

Home Energy Efficiency Programmes for Scotland Summary Delivery Report 2014/15

Main Findings

- 67,000 energy efficiency measures were installed in Scotland in 2014/15 across all schemes (HEEPS and ECO).
- Over 32,000 measures were installed in Scottish households through the Scottish Government's 2014/15 HEEPS programme.
- Over 30,000 households received measures through HEEPS.
- Annual CO2 savings of over 33,000 tonnes and savings of over 830,000 tonnes over the lifetimes of the measures.
- Households will save over £8.3m in fuel bills annually and almost £200m over the lifetimes of the measures.

Background

1. The Home Energy Efficiency Programmes for Scotland (HEEPS) are the Scottish Government's flagship delivery vehicles for tackling fuel poverty and improving the energy efficiency of the domestic housing stock. Launched in April 2013 HEEPS provide an offer of support to households across Scotland. The 2014/15 Programme had a total budget of £94m and funded a number of programmes, including advice and support.
2. HEEPS succeeded a range of Scottish Government programmes such as the Boiler Scrappage Scheme (BSS), the Home Insulation Scheme (HIS), the Universal Home Insulation Scheme (UHIS) and the Energy Assistance Package (EAP) which, since 2009/10, have delivered over 230,000 energy efficiency measures to Scottish households. The different HEEPS schemes are designed to work with other sources of funding to provide a broader enabling environment assisting the blending and leveraging of multiple sources of funding to deliver energy efficiency measures.
3. Details on delivery through schemes prior to HEEPS and previous HEEPS Programme report can be found [here](#) on the [Energy Saving Trust](#) website.

Home Energy Efficiency Programmes for Scotland 2014/15

4. For 2014/15 the majority of the Scottish Government's budget for fuel poverty and domestic energy efficiency programmes continued to be allocated to **Area Based Schemes (HEEPS: ABS)**. Area Based Schemes are delivered by Local Authorities who identify the areas they wish to prioritise, providing a range of insulation measures but focussing on harder to treat properties requiring more expensive interventions such as solid wall insulation. The budget for Area Based Schemes for 2014/15 was £60m, a £5m increase on the previous year.
5. The second element of HEEPS available in 2014/15 was the **Energy Assistance Scheme (HEEPS: EAS)**, which was available to households who are most vulnerable to fuel poverty. For 2014/15 the EAS budget was £16m.
6. Finally, in 2014/15 the Scottish Government also offered **HEEPS: Cashback**. This offered vouchers to householders and funding to social landlords to

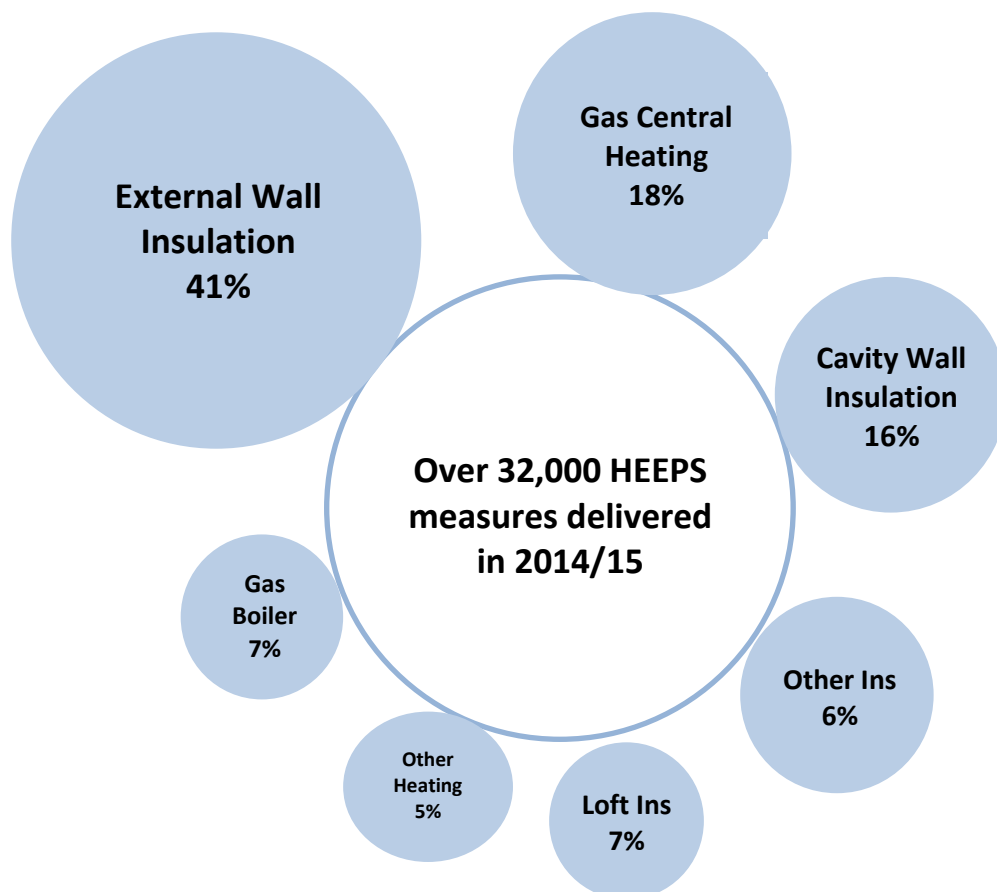
enable them to install energy efficiency measures to their property. Total funding of £15m was available through the Cashback scheme.

