

**energy  
saving  
trust**

# **Impact report**

**20**

**21**





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# Renewing our role in touching people's lives



*"When I reflect on an unprecedented year due to the Covid-19 pandemic, the thing I'm most proud of is that we truly supported and empowered our people."*



Neil Sachdev, chair, Energy Saving Trust board

**Across Energy Saving Trust we saw everyone pull together, in order to continue to help others live their lives in a more sustainable way. And in spite of everything, we maintained our impact on carbon reduction.**

But we cannot afford to let up. There are reports today of emission cuts being achieved, but that is because the world stopped turning for a little while due to Covid-19. As we build back better, we must take with us the lessons of the past year in terms of how we work, how we travel, how we live. If we are to do one thing to achieve our objectives and deliver our mission, we must make it easier and cheaper for consumers to take up new technologies. That means helping people understand how to use zero carbon heating systems like heat pumps and it also means easy, simple to access loan and grant schemes to help people change.

All our work is so much easier if there is unity of purpose at a global level and so our hopes and expectations are high for

COP26 in Glasgow in November. At Energy Saving Trust our ambition is to become more internationalist. We want to form stronger alliances with governments, businesses and NGOs to grow the low carbon economy worldwide. Now is the right time to share our experience more widely in order to achieve maximum impact. By thinking globally, we bolster our credentials at home and we will also learn from others.

Regardless of where or how we operate, we cannot lose sight of our role in touching people's lives. When we help households cut their energy use, we do more than that. We don't just make a home warmer or cooler – we remove some of the financial stresses of everyday life. And which child doesn't feel better going to school on a full stomach, or with clean clothes, or after a good night's sleep? Changing to net zero is changing for the better and that is what keeps us working to achieve it.

# Stepping up as the mission gets more urgent



*"Energy Saving Trust is led by its mission to address the climate emergency and we are very much aware that we need to maximise our impact if we are to make a difference. The time to make an impact is now."*



Mike Thornton, chief executive officer

**We must keep global heating below the limits set by the Paris Agreement. Not only because this is a legally binding treaty – if we don't meet these targets, we won't be able to adapt to the changes in the global climate. If the world is not on the pathway to net zero within the next few years, it will be too late.**

As the climate emergency deepens, the need for change has reached the mass market. Today we have a date by which electric vehicles will be the sole option for buyers of new cars. Gas boilers will not be far behind, to be replaced by zero carbon solutions, including heat pumps.

In this mass market for change, there's a huge opportunity to be heard and to support those changing. Energy Saving Trust is ready to take this opportunity. Our experience and expertise date back to 1990. That gives us pedigree and perspective. And people trust us – they know we are impartial and our support will be in their best interest.

We are very proud of what we achieved in 2020-21. We showed our flexibility and resilience in moving seamlessly to home working and still delivering our targets for funders and customers. And we built on this by developing new programmes for the changing times of Covid-19, such as the large-scale Fix Your Bike scheme and the Ofgem Redress fund providing fuel vouchers for those finding it difficult to pay their fuel bills. That success was

a tribute to our team – at Energy Saving Trust we literally have no assets other than our incredible people.

However, we know we need to do even more in the next year as the climate emergency continues and worsens. As the pace of change picks up, we're expanding our team of policy experts across all four UK nations. This will allow us to keep extending our influence. In 2020-21, we gave evidence to UK government committees on energy efficiency and decarbonisation of domestic heating – using our expertise to help shape policy conversations. Decisions being taken by UK governments today are ones we'll have to live and work with for a decade and informing and influencing these decisions is a vital element of our mission.

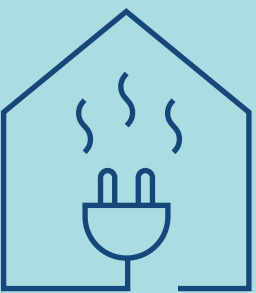
We will also be stepping up our work with consumers and householders. We already support more than a million people every year, but we need to go further. In the next stage of the journey to net zero, people will need to choose electric cars and embrace heat pumps. So they have a veto – without them it can't happen. Our role is therefore clear. We must use our expertise and the trust that people have in our impartiality to inform, to support and engage and to make everyone feel a valued part of positive change.

Together we can and will get the job done.



# The year in numbers

In 2020-21, Energy Saving Trust...



