



**Home Energy Schemes 2009-10  
ENERGY ASSISTANCE PACKAGE & HOME INSULATION SCHEME  
End year report**



© Crown copyright 2011

Report compiled by:

Fuel Poverty and Sustainable Housing Teams

The Scottish Government

St Andrew's House

Edinburgh

EH1 3DG

Published by the Scottish Government, December 2010

Revised edition published March 2011

# Contents

SUMMARY	1
1 INTRODUCTION	2
1.1 Structure of the Energy Assistance Package	3
1.2 Eligibility for the Energy Assistance Package	4
1.3 Structure of the Home Insulation Scheme	5
1.4 Selection of Home Insulation Scheme areas	6
1.5 Delivery partners	7
1.6 Financial programme	8
2 OUTPUTS AND OUTCOMES	9
2.1 Enquiries and people helped	9
2.2 EAP Stage 1 advice to potentially fuel poor people	9
2.3 Referrals to EAP Stages 2, 3, and 4	10
2.4 Home Insulation Scheme referrals	11
2.5 EAP referrals by types of households	12
2.6 Referrals and outcomes, EAP Stage 2	13
2.7 Referrals and outcomes, EAP Stage 3	19

2.8	Social sector, EAP Stage 3	22
2.9	Referrals and outcomes, EAP Stage 4	23
2.10	Monitoring and inspection, Stage 4	44
2.11	HIS outcomes	45
3	LEARNING FROM EAP YEAR 1	51
3.1	Reporting	52
3.2	Level of Stage 2 and 3 referrals	53
3.3	Contact rates for Stage 2 energy tariff and Stage 3 referrals	55
3.4	Relationship between Stage 3 and 4	56
3.5	Stage 4 delivery times and waiting times	57
3.6	Promotion of the EAP	59
3.7	Low carbon technologies	60
3.8	Continual improvement	62
3.9	Strengths of the EAP	63
3.10	EAP customer feedback	65
4	LEARNING FROM HIS YEAR 1	67
4.1	Enabling cavity wall insulation in four-in-a-block flats	67
4.2	Contact rates	69

4.3	Promotion of the HIS	70
4.4	Continual improvement	72
4.5	Strengths of the HIS	73
4.6	HIS customer feedback	75

## Tables

Table 1:	Referrals to Energy Assistance Package Stages 2, 3, 4	12
Table 2:	Referrals and status, EAP Stage 2 - Income maximisation	14
Table 3:	Outcomes, EAP Stage 2 - Income maximisation	15
Table 4:	Referrals and status, EAP Stage 2 - Energy tariffs	17
Table 5:	Outcomes, EAP Stage 2 - Energy tariffs	18
Table 6:	Referrals and status, EAP Stage 3	20
Table 7:	Outcomes, EAP Stage 3	21
Table 8:	EAP grant funding to social sector for energy efficiency measures	22
Table 9:	EAP installations for applications made before 1 April 2010	24
Table 10:	Status of EAP Stage 4 referrals in 2009-10, by local authority	26
Table 11:	EAP: Central Heating Programme and Warm Deal jobs, by local authority	29
Table 12:	Outcomes, EAP Stage 4	32
Table 13:	Fuel type for EAP heating system measures installed, by Local authority	34
Table 14:	EAP Stage 4 energy efficiency measures installed (no. measures), by Local authority	38

Table 15: EAP Stage 4 referrals: Rejections and withdrawals	42
Table 16: Home Insulation Scheme Installations 2009-10	46
Table 17: Home Insulation Scheme property visits and referrals	47
Table 18: Home Insulation Scheme: referrals for HIS insulation	48
Table 19: Home Insulation Scheme: referrals to EAP	49
Table 20: Home Insulation Scheme: other referrals	50

# Summary

In 2009-10, the Scottish Government funded its Home Energy Schemes with budgets of £65.9 million.

The Energy Assistance Package (EAP) is a national fuel poverty programme, while the Home Insulation Scheme (HIS) is area-based. The schemes are complementary, with HIS assisting some households to access EAP.

Together, the EAP and HIS offered over 145,000 households a range of assistance, including advice on energy savings, income maximisation, and energy bills, as well as physical measures to make their homes more comfortable and energy efficient.

Over two thirds of households took up offers of help, with some families benefitting by up to £200 a week through increased incomes and lower energy tariffs, and with installations of 11,502 heating system and 26,110 insulation measures.

This report describes the first year of both the EAP and HIS, including learning that has helped to design the schemes in 2010-11.



# 1 Introduction

In April 2009, the Scottish Government introduced its Energy Assistance Package (EAP). This replaced the earlier Central Heating and Warm Deal schemes which focussed on pensioners. The EAP is targeted on families and pensioners living in energy inefficient homes and aims to tackle each of the causes of fuel poverty: low incomes, fuel costs, and energy inefficient homes.

Brenda Boardman, who established the definition of fuel poverty, congratulated the Scottish Government on the Energy Assistance Package. Dr Boardman, who is an Emeritus Fellow of the University of Oxford, wrote in May 2010:

“This is the best UK exemplar in terms of providing both a comprehensive approach (the one-stop shop) and to linking the fourth level of assistance to the energy inefficiency of the home.”

This report describes, as of 31 August 2010, the outcomes for people who contacted the Energy Assistance Package in 2009-10, and for people who had already applied for assistance under the earlier schemes.

On 9 November, the Minister for Housing and Communities launched the first phase of the Scottish Government’s area-based Home Insulation Scheme (HIS). This report includes data arising from door knocking and related activity in the first phase of HIS areas covering outcomes as at 5 September 2010.

## 1.1 Structure of the Energy Assistance Package

The package has four stages. Callers to the EAP helpline are guided to the type of help that is most appropriate to their circumstances. The stages need not be sequential and two or more Stages can run simultaneously. They offer:

Stage 1 Free expert energy advice to anyone who phones 0800 512 012.

Stage 2 Referrals to maximise income and reduce energy bills:

- for pension credit, tax credit, and benefits checks, by the Department of Work and Pensions (for pensioners) and Citizens Advice Direct (for under 60s)
- for checks on eligibility for low cost energy tariffs or cheaper payment methods, by the applicant's energy company.

Stage 3 Referrals to the applicant's electricity provider for cavity wall and virgin loft insulation, funded under the companies' Carbon and Emissions Reduction Target (CERT) obligation.

Stage 4 Grant-funded enhanced energy efficiency measures, from central heating to solid wall insulation.

## 1.2 Eligibility for the Energy Assistance Package

Stage 1 energy advice is offered to all applicants. Stage 2 is offered to callers following checks of their likely eligibility. Stage 3 is offered to older households and families on specified benefits, who are likely to be eligible for assistance under the CERT regulations. Stage 4 is targeted at both older households and families on specified benefits who live in energy inefficient homes.

Eligibility for the award of grant under Stage 4 is defined by [The Home Energy Assistance Scheme \(Scotland\) Regulations 2009](#). The Regulations have twice been amended in order to extend the benefits of Stage 4 to more households, in [December 2009](#) and in [May 2010](#).

The grant threshold for Stage four measures is £4,000, with a higher threshold of £6,500 if a specified level of energy efficiency cannot be achieved for the lower amount, or where the installation includes an air source heat pump.

### **1.3 Structure of the Home Insulation Scheme**

The Home Insulation Scheme (HIS) is an area-based initiative providing an energy efficiency one-stop shop delivered on the Scottish Government's behalf by the Energy Saving Trust. The scheme is Scottish Government funded and offers energy efficiency advice and measures to households in designated areas of Scotland.

