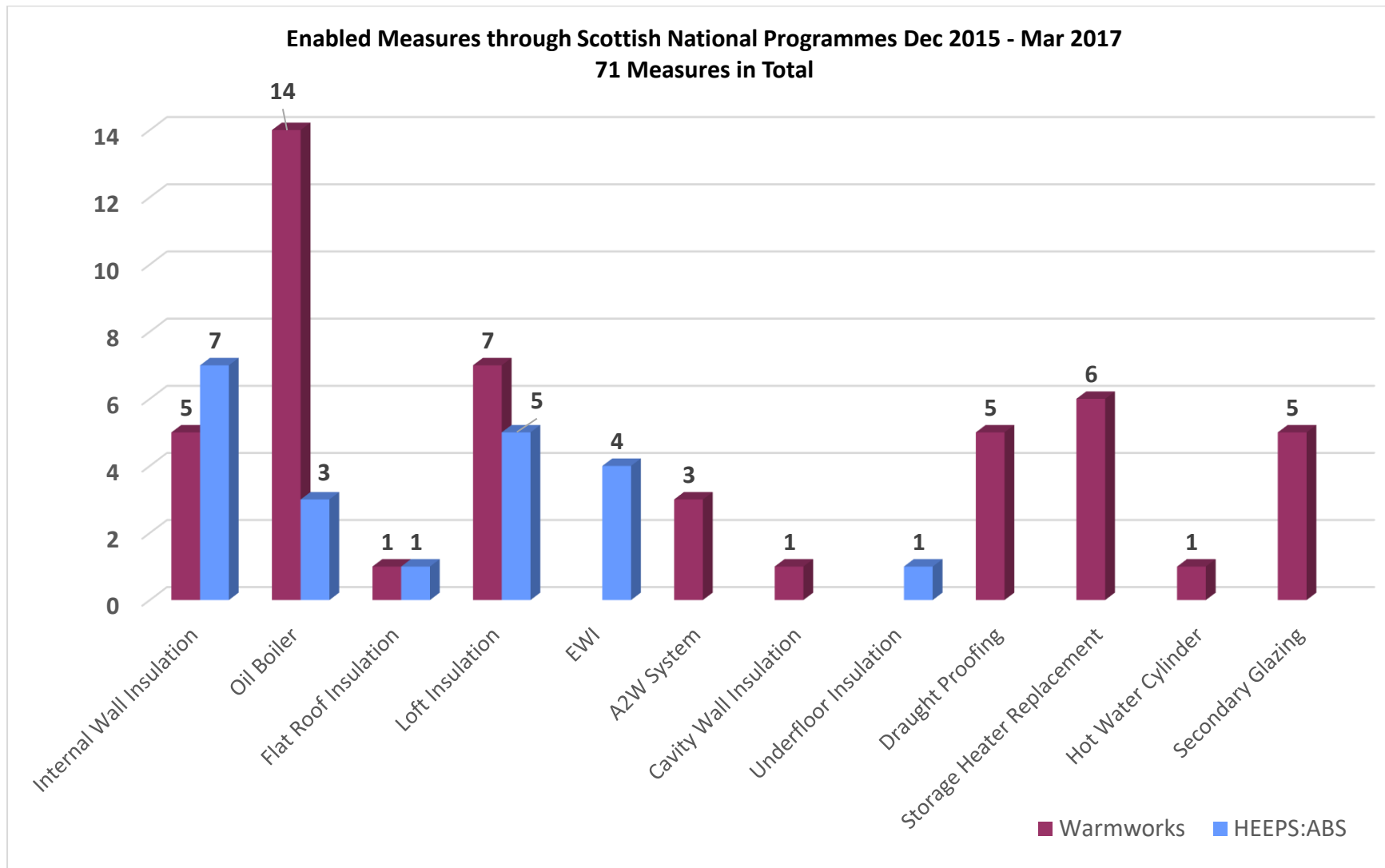
The section below gives statistical data on the installation measures that we have funded and enabled.

## Pipeline Project December 2015 – March 2017

Below is a chart which conveys the installations that we funded and installed during our first year of operation, you can see from this graph that we supported with a wide range of measures, some out with what are now being offered through the Scottish National Programmes:

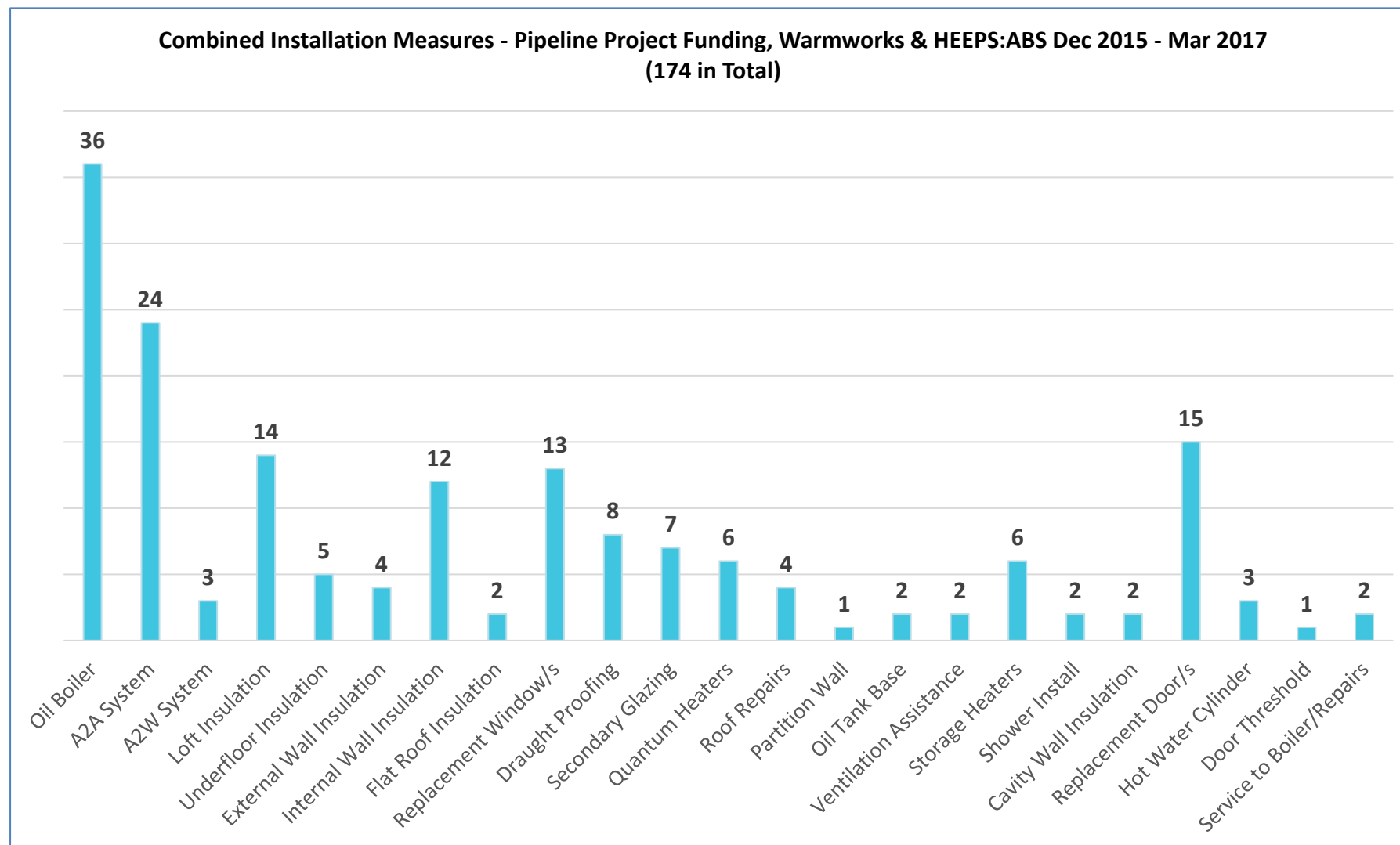


This graph below shows the measures that we provided shortfall funding for and enabled through Warmworks & HEEPS:ABS:



