



Home Energy Advice Team

Empowered by Scarf

Home Energy Advice Team
Aberdeen City Council
Annual Report 2019-20

Martin Hall
Operations Manager
martin.hall@scarf.org.uk



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Introduction

Poverty remains a serious socio-economic issue and continues to provide a major challenge to improving the lives of people within our communities.

In May 2019 Scottish Government published statistics estimating 23% of households in the Aberdeen City local authority area were living in fuel poverty, effectively a quarter of households within the local authority area unable to gain access to the basic needs of heat and hot water in their homes. Access to these essential living requirements is still taken as a given by many and therefore it is critical that we maintain our efforts to eradicate fuel poverty and provide access to affordable warmth for all households.

Living in a cold damp home with no access to the basic needs can be devastating and the impact is not only financial and has a negative impact on physical and mental health, child learning and development, employment and social interaction.

Aberdeen City Council recognise this and the need to address these issues and support those most vulnerable in the community.

As a direct result of funding by Aberdeen City Council, Scarf are able to deliver a service providing tailored in-home energy efficiency advice and support to households in the city of Aberdeen. The advice service, delivered by means of home visits and events, ranges from providing those households in need with anything from general energy efficiency behavioural advice to referral to energy industry schemes providing free installation of energy efficiency improvement measures for example, wall, loft and underfloor insulation and boiler replacement.

The Home Energy Advice Team (HEAT) at Scarf ensure households get the advice and support they need to enable them to live in a home that is affordably warm and promote improved health, welfare and social inclusion in the community.

The report herein sets out to demonstrate the value of this service through the outcomes delivered across the city.

I hope you enjoy reading this report and hope it provides an insight of the impact of the service to households in the local authority area.

Lawrence Johnston

Acting Chief Executive, Scarf

1,193 home visits completed



58 energy efficiency measures installed

1,162 tCO₂ savings by households



£345,788 savings by households

About Us

Scarf is a vibrant and value driven social enterprise making a practical difference in Scotland. We aim to help people struggling with fuel poverty and to promote the efficient use of energy in communities and businesses.

We are immensely proud of our organisation and as an established social enterprise we work closely with our staff, partners, businesses and the local community to ensure that everything we do makes a positive difference. Evidence of this is shown through Scarf being listed in the *Sunday Times Top 100 Best Not-For-Profit Organisations to Work For* six out of the past seven years.

In partnership with the local authorities throughout North East Scotland, Scarf delivers the Home Energy Advice Team service to households across the region.

In our effort to eradicate fuel poverty we provide dedicated, ongoing support to improve the energy efficiency of homes and give access to affordable warmth. The Home Energy Advice Team work closely alongside Home Energy Scotland which primarily delivers a phone-based service.

The Home Energy Advice Team offer customers a face-to-face, in-home service, tailored to their property and household circumstances. The Home Energy Advice Team offers free impartial advice to owner-occupiers as well as local authority, housing association and private tenants.

In addition to Aberdeen City, the Home Energy Advice Team service is also available within Aberdeenshire, Angus and Perth & Kinross, and in Dundee as part of the Dundee Money Action project which provides help and advice to the most vulnerable people.

Key Drivers

Fuel Poverty

When founded in 1985. Scarf's core aim was to eradicate fuel poverty and, although the organisation has grown and diversified, this purpose remains at our core.

This ambition is shared by the Scottish Government and The Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act was passed by Parliament with unanimous support in June 2019 and received Royal Assent on 18 July 2019. These statutory targets set by this Act are that in 2040:

- no more than 5% of households should be in fuel poverty;
- no more than 1% of households should be in extreme fuel poverty;
- the median fuel poverty gap of households in fuel poverty is no more than £250 in 2015 prices before adding inflation

A household is determined to be in fuel poverty if their fuel costs are more than 10% of their income and after deducting these fuel costs the remaining income is not enough to maintain an acceptable standard of living. If more than 20% of income is used in this way, then this is termed as being in extreme fuel poverty¹.

On a national scale, 619,000 (25.0%) of Scottish households were deemed to be in fuel poverty in 2018 with 279,000 of these households deemed to be living in extreme fuel

¹ Fuel Poverty (Targets, Definition and Strategy) (Scotland) Act 2019

poverty². In Aberdeen City it is estimated that 23% of households are considered fuel poor with 12% of properties in extreme fuel poverty³. These figures are similar to the previous years and, set against rising fuel costs and stagnating wages, shows an increasing demand and need for an energy advice and support service delivered within local communities in Aberdeen City.

The Home Energy Advice Team plays a key role in tackling fuel poverty by supporting Aberdeen residents reduce their energy demand whilst encouraging the take up of low carbon solutions.

Causes

Fuel poverty is driven by four main causes. Each cause is detailed below and shows how the Home Energy Advice Team can support householders in each area.

Inefficient homes

The energy efficiency of a property depends on its physical characteristics, and factors such as the age of construction, heating system and insulation levels can all affect the energy efficiency of a property. The Home Energy Advice Team can assist householders and tenants access funding and support for potential energy efficiency improvements for their property.

Low income

Households with a lower income are more likely to be in fuel poverty. The Home Energy Advice Team can help maximise income for households by completing benefit checks and referring to other relevant partners.

High fuel costs

Domestic fuel costs are currently high and rising each year, putting more and more households into fuel poverty. The Home Energy Advice Team can ensure all households are receiving the best deal by offering free, impartial fuel price comparisons and switching.

Poor energy behaviours

A lot of energy can be wasted in the home through a series of poor behaviours such as leaving appliances on and using heating systems incorrectly. The Home Energy Advice Team offer every household effective behavioural advice to ensure households get the most from every pound spent on energy.

