



Reaching the Target to End Fuel Poverty by 2016 *- One Year Milestone*

A Second Report by Energy Action Scotland

**From a seminar run in Spring 2015 by Energy Action Scotland and
the Scottish Fuel Poverty Forum**

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- *One Year Milestone*

Introduction

Energy Action Scotland (EAS) ran a seminar in the spring of 2015 on the topic of *Reaching the Target to End Fuel Poverty by 2016*. This event built upon, one year on, the discussions of a previous seminar held early in 2014 on the same topic. Members of EAS and of the Scottish Fuel Poverty Forum were invited to attend.

The Housing (Scotland) Act 2001 requires the Scottish Government “to ensure, so far as reasonably practicable, that people are not living in fuel poverty in Scotland by November 2016”. Local authorities are expected to assist in meeting this duty.

The seminar was intended to give EAS and the Forum an opportunity to discuss what had been achieved since the first seminar on this topic the year before and to ask what remained to be done to meet the target. (A summary of the discussions from the first seminar can be found on the EAS website under Publications.)

The event was highly participatory and all delegates took part in four discussion groups. Each group addressed the same list of questions (see appendix 1).

Key topics included policy aspects such as the Fuel Poverty Statement Update and the Smith Commission proposals; programme outputs, evaluations and lessons; links with health; and support for consumers.

EAS members consist of a variety of organisations and companies from all sectors and from across the country. They have a range of different interests but EAS believed they had knowledge and experience that would make a significant contribution to the discussions.

The Scottish Fuel Poverty Forum is an advisory group whose remit is to work together with the Scottish Government to ensure that, so far as is reasonably practicable, no-one is living in fuel poverty by 2016.

Around 90 people participated in this one day event and they are listed in appendix 2.

This report gives a summary of some of the points raised in the discussions; however, there was not necessarily consensus on all points of discussion and neither the discussion groups nor the seminar overall were asked to endorse recommendations. Often there was healthy debate on various aspects of the topics. This report presents a summary of the discussion points from the discussion groups. Some themes emerged from these discussions and are brought together here for the purpose of further consideration.

Summary of Key Points

The discussion groups were not asked to endorse any recommendations or to rank discussion points in any order of priority. However, the list in this section is intended to assist in giving a brief overview by stating one key point from each discussion topic question. The full report must be read to obtain all points discussed.

Q1 Fuel Poverty Policy and Policy Proposals

a) Is the current policy framework sufficient?

There were a number of referrals to the 'elephant in the room' which was the need to acknowledge that the 2016 target date to eradicate fuel poverty will not be met and that a discussion must be opened as soon as possible as to how it can be revised.

b) How does policy/legislation help to meet fuel poverty goals?

Other policy areas to which it was suggested fuel poverty policy ought to link were health, housing, education, job creation/employment, wealth generation and climate change. Addressing issues in each of these areas could assist in tackling fuel poverty and vice versa.

c) What is the potential impact of the Smith Commission/Scotland Bill proposals on energy efficiency?

There was some support for proposals to devolve the design for the delivery of Energy Company Obligation (ECO) in Scotland to the Scottish Government. This was thought to be beneficial if, for example, ECO could be designed to serve better all areas of Scotland including rural areas. However, it might result in less ECO funding overall in Scotland.

Q2 Programme Outputs, Evaluations and Lessons

a) What are the features of current programmes that should be retained?

Identifying the fuel poor or vulnerable continues to be a point of discussion. The reality is that many people do not like to disclose their income. However, data sharing and data matching – such as has been taking place between the DWP and the energy companies – was generally considered to be helpful and productive.

b) What are the key challenges that need to be addressed?

A common theme arising was the over-emphasis on carbon reduction. Many voiced the opinion that social factors and fuel poverty in particular ought to become a much stronger driver in government programmes offering assistance.

c) What are the key lessons we need to use going forward?

There was a view that there is too much focus by the Scottish Government on inputs to programmes rather than on measuring outputs and outcomes. Moreover, some felt there was a lack of timely reporting on programmes. This needs to be addressed.

Q3 Links with Health and Social Care

a) What examples are there of what is working to make these links and to address fuel poverty and health and/or social care in tandem?

A number of projects and initiatives were cited. Post-event, information on them was gathered and is included in appendix 3.

b) What gaps or opportunities are there to fill and how could this be done?

There was a suggestion to look at marketing fuel poverty as a health objective rather than an environmental objective. The message could be 'Help your parent's health or your child's health by getting energy efficiency measures'.

c) Who and how do we need to engage to achieve this?

There are many frontline health and other support service professionals going out to engage with people in communities and they need to have more awareness so that they know exactly what assistance is available. There may be existing support services that they themselves are not aware of, resulting in missed opportunities to help people. There needs to be on-going support and information for these teams including awareness-raising.

Q4 Support for Consumers

a) What are the key supports for energy consumers and why are they successful?

It was suggested that there are three main routes for consumer support, these being welfare rights, income maximisation and energy advice. Simple advice schemes were thought to be helpful along with the removal of barriers in order for customers to participate.

b) What are the main barriers to consumer engagement and how can these be overcome?

Not all consumers are the same and this is a barrier to be recognised and overcome. Some do not engage, or else the problem is only an issue when they become ill, old, unemployed, have children etc. and so assistance needs to fit in with this pattern of behaviour.

c) How can long term support be delivered to ensure energy efficiency measures/energy advice is used effectively by consumers?

The impending rollout across Great Britain by 2020 of smart meters was the subject of discussion in all groups. Views were split on how useful this opportunity might be in improving energy efficiency or in influencing consumer behaviour. For some, it was viewed as a huge opportunity to engage with householders, although it was recognised that smart meters are not a panacea.

Discussions

Q1 Fuel Poverty Policy and Policy Proposals

The seminar was set against the policy framework that included the Fuel Poverty Statement progress report of December 2014. The Fuel Poverty Statement was published under section 88 of the Housing (Scotland) Act 2001. In it the Scottish Government explains what it means by fuel poverty, discusses its causes and says what it has done and will do to eradicate fuel poverty, as far as reasonably practicable, by November 2016.

The Scottish House Conditions Survey is published by the Scottish Government annually. It includes the official figures on fuel poverty in Scotland. The latest figures stated that fuel poverty in Scotland increased between 2012 and 2013 with 39.1% of households (940,000) estimated to be fuel poor.

Constitutional reform following the Smith Commission report and the subsequent UK Government Command Paper could result in programmes such as the Energy Company Obligation (ECO) and Warm Home Discount being devolved to Scotland, although details were not yet available.

a) Is the current policy framework sufficient?

There was a statement that fuel is a human right and not just a consumer commodity.

