

SCHEDULE 2

GRANT CLAIM FORM

Organisation: Energy Action Scotland, Ingram House, 227 Ingram St. Glasgow, G1 1DA

Bank details: [REDACTED]

Project: Energy Action Scotland campaign to end fuel poverty in Scotland

Total agreed grant for: £150,000

Latest forecast of expenditure of grant for: £150,000

Grant claimed to date: £112,500

Claim for Grant for the period from 1 January 2023 to 31 March 2023

We hereby claim grant of £37,500 in respect of the above period in accordance with the terms and conditions of the offer of Grant dated 21 November 2022 and the Schedules attached thereto.

Completed by: Frazer Scott

Position: Chief Executive Officer

Contact Details: Email frazer.scott@eas.org.uk Phone [REDACTED]

Date: 29 November 2022

Items of Expenditure

Please list in the table below all discrete items of expenditure relevant to the above period and the type of documentary evidence that will be made available on request to substantiate each amount.

A	B	C	D
Item	Amount (£)	Paid Invoice [Y/N]	Other (please specify, e.g. certificate of payment in kind)
TOTAL*			

* Note the total should add up to the total expenditure claimed for the period.



SCHEDULE 3

STATEMENT OF COMPLIANCE WITH CONDITIONS OF GRANT

Name of the Project: **Energy Action Scotland campaign to end fuel poverty in Scotland**

This is to confirm that the grant claimed by Energy Action Scotland in relation to the above Project during the financial year ended 31 March 2023 was properly due and was used for its intended purpose(s) in accordance with the terms and conditions of the Grant. This statement is supported by the records of Energy Action Scotland.



Signed:

Name in block capitals: Frazer Scott

Position: Chief Executive Officer

Date: 20 March 2023



Performance Report Q1 2022/2023

For Information

Performance Report 1 April 2022 to 30 June 2022

Purpose

The purpose of this paper is to provide an update on progress towards the outcomes and outputs identified in the Energy Action Scotland workplan 2022/2023 for Q1.

1 Introduction

The following report provides a detailed account of the activities of Energy Action Scotland during Q1 2022/2023.

2 Achievements

There has been considerable media attention during Q1 because of continually rising energy prices and forecasts and UK/Scottish Government responses. We will quantify this in due course but there has not been a single week without major media attention and coverage. We have participated in local and national radio, live television, national news and consumer affairs programmes, been interviewed and quoted across all major print media titles.

During Q1 of this year:

The following is a summary of achievements.

- We submitted responses to BEIS on the Warm Home Discount for Scotland and the Energy Bills Support Scheme. We responded to the Scottish Commission on Social Security to reiterate our concerns about the impact of changes proposed in Scotland through the introduction of Low Income Winter Heating Assistance. (Frazer)
- We submitted evidence and participated in a session on the energy crisis by the NetZero Committee of the Scottish Parliament (Frazer, Kate)
- Our Warm Home Discount Industry Initiative funded project Aiming Beyond Cancer completed the delivery of support to people with a cancer diagnosis in Orkney and Shetland. The project was extended to end of April 2022. (Frazer, Siobhan)
- We have received a grant offer and returned a contract to the William Grant Foundation to deliver a £250,000 Fuel Poverty Challenge Fund focussed on addressing inequalities. It is expected that this will launch in Q2 of 2022/2023. (Frazer, Siobhan)
- Negotiations with funders including Scottish Power, OVO, Good Energy and Octopus for Warm Home Discount Industry Initiative support are all at various stages of deliberation. (Frazer)
- We continue to be represented at the monthly Ofgem engagement sessions with charities and other third sector organisations in GB. (Frazer)
- We have participated in several Ofgem workshops on the future shape of the Energy Price Cap and market stabilisation measures with other third sector partners. We have shared our concerns that all proposals are at the detriment

- of vulnerable and low-income households, putting profit before people (Frazer)
- We completed the updating of the Child Poverty Action Groups highly respected Fuel Rights Handbook. This is produced professionally and is available for purchased through online retailers. (Frazer)
- Delivered a keynote address at the Scottish Energy Efficiency Awards in Glasgow. (Frazer)
- Delivered presentations at conferences and events including the STUC/Poverty Alliance cost of living conference. (Frazer)
- We commenced a wider collaboration with third sector partners including the Robertson Trust, The Poverty Alliance, Joseph Rowntree Foundation, SFHA, CPAG, Age Scotland and the Institute of Public Policy Research. (Frazer, Kate)
- We continue to participate in strategic groups including Gas Goes Green, All-Party Group on Consumer Protection, Energy Consumers Commission, and the South Lanarkshire Council Fuel Poverty Sub-group. (Frazer, Kate, Siobhan)
- We have instigated with the Poverty Alliance a First Minister led Energy Summit. This is a tripartite meeting of Government, Suppliers and third sector organisations. (Frazer)
- Over 40 candidates commenced City and Guild Energy Awareness qualifications. This is higher than this time last year and there is a strong pipeline of potential candidates (Christine, Siobhan)
- Contributed to the management and strategic direction of the Existing Homes Alliance. We provide the financial management and administration for the Alliance. (Frazer)
- We continue to be represented on the boards of Aberdeen Heat and Power and National Energy Action both of which met during Q1. (Frazer)
- Policy updates continue to be regularly circulated to members. (Christine)

3 Staff

Recruitment was put on hold until all outstanding funding was confirmed. Contractors have been appointed where appropriate to complete a number of outputs in our work programme.

██████████ has unfortunately, for us, secured a new post at Consumer Scotland and will be unable to be contracted for any further work.

Additional PR/Communications support has been provided on an ad-hoc basis by Cowbrough Communications.

██████████ has provided sessional support for exam invigilation as required and ██████████ is currently being secured to provide additional capacity.

██████████ has been engaged to provide consultancy support to Clackmannanshire Council on our behalf, where we are engaged to monitor the

performance of its 15 property BEIS funded whole house retrofit project.

██████████ has been appointed as our Robertson Trust funded intern for 2022. She is working on an equalities focussed piece of work to advance our thinking in this area.

4 Office Accommodation

It has been intimated to Stelmain, the managing agents for Ingram House, that we do not wish to continue with our tenancy beyond its expiry in April 2023. Frazer is awaiting a follow up meeting to discuss the terms of the lease in relation to dilapidations and exiting the contract.

5 Operational approach and assumptions

To forecast the delivery of outputs we had to make assumptions, and these were under constant review.

During Q1 we assumed that:

- Funding and sponsorship from partners will be provided as expected.

6 Summary of performance

The table identifies 46 operational outputs. No outputs are red. Detail is provided in the appendix.

Table 1 – Summary of progress against milestones

Summary	Number	%	Movement
Green	32	70	N/A
Amber	10	22	N/A
Red	0	0	N/A
Completed	4	9	N/A
	46	100	N/A

Red (not being delivered or significantly affected by 2 quarters)

Amber (at risk of reduced intensity or delay by 1 quarter)

Green (delivery as expected)

7 Conclusion

Funding uncertainty has limited our ability to increase the staff compliment beyond our intern. These remain below the level needed to deliver the full work plan, contracted support will provide capacity.

Unprecedented levels of media have introduced new challenges albeit we have begun to see an upturn in membership and in donation.

Energy Action Scotland - Programme Plan 2022- 2023		Q1	Q2	Q3	Q4	Status	Commentary Q1
1. The most vulnerable in society are the priority for measures to reduce fuel poverty							
Activity:	Supporting and enabling the delivery of pioneering measures and high-quality support at strategic and delivery levels						
Outputs	Provide responses to key consultations published by the Scottish Government, Ofgem and BEIS					Green	Workshop participation with Ofgem on the price cap methodology, market stability
	Engage with the Scottish Fuel Poverty Advisory Panel and support/participate in anyway possible with its work plan.					Green	Meetings due in early September with the chair
	Provide opportunity for the panel to meet with the Energy Action Scotland membership through our Advisors Forum, Business Supporters Group, and our annual conference					Green	Q2 onwards
	Promote with organisations supporting the fuel poor, opportunities to influence and shape the successful implementation of the Scottish Fuel Poverty Strategy 2021					Green	Q2 onwards
	Conduct 2 surveys of our members and supporters to better represent the breadth of their views supporting our responses to consultations and representation of them at regional and national engagement					Green	Member survey circulated to advice orgs in Q1, results analysed and used to support influencing.
	Commission a think piece on how best to integrate local, regional and national support to provide a holistic support to all those that need help					Green	Q3
	Present at least 6 national events to raise awareness of fuel poverty					Green	Numerous conference presentations during Q1
	Promote and grow the membership of Energy Action Scotland particularly our 'no cost' membership tier to grow our network					Green	Q4 activity ahead of the new financial year
	Produce and circulate an Energy Action Scotland Fuel Poverty briefing for the successful candidates of the Scottish local government elections					Completed	meetings held with elected members
	Revamp the Energy Action Scotland website to present clear advice information to both the public and advice professionals					Amber	Website revisions almost complete, final images required
	Provide strategic support to the Existing Homes Alliance, providing financial and governance support					Green	Regular attendance at meetings, support for the promo of research, finance support being provided
	Participate in strategic stakeholder groups of Energy Suppliers and Energy Networks					Green	Regular meetings held with Utilita, Scottish Power and OVO during Q1.
Participate in Energy Consumers Commission, Winter Benefits Review Group, Scottish Consumers Network, Cross Party Groups					Green	Groups largely quiet during Q1	

