

Thank you

Our grateful thanks to the funders of THAW Orkney. Without their support the Orkney Pipeline Partnership might still be a distant hope rather than the reality it is.

- Orkney Islands Council's award of £500 as 'seed corn' finance to enable the charity to be established.
- British Gas Energy Trust award of £399,766 to enable the Orkney Pipeline Partnership to be operational with staffing and property affordable warmth installations.
- Energy Action Scotland's Warm & Healthy Homes initiative making available £88,750 for energy saving installations.

Further information

Further copies of this report can be obtained from THAW's website:

<http://www.thaworkney.co.uk/>

THAW can be contacted via email at:

<http://www.thaworkney.co.uk/contact-us.html>

Or in person at:

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Tel: 01856 878 388

THAW Orkney is a Scottish Charitable Incorporated Organisation (SC045272)
Registered Office: 15 Victoria Street, Kirkwall, Orkney, KW15 1DN



Annual Review 2016

**'To eradicate fuel poverty and achieve
affordable warmth for households in all
Orkney communities'**

- ### The Orkney Pipeline Partnership Approach:

 - **Testing the concept for tackling fuel poverty & affordable warmth**
 - **Seeks to co-ordinate in order that the maximum impact can be achieved**
 - for the householder
 - for the relevant organisations
 - **Involves two aspects, people and property related**
 - **Aimed at vulnerable households**

Governance and Staffing 2015-16

Trustees

Janice Annal	February 2016
Mike Cooper	Treasurer (until Jan 16)
Erik Firth	Vice Chair (until Jan 16) Treasurer (from Jan 16)
Ian Garman	February 2016
Robert Leslie	Secretary
Peter Rickard	Chair

Observers

Mark Hull	May 2016
Caron Jenkins	April 2016
Imogen Sawyer	April 2016
John Ross Scott	April 2016
Doreen Sinclair	March 2016

Legal Advisor

Georgette Herd	May 2016
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Orkney Islands Council Observers

Steven Aberdein
Luke Fraser

Orkney Pipeline Partnership Staff

Based in THAW

Paul Gray	Manager
Stacy Johnson	Affordable Warmth Officer
Dawn Mayes	Administrator

Based in OCAB

Fiona Bradley	Affordable Warmth Support Worker
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Based In OC&R

John Macintosh	Affordable Warmth Technical Coordinator
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Comments from our clients...



"I am very grateful for your help as I can now provide my own meter readings to SSE. Since receiving advice about my heating I have found the house much warmer at nights and cheaper to run"

"I have found the staff so compassionate and understanding regarding both mine and my family's situation. They have delivered on all their promises. Made us all more than extremely happy"



"Thank you very much for the referral to the Blide Trust as I would have never done this myself. Because you have shown me how to use my heating properly and because I now get PIP I can afford to put my heating on more"

"You have been great Stacy. Our house depresses me at the best of times. I always wanted to live in an Orkney traditional cottage but it can be hard with no money and with John's health difficulties, you have given us hope. Really appreciate it Stacy"



Chair's Report

What's THAW about?

THAW Orkney is about people. It is about helping people live more comfortably in their homes. It is about vulnerable folk. It is about their lives and their homes being warmer and healthier.

Where did it come from?

THAW had its beginnings in October 2013 in a community workshop as a response to the high numbers of households in Orkney being in fuel poverty – a staggering 58% of households at that time. In December 2014 THAW became a Scottish Charitable Incorporated Organisation and through a second community workshop in March 2015 began developing the Orkney Pipeline Partnership.

The partnership led by THAW with Orkney Citizens Advice Bureau (OCAB) and Orkney Care and Repair (OC&R) secured £399,766 from the British Gas Energy Trust, receiving the first grant instalment in November 2015. Following this, access to a further £88,750 through Energy Action Scotland's Warm and Healthy Homes initiative was secured.

Where is it now?

The staff team was appointed between December 2015 and January 2016 and along with the Trustee Board undertook an immense task – to get an organisation up and running from scratch. And they did it and did it well. So well in fact, that in just 6 weeks from the first staff member appointed, by mid-January the first referral was accepted and by mid-February the first household had a new boiler installed.

A Stakeholder Advisory Board (SAB) was established in order that as many folk as possible might identify households that may need the support of THAW. The SAB currently has around 30 Organisations associated to it and is open to any organisation operating within Orkney that is committed to helping households achieve affordable warmth.

