



*supported by  
Orkney Islands Council*



# **‘Affordable Warmth: What’s in the Pipeline?’**



**A Workshop Report  
18<sup>th</sup> March 2015  
Kirkwall Town Hall**



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## **Executive Summary**

The Orkney Islands have the second highest incidences of fuel poverty households in Scotland with 58% of the population in fuel poverty increasing to 82% for those of pensionable age.

THAW Orkney is the single-issue charity that emerged from the October 2013 Affordable Warmth Workshop. Supported by Orkney Islands Council, it ran a second workshop to explore what the next step in addressing fuel poverty across Orkney might be. The specific aim of the day was

***‘To outline and develop the Pipeline Approach to Fuel Poverty in Orkney’.***

The keynote speaker was Norman Kerr, Director of Energy Action Scotland and Vice-Chair of the Scottish Fuel Poverty Forum.

A key message throughout the event was the essential need for a partnership approach if we are to tackle effectively affordable warmth issues.

Health, well-being and affordable warmth are inextricably linked. The National Health Service is one of the primary strategic partners due to its remit as well as the day-to-day community penetration undertaken by its staff.

This approach fits in perfectly with the **Community Planning Partnership key priorities** of

- ***Positive Ageing***
- ***Healthy & Sustainable Communities***

The case studies and the workshop participants’ experiences demonstrate that while there are many happy recipients of the national energy programmes, these same programmes are not fit for purpose within rural and island communities. The most vulnerable and needy households of the benefits that the national programmes promise often cannot access them. A ‘one size fits all approach’ does not work.

There was overwhelming support to develop and progress the Pipeline Approach. The next step in tackling household affordable warmth issues is to work in partnership / collaboration with other organisations to develop a community-based pipeline model to tackle fuel poverty in Orkney.

## **Introduction**

There are many aspects to fuel poverty - some aspects impact greatly, some aspects are on the periphery, but together they contribute to force a total of 58% of the population of Orkney to live in fuel poverty. This shocking statistic increases to 82% for those of pensionable age<sup>1</sup>.

There are many organisations in Orkney that are involved with individuals and families that can influence the outcome of whether a household lives in affordable warmth conditions. Some are consciously and actively involved, others have perhaps yet to realise their potential in the positive impact they might make.

In October 2013 an Affordable Warmth Workshop was held in Kirkwall to which many Third Sector Organisations, Development Trusts, Statutory Organisations and Orkney Islands Council attended and contributed. Together a way forward to tackle the issues involved in fuel poverty was outlined. Fifteen months on and a number of those ideas and initiatives have begun and been progressed. This second workshop sought to take stock of how far we had come as well as outline a potential next step.

The structure of the workshop was threefold:

- What has happened since the last workshop?
- What is currently happening in Orkney?
- and
- What might happen in Orkney?

The agenda and aim of the workshop day was:

### ***‘To outline and develop the Pipeline Approach to Fuel Poverty in Orkney’***

Agenda:

- 11.00 Introduction - *Peter Rickard*
- 11.05 What has happened since the last workshop? – *Peter Rickard*
- 11.15 Statistical Analysis - *Robert Leslie*
- 11.20 Key note speaker - *Norrie Kerr*  
Director of Energy Action Scotland / Vice Chair Scottish Fuel Poverty Forum
- 12.10 What is currently happening in Orkney? / case studies - *Mike Cooper*
- 12.30 Orkney Islands Council in 2015 – *Luke Fraser*
- 1.30 What might happen in Orkney? The pipeline approach - *Erik Firth*
- 1.45 Client mapping exercise & group discussion
- 2.45 Feedback & next steps

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<sup>1</sup> Scottish House Condition Survey 2011-13: Fuel Poverty

## **What has happened since the last workshop?**

### **THAW's activities**

In looking at what the key aspects of THAW Orkney's activities had been since its inception the following was outlined:

- Orkney Islands Council provided start-up seed money
- THAW has become a registered charity: A Scottish Charitable Incorporated Organisation
- Met with Alistair Carmichael MP to discuss fuel poverty issues
- Met with and liaised with Liam McArthur and Mike McKenzie MSPs over national energy programmes
- Made submission to OFGEM over British Gas fine
- Facilitated 71 places on EAS fuel poverty training places
- Met with and lobbied representatives of the Scottish Government and the Energy Saving Trust over Greenhomes Cashback Voucher scheme
- Met with representative of the Scottish Government over the Energy Assistance Scheme

It was also noted that within THAW's business plan the lobbying being made to the national and local decision makers over energy programmes was to continue.



## **Statistical Analysis**

Fuel poverty causes, or barriers to affordable warmth, are well documented but none the less still exert a huge impact on individuals and households.

- income levels
- occupant behaviour
- fuel costs
- energy efficiency of properties

Fuel Poverty levels in Orkney have steadily risen and doubled over the last decade with the most recent conservative assessment from the Scottish Housing Conditions Survey showing it at 58% of all Orkney households.

Year	OHAL survey	SHCS	Community Plan	FP Update	Alembic Research
2002		31%			
2003					
2004					
2005					36%
2006					
2007	36%				
2008		40%			
2009					
2010	45%		41%		
2011				54.2%	
2012					
2013	68%	58%			

A comparison between Orkney and Scotland's averages in the 'Scottish House Condition Survey 2011-13: Fuel Poverty', shows that in every category, whether in the dwelling characteristics or household attributes, Orkney communities are significantly higher in the number of households suffering fuel poverty.