Consequences

Few people choose to live in cold, damp homes which they cannot afford to heat adequately in order to protect their health. However, this is the reality for many households across Scotland who live in poor housing with inefficient heating systems and inadequate building standards.

Living in a cold, damp environment can lead to the following health issues:

- increased respiratory illness
- increased blood pressure and risk of heart attacks and strokes.
- worsening arthritis
- increased accidents at home

² The Scottish House Condition Survey 2018, January 2020

³ The Scottish House Condition Survey 2018: local authority analyses, January 2020

- increased social isolation
- impaired mental health
- adverse effect on nutrition and child education

Energy Efficiency Improvements

Increasing fuel bills and cold, difficult to heat homes are common worries in Scotland, especially in winter and this is recognised by the Home Energy Advice Team. The two most effective solutions to this are adapting behaviours to reduce energy use and installing energy efficiency improvements in the home. These improvements can help a home retain heat more effectively and use energy more efficiently, leading to a warmer home and lower fuel bills.

Home Energy Advice Team Energy Advisors offer behavioural advice, including demonstrating the most efficient way to utilise heating systems, and advice regarding the benefits of energy efficiency improvements, such as insulation, to all households. In addition to this, the Home Energy Advice Team can assess household eligibility for energy efficiency improvement funding streams and refer to relevant partners. The two most common funding streams are detailed below.

Warmer Homes Scotland

Warmer Homes Scotland is a Scotland wide scheme which was designed to help vulnerable people make their homes warmer and more comfortable by installing a range of energy saving measures. Assistance through this scheme is available to homeowners and private sector tenants struggling to heat their home, who have lived in their property for at least twelve months, and who meet the qualifying criteria. The scheme is predominately grant based but, in some cases, contributions are required by households.

If a Home Energy Advice Team Energy Advisor determines that a household may be eligible for support through this scheme they refer the household to Home Energy Scotland. Home Energy Scotland then contact the customer and feedback the outcomes to the Home Energy Advice Team.

Warmer Homes Aberdeen

Open to privately owned homes in Aberdeen, Warmer Homes Aberdeen offers free loft, cavity and underfloor insulation to eligible households. This scheme is part of the Scottish Government's home energy efficiency programme and Aberdeen City Council supports the scheme in partnership with Scarf.

All Home Energy Advice Team Energy Advisors are aware of the qualifying criteria for this scheme and will refer eligible households to Scarf's Programme Manager. From here the customer is contacted by the relevant contractor and all outcomes are fed back to the Home Energy Advice Team.

Carbon Emissions

The Energy Efficient Scotland: route map⁴ was published in 2018 with a vision that "by 2040 our homes and buildings are warmer, greener and more efficient"⁵. This route map sets out ambitious targets regarding carbon emissions with reductions of 23% in residential sectors required by 2032.

⁴ Energy Efficient Scotland: route map, 2018

⁵ Energy Efficient Scotland, 2018

Although reducing carbon emissions are not the primary motivation for the majority of Home Energy Advice Team enquiries the advice given by Energy Advisors helps to combat each household's carbon emissions. This is because reducing energy consumption leads to both fuel bill and carbon emission reductions. Therefore, the effort of the Home Energy Advice Team helps contribute to a reduction in Scotland's overall emissions.

Outcomes

Engagement

The table below shows the number of enquires received, the number of home visits completed and the number of events attended by the Home Energy Advice Team between April 2019 and March 2020, with figures for previous years provided for comparison.

	2017-18	2018-19	2019-20
Enquiries ⁶	1512	1544	1348
Home Visits	1277	1457	1193
Events	80	115	79

Figure I: Number of enquiries received, home visits completed and events attended by Home Energy Advice Team in 2019-20, 2018-19 and 2017-18.

The graph below shows how the number of home visits and enquires received differed on a monthly basis. As can be seen from the graph, enquires and visits were typically more prevalent in the winter months when outdoor temperatures are colder and fuel bills are higher. Although the number of enquiries dramatically increased in March 2020 the number of home visits did not reflect this. This is due to the COVID-19 pandemic which resulted in all scheduled home visits being postponed and all future visits being suspended.

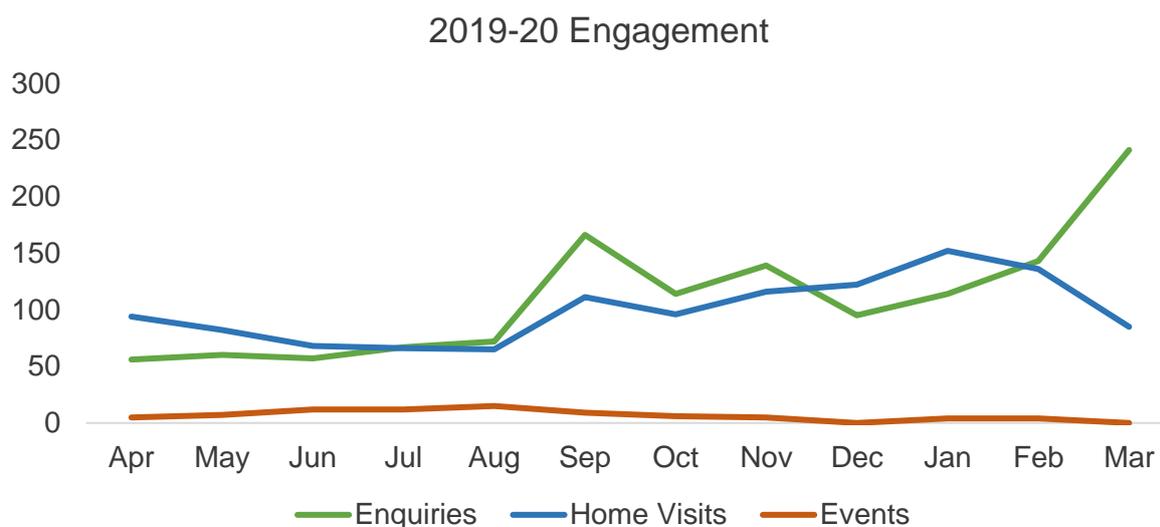


Figure II: Monthly enquiries, home visits and events by Home Energy Advice Team in 2019-20

⁶ Enquiries include inbound enquiries, outbound enquiries and positive engagements at events.

