








Impact report 2023-2024



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REVIEW FROM CHIEF EXECUTIVE



Josiah Lockhart
Chief Executive, Changeworks

At Changeworks, we're passionate about tackling the climate emergency.

Our mission is to ensure a just transition to net zero through making homes in Scotland more energy efficient and supporting householders to take action. This past year we increased the scale of our impact and have seen strong progress against our strategic goals.

Making a difference

This year, we provided energy advice to **64,000 householders**. Additionally, we helped **13,000 households to install energy-efficient measures** and renewables, bringing them closer to having affordably warm homes.

Our in-depth support reached **over 4,000 households facing fuel poverty**, empowering them to manage their energy bills.

Accelerating decarbonisation

We are constantly innovating and exploring new business models, smart energy systems, and heat networks to further accelerate decarbonisation.

This year, we launched our ground-breaking home retrofit service, EcoCosi. Since its launch, the service has received **over 1,000 registrations** from homeowners looking to improve the energy efficiency of their home.

We are committed to sharing our expertise and influencing policy to create a supportive environment .

Looking ahead

We believe that everyone deserves a warm, affordable, and sustainable home. This has never been more important in the face of the accelerating climate emergency. We look forward to continuing to grow and scale our impact, reaching more people and working with more organisations.

ABOUT US



We are Scotland's leading environmental charity delivering solutions for low-carbon living. A trusted expert and social enterprise with over 35 years' experience.

We work with partners, housing associations, local authorities and other government branches to drive transformation in energy efficiency and to tackle fuel poverty. We do this through:

- innovative partnership working
- scaling up the range and reach of our services
- working with householders to improve the energy efficiency of their homes.

We also:

- deliver Home Energy Scotland in the Southeast and Highlands and Islands on behalf of the Scottish Government and Energy Saving Trust, providing impartial energy related advice and support.
- are part of the consortium that makes up Local Energy Scotland, which administers and manages the Scottish Government's Community and Renewable Energy Scheme.
- deliver Business Energy Scotland, provide free, impartial support and access to funding to help small and medium-sized enterprises save energy, carbon and money
- have a joint venture partnership with Everwarm and Energy Saving Trust that forms Warmworks. The partnership delivers Warmer Homes Scotland, a national fuel poverty scheme funded by the Scottish Government as well as other fuel poverty and decarbonisation projects across the UK.



CHANGEWORKS.



OUR STRATEGY



Changeworks' strategy over 2022-25 has one focus: to decarbonise Scotland's homes.

Our vision

For a world where everyone is able to live, work and enjoy life with a low carbon impact.

Our mission

To make low carbon life a positive reality for everyone.

OUR STRATEGY

We work towards our mission by developing and delivering high impact solutions to make low carbon life a positive reality for everyone.

Changeworks' 2022-25 strategy aims to drive the decarbonisation of homes in Scotland, delivering improved energy efficiency and the installation of renewable and low-carbon heating.

By focussing on decarbonising homes, we are maximising our contribution to tackling the climate emergency.

We are increasing our impact from a strong base by expanding delivery through growing existing services, such as delivering area-based schemes.

We are also developing additional services to reach new markets and accelerate decarbonisation.

OUR VALUES:

PASSION
INTEGRITY
INNOVATION
EMPOWERMENT
COLLABORATION

OUR GOALS

Our 2022-25 strategy has five goals.

GOAL 1

ENGAGE

Identify and engage households across Scotland to take action to decarbonise their homes.

GOAL 2

SUPPORT

Support households to install energy efficiency and low-carbon heating systems to decarbonise their homes.

GOAL 3

INNOVATE

Innovate delivery models and solutions for heat and energy systems for homes.