	Fuel Poverty by Dwelling Characteristics						
		Age of Dwelling		House or Flat		No of Bedrooms	
	% of LA	Pre-1945	Post-1945	House	Flat	1 or 2	3+
Orkney	58%	62%	56%	60%		52%	63%
Scotland	36%	42%	33%	37%	33%	36%	35%

	Fuel Poverty by Household Attributes					
	Tenure			Household Type		
	Owner-occupied	Social Housing	Private Rented	Families	Pensioners	Adult Only
Orkney	60%	60%	51%	42%	82%	46%
Scotland	34%	40%	31%	20%	54%	31%

If we consider those in Extreme Fuel Poverty within the same survey then the statistics make for some worrying trends as again the incidences of extreme fuel poverty in Orkney are significantly higher than the Scottish averages categorised by the dwelling characteristics.

	Extreme Fuel Poverty by Dwelling Characteristics						
		Age of Dwelling		House or Flat		No of Bedrooms	
	% of LA	Pre-1945	Post-1945	House	Flat	1 or 2	3+
Orkney	28%	36%	24%	29%		28%	28%
Scotland	10%	13%	8%	11%	7%	8%	11%



Similarly, the data shows that categorised by the Household Attributes, the incidences of extreme fuel poverty in Orkney are significantly higher than the Scottish averages.

	Extreme Fuel Poverty by Household Attributes					
	Tenure			Household Type		
	Owner-occupied	Social Housing	Private Rented	Families	Pensioners	Adult Only
Orkney	27%	35%	20%	14%	46%	18%
Scotland	11%	7%	9%	4%	15%	9%

Fuel costs over recent years have not, as we all know, decreased, but have risen and this trend appears that it will continue over the coming years. The Scottish Hydro price increases for example between September 2011 and November 2013 are well above the national inflation rate.

	Standing Charge	Standard Unit	Off Peak
September 2011	20.79	13.86	7.53
November 2013	26.10	17.78	11.80
Percentage Increase	25.54%	28.28%	56.7%

Different types of heating have been highlighted by various suppliers as a better deal than others, and while this may be true, all types have risen. Two examples are:-

**The increasing cost of Economy 10:** For a household with an annual usage of 7,844.32 units at the standard rate and 5,413.23 units off-peak, the cost of electricity - before standing charges, discount deals and VAT - works out at:

- **£1,495** based on prices to 13 September, 2011
- **£1,679** based on prices from 14 September, 2011
- **£1,899** based on the prices from 15 October, 2012
- **£2,033** based on the prices from 15 November, 2013

**The increasing cost of THTC:** For a household with an annual usage of 5,297 standard units and 8,810 THTC units, the cost of electricity, before standing charges, discount deals and VAT, works out at:

- **£1,251** based on prices to 13 September, 2011
- **£1,465** based on prices from 14 September, 2011
- **£1,706** based on prices from 15 October, 2012
- **£1,846** based on prices from 15 November, 2013



The SSE prices per kilowatt hour of Economy 10 off peak varies considerably across the United Kingdom, from 9.25p in Southern England to 11.75p per hour in the North of Scotland. Even between the South and the North of Scotland there is more than a 2p difference with the South of Scotland being lower at a little over 9.5p per hour.

Similarly, the pence per kilowatt-hour of SSE's economy 7 night rates varies across the United Kingdom by 2p per hour. In the East Midlands the rate is 7.5p per hour while in North of Scotland it is 9.5p per hour.

These differences when taken over a year can accumulate to a significant additional cost that Orkney householders are paying for their heat.

The additional complexity of assessing costs is that an average house can vary considerably when occupant behaviour is taken into account

For the same design of two-bedroom house in Kirkwall, with NIBE 410, the average annual usage ranges between:

- **5,953** units, (16.31 per day) and **14,567** units, (39.91 per day)

An average for two-bedroom houses in the sample:

- **9,595** units (26.29 per day)

The statistics however are not within a vacuum and there are wider implications, for example:

**Orkney Foodbank**, since opening in late 2013 to the end of February 2015, has seen:

- **11.2 tonnes** of food donated
- **8.2 tonnes** of food distributed
- **363 vouchers** redeemed (helping **443 adults** and **211 children**)

The referrals have been mainly due to:

- **benefit delays**
- **low income**

Two thirds of the adults helped live alone.

Also – **25 electricity vouchers** of £10-£20 each have been given to those who can't afford to cook the food that they've received.

**Orkney Citizens Advice Bureau**, since Nov 2012 General Advisers have dealt with:

- **5,509** enquiries relating to income and welfare benefits
- **5,165** enquiries relating to debt
- **765** enquiries relating to eviction due to debt

Specialist advisers have provided support to:

- **581** people relating to income and welfare benefits
- **253** people relating to debt management
- **124** people at risk of losing their home due to debt
- **61** people have required representation to defend court actions to repossess their homes due to debt

## The National Scene

The Workshop's Key Note Speaker was Norman Kerr

Norman became Director of Energy Action Scotland in April 2005, having previously been Development Manager and Deputy Director since 1996. Prior to this he worked with Heatwise Glasgow for 12 years as production Unit Manager with responsibility for delivering the organisation's energy efficiency programmes.