Sadly the fuel poverty statistics have continued to rise over the last few years to 2016 when 63% of Orkney households and an even higher percentage of 85% for those of pensionable age are in fuel poverty. With this increase Orkney has the unenviable position of being the highest local authority fuel poverty area in Scotland. And behind each individual statistic is a person, a family and a household.

Where is it going?

The challenges for this coming year are immense: THAW has to ensure as many folk as possible are helped, that the funding is utilised for the most vulnerable households identified, that the partnership is developed and enhanced and that continuation funding is secured in order to continue the invaluable support provided to the folk of Orkney.

This is the first Chair's report in the first annual report and review of THAW and it has been almost 3 years in the making. I commend this report and the activities of THAW and its partners to you, the reader and community of Orkney.

Peter Rickard
Chair, THAW Orkney, June 2016

Managers Report

The Pipeline Approach – “This is purely the process we use. Our focus is on the provision of a client centred, support service to householders who find their homes expensive to heat and who’s health may suffer as a result”

THAW Orkney opened its doors on the 1st December 2015. As a brand new, 3rd sector organisation taking a unique approach to addressing the issue of fuel poverty in Orkney, the 3 new staff and 4 trustee board members had a considerable amount of work to do to launch, deliver and ultimately prove that the pipeline approach works.

The pipeline approach is a well-established and approved process. However, this is the first time that it has been applied to addressing fuel poverty anywhere in the United Kingdom. Although the 11 stages of the pipeline approach had already been agreed, how it would be delivered and the processes involved was still to be developed.

Within the space of 6 weeks, policies and procedures had been drafted and approved by the board. Included in this was the documentation and literature for use by the staff. This was followed by the development of a database specifically for the purpose of logging the vast amounts of information which would need to be gathered for the pipeline’s successful delivery.

On the 19th of January 2016, only 31 working days after the doors opened (we had a few days off over Christmas and New Year), THAW Orkney officially launched the Orkney Pipeline Partnership (OPP) at the Town Hall with the opening speech delivered by Orkney Islands Council Convener Steven Heddle.

Support for the OPP via the SAB has exceeded our expectations. The SAB gives organisations the opportunity to actively be involved in the progress and delivery of the OPP but it also plays a vital role in the identification of clients who are living in or at risk of fuel poverty. By developing partnership working THAW Orkney not receive referrals in but also refer out to these valuable services for the provision of further support to the householder where necessary.

From the official launch, the service has gone from strength to strength. To date, in June 2016, we have engaged with over 190 clients providing information, advice and support on how to improve the energy efficiency of their homes and ultimately their health.