7. The table at Annex A provides a breakdown of HEEPS delivery in 2014/15.

HEEPS delivery in 2014/15

8. In total, across all our HEEPS schemes, over 32,000 measures were delivered to over 30,000 households across Scotland. Just over 40% (13,208) of measures delivered were solid wall insulation, almost a fifth (5,953) were gas central heating systems and around 14% (5,155) were cavity wall insulation. In total 70% of the measures delivered across HEEPS in 2014/15 were a form of insulation with the remainder being heating-related.

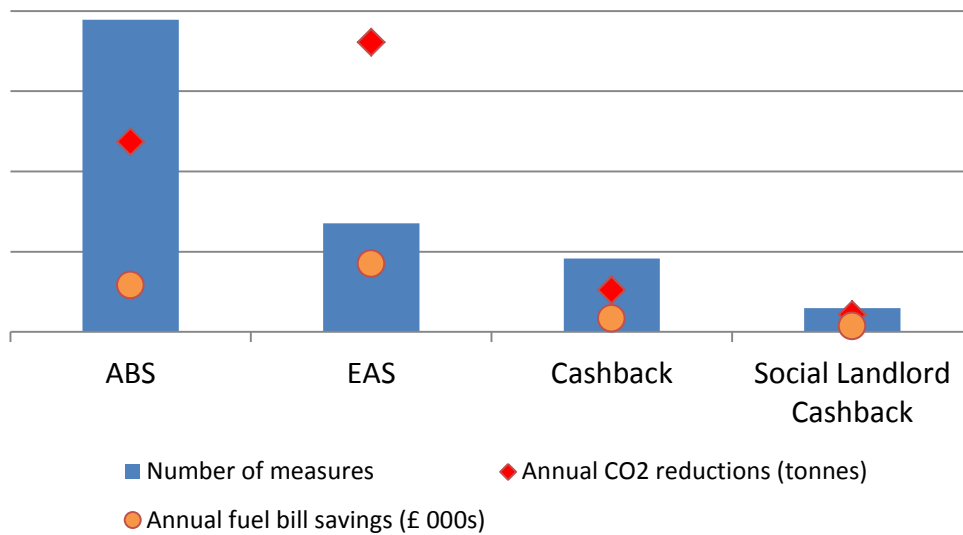
Figure 1: Measures delivered by HEEPS in 2014/15



9. The installation of the above measures contributes to substantial reductions in CO2 emissions and significant savings in household fuel bills. We estimate that, over the lifetime of the measures installed, over 830,000 tonnes of CO2 will be saved and households will save almost £200m in fuel bills (Figure 2).

10.

Figure 2: Lifetime CO2 and Fuel Bill Savings from HEEPS Measures



HEEPS: Energy Assistance Scheme

11. The Energy Assistance Scheme (HEEPS: EAS) is available to households who are most vulnerable to fuel poverty. Eligibility is based on age and receipt of certain benefits. The data for 2014/15 refers to the period from April 2014 to August 2015 when the final EAS installations were done before the scheme was replaced by Warmer Homes Scotland. In 2014/15 over 6,500 households received assistance through our Energy Assistance Scheme (Table 1). The overwhelming majority of measures delivered by EAS was new gas central heating systems (82%). A small number of other heating systems were also installed (electric, LPG, solid fuel and renewable) and also a small number of solid wall insulations.