There were a number of referrals to the 'elephant in the room' which was the need to acknowledge that the 2016 target date to eradicate fuel poverty will not be met and that a discussion must be opened as soon as possible as to how it can be revised.

It was reinforced that there are three main causes of fuel poverty and all must be addressed. Some common themes emerging were the need to dramatically tackle fuel costs and also to get back to basics and establish how people can have a decent lifestyle, particularly as stagnating incomes and the impact of Welfare Reform are big factors. Improving domestic energy efficiency was considered important but not sufficient on its own. There was a strong view that it is simply not enough to address just one element of fuel poverty and this will mean working across governments to ensure effective action. Use of mapping was proposed as a means of achieving this.

There was a view expressed that there must be a more holistic strategic overview of fuel poverty. At present the processes are perhaps confusing. In particular, the links between housing and health were cited and it was suggested that health, social care and the third sector need to work better together. Fuel poverty is seldom experienced in isolation but often comes hand in hand with a range of other issues which frequently lie in the wider field of 'general' poverty.

Other policy areas suggested as having links to fuel poverty were climate change and jobs and job creation as part of economic policy. Links with Social Return on Investment were also put forward as being relevant.

Longer term policy may be required and certainly policy needs to continue to evolve.

The statement was made that 'Policies alone don't change people – money does'. Discussions included the emergence of food poverty and in-work poverty as issues now having public visibility. The impact of fuel poverty on health and how health budgets are very constrained were also discussed (see also Q3 on Links with Health and Social Care).

There were a number of views that the policy framework is too carbon focused and so does not fully address the requirements of the fuel poor. The need to base interventions on fuel poverty came up again and again.

Numerous participants expressed the belief that, at a strategic level, the fuel poor should be the priority when targeting energy efficiency assistance. However, the benefits of an area-based approach to delivering assistance were also acknowledged, even though this model sometimes delivers to those who are not fuel poor. Somehow the aim should be to do both. It was noted that the national Energy Assistance Scheme [which ran until end March 2015 and will be replaced in September 2015] is focused on fuel poor and vulnerable individuals and offers assistance on a reactive basis.

One factor that came up repeatedly was the view that too much emphasis is put on inputs rather than measuring outputs and outcomes. This is expanded on in the section on Programme Outputs, Evaluation and Lessons (Q2), but is included here under Policy because it will most likely require change at the policy level for this to be addressed adequately.

There was a lot of debate about how programmes should, in principle, be paid for i.e. through general taxation which is fairer but open to the vagaries of budget negotiations or through levies on bills which is regressive.

b) How does policy/legislation help to meet fuel poverty goals?

Policy sets out the overarching intention and also gives the framework from which practical interventions and initiatives stem.

Other policy areas to which it was suggested fuel poverty policy ought to link were health, housing, education, job creation/employment, wealth generation and climate change. Addressing issues in each of these areas could assist in tackling fuel poverty and vice versa. For example, the Scottish Government's Warm Deal programme in the late 1990s linked home energy efficiency improvements with training and employment programmes.

Policy is a driver and can be the instigator of change and can set the timeframe in which that change must happen. Standards are one such example - housing quality and energy efficiency standards being relevant to fuel poverty.

Several views were expressed that standards have to be about fuel poverty and not just energy efficiency ratings. For example, it was suggested that adding a fuel poverty factor to the Energy Efficiency Standard for Social Housing (ESSH) would allow more flexibility to tackle the problem.

Discussions indicated that striking the balance between ‘carrot and stick’, i.e. between enforcement and encouragement, can be delicate. For example, bodies such as local authorities have to deliver on standards but must engage with the public to achieve them. Factors to take into account in this respect are the financial capacity of the householder and of the local authority (reference was made to Council Tax freezes) and the ability to educate householders/the public in order to win their co-operation and to change their behaviour. Indeed, there were several comments that in fact the fourth major contributing factor to fuel poverty was consumer behaviour e.g. lifestyle, expectations and willingness to engage with offers of support. Lessons about consumer engagement were also thought by some to be pertinent to the potential introduction of energy efficiency standards in the private housing sector in Scotland (see also Q4 (b) on barriers to consumer engagement).

Questions were also raised about who would police the proposed energy efficiency standards for the private sector, thought by some to be a difficult task.

It was suggested that use be made, as appropriate, of the various advisory boards that assist government. These could be helpful in linking up policy areas and in feeding fuel poverty-related issues into a range of processes and programmes to mutual benefit.

c) What is the potential impact of the Smith Commission/Scotland Bill proposals on energy efficiency?

Discussions around making responses to fuel poverty relevant to Scotland’s needs touched on the Smith Commission proposals [which have gone on to become incorporated into the Scotland Bill].

There was some support for proposals to devolve the design for the delivery of Energy Company Obligation (ECO) in Scotland to the Scottish Government. This was thought to be beneficial if, for example, ECO could be designed to serve better all areas of Scotland including rural areas (see Q2 b).

However, others flagged up the likelihood that such a move would result, in practice, in a reduction in ECO monies for Scotland as it could have to move to a pro rata share. At present, Scotland reportedly receives a higher than pro rata share of expenditure but not all parts of the country benefit from it.

Some discussions took place around the Winter Fuel Payment. These largely covered the issue of universality versus means testing – regardless of whether it is devolved or not. It was not clear how the Scottish Government could make the Winter Fuel Payment sufficiently different from it is at present and so more information would be required.

Further details as to how these proposals might work in practice will be required.

Q2 Programme Outputs, Evaluations and Lessons

The previous year's seminar had identified that programme delivery in rural and remote areas of Scotland was not working well and that this situation was not helped by the Scottish Index of Multiple Deprivation being used as an indicator; the Energy Company Obligation (ECO) was said to be over-complex and this led to a protracted path to establishing client eligibility; and also monitoring and evaluation of past and present schemes was not thought to be timely.

a) What are the features of current programmes that should be retained?

Area based schemes appear to be liked as they aid delivery. They give economies of scale and assist uptake through improved awareness amongst householders and by creating a critical mass. Some discussions suggested that mini 'warm zones' would be useful in some areas in order to target small areas of need. It was emphasised that the Scottish Index of Multiple Deprivation (SIMD) cannot be relied upon alone to identify areas of high fuel poverty (see also Q2 b).

The statement was made that 'we know what needs to be done. We don't need innovative schemes but we do need replicable projects. Where innovation is required is in how to fund the projects and schemes.' This seemed to capture the mood of a number of participants.

Offering a range of products and measures was considered to be helpful as it facilitates a response that can be tailored to suit the needs of the dwelling/household as found. Equally, cognisance has to be taken of household circumstances, for example, a long payback period might suit a younger lower income household but the same timescale might not be suitable for an older household. Mixed tenure properties also remained a challenge.