GOAL 4

ACCELERATE

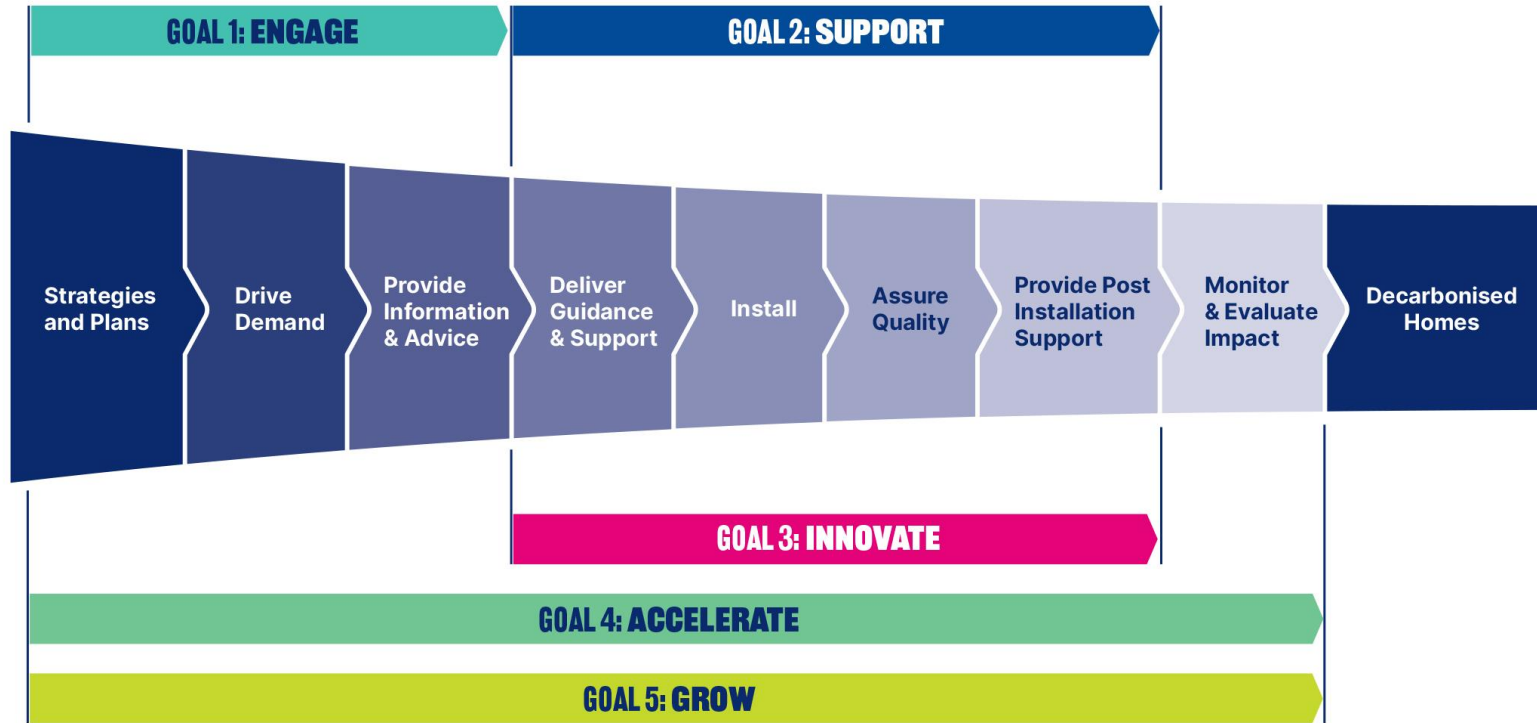
Accelerate decarbonisation through research, evaluation, dissemination and influencing.

GOAL 5

GROW

Grow the capacity and capability of Changeworks to rapidly scale impact.

OUR GOALS



OUR IMPACT



Since our strategy launched in 2022, we have made a difference to over

150,000

people across Scotland.

In 2023-24, we:



provided advice to **64,000** householders through Changeworks' services including our delivery of **Home Energy Scotland** in the Highlands and Islands and Southeast.



provided in-depth support to over **4,000** households in fuel poverty.



achieved over **£1 million** financial savings for householders through our Affordable Warmth team.



13,000 homes received support to install energy efficiency measures and renewables through Changeworks including those supported with loan and grant referrals for measures by our **Home Energy Scotland** teams in the Highlands and Islands and Southeast, as well as those supported in Scotland through our joint venture partnership **Warmworks**.

OUR IMPACT

Since the launch of our strategy in 2022, we have made a difference to over 150,000 people in Scotland.

Since 2022, we have supported **27,758 households** to install energy efficiency measures and renewables in their homes.

This includes those supported through our joint venture Warmworks delivering Warmer Homes Scotland and householders supported with loan and grant referrals for identified measures by our delivery of Home Energy Scotland in the Southeast and Highlands and Islands.

Since the launch of our strategy, we have also provided advice to **116,882 householders** through our community engagement, Affordable Warmth and Home Energy Scotland services.

Our expert, accredited Affordable Warmth advisors have furthermore provided in-depth support to **7,244 households** in fuel poverty. Our advisors provide tailored support to save energy, access financial support, resolve energy debt and alleviate fuel poverty.

2023-24 saw a strong delivery and impact in the context of a challenging landscape of the energy crisis, alarming effects of global warming and a lack of policy drive to prioritise tackling the climate emergency.

We provided advice to **64,000 householders** through Changeworks' services including our delivery of Home Energy Scotland in the Highlands and Islands and Southeast. Our Affordable Warmth service provided in-depth support to **4,000** households in fuel poverty and achieved **over £1 million** financial savings for households.

13,000 homes received support to install energy efficiency measures and renewables through Changeworks including those supported with loan and grant referrals for measures by our Home Energy Scotland teams in the Highlands and Islands and Southeast, as well as those supported in Scotland through our joint venture partnership Warmworks.

MAKING A DIFFERENCE



GOAL 1 ENGAGE

We support thousands of people across Scotland through our energy advice, empowering them to take action to decarbonise their homes.