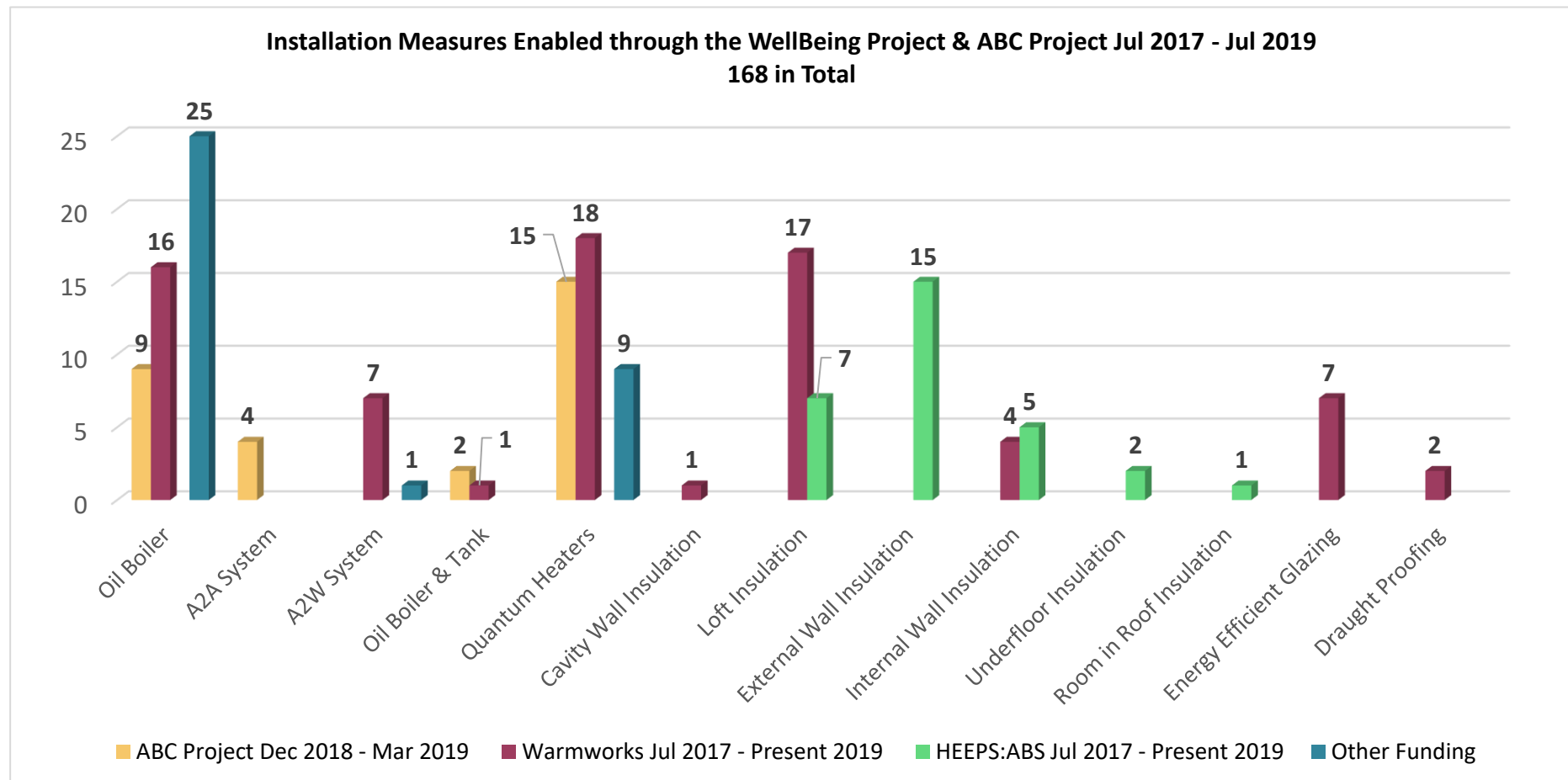


This graph shows the total measures installed and enabled through THAW during the Pipeline Project:

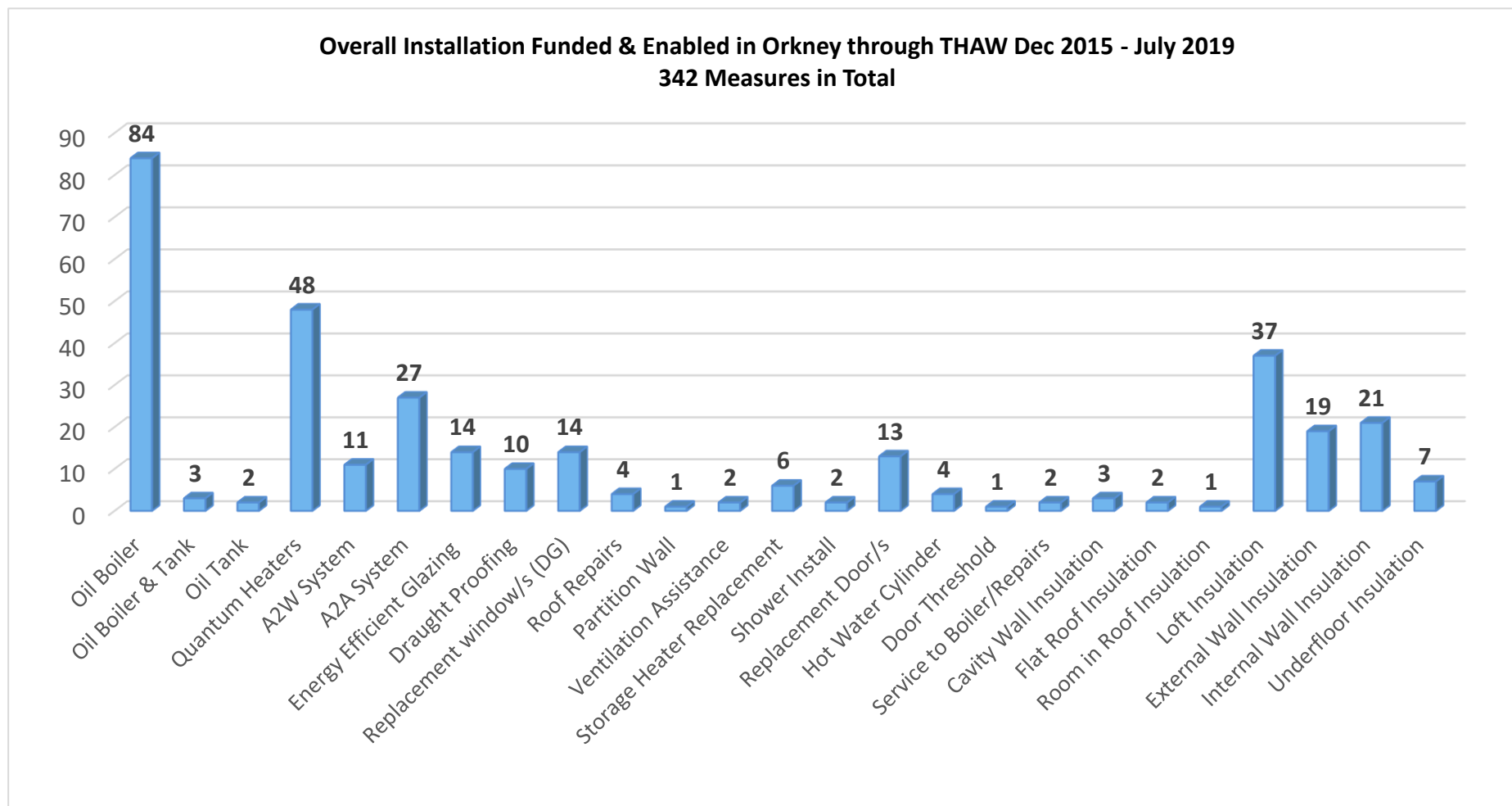


## WellBeing Project July 2017 – July 2019

Through the European Social Fund, we continued to provide third party support through the Scottish National Programmes to enable further measures to be installed in Orkney Households. We were also awarded funding through SSE and Energy Action Scotland for our ABC project in which we were able to help households with a cancer diagnosis. Please see the graph below which details the 168 measures THAW helped enable over this two-year period:



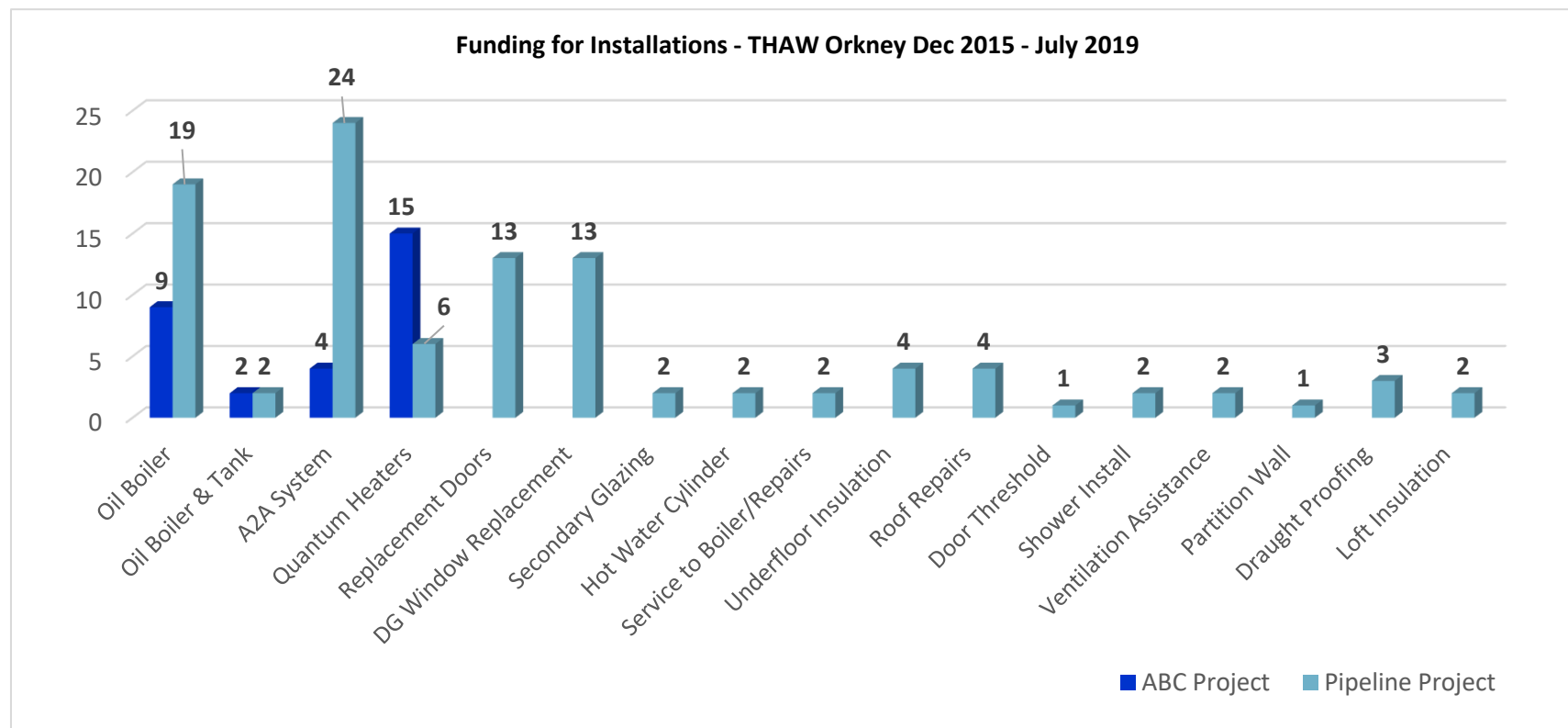
As you can see from the graphs above which provide a breakdown of the different funds, we have helped with a wide range of measures and overall since we first started assisting our clients, we have funded and enabled **342** separate installation measures to be installed in Orkney Households. See below for an overall overview:



### Direct Funding through THAW Orkney Projects

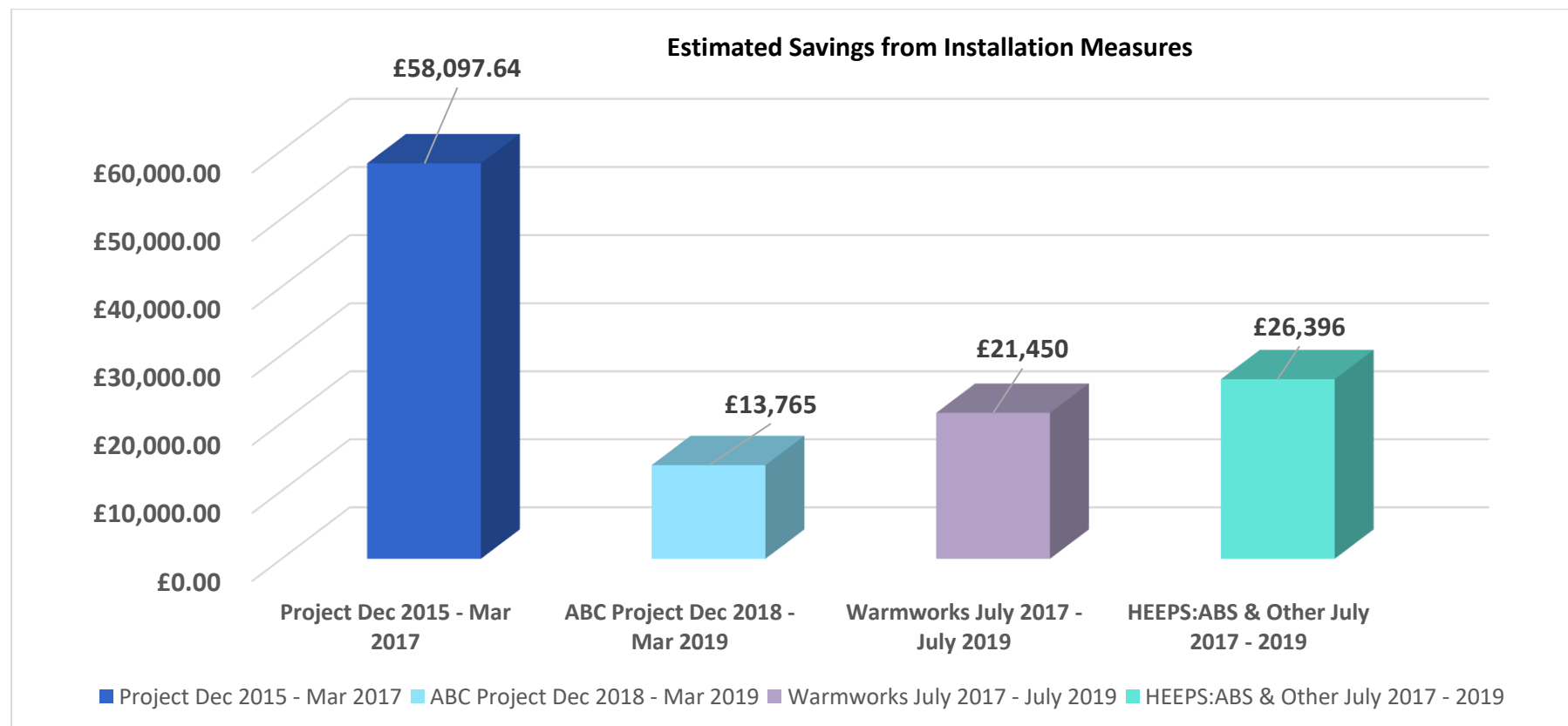
Utilising funding from the Pipeline project and the ABC project, we have helped to make a significant impact in installing heating systems and other critical measures to help vulnerable clients in Orkney. This has been especially important for those ineligible for support through the national programmes.

