



LGOWIT

Resilience Forum

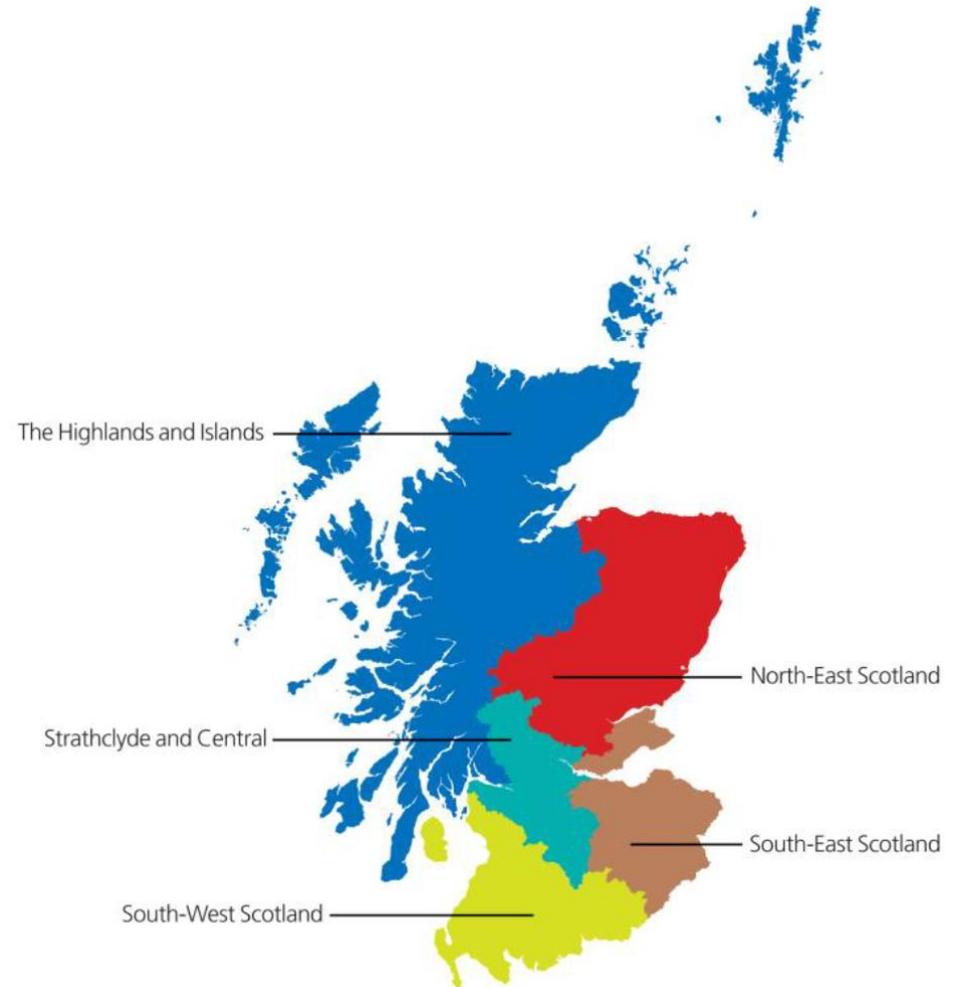
September 8th 2022

Dean Wigglesworth, Specialist Advice Team Manager

Home Energy Scotland – who we are



- Funded by the Scottish Government, delivered by the Energy Saving Trust
- Provide free & impartial energy advice to help people affordably heat their homes
- Access to Government funded schemes
- We do not cold call



How we help you

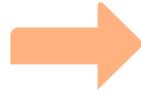


Talk to our advice team on

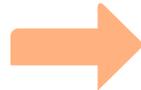
0808 808 2282

An advisor will take you through a series of questions to:

- Find out more about you
- Find out more about your home
- Give advice on what you can do to save energy
- Describe different schemes that could help you to make your home easier to heat



Send you a home report with more information on the topics discussed



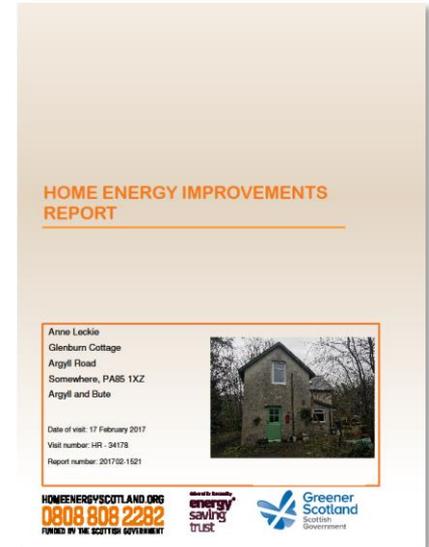
Refer you to schemes to help you improve your home