Norman is Deputy Chair of the Scottish Government's Fuel poverty Forum and sits on the Scottish Government's Regulation of Energy Efficiency in the private sector Working Group (REEPS).

He is Chairperson of ScottishPower's Energy People Trust, a trustee of the Aberdeen Combined Heat and Power Company, a member of the NEA Executive Board and is an independent fuel poverty advisor to SSE. He is currently on the stakeholder engagement groups for both Distribution Network Operator companies {DNOs} in Scotland ie SP Energy Networks and SSEPD.

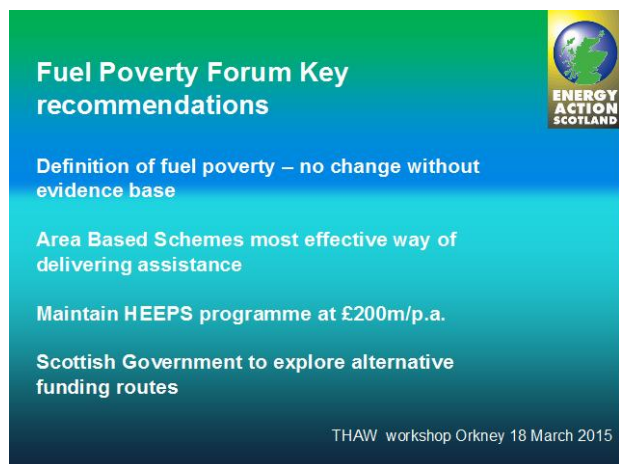
Norman's presentation outlined the following:



1



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3



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## Fuel Poverty Forum Key recommendations

Scottish Government clearer on developing firm links between fuel poverty measures, health and other social services

Trusted intermediaries needed to engage households

Delivery of HEEPS schemes should prioritise local employment opportunities and wider economic activity (green jobs)

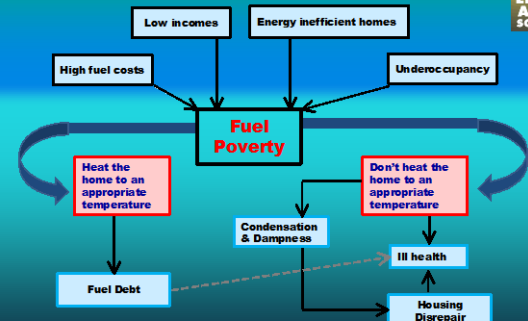
The issue of up-skilling the local labour force must also be addressed

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## Causes of Fuel Poverty

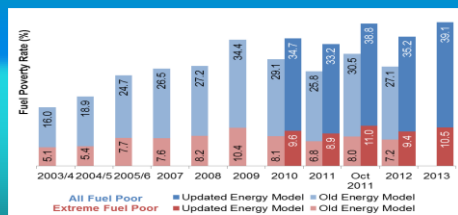


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## Fuel Poverty in Scotland



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## Health and other partnership links to address fuel poverty

Scottish Government Good Places Better Health Launched 2008 and reporting in 2013

GPs at the Deep End - GPs working in 100 general practices serving the most socio-economically deprived populations in Scotland.

The Community Links Practitioners

ALISS – A Local Information System for Scotland.

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## Indoor Temperature and Health

18°C – 24°C = no threat to health

Below 16°C = reduced resistance to respiratory infections

Below 12°C = increase in blood pressure/viscosity

Below 9°C = after two or more hours, deep core body temp falls

Below 5°C = high risk of hypothermia

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## Outdoor Temperature and Health

•Excess winter deaths – average 2.5k pa in Scotland

•Circulatory disease (including heart attacks and strokes) account for 40% of excess winter deaths.

•Respiratory illnesses account of 33% of excess winter deaths


•For each excess winter death there are another 8 emergency admissions

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## Health Impacts of Fuel Poverty




**Direct**

- Heart conditions
- Stroke
- Respiratory disease
- Falls, injuries
- Hypothermia

**Indirect**


- Depression
- Anxiety
- Stress
- Behavioural development
- Education development/attainment
- Social health and emotional wellbeing
- Dietary opportunities
- Carbon monoxide poisoning



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## Impact on Health Services



**Increase in hospital admissions**

**Increased demand on GP services**

**Increased need for Community Health and Social Work Services**

**Annual cost to NHS of treating winter-related disease caused by cold housing is £850m+**

**Annual cost to NHS of treating asthma is now over £1bn**

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## The way forward



Continuation of Scottish Government programmes  
HEEPS etc.  
Greater integration of Health/Social care and  
Housing

REEPS


Smith commission – further devolution

Further regulation of the Energy Industry

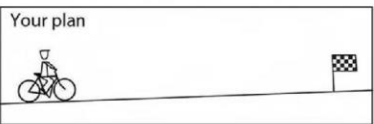
Local community Action

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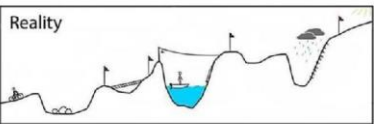
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**Your plan**



**Reality**



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## Questions and Discussion




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A key message in the presentation was the essential need for a partnership approach if we are to tackle effectively affordable warmth issues.

