

# THAW Orkney

## Project Update

OREF Open Meeting, 5<sup>th</sup> April, 2016



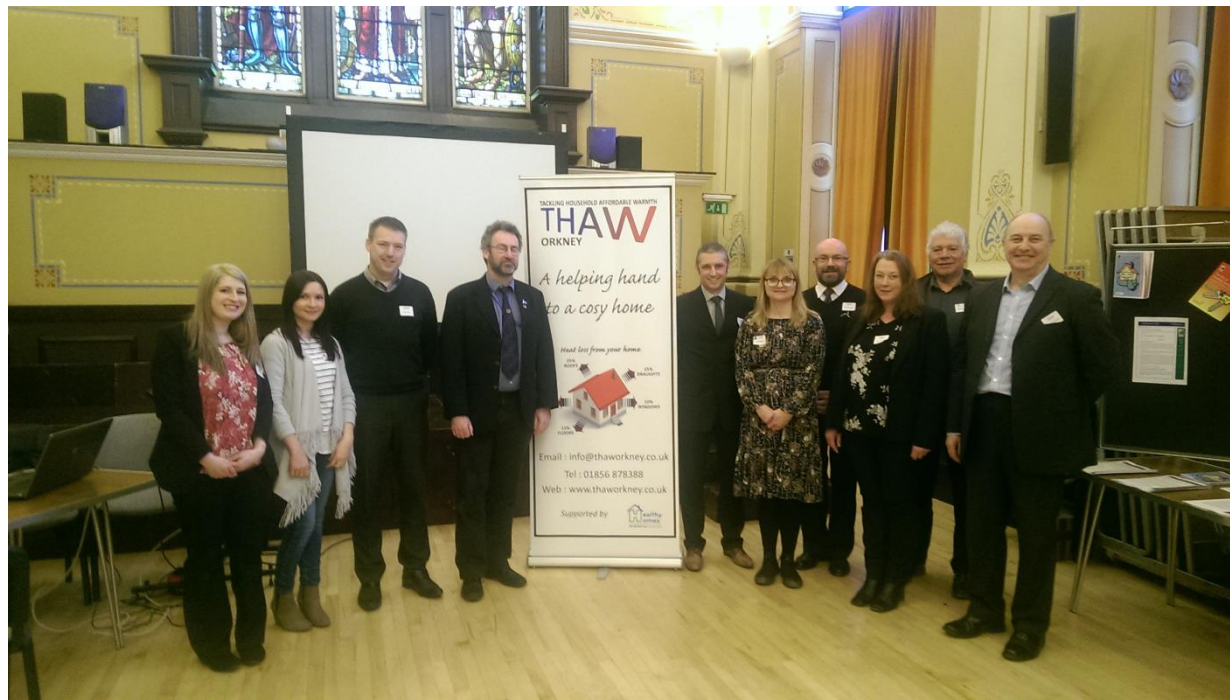
# Introduction

**Our mission is to eradicate fuel poverty and achieve affordable warmth for households in all Orkney communities**

The latest Scottish House Condition Survey (2014) figures show that 63% of Orkney households are fuel poor, rising to 85% for pension households.

# A Little Bit About Us....

We officially launched on the 19<sup>th</sup> of January 2016



- THAW was formed after a Fuel Poverty Workshop that was held in October 2013.
- We are a charitable organisation and currently receive funding support from The British Gas Energy Trust and Energy Action Scotland.
- There are 5 staff in total, 3 based in the THAW office, 1 based at the Orkney Citizen's Advice Bureau and 1 based at Orkney Care and Repair.
- Since we launched, we currently have 165 clients requiring information, advice or support from us.

# Overview of the Pipeline Model

- Identifies **the different stages** a client can go through during their journey towards their end goal
- Provides the client with **an action plan** which identifies the specific support they need and what actions will be taken at the different stages of their journey
- Identifies **the agencies** that can provide support at each stage
- Ensures that clients do progress in their journey and that there is **no slippage**

# Our pipeline approach:

		PEOPLE RELATED ACTIONS				PROPERTY RELATED ACTIONS				
1	2	3	4	5	6	7	8	9	10	11
Identification / initial engagement	Assessment of cause & action planning	Emotional & Physical support	Income Maximisation	Information & Education (behaviour changing)	Fuel costs	Review/ Assessment of property & Action planning	Finance/ funding & grant application	Remedial works	Information & Education (behaviour changing)	Review / assessment & action plan
Self diagnoses / referral / organisational referral / 3 <sup>rd</sup> party referral	Causes Low income Behaviour Fuel costs Energy efficiency / property	Mental wellbeing Physical wellbeing Manage conditions	Grants Income Benefits Expenditure	Leaflets Tuition (on & off site) Seminars Motivation	Switching Grants Fuel types Technology	Telephone assessment Rd SAP Full SAP Full EPC	Project manage Financial advice	Project manage Actual work Accreditation	Tuition (on & off site) Leaflets	Reviewing effectiveness of pipeline journey & if still in Fuel Poverty.