Helped

**46,000**

households with energy saving advice in Scotland and Wales

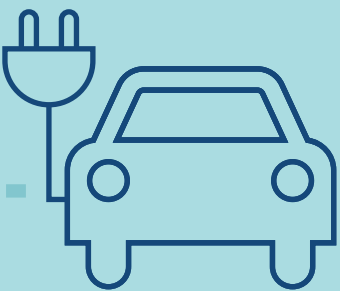
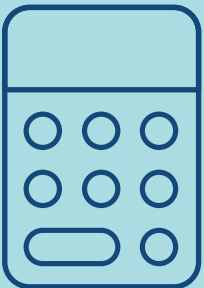
Awarded

**£29.6m**

in grants and

**£60.6m**

in loans to householders and businesses

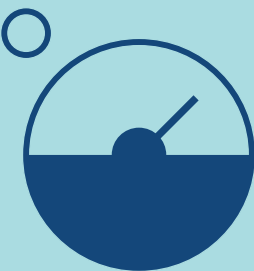


Provided funding for

**1,100 electric vehicles**

**3,500 chargepoints**

**1,400 ebikes**



Installed and funded energy efficiency improvements in

**10,000**

homes in Scotland and Wales through our joint ventures

Provided interest-free loans to help

**7,500**

households in Scotland make energy efficiency improvements or greener transport choices

Gave out

**412,000**

bike repair vouchers



Responded to  
**49**  
government consultations  
and calls for evidence



Supported  
**132**  
community energy  
projects in Scotland  
and Wales



Achieved an excellent  
Net Promoter Score rating of

**65**  
for our advice services in  
Scotland and Wales



Reached  
**1.4m**  
people through our  
marketing and  
communications  
campaigns



Provided  
**£10m**  
to charities for emergency  
fuel vouchers



Reached  
**2.8m**  
people through our  
new website



# Building our capacity, scaling up our impact

Our mission is to address the climate emergency. We have less than five years to get on the path to the Paris targets – otherwise they'll be out of reach, with disastrous consequences.

At Energy Saving Trust our strategy is to increase the pace and impact of our work to help ensure the UK stays on track to meet the Paris goals.

We're already growing at 5-10 per cent each year but we want to go faster. We're developing large-scale, step-change carbon-saving propositions for current and future clients. We'll bid for more large-scale government contracts, including with cities and local authorities, targeting those who have already declared a climate emergency and therefore share our mission. At the same time we will continue to develop our products and services for non-government markets, with a focus on private sector clients looking to innovate to help others reach net zero targets.

We'll also be investing in influencing, informing and supporting more consumers and householders to help them make

sustainable energy choices. We've refreshed our brand and set out our mission, vision and values – now we need to get as many people on board with this as we can.

We reached 2.8 million people with our [new website](#) in 2020-21 and 1.4 million with our marketing and communications campaigns. We will keep building on this, encouraging more householders across the UK to take action and save carbon. And we'll also be building on our strong track record in collaboration, working with stakeholders who align with our mission to get our messages across.

We are aiming for growth in all the areas where we work – energy efficiency, sustainable transport and small-scale renewables. We recognise the decarbonisation of heat as the next big step for the UK's net zero transition and so this crucial area will be a particular focus.

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*“We’ve always done good things, but we’ve done them at the scale of 100s or 1,000s. There’s nothing wrong with that. But the climate emergency is accelerating, so the scale of the actions required to confront it needs to increase too. It means we need to do more. We need to reach more people. We need scale. The planet needs scale.”*

Mike Thornton, chief executive officer, Energy Saving Trust





# Green recovery after a time of challenge

Last year, Energy Saving Trust got on with the job, delivering programmes and adapting services for people affected by Covid-19. And we learned a few things along the way.

**Despite its grave challenges in 2020-21, the pandemic generated fresh possibilities for a greener recovery. It also presented creative opportunities to do new things for existing clients.**

We managed the Department for Transport's innovative Fix Your Bike scheme. Launched in July, the £50 repair voucher scheme set out to boost active travel by offering a sustainable alternative to public transport. The scheme's simple message – dig that old bike out of the shed and get it on the road – proved irresistible, with take-up exceeding all expectations. To date, some 412,000 vouchers have been issued.

Maria McLean, senior project manager, said: "At the time, the guidance had to be – don't use your car, but don't catch a bus. Since then, the messaging has moved away from commuting to promote cycling as a family-focused active travel option."

Group head of transport Tim Anderson adds: "The key thing was to mobilise very rapidly with delivery partner Solstice. In addition to our consumers, we interacted with over 2,500 bike shops. For us, it was a terrific opportunity to reach large numbers of stakeholders with our active travel message."

In Scotland, government policy focused on a campaign of reassurance to prevent a shift away from public transport to private cars. Launched in October and delivered by Energy Saving Trust in partnership with National

Manufacturing Institute Scotland, Transport Scotland's public transport retrofit fund set out to demonstrate that these modes of travel were safe to use.

Ellie Grebenik, senior programme manager, said: "We wanted to avoid a two-tier outcome where people who can afford a car chose that over public transport while others without that choice felt forced to use what they might see as an unsafe option."

"Can you do something and can you do it now? That was the ask", adds project manager Kalina Stormonth-Darling. "We set up the scheme in record time, innovating in areas from building a team to exploring technologies that make transport environments safer. I'm proud of what we achieved."

With £5m available, the retrofit scheme targeted taxis, private hire vehicles, buses, coaches, trams, metros, ferries and light aircraft. The largest applicant was Strathclyde Partnership for Transport – here the scheme funded metro sanitiser interventions to a total value of £75,000.