We understand the challenges of ensuring a just transition to net zero, with more people than ever in fuel poverty.

Case study

Anna was in significant energy debt and struggled to keep warm at home. This was impacting her wellbeing. She also felt her energy supplier treated her like she was ‘worthless’.

Through her social worker, she was put in touch with an advisor from Changeworks’ Housing Association Energy Support service. The advisor supported her to reduce her energy bills and applied for funding to clear the debt.

“My advisor has a caring voice and treats me with dignity.”

The advisor worked with Anna to prevent her from falling back into energy debt. Anna now feels more confident in managing bills and has an affordably warm home.

MAKING A DIFFERENCE



GOAL 2 SUPPORT

We support households to install energy efficiency and low-carbon heating systems to decarbonise their homes.

This year, we launched a new retrofit service to support householders to install energy efficiency and low-carbon heating systems.

Case study

EcoCosi from Changeworks is a home improvement service for homeowners that delivers home comfort with energy efficient retrofit.

As the experts in decarbonisation, Changeworks provides tailored advice and a quality service.

Since the service launch in 2023/24, we have received **1,120 registrations**.

The service is currently available in Edinburgh but will be rolled out across Scotland in the near future.

MAKING A DIFFERENCE



GOAL 3 INNOVATE

We work in partnership to develop innovative delivery models and solutions for heat and energy systems for homes.

Case study

Changeworks partnered with Energy Systems Catapult to deliver the Warm Home Prescription project in Aberdeen City and Aberdeenshire.

The aim is to help vulnerable people with health conditions made worse by being cold who are struggling to stay warm and well at home, and stay out of hospitals, through 'prescribing' warmth.

"We're delighted to be working with Energy Systems Catapult to deliver this innovative service."

By installing energy efficient measures and offering invaluable energy advice to vulnerable households we can drastically help improve their wellbeing."

Ewan Fisher, Technical Support Manager, Changeworks

MAKING A DIFFERENCE



GOAL 4

ACCELERATE

We accelerate decarbonisation through research, evaluation, dissemination and influencing.

Case study

Changeworks' impact evaluation services received a Commended Service Scotland Award in the VIBES Awards 2023, which recognises businesses that have developed a service that brings environmental and business benefits.

Changeworks has developed monitoring tools that can be used to gather robust data which covers householder experiences, energy consumption variations, SAP analysis, household comfort levels as it relates to residents' health and wellbeing. The impact evaluation service ensures learnings are maximised.

“This commendation is a testament to the importance of learning and improvement for reducing our impact on the environment.”

Joanna Long, Senior Impact Evaluation Consultant, Changeworks



CHANGEWORKS.



MAKING A DIFFERENCE

We are proud to hold a range of accreditations, a testament to our organisational capability, skills and commitment to being an exemplar workplace.

GOAL 5
GROW

We hold the following accreditations and certificates:

- Carbon Footprint Standard – Carbon Neutral Organisation
- Cyber Essentials
- Cycle Friendly Employer
- Investors in People (Platinum status)
- Investing in Volunteers
- ISO 9001 (Quality Management Systems)
- ISO 14001 (Environmental Management Systems)
- ISO 45001 (Occupational Health & Safety)
- Living Wage Employer

Case study

In 2023-24, volunteers contributed almost 1,000 hours of their time to support Changeworks. The number of volunteers increased by 87%, meaning we now have 75 trained volunteers available to call upon.

“Changeworks provides an amazing platform for me to make a difference in people’s lives and the environment.”



FUTURE PLANS

As we move into the final year of our strategy, we will continue to innovate and grow to accelerate the decarbonisation of Scotland's homes deliver against our strategic goals.

We will continue to:

- develop new and evolve existing services
- build on existing and develop new partnerships
- expand the reach of our community engagement
- use our expertise, voice and influence to accelerate home decarbonisation
- invest in our infrastructure, including in our digital capabilities, to further scale our reach.

We will also be looking to the next strategic period, 2025-30. Our focus will remain on improving the energy efficiency of homes and supporting householders to ensure a just transition to net zero.



WORK WITH US

As Scotland's leading environmental charity, Changeworks is the only partner that provides a tailored, complete end-to-end service to decarbonise Scotland's homes.

Together, we can tackle the climate emergency and ensure a just transition to a low-carbon future.

To find out how we can help you, contact us on:
workwithus@changeworks.org.uk

CHANGEWORKS.

THANK YOU

changeworks.org.uk

Edinburgh: 0131 555 4010

Inverness: 01463 259 730

ask@changeworks.org.uk

METHODOLOGY AND DATA SOURCES

Impact reporting

The methodology for the impact data in the 2023-24 report has remained the same as for the 2022-23 report, but we have expanded our data sources to more accurately reflect our impact through joint ventures and services delivered.

Our methodology and data sources will be revisited for the next strategic reporting period as we develop our strategy beyond the current strategic period.