Doorstep assessors visit each property to offer home energy advice and, where possible, refer householders to free or discounted loft or cavity wall insulation measures. Depending on their needs and circumstances, assessors may also refer households to other related schemes such as the Energy Assistance Package, interest-free loans for energy efficiency measures and advice on domestic renewable technologies. To maximise engagement, assessors visit properties up to three times, following a local publicity campaign in the area. Insulation referrals generated are then passed to a designated contractor appointed following a procurement process.

#### **1.4 Selection of Home Insulation Scheme areas**

Local authorities were invited to identify potential areas for inclusion and to submit bids to the Scottish Government. A set of criteria were devised in consultation with the Convention of Scottish Local Authorities and used to inform final decisions about the areas to be involved. These included levels of fuel poverty, expected carbon savings, the numbers of households requiring insulation measures and the ability to deliver within prescribed timescales. Decisions on the local authority areas to benefit were made by a Scottish Government selection panel which included independent representation.

## 1.5 Delivery partners

The Energy Saving Trust (EST) administers the Energy Assistance Package on behalf of the Scottish Government, delivering energy saving advice and referrals to Stages 2, 3, and 4. The contact telephone number 0800 512 012 is answered at one of five offices of the Energy Saving Scotland advice centre (ESSac) network.

Several other delivery partners are involved in Stages 2 and 3. Entitlement to benefits is checked for pensioners by the Pensions Service of the Department of Work and Pensions (DWP), and for other callers by Citizens Advice Direct (CAD). The Energy Retail Association co-ordinates the EST's interaction with the six energy companies, on Stage 2 tariff advice and Stage 3 installations of insulation: EDF, EON, nPower, Scottish Gas, Scottish Power, and Scottish and Southern Energy.

Stage 4 is delivered by a Managing Agent, Scottish Gas, who delivered the previous programmes, from September 2006, under a contract that was extended, to August 2010, to cover the introduction of the EAP.

The EST is the managing agent for HIS and is responsible for the recruitment, through the ESSac network, of the home energy assessors which provide the doorstep assessment in HIS areas. The EST also undertakes the competitive procurement process required to identify and appoint partner insulation installers in each HIS area.

## 1.6 Financial programme

In 2009-10, the core Fuel Poverty budget of £45.9 million was supplemented by £5 million consequentials. The Energy Assistance Package was also supported by the budgets for the Energy Saving Scotland advice centre network, for the Achieving our Potential programme, and for the Energy Saving Scotland Home Renewables Grants.

The Scottish Government provided £15m of funding from 2009-10 budgets for the Home Insulation Scheme. This supported a first phase of delivery launched on 9 November 2009 involving ten local authorities and areas covering almost 100,000 households, together with extensions to these areas announced on 21 April 2010 covering a further 85,000 households. The outcomes highlighted in this report cover the first phase of delivery only.

In line with normal processes, Scottish Government officials are reconciling invoices to budget and will report on that in due course.

## 2 Outputs and outcomes

95% of callers to the EAP 0800 telephone number receive energy saving advice, Stage 1. Their potential eligibility for Stages 2, 3, and 4 is screened in a telephone interview. Referrals to delivery partners are made by transferring encrypted data. The delivery partners for both EAP and HIS send the results of referrals to EST, who compile reports on the programme.

### 2.1 Enquiries and people helped

Between 1 April 2009 and 31 March 2010:

- 69,346 households enquired about the Energy Assistance Package and 115,080 people in 67,144 households took up offers of help;
- Under HIS, 95,368 properties were visited and 45,118 home energy check forms completed.

### 2.2 EAP Stage 1 advice to potentially fuel poor people

Between 1 April 2009 and 31 March 2010:

- 113,304 people in 66,024 households were given energy savings advice (95% of callers) with advice given 81,933 times (some households or individuals having asked for advice more than once).



### 2.3 Referrals to EAP Stages 2, 3, and 4

Stage 2 referrals for income maximisation and energy tariff checks between 1 April 2009 to 31 March 2010:

- 11,095 people were referred for income maximisation checks (16% of callers)
- 20,055 households were referred to energy providers for energy tariff checks (29% of callers)

Stage 3 referrals to CERT providers for cavity wall and/or loft insulation between 1 April 2009 and 31 March 2010:

- 9,263 households were referred for EAP Stage 3 measures (13% of callers)
- 4,400 households were referred for other CERT schemes (6% of callers)
- ESSacs also made referrals to CERT schemes for 11,149 measures, for 8,668 non-EAP households

Stage 4 referrals for grant-funded heating, insulation, draught proofing between 1 April 2009 to 31 March 2010:

- 15,061 households were referred for EAP Stage 4 (22% of callers)

## 2.4 Home Insulation Scheme referrals

Referrals for HIS measures:

- 6,782 households were referred for cavity wall insulation
- 1,910 households were referred for full loft insulation
- 12,788 households were referred for loft top-up insulation

Referrals for EAP measures under HIS:

- 2,008 households were referred for EAP benefit checks
- 5,416 households were referred for EAP social tariff
- 525 households were referred for EAP stage 3 cavity wall insulation
- 460 households were referred for EAP stage 3 full loft insulation referrals
- 2,450 households were referred for EAP stage 4 support

## 2.5 EAP referrals by types of households

The EAP offers help to a range of households. Both pensioner households and families<sup>1</sup> can benefit at all stages and other types of households can be referred to Stages 2 and 3.

**Table 1: Referrals to Energy Assistance Package Stages 2, 3, 4**

Household types	Referrals between 1 April 2009 and 31 March 2010		
	Stage 2	Stage 3	Stage 4
families with children	2,421 (7.8%)	828 (8.9%)	1,349 (9.0%)
pensioner	21,289 (68.3%)	6,104 (65.9%)	13,712 (91.0%)
other	7,439 (23.9%)	2,331 (25.2%)	n/a

---

<sup>1</sup> Following an amendment to regulations in May 2010, the proportion of families referred to Stage Four has more than doubled (21% at end August 2010).

## **2.6 Referrals and outcomes, EAP Stage 2**

The reporting of outcomes from Stage 2 was incomplete, at the time of writing, due to the reporting cycles of delivery partners. We will update the information in the tables as new information becomes available. We estimate that some families could be benefitting by as much as £200 a month.

### **Income maximisation**

Pensioners are offered income maximisation checks by the Pensions Service of the Department for Work and Pensions. The Pension Service checks the records they hold on every client referred. If either an entitlement check has been conducted within the last 6 months, or the records indicate that no further entitlements are likely, then no further action is taken. For the remainder of the clients, contact is made, a check is undertaken (often, but not always, face to face) and assistance given to apply for any benefits or tax credits to which the client is entitled.

For non-pensioner households, Citizens Advice Direct (CAD) call the customer and gather additional information before advising the customer on whether it is likely that they will be able to access specific benefits or tax credits. It is then up to the customer to complete the forms necessary to apply for these benefits. CAD do not complete the forms on behalf of the customer or assist the customer in completing the forms. However CAD attempt to call the customer back around two weeks from their first contact with CAD and check if they've completed the forms. If the customer hasn't completed the forms, CAD suggests where they can go for help with filling them in.