# Recent Statistics

	Referred to service	Advice and Support via OPP	Info only / sign posting	Unallocated		
<b>No of clients</b>	<b>156</b>	<b>134</b>	<b>18</b>	<b>4</b>		
	Contacted	Contacted – requiring advice and support via OPP	Contacted – requiring Info only / sign posting			
<b>No of clients</b>	<b>119</b>	<b>103</b>	<b>16</b>			
	OPP Assessment – Completed	Action Plans – Completed	Referred to OCandR	Responses from OCandR	Referred to OCAB	Responses from OCAB
<b>No of clients</b>	<b>57</b>	<b>52</b>	<b>50</b>	<b>17</b>	<b>46</b>	<b>20</b>

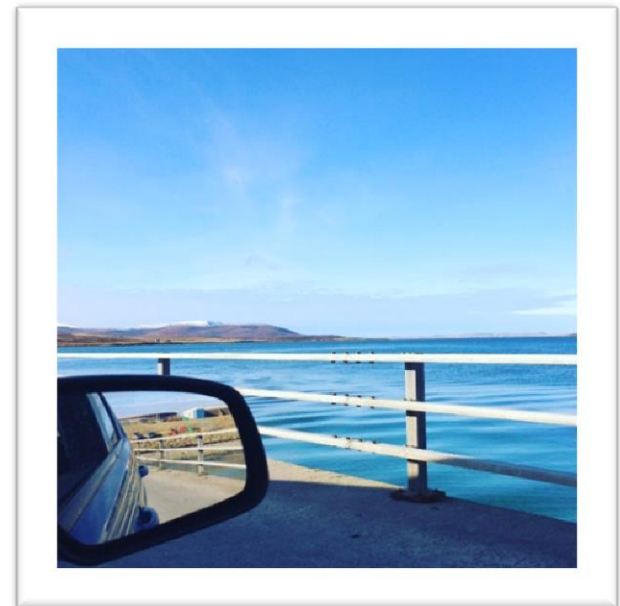
Statistics from 31/03/2016



# Referral Process

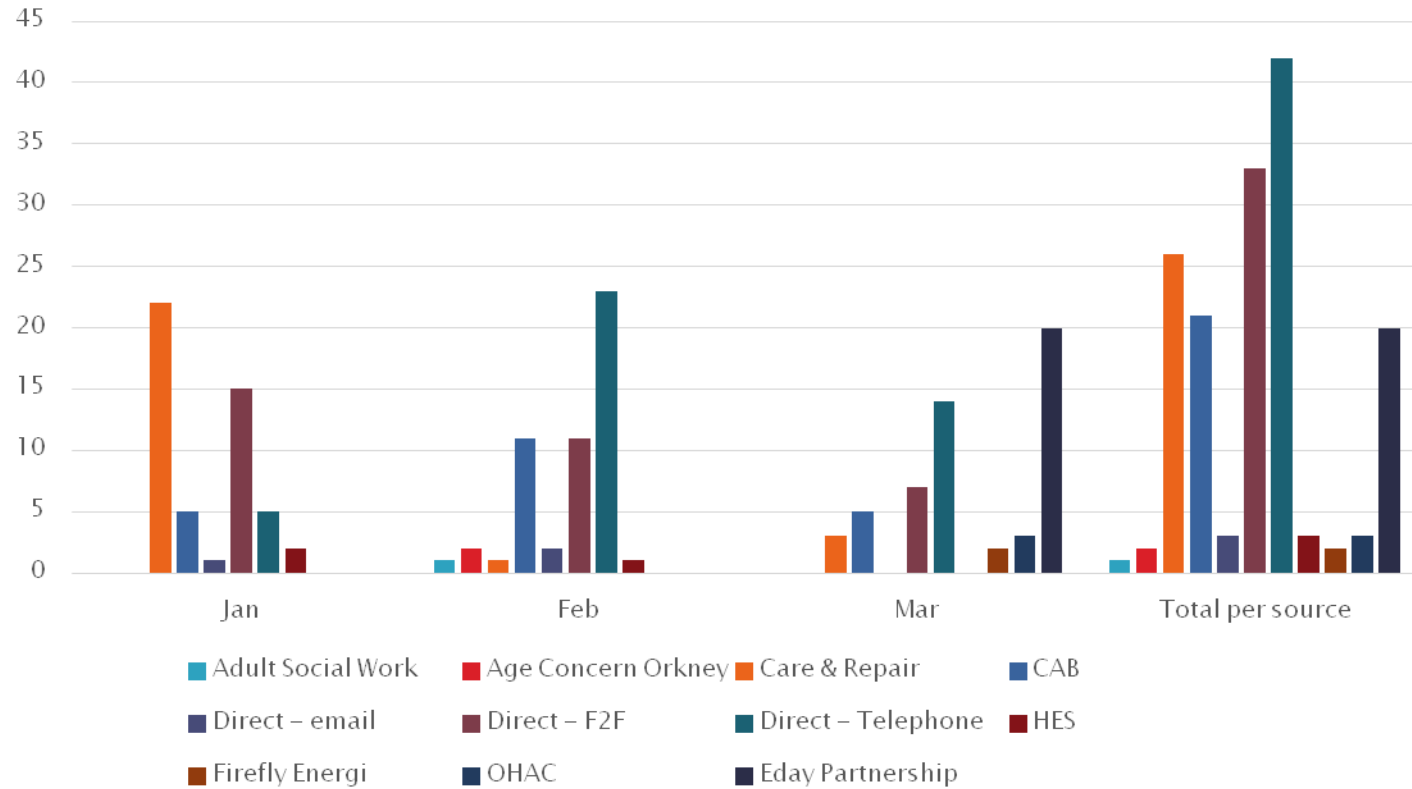
We have been receiving referrals in directly but also from a number of external organisations, such as:

- Orkney Health & Care
- Age Concern
- Orkney Care and Repair
- Orkney Citizens Advice Bureau
- Firefly Energi
- Home Energy Scotland
- The Eday Partnership