The table below shows the source of each enquiry received by the Home Energy Advice Team.

Enquiry Source	Number of Enquiries	% of Enquiries
Previous Contact	301	22.3%
Aberdeen City Council	193	14.3%
Home Energy Scotland	180	13.4%
Direct Mailing	125	9.3%
Word of Mouth	120	8.9%
HEEPS ABS	111	8.2%
Additional Partners	69	5.1%
Other	52	3.9%
Online	43	3.2%
Other Partners	34	2.5%
Event	29	2.2%
Support Worker	27	2.0%
Advice Session	19	1.4%
Energy Efficient Aberdeen	18	1.3%
Housing Association	16	1.2%
Newspaper	7	0.5%
Energy Supplier	4	0.3%

Figure III: Enquiry source and percentage breakdown

The graph below shows the tenure of households who enquired about the Home Energy Advice Team service.

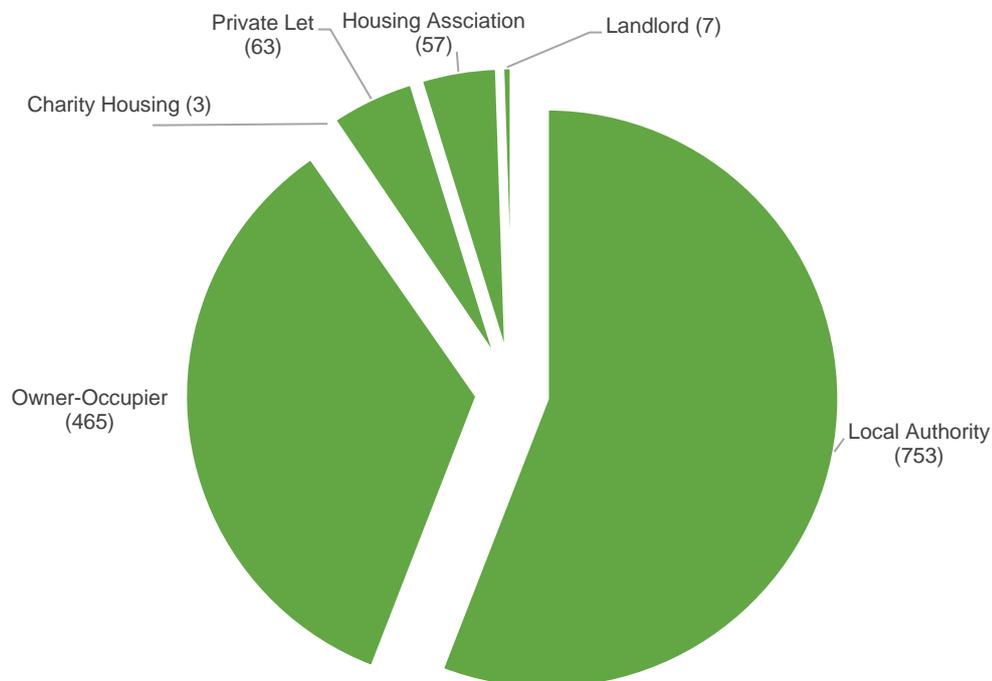


Figure IV: Graph showing breakdown of household tenure of enquiries

The graph below shows the tenure of households who received a visit from the Home Energy Advice Team.