**Table 2: Referrals and status, EAP Stage 2 - Income maximisation**

Referrals made between 1 April 2009 and 31 March 2010		
all referrals (people)	11,095	
<b>Pensions Service</b>	7,757	(70% all referrals)
referrals are made for individuals, sometimes more than one per household; the Pensions Service treats such multiple referrals as one 'case':		
cases resulting from referrals	6,615	
<i>status as at 31 March 2010</i>		
cases cleared	6,263	(95% cases)
home visits undertaken	1,586	(24% cases)
claims completed following home visits	985	(62% visits, 15% cases)
<b>Citizens Advice Direct</b>	3,338	(30% all referrals)
<i>status as at 31 August 2010</i>		
letter sent, no further contact	935	(28% referrals)
contacted by phone, no check done	186	(6% referrals)
check done, no financial gain	1,813	(54% referrals)
potential financial gain identified	348	(10% referrals)
outcomes unknown	55	(2% referrals)

Reporting of increase in income is also incomplete and tends to under-estimate the benefits of income maximisation referrals. Reporting by the Pensions Service is only available up to March, so that increase in income for referrals outstanding at 31 March is not included. There is no requirement for people referred to the CAD to report their actual increase in income, so CAD can only report the potential financial gain that they identify. Both the Pensions Service and CAD only report national totals to EST.

**Table 3: Outcomes, EAP Stage 2 - Income maximisation**

	Pensioner	Non-pensioner
	<i>status as at 31 March 2010</i>	<i>status as at 31 August 2010</i>
Total estimated increase in annual income	£1,655,500	£778,801
Increase in income identified	985 'cases'	348 people
Average increase in annual income	£1,681 *	£2,238 **
* Actual increase in annual income from checks by Pension Service, per case ** Potential increase in annual income from checks by Citizens Advice Direct, per person.		

## **Energy tariffs**

20,055 households were referred to their energy providers for energy tariff checks. The energy providers offer 'social' tariffs, each setting their own eligibility criteria. Also, where households do not qualify for social tariffs, the energy provider offers them checks of whether they are eligible for rebates or whether they are using the cheapest payment method.

Initially, callers were 'signposted' to their energy provider, by being given a number to call. Scottish Government was concerned that this resulted in relatively few contacts and, from 12 October 2009, a system of direct referrals was introduced, with the providers supplied with customer numbers to call. Reporting was also improved at that time, to include rebates and changes in payment methods.

**Table 4: Referrals and status, EAP Stage 2 - Energy tariffs**

	Signposted	Direct referrals
	1 April - 11 October 2009	12 October 2009 - 31 March 2010
Callers signposted or directly referred (households)	7,388	12,667
Number of contacts (households)	908 *	3709 (29.3% referrals)
<i>status as at 31 March 2010</i>		
eligible for social tariff	545 *	1342 (36.2% contacts)
not eligible for social tariff	481 *	1857 (50.1% contacts)
already on a social tariff	**	510 (13.8% contacts)
eligible for a rebate	**	280 (7.5% contacts)
eligible for payment type switch	**	243 (6.6% contacts)
* incomplete data - number of contacts only recorded from June 2009		
** incomplete data - only recorded from October 2009		



In Table 5, the estimated reductions in annual fuel bills as a result of social tariffs combines:

- savings predicted by the fuel supplier, based on actual customers helped (from 12th October 2009); and
- average £150/year saving on the average household annual dual fuel bill of £1000 (before 12th October 2009), as advised by the Energy Retail Association.

**Table 5: Outcomes, EAP Stage 2 - Energy tariffs**

	Changes to energy tariffs	
	social tariffs	payment method
	<i>Status as at 31 March 2010</i>	
total estimated reduction in annual fuel bills	£255,313	£31,056
households benefitting	2,167	243
average estimated saving per household	£118	£128

## **2.7 Referrals and outcomes, EAP Stage 3**

9,263 households were referred to their energy suppliers to check whether they were eligible for insulation measures under their supplier obligations, the Carbon Emissions Reductions Target (CERT). Of these, a third have had installations of insulation completed.

Initially, Stages 3 and 4 were treated sequentially, but from October, all work for households eligible for both Stages 3 and 4 was undertaken under Stage 4.

At the time of writing we are still awaiting information from CERT providers on jobs carried out for referrals from the 2009/10 programme. EST continues to seek updates for the fifth of jobs that were reported as still being in progress at the end of August 2010. The CERT providers do not provide an analysis of the eligibility of households receiving Stage 3 measures.

EST does not collect information on outcomes from either the 4,400 CERT referrals made for EAP callers who were not eligible for Stage 3, or from the 8,668 non-EAP referrals by ESSacs.

**Table 6: Referrals and status, EAP Stage 3**

Referrals made between 1 April 2009 and 31 March 2010	
Stage 3 referrals to CERT providers	9,264 (100.0%)
<i>Status as at 31 August 2010</i>	
cancelled	4,048 (43.7%)
of which:	
could not contact	960 (23.7%)
already insulated	1,124 (27.8%)
property not suitable	511 (12.6%)
customer not eligible	48 (1.2%)
customer refused measure	914 (22.6%)
other	491 (12.1%)
completed *	3,144 (33.9%)
of which:	
cavity wall insulation	878 27.9%
virgin loft insulation	1,846 58.7%
both	388 12.3%
in progress	2,072 (22.4%)
* includes 32 installations based on unofficial returns for one contractor.	

Reductions in annual fuel bills from Stage 3 measures are based on the CO<sub>2</sub> savings estimated by the service providers. Assumptions then used are lifetime of measure (40 years) and fuel bill saving per tonne of CO<sub>2</sub> (£187), sourced from the Energy Saving Trust, based on information from the Office of the Gas and Electricity Markets (Ofgem), the Building Research Establishment (BRE) and uSwitch energy prices from June 2010.

**Table 7: Outcomes, EAP Stage 3**

	Impacts of Stage 3 measures
	<i>Status as at 31 August 2010</i>
total estimated reduction in annual fuel bills	£357,879
households benefitting	3112 *
average estimated saving per household	£115
estimated average annual reduction in CO <sub>2</sub> emissions	0.6 tonnes CO <sub>2</sub> per year
* does not include the 32 installations based on unofficial returns	

## 2.8 Social sector, EAP Stage 3

In addition to grant-funding for private owned or rented homes, Scottish Government invited bids from local authorities and housing associations for grants for energy efficiency measures to complement CERT insulation work. The grants allocated are shown in the following table.

**Table 8: EAP grant funding to social sector for energy efficiency measures**

	Allocation	
		properties
local authorities	£3.68 m	22,059
housing associations	£1.36 m	4,589
total	£5.04 m	26,648
average allocation of grant per property	£189	

## **2.9 Referrals and outcomes, EAP Stage 4**

Of the households who applied before 1 April 2010, 11,502 had received heating system measures and a further 1,845 had received insulation-only measures by 31 August 2010.

63% of the heating measures resulted from referrals to Stage 4 of the Energy Assistance Package, with the remainder arising from our commitment to applicants under the programmes it replaced.

Up to a further 1340 heating and 156 insulation-only measures were planned for EAP applicants, and for 10 remaining CHP applicants.

57% of households receiving heating measures also received thermal insulation measures.

Since 31 August, 18 of the households who had chosen to receive only insulation measures have decided to have heating system measures as well.

**Table 9: EAP installations for applications made before 1 April 2010 (amended)<sup>+</sup>**

	Received / likely to receive measures						total
	installations undertaken				planned		
source of applications	EAP	CHP	Warm Deal	all	EAP	CHP	
<i>status at 31 August 2010</i>							
a) including heating system measures of which also received thermal insulation	7,197	4,305	n/a	11,502	1,340	10	12,852
	4,534	2,000					
b) comprising thermal insulation	713*	n/a	1,132	1,845	156	n/a	2,001
total	7,910	4,305	1,132	13,347	1,496	10	14,853
<sup>+</sup> row a): correction of coding error <sup>*</sup> of these, 18 later decided also to have heating system measures.							

The reconciliation of the 09-10 budget is ongoing, but it is clear that the budget will be fully spent and will have funded improvements to 13,000 homes, including 11,502 heating system measures.

