



Energy Efficient Scotland: Area-Based Scheme (Orkney)

Annual Report 2022/23



Foreword

Ross Armstrong

Warmworks' Chief Executive

This time last year, I was thrilled to be able to share news about a record-breaking year for our work in Orkney, helping more homes and completing more grant applications than ever before.

This year, we've gone even further. Through the Energy Efficient Scotland: Area-Based Scheme (EES:ABS) in Orkney, more homes have been supported to improve their energy efficiency through the installation of heating and insulation improvements than in any other year of the scheme. More grants have been claimed to support these improvements than in any previous year, with over £1.5 million claimed for the first time since the scheme began in 2014. And thanks to the installation of these energy efficiency improvements, Orkney residents who have benefitted from our work are managing their energy bills better, with average annual savings of £728 against previous bills being recorded.

I'm proud of the work we're delivering in Orkney. Our local Warmworks team sits within the heart of the community in our new premises in Kirkwall, and because of this, they are able to develop a genuine understanding of the specific circumstances and challenges people face when it comes to heating and insulating their homes. This in turn allows them to provide personalised and meaningful advice and a level of local engagement that ensures residents understand how to make their homes warmer, comfortable and more energy efficient.

While the statistics in this report illustrate a record year for the EES:ABS on a number of levels, the most important measure of our work will always be the impact it has on the people and communities we aim to help. In this report, you'll read first-hand accounts from just some of the Orkney residents that our team has supported in the last year, and the difference it is already making in their lives.



As we look towards the winter months, and with energy bills remaining a concern across the county, it will be vital that we continue to maintain the strong focus on delivery that we have established. With that in mind, it's great news that Orkney Islands Council has secured a record £2 million to support the delivery of EES:ABS in the year ahead.

Our role is to make sure that this money reaches those homes and families who need it most, continuing to work with our local partners and suppliers to maximise the impact the scheme can have and the difference it can make in people's lives.



Orkney residents who have benefitted from our work are managing their energy bills better, with average annual savings of £728.

About the Energy Efficient Scotland: Area-Based Scheme in Orkney

Orkney Islands Council (OIC) was awarded funding from the Scottish Government through the Energy Efficient Scotland: Area-Based Scheme (EES:ABS) in 2022/2023. A grant of up to £10,500 – £16,100 was made available per customer, with a higher grant award available in certain circumstances. The higher grant level is available where customers are living with extreme fuel poverty, defined as where more than 20% of the net household income is spent on energy in order to maintain an adequate standard of warmth.

As the Managing Agent for OIC, this has been the third consecutive year that Warmworks has delivered the scheme. The scheme aims to make homes warmer, more energy efficient and more affordable to heat. This is done through the installation of energy efficiency improvements, primarily insulation.

The scheme also aims to develop the local supply chain of installers, creating jobs and lasting benefits across Orkney.



The latest Scottish Housing Condition Survey data indicates that

31% of people in Orkney are living in fuel poverty.

The same data also indicates that

22% of people in Orkney are living in extreme fuel poverty.

With that in mind, this scheme is designed to support those customers who need help the most.