Identifying the fuel poor or vulnerable continues to be a point of discussion. The reality is that many people do not like to disclose their income. However, data sharing and data matching – such as has been taking place between the DWP and the energy companies – was generally considered to be helpful and productive. It was noted that Scottish Ministers are not minded to change the definition of fuel poverty i.e. the 10% of income factor.

Providing advice and providing it in a variety of ways that suit different client preferences was thought by many to be key to the improvement of energy efficiency. This links to the need for advocacy services as discussed in the section on Support for Consumers (Q4).

b) What are the key challenges that need to be addressed?

A number of participants expressed the view that there is too much focus by the Scottish Government on inputs to programmes rather than on measuring outputs and outcomes. Moreover, they felt there was a lack of timely reporting on programmes. This needs to be addressed. Regular reporting during the lifetime of programmes would allow for fine tuning as a programme progresses. A clear picture

of how the programmes have been delivering would also be extremely helpful when shaping new programmes rather than working on assumptions about progress. Sometimes progress reports on a completed programme are made available after the new programme has been designed. This is perhaps an issue which the Scottish Government needs to address in order to maintain faith in its programmes and also to benefit from the experience of those bodies which help to deliver them. It was noted that, in comparison, ECO reports publicly on a monthly basis.

It was stated that how areas to be targeted for priority assistance are identified has to be revised as the current use of the SIMD is too blunt an instrument. In particular, it does not serve well those rural areas with low levels of population where there are high levels of fuel poverty.

The scaling back of the ECO has proved a hindrance for a range of bodies - including local authorities, housing associations and commercial installation companies - seeking to deliver assistance.

A common theme arising was the over-emphasis on carbon reduction. Many voiced the opinion that social factors and fuel poverty in particular ought to become a much stronger driver in government programmes offering assistance.

Complexity and in particular laborious administration were identified as barriers to progress. Complex eligibility criteria also raise the expectations of the public which can then be dashed even after considerable interaction. Breaks between one programme finishing and another commencing or where activity dries up as targets are met early or funding is used up can have a crippling effect. Delivery bodies struggle to cope in the hiatus and public perception can be that help is no longer available. Consequently momentum has then to be ramped up again from scratch when new programmes or new funding rounds open.

There were suggestions that more of a focus on solid wall insulation was required. Challenges included improving steel and timber framed properties. In addition, instances where more complicated and/or expensive property improvements were required - and in particular where funding limits necessitated a client contribution - remained barriers to progress.

c) What are the key lessons we need to use going forward?

It was clear that those involved in the delivery of current and previous programmes have a wealth of knowledge and experience – and views – on how well or otherwise these programmes are working or have worked in practice.

However, as stated in more detail in Q2 b), there was a view that there is too much focus by the Scottish Government on inputs to programmes rather than on measuring outputs and outcomes. Moreover, some felt there was a lack of timely reporting on programmes. This needs to be addressed.

In addition to statistical reporting, there was also the view that more good news stories would be helpful. Case studies or examples of people who have successfully been assisted were considered to have a positive impact on customer engagement. The sharing of good practice would also be beneficial to practitioners.

Views differed on whether to target assistance on the property or the household. However, flexibility in schemes to enable the prioritising of people in dire need would be welcomed.

There was a lot of discussion (as in the previous year's seminar) around the paucity of delivery of energy efficiency measures in rural and remote areas. One solution might be for programmes to recognise and reward reductions in fuel poverty to the same degree as carbon reduction is rewarded currently.

Q3 Links with Health and Social Care

The previous year's seminar had identified that partnership working was effective but had suggested that more formal links between fuel poverty and health and social care at a high level were required.

a) What examples are there of what is working to make these links and to address fuel poverty and health and/or social care in tandem?

A number of projects and initiatives were cited. Post-event, information on them was gathered and is included in appendix 3.

There was discussion about some of the examples cited.

The Links Worker Programme¹ and ALISS² systems were discussed. A few Community Links Practitioners were in attendance at the seminar and were able to share details of their service. Some attendees also had direct experience of the Links Worker Programme and descriptions of it included that it was 'a good start' and that 'the model was a good option as an interface'. For example, there was a figure quoted from a Scottish Government representative that 30% of people who see the Community Links Practitioners are ultimately referred to Home Energy Scotland.

The Links Worker Programme was generally viewed as an example of a trusted service, i.e. 'a GP wouldn't refer someone to an untrusted source'. Older people in particular, it was thought, do not trust new people and so go to places like the GP, CABs etc. It is consequently important that the services are indeed trustworthy and reliable otherwise that trust can be lost.

It was explained that there is huge pressure on GPs' time and this service is very valuable to them. The Links Worker Programme is credited with encouraging GPs to now ask certain questions of their patients because they know that the Community Links Practitioners can assist them and provide the bridge to local support services. Previously, the GPs knew the questions to ask but did not have time to look for the answers or discuss it further with the patient.

It was also thought that doctors' surgeries attract all types of people and not just one group. There is therefore more opportunity using this route to reach people who are not in the usual targeted groups for regular anti-poverty programmes.

There was some discussion about how this model can be resourced as it is very resource-intensive.

A participant asked whether it would be possible to have a fuel poverty clinic once a week. The reply from a Community Links Practitioner in that group was that the issues were so huge and varied that it was impossible to focus on just one aspect (e.g. it took 9 months for one woman to get the help she needed). The focus is on what matters to the patient and is not issue-specific.

Further discussion covered the ALISS system which provides the means to GPs and Community Links Practitioners (and others) of accessing information on local support services. It was considered really important to increase awareness of this system and to encourage organisations and service providers as appropriate to register on it.

There were a number of suggestions made for use by teams going to visit people in cold homes. Likewise, awareness of the Links Worker Programme and other examples of good practice needs to increase. There was some discussion about how best to do this exchange of information and how to make it on-going and this was thought to need further consideration.

Healthy Homes for Highland³ was mentioned as a good exemplar. GPs lead the programme with the involvement of welfare rights advisors and in-home advisers who dispense community health and other advice. As part of the project, stalls were set up in Raigmore Hospital in partnership with the NHS. There was engagement with NHS staff - some of whom may well be in in-work poverty themselves it was suggested - as well as patients. A lot of work had gone into building the partnership. It was mainly offering energy advice along with a free fire safety check.

The Well North⁴ programme was put forward as a good example of joint working.

The Care and Repair⁵ model was said to create good interaction but it was also suggested that the sharing of information from the health profession to it could be improved.

One discussion group went into more detail when talking about the in-home EnergyCare Group⁶ model and said it works very well. The company provides comprehensive in-home support. This includes acting as a formal third party for Energy Assistance Scheme referrals, providing guidance on how to create a warm room in a cold house, carrying out temperature and cost monitoring to determine if an affordable warmth outcome is met, giving guidance on heating controls and advising on tariffs and using thermal imaging to identify actual failings in a property.