## Referrals per Month by Source

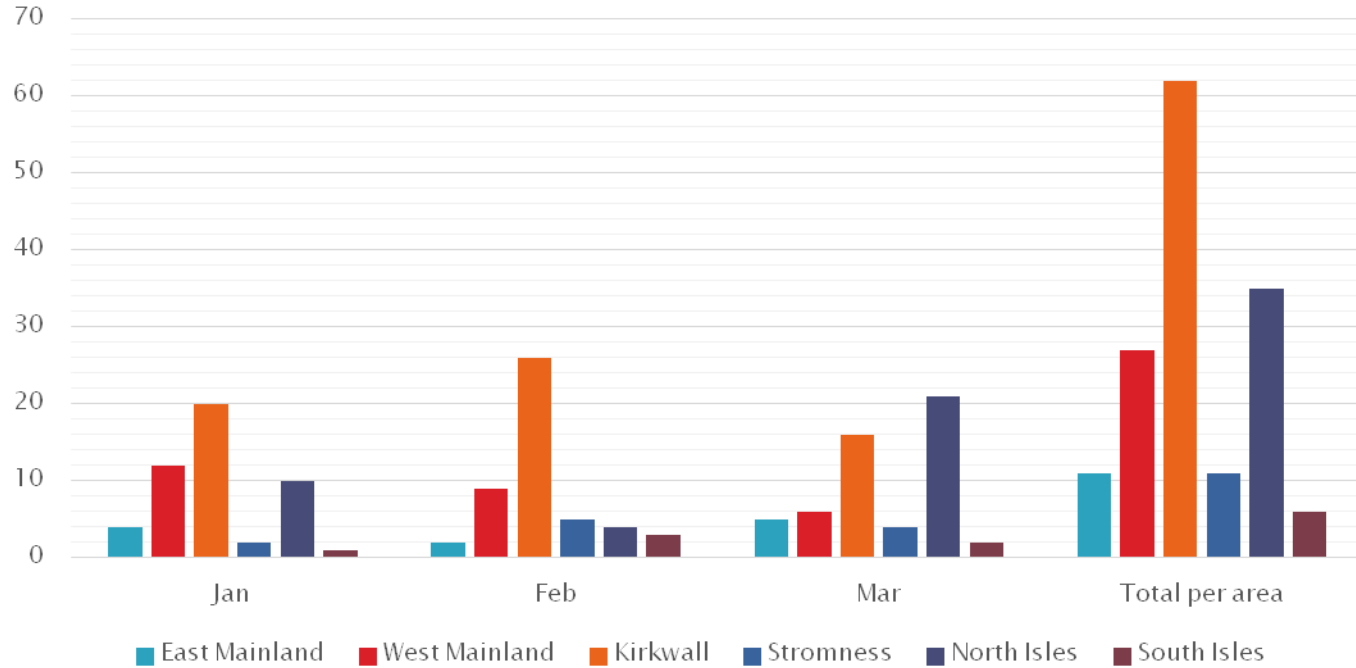


Statistics from 31/03/2016

AREA							
Month	East Mainland	West Mainland	Kirkwall	Stromness	North Isles	South Isles	Total per month
Jan	4	12	20	2	10	1	49
Feb	2	9	26	5	4	3	49
Mar	5	6	16	4	21	2	54
Apr	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0
Jun	0	0	0	0	0	0	0
Jul	0	0	0	0	0	0	0
Aug	0	0	0	0	0	0	0
Sep	0	0	0	0	0	0	0
Oct	0	0	0	0	0	0	0
Nov	0	0	0	0	0	0	0
Dec	0	0	0	0	0	0	0
<b>Total per area</b>	<b>11</b>	<b>27</b>	<b>62</b>	<b>11</b>	<b>35</b>	<b>6</b>	

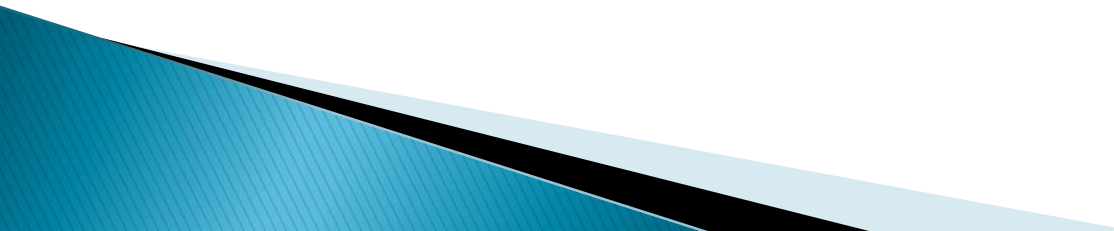
Statistics from 31/03/2016

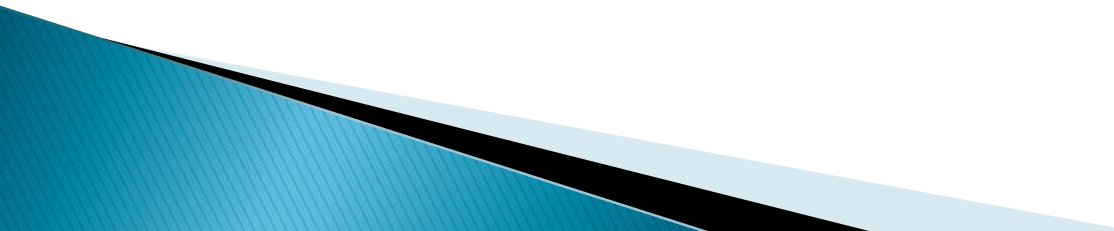
## Referrals per Month by Area



Statistics from 31/03/2016

## Case Study

- In January, we had an elderly client referred into us from OC&R whose oil boiler was in a state of disrepair and was leaking.
  - Due to the poor weather at the time, concerns were raised by the sons of the householder of the serious risk to the householder's health because of the poor heating in the property.
  - We arranged for a local heating engineer to visit our client and provide a quote for the installation of a new boiler as a matter of urgency
  - Having approved the quote and agreed an allocation of funding from THAW a new boiler was ordered and installed by the local engineer within a week.
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- ▶ We are now actively engaging with a National Health Service, specifically Orkney Health & Care
  - ▶ Looking to show that there is a link between cold homes and ill health
  - ▶ Supporting THAW Orkney is now an action in the delivery plan of the Healthy and Sustainable Communities group, which reports to the Orkney Partnership board as part of community planning.
  - ▶ The rate we are receiving referrals in at is a clear indication that THAW need more additional resources to help
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# Thank you

## THAW Orkney

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