Health, well-being and affordable warmth are inextricably linked. The NHS is one of the primary strategic partners due to its remit as well as the day-to-day community penetration undertaken by its staff.

## **What is Currently happening in Orkney?**

### **Orkney Islands Council's Activities**

- OIC is updating Orkney's fuel poverty strategy over the next 12 months. Part of this process will involve a survey being sent to all households in Orkney asking them about heating costs and energy efficiency. A Member Officer Working Group has been established to oversee the development of the Strategy and other partners will be brought in for comment as well.
- The Home Energy Efficiency Programme for Scotland: Area Based Scheme (HEEPS: ABS) is underway and the Council has recently appointed Firefly Energi as its Managing Agent. Firefly Energi will be working to try and maximise the amount of funding that can be spent in Orkney and help as many households as possible. There were problems in the two previous years around the accreditation that the Scottish Government required companies undertaking the installations to have. No companies in Orkney had the required accreditation and companies from outside Orkney with the accreditation didn't want to work in Orkney. Firefly Energi gained their accreditation in October 2014 and this has allowed works to proceed following the contract award.
- To help manage the HEEPS: ABS project as well as undertake other fuel poverty and energy efficiency work the Council appointed a Fuel Poverty Officer. This post has recently been extended for an additional three years.
- The Council is also lobbying Scottish Government and others on fuel poverty and energy efficiency matters via the Our Islands, Our Future platform as well as directly to senior civil servants, MP and MSP's and Ministers. Some of this lobbying is being done in partnership with other authorities and organisations.





## **CASE STUDIES**

The case studies are mainly written by and in the words of the householders themselves.

### **CASE STUDY 1: Green Deal Cashback Scheme.**

**14<sup>th</sup> May** Email from local Green Deal Assessor (GDA) informing me that a Green Homes Cashback Scheme would be introduced soon. It contained the link to register interest. - Interest registered

**16<sup>th</sup> May** Email from Green Homes Cashback team. Thanking me for registering interest and informing me the online application form would go live in June 2014. I must not start work on the installation until I have made an application and received my voucher from the Energy Saving Trust.

**2<sup>nd</sup> June** Email from Green Homes Cashback team. Thanking me for registering interest in the scheme and informing me it will launch on Monday 2nd June 2014. The terms and conditions inform me I need a Green Deal Advice Report carried out before applying to this scheme. I assumed this was a Green Deal Assessment.

Contact made with a local GDA. An appointment to carry out the Green Deal Assessment made for Wednesday 25th June.

**9<sup>th</sup> June** Email from the GDA asking for information for the Occupancy Assessment part of the report. I sent this and an email from the assessor said the EPC was lodged.

**10<sup>th</sup> July** Email came from the GDA with the EPC plus 4 scenarios with costs and draft recommendations.

Over the next period I asked the GDA and the Energy Savings Trust and the Council about the measures recommended and the process:

For example one recommendation in the EPC was to replace the boiler with biomass boiler but the estimated savings for this technology was much smaller than, for example, heat pumps. I questioned if the calculations were correct and was assured they were.

I discovered that to apply for a Green Homes Cashback voucher I needed the EPC number and the Occupancy Assessment number.

I didn't think I wanted to install a biomass boiler.

The assessor informed me only one heating measure could be specified.

The Energy Savings Trust said a measure had to be specified for it to qualify for assistance.

I discussed my options with Energy Savings Trust and the GDA: I asked the GDA if this meant I needed another Green Deal Assessment. He explained if I changed my mind about the heating source after an Occupancy Assessment was submitted, another would need to be lodged. This would cost £40 + VAT. Also the cost of the post installation EPC is £50.

Another recommended measure was to replace single glazed windows with low-E double glazing as 3 windows are single glazed and badly need replaced. This, I had been told, would qualify for £300 towards "other measures".

**July** I phoned the Energy Savings Trust to check the procedure and was asked to contact the Service Delivery Team. The Service Delivery Team's answer system informed me all operators were busy. I should leave my details and I would be contacted in 2 days. About 4 days later I was contacted by them. After explaining the situation the operator confirmed that to qualify for the scheme the windows had to be installed by a Green Deal Installer. I explained there were no Green Deal double glazing installers in Orkney. I also questioned "why" the requirement as installing double glazing is a fairly standard procedure and we have many good tradesmen in Orkney who could complete the work.

The operator searched the GDorb website for installers for secondary glazing. I said that it was windows that were to be replaced and not secondary glazing installed but was informed this was immaterial. He told me there were about 12 green deal installers on the website relevant to my area. We ascertained none were from Orkney and the nearest were from Glasgow, Fife and Edinburgh. Some were from southern England. I said I did not think a firm would be willing to travel 300 miles plus to install 1 set of windows especially at an affordable price. The operator suggested I get 3 refusals and he would speak to his manager.

**18<sup>th</sup> Aug** Email from GDA that Green Homes Cashback Scheme closed the previous week.

## **CASE STUDY 2: Green Deal Cashback Scheme.**

**Nov 2013** Made enquiries about insulation grants; advised that Cashback Scheme might suit and might be available in June 2014.