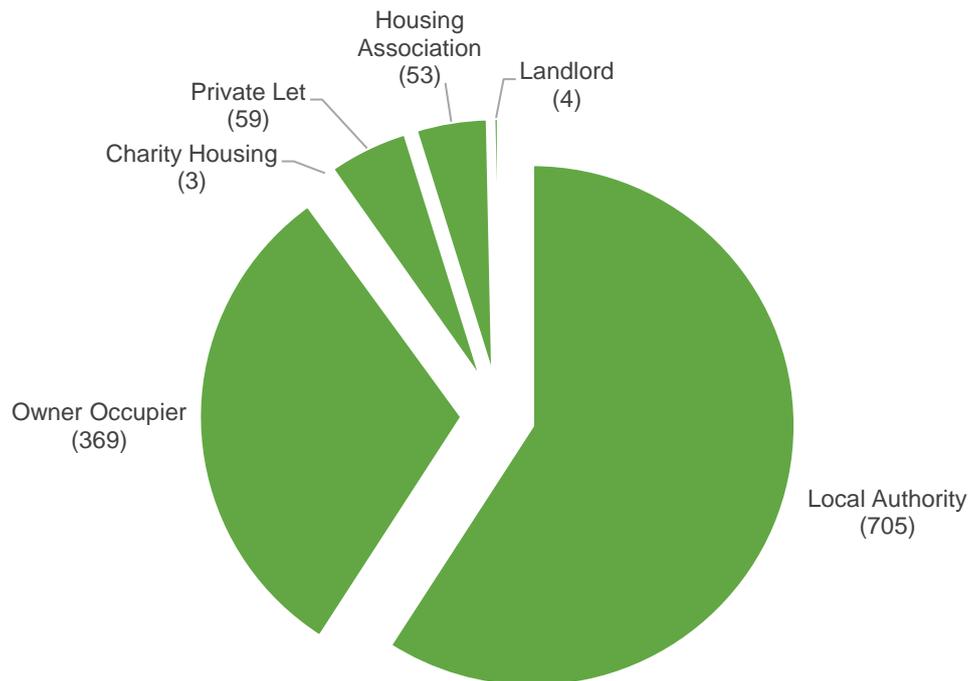
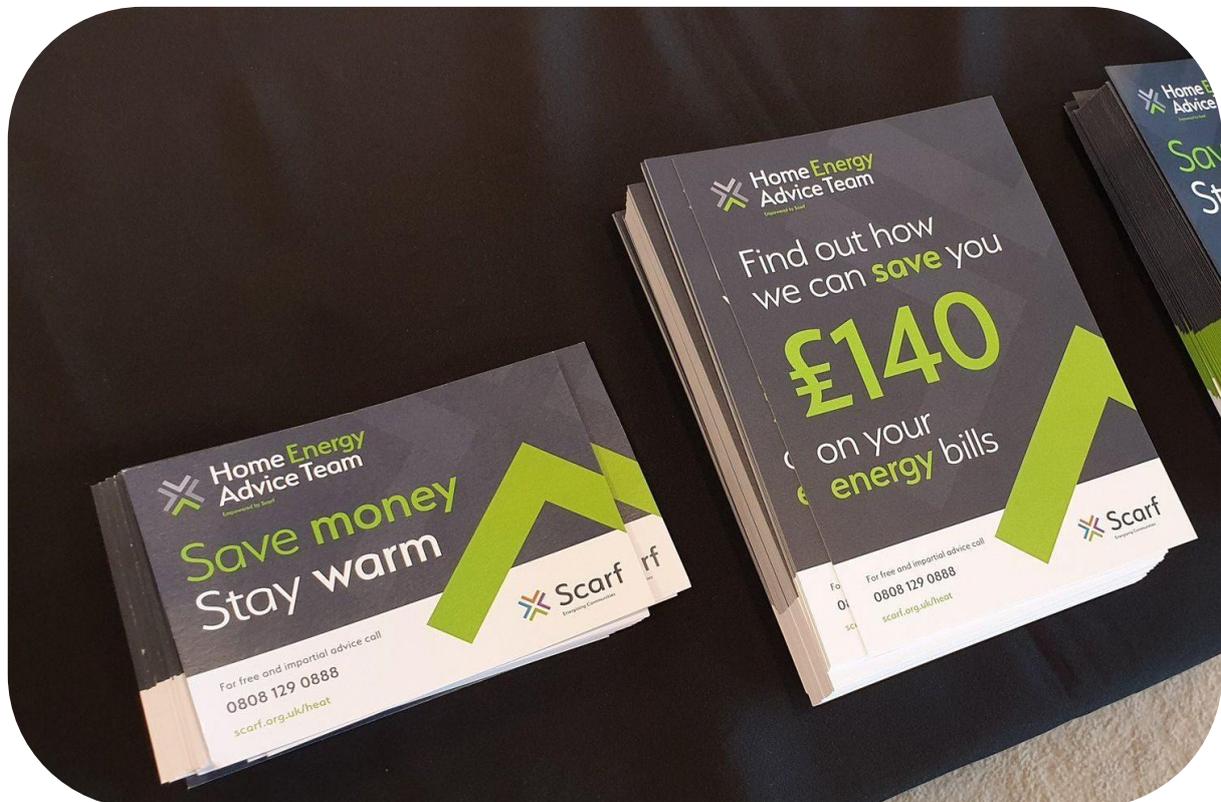


Figure V: Graph showing breakdown of household tenure of home visits



Fuel Poverty

The Home Energy Advice Team's overarching aim is to reduce fuel poverty levels within Aberdeen City. In 2019-20 the Home Energy Advice Team collected fuel poverty statistics from 473 properties. The table below shows these details for 2019-20 and how they compare to previous years. The table also highlights the fuel bill savings and income increases attributed to the Home Energy Advice Team in 2019-20. These savings and increases are vital methods in assisting households exit fuel poverty.

In total the advice and support delivered by the Home Energy Advice Team resulted in 82 properties being removed from fuel poverty. **This equates to 56% of fuel poor households being removed from fuel poverty because of the Home Energy Advice Team.**

	2017-18	2018-19	2019-20
% households in fuel poverty (pre-assistance)	20.5%	17.3%	30.1%
% households in fuel poverty (post assistance)	14.8%	10.6%	13.5%
Estimated annual reduction in fuel bills⁷	£48,013	£61,466	£41,456
Estimated annual increase in income⁸	£12,157	£12,124	£6,095 ⁹

Figure VII: Table showing Aberdeen City fuel poverty information for past 3 years.

Obtaining accurate fuel poverty information from households continues to be a challenging task. In 2019-20 only 40% of households agreed to share both their income and fuel spend information. The reluctance of households to provide this information is likely due to the stigma surrounding fuel poverty. Eradicating this stigma is vital in overcoming fuel poverty and will result in more accurate reporting.

In 2019-20 the estimated annual reduction in fuel bills was lower than previous years. This is likely due to the energy price cap brought in by Ofgem in January 2019 which caps the price a supplier can charge customers per unit of electricity and gas.

Energy Efficiency Improvements

In 2019-20 the Home Energy Advice Team delivered 3,965 pieces of behavioural advice and assisted households in installing 58 energy efficiency measures. Combined, the behavioural advice given to households and measures installed will save households an estimated **£298,273¹⁰**.

Breakdowns showing the quantifiable savings for both behavioural advice and installed measures are highlighted below.

⁷ Fuel bill reduction can be the result of tariff or supplier switching, Warm Home Discount payments, fuel bill rebates and fuel arrears reductions.

⁸ Income maximisation can be the result of one-off grants and benefit checks.

⁹ Income increase has reduced in 2019-20 due to changes in reporting mechanisms. Previously Warm Home Discount payments (£140) were included as an income saving. This has been changed in 2019-20 to be included in fuel bill reduction.