2. Awareness of fuel poverty across all those working with those in fuel poverty is increased							
Activity:	Building awareness, understanding, agreement and actions in priority sectors						
Outputs	Develop a practical demonstration project with Smart Energy GB and representatives of private landlords to identify how best to support fuel poor tenants					Green	Project ideas under development following Q1 meetings
	Provide monitoring and evaluation support to Clackmannanshire Council to determine the impact of the retrofit of difficult to treat Weir Multicomms properties on fuel poverty levels amongst its tenants					Amber	Project delayed due to contractor data supply issues for the evaluation
	Build on our initial think piece to further explore the issue of under occupancy as it relates to fuel poverty					Amber	Q2 activity yet to commence, original author has a new full-time role
	Publish the Fuel Poverty Monitor 2022 in association with NEA covering all households in GB					Green	Supporting NEA to deliver this during Q2
	Engage with GP practice patient liaison and outreach staff to build their awareness of fuel poverty to help patients, reduce costs to the health service and improve health and well being outcomes					Green	Q3 activity
	Provide introductory level training to over 350 frontline workers in Scotland through our Stay Warm Stay Well programme funded through the Warm Home Discount Industry Initiative provisions.					Green	Project outline under consideration by OVO
	Produce an essential warmth this winter information pack to support households particularly those that are digitally excluded					Green	Discussions to be held with suppliers and networks to revamp both SPEN info and Smart Energy GB info
	Develop, with our members and partners, and launch a Winter 2023 campaign focussed on #EssentialEfficiency to support households in collaboration with housing association members and other supporters					Green	Campaign in planning. Discussion help with SFHA re Fuel Insecurity Fund
3. Direct support for the most vulnerable people in Scotland to reduce the impact of energy costs and improve their health and wellbeing is provided							
Activity:	Securing significant investment from public, private and third sector sources and building effective partnerships						
Outputs	Secure the commitment of third-party funders for over £500,000 of additional investment to support the delivery of services and activities that will provide intensive support and improve the quality of life of the most vulnerable of the fuel poor in Scotland					Amber	£250k from William Grant Foundation secured, £100k project submitted to OVO, proposals to Good Energy and discussions being held with octopus and scottish power
	Complete the extended delivery of energy company industry initiatives for Aimng Beyond Cancer in Shetland and Orkney providing support to over 60 households with a cancer diagnosis, working in collaboration with local councils, advice bodies, and cancer referral partners Macmillan Cancer Support					Completed	Projects completed. Underspend of £60k arising from a smaller pipeline in Shetland and limitations on supplier installations. Monies still held awaiting a sweep up of those outside

	Distr bute essential warmth items to over 500 households having secured, during our #EssentialWarmth 2021/22 campaign, funding through individual and corporate donations					Amber	Planning to disburse funds and packs still ongoing. Revise to Q2/Q3
	Provide support to over 150 vulnerable people and their families through our Aiming Beyond Cancer project funded by OVO in remote and rural Scotland					Amber	Changes to WHD means that this will not be delivered as planned. Smaller project with OVO. Potential for a cross supplier initiative
	Launch a new, £250,000, addressing inequalities focussed Fuel Poverty Challenge Fund funded by the William Grant Foundation					Green	Challenge fund contracted and ready to launch during September 2022
	Produce an essential warmth this winter information pack to support households particularly those that are digitally excluded					Green	Q2 activity
	Provide support to over 300 vulnerable people, with an active cancer diagnosis, and their families across 8 central Scotland local authority areas, through our Warm at Home Project funded by Scottish Power working in collaboration with Macmillan Cancer Support.					Amber	Q3 activity
4	The efficiency and effectiveness of the support for fuel poor households is improved						
Activity:	Identifying, exploring and promoting best practice from across the world to inform and educate practitioners						
Outputs	Produce a quarterly Energy Review, circulating to members, politicians and other partners/stakeholders that showcases good practice, innovation, current and emerging issues					Amber	Q1 review delayed due to a lack of resources and content.
	Review and update publicly available content on no less than quarterly basis to enable practitioners to access the most up to date information					Completed	Full review completed ahead of website revamp
	Review and update all fact pages and signposting to data and statistics to ensure that the information available is relevant and current to those working with the fuel poor in Scotland					Completed	
	Publish the Fuel Poverty Monitor 2022 in association with NEA covering all households in the UK					Green	On track for November 2022
	Publish 4 thought leadership papers on key topics associated with the drivers of fuel poverty					Green	Q2 onwards activity
	Deliver a briefing session for local government elected members following the 2022 Scottish Local Government Elections					Green	
	Deliver an impactful programme of training to over 100 fully funded candidates to City and Guilds Standards for Energy Awareness					Green	Over 45 candidates progressing in Q1 into Q2.
	Provide introductory level training to over 350 frontline workers in Scotland through our Stay Warm Stay Well programme funded by OVO					Green	Anticipated to be delivered in Q3 onwards. Materials reviewed and updated
Deliver close collaboration with National Energy Action to ensure a consistent approach to key strategic issues in fuel poverty. Including CEO participation at NEA's Board meetings.					Green	Attendance and participation at board. Regular communications	

Deliver 4 advisor forum meetings to share good practice and discuss issues impacting on fuel poor households					Amber	Sponsorship needs to be renewed/secured. Q1 advisors meeting delayed until early September due to availability of speakers
Participate in regional fuel poverty fora as required					Green	Attendance at meetings in lanarkshire
Deliver 3 Business Supporter Group meetings hosted by key partners					Green	BSG meeting being held at the Scottish Parliament in September
Deliver a reception at the Scottish Parliament to engage with politicians ahead of the 1 October increase in the capped standard variable rates for gas and electricity					Green	BSG meeting being held at the Scottish Parliament in September
Deliver 2 meetings of our Fuel Poverty Think Tank					Green	Meetings with academic supporters ongoing
Participate in quarterly co-ordination meetings with Home Energy Scotland, Citizens Advice Scotland, The Fuel Bank Foundation					Amber	Meetings with CAS and Fuel Bank held in Q1
Engage monthly with Ofgem as part of its outreach to its key stakeholder groups					Green	Attendance at least monthly during Q1
Deliver an in-person day featuring international speakers, a conference dinner and our fuel poverty heroes awards, attracting over 200 delegates					Green	Conference venue booked for early November
Deliver an online Fuel Poverty focused conference attracting featuring international speakers and attracting over 100 delegates					Green	In planning for deliver in Q4

7 September 2022

The First Minister
The Scottish Government
St Andrew's House
Regent Road
Edinburgh
EH1 3DG

firstminister@gov.scot

Dear First Minister

Invitation to Speak
Energy Action Scotland Fuel Poverty Conference 2022
16 November 2022 Golden Jubilee Conference Hotel, Clydebank, Glasgow

On behalf of our Trustees, Members and Honorary President and Vice Presidents, I would like to invite you to be our opening keynote speak at the Energy Action Scotland Conference on Fuel Poverty 2022.

Following 2 years of successful conference events online, we have decided that current energy fuelled cost of living crisis requires us to come together in person to learn, share experiences and move forward with greater resolve.

This year, more than ever before we see the need to spell out the very real threat to the health and wellbeing in our communities in Scotland. Your leadership in this area has been self-evident and I was encouraged by the way you led the way with Scotland's suppliers at the energy summit in August.

Our members are on the frontline every day working with vulnerable people in crisis. To hear first-hand the strategic approach of the Scottish Government in addressing the cost-of-living crisis will be of incredible benefit across of the breadth of our membership, which extends to installers of retrofit measures, energy suppliers, energy networks, academics and others with a concern about fuel poverty and its effects.

I very much hope that you will considering providing the Conference keynote address in our opening session on Wednesday 16 November from 9.30am to 10.30am and we would like you to speak for approximately 20 minutes. We would be delighted if you were also able to stay for the question-and-answer session that will follow.

I appreciate that there are constant and considerable demands on your time, but I very much hope that you can join with us at Scotland's only national event solely focussed on fuel poverty.

Yours sincerely



Frazer Scott
Chief Executive Officer

22 January 2021

Suite 4a, Ingram House,
227 Ingram Street, Glasgow G1 1DA
Tel: 0141 226 3064
Email: eas@eas.org.uk
Website: www.eas.org.uk

Michael Matheson MSP
Cabinet Secretary for Net Zero, Energy and Transport
Scottish Government
St Andrew's House
Regent Road
Edinburgh
EH1 3DG

Dear Cabinet Secretary

Invitation to Speak Energy Action Scotland Fuel Poverty Conference 2022

Date: 9 – 11 March 2022

Venue: Online

On behalf of our members and Trustees, I would like to invite you to speak at the Energy Action Scotland Conference 2022.

We will be gathering online for the second time to deliver a series of themed sessions with experts in a range of fields, leading the debate to challenge our perceptions and help us uncover how we are going to make a genuine difference. Last year our first online Fuel Poverty Conference welcomed over 30 speakers, across 6 sessions on topics including Vulnerability, Health and Wellbeing, Netzero, Funding and a political husting ahead of the Scottish Parliament elections. Over 330 delegates attended sessions across the 3 days. Scottish Government representation was an important part of the conference which holds considerable significant to all those organisations striving to support struggling households in our communities.

We would be delighted if you could reflect on the current energy crisis, the challenges of achieving NetZero and of course the new Fuel Poverty Strategy and its action plan to reduce fuel poverty in Scotland.

In the opening session you would be our keynote speaker, joined by a senior representative of the energy industry and another speaker representing the experiences of those working at the frontline. The session is on Wednesday 9 March from 10am to 12 noon. Each speaker will have 15 minutes for their presentation followed by questions from the audience which we are happy to supply to your officials in advance.

I hope very much that you will be able to join us at this critical time and I look forward to hearing from you.

Yours sincerely



Frazer Scott
Chief Executive Officer

Performance Report Q4 2021/2022

For Information

Performance Report 1 January 2021 to 31 March 2021

Purpose

The purpose of this paper is to provide an update on progress towards the outcomes and outputs identified in the Energy Action Scotland workplan 2021/2022 for Q4.

1 Introduction

The following report provides a detailed account of the activities of Energy Action Scotland during Q4 2021/2022.

2 Achievements

There has been considerable media attention during Q4 as a result of rising energy prices and the increase in the number of energy supplier failure. This has seen unprecedented demands on Energy Action Scotland staff to respond to media calls but has been incredibly important in ensuring that fuel poverty awareness has increased.

During Q4 of this year:

The following is a summary of achievements.