Table 10 shows the distribution, by local authority, of referrals, jobs installed, and jobs in progress as at the end of August 2010, for the 15,061 households referred between April 2009 and March 2010 to Stage 4 of the Energy Assistance Package.

It also shows the average delivery time, in working days, from referral to installation where measures had been installed by the end of August. Average delivery times for EAP Stage 4 applications, from referral to installation are about half those under the former Central Heating Programme, at 68 working days.



**Table 10: Status of EAP Stage 4 referrals in 2009-10, by local authority**

Local authority	Referrals	rejected	withdrawn	Stage 4 measures			average delivery (working days)
				installed	planned	progressing	
Aberdeen City	349	87	38	198	17	9	75
Aberdeenshire	563	106	77	308	52	20	89
Angus	390	82	67	207	21	13	69
Argyll & Bute	404	70	81	198	38	17	96
Clackmannanshire	94	22	7	62	3	0	64
Dumfries & Galloway	713	117	154	367	50	25	93
Dundee City	506	114	55	312	16	9	55
East Ayrshire	240	53	34	145	4	4	58
East Dunbartonshire	302	90	52	156	2	2	54
East Lothian	222	46	37	121	12	6	65
East Renfrewshire	272	70	47	145	5	5	57
Edinburgh, City of	920	248	155	466	34	17	61
							continued ...

**Table 10: Status of EAP Stage 4 referrals in 2009-10, by local authority (continued)**

Local authority	Referrals	rejected	withdrawn	Stage 4 measures			average delivery (working days)
				installed	planned	progressing	
Eilean Siar	1,045	188	172	294	278	113	90
Falkirk	375	106	35	220	8	6	64
Fife	1,062	257	146	589	46	24	66
Glasgow City	1,209	356	153	667	22	11	55
Highland	1,262	267	175	565	185	70	88
Inverclyde	209	58	30	112	9	0	60
Midlothian	188	42	20	112	4	10	53
Moray	288	49	42	176	18	3	82
North Ayrshire	429	102	50	254	11	12	65
North Lanarkshire	692	166	65	442	9	10	53
Orkney Islands	141	26	28	42	39	6	82
Perth and Kinross	434	81	57	247	30	19	72
Renfrewshire	343	89	40	203	5	6	56
							continued ...

**Table 10: Status of EAP Stage 4 referrals in 2009-10, by local authority (continued)**

Local authority	referrals	rejected	withdrawn	Stage 4 measures			average delivery (working days)
				installed	planned	progressing	
Scottish Borders	343	61	59	191	24	8	83
Shetland Islands	55	10	8	10	19	8	152
South Ayrshire	322	61	65	178	10	8	64
South Lanarkshire	771	208	90	434	33	6	60
Stirling	466	124	64	244	19	15	59
West Dunbartonshire	224	72	25	123	2	2	59
West Lothian	228	67	32	122	6	1	59
Scotland	15,061 (100.0%)	3,495 (23.2%)	2,160 (14.3%)	7,910 (52.5%)	1,031 (6.8%)	465 (3.1%)	68

Table 11 shows the distribution of installations for other households who had applied to the earlier programmes.

**Table 11: EAP: Central Heating Programme and Warm Deal jobs, by local authority (amended)<sup>+</sup>**

	CHP		Warm Deal	
	installed	waiting	installed	waiting
Aberdeen City	106		27	
Aberdeenshire	137		85	
Angus	105		55	
Argyll & Bute	100	2	31	
Clackmannanshire	41		9	
Dumfries & Galloway	177		27	
Dundee City	88	1	25	
East Ayrshire	80		25	
East Dunbartonshire	101		33	
East Lothian	59		18	
East Renfrewshire	66		29	
Edinburgh, City of	318		77	
continued ...				

**Table 11: EAP: Central Heating Programme and Warm Deal jobs, by local authority (continued)**

	CHP		Warm Deal	
	installed	waiting	installed	waiting
Eilean Siar	19			
Falkirk	105		18	
Fife	238		61	
Glasgow City	471	2	101	
Highland	245	1	81	
Inverclyde	103		21	
Midlothian	71		8	
Moray	106		54	
North Ayrshire	144		34	
North Lanarkshire	265		37	
Orkney Islands	37	3	4	
Perth and Kinross	116		48	
continued ...				

**Table 11: EAP: Central Heating Programme and Warm Deal jobs, by local authority (continued)**

	CHP		Warm Deal	
	installed	waiting	installed	waiting
Renfrewshire	174	1	59	
Scottish Borders	67		22	
Shetland Islands	16			
South Ayrshire	148		17	
South Lanarkshire	350		68	
Stirling	76		9	
West Dunbartonshire	84		22	
West Lothian	92		27	
Scotland	4,305	10	1,132	0
*CHP Waiting column: correction of transcription error.				

Reductions in annual fuel bills and CO<sub>2</sub> savings from Stage 4 measures are given in Table 12.

**Table 12: Outcomes, EAP Stage 4 (amended)<sup>+</sup>**

	impacts of Stage 4 measures*
	<i>status as at 31 August 2010</i>
total estimated reduction in annual fuel bills	£5.29 m
households benefitting	7,910
average estimated annual saving per household	£669
estimated average increase in SAP rating	29
estimated average annual reduction in CO <sub>2</sub> emissions	2.9 tonnes CO <sub>2</sub> per year
<p><sup>+</sup> estimated average increase in SAP rating corrected</p> <p>* Based on SAP modelling of averages and total values across all benefitting EAP applicants. Due to restrictions with SAP methodology it is not possible to assess improvements to mobile homes permanently fixed to a site.</p>	

The EAP Stage 4 options currently include gas (mains gas, LPG), electric (storage, wet, air source heat pumps), oil, and solid fuel (logs, coal, peat) heating systems, and connections to existing district heating networks. Given that the majority of installations are in areas connected to the mains gas grid, the most common heating systems are based on very efficient condensing gas boilers.



**Table 13: Fuel type for EAP heating system measures installed, by Local authority**

	gas	LPG	electric	ASHP	oil	solid	district	all
Aberdeen City	262		31		1		3	297
Aberdeenshire	235	12	92	1	74	6		420
Angus	209	13	43	1	20	7		293
Argyll & Bute	105	9	108		28	5		255
Clackmannanshire	94		6		3			103
Dumfries & Galloway	234	38	128	2	101	6		509
Dundee City	343		42	1				386
East Ayrshire	181	2	17		7	2		209
East Dunbartonshire	207		37		3			247
East Lothian	136	1	21		5	1		164
East Renfrewshire	181	2	19		1			203
Edinburgh, City of	625	4	111					740
Eilean Siar	2	42	102		92			238
continued ...								

**Table 13: Fuel type for EAP heating system measures installed, by Local authority (continued)**

	gas	LPG	electric	ASHP	oil	solid	district	all
Falkirk	258	5	47		5	2	1	318
Fife	676	10	61		21	6		774
Glasgow City	943	1	164					1108
Highland	252	51	240	4	143	13		703
Inverclyde	179		32					211
Midlothian	148	5	10		5	1		169
Moray	185	4	53	1	27	1		271
North Ayrshire	288	6	71	1	6	1		373
North Lanarkshire	649	2	36	2	7	1		697
Orkney Islands			50		17			67
Perth and Kinross	226	12	65	2	37	2		344
Renfrewshire	330		37		1			368
Scottish Borders	122	10	56		36	7		231
continued ...								