"An important spin-off for us," says Ellie, "was upgrading the travel advice we gave through [Home Energy Scotland](#) in the light of shifting government guidelines. We became a key point of call for people looking to find out what they could and couldn't do in terms of travel during the pandemic."



## 412,000 vouchers



The number of Department for Transport Fix Your Bike £50 repair vouchers issued

## 2,500 bike shops



The number of bike shops we interacted with



## Getting funds to people affected by Covid-19

Energy Saving Trust manages Ofgem's [Energy Industry Voluntary Redress Scheme](#). Energy companies in breach of industry rules can choose to make financial reparation by paying into a funding pot which we then manage. Charities apply to access these funds for projects that support particularly vulnerable consumers.

In 2020-21, Ofgem asked us to ringfence a special Covid-19 Crisis Fund within the Redress scheme and target consumers struggling to pay energy bills during the pandemic. Anthony Kyriakides, head of renewables, said: "We swiftly launched the new crisis fund and distributed £10m to charities so they could provide emergency fuel vouchers, helping vulnerable people keep their homes warm and the lights on."

Energy Saving Trust also runs loan schemes on behalf of the Scottish Government including hardship schemes for tenants struggling to pay the rent and landlords affected by rent arrears. These schemes continued to run in 2021.

How did the pandemic affect the delivery of services and funds at Energy Saving Trust? "We were quick out of the blocks when Covid-19 hit," says head of service delivery Matt Fraser. "As we took our services online, our priority was to make the customer journey as smooth as possible."

Service delivery is one of the few departments that takes calls from the public. Says Matt: "A large part of my focus has been on the wellbeing of the team in the face of an uptick in calls from distressed customers. Across the company, support for each other is at new levels, which feeds into better quality support for our customers."

## Key partners delivering services on the ground

Energy Saving Trust delivers frontline services in partnership with [Warmworks](#), managing agent for the Scottish Government's national fuel poverty reduction scheme, Warmer Homes Scotland. When Covid-19 struck, the priority was to make support available on an individualised basis.

Ross Armstrong, Warmworks managing director, said: "People in fuel poverty aren't a homogenous group. Everyone has a different appetite for risk – for letting others into their home, say. We always view these customers as individuals, but that idea took on more meaning during the pandemic."

In Scotland as elsewhere, Covid-19 restrictions happened in phases. During the first lockdown, when the weather was mild, Warmworks delivered emergency help on the doorstep in the form of plug-in heaters. But as winter approached, the need to change tack became obvious to Ross.

"We made it clear to government there had to be an element of service in the home. We introduced a raft of extra measures to keep everyone safe, and set up our own dedicated YouTube channel to explain these to householders in a reassuring way. From a brand point of view, it's vital we protect our reputation for working safely while looking after vulnerable consumers."

In Wales, Energy Saving Trust works with [Arbed am Byth](#) to deliver services funded by the Welsh Government to communities at risk of fuel poverty. "Our priority with Covid-19," says Arbed managing director Crispin Jones, "was to keep people safe – not just in the office, but in people's homes too."

Arbed used government guidelines on working safely to draw up an action plan. But with a need to furlough staff for seven weeks, during which work stopped, support numbers dropped. "We want," says Crispin, "to get back up to around 2,000 home visits annually as soon as possible."

What are the lessons of a challenging year? Says Crispin: "We've done our risk assessments. Our systems have been modified in ways we plan to retain. So, today we have stronger controls."

These controls extend to a phone app which tracks Covid-19 status for Arbed and its entire supply chain. "We need to feel totally confident about who's representing us at any given moment," says Crispin. "Working with vulnerable consumers, we've got to show our systems are beyond robust."

# £10m

We distributed £10m to charities for the provision of emergency fuel vouchers, helping vulnerable people keep their homes warm and the lights on



*"People in fuel poverty aren't a homogenous group. Everyone has a different appetite for risk – for letting others into their home, say. We always view these customers as individuals, but that idea took on more meaning during the pandemic."*

Ross Armstrong, Warmworks managing director





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*“Energy Saving Trust has continued to successfully deliver important energy programmes for the Scottish Government over what has been an extremely challenging year. These programmes help reduce fuel poverty and cut carbon emissions by helping people manage their bills, make energy efficiency improvements and install renewables in their homes. Energy Saving Trust has been a highly valued partner throughout the Covid-19 pandemic, helping us deliver our Climate Change Plan and Fuel Poverty Strategy and bringing significant economic benefits to Scotland.”*

The Scottish Government

*“Our partnership with Home Energy Scotland, the impartial energy advice service delivered by Energy Saving Trust, has provided an excellent platform for promoting the link between water and energy. Home Energy Scotland’s advisors are ideally placed to provide personalised water efficiency advice and support to Scottish households. This work to improve household water efficiency plays a key role in tackling fuel poverty and the climate crisis, through reducing household energy bills and carbon emissions and improving water supply resilience, and as such supports objectives of both Home Energy Scotland and Scottish Water.”*

Rachel Elliott, water efficiency lead, Scottish Water



# Innovating to engineer a positive change

From on-street electric vehicle charging to off-grid power access, two game-changing projects are helping us support consumers and communities in agile new ways.