¹⁰ Behavioural advice quantified as annual savings, installed measures quantified as lifetime savings

Behavioural Advice

Behavioural advice was given throughout the year to households both in the home and over the phone. The graph below shows the advice given to households in Aberdeen City between April 2019 and March 2020.

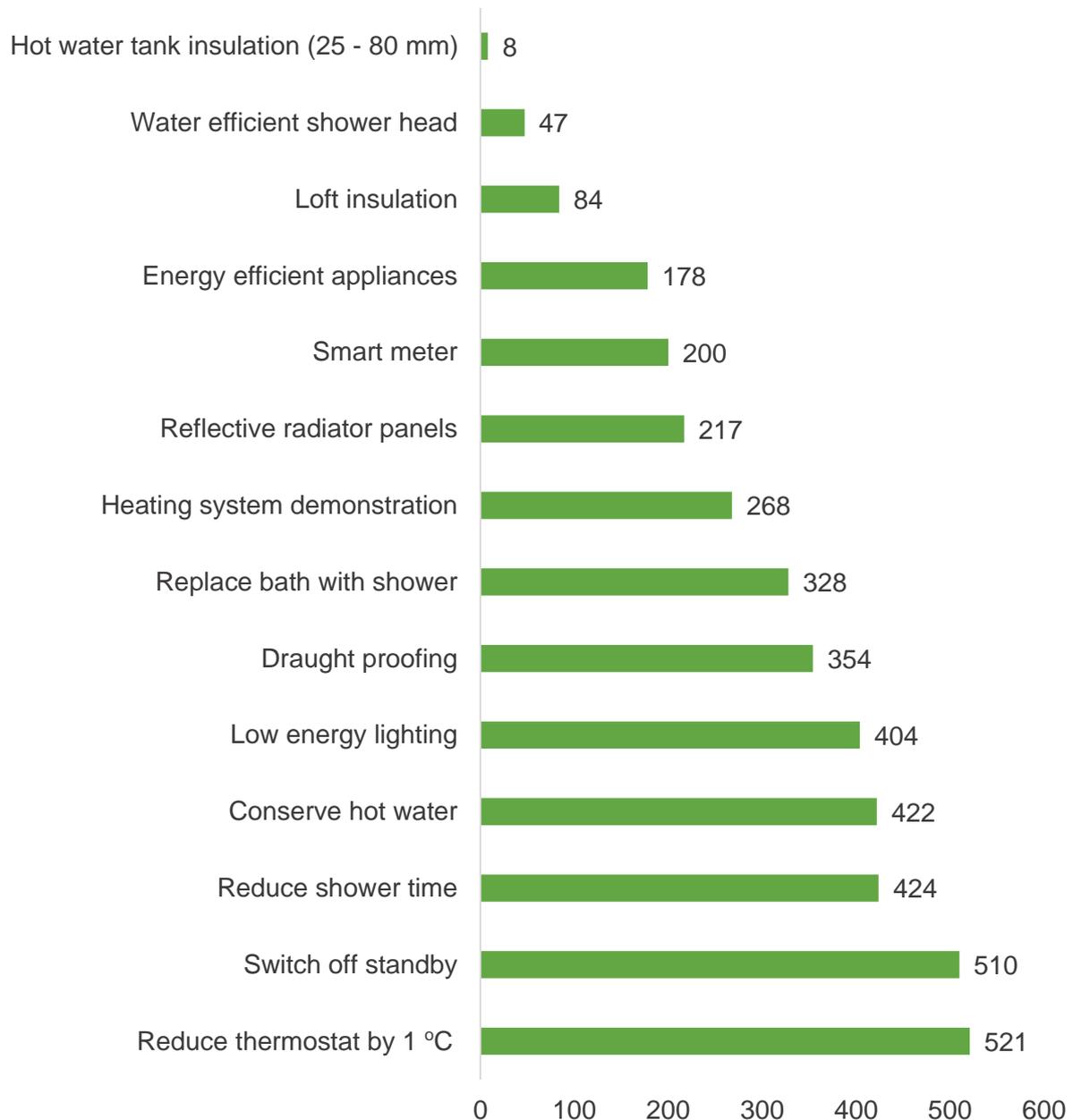


Figure VII: Graph showing advice given to households in 2019-20

If all advice given was followed by customers this would lead to an annual cost saving of **£154,862** and a carbon saving of **469.5 tCO₂**. In reality, these figures will be slightly lower due to a drop off in behaviours by households as time progresses.

Installed Measures

In 2019-20 the Home Energy Advice Team helped households in Aberdeen install 58 energy efficiency measures.

The graph below details the number and different types of measures installed.