**Table 13: Fuel type for EAP heating system measures installed, by Local authority (continued)**

	gas	LPG	electric	ASHP	oil	solid	district	all
Shetland Islands	1		13		8	1	3	26
South Ayrshire	245	4	50		12	3		314
South Lanarkshire	624	8	104	1	24			761
Stirling	221	11	47		16			295
West Dunbartonshire	178		21		1	1		201
West Lothian	189	2	12		4			207
Scotland	8528 (74.1%)	254 (2.2%)	1926 (16.7%)	16 (0.1%)	705 (6.1%)	66 (0.6%)	7 (0.1%)	11,502 (100.0%)

As well as heating, the EAP Stage 4 options cover a range of energy efficiency measures, including insulation and draught-proofing.

Customers tend to prioritise heating system measures and many resist having insulation measures installed, due to fear of disruption. Wherever possible, Scottish Gas requires that loft and cavity wall insulation and draught proofing are undertaken before heating measures are installed.

There has been little uptake of the more expensive measures (internal or external wall insulation and under-floor insulation). This is mainly due to customer concerns about upheaval and disruption. Also, if both heating and internal or external wall insulation are needed, a customer contribution will be required because the cost exceeds the grant limit.

Few customers have expressed an interest in having thermal curtain linings.

Improvements to mobile homes permanently fixed to a site were slow initially, with the need to enhance surveying skills and installation techniques to deal with various issues with the construction and servicing of such homes. In recent months, installations have accelerated and the programme is leading the UK in improving residential mobile homes for fuel poor households, including external wall insulation.

**Table 14: EAP Stage 4 energy efficiency measures installed (no. measures), by Local authority (amended)<sup>+</sup>**

	Insulation								Draught-proofing	All
	Loft (virgin)	Loft (top up)	Cavity wall	Internal wall	External wall	Under-floor	Hot water cylinder	Thermal curtain linings		
Aberdeen City	83	75	11	0	0	0	4	0	89	262
Aberdeenshire	161	145	25	0	0	0	19	0	141	491
Angus	95	122	19	0	0	0	9	0	87	332
Argyll & Bute	82	91	20	1	0	0	12	0	141	347
Clackmannanshire	23	23	8	0	0	0	0	0	43	97
Dumfries & Galloway	107	110	34	0	0	0	6	1	163	421
Dundee City	97	96	18	0	0	0	8	1	114	334
East Ayrshire	59	74	19	0	0	0	5	0	98	255
East Dunbartonshire	80	44	43	0	0	0	5	0	92	264
East Lothian	41	52	16	0	0	0	1	1	98	209
continued ...										

**Table 14: EAP Stage 4 energy efficiency measures installed (no. measures), by Local authority (contd.)**

## SCOTTISH GOVERNMENT HOME ENERGY SCHEMES 2009-10: EAP and HIS

	Insulation								Draught-proofing	All
	Loft (virgin)	Loft (top up)	Cavity wall	Internal wall	External wall	Under-floor	Hot water cylinder	Thermal curtain linings		
East Renfrewshire	60	44	38	0	0	0	3	0	96	241
Edinburgh, City of	150	141	85	1	0	0	9	1	392	779
Eilean Siar	112	103	61	0	0	0	2	0	60	338
Falkirk	75	87	27	1	0	0	5	0	98	293
Fife	207	216	73	0	1	0	11	0	299	807
Glasgow City	239	210	93	1	1	0	14	1	550	1109
Highland	254	282	103	2	1	0	13	0	273	928
Inverclyde	42	31	15	1	0	0	0	0	101	190
Midlothian	43	55	16	0	0	0	0	0	92	206
Moray	93	94	18	0	0	0	7	0	94	306
North Ayrshire	98	92	22	0	0	0	19	0	163	394
continued ...										

Table 14: EAP Stage 4 energy efficiency measures installed (no. measures), by Local authority (contd.)

## SCOTTISH GOVERNMENT HOME ENERGY SCHEMES 2009-10: EAP and HIS

	Insulation								Draught-proofing	All
	Loft (virgin)	Loft (top up)	Cavity wall	Internal wall	External wall	Under-floor	Hot water cylinder	Thermal curtain linings		
North Lanarkshire	185	168	72	0	0	0	3	0	319	747
Orkney Islands	22	29	12	0	0	0	3	0	24	90
Perth and Kinross	106	107	22	0	1	0	7	1	121	365
Renfrewshire	91	93	30	0	0	0	12	0	160	386
Scottish Borders	65	86	18	1	0	0	5	0	146	321
Shetland Islands	11	3	2	0	0	0	1	0	9	26
South Ayrshire	78	74	35	0	0	0	6	0	128	321
South Lanarkshire	215	196	69	0	1	0	8	0	355	844
Stirling	76	82	30	0	0	0	3	0	107	298
West Dunbartonshire	50	42	16	0	0	0	4	0	79	191
West Lothian	51	60	15	0	0	0	0	0	70	196
Scotland	3,151	3,127	1,085	8	5	0	204	6	4,802	12388
* Various amendments: correction of data coding error.										

Less than a quarter of referrals were rejected, with rejections including households who could not be contacted after three attempts by the Managing Agent. Referrals are sent to Scottish Gas at the end of every day, and a welcome call is made the next day, where the qualifying criteria are confirmed and arrangements are made for an eligibility survey. If Scottish Gas cannot contact the customer, they make further calls on two different days within the next seven days, at different times of day.

Of those rejected at the eligibility survey, the majority did not have an energy inefficient home. The remainder could not demonstrate that the household was eligible.

14% of households referred withdrew their applications, either before or after the eligibility survey.



**Table 15: EAP Stage 4 referrals: Rejections and withdrawals**

	Referrals rejected and withdrawn			
	status at 31 August 2010			
referrals received by Managing Agent	15,066			
duplicates	5			
valid referrals	15,061	(100.0%)		
rejections	3,490	(23.2%)		
comprising:				
Managing Agent unable to contact the customer			691	(4.6%)
rejected at initial screening without survey			207	(1.4%)
rejected at survey			2,592	(17.2%)
not an energy inefficient dwelling			1,815	(12.1%)
did not provide evidence of eligibility			511	(3.4%)
evidence, after checking, was deemed insufficient			16	(0.1%)
did not have any of the qualifying benefits			198	(1.3%)
not of a qualifying age or had no eligible children			27	(0.2%)
lived in social housing			14	(0.1%)
had not lived in the dwelling for 12 months			11	(0.1%)
				continued ...

**Table 15: EAP Stage 4 referrals: Rejections and withdrawals (continued)**

	Referrals rejected and withdrawn	
withdrawals	2,160	(14.3%)
comprising:		
withdrew before survey completed	918	(6.1%)
eligible but withdrew	1242	(8.2%)
of which:		
'not interested'	544	(3.6%)
did not want the upheaval	316	(2.1%)
installation undertaken by others	114	(0.8%)
moving house	62	(0.4%)
installer deemed the property not suitable	65	(0.4%)
withdrew due to illness	27	(0.2%)
customer not willing/able to pay contribution *	20	(0.1%)
could not get access for technical survey	24	(0.2%)
landlord refused to have the improvements	15	(0.1%)
other reasons	55	(0.4%)
* where installation cost exceeded grant limit		

## **2.10 Monitoring and inspection, Stage 4**

Scottish Gas inspects 100% of heating system measures installed, and a sample of insulation measures. In addition, Bierce Technical Services undertakes independent monitoring and inspection of the quality of both physical installations and customer service. They undertake a continuous survey of both completed installations and work in progress and meet each month with Scottish Government officials and Scottish Gas staff.

The quality of gas installations is generally very high, but Bierce continues to find some issues with documentation not being left for electric installations, which is being monitored.

## 2.11 HIS outcomes

The reduction in annual fuel bills due to HIS energy efficiency measures totals £457,517, an average saving per installation of £54.

The reduction in fuel bills over the lifetime of the measures (40 years) due to HIS energy efficiency measures totals £18,300,694, an average saving per installation of £2,149.