02



5.5m

The number of the world's poorest people we've helped to access affordable, low energy appliances

## A two-year project funded by the Department for Business, Energy and Industrial Strategy aims to tackle the lack of off-street charging options for electric vehicle drivers.

Launched in 2020, Agile Streets is a smart response to the 'Beyond Off-Street' competition call for electric vehicle charging solutions that remove the barriers to cheaper tariffs while improving grid management.

The programme is delivered by a consortium led by Samsung Research UK and including Energy Saving Trust, Connected Kerb and Octopus Energy for Business, among other technical partners.

Agile Streets uses a purpose-built optimisation platform to set a charging schedule based on driver preferences. An app links the smart metering network to electric vehicle chargepoint infrastructure to enable flexible tariffs for on-street parking. Result? Many more drivers can benefit from cheaper tariffs or off-peak rates that would normally only be available to people with garages or driveways.

Maria McLean, senior project manager, explains: "Over a third of UK residents don't have access to off-street parking. That's a major barrier to electric vehicle uptake. This scheme provides access to charging when the grid is less congested and electricity is cheaper. We're swapping the fixed fee for agile tariffs."

Agile Streets is now recruiting participants for trials at four UK locations – East Lothian and Glasgow in Scotland, and Hackney and Shropshire in England. 100 charging points will be installed in selected streets across these four zones.

"Our role," says Maria, "has been to identify user preferences that feed into the app design, as well as creating materials that encourage people to sign up for the trial. We've also developed a monitoring framework for measuring satisfaction levels and other metrics after our trial sites go live. Meanwhile, our stakeholder dissemination events are a key part of our engagement with local authorities and other partners."

## Cheaper, cleaner energy solutions for the developing world

University students from around the world are designing a range of low energy appliances for use in remote, rural areas which may not have reliable access to a national power supply.

The [Efficiency for Access Design Challenge](#) tasks student teams globally with creating affordable, high-performance electrical appliances for use in off-grid, or weak-grid, network scenarios.

The scheme is part of the [Low Energy Inclusive Appliances](#) (LEIA) global research

and innovation programme launched in 2017 and funded by UK Aid initially as a five-year £18m scheme. In 2019, the IKEA Foundation contributed additional funding worth €5m over three years.

LEIA seeks to double the efficiency and halve the cost of a range of electrical appliances suited to off-grid domestic and commercial consumers, with benefits in areas including energy accessibility, increased incomes, reduced emissions, better access to healthcare, and improved food security.

The programme is delivered by by a [coalition](#) coordinated by Energy Saving Trust in partnership with the Collaborative Labelling and Appliance Standards Program (CLASP). Last year, Covid-19 restrictions meant bringing the design challenge's first finals event online at short notice – a challenge in itself.

In June 2020, the scheme's inaugural gold awards went to University College London for off-grid pressure cookers intended for sub-Saharan communities, and to Makerere University in Uganda for a standalone solar load management system. The Efficiency for Access Design Challenge is set to grow. "In our first year," says project manager Jaqueline Garcia, "we had teams from nine universities. This year, 21 teams from Bangladesh, India, Nepal, Kenya, Uganda and the UK submitted

their innovative ideas, and some have even developed a prototype. Next year we hope to welcome even more teams from 30 universities."

Emilie Carmichael, head of international, said: "We see this as an important growth area. Working with [key partners](#) like Engineers Without Borders, we have huge ambitions to increase our support for vulnerable communities globally. Growing our successful design challenge and developing our offer to participating students is a major part of that."

Jacqueline adds "The knowledge and skills acquired by our students have a direct impact on their societies. The exposure they have to our [industry partners](#) allows them to make a real difference."

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*"We have huge ambitions to increase our support for vulnerable communities globally."*

Emily Carmichael, head of international



# Putting digital at the heart of what we do

The digital interface sits at the nexus of engagement, delivery, consumer, industry and valued partners. No wonder it's a key growth engine for Energy Saving Trust.



*"It's important that householders don't end up with a product they don't need. We want them to have the smartest advice they can get."*

Jamie Brown, business development manager

Digital tools help us deliver programmes, offering tailored advice to customers using channels that suit them. Our data services also help other organisations develop targeted solutions to upgrading housing stock and mapping future energy needs, while tackling the climate emergency.

Home Energy Scotland, the advice service delivered by Energy Saving Trust on behalf of the Scottish Government, drew up a digital strategy three years ago. The idea was to augment existing, well-used phone-based services with online access options favoured by a wide range of customers seeking advice on everything from electric vehicle chargepoints to switching fuel tariffs.

A new standalone [website](#) launched last year hosts a growing suite of self-serve tools that enable visitors to explore energy efficiency improvement possibilities and options for financial support.