**1<sup>st</sup> June '14** Received email advising that I could now apply for Cashback scheme.

**3<sup>rd</sup> June** Advised that a Green Deal assessment was required, so checked out the websites of several companies that were listed on the Green Deal site: Request Green deal Assessment from three (by email). Including enquiry sent to 1North (apparently they have an assessor in Orkney but the website does not mention this).

**3<sup>rd</sup> Aug** Two months on; still no response from anyone so contacted Billy Groundwater (locally based Green Deal Assessor). Unable to find him listed on Energy Saving Trust website, but have been made aware his company is able to do the assessments.

**6<sup>th</sup> Aug** Billy Groundwater carried out assessment / survey (£150 + VAT)

**8<sup>th</sup> Aug** Green Deal Energy performance certificate arrived from Billy Groundwater.

Email from 1North (based in Orkney) apologising for late response.

**9<sup>th</sup> Aug** Advised by the Energy Saving Trust that I now need to look for quotes from Installers. Looked up list of Providers and Installers on EST website. No one

appears to be listed locally... (Other than SR Paterson for plumbing related work which I do not require). Not sure if I need a Provider or Installer; the website doesn't explain very well what the difference is...

Went on-line to look for more advice on how to proceed... Discovered I need to down load /apply on line for cashback voucher: ½ way through completing it the website timed out.....give up for one day.

**10<sup>th</sup> Aug** Completed the cashback voucher application.

**12<sup>th</sup> Aug** The voucher arrived by email. Printed this out. Notice it advises expiry 2<sup>nd</sup> December 2014. However guidance says 24 weeks from application so this should be 12<sup>th</sup> January 2015. Advised to now proceed with proposed works; (contractor must be a Green Deal installer).

**12<sup>th</sup> Aug** Look up EST website for list of installer in my area (none listed for Orkney). Send email to 4 companies for a quote for the works.

**15<sup>th</sup> Sept** Still no response from any contractors. (11 weeks left to complete the works and claim grant).

**3<sup>rd</sup> Oct** Advised verbally that one local contractor may be able to do works, however discover he is not certified.

**21<sup>st</sup> Oct** 6 weeks left until voucher expires. Cashback Scheme is unlikely to deliver promise.

**22<sup>nd</sup> Oct** Gave up; Ordered extra Oil for winter.







### **CASE STUDY 3    Energy Assistance Scheme (Boiler Replacement Scheme 2014)**

**10<sup>th</sup> Oct '14**      Mrs M. lives on one of Orkneys Islands, she contacted Orkney Care and Repair reporting that her oil boiler had stopped working; arrange for local handyman to carry out a temporary fix. Advised her to call EST.

**16<sup>th</sup> Oct**            Mrs M receives letter advising surveyor will visit on 5<sup>th</sup> November.

**5<sup>th</sup> Nov**    Surveyor from Scottish Gas visited, (involving four ferry journeys and an overnight stay on Mainland Orkney.

Mrs M called C&R to advise she has been told verbally she can get a new boiler, however has to replace her oil tank first, what should she do?

**11<sup>th</sup> Nov**            Letter received to say she qualifies for assistance, namely an oil central heating system. Report attached indicates the boiler will be replaced together with TRVs on existing radiators, programmer and thermostat.

**12<sup>th</sup> Nov**            C&R contacted Scottish Gas to see what the procedure is and to register as third party/agent. Report emailed to C&R. Report identifies new boiler, TRVs, Thermostat, programmer all to be replaced. However client needs to replace existing oil tank with a "bundled tank" in new location before installation, the reasons given were:

"- Existing tank within 50 meters of a borehole or spring. The Tank is in an area of high wind or flood risk area.

- It is located within 1.8 meters of a construction opening in a building.

- It is located on a base which does not extend a minimum of 300mm around all sides of the tank"

**19<sup>th</sup> Nov**            C&R Technical Officer visit Mrs M at home to assess:

- TRVs already fitted to all radiators.
- There is already a programmer and thermostat fitted in the property.
- The "spring" is a flow of water off the hill to a pond and is not used for any domestic purpose.
- The property is not in a flood area.
- We can concede that the property will be subject to "high winds", in common with all houses in this latitude.
- The tank being "Within 1.8 meters of an opening in a building" was found to be the doorway of a concrete build air raid shelter in the garden which does not form part of the dwelling.
- The existing tank and base were installed to the Building Regulation Standard required at the time of installation (2004) The installation remains in good condition.

**20<sup>th</sup> Nov**            Orkney Care and Repair estimate a cost of £2,400 to replace the tank and base.

Mrs M is on pension credit and cannot afford to proceed. The original repair to boiler is believed to be good and C&R sourced a grant to pay the £500 invoice. Alternative means of funding a new boiler will be looked into should this be required in due course.

**21<sup>st</sup> Nov**            Advised Scottish Gas that Mrs M application is withdrawn.

It was confirmed that Scottish Gas operated appropriately and did all that was required within the Energy Assistance Scheme contract requirements.

#### **Case Study 4**      **Energy Assistance Scheme**

**Oct 2014**      Mr and Mrs B. Mr B is 64 years old. In receipt of Disability Living Allowance. Limited income – little to no savings.

