

# *One-stop shops in small and vulnerable communities*

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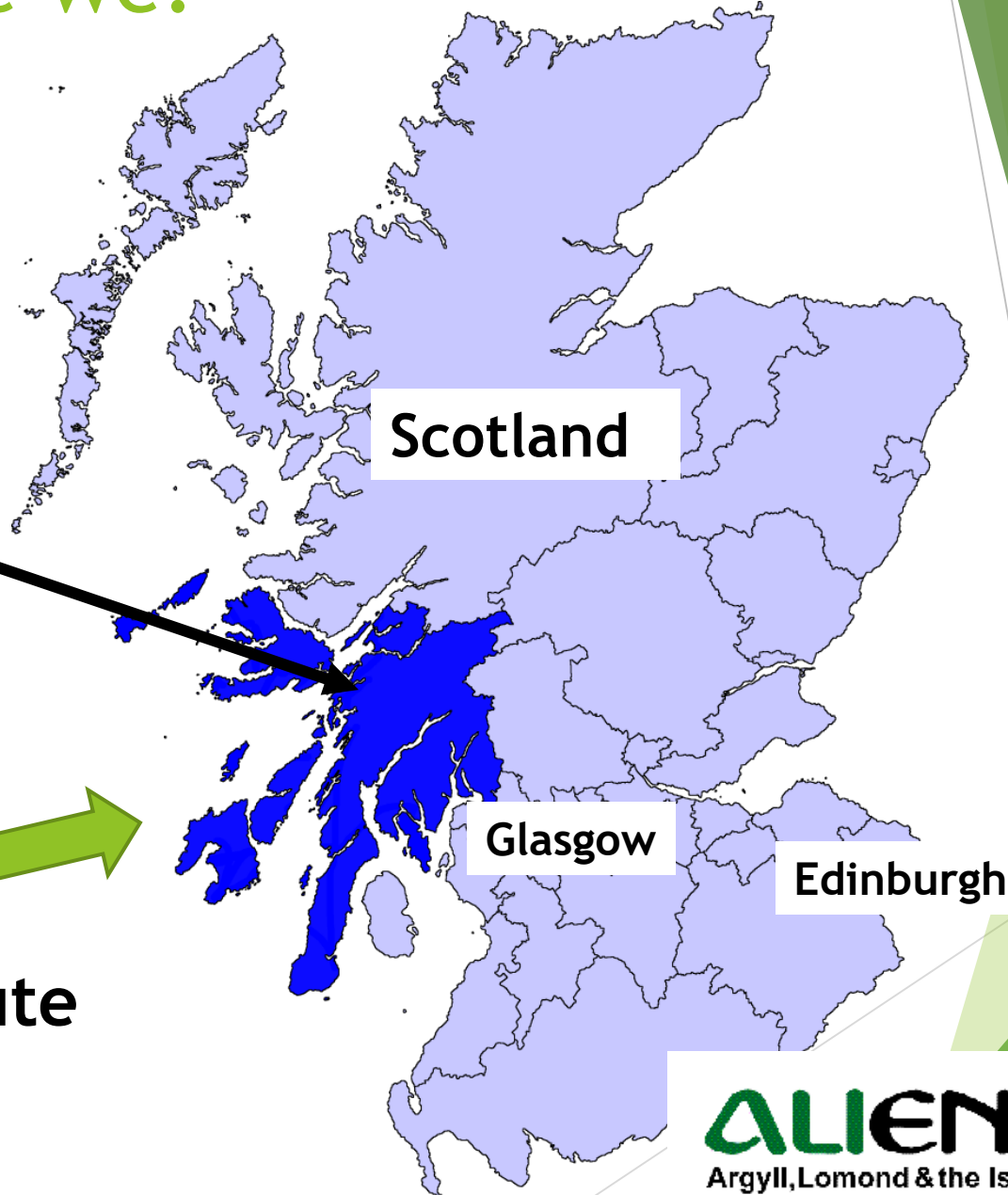
One-Stop Shops in the EU: current and future role in  
building renovation

#argyllenergyhour

# Where are we?



Oban



United  
Kingdom

**Argyll & Bute**



**Second largest local authority by area in Scotland, covering nearly 10% of Scotland, and over 96% of the area is classed as 'remote rural'.**



**Strontian, Lochaber**



Population of 86,810 across 7000 square kilometres, including 23 islands and there are various remote peninsulas linked by ferries. It is sparsely populated (less than 13 people per square km). A high proportion of elderly people. High number of seasonal workers and low paid employment.