Some said that there were lots of great examples of partnership working but that it was difficult to focus on single target groups. There were also lots of good examples of trusted intermediaries which could be utilised. However, it was commented that there are many small-scale pilot projects but these now need to be mainstreamed. DECC is reviewing the Gentoo 'boiler on prescription' project⁷. Perhaps this might point the way to the mainstreaming that is required?

The Northern Ireland approach through its Northern Exposure project⁸ was put forward as a good example of making links between fuel poverty with health and social care. Northern Ireland is said to be taking a more progressive approach and is looking at health impacts on fuel poverty from an academic perspective.

The partnership between Macmillan Cancer Care and npower⁹ was mentioned as being a successful initiative. It recognises that cancer patients have high fuel bills because they are likely to feel the cold more and spend more time at home during treatment or recovery. They might also have lost their job or have a reduced income. One commenter noted that Macmillan nurses are deemed to be impartial intermediaries.

Other examples given were of Clackmannanshire Council which has its energy advisors going into health clinics and also Drumchapel L.I.F.E¹⁰ was noted for 'thinking outside the box'. Power to the People Kintyre¹¹ was given as an example of a Community Interest Company (CIC) with an active interest in this field. The former Warm and Well¹² project by Changeworks was given as a good example in practice of tailored advice.

b) What gaps or opportunities are there to fill and how could this be done?

'Delayed discharges' was given as an example of a gap where action could be taken. There are already good joint agency protocols for discharge from hospital or prison but there needs to be a scheme for partnership between health and energy efficiency teams. The aim would be to avoid people being kept in hospital longer, and then being sent back to a cold home.

Many people suggested a more joined-up, holistic approach for links with health and social care. This was echoed in all of the discussion groups at various points during the day. A more holistic approach to tackling fuel poverty was wanted with more joined-up thinking e.g. a Scotland-wide campaign on eradicating fuel poverty, joined-up marketing and all using the same language. The joined-up approach would stop it being single focus (e.g. on maximising benefits) and make it more about how to minimise outgoings.

Currently the health service is looking at medical issues/disease. Perhaps it could take a more holistic approach, i.e. service could be people-centred? Public Health was noted as being the most likely area of the health sector within whose remit this fits.

In discussions about how to measure the health benefits from tackling fuel poverty, and how we learn the lessons from what has already been done, a few participants in one group raised the idea of telling more of a story. Rather than output being measured using a tick box with numbers, a more descriptive language would be more useful in this case. Finding out the life story of a person affected and to then see how they benefit from the measures would be more hard-hitting than just statistics, they thought.

The Patient Advice and Support Service (PASS)¹³ was suggested as a potential avenue for delivering support.

It was suggested there are gaps in the current arrangements for Community Planning Partnerships – some highlighted the fact that NHS is a statutory partner and so those in the fuel poverty field should be working more closely with them, closer than is currently happening.

Another topic that came up across the groups as a gap to fill or opportunity to address was 'referrals'. There were suggestions such as needing to improve self-referring and GP-led referrals to energy efficiency support. However, it was acknowledged that GPs need certainty and confidence when they make third party referrals. This reflected the discussions in the session on Programme delivery (Q2) and the complexity of establishing client eligibility and also the patchiness of delivery of, say, Energy Company Obligation (ECO) in certain parts of the country. It was thought this could hinder referrals. The answer put forward in at least three of the groups was to take advice to where people are e.g. in the hospital/GP surgery. Services should be built around people.

The opportunity is there to get rid of old language and shift emphasis in the way assistance is marketed, it was advocated. For example, use the term 'social security' rather than 'social welfare', as 'security' has better connotations than 'welfare'.

Another suggestion made in one of the discussion groups was to look at marketing fuel poverty as a health objective rather than an environmental objective. The message could be 'Help your parent's health or your child's health by getting energy efficiency measures'. The idea was to leave environmental objectives behind and move more towards health objectives. However, it was noted that this idea would need strong evidence to back it up. An extension of this would be to create a super brand via the Scottish Government – along the lines of 'Natural Scotland'. It was felt that this is an untapped area for marketing and it would be a good idea to work on the health benefits of energy efficiency schemes.

The message came out loud and clear from the discussion groups that health is also a major component of fuel poverty. No heating equates to bad health.

c) Who and how do we need to engage to achieve this?

There was much agreement expressed that the health profession is ideally placed to identify client groups in need. They can perhaps help in gaining access to households in need, which is a challenge for those dealing with fuel poverty. It was noted across the discussion groups, however, that overall the sharing of information at present from the health profession is not great. There is also no mechanism for knowing health improvements. There must be a feedback mechanism for all concerned, as results are needed to keep the process going.

The comment was made that there are many frontline health and other support service professionals going out to engage with people in communities and that they need to have more awareness so that they know exactly what assistance is available. There may be existing support services that they themselves are not aware of, resulting in missed opportunities to help people. There needs to be on-going support and information for these teams. In addition, other frontline workers also need more awareness-raising sessions and better education on the benefits, for example, of improved energy efficiency. Advocates can guide people through the maze of grants available, which is too complicated for most people to do themselves.

Frontline staff may be experiencing issues themselves and so can be good advocates e.g. living in deprived areas themselves.

It was also recognised that health staff have so much to do that fuel poverty often falls by the wayside. There is increasing pressure on frontline services. New ideas need to link in with what is already happening as health workers do not want additional workloads.

The important point was made in one discussion group that the NHS has the power and a duty of care to promote health but is constrained by a 1977 funding system and therefore, if we want to link fuel poverty and health, we must understand health funding restrictions. It was also stated that there would most likely be a requirement to demonstrate that there will be a benefit from any action. In the same group, another participant asked if it was realistic to expect health sector and energy efficiency bodies to share funding?

The challenge now is how to engage with the health sector effectively.

An idea was put forward of a possible 'Deep End' conference [see GPs at the Deep End¹⁴]. It was felt that this would be an ideal way of improving engagement with this sector. It was observed by all of the discussion groups that engaging with the health sector is proving very difficult. Many organisations – including the Scottish Fuel Poverty Forum – had found it hard to find the correct department in the health sector to plug into. There were many organisations represented at the seminar which could have a key part to play, including via the Community Planning Partnerships. Some participants in one discussion group felt that a few champions in each health centre/GP surgery were all that was needed.

What emerged from the session was that links with health are happening to some extent locally, i.e. at a low level, but there was a view that more also needs to come from higher up in the Scottish Government.

Other suggestions of how to engage with people was by using the Community Health Exchange (CHEX)¹⁵ idea of learning groups which engage local people to take control of their own health. Other suggestions included the idea of a team of advocates alongside existing health services such as mental health, head injury patients etc.