- We submitted responses to Scottish Government on its proposed National Energy Agency and on the introduction of the Low-Income Winter Heating Assistance benefit. (Frazer)
- Our Warm Home Discount Industry Initiative funded project Warm at Home has completed delivery. It has provided support to over 150 people with a cancer diagnosis across 8 local authority areas in Scotland. It is funded by ScottishPower. continues to deliver support to households with a cancer diagnosis. Our referral partner is Macmillan Cancer Support, and our delivery partner is BRB Electrical Ltd who provide heating systems installs and white goods as assessments determine. (Siobhan, Frazer)
- Our Warm Home Discount Industry Initiative funded project Aiming Beyond Cancer is delivering support to people with a cancer diagnosis in Orkney and Shetland. The project has an extension to end of April 2022. (Siobhan, Frazer)
- A proposal to the William Grant Foundation is progressing towards approval of £250,000 to deliver a second Fuel Poverty Challenge Fund focussed on addressing inequalities. It is expected that this will launch in Q1 of 2022/2023. (Frazer, Siobhan)
- Stay Warm Stay Well which provided over 350 frontline workers with introductory one-day equivalent energy awareness training has completed its second phase with 20 fully funded City and Guilds Energy Awareness candidates. Support sessions were provided for all candidates. 19 candidates have passed their exams with a final resit opportunity for one candidate early in Q1 2022/2023. This activity is funded by OVO. (Siobhan, Christine)
- We continue to be represented at the monthly Ofgem engagement sessions

- with charities and other third sector organisations in GB. (Frazer)
- We have participated in a number of Ofgem workshops on the future shape and operation of the Energy Price Cap with other third sector partners. We have shared our concerns that all proposals are at the detriment of vulnerable and low-income households. (Frazer)
 - Our Q4 Energy Review was published during March. Articles related to decarbonisation, under occupancy, inequalities, fuel poverty heroes, Energy Action Scotland Fuel Poverty Conference and health. (Kate)
 - We delivered Fuel Poverty Advisors Forum which are funded by Utilita. Over 200 advice professionals registered for these sessions. (Frazer, Christine)
 - We published a Fuel Poverty winter information leaflet funded by Smart Energy GB and launched this at a reception at the Scottish Parliament on 24 March 2022. (Frazer, Smart Energy GB)
 - Our Winter Campaign on Essential Warmth closed during March. It is focussed on fundraising to provide essential items including duvets, hot water bottles and flasks to households struggling this winter and beyond. Over £15,000 of online and offline donations have been received. (Frazer)
 - On behalf of members we have continued to press for a decision on the future of Warm Home Discount in Scotland. Writing to Scottish and UK Ministers on behalf of Changeworks, Money Matters Money Advice Service, Citizens Advice Scotland, THAW Orkney and the Wise Group we also met with Civil Servants to press of a decision. (Frazer)
 - We delivered a 3-day online conference. Over 20 speakers, over 800 delegate bookings. Sponsorship from SSEN. Patrick Harvie MSP provided the keynote address in the opening session. Speakers across a range of topics from the future of the energy market to a husting ahead of the local government elections. (Christine, Kate, Frazer)
 - We completed the updating of the Child Poverty Action Groups highly respected Fuel Rights Handbook. This is produced professionally and is available for purchased through online retailers. (Frazer)
 - We delivered presentations at Public Policy Exchange, EVH, Strathclyde University Centre for Energy and the Chartered Institute of Housing conferences and seminars during Q4. (Frazer)
 - We continue to participate in strategic groups including Gas Goes Green, All-Party Group on Consumer Protection, Energy Consumers Commission, and the South Lanarkshire Council Fuel Poverty Sub-group.
 - We have contributed to ongoing energy crisis discussions with energy network SGN, SSEN and SPEN as well as meetings with suppliers ScottishPower, OVO and Utilita. (Frazer)
 - Contributed to the management and strategic direction of the Existing Homes Alliance. We provide the financial management and administration for the Alliance. (Frazer)
 - We continue to be represented on the boards of Aberdeen Heat and Power and National Energy Action both of which met during Q4. (Frazer)
 - Policy updates continue to be regularly circulated to members. (Christine)

3 Staff

Recruitment was put on hold until all outstanding funding was confirmed. Contractors have been appointed where appropriate to complete a number of outputs in our work programme.

██████████ has completed two thought leader reports for us on Decarbonisation and one on Underoccupancy, both in relation to Fuel Poverty.

Additional PR/Communications support has been provided on an ad-hoc basis by Cowbrough Communications.

██████████ has provided sessional support for exam invigilation as required.

██████████ drafted analysis on the impact of winter support for older households which we have shared with Citizens Advice Scotland with a view to influencing the direction the adoption of the Cold Weather Payment System and the Winter Fuel Payment.

██████████ has been engaged to provide consultancy support to Clackmannanshire Council on our behalf, where we are engaged to monitor the performance of its 15 property BEIS funded whole house retrofit project.

██████████, PhD student at the University of Manchester, has been engaged to produce a piece on Fuel Poverty and Inequality.

4 Office Accommodation

The Scottish Government guidelines did not support a full return to office working conditions during Q4. Staff worked productively at home. There have been occasional office visits by staff to collect essential items to support their work. This was authorised and communicated.

We will not be returning to full time office working.

5 Operational approach and assumptions

To forecast the delivery of outputs we had to make assumptions, and these were under constant review.

During Q4 we assumed that:

- Scotland will experience varying levels of COVID-19 restrictions to the end of March 2022.
- Normal operations, including face-to-face meetings to any great extent would not resume before the end of Q4.
- Large group gatherings related to our work would not be encouraged before the end of Q4.
- Workplace measures taken by our partners and contractors would enable the delivery of our funded projects.

- Funding and sponsorship from partners will be provided as expected.

6 Summary of performance

The table identifies 50 outputs. The table identifies movement. Two outputs are red which relates to the unsuccessful application to the Scottish Government Adapt and Thrive grant scheme administered by SCVO and to the cancellation of the delivery of City and Guilds Renewable Energy qualifications. Detail is provided in the appendix.

Table 1 – Summary of progress against milestones

Summary	Number	Movement	%
Green	0	-19	0
Amber	5	-4	10
Red	2	0	4
Completed	43	+23	86
	50	N/A	100

Red (not being delivered or significantly affected by 2 quarters)

Amber (at risk of reduced intensity or delay by 1 quarter)

Green (delivery as expected)

7 Conclusion

Reductions in funding and the availability of people provided the greatest risks to delivery, affecting training, events and potentially the implementation of measures in our partner funded projects across Scotland. Mitigations were introduced and we delivered most events online, reshaped our industry and charitable organisation funding and delivered our conference virtually.

Warm Home Discount Industry Initiative funding provides a significant proportion of our turnover. There is ongoing uncertainty over the future of this funding stream. This is of great concern. A successful project submission with the William Grant Foundation will mitigate the impact on income to some extent should we be unable to deliver any WHD funded project work.

Our staff levels are below what was needed to deliver the full work plan, contracted support will provide capacity. It is proposed to recruit Business Development and Policy & Research capacity. This has been budgeted for in our outline plan for 2022/2023.

Energy Action Scotland - Programme Plan 2021- 2022		Q1	Q2	Q3	Q4	Status	Commentary Q4
1. The most vulnerable in society are the priority for measures to reduce fuel poverty							
Activity:	Supporting and enabling the delivery of pioneering measures and high-quality support at strategic and delivery levels						
Outputs	Provide responses to key consultations published by the Scottish Government, Ofgem and BEIS					Completed	Completed in Q1
	Support the development and dissemination of Scotland's Fuel Poverty Strategy 2021					Completed	Meetings held with several members of the new Fuel Poverty Advisory Panel and meetings with Ministers.
	Launch an Energy Action Scotland Fuel Poverty Manifesto for the Scottish Parliament elections					Completed	Completed in Q1
	Present regularly at national events to raise awareness of fuel poverty					Completed	Presentations at 2 conference in Q4 and participation in 4 podcasts
	Promote membership of Energy Action Scotland particularly our new 'no cost' membership tier to grow our network					Completed	Membership of EAS has increase by 10% and income from membership has increased by 30%
	Publish research into the rollout of Smart Pre-Payment Meters working with NEA with support from Smart Energy GB					Completed	Completed in Q3
	Produce a paper reviewing the impact of quality assurance standards on fuel poverty programmes					Completed	
	Provide strategic support to the Existing Homes Alliance, providing financial and governance support					Completed	Successful completion of ExHA work programme. EAS providing financial support for income and expenditure. Audit and governance of finance. Participation in strategic management group and sub-committees

	Participate in strategic stakeholder groups of Energy Suppliers and Energy Networks					Completed	Additional meetings at a strategic level with OVO, SSEN, SGN, Scottish Power, Utilita and ongoing dialogue with British Gas
	Complete a Support Pathway document to identify how support is provided in Scotland to inform advisory staff and organisations providing support to those in fuel poverty					Amber	Uncertainty in the landscape for advice services may affect pathways. Alternative updates provided to advisors tool kit to help advice staff. Move to Q1 2022/2023
	Participate in Energy Consumers Commission, Winter Benefits Review Group, Scottish Consumers Network, Cross Party Groups					Completed	Participation in final tender exercises and the development of the ECC workplan.

2. Awareness of fuel poverty across all those working with those in fuel poverty is increased

Activity:	Building awareness, understanding, agreement and actions in priority sectors						
Outputs	Delayed from 2020/21: Compile case studies that demonstrate the value of the support provided to those that are the most vulnerable.					Completed	Completed in Q1
	Develop a practical demonstration project with representatives of private landlords to identify how best to support fuel poor tenants					Amber	Developing further work with SEGB to provide support to tenants and landlords in the private sector. Move to Q1 2022/23
	Delayed from 2020/21: Deliver a comprehensive review of the health and fuel poverty work delivered between 2010/20 including the actors involved, the chronology, geography and the nature of activities to provide a platform upon which to build the most effective engagement to support people living in fuel poverty					Completed	
	Provide information on the impact of under occupancy and fuel poverty in conjunction with housing partners					Completed	Published and shared widely. Article in Energy Review
	Delayed from 2020/21: Produce a 'Making the connection' paper to help inform professionals working in health and social care of the benefits of supporting and signposting the fuel poor					Amber	Supporting The Alliance to build information on health and fuel poverty. Engaged in strategic working groups and CEO participated in its podcast series

	Provide technical support to Clackmannanshire Council in its successful bid to BEIS for a renewables and energy efficiency demonstration project					Completed	2021/2022 support has been completed. A work plan prepared, a draft outline structure for report and a meeting held with BEIS to agree methodology. Further work required into 2022/2023.
	Publish the Fuel Poverty Monitor 2021 in association with NEA covering all households in GB					Completed	Completed in Q3
	Establish a fuel poverty 'Think Tank' in Scotland to provide a focus of new thinking to help drive activities that will lead to the eradication of fuel poverty					Amber	Ongoing energy crisis issues has delayed convening the first meeting but expected in Q1.
	Produce 4 thought leadership papers on key topics associated with the drivers of fuel poverty					Completed	Papers completed in Health, Under Occupancy and Decarbonisation and short pieces prepared on inequalities and keeping warm.
	Develop and launch a Winter 22 campaign to support households in collaboration with housing association members					Completed	£15k in donations received to purchase essential warmth items. Distribution to commence during Q1 2022/2023 to support hundreds of households ahead of winter 2022/2023

3. Direct support for the most vulnerable people in Scotland to reduce the impact of energy costs and improve their health and wellbeing is provided

Activity:	Securing significant investment from public, private and third sector sources and building effective partnerships						
Outputs	Secure the commitment of third-party funders for over £500,000 of additional investment to support the delivery of services and activities that will provide intensive support and improve the quality of life of the most vulnerable of the fuel poor in Scotland					Completed	Completed in Q3
	Complete the extended delivery of energy company industry initiatives for ABC and Warm at Home resulting in over 260 households supported.					Completed	Complete in Q1
	Complete the distribution of Programmable Pressure Cookers sourced via the Winter 21 campaign to over 500 households					Completed	Complete in Q1

	Provide support to over 150 vulnerable people and their families through our Aiming Beyond Cancer project funded by SSE/OVO					Amber	Project has been reprogrammed for a 2-3month delivery extending to end April 2022. All heating systems being installed in Shetland and white goods only in Orkney. No Western Isles delivery.
	Complete the delivery and reporting for the £160,000 William Grant Foundation funded Fuel Poverty Challenge Fund					Completed	Complete in Q2
	Produce a winter information resource to focus on health and wellbeing ahead of Winter 22 supported by SP Energy Networks					Completed	Complete in Q3
	Provide support to over 300 vulnerable people and their families through our Warm at Home Project funded by Scottish Power					Completed	Project delivery is completed supporting over 300 people and their families. Final reporting due in April.