The reduction in carbon dioxide emissions over the lifetime of the measures (40 years) due to HIS energy efficiency measures totals 97,865 tonnes, an average saving per installation of 11 tonnes.

**Table 16: Home Insulation Scheme Installations 2009-10**

area	cavity wall insulation	full loft insulation	loft insulation top-up	total HIS measures in 2009-10 area
	status at 5 September			
Orkney	23	38	114	175
Highland	112	28	746	886
Western Isles	250	90	1,484	1,824
Angus	42	34	773	849
Dundee	99	45	816	960
Glasgow	586	158	423	1,167
South Lanarkshire	138	29	48	215
Stirling	251	164	659	1,074
Edinburgh	214	143	227	584
Fife	160	146	476	782
overall total	1,875	875	5,766	8,516

**Table 17: Home Insulation Scheme property visits and referrals**

area	properties (excluding voids)			Home Energy Check forms completed	total referrals (see next table)
	to be visited	visited at least once	visited to completion		
	status at 5 September				
Orkney	858	858	858	559	485
Highland	8,682	8,682	8,682	4,929	3,232
Western Isles	9,459	9,459	9,459	7,203	6,479
Angus	12,541	12,541	12,541	3,902	2,432
Dundee	8,930	8,930	8,930	3,305	2,603
Glasgow	13,510	13,510	13,510	5,016	4,010
South Lanarkshire	1,374	1,374	1,374	587	514
Stirling	18,550	18,550	18,550	7,045	4,196
Edinburgh	12,842	12,842	12,842	7,301	4,403
Fife	8,622	8,622	8,622	5,271	4,514
overall total	95,368	95,368	95,368	45,118	32,868

**Table 18: Home Insulation Scheme: referrals for HIS insulation**

area	cavity wall	loft top-up	full loft
	status at 5 September		
Orkney	100	218	32
Highland	600	1,209	145
Western Isles	1,123	2,130	422
Angus	169	1,676	91
Dundee	262	1,803	119
Glasgow	1,709	1,171	454
South Lanarkshire	246	143	59
Stirling	987	1,869	361
Edinburgh	929	1,042	125
Fife	657	1,527	102
overall total	6,782	12,788	1,910

**Table 19: Home Insulation Scheme: referrals to EAP**

area	stage 2		stage 3 insulation		stage 4
	income maximisation	energy tariffs	cavity wall	full loft	
	status at 5 September				
Orkney	25	68	4	4	33
Highland	258	542	64	54	348
Western Isles	498	1,056	132	97	1,019
Angus	61	206	37	45	130
Dundee	55	138	23	38	148
Glasgow	70	319	61	39	157
South Lanarkshire	7	32	6	1	16
Stirling	125	502	32	49	253
Edinburgh	519	1,365	74	61	193
Fife	390	1,188	92	72	153
overall total	2,008	5,416	525	460	2,450



**Table 20: Home Insulation Scheme: other referrals**

area	non-EAP CERT insulation referrals			loan application forms
	cavity wall	full loft	loft top-up	
Orkney	0	1	0	3
Highland	5	6	1	76
Western Isles	0	1	1	244
Angus	3	5	9	102
Dundee	7	4	6	79
Glasgow	13	7	10	124
South Lanarkshire	2	1	1	14
Stirling	10	4	4	212
Edinburgh	55	34	6	64
Fife	150	73	110	40
overall total	245	136	148	958

### 3 Learning from EAP year 1

The Energy Assistance Package is much broader in scope than the previous Central Heating and Warm Deal Programmes, with the energy companies becoming important delivery partners at both Stages 2 and 3, the introduction of energy tariff referrals, families eligible for grant-funded heating measures, and a wide range of measures available. In its first year, officials and delivery partners have learnt several lessons, which are informing the development of the programme.

### 3.1 Reporting

We are working with delivery partners to improve the processes that will allow us better to track progress, at all stages:

- Stage 2: reporting by the Pensions Service was suspended while the DWP IT system was being replaced, although income maximisation continued, so that the reporting of outcomes for many referees are incomplete, with benefits being under-reported;
- Stage 3: delivery partners' reporting cycles are lengthy and it is difficult to determine the pace of installations; one partner is yet to return a full account of the status of referrals;
- Stage 4: mis-coding issues meant that the profiling of installations was mis-reported, from February, but the data-cleaning process is now complete.

Officials are continuing to work with delivery partners to improve the scope and quality of reporting.

### 3.2 Level of Stage 2 and 3 referrals

EST undertook research to gain insight into the reasons why a substantial proportion of people who call the ESSacs about the Energy Assistance Package are not referred for Stages 2 or 3. The sample is relatively small and unstructured, being based on not quantitatively significant, but the findings give an indication of the potential proportion of EAP customers likely to be eligible for Stages 2 or 3, and why some of those refuse referral. Their findings are summarised below.

48% of the sample were thought not to be eligible for a check, on the basis of the information they provided, the most common reason being that their incomes are higher than the qualifying threshold. 15% declined to answer the questions relating to benefits so it was not possible to evaluate their eligibility. Of the 37% who could have been referred for checks, 47% declined referral, mostly because they either did not believe that they were eligible and/or felt uncomfortable getting help from benefits.

EAP advisors who carried out the survey see it as their role to convince customers to go forward for benefits checks wherever they can. However, the advisors have limited ability to influence customers against their initial wishes and over-persuasion risks passing low-quality leads to the Pensions Service and CAD. The training of advisors is being reviewed to see if they can be more effective in addressing clients' perceptions about benefits.

The survey suggests that two thirds of callers are not eligible for social tariffs, on the basis of the information they provided. Of these, 48% were not in receipt of qualifying benefits and 40% were either not spending enough of their

income on fuel or their income was too high. 95% of customers answered the questions relating to social tariffs, and only 14% of those eligible declined referral, indicating clients are more comfortable engaging with social tariffs than with benefits. It appears that the EAP advisors are harvesting nearly all eligible referrals.

The EST survey shows that only 27% of callers were thought to be eligible for Stage 3, on the basis of the information they provided; most customers could not be referred, as they were either ineligible or their properties were already insulated or could not take the available measures. Nobody declined the questions on stage 3, but 29% of eligible callers declined a referral, citing issues such as dislike of disruption. Officials continue to work with the EST and the CERT providers to identify ways to maximise requests for Stage 3 referrals,

### **3.3 Contact rates for Stage 2 energy tariff and Stage 3 referrals**

The process of signposting customers to their electricity supplier for cheaper energy tariffs was replaced by direct referrals in October 2009. The proportion of households getting a social tariff is higher for those referred (17%) than for those signposted (9%). Nonetheless, as the energy provider is unsuccessful in contacting households, for 61% of Stage 2 referrals the Scottish Government is exploring with EST and the delivery partners ways to improve the rate of contacts.

For households referred for Stage 2 social tariffs and Stage 3 insulation, the energy companies have not been able to contact the applicant in a high proportion of cases. EST and the energy providers are investigating options that may improve the rate of contacts, such as in-call transfers.

### **3.4 Relationship between Stage 3 and 4**

The relationship between Stages 3 and 4 proved difficult in practice. Initially, Stages 3 and 4 were run sequentially, resulting in long customer journeys and occasionally customers were disqualified from Stage 4 due to work undertaken at Stage 3. In order to avoid delays and ensure fairness, the stages were conflated, with all work undertaken by the Managing Agent. Any customers who had been disqualified from Stage 4 due to Stage 3 work had their applications reinstated.