Using Home Energy Scotland's partnership referral portal, thousands of other organisations can enter their client's details during site visits and so trigger a call-back from the nearest advice centre.

Harry Mayers, head of Home Energy Scotland, said: "Because these services see us as a trusted go-to partner, they're comfortable sharing details of often vulnerable clients. The key advantage is that householders themselves don't need to act – it all happens via our highly secure interface."

Key to the Home Energy Scotland digital drive has been an important cultural shift that sees specialist advisors increasingly skilled in delivering frontline services using email and social media. "Training," says Harry, "is paramount. Customers contacting us are often distressed. These are challenging circumstances to deal with. So, our ability to provide trusted and impartial advice using digital channels is crucial."

## Shining an analytical light on our housing stock

Energy Saving Trust's proprietary housing stock database covers 27 million properties in Great Britain incorporating 120 variables

for each site, from type of home and tenure to suitability for renewable energy systems and risk of fuel poverty.

Launched in 2013, [Home Analytics](#) also includes geographical identifiers allowing data aggregation at levels from small area upwards. The primary data source is Energy Performance Certificate records. Other datasets include the Home Energy Efficiency Database, managed by Energy Saving Trust and incorporating 10 million records, and the Home Energy Check tool used by householders to improve their energy profile. Land Registry and Ordnance Survey records add to the picture.

Home Analytics pools datasets to create as complete a profile as possible for as many properties as possible, then builds models from the data to fill in the gaps. Sean Lemon, data manager, said: "Our tool combines known data from trusted sources with modelled data that is predictive. Over several development cycles we've fine-tuned the logic of our modelling to maximise its accuracy."

Energy Saving Trust provides Home Analytics to all local authorities in Scotland on behalf of the Scottish Government for use in multiple contexts from retrofit planning to fuel poverty tracking. In England and Wales, local and regional councils access reports, maps and data on a commercial basis to assess the condition of their housing stock.

Jamie Browne, business development manager, said: "Local authorities can baseline their housing stock as part of their commitment to confronting the climate emergency. Our new Portfolio Energy Assessment Tool (PEAT) analyses the raw data to identify actions needed at a particular address to help meet climate objectives."

For any business looking to provide an energy saving product or service, Home Analytics works as lead-generating tool geared to best practice. "It's important," says Jamie, "that householders don't end up with a product they don't need. We want them to have the smartest advice they can get."







*“The last twelve months have been an extraordinary period, with continuous challenge and a need to stay collectively focused on maintaining a high-quality, accessible service for the people who have needed our help. We’ve been grateful to have the consistent support of Energy Saving Trust as our partner and as a key stakeholder in our delivery, working alongside us as we’ve tried to navigate an uncertain horizon. Thousands of homes across Scotland have been able to retain access to a vital route of support as a result, at a point in time where they’ve needed it most.”*

Ross Armstrong, managing director, Warmworks

*“Changeworks has been proud to work in partnership with Energy Saving Trust since 2008. The two Home Energy Scotland advice centres we deliver help householders save money on their energy bills at the same time as reducing their carbon footprint, installing renewables, changing behaviours, and promoting low carbon transport. Through our Warmworks joint venture, we have supported over 20,000 fuel-poor and lower-income households to be warmer and more energy efficient.”*

Teresa Bray, chief executive, Changeworks



# Cleaner energy on the path to zero carbon

Clean energy and the decarbonisation of heat are key to our transition to net zero. Energy Saving Trust supports businesses, communities and individuals in this crucial area.

Through a consortium that also includes the Carbon trust, Energy Saving Trust is delivering a four-year clean energy programme for Welsh Government, the [Welsh Government Energy Service](#). Our role focuses on renewable energy projects at community level.

Jim Cardy, senior manager, explains: “We provide feasibility studies, technical support and impartial advice for community energy groups. It’s a full service from idea to build. Looking to build a solar farm or wind turbine and have local people own it? We’ll help you make it happen.”

Financial support to help the initial development of low carbon energy projects comes in the form of grants which we manage. At the build stage, community groups have access to the Local Energy Loan Fund offering debt finance – we support groups with their application. Groups borrow to build, then pay back the debt over time, including via shares issued in the community. “We work with community energy groups and the Development Bank of Wales to get the right finance for projects,” says Jim.

Today, the Welsh Government Energy Service supports a range of renewable energy projects, including complex schemes run by groups that manage substantial portfolios. We helped Egni Co-op to install 4MW of renewable energy on over 80 buildings in Wales. At the Geraint Thomas National Velodrome in Newport, we helped install

2,000 solar roof panels – the biggest such array in Wales. Driving these and other projects is the Welsh Government’s commitment to generating 1GW from renewables across Wales by 2030. A big part of the ambition is to have as much of that energy as possible in local ownership. The Wellbeing of Future Generations Act in Wales also plays a key role.

“All energy decisions,” says Jim, “have to consider the impact on generations to come. It feeds into a stronger appetite for tackling climate change that we’re seeing. Profit is not the main engine here. We’re now selling electricity in an ultra-competitive market like everyone else. It’s really a growing awareness of climate impacts that drives these community renewables projects.”