Table 1 : Measures delivered and CO2 & Fuel Bill savings by the Energy Assistance Scheme 2014/15

Measures installed	
Gas heating	5522
Other heating	922
Insulation	266
Total	6,764
Annual CO2 reduction (tonnes)	18,000
Lifetime CO2 reduction (tonnes)	308,477
Annual fuel bill savings (£m)	4.2
Lifetime fuel bill savings (£m)	71.1

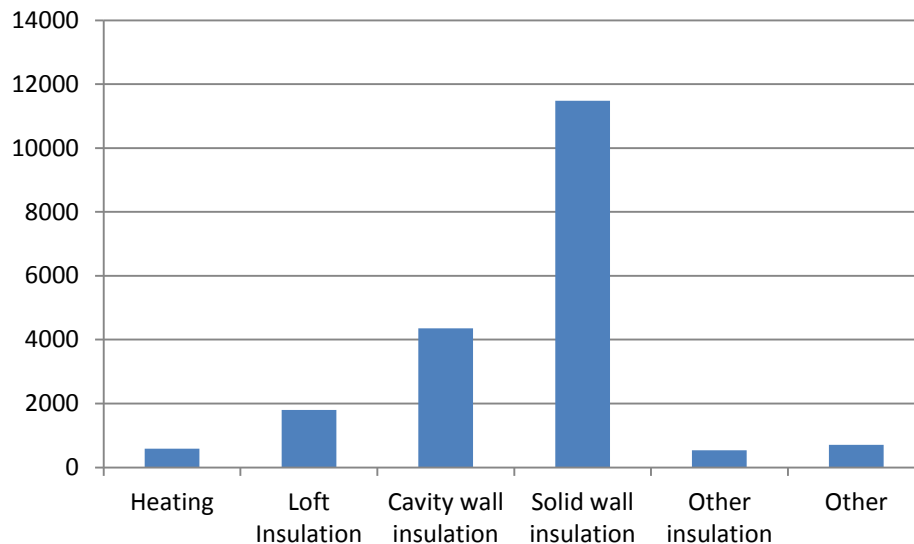
12. Measures delivered by EAS make a significant contribution to reducing carbon emissions and fuel bills. We estimate that around 18,000 tonnes of CO2 were saved annually and over 308,000 tonnes over the lifetime of the measures installed. In addition, households receiving measures delivered by

EAS could expect to save over £4.2m in their fuel bills annually and over £71m over the lifetime of the measures.

HEEPS: Area Based Schemes

13. Area based schemes provide grant funding to local authorities to develop and deliver local fuel poverty programmes. Delivery is therefore managed by councils who provide information to the Scottish Government on progress. HEEPS: ABS funding is provided for private sector properties only, although many schemes cover private sector properties in mixed tenure blocks. Enabling funding is provided to councils to assist in developing schemes, engage with householders and to contribute towards the cost of scaffolding etc. HEEPS: ABS funding often 'unlocks' larger mixed tenure schemes where a mix of social and private sector properties are involved. The figures collected from councils therefore include the number of social rented sector properties which received energy efficiency measures as part of HEEPS: ABS schemes.
14. In 2014/15 almost 19,500 energy efficiency measures were delivered by HEEPS: ABS to Scottish households. Councils advise us that only around 5% of households receive more than one measure. We have therefore assumed that 95% of households receive only a single measure meaning measures were delivered to almost 18,500 households.
15. Figure 2, below, shows that HEEPS: ABS delivered large numbers of solid wall insulation (SWI). Almost 12,000 households in Scotland received SWI through an area based scheme. We can also see, however, that councils also focus delivery on cavity wall insulation and over 4,000 households received this measure. The nature of area based schemes means that large numbers of these properties receiving cavity wall insulation live in properties deemed hard-to-treat. This means that they cannot be filled using the same methods as standard cavity walls. Hard-to-treat properties typically have narrower cavities, are of non-traditional construction or be more than three storeys high. These features add to the complexity and cost of carrying out work of this nature. Over 3,000 (74%) of cavity wall insulation carried out through HEEPS: ABS is to hard-to-treat cavities.