Paul Gray
THAW Orkney, Manager, June 2016

How we’ve helped our clients

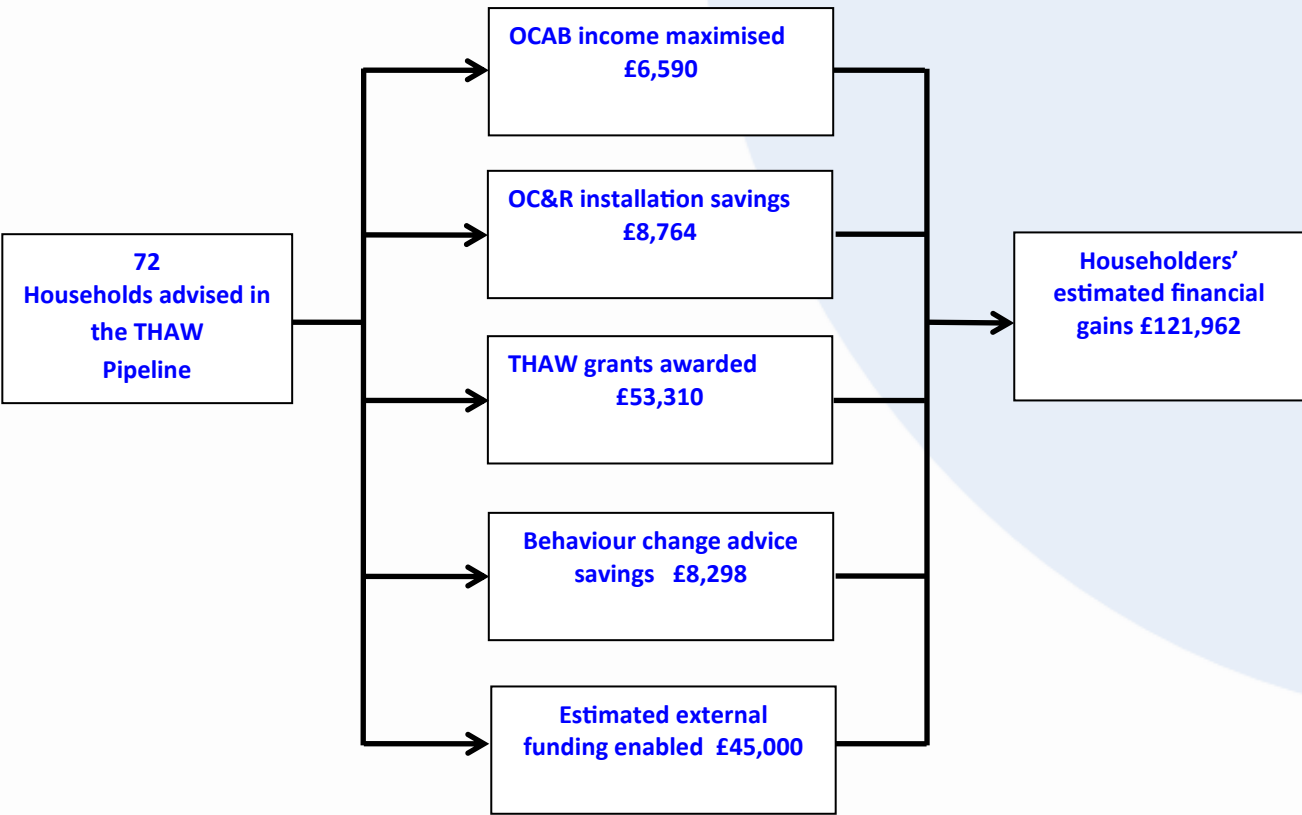
many households are thousands of pounds better-off as well as being warmer in their homes

While many clients due to their ill health and circumstances are able to receive significant levels of both practical and financial help to improve their income and property conditions through the Orkney Pipeline Partnership, all clients are advised on easy-actions they can take to reduce their energy consumption and thereby save money on the household bills.

Of the 72 households whose assessments were fully undertaken and assisted in the pipeline in the first 2½ months of operation by THAW the total tangible financial gains is £68,664.

And if only half of our clients implement the behaviour changes advice we give then the potential financial gains rises to £76,962.

Organisations operating some Scottish Government Energy Saving Programmes understandably will not publicise the payments they make to contractors for household installations due to ‘commercially sensitive reasons’. However comparing grant levels where the upper financial limits are public knowledge then a reasonable but low conservative estimate is £7,500. Where THAW has acted as a 3rd Party and assisted vulnerable householders to apply for and secure a positive award with a subsequent installation then the total amount of financial gains is an estimated but substantial £121,962.



How we've helped our clients

Mrs C

Mrs C lives alone in a reasonably new and reasonably well insulated property. However, she was still finding the heating of her home via storage heaters expensive.

Mrs C contacted THAW Orkney directly to see if we could provide her with any help and advice on her situation. A member of THAW staff visited Mrs C in her home to discuss the issues and to establish how we could help.

In conjunction with support provided by OCAR, Mrs C was advised on some simple lifestyle changes. Firstly, closing the input control on her storage radiators as they were all sitting partially open. Secondly, Mrs C had assumed that she had to boost the hot water prior to using her washing machine. As the washing machine was fed by a cold supply this simple change has resulted in direct savings on her fuel bill.

Having contacted Mrs C several weeks after our initial visit she advised that she has already noticed the house warmer in the evenings and that there had been a reduction in her fuel bill.

Mr D

In the middle of January 2016, OCAR notified THAW Orkney of a gentleman aged 94 who lives alone on one of the remote islands off Orkney whose oil boiler was in a state of disrepair and was leaking. Due to the poor weather at the time, concerns were raised of the serious risk to the gentleman's health because of the poor heating in the property.