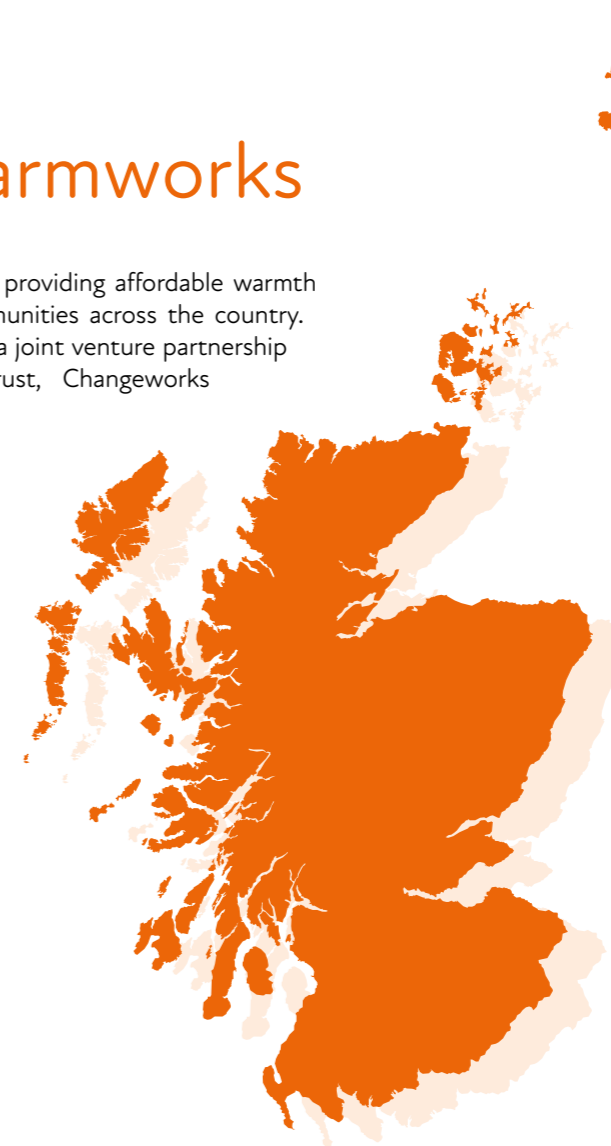
¹ <https://www.gov.scot/publications/scottish-house-condition-survey-local-authority-analysis-2017-2019/pages/7/>

About Warmworks

Warmworks is committed to providing affordable warmth to homes, families and communities across the country. We were founded in 2015 as a joint venture partnership between Energy Saving Trust, Changeworks and Everwarm.

Since then, we have helped **tens of thousands** of people and families to better manage their energy use and live warmer, happier, healthier lives.

In March 2020, Orkney Islands Council appointed Warmworks as Managing Agent to deliver their local area-based scheme.



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2022/23 Headlines & Statistics

Over **£1.5** million

in grants has been claimed within the year for the first time since the scheme was launched in 2014 (Total grants claimed = £1,524,707).

This has seen a total of

239

energy efficiency improvements completed in 176 households in Orkney. Further information about the number and type of installations carried out is provided opposite.

Improvements installed under the EES:ABS this year have seen the energy efficiency of homes, as measured by a Standard Assessment Procedure (SAP) rating, increase by an average of

11.7 points

22%

of the homes referred to the EES:ABS this year were previously in SAP Bands F or G, the least energy efficient properties in the country.

Energy efficiency improvements installed under the scheme this year have helped to save more than

108 tonnes

of CO₂. This is equivalent to taking 85 cars off the road, or the emissions saved from charging more than 48 million smartphones.

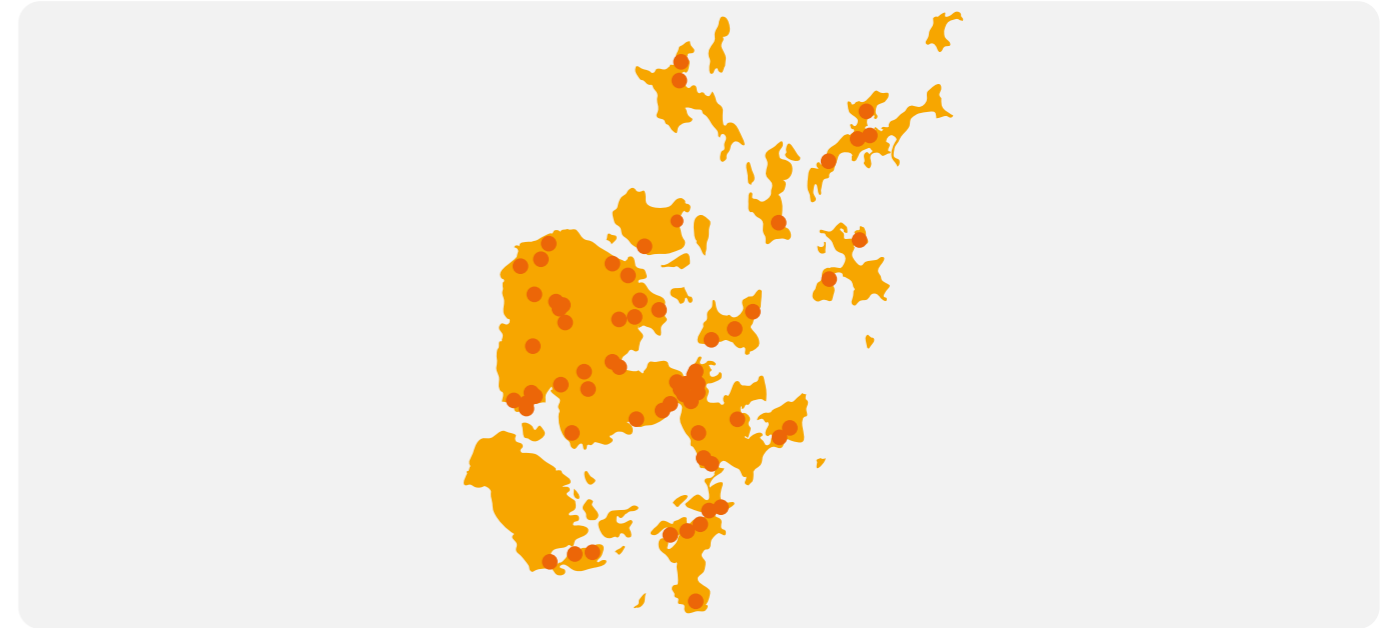
Customers who have received support from EES:ABS in 2022/23 have, on average, been able to save