Figure 3: Measures delivered by Area Based Schemes, 2014/15



16. The measures installed through our Area Based Schemes help to both reduce our carbon emissions, contributing towards meeting our climate change targets, and save households money on their fuel bills. We estimate that the measures installed during 2014/15 helped to save almost 12,000 tonnes of CO₂ annually and over 436,000 tonnes of CO₂ over the lifetime of the measures installed.

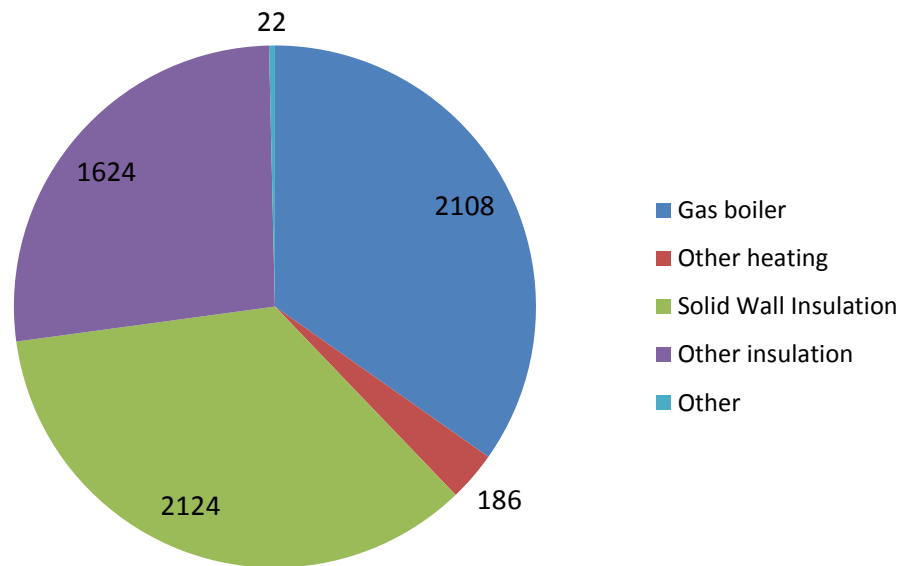
17. In addition, we estimate that the installation of measures resulted in annual savings of around £3m to households and total savings of almost £108m over the lifetime of the measure.

HEEPS: Cashback

18. For 2014/15 HEEPS: Cashback was separated into two streams. The first, with a budget of £10m, provided funding to households to enable them to install energy efficiency measures to their homes. Households could receive up to £6000 if they wished to install solid wall insulation, and up to £1300 for other lower-cost measures and a Green Deal Assessment. Around 4,600 measures were installed by 3,779 households through our household Cashback scheme.

19. The second stream, with a budget in 2014/15 of £4.5m, provided, for the first time via HEEPS, funding to social landlords to support the installation of energy efficiency measures to their stock. The scheme was open to all social landlords in Scotland and they were required to submit bids for funding to install solid wall insulation and/or hard to treat cavity wall insulation, up to a maximum value of £250,000. Twenty three social landlords received grants ranging from £23,000 to £250,000 and installed just under 1,500 measures as a result.

Figure 3: Measures delivered by HEEPS Cashback 2014/15



20. Figure 3 sets out measures delivered by the Cashback scheme. The largest single measure installed was solid wall insulation (SWI). In total 2,124 households received SWI, 755 through the social landlord scheme and 1,367 from the household scheme. A substantial number of other insulation measures were also carried out; over 550 households received loft insulation, over 700 cavity wall insulation and, additionally, over 2,100 households installed a new gas boiler.

21. It is possible for households who received vouchers to use this funding to install multiple measures, although most installed only one. In total 3,779 individual households received assistance from the household scheme and 1,491 through the social landlord scheme.

