

# **Guidance to Local Authorities on Fuel Poverty**

## **Case Studies**

- Case Study 1**      **Project - CHP in Aberdeen Multi-storey dwelling**  
**Organisation - Aberdeen City Council**
- Case Study 2**      **Project - Hadyard Hill**  
**Organisation - South Ayrshire Council**
- Case Study 3**      **Project - Renewable Technology Pilots**  
**Organisation - The Highland Council**
- Case Study 4**      **Project - INVEST & LESS**  
**Organisation – West Dunbartonshire Council, Scottish Hydro Electric, The Pension Service, ESSac, Solas Scotland.**
- Case Study 5**      **Project - Onthank Energy**  
**Organisation - East Ayrshire Council**
- Case Study 6**      **Project - Scottish Gas Energy Trust/Essentials Social Tariff**  
**Organisation - Scottish/British Gas**
- Case Study 7**      **Project - Scottish Power Energy People Trust**  
**Organisation - Energy People Trust**
- Case Study 8**      **Project - Dundee EnergyPlus Care and Energy Efficient Appliances Initiative**  
**Organisation – Dundee City Council**
- Case Study 9**      **Project - Victorian Tenement Project**  
**Organisation - Aberdeen City Council**
- Case Study 10**     **Project - Warm + Well**  
**Organisation - NHS Lothian, City of Edinburgh Council, Midlothian Council, East Lothian Council, Energy Saving Trust**

## Case Study 1

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| <b>Project Name</b>        | <b>CHP in Aberdeen Multi-storey Dwellings</b>                        |
| <b>Housing Sector:</b>     | <b>Mostly Local Authority, some private.</b>                         |
| <b>Completion Date:</b>    | <b>Ongoing from 2002/03</b>  |
| <b>Lead Organisation:</b>  | <b>Aberdeen City Council</b>   |
| <b>Partnerships:</b>       | <b>Aberdeen Heat &amp; Power Co. Ltd./Local Housing Associations</b> |
| <b>Project Budget</b>      | <b>&gt; £6.5 million</b>   |
| <b>Technology Applied:</b> | <b>Combined Heat &amp; Power</b>                                     |
| <b>Service Provided:</b>   | <b>Energy Advice</b>   |

### Description of Project

The use of combined heat and power (CHP) in multi-storey blocks “fuel poverty proofs” those flats into which this type of heating is installed. The Victorian Tenement Project works towards achieving affordable warmth for people who live in this most difficult to treat house type. A high proportion of citizens living in fuel poverty in Aberdeen live in one or the other of these 2 house types, which together make up some 16,800 homes in the city.

#### **Combined Heat & Power in multi-storey blocks of flats:**

Inefficient heating systems are still to be found in the Council’s multi-storey blocks. In total there are 57 multi storey block containing some 4500 flats.

In 2001/02 the Council carried out an options appraisal to identify the best way of achieving:

- a substantial improvement in the NHER of these flats,
- reduction of carbon emissions,
- achieving affordable warmth for the occupants,
- and do this in a way that is affordable to the Council in capital terms.

This recommended the installation of combined heat and power (CHP) into clusters of multi storey blocks. In 2002 the Council set up Aberdeen Heat & Power Co Ltd. (AH&P), as an independent, not-for-profit company, to develop and manage CHP schemes.

CHP is a very efficient way of generating electricity and heat together. A CHP plant is an installation where there is a simultaneous generation of electric power and useable heat, in a single process. It generates electricity locally and captures the heat produced to provide space heating and hot water. Fuel, usually gas, is used to run small generators that produce the

electricity. This power is used close to the point of generation to run lights and appliances - any surplus can be offered for sale.

The heat is a by-product and provides a community heating system. CHP is around 85% efficient, in contrast to the 35% efficiency achieved by conventional power stations. CHP systems are accredited producers of 'green' electricity - reducing the use of fossil fuels and reducing CO2 emissions, which are major contributors to climate change.

### **Stockethill**

The council successfully applied to the Energy Saving Trust's community energy programme for capital grant funding and received £736,000, which was 40 per cent of the capital costs of developing the Stockethill CHP scheme.

In 2003 an energy centre was built close to one of the four multi-storey blocks, housing a 210 kilowatt electric (kWe) gas fired reciprocating engine CHP unit and two 700 kilowatt thermal (kWth) gas fired boilers for peak load and back-up. The heat is distributed to the four blocks via pre-insulated underground pipes, which comprise the heat network, with each flat having a new internal distribution system. The electricity produced by the CHP unit is traded by arrangements put in place by AH&P. Some occupants of the flats served by the heat network are supplied with electricity branded as AH&P, some is sold to other customers in the area, with the balance sold to Green Energy.

Prior to the installation, those in sheltered blocks were paying up to £7.80 per week for their heating and water, and tenants in the general needs housing up to £15. In addition, each householder used an average of 2000kWh of electricity per year, at a cost of £181. Immediately following the introduction of CHP, tenants began to pay a flat rate of around £4.75 per week for 48 weeks per year for heat and water. Those choosing to buy their electricity from Aberdeen Heat and Power paid approximately £159 per year. This represented a total fuel cost of £387 per year, or just £7.44 per week, against costs of up to £18.48 per week before CHP.

### **Hazlehead**

Aberdeen City Council has ploughed more than £700,000 into the Hazlehead scheme from the city's Housing Capital Programme; with much of the remaining funding coming in the shape of a £600,000 grant from the Community Energy programme.

The new heat network in Hazlehead links not only more than 200 homes, but also Hazlehead Academy and the adjacent swimming pool. In addition to the four housing blocks Deanseat sheltered housing will join the network. The provision plays a key role in ensuring the council's own homes in the community meet the Scottish Housing Quality Standard.