4. The efficiency and effectiveness of the support for fuel poor households is improved

Activity:	Identifying, exploring and promoting best practice from across the world to inform and educate practitioners						
Outputs	Review and update all factsheets as required to ensure that the information available is relevant and current to those working with the fuel poor in Scotland					Completed	Completed in Q1 but needs refreshed
	Review and update the freely available advisors' toolkit					Completed	Reviews completed in Q4
	Four quarterly Energy Reviews that showcase good practice, innovation, current and emerging issues					Completed	Q4 publication published, circulated to membership and wider contacts.
	Deliver an impactful programme of training to over 100 candidates to City and Guilds Standards for Energy Awareness					Completed	Lower level of candidates supported over 2021/2022 but over 50 progressed through training and examinations
	Provide introductory level training to over 350 frontline workers in Scotland through our Stay Warm Stay Well programme					Completed	Complete in Q3
	Deliver training and access to City and Guilds qualifications in Renewable Energy in the Home					Red	Cancelled in Q2

Deliver close collaboration with National Energy Action to ensure a consistent approach to key strategic issues in fuel poverty. Includes participation at NEA's Board meetings.					Completed	Regular attendance and participation in Board Activities
Deliver 4 advisor forum meetings to share good practice and discuss issues impacting on fuel poor households					Completed	Over 200 registrations for the sessions sponsored by Utilita across the year
Deliver 3 Business Supporter Group meetings hosted by key partners					Completed	3 sessions held with strategic and corporate supporters.
Deliver a briefing session for Scottish Politicians following the 2021 Scottish Parliament Elections					Completed	Completed in Q2
Engage monthly with Ofgem as part of its outreach to its key stakeholder groups					Completed	Attended all monthly charity calls and additional workshops regarding the development of the energy price cap
Deliver a Fuel Poverty focused online conference ahead of COP26 featuring international speakers and attracting over 300 delegates					Completed	Moved to March 2022. Over 20 speakers, 6 sessions, sponsored by SSEN, over 800 session registrations. Attendance at sessions peaking at 100. Ministerial address and local election hustings featured.

5. Energy Action Scotland functions effectively managed

Activity:	Developing plans, policies and procedures to ensure the financial viability and smooth operation of the organisation					
Outputs	Policies Review				Completed	Policies continually reviewed, including cost of living, board induction
	Roles and structures				Completed	Complete in Q1
	Communications Strategy				Completed	Complete in Q3
	Apply for funding to deliver improvements to the office environment, website and attract business development support				Red	Cancelled in Q1
	Secure contractor support to delivery of outputs during 2021/22				Completed	Complete in Q2

People Plan		Blue			Completed	Implementation delayed into 2022/2023
Culture and Values	Blue				Completed	Plan developed but limited to due office working uncertainty throughout 2021/2022
Corporate Strategy 2022-2026 Development				Blue	Completed	Completed and presented to the trustees in Feb
Implement finance process review	Blue				Completed	Complete in Q1
Develop development plan and secure over £1million in funding for 2022/23				Blue	Completed	WGF bid progressing. WHD assumptions made and unclear. Preparing a bid to the Energy Redress Scheme.

Red (not being delivered or significantly affected by 2 quarters)

Amber (at risk of reduced intensity or delay by 1 quarter)

Green (delivery as expected)

Summary

Green

Amber

Red

Completed

Number **%**

0 **0**

5 **10**

2 **4**

43 **86**

50 **100**

RACI - a matrix to ensure clarity over who does what

R = Responsible (also recommender)

Those who do the work to complete the task. There is at least one role with a participation type of responsible, although others can be delegated to assist in the work required (see also RASCI below for separately identifying those who participate in a supporting role).

A = Accountable (also approver or final approving authority)

The one answerable for the correct and thorough completion of the deliverable or task, the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. In other words, an accountable must sign off (approve) work that responsible provides. There must be only one accountable specified for each task or deliverable.

C = Consulted (sometimes consultant or counsel)

Those whose opinions are sought, typically subject-matter experts; and with whom there is two-way communication.

I = Informed (also informee)

Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication

SCHEDULE 2

GRANT CLAIM FORM

Organisation: Energy Action Scotland, Ingram House, 227 Ingram St. Glasgow, G1 1DA

Bank details: [REDACTED]

Project: SCOTTISH GOVERNMENT GRANT - ENERGY ACTION SCOTLAND 2021-2022

Total agreed grant for: £130,000

Latest forecast of expenditure of grant for: 2021/22 (Amount): £130,000.00

Grant claimed to date: £97,500.00

Claim for Grant for the period from 1 January 2022 – 31 March 2022

We hereby claim grant of £32,500.00 in respect of the above period in accordance with the terms and conditions of the offer of Grant dated 1 November 2021 and the Schedules attached thereto.

Completed by: Fraser Scott

Position: Chief Executive Officer

Contact Details: Email fraser.scott@eas.org.uk Phone [REDACTED]

Date:

Items of Expenditure

Please list in the table below all discrete items of expenditure relevant to the above period and the type of documentary evidence that will be made available on request to substantiate each amount.

A	B	C	D
Item	Amount (£)	Paid Invoice [Y/N]	Other (please specify, e.g. certificate of payment in kind)
See attached report			
TOTAL*			

* Note the total should add up to the total expenditure claimed for the period.



SCHEDULE 3

STATEMENT OF COMPLIANCE WITH CONDITIONS OF GRANT

Energy Action Work-Plan 2021-22

This is to confirm that the grant claimed by Energy Action Scotland in relation to the above Project during the financial year ended 31 March 2022 was properly due and was used for its intended purpose(s) in accordance with the terms and conditions of the Grant. This statement is supported by the records of Energy Action Scotland.

Signed:



Name in block capitals: FRAZER SCOTT

Position: Chief Executive Officer

Date: 24 March 2022



Performance Report Q2 2022/2023

For Information

Performance Report 1 July 2022 to 30 September 2022

Purpose

The purpose of this paper is to provide an update on progress towards the outcomes and outputs identified in the Energy Action Scotland workplan 2022/2023 for Q2.

1 Introduction

The following report provides a detailed account of the activities of Energy Action Scotland during Q2 2022/2023.

2 Achievements

There has been considerable media attention during Q2 because of continually rising energy prices and UK/Scottish Government responses. There has not been a single week without our involvement in major media attention and coverage. We have participated in local and national radio, live television, national news and consumer affairs programmes, been interviewed and quoted across all major print media titles. This increased dramatically during Q2.

During Q2 of this year:

The following is a summary of achievements.

- We initiated discussions with Scottish Fire and Rescue to raise our concerns about the potential for the public to carry out dangerous and illegal activities that could result in fires or carbon monoxide poisoning. A meeting was held with the Deputy Assistant Chief Officer where the creation of a information leaflet for community safety staff to share with vulnerable households was identified. (Frazer)
- We contributed to an online discussion led by the Cabinet Secretary for NetZero Michael Matheson during August. This event focussed on cost of living and supports needed to help people in Scotland (Frazer, Kate)
- We launched our Fuel Poverty Challenge Fund, funded by the William Grant Foundation, promoting it widely through our membership and social media. It is expected that awards will be made, following a review by a panel drawn from the board and with the WGF, during Q3 with projects starting in December 2022. (Frazer, Siobhan)

- Project submissions were drafted and shared with Good Energy, Octopus and OVO during Q2 with a view to securing funding in excess of £250,000 to help vulnerable households, provide advice and guidance and, training to build capacity within the advice sector. Projects submissions were delayed due to delays in the process for the regulations for Warm Home Discount in Scotland. If successful these projects will provide support to over 200 vulnerable households with an active cancer diagnosis or similar life impacting condition, train 350 frontline workers to introductory level, 20 to city and guilds energy awareness and provide access to advice services to 14,000 low income vulnerable households in social tenancies. (Frazer, Siobhan)
- We continue to be represented at the monthly Ofgem engagement sessions with charities and other third sector organisations in GB. (Frazer)
- We have participated in Scottish Government workshops as part of a series of NetZero focussed events during July. Attending events in Greenock and Glasgow. (Frazer)
- Delivered presentations at conferences and events including Hannah Mackay housing event, NEA conference online, Neighbourhood Networks Scotland and, Holyrood conference on the cost of living cost of living conference. (Frazer)
- We supported third sector partners including the Robertson Trust, The Poverty Alliance, Joseph Rowntree Foundation, SFHA, CPAG, Age Scotland and the Institute of Public Policy Research on high profile campaigning and influencing on financial support for households in Scotland. (Frazer, Kate)
- We delivered an online advice forum attended by over 150 advice professionals with presentations from Utilita, Money Matters Lanarkshire and Greener Kirkaldy. (Christine)
- We continue to participate in strategic groups including Gas Goes Green, All-Party Group on Consumer Protection, Energy Consumers Commission, and the South Lanarkshire Council Fuel Poverty Sub-group. (Frazer, Kate, Siobhan)
- Following on from our joint letter with the Poverty Alliance the First Minister led an Energy Summit during August with the largest GB energy suppliers with leading third sector organisations in attendance. A follow up meeting was held during October (Frazer, Kate)
- Over 60 candidates commenced City and Guild Energy Awareness qualifications by end Q2. This is higher than this time last year and there is a strong pipeline of potential candidates. It is anticipated that this will reach 100 by the end of Q3 and 140 by end Q4. (Christine, Siobhan)
- We attended and contributed to meetings/events/workshops with Marie Curie, the Wise Group, the Fuel Poverty Advisory Panel, the Poverty Alliance and Strathclyde University Centre for Energy Policy (Frazer)
- Contributed to the management and strategic direction of the Existing Homes Alliance. We provide the financial management and administration for the Alliance. (Frazer)
- We continue to be represented on the boards of Aberdeen Heat and Power and National Energy Action both of which met during Q2. (Frazer)

- Policy updates continue to be regularly circulated to members. (Christine)

3 Staff

Recruitment was put on hold until all outstanding funding is confirmed. Contractors have been appointed where appropriate to complete a number of outputs in our work programme.