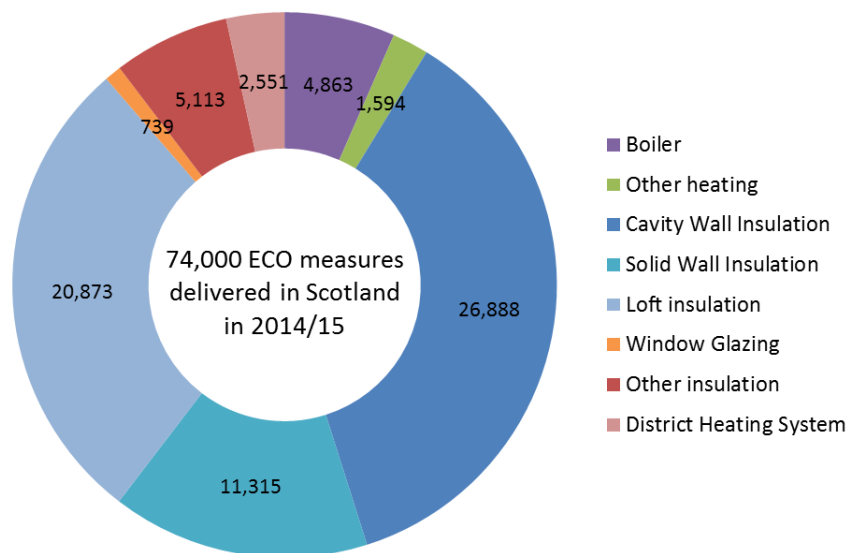
22. The installation of these measures means that the HEEPS: Cashback scheme will, over the lifetime of the measures installed, help to save almost 92,000 tonnes of CO₂. In addition, households will benefit from fuel bill savings of over £18.8m, again, over the lifetime of the measures.

Delivery of the Energy Company Obligation (ECO) in Scotland

23. Our HEEPS schemes operate within a broader landscape of energy efficiency programmes operated by the UK Government. Our Area Based Schemes in particular are designed to work in tandem with the Energy Company Obligation (ECO) to provide a blend of funding which can help develop larger schemes and assist the greatest number of households possible.

24. Statistics on the number and geographical distribution of measures installed in Great Britain under ECO are published by DECC¹. This report provides more detailed information relating to measures installed in Scotland from April 2014 to March 2015 .
25. During this period, almost 63 000 households in Scotland received just under 74 000 measures via ECO. This equates to 31 measures per 1000 households in Scotland; by comparison, across Great Britain for the same time period, 24 measures per 1000 households were delivered. Households in Scotland therefore received 25% more ECO measures per household than in the GB as a whole.
26. In total, insulation accounted for 88% of all measures installed through ECO in 2014/15, with the remainder being heating (9%) and district heating system (3%) (Figure 4).
27. It is not possible to blend ECO with our Cashback scheme and it did not support delivery of our Energy Assistance Scheme. ECO funding is, however, typically blended with HEEPS: ABS. If we assume that 100% of work carried out on our HEEPS: ABS programme was done so in conjunction with ECO we can be reasonably confident that the total number of measures delivered in Scotland, across HEEPS and ECO is in the region of 67,000 (ECO + Cashback + EAS – ABS).

Figure 4: Measures installed through ECO in Scotland (2014/15)



¹ Household Energy Efficiency National Statistics, headline release (January 2016).

Table 2. Number of measures installed through ECO and households that have benefitted in Scotland, by quarter (2014/15)

Installation period	Measures installed	Unique properties with measures installed
Apr 14 – Jun 14	17,995	14,673
Jul 14 – Sep 14	20,449	17,918
Oct 14 – Dec 14	21,232	17,768
Jan 15 – Mar 15	14,260	12,404
Financial Year 2014/15	73,936	62,763

Advice and Support: Home Energy Scotland

28. We recognise that, alongside funding for physical measures, we also need to ensure people are guided through the choices available to them. As part of the Scottish Government’s overall funding of around £9m to fund **Home Energy Scotland**, around £3m comes from our HEEPS programmes (the remainder being funded from the Energy budget). This provides free and impartial advice to all householders in Scotland and ensures, where eligible, they can be referred to the most appropriate scheme specific to their personal circumstances. Home Energy Scotland can also provide tailored advice for an individual’s own home and assist householders through the complaints process of Government energy efficiency schemes. Callers are offered a free benefits check to ensure they are receiving all the help and support they are entitled to. HES also provides a community liaison service to join up with other service providers to reach the most vulnerable people in the community.
29. Through this service, consumers can be assured that they do not need to be knowledgeable on the various funding streams or schemes available, making for a simpler customer journey. Home Energy Scotland also ensures that the service provided covers advice on behaviour change, which can make a significant difference to consumers – saving energy and money.