£728

against their energy bills thanks to the energy efficiency improvements installed.

Installations

The EES:ABS is Orkney-wide and provides support to those who need it most. The map below shows where work has been carried out across the area in the past year.



Energy efficiency improvements installed under EES:ABS

The table below shows the total number of each type of energy efficiency improvement installed under EES:ABS across the 176 households supported this year:

Measure installed	Number of installations in 22/23
Electric Storage Heaters	78
Robotically Applied Underfloor Insulation	53
Loft Insulation Top Up	38
Internal Wall Insulation	23
Smart Ventilation Systems	21
Floor Insulation	10
Loft Insulation (virgin)	9
External Wall Insulation	7
Grand Total	239

Referral route for applications received

The table below outlines how customers were referred to EES:ABS in Orkney in the last year:

Referral route	* Annual actual
Word of Mouth	201
Home Energy Scotland	60
Radio	36
Social Media	45
Community Group	36
Newspaper	18
Other	43
Grand Total	439

* Please note that the numbers given above for referrals include applications that are still in progress and are likely to be completed during the 2023/24 scheme year.

Office Move

In June 2023, our local team in Kirkwall said goodbye to the office that had been their home for the last couple of years to move down the road to a more prominent location on West Tankerness Lane.

Anyone with a question about their eligibility for the scheme or the progress of their application can drop in and speak to us – our full new address is to the right:

**2 West Tankerness Lane
Kirkwall, Orkney KW15 1AL**



Customer Testimonials

“ The insulation installation was super and the guys left a tidy job afterwards too. I actually can't believe the difference in our house so far. Thank you for getting it all arranged so quickly for us too!! Very much appreciated. ”

Robotically applied underfloor insulation
February 2023

“ Due to the cold weather, I had been taking a hot water bottle to bed (electric blankets are so yesterday!). However, one night, even though we were having strong winds that evening and the temperature had dropped, I realised the bedroom wasn't as cold as usual and I didn't need a hot water bottle. ”

AirEx smart ventilation system
February 2023

“ The new electric storage heaters are such an improvement on the old storage heaters and much more efficient and cheaper to run. Merriman's (R S Merriman) gave us an excellent service. The installers who put in the heaters were very professional, polite and very helpful. ”

The outside insulation is a huge improvement both on the appearance and the heat retention inside the house. The team was fantastic, their work was really first class and it was a pleasure to have them work on the house. We were very sorry to see them leave but delighted with the end result!

We are also so grateful to you and your staff at Warmworks. Our house is our haven in our retirement and your services have vastly improved both the appearance and the heating management of our home. So, a heartfelt thank you to all who have worked on our house. ”

Electric storage heaters
March 2023

Customer Stories

The most important measurement of success will always be the customers whose lives have been made warmer, happier and healthier as a result of the scheme's intervention. This section includes the stories of Mrs A and Mrs G, both of whom accessed the scheme's help to make their homes warmer and more affordable to heat. You can read about their experience and the impact the scheme has had on them and their families below.