Please see below information regarding the support for installations that we have directly funded using the above funds:



## Savings from Installation Measures

Using saving estimates from the Energy Saving Trust and other relevant sources we have been able to identify the potential savings from enabling these measures to be installed. For the Pipeline Project, the annual combined saving was **£58,097.64**. For July 2017 – July 2019, the savings combined were **£61,611**. Overall, this totals an estimated saving of **£119,708.64**

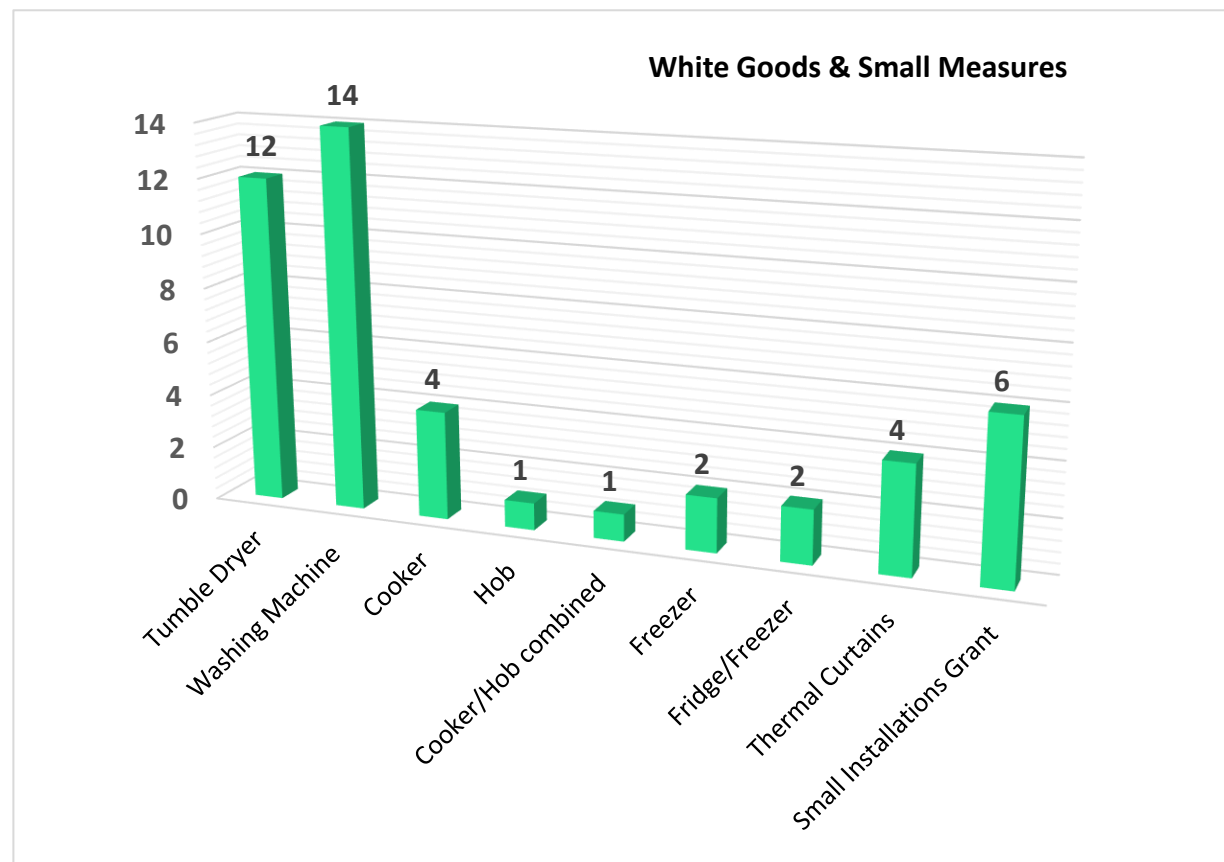


## Whites Goods & Our Small Installations Grant

Our ABC project in early 2019 helped to deliver and install a number of white goods for clients referred from CLAN or Macmillan House who had received a cancer diagnosis. This included 12 tumble dryers, 12 washing machines, 1 hob, 1 cooker & hob combined, 4 cookers, 2 fridge freezers and 2 freezers. From our previous Pipeline Project funds in 2016 - 2017, we were also able to installed 2 washing machines and assisted with thermal curtains for 4 households as part of a small measures grant.

We also have a separate fund available currently to help with additional small measures. We are able to award up to £150 towards a household in need in relation to support with the installation, repair or service to either the property itself or the property's heating system in order to help to increase levels of warmth and comfort or to try to reduce levels of fuel poverty for the household. Currently we still have a budget of £3,000 left to be able to assist. To date we have supported 6 households with this grant (this is not detailed in the graph opposite).

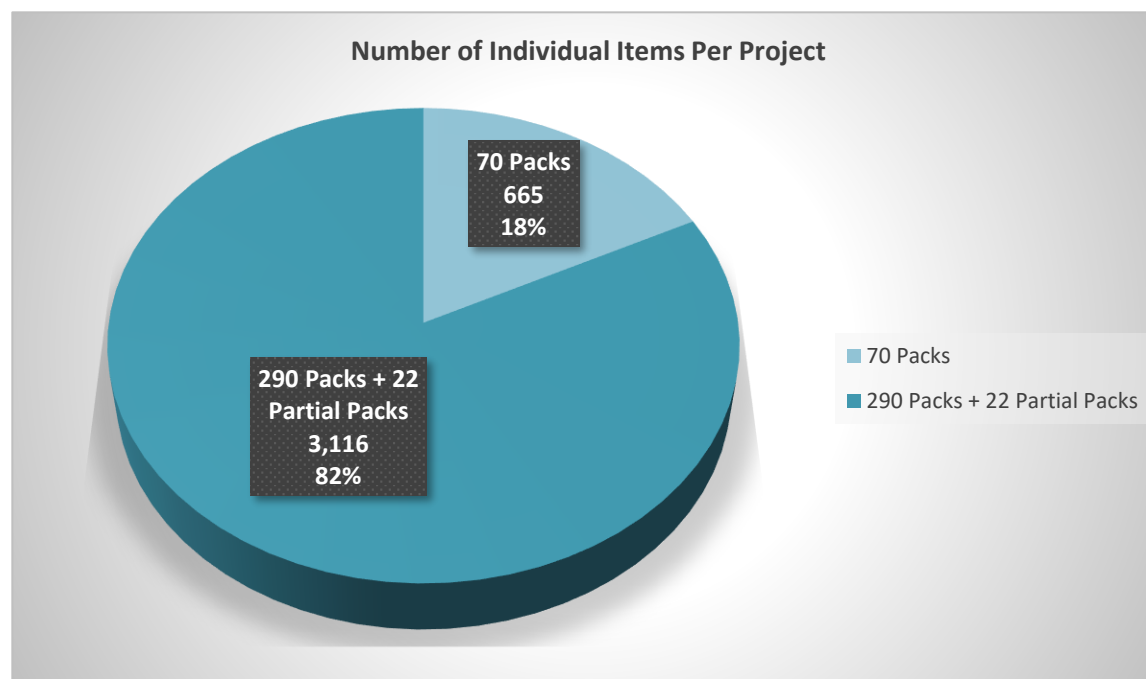
In total we have assisted with 46 small measures for households. We hope that with future funding later in the year for the ABC project that we will be able to install a further 32 heating systems and 36 white goods.



