



CHANGEWORKS

Delivering positive low carbon living



Newcastleton Case Study overview

HEEPS:ABS 2018-19

Working with communities to utilise government funds for home insulation.

What is HEEPS:ABS?



- Government funding designed to improve the energy efficiency of properties which are located in areas where statistics suggest there are high levels of fuel poverty. Also:
 - Low income households where there is risk of high heating bills;
 - Household where a member is vulnerable to the effects of living in a cold home.
- We are looking to work with community councils and local organisations to help identify eligible areas or individuals, to drive initiatives to support delivery of insulation measures.
- We can work with you to support your community and enable access to home insulation and tailored energy saving advice and guidance:
 - Strategic letters and leaflet drops;
 - Resident awareness events, where householders can meet installers and ask questions.

Developing the project



- SBC were approached by Newcastleton & District Community Trust to discuss opportunities for home insulation. In partnership we developed a “right fit” approach.
- Analytics, local knowledge and on site scoping confirmed the area matched Fuel Poverty definitions, and housing stock and construction types were suitable for insulation.
- 349 properties identified; inc: Hard To Treat Cavity / Cavity and Internal Wall Insulation.
- We developed a proposal and next steps, passed to NDCT for review and feedback.

Promoting the project



- Arranged an awareness event to be held locally for residents. Representation from SBC, Changeworks and the installer.
- Created a bespoke flyer. NDCT hand delivered the leaflets.
 - Having a local face deliver the leaflets increases trust and confidence.
- The event, and the insulation offer, was also promoted on social media on NDCT website and Facebook page.

FUNDED BY THE SCOTTISH GOVERNMENT,
HOME ENERGY SCOTLAND AND YOUR LOCAL AUTHORITY ARE WORKING TOGETHER TO PROVIDE **FREE WALL INSULATION** – AND THE GOOD NEWS IS THAT YOUR HOME IS INCLUDED IN THE PROJECT AREA

REDUCE YOUR ENERGY BILLS

Improving your home with insulation will make it warmer and reduce your energy bills. Depending on your type of property, you could have internal or cavity wall insulation installed.

Your home can also be assessed for loft and underfloor insulation, secondary glazing and draught proofing.

To get advice on how you can save energy, money and stay warm in your home, come along to our information event.

HOMEENERGYSCOTLAND.ORG
0808 808 2282
FUNDED BY THE SCOTTISH GOVERNMENT

ALE09-01-0519SE Energy Saving Trust Limited May 2019



COME AND SPEAK TO US

We're holding an information session so you can find out more about the project. Advisors from **Home Energy Scotland**, representatives from **Scottish Borders Council**, **Changeworks** and the contractor, **Everwarm**, will be there to answer your questions.

When: **Wednesday 19 June, 4 - 7pm**

Where: **Buccleuch House, 4 S Hermitage Street, Newcastleton, TD9 0QR**

Realising the project



- A positive turnout at the residents event with a mixture of demographics and questions being asked. Surveyors were able to look at properties and answer questions.
- Surveyor stayed in the village for a week and working with NDCT and promoting on social media, households were encouraged to contact and arrange a survey.
- A typical penetration value for a standard mail out is 2% to 4%. Currently we are seeing a 10% uptake across the addresses lettered.
- There are 37 measures either installed or planned (currently).
- From initial discussions with SBC & NDCT, to planning, promotion and to first install took 10 weeks.

Householder responses



We have received positive customer feedback already, through returned customer satisfaction questionnaires.

We will be looking to arrange a case study to further review and understand the benefits and to better explain and promote what HEEPS:ABS can provide.

HTTC - "It all went well, done when I told it would be done".

IWI - "Had no problem from start to finish. The guys were very efficient and cleaned up after themselves. Wish all workmen were as thorough"

IWI - "My flat now heats up quickly, and it keeps the heat in when I switch the heating off. I pay less money and have more warmth: it's great. I would recommend anyone to have the insulation installed: there is no downside."

Summary & contacts



- Access government funding for insulation & energy advice
- Support low income households and vulnerable householders
- Working with community councils and local organisations
- Awareness events and support delivered locally
- Projects and support designed to work with you and your community

If you would like to find out more please contact:

Neil Robertson

Project Officer

Changeworks

Email: n.robertson@changeworks.org.uk

Phone: 0131 549 8641 / 07387 020466