Mr B contacted Scottish Gas to enquire if there was any assistance available as his house was cold and the oil heating system was broken.

**23<sup>rd</sup> Oct**      Letter received to advise a surveyor would visit on 19<sup>th</sup> November.

**19<sup>th</sup> Nov**      Surveyor from Scottish Gas visited the property; electric storage heating recommended.

**27<sup>th</sup> Nov**      Letter received confirming heating type, client to arrange suitable tariff and meter be installed and Scottish Gas will check load requirements with supplier.

**18<sup>th</sup> Dec**      Letter from Scottish Gas to advise additional cost for upgrading supply will be £4092.12.

Mr B contacts Care and Repair for advice as he cannot afford to proceed; Advised to call Scottish Gas as the letter states: *"If this fuel choice is not feasible at this time due to the amount of contribution required or for any other reason, then please contact us..... to discuss this. It may be that you can have a central heating system with another fuel type installed, at no cost to you."*

**Jan 2015**      Mr B contacted Scottish Gas by telephone for advice on any other system available, however none was suggested. He asked if Air-source heating would be a cheaper option as it may not require an electricity supply upgrade and was told that if this was suitable it would still require a contribution in the region of £1300 plus £550.

Financially Mr B is unable to proceed and his home remains unheated.

The property also remains very poorly insulated.



Again, It was confirmed that Scottish Gas operated appropriately and did all that was required within the Energy Assistance Scheme contract requirements.

While it is acknowledged that there will be many contented recipients of the national programmes, there is evidence that to date the barriers and issues particularly faced by island and rural communities mean that those communities are not benefiting to the extent that they should be. The national programmes are not fit for purpose and need structural changes to enable them to be island-proof.

## **What might happen in Orkney?**

### **The Pipeline Approach**

The Pipeline Approach is not a new concept to other spheres but it is a new approach to the issues around Affordable Warmth / Fuel Poverty. THAW believes that it is through developing this model within Orkney that the current resources that all agencies have at their disposal can have a greater impact without any major changes to current practices.

THAW's mission is **To eradicate fuel poverty and achieve affordable warmth for households in all Orkney communities** through the goals of:

- Establish baseline data on fuel poverty in Orkney in order to lobby and influence action plans & programmes
- To ensure non-duplication of other organisations' efforts already in existence and which are already proving to be effective
- Build effective working relationships with relevant organisations, for example: OIC, NHS, community groups and development trusts
- Work in partnership/collaboration with other organisations in order that we maximise the impact
- Employ a unit of staff to deliver the goals of THAW Orkney
- Build a local and national identity
- Generate a long term income stream

It is widely understood that there needs to be a local point of contact to assist householders through the complexities of multiple agency assistance; there needs to be the first local port of call for information and advice and to provide a hand holding service to clients. To enable this THAW's business plan is to:

- Develop and maintain a website which effectively links all other information sources
- Develop and maintain a referral process and case load management system to ensure effective co-ordination of services
- Provide a referral service to third parties
- Facilitate and provide seminars, events & training for partner organisation's staff and households
- Develop and maintain a responsive support service providing telephone and email advice
- Develop and maintain an advocacy service for clients regarding fuel poverty

THAW believes that the next step in tackling household affordable warmth issues is to work in partnership/collaboration with other organisations to develop a community-based pipeline model to tackle fuel poverty in Orkney.

This approach fits in perfectly with the **Community Planning Partnership key priorities** of

- **Positive Ageing**
- **Healthy & Sustainable Communities**

## What is a pipeline model?

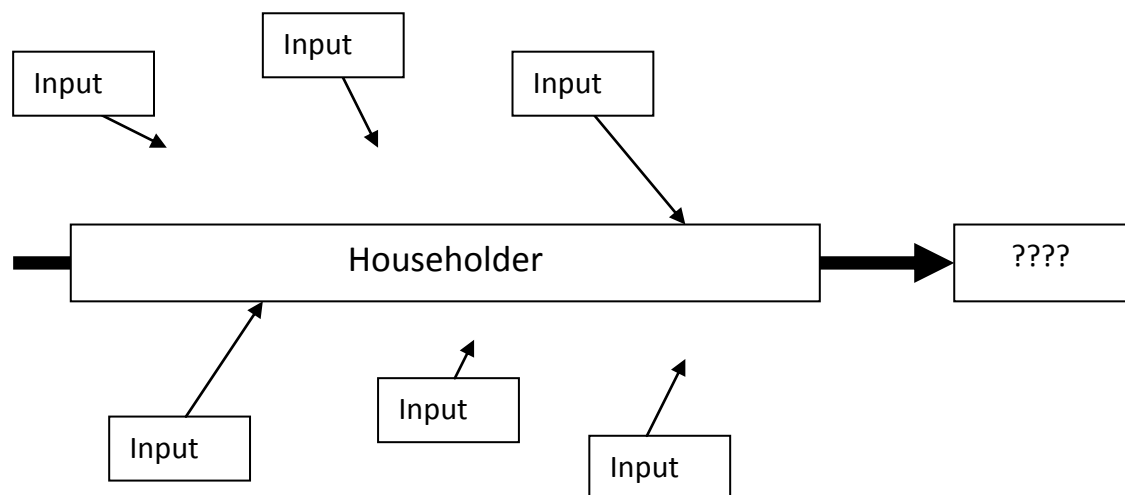
- It identifies the different stages a client can go through during their journey towards their end goal
- It identifies the agencies that can provide support at each stage
- It provides the client with an action plan which identifies the specific support they need at the different stages of their journey
- It ensures that clients do progress in their journey and that there is no slippage