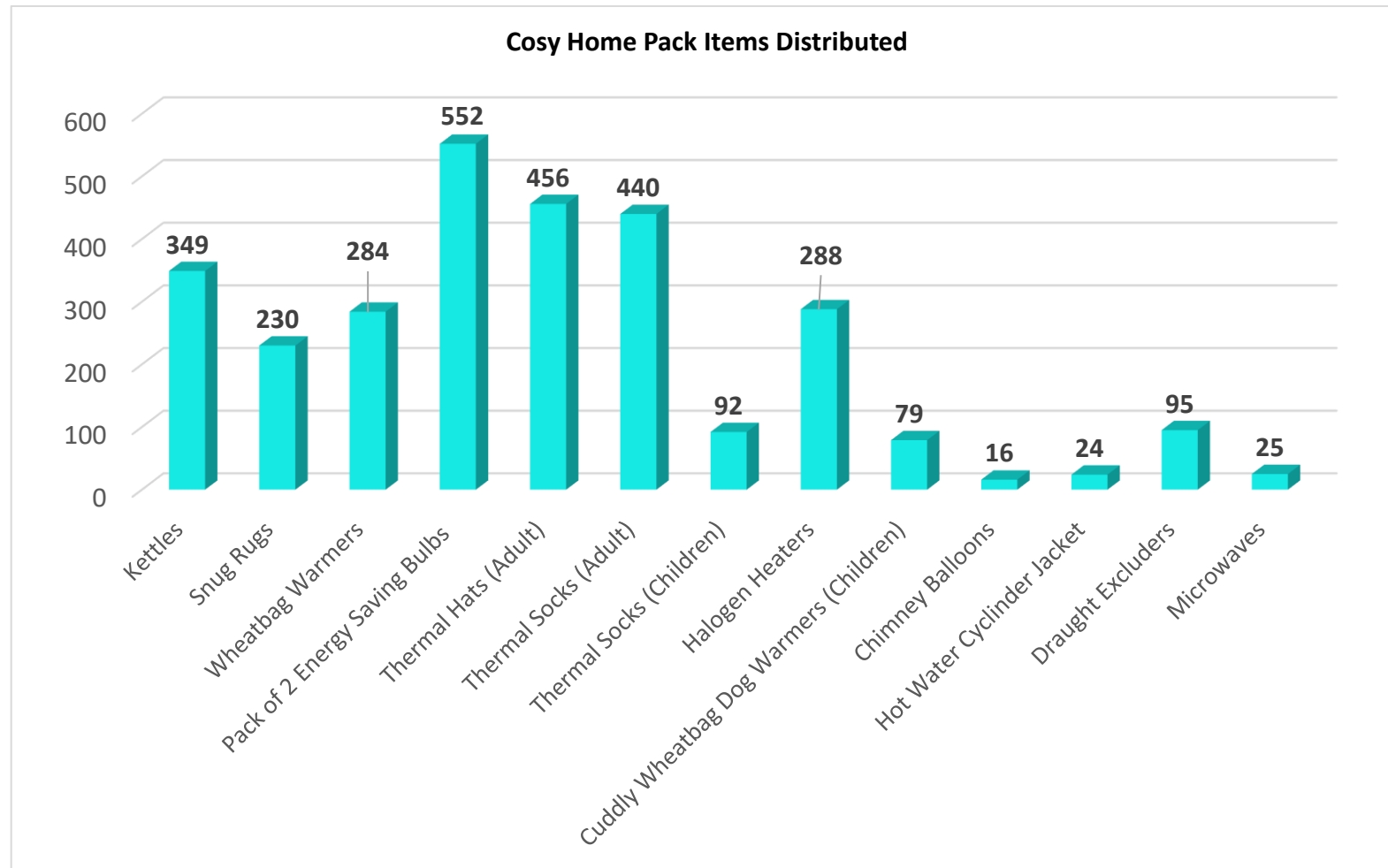
## Cosy Home Pack Support

Using small measures funding we were able to create cosy home packs. These packs provide a short-term solution to help clients be a little warmer in their homes. Initially we supported 70 social rented households. Obtaining further funding through the Warm Homes Fund allowed us to support all tenure households, allowing a further 290 full packs to be allocated across the county. In total **360** packs have been provided to help households in fuel poverty to keep warm.

We have distributed a total number of **3,482** individual items since we first started supporting with cosy home packs and items were given depending on a household's circumstances. We have just received confirmation from SSEN that THAW has been successful in applying for grant funding to continue this valuable service. The grant awarded is for £15000 and will allow up to 150 full packs to be purchased and distributed throughout the community.



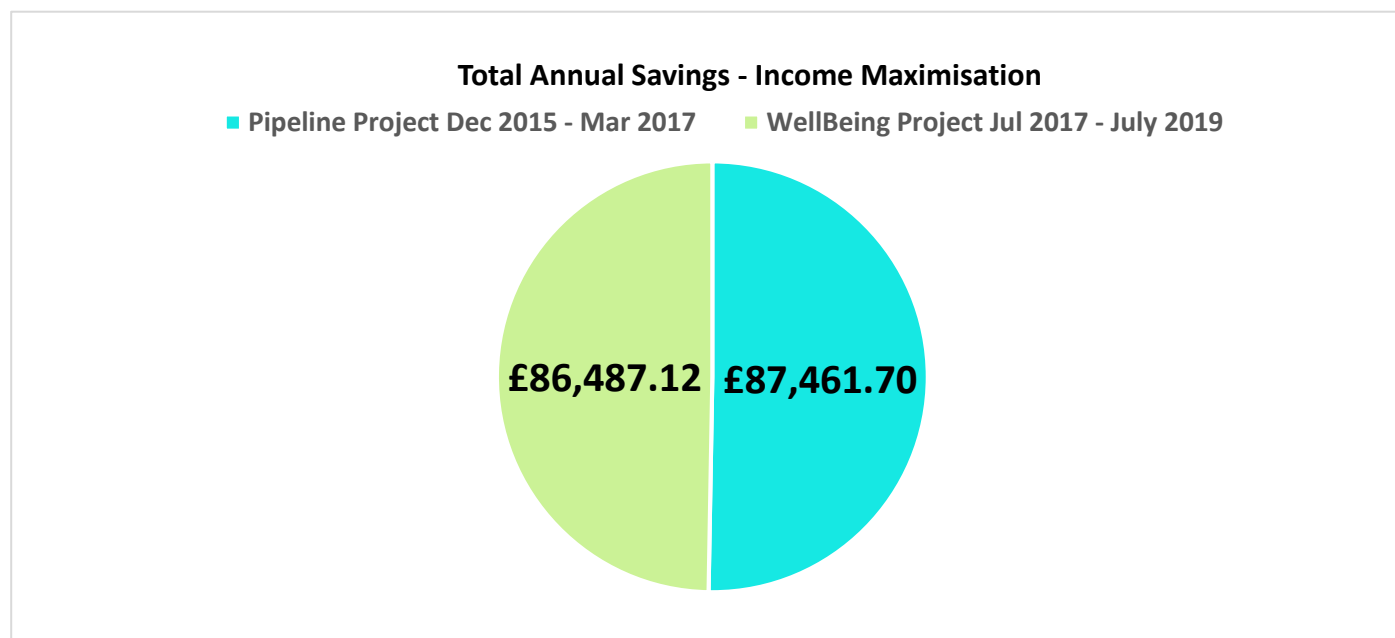
Please see a breakdown of the individual items that were able to provide to households in Orkney:



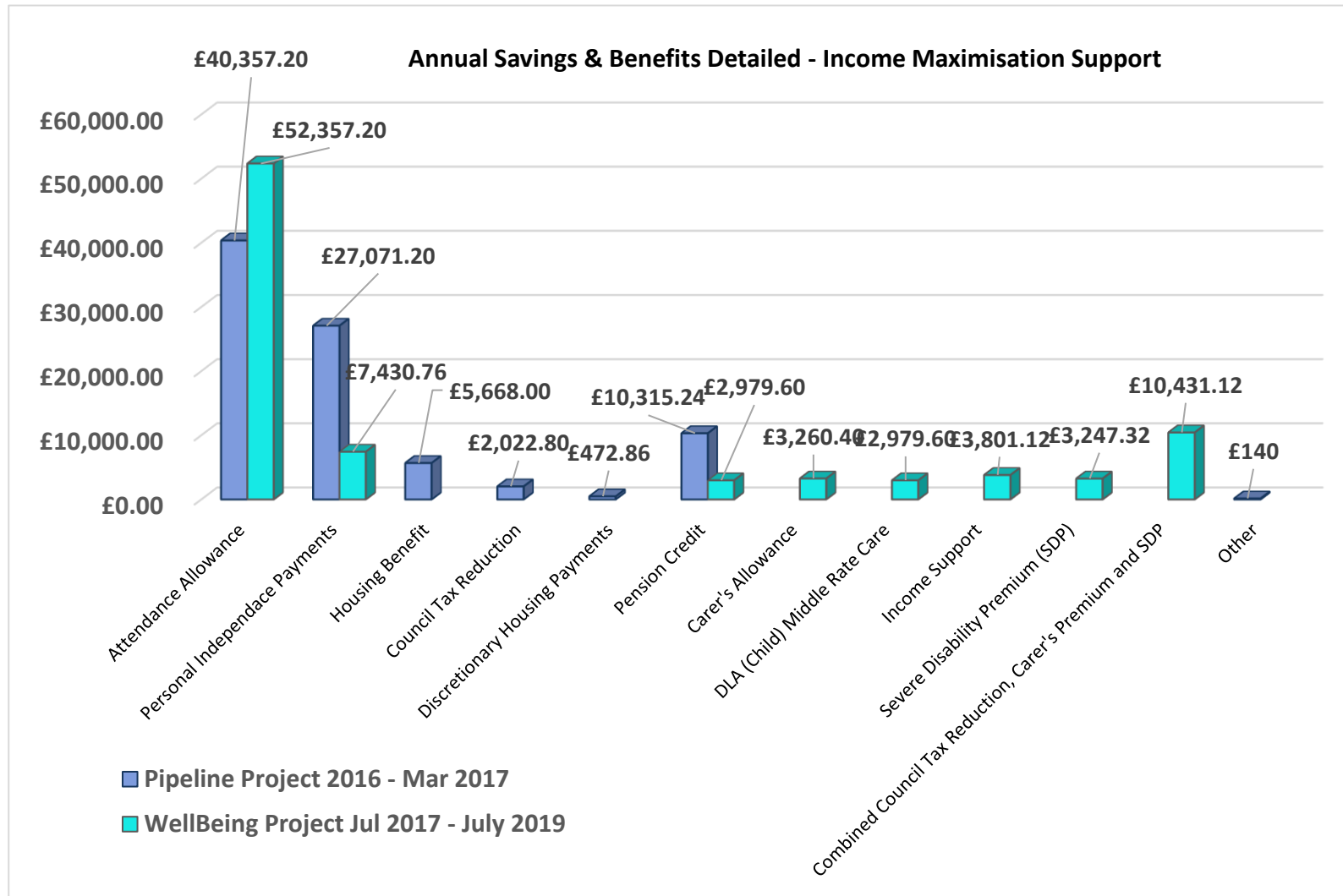


## Income Maximisation Support

Since our Pipeline Project we have continued to develop our partnership working with the Orkney Citizens Advice Bureau in order to help clients to maximise their income and to support with tailored budgeting and debt advice. Through new funding from the British Gas Energy Trust we now have an in-house Welfare Support Officer in place to help enhance these services. Overall, we have been able to maximise income significantly for a number of households in Orkney and continue to do so, especially with the recent introduction of Universal Credit. Throughout our support, we have been able to maximise a total combined annual increase of **£173,948.82** from Dec 2016 – July 2019:

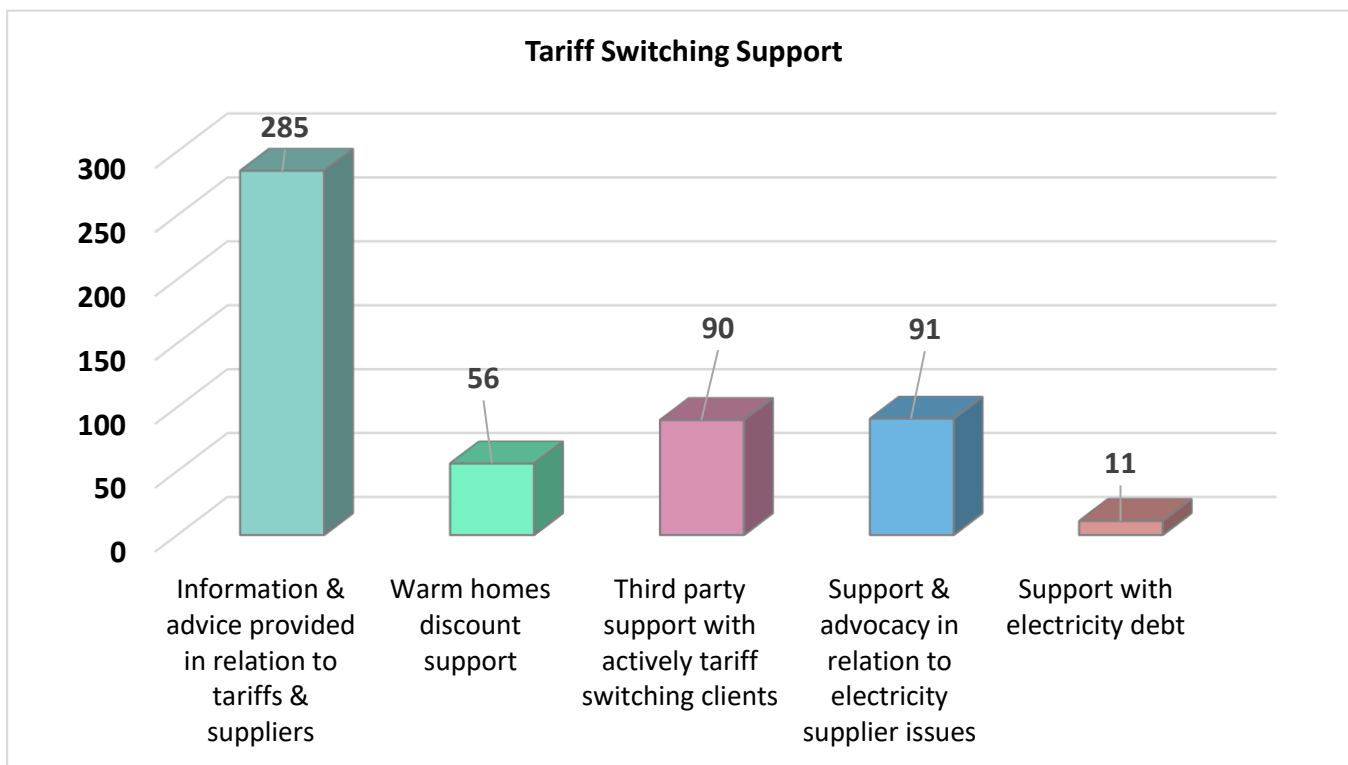


Please see the statistics below which convey the different types of benefits that we have helped enable for households in Orkney:



## Tariff Switching Support

THAW staff offer in depth support to clients who are looking for advice regarding their current tariffs, advice regarding switching to other tariffs & suppliers, support with switching and third-party advocacy in relation to electricity problems and or/debt issues, please see below for a breakdown of the number of households that we have supported in these areas relating to electricity support:



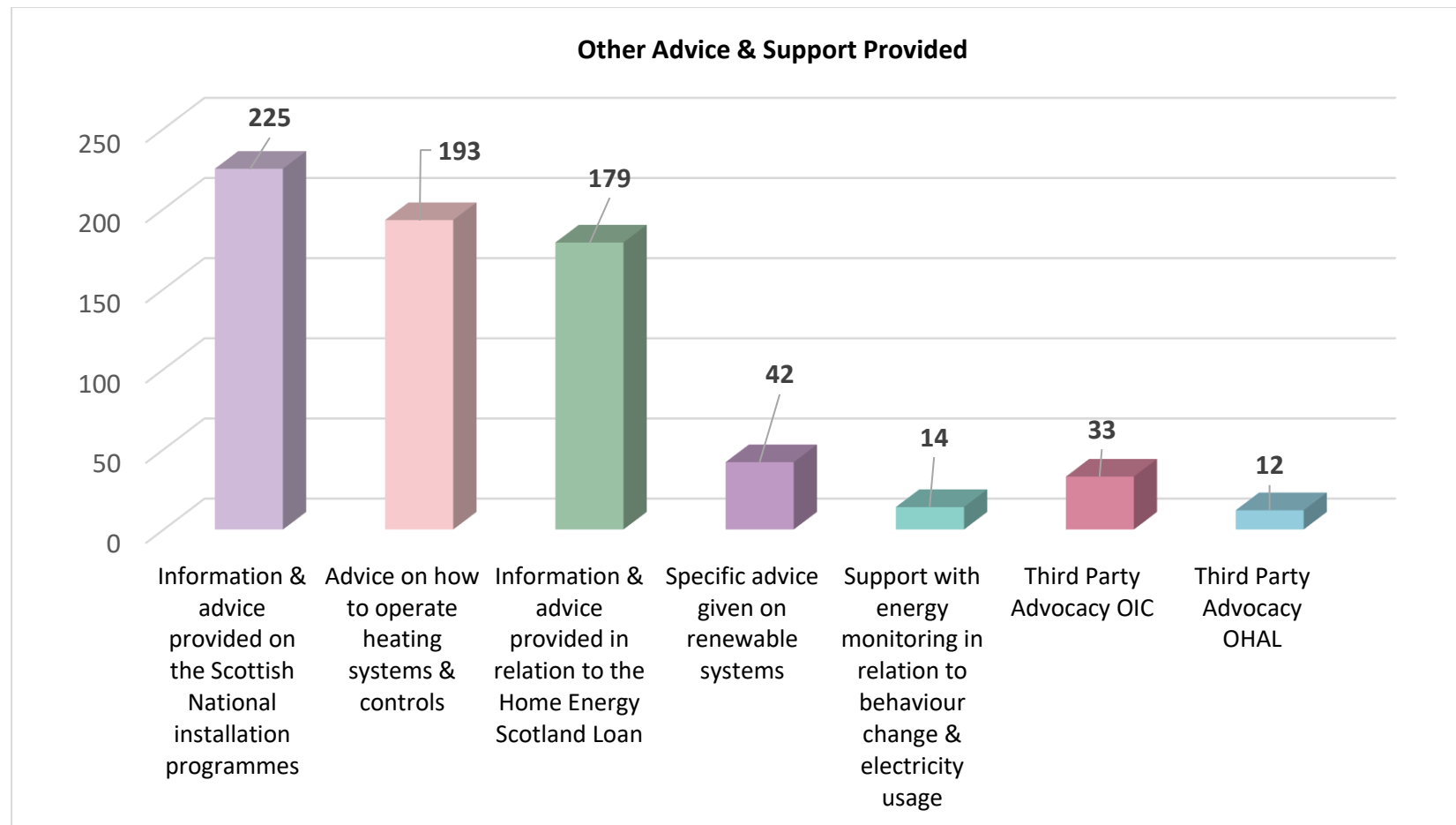
## Electricity Vouchers

Combined with providing assistance with helping clients in relation to tariff switching and the associated support, we also have a fund available to help provide electricity vouchers for clients in a crisis situation. We have had 141 households require support with electricity vouchers, of which, we were able to award 126 of these households with this assistance, the other 14 were uncontactable. The majority of referrals for this support come through our local Foodbank. 48 client households had a credit meter whilst 78 had a prepayment meter. Out of the tenure types know, 21 of these households were in emergency accommodation. Please see the table below:

Supplier	How Many Households	%	Credit/Prepayment Meter
SSE	114	90.48%	38 Credit & 76 Prepayment
Our Power	4	3.17%	4 Credit
Bulb	4	3.17%	4 Credit
Green Network Energy	1	0.79%	1 Credit
Scottish Power	1	0.79%	1 Prepayment
ISupply	1	0.79%	1 Credit
EDF	1	0.79%	1 Prepayment

## Additional Services

As well as the services mentioned above, we support with many differing areas in relation to energy, please see below for additional information on some of the energy efficiency advice and advocacy services that we can provide:



## Partnership Referrals

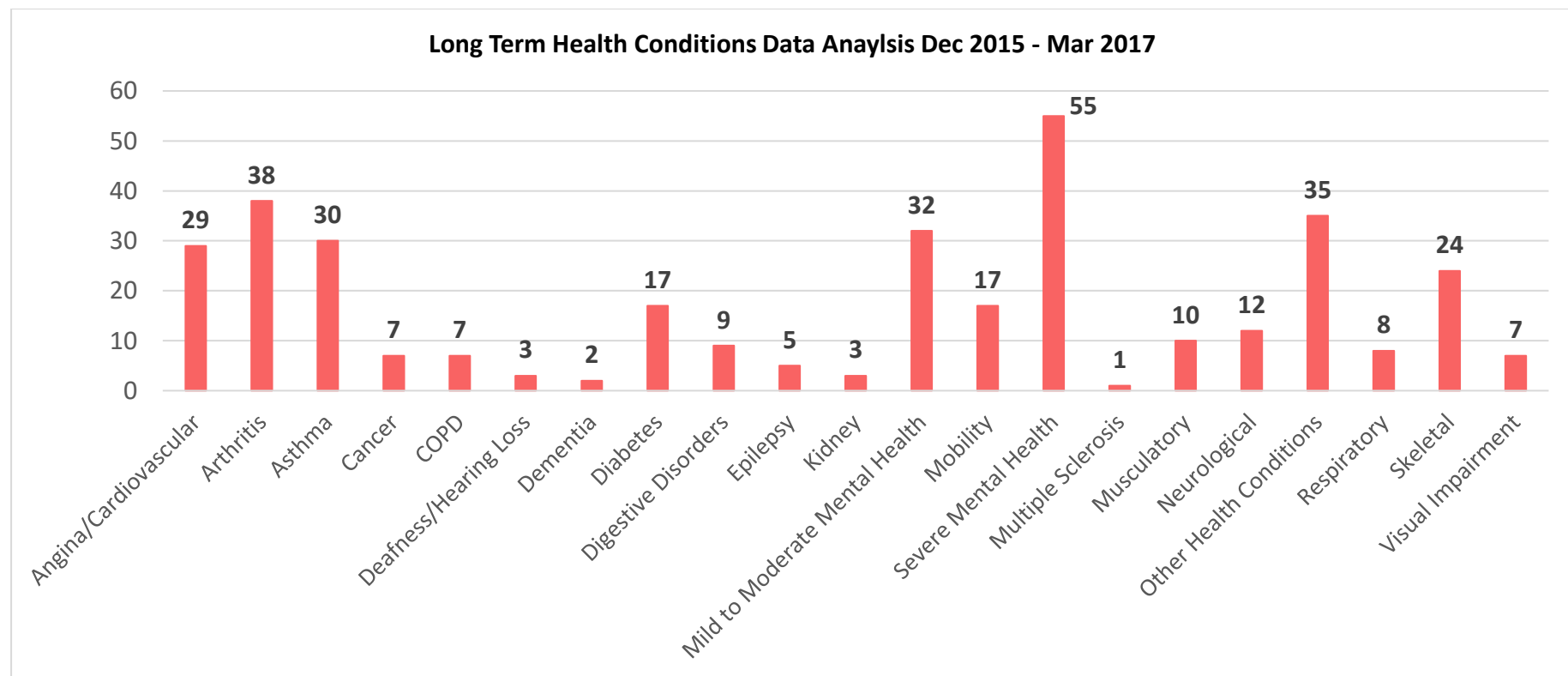
THAW is committed to developing and building reciprocal partnerships to support clients holistically. We have made **741** individual referrals to both local and national support organisation to ensure clients have the best support available. Please see the chart below for further information regarding the differing organisations that we have assisted clients to be supported by:



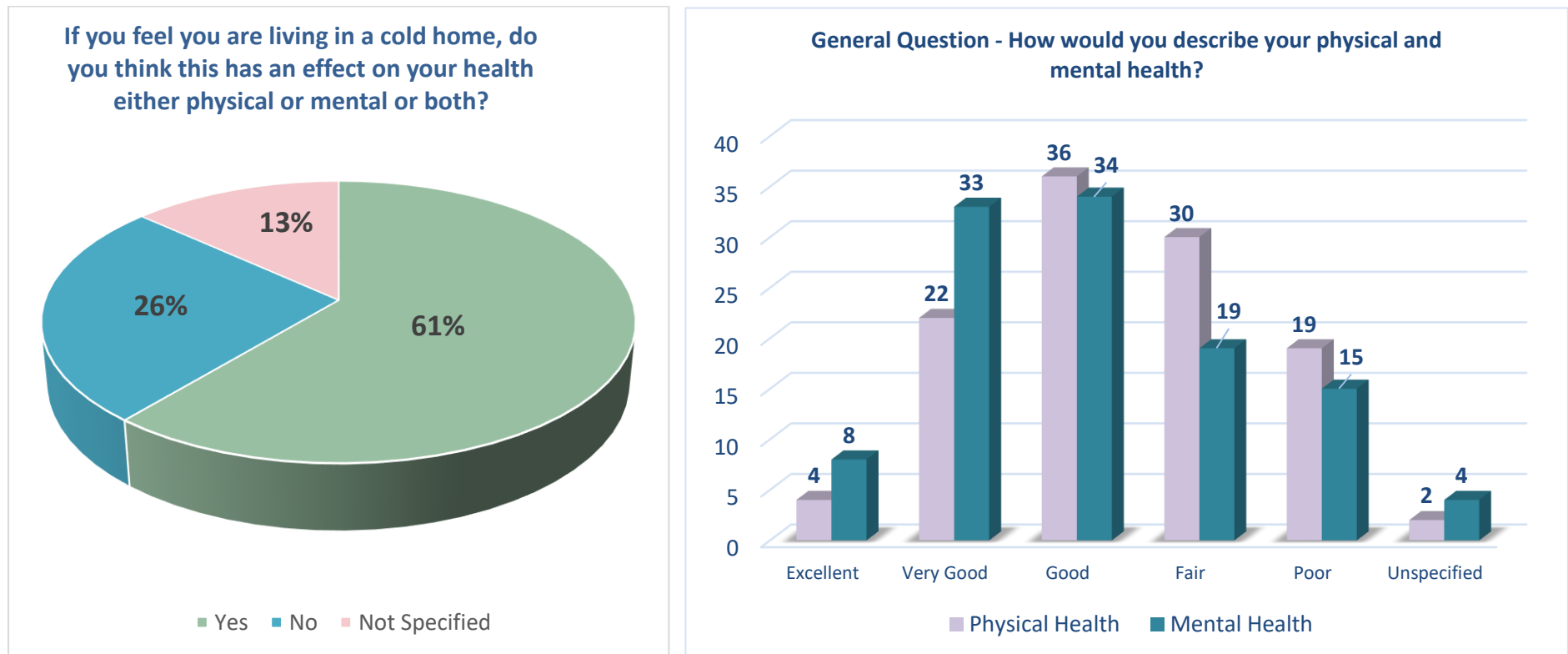
## Health Statistics

We currently work in partnership with NHS Orkney and we believe that it is crucial that there is future evidence that shows that there is a link between fuel poverty and health. So, we have created two health questionnaires over the years which we have distributed to our clients.

Firstly, below is our previous health statistics data from Dec 2015 – Mar 2017 and it was evidential that a number of our clients had differing long term health conditions. One of the main concerns for us was that a high majority of clients detailed that they had a severe mental health condition. This data has been collated from 165 respondents:



For our WellBeing Project we adapted the health questionnaire to ask questions in relation to whether people felt living in a cold home, had an impact on their physical or mental health. The data below collated from 113 respondents indicates that 30% of people asked felt their mental health was fair or poor and 43% felt that their physical health is fair – poor.



From this data and other published sources, it is clear that there is a correlation between fuel poverty, health inequalities and wellbeing.



THAW has recently secured funding from Roberston Trust and NHS Orkney to employ a Community Support Officer with a specific focus on health and wellbeing. The role will provide specific person-centred support for people with mental health conditions and learning disabilities. Together with challenging health inequalities and promoting positive health and wellbeing the Community Support Officer will support vulnerable people to have access to, and engage with, local and national support services.

## **Conclusion**

We hope the information in this report has been informative. It is evident that THAW Orkney has been able to attract a significant amount of funding into Orkney, along with working with partners to re-prioritised money already within the community to tackle fuel poverty. These funds have allowed a variety of practical measures along with bespoke support to be provided to many vulnerable people and households within the local community

Through providing independent, confidential and free support services, focussed on improving our client's wellbeing and warmth we have supported over a 1000 people with affordable warmth and fuel poverty issues.

Taking an innovative approach, we will continue to work with our local and national partners to best support clients, particularly those most vulnerable and work towards national and local targets to tackle fuel poverty and promote affordable warmth.