Table3: Engagement with Home Energy Scotland

Households in contact about Home Energy Efficiency Programmes for Scotland	45,932
Take up of offers of help	
Households	42,385
People in households	86,261
Energy saving advice (households)	42,385
Income maximisation referral (people)	10,873
Energy cost reductions referral	13,767
Energy efficiency measures	
Affordable warmth Referral under MOU (households)	2,320
HEEPS: ABS referrals (households)	5,753
Other obligated supplier scheme referral	1,435
EAP Stage 4 & EAS referrals (households)	10,656

The impact of HEEPS

30. A full evaluation of HEEPs will be carried out in due course. Figure 5 demonstrates that, in the two years it has been in operation a significant number of energy efficiency measures have been installed through our HEEPS Programme. This contributes to the over 900, 000 energy efficiency measures delivered to Scottish households since 2008. But we are also clear that, whilst the numbers above are encouraging, they do not tell the complete story of how our funding is helping to improve the lives of households across Scotland.
31. We have set out below some case studies of households who have benefited from HEEPS funding.

Home Energy Efficiency Programmes for Scotland: Case Studies

Connie & Hugh – External Wall Insulation [here](#)

Mary – External Wall Insulation [here](#)

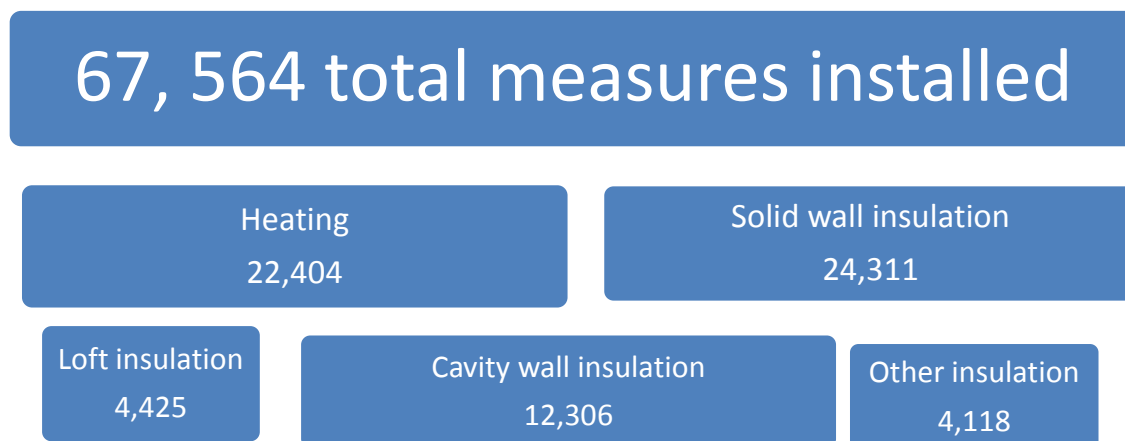
Neil – External Wall Insulation [here](#)

John – External Wall Insulation [here](#)

Vincent – External Wall Insulation and Boiler [here](#)

Frances – External Wall Insulation [here](#)

Figure 5: Measures delivered by HEEPS- 2013/14 & 2014/15



Conclusion

32. Since it was launched in 2013, until the completion of the 2014/15 programme in Autumns 2015, over 60,000 households in Scotland have received over 66,000 energy efficiency measures through HEEPS. Scottish households will save an estimated £421m in fuel bills over the lifetime of the measures installed and almost 1.8m tonnes of CO₂ will be saved as a result. Scottish Government investment in HEEPS delivery to date is over £165m and, taking into account investment through ECO, this means that, since April 2013, almost £460m has been invested in improving Scotland's domestic energy efficiency.