There are two inter-related aspects to tackling fuel poverty within a pipeline model: those that are people related and those that are property related

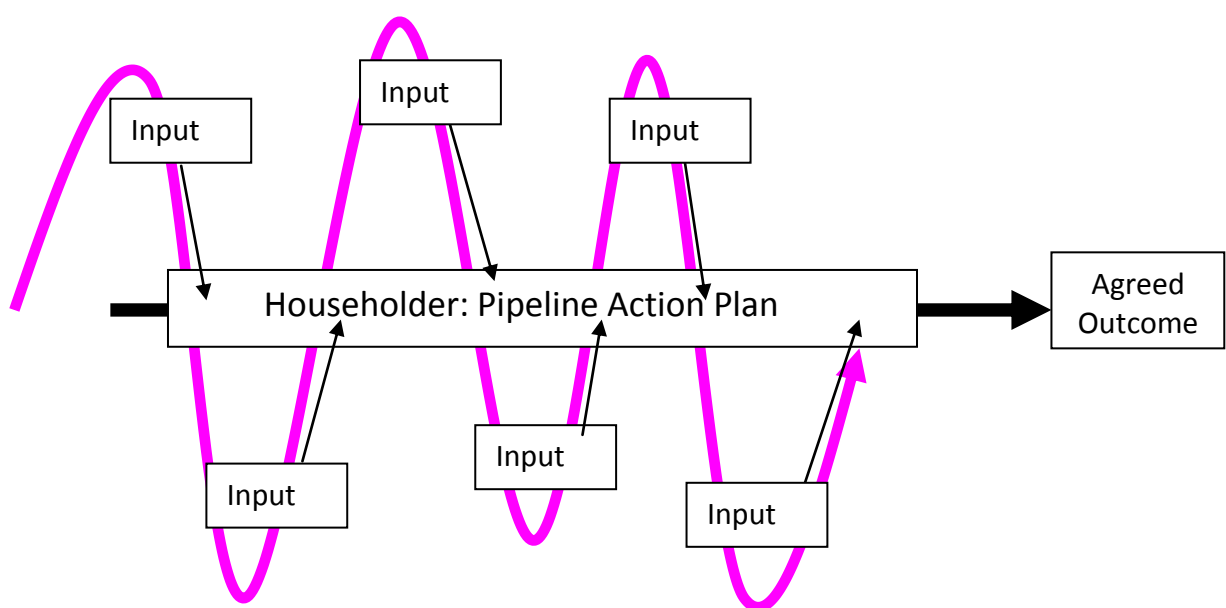
		PEOPLE RELATED ACTIONS				PROPERTY RELATED ACTIONS				
1	2	3	4	5	6	7	8	9	10	11
Identification / initial engagement	Assessment of cause & action planning	Emotional & Physical support	Income Maximisation	Information & Education (behaviour changing)	Fuel costs	Review/ Assessment of property & Action planning	Finance/ funding & grant application	Remedial works	Information & Education (behaviour changing)	Review / assessment & action plan
Self diagnoses / referral / organisational referral / 3 <sup>rd</sup> party referral	Causes Low income Behaviour Fuel costs Energy efficiency / property	Mental wellbeing Physical wellbeing Manage conditions	Grants Income Benefits Expenditure	Leaflets Tuition (on & off site) Seminars Motivation	Switching Grants Fuel types Technology	Telephone assessment Rd SAP Full SAP Full EPC Green deal assessment	Project manage Financial advice	Project manage Actual work Accreditation	Tuition (on & off site) Leaflets	Reviewing effectiveness of pipeline journey & if still in Fuel Poverty.

The simplicity and power of the pipeline approach is that a householder can enter the pipeline at any point, can be referred by anyone or any organisation at any time, and will receive the same service provision with an action plan and agreed targeted outcome.

In the picture representation below the input from many organisations may be available but it is left to the householder to try and arrange these various inputs at the relevant time. For many vulnerable householders this is an impossible task and the assistance available will not reach them.



The Pipeline Approach, represented by the blue line below, seeks to co-ordinate these inputs in order that the maximum impact can be achieved for the benefit of the householder and thereby the most efficient use of resources by the relevant organisations. The Pipeline is 'in the background' facilitating the relevant input at the relevant time.



### **What are the benefits of a pipeline model?**

- Clearly identifies the specific support organisations offer at each stage of the pipeline so client knows who to approach
- Identifies any under provision in service
- Identifies any over provision in service
- Identifies agencies that could potentially provide support at different stages
- Allows for collective business planning, thus reducing competition and increasing sustainability & improves service
- Identifies potential collaborative/partner projects
- Reacts to the changing needs of the client at the different stages of the pipeline
- Ensures the client receives a continuity of service and ultimately progresses to their end goal

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### **Next Steps?**

THAW is committed to developing the Pipeline Approach and intends to approach potential partners with the aim of discussing this possibility.