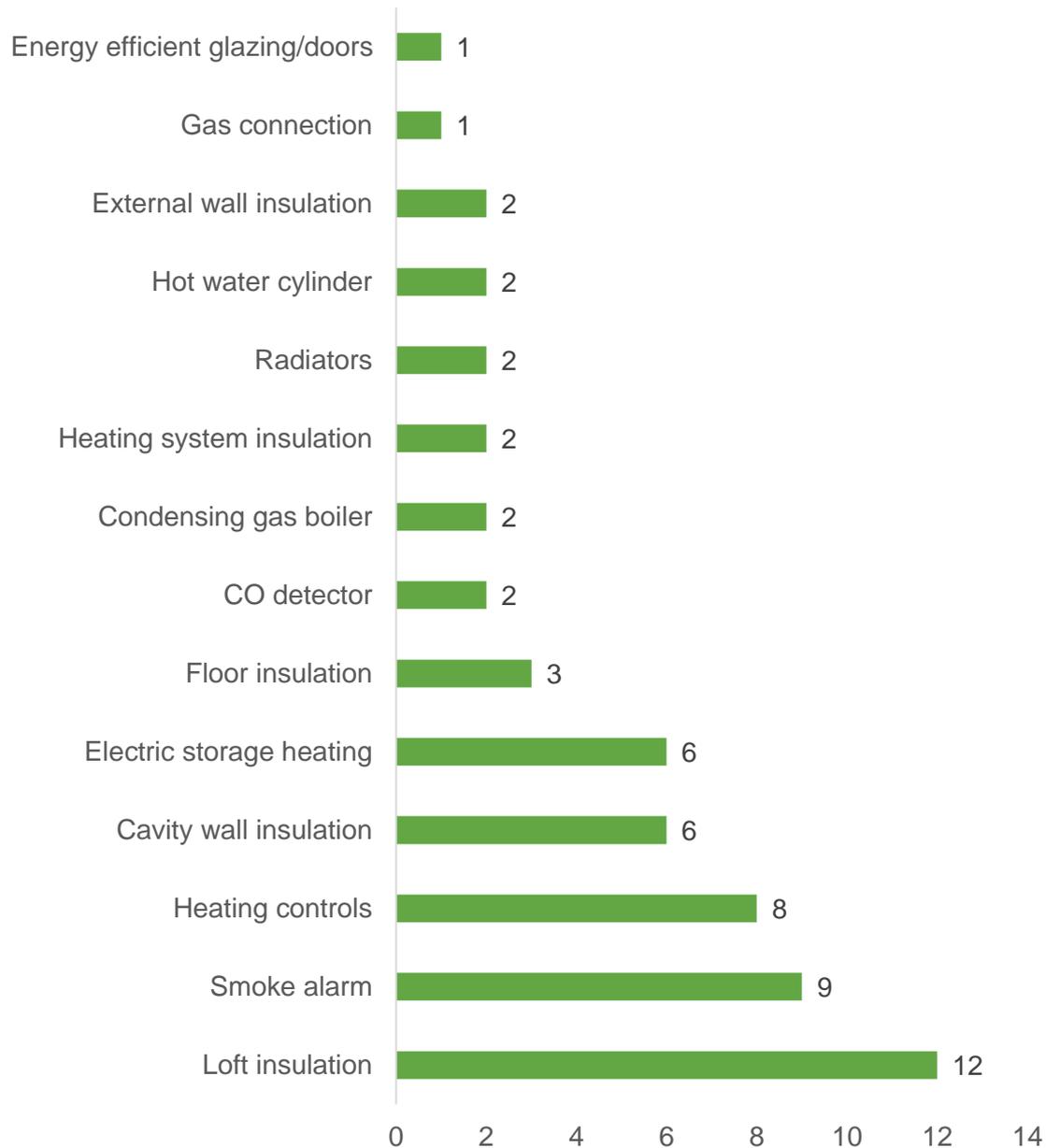


Figure VIII: Graph showing measures installed in households in 2019-20

These installed measures will see estimated savings of **£143,375** throughout the lifetime of the measures (**£5,735** per year).

These measures were installed after the Home Energy Advice Team referred customers for funding. The cost of installing these measures was approximately **£66,959**. As the measures were predominantly grant funded this value can be classed as a saving for households in Aberdeen City.

Carbon Emissions

The behavioural advice given and installed measures, highlighted above, helps reduce carbon emissions as well as cost savings.

The behavioural advice will see an estimated saving of **469.5 tCO₂** and the installed measures will see an estimated saving of **692.9 tCO₂**. This means that a total carbon emission reduction of **1,162.4 tCO₂** can be attributed to the Home Energy Advice Team in 2019-20. Comparing this to the number of home visits in 2019-20 shows an average saving of **0.97 tCO₂ per home visit**.

Some supplier switching may also reduce carbon emissions, especially to suppliers who utilise more renewable technologies, but this information is unquantifiable.

Referrals

Energy Suppliers

In 2019-20 the Home Energy Advice Team made 493 referrals for households to energy suppliers. This could be for tariff checks, fuel debt issues and other reasons. These referrals are highlighted in the table below.

Energy Supplier	Number of Referrals
Scottish Hydro Electric	140
Other	118
British / Scottish Gas	114
E-On	68
Scottish Power	26
EDF	18
Npower	9
Total	493

Figure IX: Table showing referrals to energy suppliers in 2019-20

Other Organisations

In 2019-20 the Home Energy Advice Team made 293 referrals for households to other partners. This could be potential funding, income maximisation and other for further support that may be outwith the Home Energy Advice Team's remit. These referrals are highlighted in the table below.

Organisation	Number of Referrals
Aberdeen City Council Repairs	131
Other Referral Organisations	103
Home Energy Scotland	40
Aberdeen City Council - Other	23
Aberdeen Care and Repair	19
Aberdeen City Council Energy Team	16
Cash In Your Pocket	1
Total	293

Figure X: Table showing referrals to other partners in 2019-20

“Many thanks for helping me out in a desperate situation, it's greatly appreciated.”

Return on Investment

The Home Energy Advice Team return on investment is calculated in a way which shows the savings generated by our service for every pound that we receive from the local authority. These savings are made through the advice given to households, referrals made to other organisations, fuel bill reductions and income maximisation.

Project Costs			
	2017-18	2018-19	2019-20
Aberdeen City Council investment	£147,000	£148,000	£148,000
Total	£147,000	£148,000	£148,000
Project Benefits			
	2017-18	2018-19	2019-20
Fuel bill savings	£48,013	£61,466	£41,456
Income maximisation	£12,157	£12,124	£6,095
Behavioural advice savings	£110,423	£132,395	£154,862
Installed measures savings	£82,962	£158,925	£143,375
Total	£253,555	£364,910	£345,788
Return on Investment			
	2017-18	2018-19	2019-20
ACC investment/HEAT service value	£1: £1.72	£1: £2.47	£1: £2.34
CO₂ savings	887.5 tCO₂	1,191.2 tCO₂	1,162.4 tCO₂

Figure XI: Table showing 2019-20 return on investment with previous years for comparison.