██████████, an experienced social research, has been engaged on an ad-hoc basis to provide us with capacity. The first piece of work that ██████ is working on is on Excess Winter Mortality and Fuel Poverty.

Additional PR/Communications support has been provided on an ad-hoc basis by Cowbrough Communications.

██████████ and ██████████ provided sessional support for exam invigilation during Q2 and into Q3. ██████ will also support the delivery of our one-day introductory training during Q3 and Q4.

██████████ continues to be engaged to provide consultancy support to Clackmannanshire Council on our behalf, where we are engaged to monitor the performance of its 15 property BEIS funded whole house retrofit project.

██████████, environmental sustainability consultant, has been engaged to produce a piece of research work on the impact and design of energy efficiency programmes.

██████████ our Robertson Trust intern completed her internship during September.

4 Office Accommodation

A formal meeting with Stelmain, the management agent for our offices at Ingram House, was held during August. A formal process has commenced to end our tenancy at Ingram House. A dilapidations report is expected during Q3 consistent with our termination obligations specified in our lease. At this stage we are not pursuing an alternative or equivalent level of accommodation. Staff will work remotely and flexibly into 2023/24.

5 Operational approach and assumptions

To forecast the delivery of outputs we had to make assumptions, and these were under constant review.

During Q2 we assumed that:

- Funding and sponsorship from partners will be provided as expected.

6 Summary of performance

The table identifies 46 operational outputs. No outputs are red. Detail is provided in the appendix.

Table 1 – Summary of progress against milestones

Summary	Number	%	Movement
Green	30	65	-2
Amber	7	15	-2
Red	0	0	0
Completed	9	20	+5
	46	100	0

Red (not being delivered or significantly affected by 2 quarters)

Amber (at risk of reduced intensity or delay by 1 quarter)

Green (delivery as expected)

7 Conclusion

Funding uncertainty limited our ability to increase the staff compliment beyond our intern. Additional capacity provided by contractors will partially fill gaps but we remain below the level needed to deliver the full work plan.

Demands on our resources have shifted significantly as the year has developed. Increased demand for training has meant more time has been allocated to the management and administration of this. Delays in the regulations for the Warm Home Discount in Scotland has delayed the development and delivery of projects to support vulnerable people. Unprecedented levels of media have introduced new challenges albeit we have begun to see an upturn in membership and in donation.

Energy Action Scotland - Programme Plan 2022- 2023		Q1	Q2	Q3	Q4	Status	Commentary Q2
1. The most vulnerable in society are the priority for measures to reduce fuel poverty							
Activity:	Supporting and enabling the delivery of pioneering measures and high-quality support at strategic and delivery levels						
Outputs	Provide responses to key consultations published by the Scottish Government, Ofgem and BEIS					Green	Continued to engage with Ofgem on issues relating to the energy market and consumers.
	Engage with the Scottish Fuel Poverty Advisory Panel and support/participate in anyway possible with its work plan.					Green	Meeting held with the fuel poverty panel on 1 September
	Provide opportunity for the panel to meet with the Energy Action Scotland membership through our Advisors Forum, Business Supporters Group, and our annual conference					Green	Panel members invited to events held during Q2, Advice Forum held on 8
	Promote with organisations supporting the fuel poor, opportunities to influence and shape the successful implementation of the Scottish Fuel Poverty Strategy 2021					Green	Outputs
	Conduct 2 surveys of our members and supporters to better represent the breadth of their views supporting our responses to consultations and representation of them at regional and national engagement					Green	Member survey being prepared for circulation by end Q3
	Commission a think piece on how best to integrate local, regional and national support to provide a holistic support to all those that need help					Amber	Topic delayed due to a lack of available resource
	Present at least 6 national events to raise awareness of fuel poverty					Completed	5 conference presentations during Q2
	Promote and grow the membership of Energy Action Scotland particularly our 'no cost' membership tier to grow our network					Green	Q4 activity ahead of the new financial year
	Produce and circulate an Energy Action Scotland Fuel Poverty briefing for the successful candidates of the Scottish local government elections					Completed	Completed during Q1
	Revamp the Energy Action Scotland website to present clear advice information to both the public and advice professionals					Completed	Completed during Q2
	Provide strategic support to the Existing Homes Alliance, providing financial and governance support					Green	Regular attendance at meetings, support for the promo of research, finance support being provided
	Participate in strategic stakeholder groups of Energy Suppliers and Energy Networks					Green	Regular meetings held with Utilita, Scottish Power, OVO, Octopus, Good Energy during Q2. Meetings with SSEN
Participate in Energy Consumers Commission, Winter Benefits Review Group, Scottish Consumers Network, Cross Party Groups					Green	Groups largely quiet during Q2	

2. Awareness of fuel poverty across all those working with those in fuel poverty is increased							
Activity:	Building awareness, understanding, agreement and actions in priority sectors						
Outputs	Develop a practical demonstration project with Smart Energy GB and representatives of private landlords to identify how best to support fuel poor tenants					Green	Ongoing discussions with Smart Energy GB and collaboration in preparation for SNP party conference and public information guide.
	Provide monitoring and evaluation support to Clackmannanshire Council to determine the impact of the retrofit of difficult to treat Weir Multicomms properties on fuel poverty levels amongst its tenants					Amber	Project expected to complete during Q3
	Build on our initial think piece to further explore the issue of under occupancy as it relates to fuel poverty					Amber	Delayed to Q4
	Publish the Fuel Poverty Monitor 2022 in association with NEA covering all households in GB					Green	Supporting NEA to deliver this during Q2. Text drafted and call for evidence promoted.
	Engage with GP practice patient liaison and outreach staff to build their awareness of fuel poverty to help patients, reduce costs to the health service and improve health and wellbeing outcomes					Green	Q3 activity but initial engagement work has commenced with a speculative bid to the Falkirk Health and Social Care Partnership
	Provide introductory level training to over 350 frontline workers in Scotland through our Stay Warm Stay Well programme funded through the Warm Home Discount Industry Initiative provisions.					Green	Project expected to commence during Q3.
	Produce an essential warmth this winter information pack to support households particularly those that are digitally excluded					Completed	Smart Energy GB guide completed and published.
	Develop, with our members and partners, and launch a Winter 2023 campaign focussed on #EssentialEfficiency to support households in collaboration with housing association members and other supporters					Green	Deals secured with Instant Brand for heavily discounted air fryers and programmable pressure cookers. Opportunity shared with members.
3. Direct support for the most vulnerable people in Scotland to reduce the impact of energy costs and improve their health and wellbeing is provided							
Activity:	Securing significant investment from public, private and third sector sources and building effective partnerships						
Outputs	Secure the commitment of third-party funders for over £500,000 of additional investment to support the delivery of services and activities that will provide intensive support and improve the quality of life of the most vulnerable of the fuel poor in Scotland					Green	£250k from William Grant Foundation secured, £100k project submitted to OVO, £164k proposals to Octopus and a £50k proposal to Good Energy

Complete the extended delivery of energy company industry initiatives for Aiming Beyond Cancer in Shetland and Orkney providing support to over 60 households with a cancer diagnosis, working in collaboration with local councils, advice bodies, and cancer referral partners Macmillan Cancer Support					Completed	Completed in Q1
Distribute essential warmth items to over 500 households having secured, during our #EssentialWarmth 2021/22 campaign, funding through individual and corporate donations					Amber	Planning to disburse funds and packs still ongoing. Revise to Q3/Q4
Provide support to over 150 vulnerable people and their families through our Aiming Beyond Cancer project funded by OVO in remote and rural Scotland					Green	Changes mean a reduced project with OVO with additional support from Good Energy. Numbers still expected to be reached.
Launch a new, £250,000, addressing inequalities focussed Fuel Poverty Challenge Fund funded by the William Grant Foundation					Green	Fuel Poverty Challenge Fund launched during September
Produce an essential warmth this winter information pack to support households particularly those that are digitally excluded					Completed	Information leaflet produced with Smart Energy GB, and updated leaflet planned with SPEN.
Provide support to over 300 vulnerable people, with an active cancer diagnosis, and their families across 8 central Scotland local authority areas, through our Warm at Home Project funded by Scottish Power working in collaboration with Macmillan Cancer Support.					Green	Q4 activity now back on track. Tight timescale expected. Partner discussions held with members.