### **Seaton**

Work is already underway to deliver Aberdeen Heat & Power's third network in Aberdeen - serving around 500 homes in Seaton. Aberdeen City Council has committed £1.86 million from its Housing Capital Programme to bankroll the ambitious £3.38 million scheme, covering six multi-storey blocks. A further £1.3 million was secured from the Community Energy programme.

## **Project Outputs**

The 3 CHP schemes will result in 14 of the 57 blocks (i.e. 800 of the 4500 multi-storey flats so far) being fitted with wet heating systems from central CHP plants. In addition 7 Council owned public buildings have been linked into these CHP district heating schemes.

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## Case Study 2

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| <b>Project Name</b>        | <b>Hadyard Hill</b>                                      |
| <b>Housing Sector:</b>     | <b>All</b>   |
| <b>Completion Date:</b>    | <b>December 2007</b>                                     |
| <b>Lead Organisation:</b>  | <b>South Ayrshire Council</b>                            |
| <b>Partnerships:</b>       | <b>The Energy Agency, Scottish &amp; Southern Energy</b> |
| <b>Project Budget</b>      | <b>£300,000 Capital, £120,000 Revenue</b>                |
| <b>Technology Applied:</b> | <b>CWI, LI, Dp</b>                                       |
| <b>Service Provided:</b>   | <b>Energy Report, Energy Advice, Benefits Check</b>      |

### **Description of Project**

When Scottish and Southern Energy built Britain's first "plus 100MW" Wind Farm near the communities of Dailly, Barr, Pinwherry and Pinmore, they also made a significant investment in the region. In addition to a community fund of £120,000 a year, they also established an Energy Efficiency Fund of £300,000 to improve the households in the area.

The project was initially developed by the Council with a view to taking a 'WarmZone' approach as has been used successfully in England. The WarmZone approach was further expanded to collect enough information to establish the Ecological Footprint of the individual householders and the community as a whole.

A steering group made up of representatives from the community councils and the council was formed to oversee the project and the Energy Agency was appointed to manage the project.

The community around Hadyard Hill wind farm is not on the mains gas supply, many properties are old, on high ground and exposed, with the result of higher than average fuel bills.

The community are also keen to encourage installation of renewable energy technologies in homes. To raise the profile of renewable energy, the three local schools are being fitted with solar panels and additional grants have been offered to home owners for the installation of solar panels. It is intended to further develop the project to increase the implementation of micro scale renewables.

This project has been successful in winning the Energy Savers Award 2007 and the National Energy Efficiency Awards 2007. As a result of the pilot project virtually every building in the

catchment area has received cavity wall insulation, where applicable, and 270 to 300mm of loft insulation. There is now no need to revisit this area with these low cost measures.

The data collected will enable the analysis of options for the future if the community wish to aim to become a low carbon community.

### **Project Outputs**

- In the initial phase over 95% of households were surveyed with 73% of properties receiving free insulation measures, saving an average of £150 on the annual fuel bill per household.
- The average energy efficiency of households has increased by 17%.
- The community is producing over 1100 tons less CO<sub>2</sub> each year as a direct result of the project.
- The project also offered a benefits check and the annual average income increase following successful benefit maximisation advice is £4,900.
- Over half of all households surveyed were found to be ineligible for the Warm Deal and in fuel poverty.

| <b>Number of households in receipt of measures (n=770)</b> |            |
|--|------------|
| <i>Measures</i>  |            |
| Loft Insulation (LI)                                       | 443 (58%)  |
| Cavity Wall Insulation (CWI)                               | 94 (12%)   |
| Draughtproofing (Dp)                                       | 299 (39%)  |
| <i>Services</i>  |            |
| Benefit Maximisation                                       | 3 ongoing  |
| Energy Efficiency Advice                                   | 770 (100%) |
| Energy Report  | 749 (97%)  |

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## Case Study 3

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| <b>Project Name</b>        | <b>Renewable Technology Pilots</b>   |
| <b>Housing Sector:</b>     | <b>Social Housing</b>  |
| <b>Completion Date:</b>    | <b>March 2007</b>  |
| <b>Lead Organisation:</b>  | <b>The Highland Council</b>  |
| <b>Partnerships:</b>       | <b>Energy Saving Trust</b>   |
| <b>Project Budget</b>      | <b>£154k for Ground Source Heat Pumps ( £19k per unit )<br/>Estimated £9k per unit for Air Source Heat Pumps</b> |
| <b>Technology Applied:</b> | <b>Ground Source Heat Pump<br/>Air Source Heat Pump</b>  |
| <b>Service Provided:</b>   | <b>New Heating Systems using renewable technologies</b>  |

### Description of Project

The Council's Fuel Poverty Strategy for 2005-8 identified that 21% of households in Highland were experiencing fuel poverty – far higher than the Scottish average of 13%. This is due to a number of technical, social and economic reasons but the main ones are: limited fuel choice with many areas off the gas network; longer heating seasons; harsh climate and lower incomes.

In the Council's houses, it was recognised that renewable technologies could provide heating systems which were affordable for tenants to run while also improving the NHER rating of the houses and having an environmental benefit. It was also important to ensure that loft insulation and cavity fill had been carried out where appropriate on the pilot dwellings to reduce the demand for heat.

The technologies that were considered for the pilot have been tried and tested in other parts of the UK and Europe and have been promoted by the Government through its agencies such as the energy Savings Trust (EST) and the Department of Trade and Industry (DTI). These included:

- Solar water heating panels
- Ground and Air Source Heat Pumps
- Wood Fuel Boilers

The operating costs of the individual systems have an important influence on people's attitudes to changing the ways that they obtain and use energy in their homes and buildings. It is important to note that many of the new technologies that are being offered operate at lower costs and this should be included in any decisions to install rather than just the capital cost of the systems.