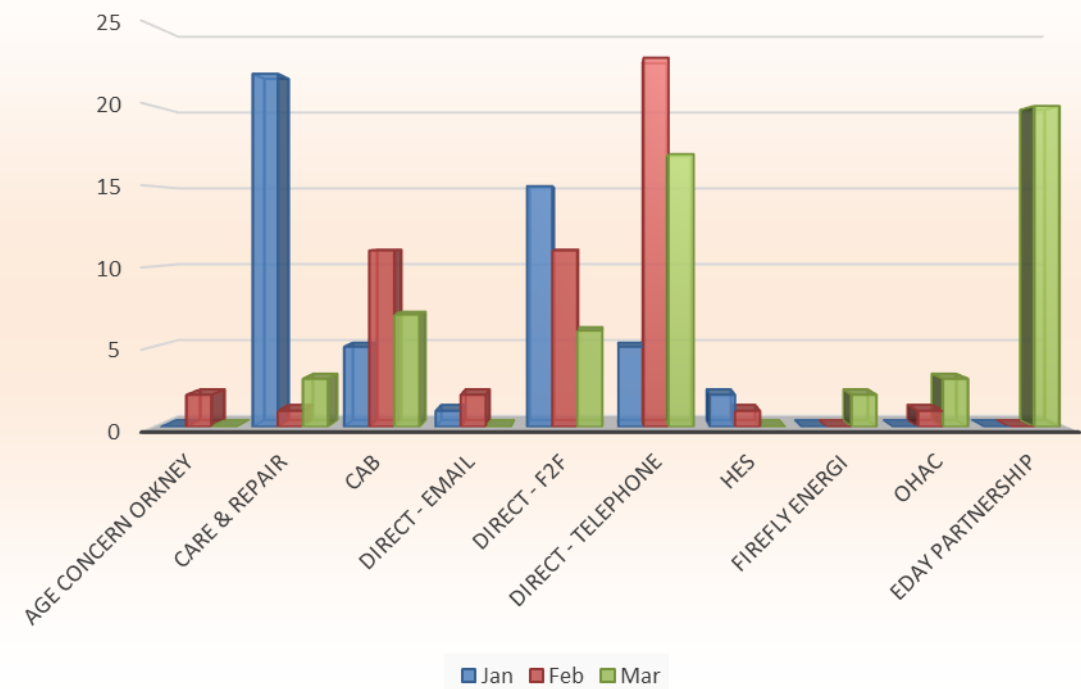
Following an assessment by a THAW member of staff it was established that the householder was living in fuel poverty. This was attributed to his low income and poor efficiency of the existing boiler.

Unable to afford the cost of a replacement oil boiler, THAW Orkney arranged for a local heating engineer to visit the householder and provide a quote for the installation of a new boiler. At the end of January THAW were informed that the boiler had now broken down completely and that a new boiler would be required as a matter of urgency.

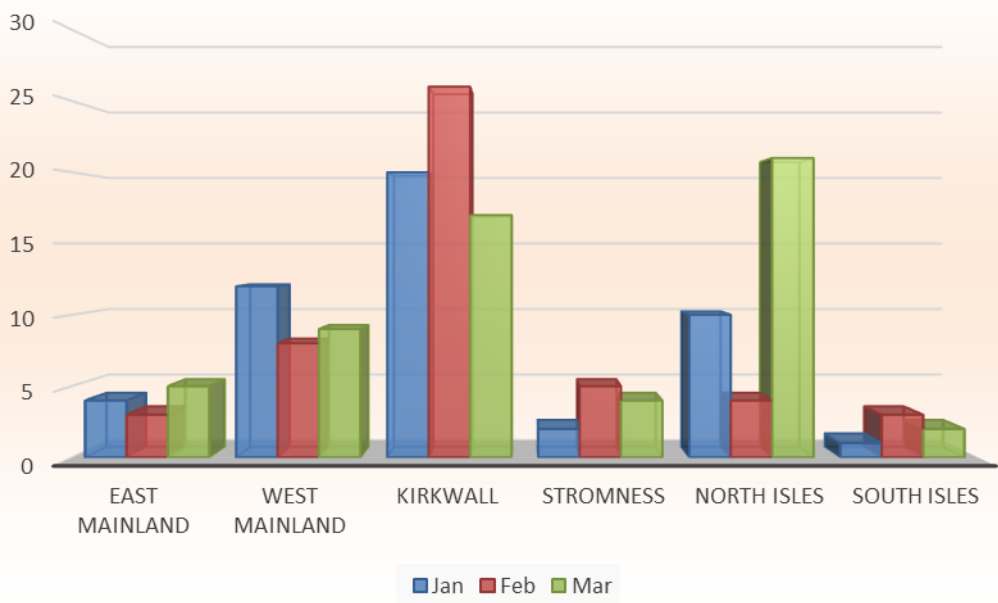
Having approved the quote and agreed an allocation of funding from THAW, a new boiler was ordered and installed by the local engineer within 2 weeks.