4 The efficiency and effectiveness of the support for fuel poor households is improved

Activity:	Identifying, exploring and promoting best practice from across the world to inform and educate practitioners					
Outputs	Produce a quarterly Energy Review, circulating to members, politicians and other partners/stakeholders that showcases good practice, innovation, current and emerging issues				Green	Energy Review completed and circulated to members. Second review drafted.
	Review and update publicly available content on no less than quarterly basis to enable practitioners to access the most up to date information				Completed	Completed in Q1
	Review and update all fact pages and signposting to data and statistics to ensure that the information available is relevant and current to those working with the fuel poor in Scotland				Completed	Completed in Q1
	Publish the Fuel Poverty Monitor 2022 in association with NEA covering all households in the UK				Green	On track for completion and publication by end of Q3.
	Publish 4 thought leadership papers on key topics associated with the drivers of fuel poverty				Green	First publication now due by end November and second by end December
	Deliver a briefing session for local government elected members following the 2022 Scottish Local Government Elections				Completed	Meetings held with local authority elected officials.
	Deliver an impactful programme of training to over 100 fully funded candidates to City and Guilds Standards for Energy Awareness				Green	Over 60 candidates completed C&G qualifications by end of Q2

Provide introductory level training to over 350 frontline workers in Scotland through our Stay Warm Stay Well programme funded by OVO					Green	Stay Warm Stay Well materials reviewed and updated following UK Gov announcements
Deliver close collaboration with National Energy Action to ensure a consistent approach to key strategic issues in fuel poverty. Including CEO participation at NEA's Board meetings.					Green	Attendance and participation at board. Regular communications. Shared policy insight.
Deliver 4 advisor forum meetings to share good practice and discuss issues impacting on fuel poor households					Amber	Advice forum held in early Spetember. Sponsorship
Participate in regional fuel poverty fora as required					Green	Attendance at meetings in Lanarkshire, meetings also held in Western Isles
Deliver 3 Business Supporter Group meetings hosted by key partners					Amber	BSG meeting postponed by Scottish Parliament.
Deliver a reception at the Scottish Parliament to engage with politicians ahead of the 1 October increase in the capped standard variable rates for gas and electricity					Green	BSG meeting postponed by Scottish Parliament.
Deliver 2 meetings of our Fuel Poverty Think Tank					Amber	Attendance and participation at the Strathclyde University Centre for Energy Policy. Delay think tank sessions to Q4
Participate in quarterly co-ordination meetings with Home Energy Scotland, Citizens Advice Scotland, The Fuel Bank Foundation					Green	Meetings with CAS, SFHA, Fuel Bank Foundation and Home Energy Scotland
Engage monthly with Ofgem as part of its outreach to its key stakeholder groups					Green	Attendance at least monthly during Q2
Deliver an in-person day featuring international speakers, a conference dinner and our fuel poverty heroes awards, attracting over 200 delegates					Green	Conference venue booked for early November, programme drafted, speakers invited and promotion
Deliver an online Fuel Poverty focused conference attracting featuring international speakers and attracting over 100 delegates					Green	In planning for deliver in Q4

Performance Report Q3 2021/2022

For Information

Performance Report 1 October 2021 to 30 December 2021

Purpose

The purpose of this paper is to provide an update on progress towards the outcomes and outputs identified in the Energy Action Scotland workplan 2021/2022 for the Q3.

1 Introduction

The following report provides a detailed account of the activities of Energy Action Scotland during Q3 2021/2022.

2 Achievements

There has been considerable media attention during Q3 as a result of rising energy prices and the increase in the number of energy supplier failure. A separate paper covers our media activity during this time.

During Q3 of this year:

The following is a summary of achievements.

- We submitted responses to BEIS on proposed changes to Warm Home Discount and to the Energy Company Obligation. Ahead of these attended briefing events and we co-hosted a consultation response development session for our members and others with Citizens Advice Scotland. (Frazer, Kate)
- Our Warm Home Discount Industry Initiative funded project Warm at Home continues to deliver support to households with a cancer diagnosis. Our project remains on track to deliver support to over 150 people this winter has commenced. Funding has been secured from Scottish Power and deliver through referral partners in Central Scotland is resulting in approximately 10 referrals per week from households with a person with a cancer diagnosis. Our delivery partner BRB Electrical Ltd provides heating systems installs and white goods as assessments determine. (Siobhan, Frazer)
- Our Warm Home Discount Industry Initiative funded project Aiming Beyond Cancer was approved for delivery on 23 December 2021. The project has been reframed and expanded to include Shetland, Orkney and the Western Isles. At this stage only people in Shetland will receive a heating system install with Orkney and the Western Isles supplying white goods only. (Frazer, Siobhan)
- A proposal to the William Grant Foundation has been submitted. We aim to deliver a second Fuel Poverty Challenge Fund focussed on addressing inequalities. This has been met favourably and at the instigation of WGF we are looking at some independent evaluation support Based on feedback and a review of the landscape it was felt that a focus on harder to reach communities or interest consistent with 'protected characteristics' was an area of unmet demand where we could learn more. (Frazer, Siobhan)

- Stay Warm Stay Well funding was secured through a submission led by National Energy Action (NEA). We delivered sessions to over 350 frontline, third sector participants with 20 being identified for City and Guilds Energy Awareness awards. We are providing support sessions ahead of the first exams being held on 7 February. This activity is funded by OVO. (Siobhan, Christine)
- We continue to be represented at the monthly Ofgem engagement sessions with charities and other third sector organisations in GB. These have been become less frequent as the energy crisis has taken effect. (Frazer)
- We have participated in a number of Ofgem workshops on the future shape and operation of the Energy Price Cap with other third sector partners. We have shared our concerns that all proposals are at the detriment of vulnerable and low income households. (Frazer)
- Our Q3 Energy Review was published during October. Articles related to decarbonisation, buildings, and a Just Transition. This Energy Review had the largest amount of content of all our reviews and a breadth of commentary that was well received by our members (Kate)
- We delivered our second Fuel Poverty Advisors Forum which are funded by Utilita. Over 250 advice professionals registered for the session and over 150 attended online. Presentations were delivered by Utilita, the Fuel Bank Foundation and Citizens Advice Scotland. (Frazer, Christine)
- We published in partnership with National Energy Action the Fuel Poverty Monitor in support of National Energy Action. It was launched at a UK parliamentary reception and Alison Thewliss MP spoke at the session. (Frazer)
- We published a Fuel Poverty winter information leaflet funded by SPEN during October ahead of the winter period. It focusses on health and wellbeing and provides no cost and low cost tips and advice to households to help them stay warm. (Cowbrough Comms)
- During November we gave evidence at the Scottish Parliament Social Justice and Social Security Committee on the Fuel Poverty Strategy. In a session with the Existing Homes Alliance and Citizens Advice Scotland we expressed concern regarding the strategy, whether it truly met the requirements of the Fuel Poverty Act in terms of mapping out how the targets will be met and our concerns on proposals for Winter Fuel Payments and Cold Weather Payments. (Frazer)
- Our Winter Campaign on Essential Warmth went live during November. It is focussed on fundraising to provide essential items including duvets, hot water bottles and flasks to households struggling this winter and beyond. As of end January our initial target of £10,000 was exceeded following corporate donations from SSEN, SPEN, SGN and Scottish Gas. We have now reach £14,000 including public donations via JustGiving. (Frazer)
- In November we were awarded highly commended in the international Energy Institute award for our Winter Campaign 2020/21. (Frazer)
- A Scotland dissemination event, supported by Smart Energy GB, with presentations from St Andrews Environmental Network, Smart Energy GB and

Energy Action Scotland was held on 27 October. 50 delegates registered for the event and over 40 attended. (Frazer)

- We presented at an opening session of COP26, an online breakfast event on 1 November (Frazer)
- We presented at a Holyrood conference on the Just Transition on 15 December (Frazer, Kate)
- We held a number of meetings with constituency MPs and MSP during Q3. (Kate, Frazer)
- We continue to participate in strategic groups including Gas Goes Green, All Party Group on Consumer Protection, Energy Consumers Commission, and the South Lanarkshire Council Fuel Poverty Sub-group.
- We have contributed to ongoing energy network consultations and engagement with SGN, SSEN and SPEN. (Frazer)
- Contributed to the management and strategic direction of the Existing Homes Alliance. We provide the financial management and administration for the alliance. (Frazer)
- We continue to be represented on the boards of Aberdeen Heat and Power and National Energy Action both of which met during Q3. (Frazer)
- Policy updates continue to be regularly circulated to members. (Christine)

Looking ahead

- We have an BSG meeting due in February (Christine)
- We have an Advisors Forum with over 200 registered delegates during January (Christine)
- Presentations at Public Policy Exchange and EVH events (Frazer)
- We will complete the work on the Child Poverty Action Group (CPAG) to provide fuel poverty handbook. (Frazer)
- We will liaise with National Energy Action to ensure that the funds it received from MoneySavingExpert's Martin Lewis will be able to demonstrate a cross UK reach (Frazer)

3 Staff

Recruitment was put on hold until all outstanding funding was confirmed. Contractors have been appointed where appropriate to complete a number of outputs in our work programme.

██████████ has completed two thought leader reports for us on Decarbonisation and one on Underoccupancy, both in relation to Fuel Poverty.

Additional PR/Communications support has been provided on an ad-hoc basis by Cowbrough Communications.

██████████ has provided sessional support for exam invigilation as required.

██████████ drafted some analysis on the impact of winter support for older households which we have shared with Citizens Advice Scotland with a view to

influencing the direction the adoption of the Cold Weather Payment System and the Winter Fuel Payment.

██████████ has been engaged to provide consultancy support to Clackmannanshire Council on our behalf, where we are engaged to monitor the performance of its 15 property BEIS funded whole house retrofit project.

██████████ has been engaged to produce a piece on Fuel Poverty and Inequality. This will be delivered during Q4.

4 Office Accommodation

The Scottish Government guidelines did not support a return to office working conditions during Q3. Staff worked productively at home. There have been occasional office visits by staff to collect essential items to support their work. This was authorised and communicated.

In light of recent relaxation of the rules regarding working in office we will begin to utilise our office accommodation to a greater extent during Q4. We will continue to work to the flexible working practices identified during 2020. The health and safety of the staff is paramount, and we will not be returning to full time office working.

5 Operational approach and assumptions

To forecast the delivery of outputs we had to make assumptions, and these are under constant review.

During Q3 we assumed that:

- Scotland will experience varying levels of COVID-19 restrictions to the end of March 2022.
- Normal operations, including face-to-face meetings to any great extent would not resume before the end of Q4.
- Large group gatherings related to our work would not be encouraged before the end of Q4.
- Workplace measures taken by our partners and contractors would enable the delivery of our funded projects.
- Funding and sponsorship from partners will be provided as expected.

6 Summary of performance

The table identifies 50 outputs. The table identifies movement. Two outputs are now red which relates to the unsuccessful application to the Scottish Government Adapt and Thrive grant scheme administered by SCVO and to the cancellation of the delivery of City and Guilds Renewable Energy qualifications. Detail is provided in the appendix.

Table 1 – Summary of progress against milestones

Summary	Number	Movement	%
Green	19	-6	38
Amber	9	-1	18
Red	2	+1	4
Completed	20	+6	40
	50	N/A	100

Red (not being delivered or significantly affected by 2 quarters)

Amber (at risk of reduced intensity or delay by 1 quarter)

Green (delivery as expected)

7 Conclusion

Reductions in funding and the availability of people provide the greatest risks to delivery, affecting training, events and potentially the implementation of measures in our partner funded projects across Scotland. Mitigations are in place as we intend to deliver most events online, reshaping some of our industry and charitable organisation funding and delivery our conference virtually.