The initial expectation of the pilot scheme was that one of each type of renewable technology would be installed using houses that had already been identified for new heating systems but it did prove complex and time consuming and a variety of issues emerged including:

- Site restrictions
- Orientation of the house ( solar panels)
- Lack of experienced contractors and suppliers
- Tenant reservations about new systems

While some of these issues have now been resolved, it was agreed at the time to concentrate on installing air and ground source heat pumps and the availability of funding from the Energy Saving Trust renewables pilot scheme in 2006-7 was of assistance in meeting capital costs

### **Project Outputs**

The outputs of the project are as follows:

- The initial pilot involved the installation of 32 air source heat pumps and 9 properties with ground source heat pumps.
- The Council went on to install further heat pump systems and at the end of 2007 had 92 air source and 12 ground source heat pumps.
- Improved NHER values for properties with heat pumps installed.
- Development of courses at Inverness College for the installation of renewable technologies

A number of lessons were learnt from the initial pilot and from issues that emerged later. These included:

**Capital cost:** there are significant additional costs associated with renewable technologies, with an average cost of £9,000 for air source heating and an average of £19,000 per property for ground source heating. Highland shows significantly higher costs than the central belt of Scotland with a typical 10-20% more being paid. The Council is working with local providers to find ways of reducing the cost and to obtain supplementary funding through the Low Carbon Building Programme (LCBP) and Carbon Emissions Reduction Target (CERT)

**Noise from Air Source Heat Pumps:** the units can be ground or wall mounted and it was found to be essential to fit anti vibration mountings along with flexible pipework connections to reduce the transmitted noise of the unit. Noise became an issue in one location where several were mounted together and a complaint was received from across the road. Following investigations by the Environmental Health service, the units had to be screened and ultimately all but one removed to eliminate the noise issue.

**Safety of Air Source Heat Pumps:** fans are attractive to children and sticks find their way into the pumps. This can be alleviated by good planning and guards.

**Size of ground source heat pump unit:** finding a location can be difficult as the unit is about the size of an American fridge freezer.

**Installation of ground loops:** the majority of houses did not have enough room for pipes to be laid horizontally and boreholes were required. Access for drilling rigs was difficult and there is a

considerable amount of disruption to the garden and noise, mud and water issues for tenants and their neighbours.

**Larger radiators:** as heat pumps run at low temperatures and larger radiators are required, it can be difficult to find suitable positions in some properties.

**Running costs:** most of the households that have had heat pumps installed have recorded savings on the cost of the heating, and savings were generally in the region of £300 per annum against electric total control heating. Running costs are very dependant on the pattern of use and the tariff used. Fuel suppliers promote Economy 10 (E10) which is a whole house low tariff and savings can be made on other energy use in the home.

| COMPARISON OF COSTS AND CO <sub>2</sub> EMISSIONS              |   |            |            |  |
|--|---|------------|------------|--|
| <b>PROJECT:</b>  | <b>Housing</b>  |            |            |  |
| <b>OBJECTIVE:</b>  | Replace existing electric storage heaters, which have reached the end of their useful life, with a reliable new heating system that takes account of:<br>- installation and running;<br>- CO <sub>2</sub> emissions;<br>- the installed capacity of renewable energy equipment within the Council's estate                          |            |            |  |
| <b>OPTIONS:</b>  | <p>Option A - Base Option: Replace existing direct electric storage heaters with new and provide new storage heaters</p> <p>Option B: Install a new system comprising a Ground source heat pump providing for total demand.</p> <p>Option C: Install a new system comprising a Air source heat pump providing for total demand.</p> |            |            |  |
| Options A to C: Comparison of Cost & CO <sub>2</sub> Emissions |   |            |            |  |
|  | Option A  | Option B   | Option C   |  |
| Fuel Type  | Electric  | GSHP       | ASHP       |  |
| Annual running costs   | £ 1,634.12  | £ 1,140.65 | £ 1,240.65 |  |
| Annual CO <sub>2</sub> emissions (tonnes)                      | 5.45  | 1.36       | 1.82       |  |
| Annual carbon emissions  | 1.486   | 0.371      | 0.496      |  |

**User friendliness:** in general the systems can operate like any other system but some assistance is required to help tenants to understand how to operate the system most efficiently for their lifestyle.

Initially the Council installed systems with direct connection from the air source heat pumps. This led to issues with heat delivery and longer running times to achieve expected comfort levels. A change to accommodate a buffer tank has allowed the systems to operate more like traditional heating and this has made the operation better for tenants.

The controls are quite standard. However in retro fit installations it is not possible to have thermostatic controls on all the radiators and therefore there is less individual control. A main

room thermostat can provide operation along with a timer switch but fitting a programmable thermostat allows set-back on the heating and this provides better overall operation and response.

**Supply chains:** In Highland we initially only had a single contractor who could undertake installation of the heat pumps, but a proactive approach by the Council has developed the technology in local tradesmen and there is an increasing resource for these units. This combined with a higher availability of manufacturers and courses available at Inverness College has increased local expertise.