If you or your organisation wish to begin this discussion please contact THAW through the website at:

<http://www.orkneycommunities.co.uk/THAW/feedback.asp>

## Workshop Feedback

What participants thought about the workshop, the concept of the Pipeline Model and the potential of developing it:

Did you find the workshop helpful?	Did the workshop meet expectations?	Will you use the information gleaned today in your role?	Would you like THAW Orkney to provide you with further information and updates?	Do you support the Fuel Poverty Pipeline Approach?
Yes: Extremely - it gave me a better understanding of the issue	Yes: It proved to be extremely enlightening and well done to all the speakers for engaging us all	Yes: I would like to share what we are planning in Orkney with others in the NHS nationally	Yes: I certainly would like to get the papers linked to this workshop and to be updated on progress	Yes: If Orkney Employability pipeline has worked then it is definitely worth trying. One point of contact is the right way, plus the partnership approach. It is just a pity that Orkney Community Planning Partnership has not made 'FUEL POVERTY' a key priority in its own right - Get Government funding for a unique approach (INNOVATION NEEDS CENTRAL FUNDING)
Yes: Very informative, well delivered	Yes: Would have liked more time working on the pipeline	Yes	Yes	Yes
Yes: Very interesting	Yes.	Yes: As Foodbank manager today has been extremely useful.	YES PLEASE	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes	Yes	Yes
Yes	Yes	Yes: As an older person who networks		
Yes	Yes	Yes	Yes	Yes: Treated with caution. One Stop is good, Individual is good, Processing is not.

Yes	Yes	Yes	Yes	Yes
Yes: Naturally we continue to express same concerns, i.e funding schemes must suit this context. Norman Kerr, as ever, knowledgeable and very informative, lovely delivery style	Yes	Yes: As a local councillor to press for autonomy, and resources, to address FP here. Time for action, not talking, is now.	Yes	Yes: But is it re-arranging deckchairs on a sinking liner! We need to press for resources, with few strings, to deal with FP locally. We are too obsessed with process. Outcome is key. Is pipeline approach better than the former local Energy Advice Agency? Only time will tell.
Yes: Informative		Yes: Indirectly		Yes: I think it would Streamline any referral process. Good luck, I hope you get the funding.
Yes	Yes	Yes	Yes	Yes
Yes: Encouraging to hear about Western Isles	Yes: Some new organisations involved (eg NHS Orkney)	Yes: Keen to build collaborations often founded on simple but tech-based ways to ease fuel poverty	Yes	Yes



## **Workshop Attendees**

Steven	Aberdein	OIC / THAW Orkney - Observer
Janice	Annal	OIC elected member / THAW Orkney Observer
Alan	Clouston	OIC elected member
Sarah	Conlon	Individual
Nicky	Cook	Firefly Energi
Mike	Cooper	THAW Orkney - Member / Care & Repair
Michael	Cromby	Home Energy Scotland
Rhoda	Featherstone	Orkney Foodbank
Erik	Firth	THAW Orkney - Member / CAB
Jim	Foubister	OIC elected member
Luke	Fraser	OIC / THAW Orkney - Observer
Ian	Garman	Community Energy Scotland
Shaun	Hourston Wells	OIC
Fiona	Isbister	NHS / Public Health Practitioner
Caron	Jenkins	Voluntary Action Orkney
Norrie	Kerr	Keynote Speaker / Energy Action Scotland
Barbara	Leask	Citizens Advice Bureau
Robert	Leslie	THAW Orkney - Member / OHAL
Steven	Rhodes	Island of Hoy Development Trust
John	Richards	OIC elected member
Peter	Rickard	THAW Orkney - Member
John	Ross Scott	NHS / Chairman
Imogen	Sawyer	Sanday Development Trust
Geoff	Sellers	Orkney Renewable Energy Forum
Doreen	Sinclair	Individual
Ruth	Stuart	Job Centre Plus
Nic	Thake	Shapinsay Development Trust
Becky	Walsh	Job Centre Plus

## **Glossary:**

<b>CAB</b>	Citizens Advice Bureau
<b>EAS</b>	Energy Action Scotland
<b>EPC</b>	Energy Performance Certificate
<b>EST</b>	Energy Saving Trust
<b>GDA</b>	Green Deal Assessor
<b>HEEPS: ABS</b>	Home Energy Efficiency Programme Scotland: Area Based Scheme
<b>NHS</b>	National Health Service
<b>OFGEM</b>	Office of Gas & Electricity Markets
<b>OIC</b>	Orkney Islands Council
<b>SHCS</b>	Scottish Housing Conditions Survey
<b>SSE</b>	Scottish & Southern Energy
<b>THAW</b>	Tackling Household Affordable Warmth
<b>THTC</b>	Total Heating Total Control





## **Further Information**

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

<http://www.orkneycommunities.co.uk/THAW/>

THAW can be contacted via email on the website at:

<http://www.orkneycommunities.co.uk/THAW/feedback.asp>

The full workshop presentations are available also on the website at:

<http://www.orkneycommunities.co.uk/THAW/index.asp?pageid=605554>

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Registered Office: 39A Victoria Street, Kirkwall, Orkney, KW15 1DN