Customer:

Mrs A

Location:

Rendall, Orkney

Installation completed:

January 2023

Measures installed:

Loft and internal wall insulation

Mrs A applied to the Energy Efficient Scotland: Area-Based Scheme (EES:ABS) in Orkney because she felt that her home was lacking in insulation and she was concerned about rising energy costs.

She got in touch with our local Warmworks team in Kirkwall to start her application.

'It was very easy and Warmworks was very good at explaining the process and answering questions. They explained very clearly what the process would be and set our expectations in terms of timeframes. They sent all the relevant supporting documents and explained what would happen once we returned the completed forms.'

The next step in the process was for a Warmworks surveyor to go to Mrs A's home to assess what energy efficiency improvements would be suitable.

'Time was taken to go through the whole property to ensure the correct information was gathered for our application. It was made very clear to us what rooms would be included and how the grant process worked.'

After the initial survey confirmed that Mrs A's property was suitable for insulation, Warmworks appointed R Clouston Ltd as the local installer that would carry out the work. They got in touch with Mrs A to arrange a technical survey to go over exactly what would be installed in her home and where, and the steps she would need to take to prepare for the installation.

'Photographs and measurements were taken with accuracy, a thorough assessment was made in every room and time was taken to discuss how we would need to prepare each room. We discussed what the tradespeople would do and how long they were expected to take to complete the work.'

On the day work was due to begin, installers from R Clouston Ltd arrived promptly at Mrs A's home, ready to fit her new loft and internal wall insulation.

'All the tradespeople involved worked to a very high standard, they were always pleasant and polite. They arrived on time and took care with their work as well as respecting that it was our home. They always asked if something needed moving and they tidied up after themselves at the end of the day. We were particularly impressed with the quality of the joinery work. We were very confident with their workmanship and felt they took as much care and pride in their work as if it were a project in their own home.'

After the installation was completed, a Warmworks inspector carried out an independent inspection to make sure that it met our rigorous safety and quality standards.

'We had a visit from the inspector afterwards and he was on hand to answer any questions. He was very approachable.'

Mrs A has told us that, thanks to the loft and internal wall insulation that was fitted, she is now warmer in her home and has more peace of mind than before.

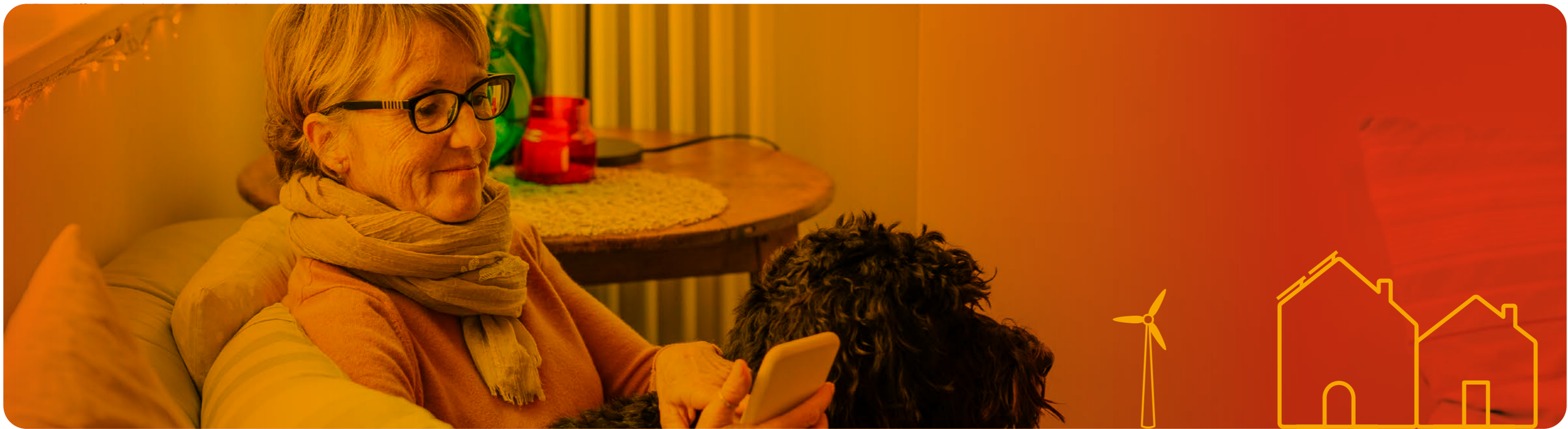
'Before the insulation was installed in both the walls and loft space, we were consuming more than one 10kg bag of wood pellets a day and only achieving a maximum temperature of 16 degrees. Our comfort throughout the house was poor and we were initially quite sceptical that the insulation would have an impact, but we're absolutely thrilled with the difference it has made.'