**Acceptance of technologies:** while renewable technologies are tried and tested in other countries, there is a reluctance to embrace them in Scotland largely on the grounds of the major financial outlay currently required either for Councils or the private householder and unfamiliarity with the technology

**Scottish Housing Quality Standard:** fitting air and ground source heat pumps enables the Council to improve NHER and SAP ratings in properties of solid wall construction that are not easy to insulate. The table below shows improvements in a sample of properties fitted with ground source heat pumps.

|   | Property type        | NHER before | SAP before | NHER after | SAP after |
|---|----------------------|-------------|------------|------------|-----------|
| 1 | End terrace bungalow | 3.8         | 45         | 6.6        | 69        |
| 2 | Mid terrace house    | 3.9         | 44         | 7.2        | 74        |
| 3 | End terrace house    | 4.2         | 40         | 7.3        | 73        |
| 4 | Semi detached house  | 3.4         | 43         | 6.3        | 69        |
| 5 | 4 in a block flat    | 2.8         | 38         | 6.5        | 71        |

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## Case Study 4

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| <b>Project Name</b>        | <b>INVEST &amp; LESS</b>  |
| <b>Housing Sector:</b>     | <b>All sectors</b>  |
| <b>Completion Date:</b>    | <b>Ongoing from 21 July 2008</b>  |
| <b>Lead Organisation:</b>  | <b>Solas Insulation</b>   |
| <b>Partnerships:</b>       | <b>West Dunbartonshire Council, Scottish Hydro Electric, The Pension Service, ESSac, Solas Scotland</b> |
| <b>Project Budget</b>      | <b>&gt; £4m (1997-2008) INVEST</b>  |
| <b>Technology Applied:</b> | <b>Loft Insulation, Cavity Fill, Low Energy Lighting</b>  |
| <b>Service Provided:</b>   | <b>Home Energy Report, Energy Advice</b>  |

### Description of Project

Solas Scotland Ltd have been operating in the Scottish insulation and energy efficiency markets for over 21 years and in the past 10 years has developed a successful partnership with Inverclyde Council which has seen improvements in energy efficiency ratings of houses in Inverclyde, lower fuel bills for householders, employment and training for 32 'New Dealers', sustainable employment for up to 25 people and leverage of approximately £4m of funding into the Inverclyde area through Scottish Executive energy efficiency/fuel poverty and urban regeneration programmes and utility companies over the same period (1997/08 – 2007/08).

### **INVEST**

An effective and efficient working relationship was nurtured at the outset, which also saw the development of a dedicated, local brand –INVEST.

INVEST is recognised as an example of good practice in Scotland and has won many awards at local, regional, Scottish and UK levels, including the Guardian UK Public Service Award in 2005.

If partnership is at the core of INVEST's success, and INVEST is seen as one of the most successful energy efficiency/fuel poverty projects in Scotland, what are the key factors in the model?

- Replicable (local slant, but not so local that it couldn't work elsewhere)
- Independent
- Trusted well known local brand
- Flexible and responsive to opportunities (mechanism for Council and other partners to achieve objectives quickly and lever funds too) e.g. Wider Role, Supporting People, European Regional Development Fund (ERDF)
- One identifiable partnership lead agency (Solas) – responsible for and trusted with leading the partnership – why? Charitable status and non-profit ethos; reputation for quality; willing and able to take on calculated risks are three of the keys.

### *Key components of success*

Structurally secure at local level with Council endorsement and relevant officer and member ownership and participation secured (and kept) in place.

Wider ownership from start amongst key local and national stakeholders (including the local community) – created trust, social capital and synergies from which success was built and new opportunities nurtured

Close tie in between advice and measures (energy advice and insulation measures instigated, delivered and managed from one source) – a crucial point. This makes the model more viable financially and efficient from a householder point of view.

Responsibility and desire to join up complimentary services, a willingness to “go the extra mile” to solve sign-posting issues. Helping clients reach lasting solutions; INVEST quickly developed a reputation as the place to go for help. A great example of joined up working and services on the ground creating value for money across a range of services.

A willingness to participate and respond to demands; being seen to support other agencies with similar aims and objectives. Avoiding predatory or actions perceived as being so at all costs.

Innovation – not scared to try out new ideas (and able to because of independent status)

Acceptance that while sustainable jobs and services were and still are the aim, the demand/need for some services was time limited and exit strategies were part of the day-to-day reality.

## **LESS – Local Energy Saving Scheme**

Using the lessons learned from INVEST, its core elements, values and ethos, Solas has led the development of a new model – LESS.

### *Why?*

Scotland needs to find a sustainable, viable and replicable solution to the poor record of insulation penetration in the private sector housing market. Small companies need to create a scenario where they operate in a stable marketplace – we've suffered from schemes and funding sources being "turned on and off" in the past. LESS gives an opportunity to manage a sustainable programme in-house, keeping administration to a minimum and maximising the amount of funding to support the installation of measures. LESS is a unique, very efficient model.

### *Where?*

LESS West Dunbartonshire started on 21 July 2008. LESS Inverclyde will start in the Autumn, subject to Council approval.

### *What?*

A sustainable community based model, which addresses both fuel poverty and carbon emissions reduction issues. Targets and outcomes for LESS are environmental, economic and social. LESS offers every private sector householder a FREE Home Energy Report, CERT and Warm Deal backed insulation measures, FREE energy advice and advocacy (for complex, "problem" cases) and access to FREE Benefits advice.

In West Dunbartonshire, Solas is the Council's insulation term contractor for its own stock. This is beneficial to LESS, but not a prerequisite.

- LESS operates on a geographically focussed basis (street to street) but is also available at any time to any resident in the Council area.
- LESS is backed by high quality, consistent marketing materials and activity, including dedicated web pages and referral mechanisms.
- LESS engages with and values community participation and offers FREE information sessions and advice to groups within the community

### *Who?*

LESS is a model bringing together key partners and funding in a replicable way. There are many other partners engaged and crucial to the success of LESS including local politicians, community groups and leaders, the press, and businesses. A key element of LESS is to continue to build and sustain local partnerships, revitalising LESS as we move from area to area.

*Where to?*

We will work to have LESS evaluated.

We have already identified ways in which we want to add-value to the LESS model, and are seeking additional funding:

- expert energy advisors/advocates - to respond to the needs of the very vulnerable people who are facing major energy use/waste issues and problems paying for their energy (affordability and relations with providers) - this face to face service is simply not available to communities at large - LESS is the obvious mechanism under which to deliver;
- participation of all Primary Schools (at P.6 level) - home energy related fun lessons, linked to curriculum;
- CERT Grant top-ups for vulnerable households who are classed as "able to pay" but who still can't afford insulation measures (e.g. young family on low income, elderly lady on small works pension)
- independent evaluation

If LESS was to be replicated in rural areas, the current funding model would not be sufficient to offer the same pricing structure to all households. This is a gap that would need to be filled.