Annex A –information on 2014/15 HEEPS delivery

Headline data

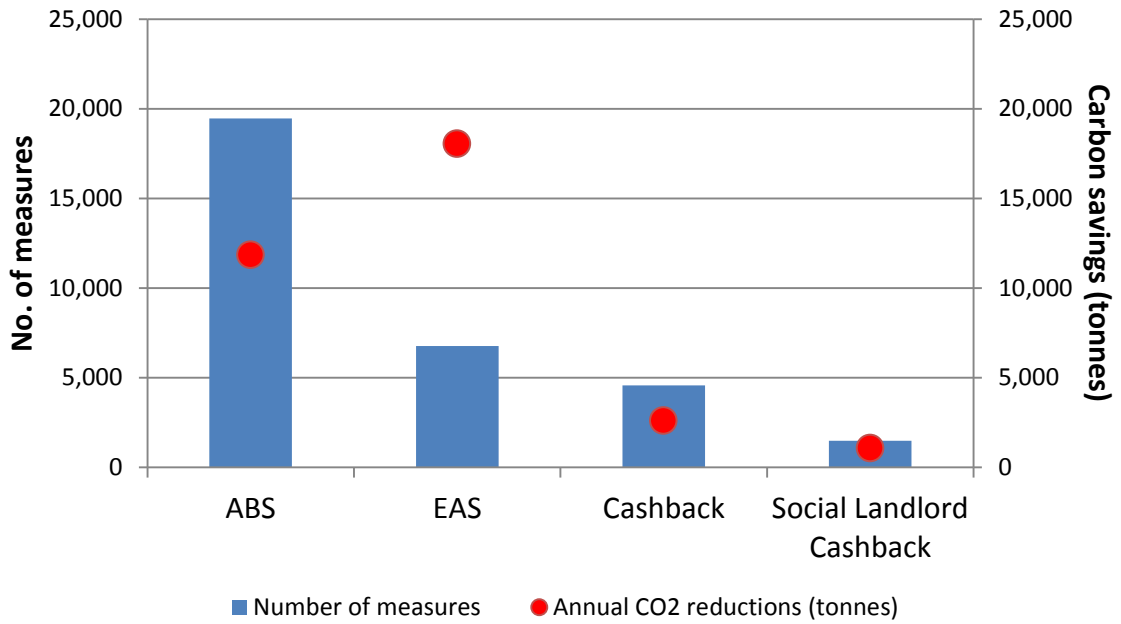
Households in contact with HES		Notes
Households contacting HES about HEEPS	45,932	All information in this section is provided by Energy Saving Trust
Take up of offers of help		
households	42,385	
people in households	86,261	
Energy saving advice (households)	42,385	
Income maximisation referral (people)	10,873	
Energy cost reduction referral	13,767	
Referrals for energy efficiency measures		
HEEPS: ABS referral (households)	5,735	Source: Energy saving Trust
Energy Assistance Scheme referrals (households)	10,656	Source: Energy saving Trust
Energy Efficiency Installs		
Energy Assistance Scheme	6,764	Source: British Gas
Area Based Schemes	19,461	Source: Local Authorities
HEEPS: Cashback	6064	Source: Energy Saving Trust
Carbon savings (tonnes)		
Energy Assistance Scheme		
annual savings	18,048	Source: British Gas
lifetime savings	308,477	Source: British Gas
Cashback		
annual savings	3,667	Source: Energy Saving Trust
lifetime total	91,653	Source: Energy Saving Trust
Area Based Schemes		
annual savings	11,849	Source: modelled by Scottish Government based on Energy Saving trust data
lifetime total	436,484	Source: modelled by Scottish Government based on Energy Saving trust data
Gain in household income over lifetime of measures (£)		Gain in household income refers to the net gain from energy efficiency installs only. It does not include any additional gain from other interventions carried out by EST such as tariff advice or benefits maximisation
Energy assistance scheme	71,134,575	Source: British Gas
Cashback	11,948,457	Source: Energy Saving Trust
Area based schemes	107,638,720	Source: modelled by Scottish Government based on Energy Saving trust data
Total	190,721,752	