Offer a home visit for more complex cases – often for older homes



Home Energy Specialist visit to provide more detailed advice and ongoing support



Key questions

- The following questions are key indicators to identify who may benefit most from HES support:
- Do you find your home **hard to heat**?
- Do you **worry** about your **fuel bills**?

What types of funding and support are available?

Support



Energy advice

- Tailored practical advice on changes and improvements to help save money by reducing the amount of energy used in homes

Benefit checks

- Recommended if circumstances have changed or never checked
- Referrals or signposting to Department for Work and Pensions

Tariff support

- Cost of living payments
- Supplier switching advice

Energy efficiency measures

Heating and/or insulation to make homes warmer, more comfortable and more affordable to heat. There are several funding schemes

Support



Home visits

- Home Energy Scotland can provide joint home visits for example with an interpreter or local advice services
- Bespoke renewables and energy efficiency advice

Translation services

- Home Energy Scotland is happy to translate any written materials into other languages on request.

Who can receive this funding and support?

Anyone can call Home Energy Scotland for support – there are lots of different types of support available



- Some support is available nationwide to everyone
- Some support is available nationwide to home owners and private tenants
- Some support is local and funded through local authorities or other local agencies

Call Home Energy Scotland to access the support available

0808 808 2282

Funding for measures Warmer Homes Scotland

Warmer Homes Scotland is designed to help people make their homes warmer and more comfortable by installing a range of energy saving measures.

The Scottish Government is offering assistance to:

- Homeowners
- Private sector tenants
 - struggling to heat their home
 - who have lived in their property for at least twelve months
 - and who meet the **qualifying criteria**.

Funding for measures Warmer Homes Scotland



The **measures offered** will depend on a survey of the property

Assessors will recommend measures suitable for the property, including a range of insulation and heating measures

In most cases costs will be met by the Scottish Government

There *may* be a need for customer contributions in some instances for certain more expensive measures, such as solid wall insulation

Funding for measures HEEPS: ABS



HEEPS Area Based Schemes

Local authorities run Area Based Schemes and householders may be eligible to receive support under these schemes depending if they meet their criteria

In the Highlands there is funding for External Wall Insulation for homes through the Highland Council. This is managed by the energy supplier Eon.

This is for:

- Owner/Occupiers & Private Sector Landlords (certain conditions for landlords)
- Council Tax A to C
- Council Tax D in certain circumstances
- Homes with Solid walls or pre 1983 timber walls (significant contribution)
- Cavity walls insulation for unfilled cavities

Tools for your use

Advice videos online

[How to use your boiler heating system](#)

[How to use your room and radiator thermostats efficiently](#)

[How to get the best out of your storage heaters](#)

[Managing appliances](#)

[Managing condensation](#)

[Understanding your energy bills](#)

[Getting the best out of your solar PV system](#)

[Getting the best out of air source heat pumps](#)



Home Energy Scotland Portal Referrals

The easiest way to make a referral for Home Energy Scotland is through the Home Energy Scotland referral portal.

The Home Energy Scotland referral portal allows you to make referrals on behalf of clients online. Once someone has been referred through the portal, the next step is for an energy advisor to give them a phone call to provide them with the full Home Energy Scotland service.

You can create your own account which will allow you to track all of the referrals which you have sent into the portal. You will also be able to see what Home Energy Scotland have done with your referral and view outcomes for your referred clients.

The portal interface



Name: Ross Barrow | User Role: EST System Admin | Logout | Change password



Menu

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Manage users

Referrals

Reporting



Manage organisations



Manage users



Referrals



Reporting

Feedback from our advice centres and key stakeholders

“I’m happy to say that everything was extremely user friendly. When using the portal to set up user details, it was incredibly intuitive. I really liked the preferred contact method and best time to contact sections. I also really liked the security password, as the security aspect will be something that many of our clients will be unsure about.

“A great asset as an option for some organisations, and well done to you and the team for developing this. I will work with my team to make sure we are selling the benefits and encouraging participation.”

Call us on 0808 808 2282