[www.solas.biz/LESS](http://www.solas.biz/LESS)

## **Project Outputs**

### **INVEST**

Leverage of funds (Warm Deal, Inverclyde Council, Transitional Housing Benefit/Supporting People, ERDF, Wider Role). Not reliant on any one source of funds – diversity of funding and services has proved to be imperative for survival.

Jobs and training created (at its peak, INVEST employed 25 people).

Engaging with hard to reach clients through determined, expensive and people intensive outreach work (e.g. INVEST Port Glasgow).

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## Case Study 5

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| <b>Project Name</b>        | <b>Onthank Energy Project</b>  |
| <b>Housing Sector:</b>     | <b>All tenures</b>   |
| <b>Completion Date:</b>    | <b>March 2008</b>  |
| <b>Lead Organisation:</b>  | <b>East Ayrshire Council (EAC)</b>   |
| <b>Partnerships:</b>       | <b>The Energy Agency, ScottishPower Energy People Trust</b>                        |
| <b>Project Budget</b>      | <b>£105,000 (Energy People Trust), other funding (EAC, Energy Agency)</b>          |
| <b>Technology Applied:</b> | <b>Cavity Wall Insulation, Loft Insulation</b>                                     |
| <b>Service Provided:</b>   | <b>Face-to-Face Energy Advice, School Awareness Programme, Income Maximisation</b> |

### **Description of Project**

The aim of this project is to improve thermal insulation, increase awareness of energy efficiency and maximise the income of households in Onthank, which is a recognised Fuel Poverty area in East Ayrshire in the west of Scotland.

The project offers free insulation, advice and a full income maximisation service to all households in the community. It also provides energy lessons, games and competitions to the local schools to help convey the importance of energy efficiency to the pupils and to reinforce their understanding of the project taking place in their community.

The Project has an inclusive community approach which offers households the same service regardless of age, benefits status or income.

The Onthank Energy Project is an initiative which was derived through East Ayrshire Council taking a holistic approach to tackling Fuel Poverty across the local authority by targeting all tenures within a concentrated area starting with the highest risk area and moving towards the least at risk.

The Council arranged for the Fuel Poverty Mapping Indicators to be taken to sub-ward level which gave a much more definitive approach in identifying Onthank.

Onthank is a residential area with approximately 1480 residents 61% Local Authority, 33% Owner Occupier, 3.5% Housing Association, 2.5% Private Rented sector. There are two primary schools within the boundaries of Onthank. It was our intention to involve the children as much as possible. We feel that through the school environmental curriculum they relate to the

energy saving issues being addressed and understand the benefits of the project taking place in their community.

East Ayrshire Council developed the project in partnership with the local Energy Agency. Funding for the project is primarily the result of a successful bid to the ScottishPower Energy People Trust. The objective of the trust is to help end fuel poverty by funding projects, many of which help families and young children. The Energy Agency and East Ayrshire Council provide additional funding to manage the project and Energy Efficiency Commitment funds are utilised for the installation of measures.

Cavity Wall Insulation, Loft Insulation, face-to-face advice and income maximisation are being offered to households at no cost. The project is expected to improve around 400 homes and help remove them from fuel poverty.

The Project has an inclusive community approach which offers households the same service regardless of age, benefits status or income. We provide energy efficiency lessons, games and competitions in the local schools. The energy lessons highlight the issues of energy production, consumption and global warming. The lessons are followed by a large 2m<sup>2</sup> board game which reinforces the messages conveyed in the lessons and helps test the children's' new-gained knowledge of energy efficiency and the environment. The children are also encouraged to enter an art competition with a depiction of an energy related subject. The winning entries are selected for inclusion in a school poster. The children are invited to an awards ceremony attended by the local MSP.

Community days are also taking place in the community centre to update people on the project and to sign-up any householders who have not yet applied. Free low energy light bulbs and advice are also being offered at these events.

As of September 2007, over 300 surveys have taken place and installations are ongoing. Home visits to provide face to face energy advice and a full income maximisation survey are also being made. These surveys help householders identify benefits they may be entitled to and assist in the application process to claim them. The additional income brought by this service can help remove those most vulnerable from fuel poverty. The project is well on its way to achieving its target of 400 households improved by 31 March 2008.

The launch of the project took place at the local primary schools. Local councillors, council officers, funding representatives, community group representatives, head teachers and pupils from the schools attended the launch. The subsequent publicity appeared in the local press and it was timed to coincide with a letter to every household in the area.

A second phase of publicity took place in June 06 with a prize-giving presentation to the winners of the schools poster competition and a visit to a householder having cavity wall and loft insulation installed.

As well as responding to requests for insulation, surveyors have been knocking on doors and responding to queries in the street ensuring no one misses out.

This project facilitates training of the long-term unemployed through the Intermediate Labour Market where it provides trainees with the opportunity to gain skills and confidence to take up permanent employment.

Following monitoring of the works carried out so far all feedback from residents is very positive. The Energy Agency provides regular updates to the local Councillor and has formed good relationships with the local church through insulation works being carried out.

### **Project Outputs**

The project has so far resulted in energy savings of around 1,800GJ per year or 61,200GJ over the lifetime of the measures installed. This equates to savings in fuel bills of £16,500 per year or £500,000 over the lifetime. The resulting saving in carbon dioxide is around 120 tonnes per year or 4,020 tonnes over the lifetime of the measures.