The integration of Health and Social Care at the local level was thought to provide opportunities. It was also asked how health workers and social workers obtain information about assistance available and how we can contribute to that in a way that would be productive and supportive.

Many groups discussed the roles that local authorities could and already do take. For example, district nurses visit local communities for various projects. It was noted that Argyll and Bute Council has a health and wellbeing sector and that there could be links with all the people who currently work with vulnerable people. Fife Council and South Lanarkshire Council are building similar relationships.

Q4 Support for Consumers

The previous year's seminar had been supportive of the one-stop-shop model of Home Energy Scotland as an initial point of contact for the public. However, it also identified the need for face-to-face advice services and for advocacy services for people who are more vulnerable or who have more complex problems. The forthcoming rollout of smart meters across the country was considered to be a huge opportunity to educate consumers about their energy use and to promote behavioural change.

a) What are the key supports for energy consumers and why are they successful?

It was suggested that there are three main routes for consumer support, these being welfare rights, income maximisation and energy advice.

Simple advice schemes were thought to be helpful along with the removal of barriers in order for customers to participate.

Home Energy Scotland provides an advice network that gives that simple first point of contact. It provides one dedicated freephone number and the end user does not need to understand the complexity of the schemes that lie behind it. Generally it was thought that it gives the public good advice and navigation through the available schemes.

The key is getting people to phone the Home Energy Scotland helpline.

There was a view that people are still very confused about where to go for impartial advice and support and so the message needs to be really clear and simple. A national marketing campaign using TV, press and billboards must direct people to local advice centres, it was suggested.

However, Home Energy Scotland does not provide advocacy. It was considered that it is not always possible to help over the phone – face-to-face is sometimes best.

Home Energy Scotland aims to work closely with the CAB service, but the CAB umbrella organisation Citizens Advice Scotland (CAS) is very keen not to duplicate Home Energy Scotland.

Supports are deemed to be successful where the consumer then becomes smarter in their decisions and more engaged.

The Energy Ombudsman service is reportedly seeing an increase in the number of cases it deals with. Where cases are not dealt with adequately by an energy supplier or where the supplier and customer reach a deadlock, they can be referred on to the Ombudsman. It was thought that as customers become more aware of their rights and of the fact that support is available via the Ombudsman (for example, this information is on fuel bills), more people might go down this route for assistance.

The Extra Help Unit was given as an example of a service that can help vulnerable consumers. Now run by CAS, it is a team of telephone caseworkers that helps people throughout Great Britain who have complex energy complaints. It is not a

public helpline. People can be referred to it by the Citizens Advice Consumer Helpline, their local politician, the gas and electricity regulator Ofgem or the Energy Ombudsman. The unit also provides an 'Ask the Adviser' telephone service for advice agencies who need specialist support to help their clients. It was considered helpful as it has a focus on vulnerable consumers and because it provides specialist knowledge of often complex issues that other advisers could not be expected to know or have the time/contacts to deal with. However, not all advisers know about the service and so there is still a gap.

Some participants said an underlying problem is that people do not have enough money. Money needs to be going back into households. Another trusted service is therefore money advice centres. These work in the community rather than at a distance. But it all comes back to extra capacity, it was said. Demand for these services has outstripped capacity and so more resources are required. It also depends on geographic location around the country as to how many avenues there are for people to use. People also need better awareness and understanding of where they should go for money/debt advice.

For energy advice, the energy suppliers' Home Heat Helpline was stated as an example of where customers can access assistance with their fuel bills and energy supply.

A number of locally-based advice agencies were known to exist around the country. They were considered to be knowledgeable, well-trained and have the advantage of being local. They often give 'great practical advice in layman's terms'. For some of these services, funding and therefore staffing levels can be a challenge.

Another success was thought to be the Warm Home Discount. On the positive side, there is a good match with 'need' and there is no requirement to apply every year. However, it was suggested that more data sharing with the DWP is necessary to identify those in need. One challenge to advertising the Warm Home Discount was that there is not enough budget to allow everyone likely to be eligible to get it and so expectations could be raised and then dashed.

b) What are the main barriers to consumer engagement and how can these be overcome?

While it cannot be expected that everybody should know everything about energy issues, there was a belief that there is not enough shared learning between frontline advisers.

Some participants thought there was a need to do follow up visits where one initial home visit to give energy support is not sufficient.

There was a suggestion that too many advisers are on short-term contracts and so advice quality is not being sustained.

Discussions covered whether the landscape was still too confusing for people with too many places to go for some kind of assistance without really knowing what was available or indeed, would be helpful.

It was stated that there is value in people going straight to their energy supplier for assistance. However, for the energy companies, a barrier that was identified was that customers do not trust them. An idea put forward to address this was for there to be more training for their frontline staff in how to engage with people, particularly those with more complex problems. It was also hoped that the current energy market investigation by the CMA [Competition and Markets Authority] would go a long way towards restoring consumer trust.

There was discussion about the cost for energy companies to find households in order to offer assistance. One suggestion to overcome this was for the local authority to prioritise energy efficiency checks for those it knows are on housing benefit. The Priority Service Registers held by the energy companies were thought to be good indicators of those likely to benefit from some assistance.

Not all energy suppliers have signed up to the industry code of practice and consumers should be made aware of this, it was suggested.

Guarantees were thought to be an issue. While the public and other bodies look for standards and guarantees, these can in fact create barriers.

Services like the Green Deal had lately seen a tightening up of standards and accreditation schemes. Green Deal was more expensive and had lots of paperwork and there was a suggestion that these factors were linked. Standards/accreditation such as PAS2030 were said to present 'incredible hoop-jumping and excessive costs' for contractors. Contractors often need to have e.g. PAS2030 to operate in a scheme but there is a cost to them to attain that accreditation. This was said to be particularly difficult in rural areas, where the cost of delivery was already higher and where there tended to be SMEs [Small to Medium Sized Enterprises] rather than larger companies. On the other hand, it was acknowledged that while products are improving, the correct use and installation of them continues to be an area in need of monitoring. It was proposed that there could be a sliding scale of accreditation and that this was perhaps something the National Insulation Association could suggest.

It was put forward that there is clear evidence that people are not seeing savings coming through on their fuel bills from steps taken with this expectation. It was therefore questioned whether the process to assess savings was robust and, if not, it needs to be established where people can go to deal with that.

There was perhaps a need for consolidation i.e. to avoid having different suppliers for different services and products ... although again this might be more difficult in rural areas.

Not all consumers are the same and this is a barrier to be recognised and overcome. Some do not engage, or else the problem is only an issue when they become ill, old, unemployed, have children etc. and so assistance needs to fit in with this pattern of behaviour.