“Profit is not the main engine here. It’s really a growing awareness of climate that drives these community renewables projects.”

Jim Cardy, senior manager

04



## Decarbonising heat systems in Scottish homes

Energy Saving Trust delivers specialist, impartial advice on heat pumps to householders in Scotland through [Home Energy Scotland](#). We provide financial support for these systems via the Home Energy Scotland loan, on behalf of the Scottish Government.

In 2020-21, the service supported homeowners to purchase and install 849 heat pumps. Grants and loans worth £8.3m boosted uptake of low carbon technology and helped overcome cost barriers. Powered by electricity, heat pumps capture freely available heat energy from the environment and boost its temperature for indoor use.

Anthony Kyriakides, head of renewables, said: “In December, the Scottish Government added a grant element to existing loan funding. Instead of a loan of up to £10,000, households could access a grant or cashback of up to £7,500 and then top up via the loan.” This support continues in 2021.

Financial incentives are part of the Scottish Government’s plan to double the number of domestic heat pump installations annually. According to the UK Government, 600,000 installations will be needed each year by 2028 to meet decarbonisation targets. Says Anthony: “The switch to heat pumps has already started. You can’t just leap to those targets overnight. We need to build it up, year to year. Crucial to this growth will be impartial advice and financial support for homeowners so they are aware of their options and make the best decision for them. We’re here to support them with their contribution to a net zero society.”

Energy Saving Trust also provided £4.5m to North Glasgow Housing Association via the Scottish Government’s [District Heating Loan](#). Funds enabled heat pumps to be installed on the roofs of six residential blocks, benefiting 400 residents with lower cost heating.

“This innovative scheme,” says Anthony, “is a marker for what we want to do more of. As well as cutting carbon emissions and creating local green jobs, we’re taking people out of fuel poverty.”

And through the [sustainable energy supply chain](#) programme – a collaboration with Home Energy Scotland, Zero Waste Scotland, and the Energy Skills Partnership – Energy Saving Trust is helping installers access new opportunities by upskilling in renewables and energy efficient solutions like heat pumps.



£8.3m in grants and loans



The amount of Home Energy Scotland grants and loans offered in 2020-21.





# Re-focusing finance on greener outcomes

The UK Government’s Green Finance Strategy recognises the role of finance in delivering domestic and global climate objectives. Energy Saving Trust is already on board.

Although it cannot by itself deliver the transition, green finance is key to securing our sustainable, low carbon future. If we want to tackle the climate emergency – in line with Energy Saving Trust’s core mission – we must target finance at greener outcomes, from low carbon homes and electric vehicles to shares in clean-tech companies and renewable energy infrastructure.

A prospective partnership with the philanthropist Quadrature Climate Foundation is taking Energy Saving Trust into the realm of consumer finance for electric vehicles.

With an eye on a comparable scheme already operating successfully in Scotland, Energy Saving Trust is conducting a feasibility study on behalf of Quadrature for a project offering interest-free loans for electric vehicles to consumers and businesses in an English city. Project works include defining the scope and reach of the scheme, selecting a city using relevant criteria, and creating a marketing plan.

Tim Anderson, group head of transport, said: “This is an exciting opportunity in a key growth area for us. It’s actually quite a disruptive

project in the sense that it puts us in the same room as the established consumer finance sector – the major players, in other words.”

The tie-in with Quadrature is part of Energy Saving Trust’s focus on finance as an instrument for accelerating the decarbonisation journey. Similar conversations with the Green Finance Institute aim to help consumers and businesses in situations where finance is a barrier to green choices.

Explains Tim: “These important new partnerships are all about helping as many people as we can, regardless of wealth or income, to overcome the barriers to electric vehicle adoption. The theme here is fair transition. What we’re saying is – electric vehicles shouldn’t be the preserve of the rich.”

Energy Saving Trust’s aim is to help create financial products that make it easier to buy or lease an electric vehicle. “The goal,” says Tim, “is to get petrol and diesel vehicles off our roads as soon as possible without impinging on travel freedoms. We intend to use all the tools in the box.”

05



## Banking on low carbon homes for today and tomorrow

Energy Saving Trust is working with Lloyds Banking Group and leading estate agent Countrywide to drive improvements in home energy efficiency.

The Home Energy Saving Tool designed by Energy Saving Trust for Lloyds allows customers to receive tailored energy advice and an action plan for energy efficient upgrades. The plan includes an indication of savings achieved in terms of energy usage and fuel costs, plus financial options for funding improvement measures, including government grants and commercial loans.

The Lloyds tool uses Energy Saving Trust’s Dynamic Engine, a powerful and flexible digital interface that helps organisations get closer to their customers’ needs.

As a member of the Green Financial Institute’s Coalition for Energy Efficiency in Buildings, Energy Saving Trust actively supports the development of new, green financial products targeting homes. A further venture with Countrywide allows the estate agent’s partner Santander to offer mortgage customers bespoke advice on, for example, boosting their Energy Performance Certificate score.

