

Dumfries & Galloway Fuel Poverty Assistance Scheme Report for November 2018

Introduction

The Dumfries & Galloway Fuel Poverty Assistance Scheme assists fuel poor households throughout Dumfries & Galloway. The project is part of the Council's Tackling Poverty Strategy and funding is provided for two years through the Council's tackling poverty funding. The aim is to make homes more energy efficient, boost householder's income and to improve quality and standard of living.

Annual target - 85 measures to be installed within a measure budget of £75,000.

Scheme offers –

- An assessment of the home (EPR) to identify energy improvements
- Assistance with heating settings and controls
- Referrals to other grant funded schemes
- Assistance with application forms
- Follow up visits
- Energy Advice
- Income Maximisation referral
- Fuel Switch assistance

Measures include –

- Draught proofing
- Upgrading heating controls
- Heating upgrades
- Loft Insulation
- Cavity Wall Insulation
- LED bulbs

Criteria –

Any householder who spends more than 10% of their income after rent/mortgage, on fuel for heating and cooking.

Contractors

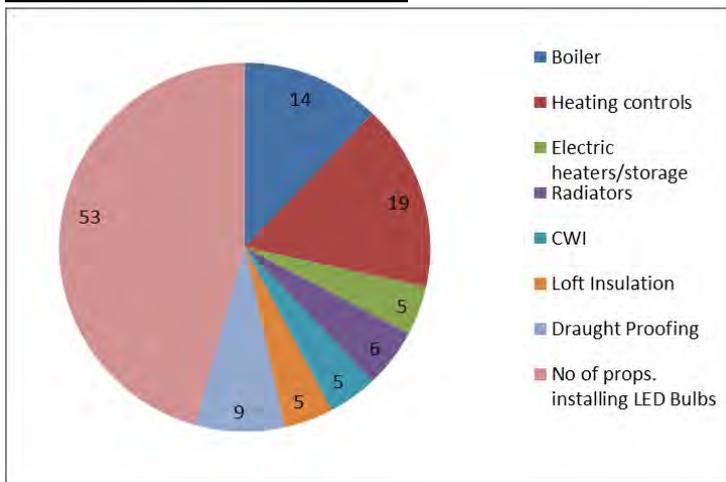
Of the 30 contractors used to install measures, 28 have been within a 20 mile radius to the householder.

Timeline

Action	Week 1	Week 2	Week 3	Week 4	Week 5
Householder contacted on receipt of referral					
Home visit & Energy					

Performance Assessment					
Income Max. & Fuel Switch Referral					
Contractors contacted					
Installation					
Follow up home visit					

Measures installed to date

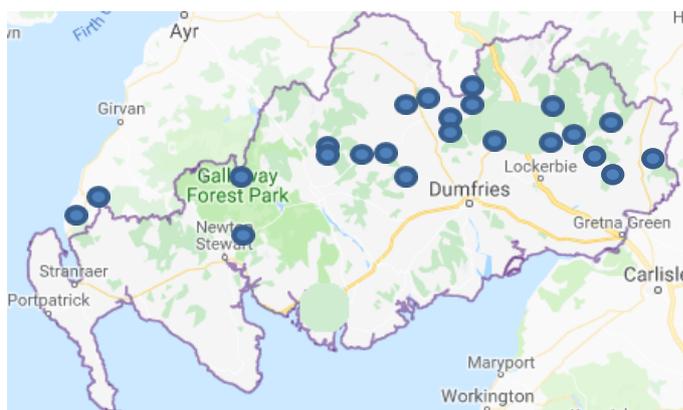


7 tonnes CO2 saved per year	Over £24,000 Fuel Bill Saving per year	424 MWh Saving per year	1452 tonnes CO2 lifetime savings	£345,785 Lifetime Fuel Bill Saving	6567 MWh Saving per lifetime
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Based on EST website

- **20 householders referred for Income Maximisation**
- **74 householders referred for Fuel Switching (with savings known to date of £6161)**
- **140 Householder Visits – first visits**
- **14 householders referred to other schemes**

Map of installations



Case Study - 'Mr M, Stranraer'

The Home Energy Assistance Scheme received a referral from Home Energy Scotland for a householder they were unable to help.

Mr M had inherited the property he lived in some years ago but had no heating or hot water. He was living in one room with an electric fire as his only source of heating. The majority of rooms in the house suffered from condensation issues as they were not being heated.

The Project Officer contacted Mr M the following day receiving the referral and a home visit was arranged one week later to include his Support Worker.

Confirmation of Mr M's qualification of the scheme was established and an Energy Efficiency Report (EPR) on the property was produced which gave a SAP rating of 29.

The boiler was old, inefficient and broken and there was no room thermostat. Contact was made with Gas Safe heating engineers to obtain quotes. Within one week quotes were received and a local contractor was instructed to go ahead with the work.

Four days later the boiler and room thermostat were installed and old inefficient lightbulbs were replaced with 10 LED bulbs. A return visit from the Project Officer offered assistance on using the boiler and controls. Mr M is delighted with the improvements which have been life changing. He is looking forward to being warm in his own home and to be able to use the other rooms.

As Mr M has a debt repayment plan with his current provider we were unable to offer fuel switch advice. His income maximisation check is currently being carried out.

This scheme has improved Mr M's quality of life by making his home warmer and taking away his worry of trying to be warm and comfortable. His SAP rating has now increased to 42 and he no longer has condensation problems.

Measures installed:

- A-rated Boiler
- Room thermostat
- LED bulbs

SAP Ratings:

Pre-install - 29 (F)

Post install - 42 (E)