



Argyll, Lomond & the Islands Energy Agency

Project Outputs: April 2015- March 2016

1.0 Introduction

ALlenergy delivers a range of projects that involve communities, businesses and households. The report outlines the projects and activities that ALlenergy have been involved in during the 2015-16 financial year and illustrates the impacts of our activities in Argyll and Bute from April 2015 to March 2016. Details of the funding levered into Argyll and the new partnerships and networks developed are also given. This report covers our full range of activities, as all impact on the domestic sector, either directly or indirectly. Furthermore, the organisation also offers information and advice on energy issues throughout the year, in response to requests by telephone, email and at public events.

2.0 Affordable warmth for sustainable rural communities (AW-SRC)

The AW-SRC project aims to alleviate fuel poverty by providing help to all vulnerable households throughout the whole of Argyll, Bute and other surrounding islands. Activities include free home visits and provision of advice, support and mentoring to young people, families, older people and single parents. ALlenergy has a large team of diversely-located advisors who offer informal chats, presentations, and free training workshops to health and social care workers, carers, community groups and individuals/households. The AW-SRC workshops are flexible and adapted to suit requirements, such as limited time available. The project also trains, supports and mentors "Energy Champion" volunteers who identify and refer clients to specialist affordable warmth advisors.

2.1 Outputs

The Affordable Warmth project assisted 261 clients in Argyll and Bute and carried out 216 house visits where one-to-one support and advice was offered regarding fuel and energy related issues. Benefit checks were undertaken for 77 clients and help given on the outcomes. Recruitment of energy champions was extremely successful, as 69 volunteers were enrolled and trained during the year. This was almost twice as many as the target set within the project for the year at 36. As well as in-house training the energy champions were offered training in City and Guilds - Energy Awareness and/or Energy Action Scotland - Stay Warm, Stay Well courses, thereby building skill capacity in the Argyll and Bute area.

During the year, eight training and education workshops were delivered for older people, carers, single parents, health, social care and support organisations and carer/community group workers. Onsite events showcasing the toolkits and advice service were arranged and delivered throughout the area, e.g. Cowal Community Hospital in Dunoon. These promotional events gave health and social care professionals the opportunity to discuss the implications of fuel poverty on health and learn how the Affordable Warmth (AW) team can help in addressing the issues.

The AW-SRC project team members continued to maintain a high project profile and create increased awareness of fuel poverty issues by regular attendance at fuel poverty /affordable warmth meetings in the area, including Oban, Lorn and Islands Health and Wellbeing network, fuel poverty forums and advisory network group meetings. The joint meetings provided opportunities to educate and advise staff / other attendees and obtain referrals for clients requiring the AW advice service. Attendance at community led meetings and events in the Argyll and Bute area raised awareness of fuel poverty and related energy issues in the wider community. The engagement with a broad group of stakeholders resulted in increased numbers of referrals, including 76 referrals via the Argyll and Bute Advice Network (ABAN). Other referrals were obtained from the HEEPSABS government scheme. Integrated work

with the other Affordable Warmth projects improved resource efficiency and enhanced the support network for vulnerable households within the Argyll and Bute area.

Due to the engagement of the AW-SRC project, a number of key partnerships and networks have been strengthened and acquired; including Argyll and Bute Citizens Advice Bureau; Bute Advice Centre; Argyll and Bute Council; Argyll and Bute Advice Network; Health and Wellbeing Networks; Area based Housing Associations; Lomond and Argyll Advocacy Services; Women's Aid; Rape Crisis; Argyll Voluntary Action; Crossroads; Macmillan Nurses; Carr Gorm; HomeStart; Young Parents; Carers Centre; Grey Matters; and Senior Forums.

The monthly affordable warmth e-newsletter continued to be produced and well received by all the volunteers. The database of energy champions was maintained to ensure all new trainees received updated news and information regarding energy related matters and project work. A strong presence was also maintained on social media in the form of Facebook updates and regular Twitter feeds. The project gained 163 Facebook followers and 178 Twitter followers. Client feedback was very favourable regarding the AW advice given.

2.2. Impacts

2.2.1. Cost Savings

The overall combination of behavioural advice alongside income maximisation saved an average household up to £1000 per year. These cost savings were calculated from a number of elements, including behavioural changes; tariff switching and installation of insulation and other energy efficiency measures.