Predicted results on completion at the end of March 2008 are:

|                           | <b>Per Year</b> | <b>Lifetime</b> |
|---------------------------|-----------------|-----------------|
| Energy savings (GJ)       | 7,214           | 245,520         |
| Savings on Fuel Bills (£) | 66,193          | 2,197,114       |
| CO2 Savings (tonnes)      | 481             | 16,087          |

The scheme will also result in around 600 people being removed from fuel poverty.

| <i>For further information contact:</i>  |  |
|--|--|
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## Case Study 6

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|                            |  |
|----------------------------|--|
| <b>Project Name</b>        | <b>Scottish Gas Energy Trust/Essentials Social Tariff</b>  |
| <b>Housing Sector:</b>     | <b>All tenures (Scottish Gas Customers)</b>  |
| <b>Completion Date:</b>    | <b>Ongoing since September 2004/February 2007</b>  |
| <b>Lead Organisation:</b>  | <b>Scottish/British Gas</b>  |
| <b>Partnerships:</b>       | <b>Charis Grants Ltd/Other Charity Partners</b><br><a href="http://www.scottishgasenergytrust.org.uk/">http://www.scottishgasenergytrust.org.uk/</a> |
| <b>Project Budget</b>      | <b>As of December 2007 - £5 million individual awards</b>  |
| <b>Technology Applied:</b> | n/a  |
| <b>Service Provided:</b>   | <b>Fuel debt advice and relief/Social Tariff</b>   |

### **Description of Project**

The Trust exists for:

*The relief of poverty particularly among those who are unable to meet or pay charges for the supply of energy provided to premises used or occupied by them; and*

*The prevention and relief of poverty by educating the public in relation to debt awareness and prevention.*

To help facilitate the achievement of its mission the trust has identified five strategic aims:

- To administer a grants programme aimed at reducing energy debt for those experiencing poverty and hardship and to make a limited number of grants where these greatly enhance the quality of life and/or form part of a sustainable package to increase financial stability.
- To increase and improve independent money advice services thereby enabling greater opportunity to resolve debt problems in the long term and also to support applications to the Trust where need is identified.
- To facilitate debt prevention work aimed at raising individuals' awareness of personal financial rights and responsibilities.
- To ensure the effective and efficient administration of the trust fund through investing in the infrastructure which will help deliver the Trust's objective and the funding of research to advise the trustees.
- To work with other trusts and organisations to support a network of trust funds throughout the UK encouraging good practice and consistency of approach.

## **For individual awards:**

The Trust can help you with:

- \* arrears of domestic gas/electricity charges
- \* other essential domestic bills and costs. You can apply for such help even if you do not apply for help with your gas/electricity charges.

The Trust cannot give you a loan or give you help with bills you have already paid or items you have already bought.

## **For Organisational Awards:**

The British Gas Energy Trust funds organisations to provide money and debt prevention advice and education, often with a particular fuel poverty emphasis.

## **Essentials Social Tariff**

Scottish Gas' Essentials Tariff was launched in February 2007 offering 140,000 eligible customers the equivalent of the monthly direct debit rates which is the lowest standard gas and electricity tariff. Identifying those customers who qualify for the Essentials tariff is a phased out process.

Those Scottish Gas customers who have already benefited from our Winter Rebate have automatically been rolled onto the Essentials tariff. In addition existing Scottish Gas prepayment customers who are in receipt of at least one of a number of Government benefits will be eligible for the Essentials tariff.

Scottish Gas' Winter Rebate offered a rebate to the most vulnerable customers at the time of high consumption and to offset the impact of recent price rises. Two rebates were offered to customers, one of up to £60 (£30 for gas and electricity) over the winter of 2005/2006 and another of up to £90 (£60 for gas customers and £30 for electricity) over the winter of 2007.

*Winter Rebate I* eligible customers were identified through direct mail outs. These mailings were targeted based on MOSAIC and our own fuel poverty indices. In addition numerous campaigns were run in local and national media to highlight the rebate. These campaigns included editorials and adverts in key areas of high poverty.

*Winter Rebate II* was extended to offer 80,000 Winter Rebate Payments. Those additional qualifying customers were identified through charity referrals through our charity partners.

Awareness of the Essentials tariff is also driven through local and national media. Working with charity partners (Help the Aged, Save the Children, Scope, RNIB, National Debtline, Capability Scotland) eligible customers are effectively signposted. A mail out to the Prepayment meter customer base has been conducted to encourage take up.

## **Project Outputs**

Across the UK, The Trust has spent well over £5m to date on awards to individuals to help with energy arrears and other household costs. This represents 12,000 awards with an average of £428.

In support of debt advice, debt education and prevention services in Scotland the Trust has awarded:

Year 2005 (2-3 year funding)

- Drumchapel CAB, Glasgow
- East Ayrshire Carers, Kilmarnock

Year 2006 (2 year funding)

- Angus CAB, Arbroath £49,950
- Dundee CAB £67,221
- DundeeGorgie & Dalry CAB, Edinburgh £8,656
- Granton Information Centre, Edinburgh £50,000

Year 2007 (2 year funding)

- Glasgow - Drumchapel CAB

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## Case Study 7

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|                            |   |
|----------------------------|---|
| <b>Project Name</b>        | <b>ScottishPower Energy People Trust</b>  |
| <b>Housing Sector:</b>     | <b>All sectors</b>  |
| <b>Completion Date:</b>    | <b>Ongoing since November 2005</b>  |
| <b>Lead Organisation:</b>  | <b>Energy People Trust</b>  |
| <b>Partnerships:</b>       | <b>ScottishPower and others available at <a href="http://www.energypeopletrust.co.uk">www.energypeopletrust.co.uk</a></b> |
| <b>Project Budget</b>      | <b>As of December 2007 - £4 million awarded</b>   |
| <b>Technology Applied:</b> | <b>See website</b>  |
| <b>Service Provided:</b>   | <b>See website</b>  |

### **Description of Project**

ScottishPower introduced a charitable Trust fund in November 2005 with a Board of independent appointed Trustees. The Trustees have been appointed from organisations that have an interest in ending fuel poverty or from the charitable sector including Energy Action Scotland, National Energy Action and Glasgow University.