Behind the People the Statistics

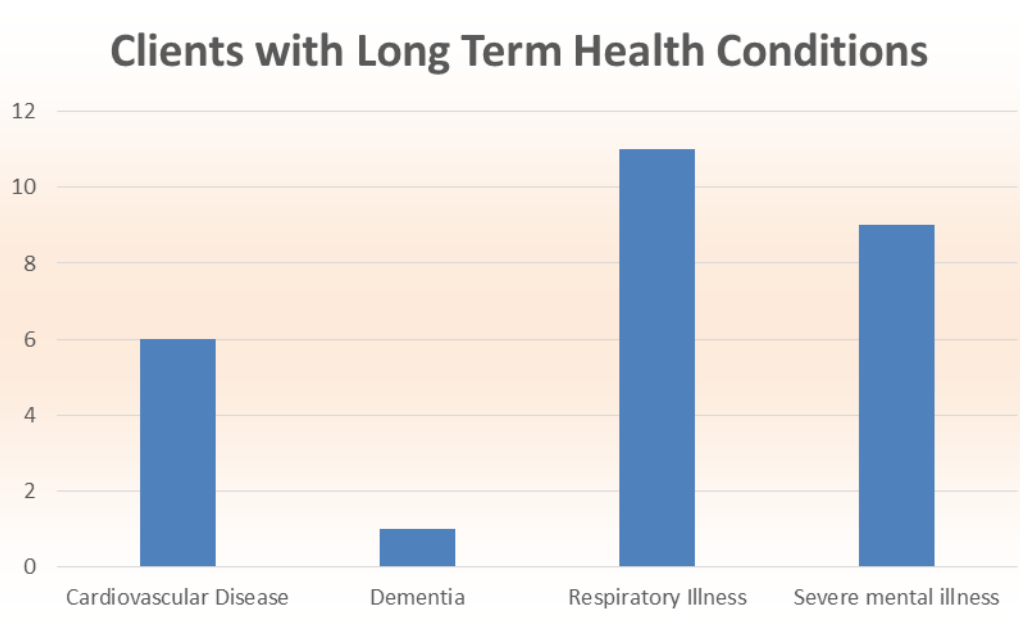
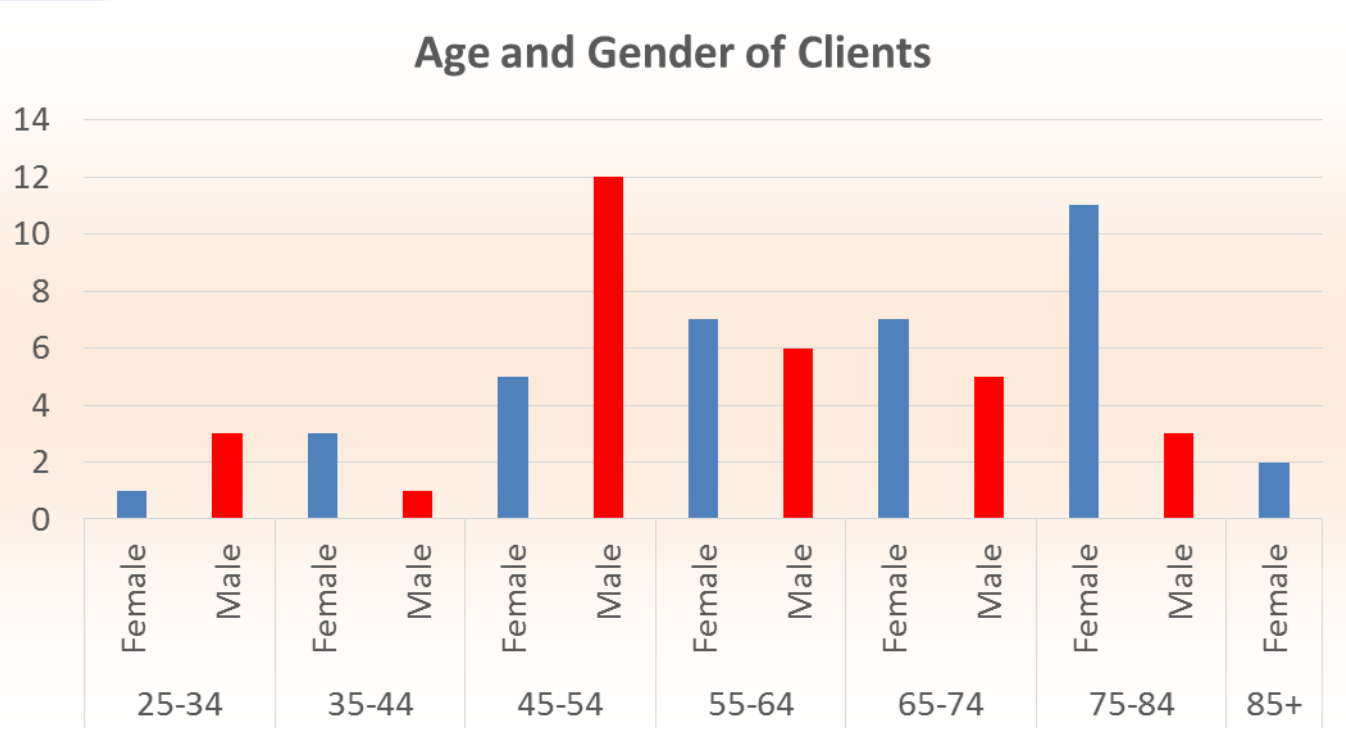
Referrals by Source