Warm Home Discount Industry Initiative funding provides a significant proportion of our turnover. There is ongoing uncertainty over the future of this funding stream. This is of great concern. A successful project submission with the William Grant Foundation will mitigate the impact on income to some extent should we be unable to deliver any WHD funded project work.

Whilst our staff levels are below what is needed to deliver the full work plan, contracted support will provide capacity, but it is still proposed to recruit to provide Business Development and Policy & Research capacity. This has been budgeted for in our outline plan for 2022/23. Training capacity is low, but Siobhan has the capability to deliver training to the standards required. At the present time City and Guilds is only available through NEA's online delivery. Therefore, there is reduced need for Energy Action Scotland to provide a dedicated support at this time.

Energy Action Scotland - Programme Plan 2021- 2022		Q1	Q2	Q3	Q4	Status	Commentary Q3
1. The most vulnerable in society are the priority for measures to reduce fuel poverty							
Activity:	Supporting and enabling the delivery of pioneering measures and high-quality support at strategic and delivery levels						
Outputs	Provide responses to key consultations published by the Scottish Government, Ofgem and BEIS					Completed	Continuing to engage in Ofgem meetings for the revised price cap. Provided responses to both
	Support the development and dissemination of Scotland's Fuel Poverty Strategy 2021					Completed	Scotland's fuel poverty strategy published 23 December 2021. During Q3 we participated on one call with SG whilst it was drafting its strategy. Promoted to members, shared widely before final publication. Presented to Social Justice and Social Security committee
	Launch an Energy Action Scotland Fuel Poverty Manifesto for the Scottish Parliament elections					Completed	Completed in Q1
	Present regularly at national events to raise awareness of fuel poverty					Green	Presentation delivered to COP26 opener online webinar and Holyrood Conference on Just Transition
	Promote membership of Energy Action Scotland particularly our new 'no cost' membership tier to grow our network					Green	Increase membership numbers and income.
	Publish research into the rollout of Smart Pre-Payment Meters working with NEA with support from Smart Energy GB					Completed	Delivered a Scotland online event with Smart Energy GB attracting over 40 delegates.
	Produce a paper reviewing the impact of quality assurance standards on fuel poverty programmes					Completed	Completed Q2

	Provide strategic support to the Existing Homes Alliance, providing financial and governance support					Green	Regular attendance and participation with ExHA members
	Participate in strategic stakeholder groups of Energy Suppliers and Energy Networks					Green	Strategic meetings held with SSEN during COP26, SPEN consultation on future work plan. Calls with SGN. Regular meetings with Scottish Power, SSE and Utilita
	Complete a Support Pathway document to identify how support is provided in Scotland to inform advisory staff and organisations providing support to those in fuel poverty					Amber	Work on going expected to complete during Q4
	Participate in Energy Consumers Commission, Winter Benefits Review Group, Scottish Consumers Network, Cross Party Groups					Green	Participation with ECC, work planning, representation of research to the media and tender activity support.

2. Awareness of fuel poverty across all those working with those in fuel poverty is increased

Activity:	Building awareness, understanding, agreement and actions in priority sectors						
Outputs	Delayed from 2020/21: Compile case studies that demonstrate the value of the support provided to those that are the most vulnerable.					Completed	Completed in Q1
	Develop a practical demonstration project with representatives of private landlords to identify how best to support fuel poor tenants					Green	Intended to build on collaboration with Smart Energy GB on smart meter benefits to tenants of private landlords. Promotional support given to SEGB
	Delayed from 2020/21: Deliver a comprehensive review of the health and fuel poverty work delivered between 2010/20 including the actors involved, the chronology, geography and the nature of activities to provide a platform upon which to build the most effective engagement to support people living in fuel poverty					Completed	Completed in Q2
	Provide information on the impact of under occupancy and fuel poverty in conjunction with housing partners					Green	Report completed at end of Q3 due for publication in Q4
	Delayed from 2020/21: Produce a 'Making the connection' paper to help inform professionals working in health and social care of the benefits of supporting and signposting the fuel poor					Amber	Delayed to Q4

	Provide technical support to Clackmannanshire Council in its successful bid to BEIS for a renewables and energy efficiency demonstration project					Green	
	Publish the Fuel Poverty Monitor 2021 in association with NEA covering all households in GB					Completed	Fuel Poverty Monitor published during Novemebr 2021
	Establish a fuel poverty 'Think Tank' in Scotland to provide a focus of new thinking to help drive activities that will lead to the eradication of fuel poverty					Amber	Delayed to Q4. Individuals identified. Exepecting to convene group during Q4
	Produce 4 thought leadership papers on key topics associated with the drivers of fuel poverty					Green	2 papers complete, one drafted, one commissioned.
	Develop and launch a Winter 22 campaign to support households in collaboration with housing association members					Green	Winter camapign launched during November. Public and corporate donations exceeded £10k target

3. Direct support for the most vulnerable people in Scotland to reduce the impact of energy costs and improve their health and wellbeing is provided

Activity:	Securing significant investment from public, private and third sector sources and building effective partnerships						
Outputs	Secure the commitment of third-party funders for over £500,000 of additional investment to support the delivery of services and activities that will provide intensive support and improve the quality of life of the most vulnerable of the fuel poor in Scotland					Completed	Contracts received from both Scottish Power and SSE/OVO. Delivery in 8 central belt local authorities working well. Project in Shetland/Orkney/Western Isles due to commence Jan 2022
	Complete the extended delivery of energy company industry initiatives for ABC and Warm at Home resulting in over 260 households supported.					Completed	Completed in Q1
	Complete the distr bution of Programmable Pressure Cookers sourced via the Winter 21 campaign to over 500 households					Completed	Completed in Q1
	Provide support to over 150 vulnerable people and their families through our Aiming Beyond Cancer project funded by SSE/OVO					Amber	Project approval received on 23 December. Project partners in Shetland, Orkney and Western Isles engaged.

	Complete the delivery and reporting for the £160,000 William Grant Foundation funded Fuel Poverty Challenge Fund					Completed	Completed in Q2
	Produce a winter information resource to focus on health and wellbeing ahead of Winter 22 supported by SP Energy Networks					Completed	Information completed and circulated via membership and wider database.
	Provide support to over 300 vulnerable people and their families through our Warm at Home Project funded by Scottish Power					Green	Project now on schedule with increasing referrals and delivery.
4. The efficiency and effectiveness of the support for fuel poor households is improved							
Activity:	Identifying, exploring and promoting best practice from across the world to inform and educate practitioners						
Outputs	Review and update all factsheets as required to ensure that the information available is relevant and current to those working with the fuel poor in Scotland					Completed	
	Review and update the freely available advisors' too kit					Green	Further reviews completed during Q3
	Four quarterly Energy Reviews that showcase good practice, innovation, current and emerging issues					Green	Q3 publication published ahead of COP26.
	Deliver an impactful programme of training to over 100 candidates to City and Guilds Standards for Energy Awareness					Amber	Over 40 candidates now expected across Q3 and Q4.
	Provide introductory level training to over 350 frontline workers in Scotland through our Stay Warm Stay Well programme					Completed	Over 350 frontline workers attended session during November and December.
	Deliver training and access to City and Guilds qualifications in Renewable Energy in the Home					Red	We will not deliver this training due to lack of a suitable trainer and route to achieve qualification requirements of City and Guilds.
	Deliver close collaboration with National Energy Action to ensure a consistent approach to key strategic issues in fuel poverty. Includes participation at NEA's Board meetings.					Green	Continued participation with NEA board and colleagues strategically and practically
	Deliver 4 advisor forum meetings to share good practice and discuss issues impacting on fuel poor households					Green	Second Advisors Forum held, attracting over 250 registrations with over 150 in attendance.

Deliver 3 Business Supporter Group meetings hosted by key partners					Green	A BSG meeting is planned for February 2022
Deliver a briefing session for Scottish Politicians following the 2021 Scottish Parliament Elections					Completed	A number of meetings helped with MSPs and their staff during Q3.
Engage monthly with Ofgem as part of its outreach to its key stakeholder groups					Green	Regular meeting attendance at all Ofgem charities sessions.
Deliver a Fuel Poverty focused online conference ahead of COP26 featuring international speakers and attracting over 300 delegates					Green	Fuel Poverty Conference planned for early to mid March 2022. Online

5. Energy Action Scotland functions effectively managed

Activity:	Developing plans, policies and procedures to ensure the financial viability and smooth operation of the organisation					
Outputs	Policies Review					Amber
	Roles and structures					Completed
	Communications Strategy					Completed Paper presented at November Board meeting on communication review and plan.
	Apply for funding to deliver improvements to the office environment, website and attract business development support					Red Cancelled
	Secure contractor support to delivery of outputs during 2021/22					Completed Completed in Q2
	People Plan					Amber Delayed to Q4
	Culture and Values					Amber Work to continue into Q4

Corporate Strategy 2022-2026 Development					Green	Due in Q4
Implement finance process review					Completed	Completed in Q1
Develop development plan and secure over £1million in funding for 2022/23					Amber	WGF bid positively received for £250k, WHD assumptions required for 2022/23. But increased uncertainty

Red (not being delivered or significantly affected by 2 quarters)

Amber (at risk of reduced intensity or delay by 1 quarter)

Green (delivery as expected)

Summary

Green

Amber

Red

Completed

Number	%
19	38
9	18
2	4
20	40
50	100

RACI - a matrix to ensure clarity over who does what

R = Responsible (also recommender)

Those who do the work to complete the task. There is at least one role with a participation type of responsible, although others can be delegated to assist in the work required (see also RASCI below for separately identifying those who participate in a supporting role).

A = Accountable (also approver or final approving authority)

The one answerable for the correct and thorough completion of the deliverable or task, the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. In other words, an accountable must sign off (approve) work that responsible provides. There must be only one accountable specified for each task or deliverable.

C = Consulted (sometimes consultant or counsel)

Those whose opinions are sought, typically subject-matter experts; and with whom there is two-way communication.

I = Informed (also informee)

Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication

Communications Update



1.0 Introduction

Since September 2021 we have received unprecedented media coverage both in print but especially in broadcast. Interviews with journalists were shared across titles, for example, an interview with the publisher DC Thomson on fuel poverty in Tayside appeared in the Press & Journal, Dundee Courier and Dundee Evening Times over a period of days. Our content has also been picked up by news agencies (what we usually hear referred to as ‘the wires’) and consequently have run across a number of other titles, online and were attributed in other stories.