Under-occupancy got a mention – but as often is the way - was not addressed in any detail.

It was noted that lots of tenants need hand-holding e.g. for switching energy supplier, in understanding the use of their heating system, for behaviour change.

Self-disconnection by prepayment meter users was said to be a problem needing attention. Representatives from energy suppliers present pointed out that they may not know if people have stopped topping up their prepayment meter for at least 6-8 weeks by which time the damage may possibly have been done and so it was not straightforward for them to identify those needing help. It was also suggested that there needs to be more help and mechanisms for prepayment meter tariff switching - including time of use tariffs - in Scotland.

Some participants were in favour of new forms of delivering energy to homes, e.g. through community heating, group buying, online franchises etc. Others, however, were sceptical about how readily the fuel poor, those on a low income, the vulnerable and people with complex problems would be able or want to engage in such ventures. After all, there is still quite a way to go in order to get all customers simply to switch gas/electricity suppliers despite the support provided by Ofgem and others to make this process easier.

c) How can long term support be delivered to ensure energy efficiency measures/energy advice is used effectively by consumers?

Some participants believed that spending money on giving advice takes money away from paying for physical measures. Others believed that giving advice is not a waste of funding; delivered well, it translates into better/more efficient use of their homes, heating systems and appliances. Advice needs to be timely, e.g. within 6 days of new measures being installed with reinforcement and behavioural change advice coming later. Others said that both advice and hard measures were required. It was also pointed out that when assessing the cost of doing something, it might also be worth assessing the cost of *not* doing it. Others highlighted the need to prioritise help e.g. first of all get people back on their feet – secure the tenancy, deal with health issues, sort debt, support to get out of fuel poverty, etc.

It was proposed that we must educate young people in schools on energy use and managing budgets – and to get in early with the messages to shape their behaviour. Some suggested using ‘pester power’ where they take the information learned home to influence parents.

Perhaps using thermal images to attract attention might be helpful.

The impending rollout across Great Britain by 2020 of smart meters was the subject of discussion in all groups. Views were split on how useful this opportunity might be in improving energy efficiency or in influencing consumer behaviour. For some, it was viewed as a huge opportunity to engage with householders, although it was recognised that smart meters are not a panacea. They believed it essential to give advice on how to use the meter and in-home display and to link that with behaviour in terms of energy use. This was considered important, not only to help people save energy use and therefore lower their bills, but also to avoid some consumers taking fright and turning heating etc. off. For others, the challenge seemed to focus much more on simply gaining consent and access to install the technology. Yet others thought it was just too difficult to deliver so many messages to the public.

There was general agreement that special support for the rollout will be required for the most vulnerable. It was acknowledged that this process is already underway through bodies such as Smart Energy GB.

CAS is also working with Ofgem on an Extra Help Scheme for the future.

Participants wanted to benefit from ideas found in other countries e.g. it was reported that the Dutch are sending every householder a modelled Energy Performance Certificate for that home.

Concluding Remarks

At the end of the event, the Chair of the Scottish Fuel Poverty Forum, Professor David Sigsworth gave his initial reaction to the day's discussions in the concluding remarks.

We need to accept that, for now, fuel poverty is increasing. Solutions therefore need to be more effective.

Meeting the 2016 target to end fuel poverty is 'the elephant in the room'.

There are three main levers acting on fuel poverty ... plus a fourth factor 'people's behaviour'.

There is a need to link across agencies and to make better use of mapping. It is important to ensure that policy is driving resources.

There is a need to focus on local economic activity.

Poverty is in a 'perfect storm'.

On health, more must be learnt about existing policies and how to use them better before asking for more.

An evidence base is required to give a better understanding of how the area-based model is working and why it is said that rural areas are out of balance and why help is not always getting to the people with the highest need in terms of fuel poverty. There is a need to return to the principle of targeting those in the greatest need first.

New funding is required because Energy Company Obligation (ECO) is no longer a large enough source. We need to be innovative in seeking new funding or be more creative about the redeployment of funding. These discussions have indicated ways to help achieve this.

The proposals coming out of the Smith Commission give a very good opportunity to shape policy.

Appendix 1

Discussion Questions

1 Fuel Poverty Policy and Policy Proposals

- a) Is the current policy framework sufficient?
- b) How does policy/legislation help to meet fuel poverty goals?
- c) What is the potential impact of the Smith Commission/Scotland Bill proposals on energy efficiency?

2 Programme Outputs, Evaluations and Lessons

- a) What are the features of current programmes that should be retained?
- b) What are the key challenges that need to be addressed?
- c) What are the key lessons we need to use going forward?

3 Links with Health and Social Care

- a) What examples are there of what is working to make these links and to address fuel poverty and health and/or social care in tandem?
- b) What gaps or opportunities are there to fill and how could this be done?
- c) Who and how do we need to engage to achieve this?

4 Support for Consumers

- a) What are the key supports for energy consumers and why are they successful?
- b) What are the main barriers to consumer engagement and how can these be overcome?
- c) How can long term support be delivered to ensure energy efficiency measures/energy advice are used effectively by consumers?

Appendix 2

List of Participants

Full name	Job Title	Organisation
Greg McCracken	Policy Officer	Age Scotland
Bill Sheldrick	Director	Alembic Research
Rachel McNicol	Affordable Warmth Advisor	ALLenergy
Ally Caulder	Project Development and Educational Support Officer	ALLenergy
Lynne Maciver	Assistant Manager (Technical & Strategy)	Angus Council
Alan Beal	Director	Bacra
Duncan Macrea	Energy and Sustainability Officer	Caledonia Housing Association
Teresa Bray	Chief Executive	Changeworks
Sam Mills	Head of Projects	Changeworks
Mark Willis	Welfare Rights Officer	Child Poverty Action Group in Scotland
Sarah Beattie-Smith	Consumer Futures Scotland Manager	Citizens Advice Scotland
Kate Morrison	Policy Officer	Citizens Advice Scotland
Fraser Stewart	Policy Officer	Citizens Advice Scotland
Anna Mencil	Welfare Rights Officer	Community Help and Advice Initiative
Gareth Baynham-Hughes	Deputy Director, Fuel Poverty	DECC
Chris Hunt	Senior Policy Advisor: ECO Delivery	DECC
Mike Trant	Asset Management & Policy Manager	Dumfries and Galloway Housing Partnership
Heather McQuillan	Home Energy Strategy Manager	Dundee City Council
Arron Tippett	Energy Advice Assistant	Dunedin Canmore Housing Association
Christine McArthur	Public Relations, Information and Research Assistant	Energy Action Scotland
Carol Millar	Finance Officer	Energy Action Scotland
Barbara Atterson	Development Manager	Energy Action Scotland
Scott Restruck	Technical and Training Manager	Energy Action Scotland
Elizabeth Gore	Public Relations and Information Manager	Energy Action Scotland
Norman Kerr	Director	Energy Action Scotland
Helen Melone	Research, Information and Project Officer	Energy Action Scotland
Emma McMini	Operations Manager	Energy Agency
Liz Marquis	Director	Energy Agency