The objective of the charitable Trust fund is to help combat fuel poverty, by providing funds to not for profit organisations and groups that work directly with those in fuel poverty.

Organisations and groups can apply for funding to support projects or schemes covering a combination of the following:

- Crisis Funding, for example, women and children needing emergency accommodation and vulnerable young people setting up their first home.
- Benefits Health Checks or income maximisation, for example, helping households that aren't claiming all the benefits to which they're entitled; or are not eligible for current Government grants or funding because they don't receive the appropriate benefit.
- Energy Efficiency measures, for example, a scheme that aims to improve the energy efficiency of homes by draught proofing, insulating and offering energy efficiency advice.
- Research, such as, a research project that aims to understand the link between fuel poverty and health

The key focus is on projects, which target families with children and young people, with scope given to include other vulnerable groups such as disabled people and older people.

## RSABI<sup>1</sup> – Scotland’s charity helping people who have depended on the land

The Project was awarded £15,000 to establish the RSABI Fuel Poverty Fund which was used for the payment of fuel bills for people experiencing severe hardship. Their hardship may have been caused by an event which puts extreme pressure on their income or their income is severely curtailed.

During the period of funding (August 06 – 31st July 2007), the RSABI Fuel Poverty Fund helped 83 households out of fuel poverty throughout Scotland through the payments that were awarded. Before each payment was made RSABI Welfare Officers established, through an assessment of household income and circumstances, if the recipient of the grant was within the definition of fuel poverty and was struggling to pay fuel bills.

In addition, the Project sought to address the wider issues of household income with the recipients, through carrying out a Benefit Health Check to try and improve the household’s overall income. The Project identified 15 households where income could be improved. It is estimated by the Project that a total of over £650 per week in additional benefits and other regular income payments were secured by these individuals, with over £9,000 of arrears payments also being paid together with £1,400 by way of grants from other charities. In addition opportunities for securing funding for central heating and improved insulation of homes were considered and pursued if appropriate.

### **Project Outputs**

To date, Scottish Power has donated £4 million to the Trust and the first nine funding rounds (to December 2007) have seen the Trust award over £1.4m to 35 not-for-profit organisations assisting over 65,000 individuals in 13,000 households across Scotland.

In total 82 projects have been helped across Britain with funding of over £3.2m.

*For further information contact:*

|  |  |
|--|--|
| The ScottishPower Energy People Trust<br>Cathcart Business Park<br>Spean Street<br>Glasgow<br>G44 4BE<br>Tel: 0141 568 2000<br>Email: <a href="mailto:enquiries@energypeopletrust.co.uk">enquiries@energypeopletrust.co.uk</a><br>or call Marie Hampson on 0141 568 3388 |  |
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<sup>1</sup> <http://www.rsabi.org.uk/>

## Case Study 8

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|----------------------------|---|
| <b>Project Name</b>        | <b>Dundee EnergyPlus Care and Energy Efficient Appliances Initiative</b>                                |
| <b>Housing Sector:</b>     | <b>LA Tenants</b>   |
| <b>Completion Date:</b>    | <b>Ongoing since Nov 2005</b>   |
| <b>Lead Organisation:</b>  | <b>Dundee City Council</b>  |
| <b>Partnerships:</b>       | <b>Scottish &amp; Southern Energy, Dundee Efficiency Advice Project (DEEAP), Discovery Credit Union</b> |
| <b>Technology Applied:</b> | <b>Energy Efficient Lighting and Appliances, Grant Aided Insulation</b>                                 |
| <b>Service Provided:</b>   | <b>Energy Efficiency Advice Visits, Social Energy Tariffs, Benefit Entitlement Checks</b>               |

### Description of Project

Scottish and Southern Energy (S&SE) in partnership with Dundee City Council, Dundee Energy Efficiency Advice Project (DEEAP) and Discovery Credit Union brought a package to tenants in Dundee which was designed to tackle fuel poverty and social exclusion. An open day was held at two tower blocks in Dundee on 15 November 2005 and, while initial take up was quite low, the package, as well as the individual measures included, have continued to be promoted since then.

The package of measures provided tenants with:

- access to home energy efficiency visits
- grants for insulation
- free energy efficient light bulbs
- benefit entitlement checks (BEC)
- **“energyplus Care”** (epC)– a 20% reduction on fuel prices through the social tariff, available to S&SE customers only.
- discounted ‘A’ rated white goods referred through “energyplus Care”

Discovery Credit Union provides the financing for the purchase of the energy efficient appliances. Householders wishing to take advantage of the low rate loans become members, paying a small deposit for the loan into a savings account (usually 10% of the goods ordered), the loan is then repaid at an affordable rate with interest at only 1% on the reducing balance (12.68% APR), this compares much more favourably to showroom interest rates of around 30% APR.

Following the initial launch, the range of measures has been promoted primarily by DEEAP and the continued success of the partnership has been largely due to the commitment of the team in Dundee.

## **Project Outputs**

To date, over 200 discounted 'A' rated appliances, including washing machines, cookers and fridge freezers have been provided through the package and almost 400 Dundee tenants are currently benefiting from the 20% discount available through (epC).

Dundee City Council's Housing Committee Report on the Fuel Poverty Initiative in October 2006 confirmed that its tenants were saving approximately £140 a year<sup>2</sup> thanks to the package provided by the partnership.

### **Over the period April 2007- March 08:**

- 1965 energy advice visits made by DEEAP
- 525 applications made to energyplus Care
- 478 BEC's carried out, 69 successful, providing an additional £215425 income (average £3122.10 per client)
- 147 discounted 'A' rated appliances have been purchased through the scheme - the majority being Washing Machines, Fridge Freezers and Cookers.