Christine, our longest serving member of staff, says that we have never received this volume of coverage and indeed it has grown over the past 3 months to account for a significant amount of our work.

2.0 Past Activity

Partner and member organisations agree with us that despite a regular contribution to this key issue in the media, it was historically a challenge to attract interest for any sustained period or in proportion to the scale is the issue as it affects households in Scotland. The appetite for our contribution to debate grows with our profile and is humbling when considered against the impact we are seeing on human lives.

3.0 Optimising our Engagement Opportunities

This quarter has been so consistently busy that it would be easy to look at the volume of coverage as the measure of success.

When fuel poverty falls down the agenda as it inevitably will in the months to come, it will be with the knowledge that we are seen as the key agency for comment, for briefing and for help.

Both broadcast and print journalists now come to us regularly to support their understanding of issues including: Government policy both in Westminster and in Scotland; the price cap; energy company failure; bills and levies, and; advice for customers. This is the real place of strength and a significant.

We were represented across 23 national and local radio broadcasts during September to end January. Several of these were syndicated across local independent stations and we have only been able to account for these based on the original interviews. These included Bauer Media and Global Media.

We appeared on 4 national TV broadcasts and 2 podcasts for specialist interest organisations.

With our members and partners, we have been able to provide household/consumer voices to speak to the lived experience of fuel poverty and have

become a key contact for every major media outlet in Scotland as well across the UK as awareness grows of the disparity between billing and consumption levels in Scotland compared to elsewhere.

4.0 Our Voice

To ensure that we maximise our advantage in this place of focus, we have commissioned several ‘think pieces’ which we will look to place in order to develop the narrative and understanding of the wider issues concerning us.

The time to do that will be when consumer fear recedes (and spring approaches), party politics de-escalate and when we can engage pro-actively with the new levels of awareness and understanding.

New resources like the fuel poverty map of Scotland the forthcoming film in partnership with Scottish power give us visual resources we have found to be a challenging lack in the past. This has resulted in increased pick up from the online versions of the traditional print media. Articles in the Daily Record and pick across independent newspaper titles. We instigated or responded to journalists from the print media resulting in 7 major articles.

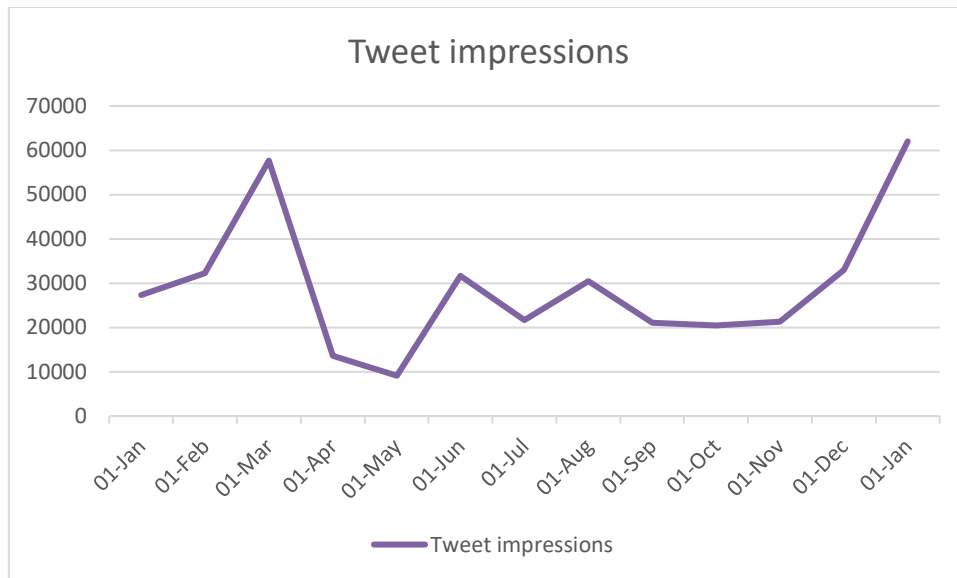
This is a real opportunity to lead the debate and encourage new thinking and debate around fuel poverty and our goal remains to consolidate and expand our position as the central voice of fuel poverty in Scotland.

5.0 Other Platforms

Outside the traditional media we continue to create engagement and influencing opportunities of our own with online dissemination events including our Advisers Forums which are proving hugely popular. The most recent one in January attracted over 200 participants demonstrating both our reach as well as the devastating level of need in our communities.

Looking ahead we have commissioned content on under-occupancy, decarbonisation, financial supports, health and housing, and inequalities which will give us more, quality content to communicate.

Table 1 – Twitter: Tweet Impressions*



*Tweet impressions are a measure of the number of times a particular tweet has been viewed.

Twitter reflects both our regular engagement as well as the peaks of focus on both fuel poverty and EAS. For example, March 2021 was an early engagement peak for us with the Annual Conference and the lead up to the Scottish Parliament elections. However, January 2022 saw double the levels of engagement of any other previous month. In general, engagement has spiked over the price cap and energy company failure as increasing numbers of people seek out information on an issue which is affecting thousands more every month.

Recommendation

The trustees are invited to approve:

- Note the content of the communication update

Author: Kate Cunningham

Approved: Frazer Scott

Energy Action Scotland, 30 December 2021

[Scottish Fuel Poverty Map](#)

The worst areas for fuel poverty in Scotland revealed.

As industry and charities call for urgent action to support people with their energy bills this winter, the extent of Scotland's fuel poverty problem has been geographically captured for the first time.

Figures mapped out by fuel poverty campaigner's Energy Action Scotland show that 40% of people living in the Western Isles live in fuel poverty compared to just 13% in East Renfrewshire. The Scottish average was 24% of all households.

Daily Record, 30 December 2021

[Fuel poverty in Scotland laid bare as map shows 'alarming' disparities between council areas](#)

A charity is calling for an immediate VAT cut on energy bills as households face a cost of living crisis.

Campaigners have called for more support for the parts of Scotland hardest hit by fuel poverty after figures revealed a shocking disparity between council areas.

Around 40 per cent of residents in the Western Isles are estimated to live in fuel poverty compared to just 13 per cent in East Renfrewshire.

That's TV Scotland – 7 January 2022

Energy Campaigners, Energy Action Scotland, have uncovered these frightening statistics and say they fear for the vulnerable as fuel costs are set to rise again in April.

<https://twitter.com/i/status/1479520713157615618>

Original 106 FM, 3 February 2022

As Ofgem announce that its price cap will rise by £693, Frazer Scott, the Chief Exec of @EAS_Scotland says it will have a devastating impact on households across Scotland.

https://twitter.com/originalfm/status/1489212359596032009?s=20&t=-AI22N3MZ_UgwWcxM_dZew

This is the schedule referred to in the forgoing Offer of Grant dated: 01/11/2021

SCHEDULE 2

GRANT CLAIM FORM

Organisation: Energy Action Scotland, Ingram House, 227 Ingram St. Glasgow, G1 1DA

Bank details: [REDACTED]

Project: SCOTTISH GOVERNMENT GRANT - ENERGY ACTION SCOTLAND 2021-2022

Total agreed grant for: £130,000

Latest forecast of expenditure of grant for: 2021/22 (Amount): £97,500.00

Grant claimed to date: £65,000.00

Claim for Grant for the period from 1 October – 31 December 2021

We hereby claim grant of £32.500 in respect of the above period in accordance with the terms and conditions of the offer of Grant dated 1 November 2021 and the Schedules attached thereto.

Completed by: Fraser Scott

Position: Chief Executive Officer

Contact Details: Email fraser.scott@eas.org.uk Phone [REDACTED]

Date:

Items of Expenditure

Please list in the table below all discrete items of expenditure relevant to the above period and the type of documentary evidence that will be made available on request to substantiate each amount.

A	B	C	D
Item	Amount (£)	Paid Invoice [Y/N]	Other (please specify, e.g. certificate of payment in kind)
See attached report			
TOTAL*			

*** Note the total should add up to the total expenditure claimed for the period.**



SCHEDULE 3

STATEMENT OF COMPLIANCE WITH CONDITIONS OF GRANT

Energy Action Work-Plan 2021-22

This is to confirm that the grant claimed by Energy Action Scotland in relation to the above Project during the financial year ended 31 March 2022 was properly due and was used for its intended purpose(s) in accordance with the terms and conditions of the Grant. This statement is supported by the records of Energy Action Scotland.

Signed:



Name in block capitals: FRAZER SCOTT

Position: Chief Executive Officer

Date: 7 February 2022





T : 0300 244 4000
E : scottish.ministers@gov.scot

Christine McArthur
christine.mcarthur@eas.org.uk

Our Reference: 202200274995

9 February 2022

Dear Ms McArthur ,

Thank you for inviting the Cabinet Secretary for Net Zero, Energy and Transport, Michael Matheson MSP, to give the keynote address at your second annual Fuel Poverty Conference on 9 March.

Unfortunately, due to a prior engagement, Mr Matheson will be unable to attend. However, the Minister for Zero Carbon Buildings, Active Travel and Tenants' Rights, Patrick Harvie MSP, will be happy to take up the invitation and speak at the event in his place.

As suggested in your letter, we are happy for Mr Harvie to give a 15 minute speech followed by a Q&A session of similar length.

I would be grateful if you could contact the Minister's Assistant Private Secretary, [REDACTED], via email at MinisterZCBATTR@gov.scot, to arrange a precise time slot for his contribution to the conference, within the two hour session you identified in your invitation.

Yours sincerely,

[REDACTED]

[REDACTED]

Private Secretary

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot





Christine McArthur
christine.mcarthur@eas.org.uk

Our Reference: 202200274995

Dear Christine McArthur ,

Thank you for your correspondence sent on 21/01/2022. Your query will be passed to the relevant area for consideration and has been given a reference number of 202200274995. Please quote this number in all correspondence. The Scottish Government aim to respond, where necessary, as quickly as possible and within the stated timescale as indicated on our website (<http://www.gov.scot/Contacts/>).

Yours sincerely

MiCase

Correspondence system for SG and partner agencies

The Scottish Government takes your privacy seriously. You may have written to us because you have a question or want to make a complaint. Our privacy notice (<https://beta.gov.scot/publications/contacting-the-scottish-government-handling-your-data>), available on our website, sets out how we use your personal data, and your rights when communicating with us. It is made under Article 13 of the General Data Protection Regulation (GDPR).

Scottish Ministers, special advisers and the Permanent Secretary are covered by the terms of the Lobbying (Scotland) Act 2016. See www.lobbying.scot