Referrals by Area



Behind the People the Statistics



Our clients have stated other long-term illnesses including :

- Diabetes,
- Cancer,
- Osteoarthritis
- Rheumatoid Arthritis,
- Strokes and mobility
- Anaemia,
- Angina,
- Cervical spondylosis,
- Epilepsy,
- Fibromyalgia,
- Hyperthyroidism,
- Glaucoma,
- Emphysema,
- Multi Focal Neuropathy

How we’ve helped our clients

Mr and Mrs A

Mr and Mrs A both suffer from long-term severe ill health issues with their only income being benefits related. They had previously applied for funding via the Scottish Government’s Programme Warmer Homes Scheme in November 2015 and they were offered an upgrade of their existing storage radiators to quantum radiators. They also had an old solid fuel system in the property which was no longer in use due to the cost of fuel.

As the cost of electricity within the isles is higher than the mainland they did not see the installation of quantum radiators as the most cost effective upgrade to their heating system and ultimately declined the offer from Warmer Homes Scotland. What the clients wanted was a new oil boiler to replace the old solid fuel system.

Orkney Care and Repair had been approached by the clients for support and were duly referred to THAW Orkney in early January to see if we could help. Following an assessment by a member of THAW staff and working in partnership with OCAB and OCAR, THAW liaised with Warmer Homes Scotland to ensure their original application was re-instated. A new assessment was completed by a local surveyor for the Warmer Homes funding with a recommendation of a new oil boiler.

Acting as a 3rd party on behalf of the clients in negotiations with Warmer Homes Scotland the clients have now received a new offer from Warmer Homes Scotland for the installation of a new oil boiler.

Mr B

Mr B lives alone in a 1960’s detached bungalow. Due to his low income and high heating costs he regularly had to put gloves, a hat and scarf on in the house just to keep warm. Having contacted THAW directly for support an assessment was carried out by a THAW member of staff. It was established that Mr B was spending £120 on fuel each month and only managing to heat approximately 15% of the property. With a monthly income of only £500.20 he was determined to be living in extreme fuel poverty.

THAW Orkney referred Mr B to OCAB who, following an income maximisation check, have secured him a further £329.20 in additional benefits each month.

Mr B also struggles with his mental health. As a result of our support and encouragement he has now been referred to the Blide Trust, something which he stated he would never have done himself. With the provision of further advice on how best to use his storage heaters and the additional benefit, Mr B has stated that he can now afford to heat his home much more than he could before.