For Inga Jirgensone, Energy Saving Trust’s group head of business development, partnerships of this kind signal a strong appetite for growth on both sides of the relationship. “There’s a great deal of interest coming from financial institutions because they’re looking to engage with customers in more meaningful ways. And, of course, we too are looking to offer more of what we do best.”

In discussions with a range of financial institutions, Energy Saving Trust’s priority as always is to increase impact. Says Inga: “For me, it’s very exciting to see these levels of interest from industry. We’ve been leading on energy efficiency for years. But when more companies come on board with their markets and audiences, impact increases dramatically. That’s what we want to see.”

“When more companies come on board with their markets and audiences, impact increases dramatically.”

Inga Jirgenstone, group head of business development





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*“Nest has been working together with Energy Saving Trust for ten years to deliver an excellent level of service to Welsh Government customers in fuel poverty. During this time we have improved the energy efficiency of 47,000 properties by installing energy measures, and provided free impartial advice and support to 160,000 customers. We look forward to working together over the next two years to continue to build our excellent relationship.”*

Ross Kirwan, Nest operations manager, British Gas

*“The Carbon Trust and Energy Saving Trust, along with our partners, deliver the Welsh Government Energy Service. With a shared mission and shared values, Energy Saving Trust have been a strong and collaborative partner since the Energy Service commenced in 2018. As the Energy Service has evolved, it has gone from strength to strength, delivering real tangible impact on carbon reduction, renewable energy generation and cost benefits for the public sector and communities in Wales.”*

David Reilly, director of cities & regions, Carbon Trust



# Leading the way on clean, green transport

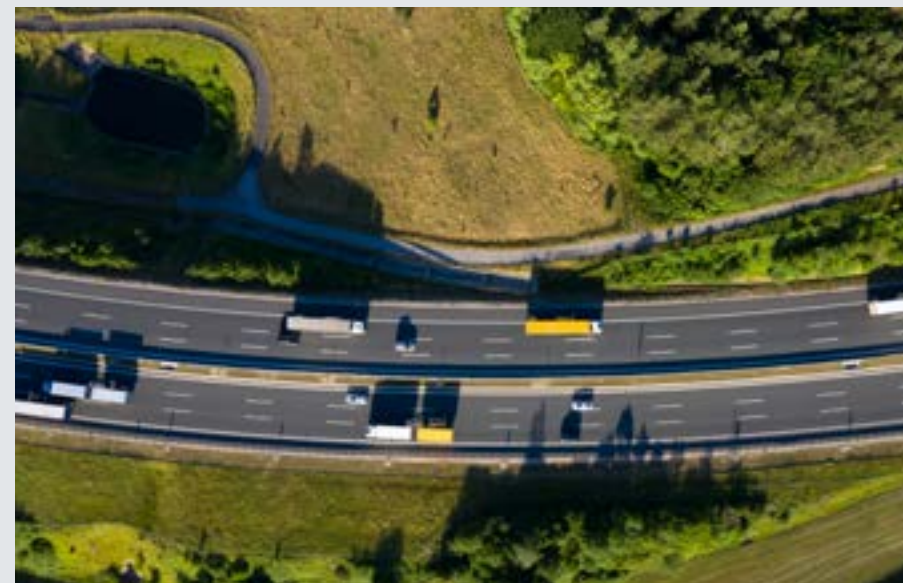
As a major contributor to the UK's CO<sup>2</sup> emissions, transport is a key focus for tackling the climate emergency. Energy Saving Trust's holistic approach targets the sector as a whole.

06

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*“The scheme gave key workers access to bikes in order to get to work, leading to lots of good news stories about active travel.”*

Ellie Grebenik, senior programme manager



To reduce emissions from transport, change is needed at every level. Energy Saving Trust supports businesses and individuals to make more sustainable travel choices, whether that's encouraging electric vehicle uptake or getting more people walking and cycling.

Better on-street charging options are central to making electric vehicles a more realistic proposition for people who don't have access to off-street parking. Funded by the Department for Transport's Office for Zero Emission Vehicles (OZEV) and administered by Energy Saving Trust, the UK-wide [On-street Residential Chargepoint Scheme](#) gives local authorities grants to install charging infrastructure.

In 2020-21, £20m of funding was available. The scheme locates chargepoints in streets and car parks which residents use overnight, to give an experience akin to home charging in terms of cost and convenience.

Rachel Swiatek, programme manager, said: “We review applications for grant funding of up to 75 per cent of capital costs relating to procurement and installation, guiding local authorities through several rounds of feedback up to the point of acceptance by OZEV.”

Interest in the scheme is growing, with 48 successful applications in 2019-20, and 76 in 2020-21, despite the challenges posed by Covid-19. Last year, 2,594 chargepoints

were proposed, and Energy Saving Trust gave application support to 137 local authorities.