Ostel Bay Beach, Tighnabruaich

People are often isolated and impoverished, particularly in winter. The infrastructure (roads and public transport) are very poor. Bad weather (dark, cold, wet, windy)



Back road between Taynuilt and Connel



**This is a large and particularly challenging area: time consuming and expensive. Dispersed and isolated settlements. Community energy projects limited by grid constraints.**



Oban



Energy poverty in Argyll and Bute is at one of the worst levels in Europe, affecting 45% of our households (Scottish House Condition Survey 2017).



Ferry from Oban to Isle of Tiree



Inefficient housing stock, old, hard to treat buildings, high energy/heating bills. Off gas grid - very reliant on expensive fuels: electricity / Oil / LPG.



Dunoon's Victorian Pier



# What do we do in Argyll & Bute?

- ▶ A charity working across Argyll and Bute, established to promote sustainable energy use, address fuel poverty and reduce carbon emissions. We have three main areas of activity:
  - ▶ Affordable Warmth and Energy Efficiency
  - ▶ Energy Education and Skills Development
  - ▶ Local Energy Economies
- ▶ Our vision is a world where everyone lives sustainably, carbon emissions have been cut to safe levels, and no individuals live in fuel poverty without access to affordable energy.
- ▶ Our activities are all aligned with local and national strategies covering Climate Change, Poverty, Housing, Education, and Economic Development.



# Affordable Warmth & Energy Efficiency

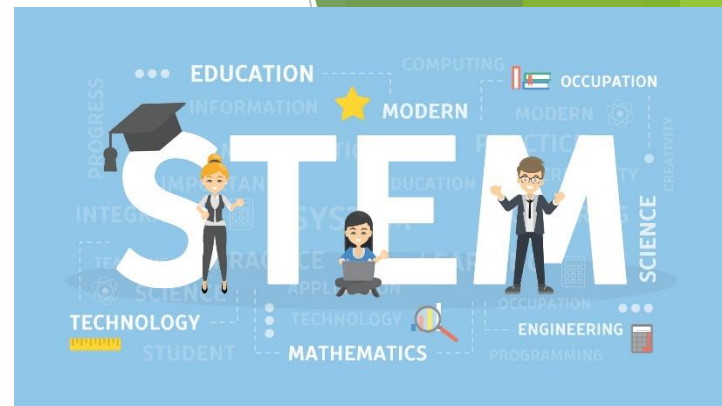
- ▶ Assisting the most vulnerable and disadvantaged individuals suffering from fuel poverty and associated issues (such as physical and mental health, isolation, poor quality of life)
  - ▶ free specialist affordable warmth advice
  - ▶ home visits and face to face advice
  - ▶ Workshops, drop-ins and presence at events and meetings
  - ▶ a portal to a range of other support services
- ▶ Money Skills Argyll
- ▶ Affordable Warmth and Food in Argyll and Bute
- ▶ Digital Energy Advice in Argyll and Bute





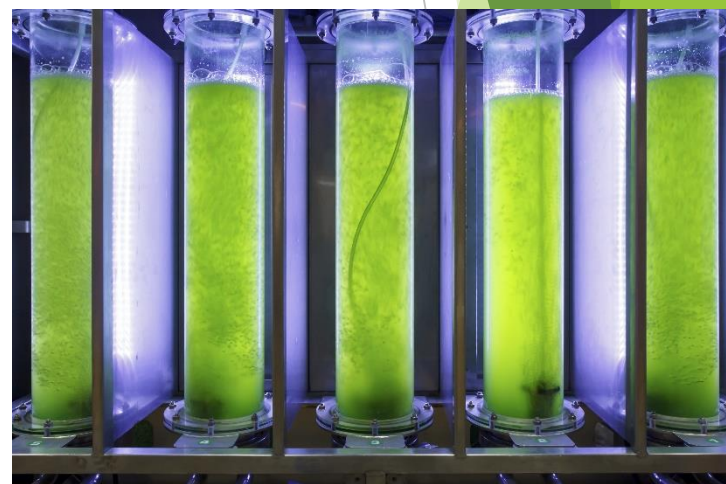
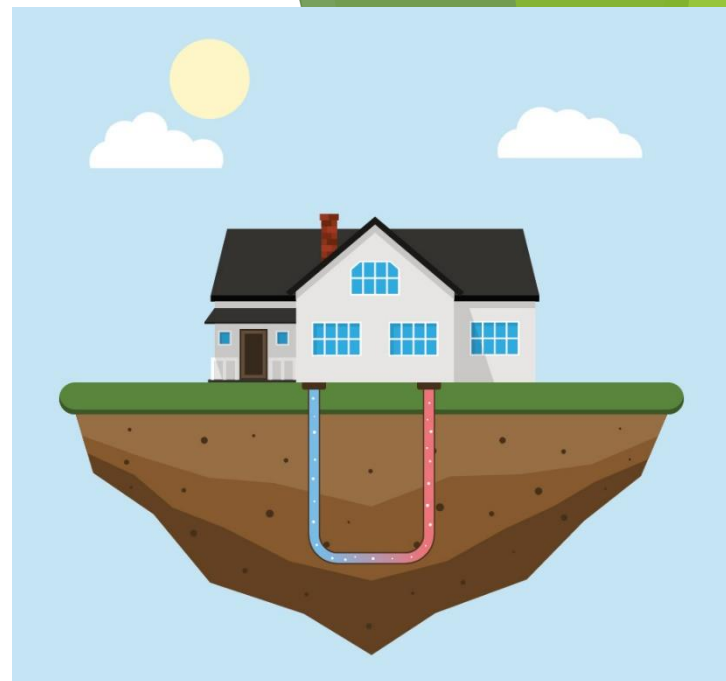
# Energy Education & Skills Development