Laura McGadie	Head of Home Energy Scotland	Energy Saving Trust
Mike Thornton	Director, Scotland	Energy Saving Trust
Mary Fitzsimons	Infill Project Manager	ES Pipelines
Eddie Lafferty	Consultant	ES Pipelines
Bill Brown	Development Manager	Everwarm
Carole Glass	Home Energy Strategy Officer	Falkirk Council
Koyejo Olugbile	Home Energy Strategy Officer	Falkirk Council
Laura Robertson	Fuel Poverty Support Assistant	Fife Council
Les Brown	Fuel Poverty Officer	Fife Council
Karen Hilton	Project Manager	Fyne Homes
Derek Lyon	Project Officer (Affordable Warmth)	Glasgow City Council
Debbie Gardiner	Business Support Officer (Affordable Warmth Team)	Glasgow City Council
Richard Wilson	Energy Advisor	Grampian Housing Association
Deborah Hamilton	Community Links Practitioner	Health and Social Care Alliance
Gail Paterson	Community Links Practitioner	Health and Social Care Alliance
Moira Escreet	Welfare Rights Officer	Hillhead Housing Association
Alex Warren	Advice Centre Manager	Home Energy Scotland
Alan Crawford	Community & Engagement Coordinator	Home Energy Scotland
Simon Leslie	Advice Centre Manager	Home Energy Scotland
Keith Baker	(Glasgow Caledonian University)	Individual Member
Jim Robertson	Poverty Project	Iona Community
Rhionna Mackay	Project Officer	Kyle of Sutherland Development Trust
Carol Gemmell	Project Manager	LEAP - Local Energy Action Plan
Peter Rae	Community Regeneration Manager	Link Group
Donnie Mackay	Energy Advice Service Coordinator	Lochalsh & Skye Housing Association
Justin Harvey	Managing Director	Logical Insulations
Neil Barnes	Business Development Manager	Mark Group
Rohina Hussain	Climate Challenge Worker	Nari Kallyan Shangho
Asma Kassim	Climate Challenge Project Coordinator	Nari Kallyan Shangho
Jenny Saunders	Chief Executive	NEA
Phil Mackie	Lead Consultant in Public Health	NHS
Donna Burnett		NHS Health Scotland
David Hadden	Service Delivery Manager	North Lanarkshire Council
Karen Miller	Manager - Stakeholder Relations and Vulnerability Consumers & Sustainability	Ofgem
Shona Fisher	External Relations Manager	Ofgem
Louise Duncan	Project Coordinator	Power to the People Kintyre
Ron Mould	Energy Officer	Renfrewshire Council
David Sigsworth	Chair	Scottish Fuel Poverty Forum

Carol Aitken	Public Affairs Manager	Scottish Gas
Adam Krawczyk	Senior Statistician, Communities Analytical Services	Scottish Government
Dominic Munro	Deputy Director	Scottish Government
Bruce Teubes	Economic Advisor, Communities Analytical Services	Scottish Government
Ganka Mueller	Principal Research Officer, Communities Analytical Services	Scottish Government
Scott Cameron	Programme Coordinator: HEEPS	Scottish Government
Alasdair Macleod	Sustainable Housing Policy Officer	Scottish Government
Ann McKenzie	Head of Fuel Poverty Policy Team	Scottish Government
Katrina Chalmers	Fuel Poverty Policy Manager	Scottish Government
Derek Wilson	Team Leader, Sustainable Housing	Scottish Government
John McMenemy	Senior Policy Manager: Retail Energy Markets and Consumer Engagement - Electricity Division	Scottish Government
Gareth Fenney	Sustainable Housing Policy Officer	Scottish Government
Valerie Sneddon	Team Leader, Sustainability Strategy Unit	Scottish Government
Katie Chan	Senior Policy Executive, Sustainability Strategy Unit	Scottish Government
Andy Robinson	Head of Area Based Schemes	Scottish Government
Angus Macleod	Head of HEEPS Unit	Scottish Government
Claire Doherty	Policy & Industry Liaison Manager	ScottishPower
Suzie Taylor	Social Obligations Manager	ScottishPower Energy Networks
Matt Lock	Hubs Manager	Shelter Scotland
Lindsey Restrick	ECO Support Manager	SSE
Greg Clarke	Public Affairs Manager Scotland	SSE
Kenny McKaig	Fuel Poverty Advisor	Stirling Citizens Advice Bureau
Graham McLennan	Business Development Manager	Sustainable Energy Scotland
Carla McCormack	Policy and Parliamentary Officer	The Poverty Alliance
Aran Morrison	Energy Advisor	Whiteinch & Scotstoun Housing Association

Appendix 3

Project Background Information for Q3

1 Links Worker Programme

The Links Worker Programme is funded by the Scottish Government and its main aim is to see how doctors' surgeries and health centres can support the people in their communities to live well and to reduce health inequalities. It is delivered as a partnership between the Health and Social Care ALLIANCE and GPs at the Deep End and is in association with SAMH [Scottish Association for Mental Health] and the Royal College of General Practitioners (RCGP).

It is currently running as a pilot project in ten surgeries in some of Scotland's most deprived communities. The Community Links Practitioners provide an advocacy service and can link into organisations (see ALISS) both local and national such as Home Energy Scotland. This pilot programme will be evaluated in 2018 to assess if it can be rolled out across the rest of Scotland.

The Links Worker Programme is an example of health and social care integration. The rationale was that if people felt supported in their lives, then they are more likely to respond to health information. Moreover, this support might mitigate their risk of developing long term conditions and avert further complications.

2 ALISS

ALISS (A Local Information System for Scotland) is a digital information service and a search and collaboration tool for Health and Wellbeing resources in Scotland. It was initially set up as the result of GPs (see GPs at the Deep End) having identified that people needed to be signposted to useful support in their communities.

Organisations, charities and local support services can contribute by registering on ALISS. This information can then be accessed online by the public, by health professionals and by other care and support staff.

ALISS is funded by the Scottish Government and is delivered by the Health and Social Care ALLIANCE Scotland. It works alongside the Links Worker Programme (see above) by supporting the Community Links Practitioners to collect, manage and share resources.

It is an organic system – when the Community Links Practitioners identify resources or gaps in resources, the ALISS team can address them.

3 Healthy Homes for Highland

Healthy Homes for Highland is run by The Highland Council and is described as an easy way for services and organisations to refer people for help and advice through one referral only.