The conflation of stages meant that the government paid for work that could have been funded under CERT, but this was thought acceptable as an interim measure, given the benefit to customers. Changes to processes have been implemented in 2010-11, whereby anyone thought likely to be eligible for both Stage 3 and Stage 4 work is referred for a Stage 4 survey and any work that is thought eligible for Stage 3 is referred to the CERT providers simultaneously with Stage 4 work by the Managing Agent. The effectiveness of this arrangement is being monitored.

### 3.5 Stage 4 delivery times and waiting times

Delivery times were extended for many customers and too many 2009-10 customers were still waiting for installations by the end of August 2010. Of the 1,340 heating system and 156 insulation-only EAP referrals still waiting for installations, 1,115 heating (83%) and 140 insulation-only (90%) have been waiting for more than 120 days. There are also 10 CHP jobs, who have waited more than 120 days. The greatest concentrations of households waiting are in Eilean Siar and Highland, primarily for oil and electric storage heating.

Sometimes, there are multiple causes of delay. The most common reasons identified for delays are:

- customers deciding between a choice of heating technologies, requiring additional surveys;
- customers needing to find contributions where the cost of work exceeds the grant cap or where they wanted additional work to be undertaken.
- new connections to the mains gas network and electrical load checks, which are the responsibility of regulated third parties and only partly subject to delivery time conditions.

However, there was also insufficient resourcing in certain areas to match demand for off-grid technologies. Scottish Gas has been tackling this to better meet demand, by recruiting more surveyors and more contractors for off-grid technologies, and by upskilling existing contractors to achieve qualifications for the installation of oil and LPG-fired heating systems. This report will be updated in February and will demonstrate progress for the referrals that were outstanding at the end of August.



Going forward, the new Managing Agent contract sets considerably more demanding requirements that are designed to improve performance throughout Scotland. The key performance indicators focus on delivery within 60 days, quality of installations, and customer satisfaction. As part of its response to this challenge, Scottish Gas is opening three Green Skills Hubs which will both build skills for non-gas technologies and serve as operational hubs to improve delivery rates throughout Scotland.

### 3.6 Promotion of the EAP

The introduction of the Energy Assistance Package was promoted through:

- outreach work with partner organisations;
- direct mailing;
- TV, radio, and press advertising;
- PR activities, resulting in TV, on-line, and press features.

The number of enquiries rose across the year, clearly boosted by direct mailing and TV campaigns. Direct mailings were carefully targeted, including one that was successful in eliciting applications from people in residential mobile homes. There was also clear evidence of the impact of cold weather from mid December, following an exceptionally mild autumn. Referrals to the EAP have also been boosted by enquiries generated in the Home Insulation Scheme areas, most notably in Eilean Siar.

Whilst marketing activity was in large part focussed on pensioners and families in private sector housing who are likely to be eligible for Stage 4, it became evident that Stages 2 and 3 required different targeting. Scottish Government and EST are developing marketing activities to extend awareness of the programme to these different groups this winter.

### **3.7 Low carbon technologies**

#### **Air source heat pumps**

We have encouraged applications for air source heat pumps (ASHP) and have found that they represent a viable option for rather less than a third of the 584 considered for this technology. Whereas ASHPs may be appropriate for well-insulated new homes, the challenges of hard-to-treat homes and ancillary costs often preclude their use.

Where there is a poor standard of insulation, there is a risk with currently available electricity tariffs, that energy bills might be increased by an ASHP. If the only option is non-cavity wall insulation, the cost of installation will exceed the grant limits so that this is not an affordable option for most customers. ASHPs distribute heat at low temperatures and, for some homes, the space required for radiators would prove impractical.

Scottish Gas has adopted an appropriately professional approach to ASHP installations and has developed exemplary standard processes. Mitsubishi, the ASHP supplier, provided training for all relevant personnel, including heating insulation contractors, technical surveyors, eligibility surveyors, and Scottish Gas contract managers, personal customer managers, and other office staff.

There is careful evaluation of criteria that include the potential for additional insulation, the current fuel type, the customer's pattern of occupancy and use of hot water, and the space needed to accommodate larger radiators, a larger cylinder, and the ASHP unit. Particular attention is given to guidance to

customers, including advice on the operation of an ASHP and the need for an appropriate tariff.

ASHP installations progress more slowly than other fuels, requiring load checks by electricity providers in all cases, often followed by electricity supply upgrades and meter changes. Planning permission has been required in almost all cases, including noise impact assessments. Customer contributions are usually required, with costs increased by planning fees and noise tests.

Scottish Government continues to be committed to the use of air source heat pumps, provided they are installed to the exacting standards developed during the first year of the EAP.

#### **Other low carbon technologies**

Scottish Government officials continue to seek technologies to tackle the challenges of the Scottish housing stock. It is intended that micro Combined Heat and Power units, operated by LPG, and room-in-the-roof insulation will be added to the options in 2010-11.

Officials are also investigating the feasibility of various schemes that are offering installations of photovoltaic systems in return for feed-in tariffs, for homes that use electrical heating technologies, including heat pumps.

### 3.8 Continual improvement

Scottish Government officials continue to work with all the delivery partners to improve the EAP. Among the most successful processes are:

- the independent monitoring and inspection system, which has led to quantifiable improvements in both customer service and the quality of installations;
- customer service review meetings, which have examined various issues and used them to improve processes, from the initial phone call through to the collation of customer feedback.

### 3.9 Strengths of the EAP

#### The Energy Assistance Package:

- is leading the UK in tackling some of the hardest to treat properties, including residential mobile homes and crofter's cottages;
- has developed cost-effective packages of both internal and external insulation and can offer both room in the roof and under-floor insulation as well as loft and cavity wall insulation;
- is making progress with responsible installations of new technologies, including air source heat pumps and micro CHP units, fired by LPG;
- is run in a spirit of partnership and continual improvement, with a willingness to adapt the scope of the scheme to meet the needs of fuel poor people, advised by the independent Fuel Poverty Forum;
- has already helped over 67,000 EAP households as well as earlier applicants, with more than 16,000 having their homes made more energy efficient and easier to heat, under Stages 3 or 4;
- is helping people based on individual circumstance, complementing the area-based approach of the Home Insulation Scheme;
- is making a real difference to the lives of 1,000 owner occupiers and the tenants of private landlords each month, as well as working with local authorities and housing associations;
- is making improvements that will reduce energy use, and energy bills for many years to come;

- is providing jobs and training for over 370 people, helping the economic development of communities around Scotland.

### 3.10 EAP customer feedback

Examples provided by the Energy Saving Scotland advice centres and by Scottish Gas Personal Customer Managers include:

- “Delighted with the whole service, especially “promptness”, “pleasant” and “good service” and said he was very grateful.”
- “The complete system is very user friendly from the positions of the radiators to the time switch and thermostat placed at eye level. The service I received was first class from the carpet fitter to the fitters everyone was very friendly and happy.”
- “I cannot thank you enough. I no longer have a chilly flat even when the heating is off. It's comfortable as I have said already ten star rating I have already recommended the EAP to friends and family. I am very grateful to the Scottish government stage four of the energy assistance package carried out by Scottish Gas. It's made a difference to me living in this flat.”
- “I am not good at gadgets and technology etc, but now that I am becoming familiar with this system, I realise it is very versatile and straightforward and certainly not as complicated as I imagined it would be. I have been very impressed with the excellent attention & efficiency with which this whole procedure has been carried out. Also pleasantly surprised at so little disruption during the installation. My sincere thanks to all concerned.”
- “Although I haven't needed to use the heating, the fact that I shall have controllable heat 24 hours a day is wonderful. I am actually looking forward to the winter!”