The above behavioural advice savings and installed measures savings figures for 2018-19 have been amended to reflect the updated reporting mechanism for 2019-20. Previously, a combination of both annual and lifetime savings was reported for behavioural advice and this has now been changed to annual figures only. In addition to this, installed measures savings previously also included the cost of installation of the measures. Whilst this is quantifiable and can be interpreted as a saving for households it has been decided that this will be removed from the savings figures reported from 2019-20 onwards.

Additionally, new reporting has been included, below, to show the average cost and carbon emission saving made per home visit, each year.

	2017-18	2018-19	2019-20
Cost saving per visit	£199	£250	£290
CO₂ saving per visit	0.69 tCO ₂	0.82 tCO ₂	0.97 tCO ₂

Figure XII: Average cost and carbon emission saving per home visit for 2019-20 with previous years for comparison.

Customer Satisfaction

All households who received a home visit from the Home Energy Advice Team were asked to complete an anonymous customer satisfaction form. In 2019-20 281 completed customer satisfaction forms were received. The results, shown below, indicate a high customer satisfaction rate.

Before your visit

How easy was it to get in touch with the Home Energy Advice Team?



Your Home Visit

How would you rate your interaction with your advisor?



How well were the steps needed to resolve your issue explained to you?



After Your Visit

How satisfied are you with the outcome of your visit from the Home Energy Advice Team?



How likely are you to recommend the Home Energy Advice Team to a family member, friend or colleague?



“The energy advisor who visited me was lovely, kind and helpful and, since their visit, I no longer have any problems with damp or condensation.”

Case Studies

Fuel Poverty

In May 2019 the Home Energy Advice Team were contacted by a household who were concerned about their fuel bills. Their energy supplier had recently been in contact with them to advise that their direct debit was being increased to £517 per month in order to recoup arrears of almost £2,000. This came as a shock to the household, made up of a mother on maternity leave, her partner awaiting a visa before being able to work and their young baby.

A Home Energy Advice Team Energy Advisor visited the property and upon investigation discovered the household was equipped with only plug-in radiators, one of the most expensive methods of heating a home, and were defined as being in fuel poverty. In addition to this, the household's energy tariff was more suited to storage heaters, with a much cheaper rate at night and more expensive rate during the day. This meant that over 90% of the household's energy use had been charged at the higher rate, plunging them further into debt with their supplier.

The Energy Advisor contacted their supplier and explained the issue and helped move the household onto a tariff that better suited their energy usage. The energy supplier also agreed to only increase the direct debit to £100, a much more manageable amount for the household. The Energy Advisor also provided the household with in-depth energy efficiency advice, including how best to use their heating system, in order to keep bills as low as possible moving forward.

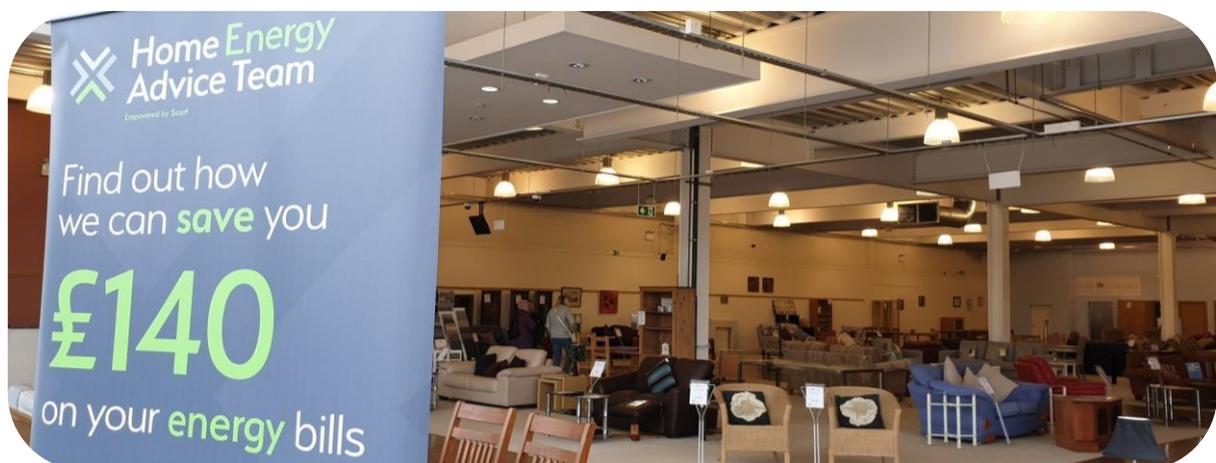
The household was grateful for the support and are now less anxious about their fuel bills and arrears. They have also been added to the Home Energy Advice Teams priority services register to be contacted each year regarding the Warm Home Discount and they were encouraged to get in touch with their landlord to explore the installation of a hot water timer to further reduce their bills.

Key Outcomes

Customer concerned about direct debit payments being increased to £517 per month

HEAT ensured direct debit was increased to only £100

HEAT helped household switch to a more suitable and affordable tariff



"I am very thankful for the help I have recently been given. The advisor I spoke with on the phone, was very patient, nice and friendly. She is probably the only example of kindness I have received this year."

Energy Efficiency Improvements

An elderly couple contacted the Home Energy Advice Team in January 2020 as their storage heaters were very old and they were worried they could be without heating if it broke down. They were also concerned that their bills were high.