Anyone referred to Healthy Homes can get free advice and assistance with making their home warmer. They can look at ways to reduce their fuel bills, make their

home safer through a Home Fire Safety check, get more income from tax credits and benefits and get access to other entitlements such as debt counselling.

4 Well North (Keep Well)

Well North is a collaboration between NHS Grampian, NHS Highland, NHS Orkney, NHS Shetland and NHS Western Isles. This North of Scotland Public Health Network aims to link groups of public health / health improvement professionals in order to maximise shared resources.

In remote and rural areas, the provision of care has to be more explicitly provided through joint working by a range of agencies and their local communities.

The vision for Well North is to increase the reach of health improvement interventions that deliver anticipatory care for those experiencing health inequalities in remote and rural areas.

Over 2008 – 2010, the programmes received a total of £750,000.

Since 2012, Well North has come under the banner of Keep Well.

5 Care and Repair

Care and Repair offers independent advice and assistance to help elderly and disabled homeowners repair, improve or adapt their homes so that they can live in comfort and safety in their own communities. There are now over 300 services in the UK and similar models in Ireland, Canada and Australia. Each case involves a different approach and often Care and Repair staff must work closely with health, housing and social work staff.

6 EnergyCare Group

EnergyCare Group is committed to reducing the carbon footprint. Due to the expansion of the company over recent years, it is able to offer its customers a wider range of energy saving low carbon products. As a company, it is now improving energy efficiency in a vast majority of homes in England and Scotland. It is part of the Snug Network.

7 Gentoo – Boiler on Prescription

Gentoo Group is a large social enterprise based in the North East of England which heavily subscribes to the Art of Living, that is, to improve the lives of people, communities and their environment.

Gentoo is working with the NHS on a pilot project which ‘prescribes’ energy efficiency measures where someone has a health condition that is exacerbated by living in a cold home. This innovative project is seen as being a good example of how trusted intermediaries would be able to recognise signs of fuel poverty and be able to prescribe energy efficiency improvements for homes to enable the people living there to recover and feel healthy again.

Gentoo has created a framework with various partners. The aim is that by improving the quality of homes, the people living in them will become healthier and this will

reduce the need for medical interventions and therefore reduce repeat GP and hospital appointments.

A number of other groups are currently in consultation with Gentoo about rolling out the trial in their areas.

8 Northern Exposure

NEA Northern Ireland was commissioned by the Public Health Agency to deliver the Northern Exposure project. It aimed to tackle high levels of fuel poverty using a partnership and community development approach. As the project developed, NEA Northern Ireland engaged the University of Ulster to undertake research into the mental health and wellbeing impacts of fuel poverty and how energy efficiency measures, including innovative technologies, can be used to combat it.

The results of the research showed that improvement in wellbeing scores after energy efficiency retrofit was due to improved thermal comfort and greater energy affordability.

9 Macmillan Cancer Care and npower

Because Macmillan and npower believe that no one should face cancer alone, they are helping people affected by cancer with their energy bills. After cancer treatment, people often feel the cold more. It can be a struggle keeping the home warm, with energy bills being one of the biggest worries for people affected by cancer.

Macmillan spent £2,870,037 on fuel grants last year*, helping over 15,000 people affected by cancer to pay for their energy. This year*, npower is helping by:

- working with its employees and customers to fundraise at least £750,000 for Macmillan
- providing another £200,000 to write-off energy debt for people affected by cancer
- pledging a further £500,000 for new heating systems for people affected by cancer
- funding a dedicated energy advice team on the Macmillan Support Line.

10 Drumchapel L.I.F.E

Drumchapel L.I.F.E. (Living Is For Everyone) is an award winning Healthy Living Centre based in Drumchapel in Glasgow. It supports individuals, communities and organisations in Drumchapel and the surrounding area.

Its aim is to help improve health and wellbeing and make sure the communities we live and work in are healthy, happy, safe and working together.

* years unconfirmed

11 Power to the People Kintyre

This community interest company (CIC) project aims to assist the community in reducing energy consumption and to harness solar energy. Their key aims are to protect the planet, to lower the carbon footprint of the area, to tackle fuel poverty, to increase energy efficiency, to promote energy use reduction, to assist with solar energy initiatives, and increasingly to work towards linking up with health initiatives.

Their projects are funded by the Climate Challenge Fund amongst others and they work with Scottish Government, Social Enterprise Scotland, Home Energy Scotland and Transition Kintyre.

The company are also developing a Community Cafe initiative with an 'advice corner' that will deliver energy advice and assistance with energy bill issues. The company believes that health, fuel poverty and energy issues are linked and a holistic approach is required to achieve the best outcomes for the community and those most vulnerable within it. Power to the People Kintyre endeavours to deliver projects and initiatives of maximum community benefit that will tackle inequalities.

12 Warm and Well

Warm and Well was a Changeworks project which supported anyone in East Lothian and Midlothian whose health may have been affected by living in a cold, damp or draughty home. Older people, young families and people with health difficulties are particularly vulnerable and so the project worked with health and social work professionals, amongst others. It provided tailored advice on affordable warmth through home visits, talks and events. It also worked through referrals to community nurses/practitioners. However, the project is no longer in existence due to a lack of funding.

13 Patient Advice and Support Service

The Patient Advice and Support Service (PASS) is delivered by the Scottish CAB service. The service is independent and provides free, confidential information, advice and support to anyone who uses the NHS in Scotland. It aims to support patients, their carers and families in their dealings with the NHS and in other matters affecting their health. PASS also provides general advice and help on a range of issues, such as housing, employment, benefits or money worries. Providing support on these issues is seen as having a positive impact on the health of clients.

14 GPs at the Deep End

General Practitioners at the Deep End work in 100 general practices, serving the most socio-economically deprived populations in Scotland. Their proposals (March 2013) on 'What can NHS Scotland do to prevent and reduce health inequalities?' can be viewed at: http://www.gla.ac.uk/media/media_271030_en.pdf

15 CHEX (Community Health Exchange)

CHEX supports and promotes community development approaches to health improvement. It provides support to a network of community-led health initiatives and

their public sector partners who are tackling health inequalities in communities across Scotland. CHEX works at two levels:

- Strategically it supports community-led health initiatives to engage with policy makers. It is also involved in a range of national working groups as appropriate.
- Operationally it helps link community-led health initiatives, voluntary organisations and public sector agencies together. It supports effective community development practice for a wide range of health improvement interventions.

CHEX began in 1999 and is part of the Scottish Community Development Centre and receives funding from NHS Health Scotland.

For further information on this report contact:

Energy Action Scotland

Suite 4a, Ingram House, 227 Ingram Street, Glasgow G1 1DA

Tel: 0141 226 3064 Email: info@eas.org.uk Website: www.eas.org.uk

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