In addition, DEEAP send a letter out to tenants when they first move in to a property, offering a visit to discuss heating systems, offers available etc. Over the period 2007-08, 1093 letters have been sent.

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<sup>2</sup> Dundee City Council report 492-2006 23 Oct 2006

## Case Study 9

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|                            |   |
|----------------------------|---|
| <b>Project Name</b>        | <b>Victorian Tenement Project:</b>  |
| <b>Housing Sector:</b>     | <b>All Sectors</b>  |
| <b>Completion Date:</b>    | <b>Ongoing since 2003</b>   |
| <b>Lead Organisation:</b>  | <b>Aberdeen City Council</b>  |
| <b>Partnerships:</b>       | <b>EST, ScottishPower, Local RSLs</b>   |
| <b>Project Budget</b>      | <b>Approx £100,000 per year</b>   |
| <b>Technology Applied:</b> | <b>Loft Insulation, Hot Water Jackets, Enclosing Communal Stairs and New Gas CH</b> |
| <b>Service Provided:</b>   | <b>Energy Advice</b>  |

### **Description of Project**

In Aberdeen there are some 12,300 flats in Victorian granite tenements (i.e. 13% of the total housing stock). Most of these are owner occupied or privately rented, but around 800 are owned by the Council or other RSLs. Just about all these flats are in mixed-tenure blocks. Most are one or two bed-roomed flats. Many of these flats are occupied by owners or tenants on relatively low incomes, e.g. first time buyers, students, older people who have elected to move to smaller accommodation.

With no improvements and electric heating these flats generally have an NHER of between 2.0 and 3.0. Many of these flats are hard to heat, resulting in high fuel costs and low comfort levels for occupants. Despite this, before setting up this project in 2003, there was a poor track record of getting improved insulation and heating systems into these properties. So a pilot project was run in 2003 to identify what would be needed to make an impact on the energy efficiency of this house type. This project has been running ever since. This project continued through 2005-07 with the same aims as in the previous 2 years: promoting energy efficiency in these blocks, looking in particular at insulation of communal lofts, draught-proofing of flats and communal areas, heating in flats and low energy lighting in flats and communal areas.

The challenges to achieving these improvements remained the same; granite buildings over 100 years old, mixed ownership within the blocks, need for repairs to communal areas and lofts full of rubbish. What changed over this period was that a way of identifying, approaching and working in these tenements well established. The scheme became better known to flat owners, tenants and landlords, and as a result referrals increased considerably. Central to this approach was the continued employment of a Coordinator who was involved in all steps of the process, from making initial contact with owners of tenement flats right through to invoicing for completed works. The figures demonstrate the effectiveness of the project.

## **Project Outputs**

Summary of headline figures for Aberdeen Victorian Tenement Project (from when established in 2004 - 2007)

- Lofts insulated 241
- Communal doors draught proofed 158
- Tank jackets fitted 28
- New gas central heating systems 82

Total value of energy efficiency measures = approximately £300,000.

*For further information contact:*

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## Case Study 10

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|----------------------------|--|
| <b>Project Name</b>        | <b>Warm + Well</b>   |
| <b>Housing Sector:</b>     | <b>All sectors</b>   |
| <b>Completion Date:</b>    | <b>Ongoing since May 2002</b>  |
| <b>Lead Organisation:</b>  | <b>Changeworks, Edinburgh</b>  |
| <b>Partnerships:</b>       | <b>NHS Lothian, City of Edinburgh Council, Midlothian Council, East Lothian Council, Energy Saving Trust</b>                     |
| <b>Project Budget</b>      |  |
| <b>Technology Applied:</b> | <b>n/a</b>   |
| <b>Service Provided:</b>   | <b>Energy efficiency advice, recommend improvements to heating and insulation, offer help in accessing grants and discounts.</b> |

### Description of Project

Changeworks' "Warm + Well" service helps to improve the housing conditions of people whose ill-health may be exacerbated by living in cold and damp housing. It works with health and social work professionals who identify and refer these householders to Warm and Well. The initiative uses specialised staff to provide advice, make an assessment of appropriate energy efficiency improvements and find the funding for them.

"Warm + Well" currently operates in Edinburgh, East Lothian and Midlothian and accepts referrals for people of all ages and in all tenures.

<http://www.changeworks.org.uk/content.php?linkid=160>

Miss Petersen has a history of cardiovascular problems, having suffered both a heart attack and a stroke. She owns a two bed-roomed mobile home with no mains gas in Midlothian. Her district nurse asked Warm and Well to make an assessment of her situation. We found that Miss Petersen had an old solid fuel central heating system that she was finding increasingly difficult to manage. As gas was not an option, Warm and Well organised and secured funding for the installation of a new oil central heating system. Miss Petersen is thrilled with the new system and it has had a positive impact on her home and quality of life.

## **Project Outputs**

In 2007, the “Warm + Well” initiative delivered;

- Warm and Well gave energy efficiency advice to 166 clients referred in 2007
- 29 clients were referred to the Scottish Government Central Heating Programme for new or replacement heating systems
- 17 clients were referred to Action for Warmth (AFW) for new or replacement heating systems
- 33 clients were referred to Central Heating Programme for insulation measures
- 12 were referred to Warm Deal for insulation measures
- 18 clients were referred to AFW for insulation measures

| Energy efficiency measure | Number of measures referred | Lifetime Financial Savings (£) |
|---------------------------|-----------------------------|--------------------------------|
| Central heating           | 46                          | 157,198                        |
| Cavity wall insulation    | 19                          | 273,494                        |
| Loft insulation           | 24                          | 331,593                        |
| Draught Proofing          | 20                          | 13,901                         |

*For further information contact:*

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