HEEPS Delivery by Local Authority

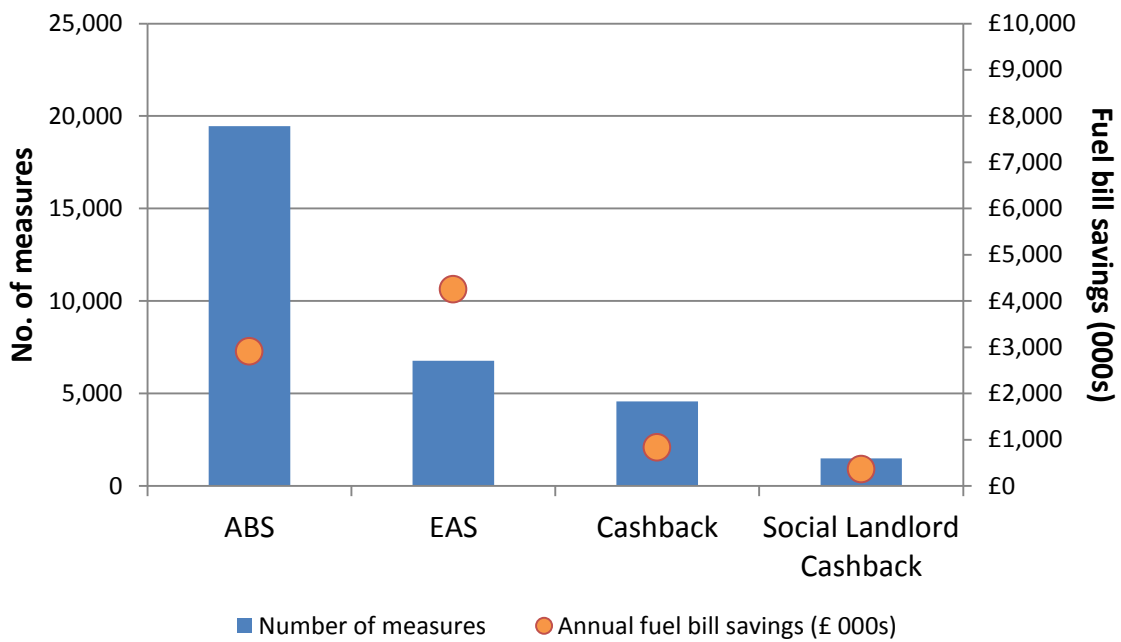
Local authority	Number of measures installed				
	GHCB	GHCB SL	EAS	ABS	Total
Aberdeen City	83	12	112	691	898
Aberdeenshire	49	71	218	2373	2711
Angus	67	19	122	360	568
Argyll & Bute	40		178	509	727
Clackmannanshire	27		65	67	159
Dumfries & Galloway	33		206	320	559
Dundee City	81	119	179	704	1083
East Ayrshire	173		130	467	770
East Dunbartonshire	80		126	82	288
East Lothian	39		99	264	402
East Renfrewshire	70		116	116	302
Edinburgh, City of	404	162	423	601	1590
Eilean Siar	0		98	574	672
Falkirk	125	18	150	605	898
Fife	493	276	504	2801	4074
Glasgow City	376	71	708	2319	3474
Highland	50	67	398	535	1050
Inverclyde	193		170	450	813
Midlothian	96	30	126	268	520
Moray	9		97	245	351
North Ayrshire	159		184	320	663
North Lanarkshire	375	18	486	374	1253
Orkney Islands	5		32	0	37
Perth & Kinross	96	66	156	535	853
Renfrewshire	366	62	249	799	1476
Scottish Borders	28	332	112	278	750
Shetland Islands	5		11	148	164
South Ayrshire	125		155	313	593
South Lanarkshire	511	50	521	873	1955
Stirling	48	42	91	856	1037
West Dunbartonshire	143		109	259	511
West Lothian	224	76	228	355	883
TOTAL	4573	1491	6559	19461	32084²

² This figures is lower than the 32,289 number of measures installed as the breakdown for local authorities for EAS refers only to households receiving measures and not total measures received.

Annual CO2 savings by HEEPS scheme



Annual Fuel Bill Savings by HEEPS schemes



Number of ECO measures installed in Scotland, by obligation, by quarter (2014/15)

Installation period	Carbon Saving Target (CERO)	Carbon Savings Community (CSCO)	Affordable Warmth (HHCRO)	Total number of ECO measures installed
Apr 14 – Jun 14	5,941	9,106	2,948	17,995
Jul 14 – Sep 14	8,292	10,768	1,389	20,449
Oct 14 – Dec 14	7,947	12,308	977	21,232
Jan 15 – Mar 15	6,846	6,212	1,202	14,260
Financial Year 2014/15	29,026	38,394	6,516	73,936

Number of ECO measures installed in Scotland, by measure group, by obligation (2014/15)

	CERO	CSCO	HHCRO	Total
Boiler	0	0	4,863	4,863
Other heating	0	0	1,594	1,594
Cavity Wall Insulation	12,732	14,147	9	26,888
Solid Wall Insulation	7,630	3,685	0	11,315
Loft insulation	8,306	12,517	50	20,873
Window Glazing	259	480	0	739
Other insulation	96	5,017	0	5,113
District Heating System	3	2,548	0	2,551



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