As well as increasing availability of chargepoints, innovations in the way chargepoints interact with the grid can make electric vehicles an even smarter choice. In 2020-21 OZEV commissioned Energy Saving Trust to explore how smart charging and energy integration might unlock a wide range of benefits.

“Our report,” says senior programme manager Nick Harvey, “drew on focus groups to explore what an energy integration advice service might look like for people at various levels of electric vehicle engagement. Next we'll focus on launching a minimum level advice service accessed online.”

Energy Saving Trust is also part of Powerloop, an Innovate UK-funded commercial programme led by Octopus Energy for Business that demonstrates consumer appetite for ‘bundled’ elements like electric vehicles, chargers and special tariffs. Chargers use vehicle-to-grid technology to store electricity in the vehicle and feed it back into the grid during peak hours, helping manage demand.

Says Nick: “Powerloop turns your vehicle into an energy sink that supports the grid at peak times. If you weren't intent on driving during peak periods you could actually make a saving or a profit by discharging back into the network. It's a big step forward.”

## Electrifying fleets – success starts at the top

The electrification of commercial fleets is another important aspect in decarbonising road transport. More company cars are going electric, helped by excellent tax incentives. Energy Saving Trust is currently focused on helping SMEs and micro-businesses as well as the public sector.

Tim Anderson, group head of transport, explains: “Big fleets tend to have dedicated electric vehicle teams, and they may get help from their supply chain. Smaller businesses don't attract the same levels of support – so we're working on a range of measures specifically to boost their electric vehicle uptake.”

Energy Saving Trust is working with government departments, including the Ministry of Defence, HMRC and the Home Office, on electrifying their car fleets. Local authorities and blue light services – fire, ambulance, police – are also getting expert advice on their journeys towards electrification.

For Tim, leadership is the key to success. “There's a sense that the big players – from government down – need to show the way on electric vehicles. When that happens, you create a market with used vehicles hitting the forecourts. That's when smaller businesses and consumers benefit.”

And it's not all about electric vehicles – Energy Saving Trust is also committed to encouraging active travel. In Scotland, two eBike programmes we manage on behalf of the Scottish Government generated huge interest in 2020-21. An [interest-free loan scheme](#) for buying a new eBike saw a total of 1,148 applications, 478 during the first lockdown in spring, and 333 over the summer. Over £3.4m went to support over 1,000 people.

A second, [grant funded scheme](#) helped public sector bodies and local interest groups make eBikes available to key workers, offering £220,000 in total. Ellie Grebenik, senior programme manager, said: “The scheme gave key workers access to eBikes in order to get to work, leading to lots of good news stories about how active travel helped people during the pandemic.”

# Over £3.4m

went to support over 1,000 people through our interest-free eBike loan scheme



# Who we work with



We work with many partners across a range of areas and sectors to address the climate emergency. Here are a few of our current partners and clients – to see more, [visit our website](#).

- Arbed am Byth
- British Gas
- Carbon Trust
- Changeworks
- Collaborative Labelling and Appliance Standards Program (CLASP)
- Connected Kerb
- Countrywide Estate Agents
- Department for Business, Energy and Industrial Strategy
- Department for Transport
- EEP Africa
- Energy Skills Partnership

- Engineers Without Borders UK
- Foreign, Commonwealth & Development Office
- GOGLA
- Green Finance Institute
- IKEA Foundation
- Lloyds Banking Group
- Microgeneration Certification Scheme (MCS)
- National Manufacturing Institute Scotland
- Northern Ireland Housing Executive
- Octopus Energy for Business
- Office for Zero Emission Vehicles
- Ofgem

- Quadrature Climate Foundation
- Samsung Research UK
- Scottish Government
- Scottish Power Energy Networks
- Scottish Water
- Transport Scotland
- UK Aid
- Utility Regulator
- Warmworks
- Welsh Government
- Western Power Distribution
- Zero Waste Scotland







*“Energy Saving Trust helps Northern Ireland Energy Advice Service (NIEAS) to provide first-rate actionable advice, ensuring our customers get the best possible service with the best outcomes. Drawing on Energy Saving Trust’s detailed knowledge bank of data, we deliver energy efficiency savings, helping us to meet our Energy Conservation Strategy vision for more carbon saving homes by 2030. This compelling guidance supports all households, including our most vulnerable.”*

Robert Clements, sustainable development manager,  
Northern Ireland Housing Executive

*“Energy Saving Trust has acted as programme administrator on our behalf in Northern Ireland since 1997. Energy Saving Trust currently delivers the Northern Ireland Sustainable Energy Programme (NISEP) on an annual basis, managing an average budget of £8 million. The consistent programme delivery provided by Energy Saving Trust allows funding to be distributed to energy efficiency schemes across Northern Ireland, the majority of which are targeted at vulnerable consumers.”*

Patricia Stewart, regulation analyst, Utility Regulator



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trust**

Energy Saving Trust, July 2021  
[energysavingtrust.org.uk](http://energysavingtrust.org.uk)