- ▶ Working with young people, families and local communities to encourage
  - ▶ education opportunities in STEM subjects
  - ▶ careers in STEM subjects
  - ▶ the sustainable energy sector
  - ▶ connect STEM employers with local people



# Local Energy Economies

- ▶ Promoting sustainability, boosting the local energy economy and raising community benefit funds to help vulnerable people in local communities through community energy projects.
- ▶ Oban's Local Energy Plan
- ▶ GeoAtlantic
- ▶ ASLEE-ENBIO





# What support is available in Argyll and Bute?

- ▶ Home Energy Scotland
- ▶ Argyll and Bute Council
- ▶ Housing Associations
- ▶ Local neighbourhood projects
- ▶ Island community trusts
- ▶ Allenergy's Affordable Warmth Service-face to face advice, toolkits, Energy Champions, #argyllenergyhour

**We all work together!**



# One Stop Shop Approach





# ALlenergy's Role Within the One Stop Shop Model

- ▶ Increased awareness
  - ▶ Measures
  - ▶ Funding
  - ▶ Benefits
- ▶ Increased confidence
  - ▶ Funding
  - ▶ Processes
  - ▶ Technologies and new material
- ▶ Hand-holding
  - ▶ On-going assistance with the householder
- ▶ Post Install
  - ▶ Assistance to fully benefit from improvements



# #argyllenergyhour

- ▶ Twitter conversation
  - ▶ Friday 10-11am
- ▶ Reaches more people than a traditional meeting
  - ▶ Accessible, Flexible and Free
  - ▶ Householders, professionals, academics, funders and contractors
- ▶ Variety of discussions
  - ▶ Sustainable islands, insulation, heating, funding, electricity tariffs, smart meters, electric vehicles, contractors, rural housing, challenges, Fuel Poverty Bill
- ▶ Guest Q&A Sessions
  - ▶ Kensa Heat Pumps, HOPE Kitchen (foodbank), Fyne HEAT (social housing energy advisor), Electricity Network Distributer, Local Energy Scotland





# Case Study 1

- ▶ **Mr A contacted ALIenergy as he was worried about paying for his energy bill over the winter months. The ALIenergy advisor worked with Mr A to help him understand his bill, tariff, payment options and discussed energy saving behaviour in his home.**
  - ▶ Insulation measures
  - ▶ Heating replacement
  - ▶ Fire safety check and smoke alarm
  - ▶ Adaptions-hand rail
  - ▶ Priority Services Register
  - ▶ Increased chances of living independently
  - ▶ Improved comfort and confidence as Mr A can switch the heating on and live healthily in a warm home

# Case Study 2

- ▶ Mrs B's landlord contacted ALIenergy as the tenant was complaining of dampness in the flat. The ALIenergy advisor visited the property and discussed the issue of dampness and condensation in the property. On visiting the property the advisor noticed the lack of insulation.
  - ▶ Insulation measures
  - ▶ Improved understanding of causes of condensation and dampness
  - ▶ Improved relationship between landlord and tenant
  - ▶ Increased comfort levels for the tenant
  - ▶ Increased property value and future rental potential for landlord



# What needs to be done?

- ▶ Listen to us
- ▶ Long term funding
- ▶ Realistic targets
- ▶ Flexible and holistic
- ▶ Networking and word of mouth
- ▶ Sharing good practice
- ▶ Build on natural partnerships
- ▶ Improved trust in the sector
- ▶ Follow up with clients
- ▶ Communication-digital access



Thank you!



**ALlenergy**



**ALlenergy** (Argyll, Lomond and  
the Islands Energy Agency)



**ALlenergy13**



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