'Since the installation, even on the lowest setting, we are finding that the room reaches temperatures of 25-26 degrees! We are now able to keep the internal doors open, which allows us to heat the rest of the house. Our pellet consumption has halved and the humidity level in the house since the installation has dropped significantly, which makes a difference as the house used to feel cold and damp.'

Mrs A has also said that she has recommended the scheme to her friends and family in Orkney.

'We cannot thank Warmworks enough for their support for this installation along with their installers. The standard of work was far better than we expected, and we couldn't be more pleased.'

'We had a visit from the inspector afterwards and he was on hand to answer any questions. He was very approachable.'



Customer:

Mrs G

Location:

Finstown, Orkney

Installation completed:

April 2023

Measures installed:

Robotically applied underfloor insulation

Mrs G benefitted from robotically applied underfloor insulation that the Warmworks team introduced in Orkney in early 2022 as part of a trial for hard to insulate homes.

She got in touch with our local Warmworks team in Orkney to apply to the EES:ABS as she was finding it was becoming very expensive to heat her home and stay warm.

'My granny recently had underfloor insulation done and it made a huge difference to the warmth in her house. My brother suggested we apply for it too. I emailed Warmworks and I had a reply within a few days. Everyone was very easy to deal with; I had the chance to phone, call into the office or email. I chose to email back and forth as I could complete anything needed in my own time without having to make an appointment and take time off work. All emails were very straightforward and replied to very fast.'

The next step in the process was for a Warmworks surveyor to attend Mrs G's home to look at what energy efficiency improvements would be suitable.

'A representative of the Warmworks team came to the house one morning before I went to work. He realised I was ready to go to work and did our survey super-fast so I could get going. It was no problem at all as I had already received advance notice of the documents I would need to show him, so I had these all prepared.'

After it was confirmed that Mrs G's home was suitable for robotically applied underfloor insulation, Warmworks appointed our installer, Everwarm, who then arranged a technical survey. This is where the proposed installation was discussed in more detail with Mrs G, including any preparation she would need to take to get her home ready for the installation.

'The technical survey team came to my home and had a look under the floor to see what they would need to do. They were very chatty and friendly and loved my dog. They asked questions such as if it was okay to remove some bricks under the floor so they could access each cavity.'

Shortly afterwards, it was time for the installation. Robotically applied underfloor insulation involves a small robot being placed under the floorboards of the home and insulation foam being sprayed in a controlled manner to prevent heat loss and maximise the property's insulation.

'The installation was easy. We were asked to leave our home for the day, along with our pets. I was happy for the team to do what they had to do, and I had no hesitation about leaving them alone in the house at all. They were very friendly and helpful. They called me when they had any queries and asked before doing anything that hadn't been planned before. They also gave me a call before they left the house so that I could head home and make sure I was happy with everything.'

Mrs G says that she has noticed a significant difference in her home since the work was completed.

'We have switched our heating off four months earlier than we did last year. Our bills are massively reduced, we think by around £5.00 per day at least. My house feels much warmer than it was before; every room has the same temperature now, even the porch and utility room, which used to be freezing. The whole house feels nicer and cosier. We were starting to worry about how we would manage with the energy price increases, but now our bills are nearly back down to what they were before prices went up.'

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Contact & Queries

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