Key Outcomes

Household concerned about antiquated heating system and potential for it to break down

Energy Advisor assessed householder and referred for Warmer Homes Scotland

Household received new, grant funded, heating system estimated to save them £200 annually

A Home Energy Advice Team Energy Advisor visited the property and discussed options with the household. They discovered that the household had heard about different schemes to help in the past but had been put off having to phone and instead preferred face to face advice. Due to being in receipt of qualifying benefits the household looked to be eligible for Warmer Homes Scotland, a grant funded scheme, and the Energy Advisor phoned Home Energy Scotland on the household's behalf. They talked through the process and the customer was referred for this scheme. The household was also given in-depth behavioural advice on how best to heat their home and keep fuel bills down.

In February 2020 the household had new, grant funded, high heat retention storage heaters installed in their property. They were greatly appreciate of the Home Energy Advice Team and remarked that the installation would have been unlikely without them. It is estimated that their new storage heaters will save them £200 per year on their fuel bills.



Carbon Emissions

After speaking to the Home Energy Advice Team at a local event a customer arranged a visit at their home to find out how they could be more efficient, save money and reduce their carbon footprint. Their main concern was their old boiler which was thought to be very inefficient.

During the visit a Home Energy Advice Team Energy Advisor covered a variety of topics with the household including how to better utilise their heating system and switching fuel suppliers. The customer was also identified as being eligible for Warmer Homes Scotland, a grant funded scheme. The Energy Advisor referred the customer to Home Energy Scotland and the customer was referred for the scheme.

In September 2019 the household received a new condensing gas boiler, room thermostat, radiators and insulation, along with a carbon monoxide detector and smoke alarm. All measures were grant funded and required no contribution to the customer. It is estimated that this will save the household £350 per year and reduce their carbon footprint by 42.9 tCO₂ over the lifetime of the measures. The household were greatly appreciative of the service delivered by the Home Energy Advice Team and this case study shows the importance of attending local events in order to reach as many households as possible.

Key Outcomes

Customer interested in becoming more efficient and reducing carbon footprint

Energy Advisor offered in-depth behavioural advice and referred customer for Warmer Homes Scotland

Household received new, grant funded, heating system and insulation estimated to reduce carbon emissions by 42.9 tCO₂ and save £350 annually

“We cannot fault the Home Energy Advice Team in any way. They have really been a help and benefit to us, who are senior citizens, with our heating, lights and energy bills!”



Conclusion

Fuel Poverty

The energy efficiency advice and advocacy service delivered by the Home Energy Advice Team in 2019-20 has continued to provide a critical level of support to vulnerable households across Aberdeen City and has demonstrated a significant contribution towards delivery of the Local Authority key drivers for domestic energy sector, namely, eradicating fuel poverty, promoting energy efficiency improvements and reducing carbon emissions.

The fight to eradicate **fuel poverty** remains at the forefront of everything the Home Energy Advice Team does, and with households known to be fuel poor representing 25% of all households, will remain a key focus for Scottish Government, Local Authority and Scarf respectively in the coming years.

As a result of the intervention by the Home Energy Advice Team **1,193 households were administered in-home tailored advice** and support and through one-to-one engagement, **56% of households removed from fuel poverty** (where household was available) and **65% of households referred to partner organisations** for financial and health and wellbeing support.

The suspension of outreach activities as a consequence of the Covid-19 pandemic impacted the delivery of the service with home visits suspended in March 2020 and subsequently impacted achieving the Key Performance Indicator. The Home Energy Advice Team however were able to adapt the service and continue to support households through telephone-based advice and onward referrals to other support services whilst arranging follow up visits post-lockdown where necessary. Additionally, Scarf were delighted to be able to support a number of the local authority crisis response initiatives, for example providing call centre resources for the 'Shielding Project' and the 'Care for People Group'.

Energy Efficient Improvements

A main cause of fuel poverty is poor energy efficiency in the home which can manifest through a combination of physical and behavioural elements. Promoting **energy efficiency improvements** is a key contributor towards improving the fuel poor status of households.

The Home Energy Advice Team administer advice to all households on various energy efficiency improvements. Advice ranged from simple no-cost energy efficiency tips, for example turning heating controls down by 1°C and spending less time in the shower, low-cost measures such as draughtproofing to more significant pieces of advice such as replacing an inefficient boiler, installing loft insulation or installing high heat retention electric storage heaters.

In 2019-20 the behavioural advice alone administered by Home Energy Advice Team, if adopted by households, will have achieved household energy consumption **cost savings of £154,862**. Notably, this represents an **increase of cost savings of 17%** (v. 2018-19) and **40%** (v. 2017-18) respectively.

In addition, as a direct outcome of the intervention of the Home Energy Advice Team further **cost savings of £143,375** were achieved due to households benefitting from installed measures such as boiler replacements and remedial insulation delivered through Warmer Aberdeen and Warmer Homes Scotland energy efficiency improvement schemes.

Carbon Emissions

In direct response to the climate emergency the Scottish Government, in May 2019, issued a response with an amendment to Scotland's Climate Change Bill to set a 2045 target for net zero emissions.

Every community, household and individual are responsible for their own carbon footprint, ultimately determined by their energy use and the cost and carbon implications of the energy they consume. Therefore, it is vital to educate all households of the benefits of reducing energy use and the associated reduced **carbon emissions**.

The Home Energy Advice Team directly help customers reduce their carbon emissions through energy efficiency behavioural advice and through referrals to energy efficiency funding streams as previously mentioned.

This is evidenced by the fact the Home Energy Advice Team helped households make **1,162 tCO₂** carbon savings which represents a **31% increase in CO₂ savings** in the past 2 years.

It is hoped the outcomes captured within this annual report demonstrate the contribution of the Home Energy Advice Team towards improving the lives of individuals, households and communities in the Local Authority area by delivering these essential services on behalf of Aberdeen City Council to its constituents.