- “Explained method of use well, worked well & cleaned up satisfactorily. Delivery of heaters was punctual & efficient. The workmen were very efficient.”
- “Delighted with system and are impressed with outside boiler especially as we have a small bungalow we are delighted with the service and the lads who came to use were polite cheerful and just got on with the job with a minimum of disruption what pressure to have such a good team from start to finish we are happy with the work done.”
- “My mother was very happy with all the work that was done and the staff was wonderful and well mannered.”
- “I am delighted and rather than dread the winter coming I can look forward to being snug and cosy.”
- “Workmen are an asset to firm who carried out work. Lovely young men. Electrician also very good. As I have only used hot water I don’t know how well system will be. The men did put on heating when testing & it was very good.”
- “Absolutely great it will save me money as I can switch it off when I like can’t thank you enough as I could never afford to have it put in.”
- “I have had nothing for nothing in my life and was amazed that we qualified for this due to our 11 month old daughter didn’t believe it would actually happen but it has and we are incredibly grateful.”
- “This is going to make such a difference when the weather gets colder. I shall have more control over when the heating is required. Everything went superbly. Cannot think what more could be done.”

## 4 Learning from HIS year 1

In its first year, officials and delivery partners have learnt several lessons, which are informing the development of subsequent phases of the programme.

### 4.1 Enabling cavity wall insulation in four-in-a-block flats

Blocks of flats are classified as hard to treat properties for cavity wall insulation (CHI) because it normally requires co-operation and co-ordination between householders in the different flats within the block and their insulation installers to install CHI. As a result this is a segment of the housing stock which is generally under-insulated.

The Home Insulation Scheme (HIS) piloted a new way of working with this type of property by actively encouraging co-operation and co-ordination of jobs to produce a block-level approach to installation.

This pilot work was done in the Glasgow and Edinburgh HIS areas because these contained significant numbers of four-in-a-block (4B) flats. These areas received additional resources with the aim of maximising cavity wall insulation in this type of property.

A key factor was to have the HIS appointed contractor as the single installer treating all properties in a block. To achieve this the six largest electricity suppliers agreed to vary existing Energy Assistance Package arrangements in the 4-in-a-block areas.

In both Edinburgh and Glasgow/South Lanarkshire many households could not receive insulation who wanted it because the second flat in their half-block did

not take up the offer; for example in Glasgow there were more than 1700 such properties.

Rates of referral and installation in matched sets of 4-in-a-block flats were achieved which compared favourably with other housing types, e.g. generating 60% of Glasgow/South Lanarkshire cavity wall insulation referrals, suggesting at least average penetration in 4-in-a-block stock, which made up 54% of stock in this area.

## 4.2 Contact rates

The managing agent carried out a mid-scheme analysis of the HIS data which showed that 8.6% of measure referrals were cancelled due to the installer being unable to contact the customer either for a survey or to install the measure.

EST therefore conducted a pilot exercise, calling back households with the aim of progressing these referrals to installation.

Figures from this pilot suggest that this intervention yields a circa 10% re-referral rate.

This approach has therefore extended to cover further HIS areas.

#### 4.3 Promotion of the HIS

The Home Insulation Scheme was promoted locally, directly to households eligible for support through:

- direct mailing;
- door-knocking every property in each area up to 3 times;
- outreach events;
- participating local authorities' communication channels;
- PR activities, securing press coverage.

As part of the quality assurance work carried out by the managing agent, 1,000 customers were interviewed about their experience of the HIS service:

- around 60% of respondents who received insulation claimed they would not have done it without HIS;
- almost 70% of respondents claimed the scheme met their expectations;
- the most successful communication channel to drive awareness of HIS was the direct mailings (leaflets and letters);
- 81% rated the surveyor as excellent/good;
- 83% rated the installer as excellent/good;
- the main reasons for drop-off at each stage were: still waiting on a surveyor/no follow-up; already have insulation; home not suitable;
- there was no significant difference in perceptions of quality from participants across the 10 local authority areas;
- all methods of application were rated positively, although Home Energy Assessors received the most positive ratings.

#### 4.4 Continual improvement

The managing agent has put in place a number of mechanisms to improve delivery of HIS, including:

- an independent quality assurance system, which has led to quantifiable improvements in the quality of installations;
- piloting the use of hand-held units (Pads) to schedule home visits;
- piloting booking HIS insulation survey appointments for the customer while on the doorstep.

In Home Insulation Schemes commencing in 2010/11 these are being applied more widely and new mechanisms have been put in place including:

- measuring the thickness of existing loft insulation wherever households agree to provide access;
- extending the use of hand-held units to more areas as well as developing their scope to include capture of customer data;
- extending the booking of survey appointments to more areas;
- expanding the amount of advice provided by assessors on the doorstep, to enable householders to access benefit and tax credit checks and social tariff checks more rapidly;
- systems to routinely re-contact householders who installers have been unable to contact.

#### 4.5 Strengths of the HIS

The Home Insulation Scheme:

- actively visits households to engage with them on their doorstep;
- provides a service tailored to the needs of individual households and offered to every household in a HIS area;
- enables householders to access, through a single route, the Home Insulation Scheme insulation offers, support from the Energy Assistance Package, Energy Saving Scotland home loans, advice on domestic renewable technologies and transport as well as local services;
- very significantly boosts applications to the Energy Assistance Package thereby helping to tackle fuel poverty;
- is producing best results in areas where there is insulation potential but where there has been relatively little activity by installers;
- provides an enabling fund to assist in supporting action to facilitate insulation measures, for example, loft clearances, and reduce costs in island areas;
- is highly rated by customers;
- is run in a spirit of partnership and continual improvement, with a willingness to adapt the scope of the scheme to meet the needs of different communities;



- is making improvements that will reduce energy use, and energy bills for many years to come;
- is providing jobs and training, helping the economic development of communities around Scotland.

#### 4.6 HIS customer feedback

Examples include:

- “I really have noticed a difference. When we have the heating switched on, the house heats up much more quickly, and when it is switched off, our home seems to retain its heat for longer.”
- “We learned a lot from the Home Energy Assessor who, as well as performing an energy audit, gave us lots of energy saving tips and advice on how we could keep our flat warm.”
- “I've been really pleased with the whole experience and would advise anyone else who qualifies for the Home Insulation Scheme to take part. It has opened my eyes to what the Energy Saving Trust can offer. I would definitely consider turning to them for energy advice again in the future”
- “The scheme is absolutely brilliant and should save me a fortune on my energy bills.”
- “I think the programme is a great idea - and as well as making my house warmer it has made me more knowledgeable about insulation and keeping my property warm.”
- “The installers were great. There was no fuss and they got on with the job straight away. They were in and out in just over an hour.”
- “The Home Energy Assessor was pleasant and knowledgeable. My husband has experience in the construction industry and they both spent some time talking about how to keep buildings warm and energy efficient.”

- “The whole experience has been really straightforward and has made a huge difference to my home this winter and for years to come.”
- “With just a week to go I would encourage everyone to take advantage if they can. It is a great scheme for getting cavity wall installation at a discounted price.”
- “Our experience with the Home Energy Assessor was very good. We received lots of information on the Home Insulation Scheme and how we could benefit.”
- “The Home Energy Assessor was brilliant. He told us about the scheme and also explained what other assistance we could be entitled to. My wife and I are both 80 but not on benefits, so it was good to find out about what we could get from the scheme.”
- “Well I thought the uniform was a very strong feature because I think that there are a lot of elderly people in the area and that was very reassuring for people as well as the ID they provided, particularly there has been some cases where people have been taking advantage of this scheme. Also in the local press they were able to reassure people.”
- “Apart from my thorough approval of it, the process was wholly satisfactory, run smoothly and on time. The whole process was done as predicted. We were told how it would happen and it happened accordingly. We received letters on time.”