2.2.2. Monitoring and Evaluation

2.2.2.1. Evaluation Wheel

The following impact data for the affordable warmth programme were determined from the monitoring process using the ALLenergy Evaluation Wheel. The Evaluation Wheel is completed by the householder to assess a variety of impacts, including: changes to the comfort of the client's household; understanding their fuel bills and switching energy suppliers to obtain a more favourable energy tariff. The evaluation is completed initially, then again following advice and support, and then repeated at intervals over the following years in order to assess the longer term impact of the intervention provided. The evaluation wheel contains a set of self-assessment questions - as listed below:

1. *I understand how to use my heating controls and am comfortable with using them.*
2. *I understand how to budget effectively so that I am better able to manage my energy bills.*
3. *I understand my energy bills.*
4. *My home is free from damp and condensation.*
5. *I can afford to heat my home comfortably.*
6. *I have been offered advice on my benefit entitlement, and I know where I can get advice in the future if I need to.*
7. *I believe that the energy tariff I am on best suits my circumstances.*
8. *I can think of at least 5 no-cost things I can do to save energy in my home*

Clients score their knowledge on a scale of 1 to 10, with 1 being that they feel '*not at all confident*' and 10 being '*completely confident*'. When no response is received the form is marked as 'zero'.

For 2015-16, of the 156 clients who responded to the survey, over 70% indicated increased confidence in using their heating controls, budgeting and benefit entitlement and recorded improvement to their understanding after the intervention with an Affordable Warmth Advisor. Approximately 60% reported new knowledge of cost effective ways to improve their household energy efficiency.

Even though ALLenergy's advice and support is making a difference, fuel poverty remains an issue for many people. Of the people who responded to a question asking if they could heat their home comfortably, 52% felt that heating their homes to a comfortable level was becoming harder to achieve with only 27% of householders reporting that this was becoming easier. Our evaluation data for 2014-15 indicated that 65% of clients felt they were able to afford to heat their homes to a comfortable level compared to 38% in 2015-16 (score of 6 and above), a decrease of 27%.

135 clients responded to a question about benefits checks provided by the ALLenergy team. 80% of clients indicated that they were satisfied with the advice provided by the Energy Assessor and 90% noted an improved knowledge of their benefit entitlement. 62% of the clients who answered question 8 (116) reported there were confident that they could note five no-cost improvement measures for their homes. Furthermore, 71% scored 10 indicating a very high level of confidence in response to the question.

2.2.2.2. Demographic analysis

Equality Information was collected alongside the evaluation wheels. A total of 113 equality forms were completed in 2015-16. The majority of clients were aged between 25 and 65 years (58%); 8% were aged between 0 – 24 years and 34% were aged 65 years and over. Of the householders who took part in the survey approximately 60% were female and 40% were male. Over 70% of clients who answered the questions were not disabled, and approximately 19% of the clients monitored

3.0 Affordable warmth for care leavers and young carers – West Coast Energy and Energy Action Scotland fuel poverty alleviation fund (AW-CL/YC).

The project targeted young carers and care leavers, and the local agencies and organisations who support them, in order to help them improve their energy efficiency and avoid fuel poverty and debt. The aim of this project was to provide a continuation of the practical assistance to young people with a particular emphasis on young carers and care leavers who either live alone or are in charge of a home and recognises the importance of the role of carers in the lives of many people. This help was delivered directly to young people and through their local support networks for which we already have a referrals system and procedure in place. The project advice included a "toolkit" that was customised to the client's requirements. The toolkits included practical items to increase warmth in the home and improve fuel use, including draught-proofing tape, chimney balloons, thermometers, timers, low energy light bulbs and more. In addition, written money saving advice materials, tailored to young people, were made available, such as user friendly instructions on how to use their energy saving toolkit and details of various relevant apps.

3.1. Outputs

During 2015-16 approximately 170 toolkits were distributed to young people and carers in Argyll and Bute. The targeted group included young people who were the main carers in the house and those who had been in care. Over 150 young people were provided with affordable warmth advice and support on improving energy efficiency in their homes and mentoring to maximise their income. The project and services were promoted via five

events, which took place throughout Argyll and Bute e.g. Cowal Community Hospital in Dunoon, Oban Volunteer recruitment fair, Happy and Healthy Mull and Iona advisory event.

Three talks and presentations tailored for young people, with particular emphasis on young carers and care leavers were delivered to young peoples' agencies in Argyll and Bute. Two workshops that provided advice and training on how to identify potentially fuel poor young people were also delivered to local organisations for young people. There was continued development of YouTube videos giving energy saving tips and "how to" guides as this medium has proved popular with young people.

3.2. Impacts

By advising over 300 young people about energy efficiency and providing them with easy to use money saving tools the Affordable Warmth project aided in reducing their fuel bills and consequently improved the affordability of heating in their houses. In addition the young target group gained new skills regarding energy efficiency and saving energy in their households.

The various presentations and workshops which took place across Argyll and Bute continued to increase the awareness of the fuel poverty issues that face the young people in the area. The training carried out within the young peoples' agencies increased skills capacity in the Argyll and Bute area. The young peoples' support organisations which have been involved gained additional capabilities to identify, give initial assistance and refer clients onto ALLenergy as required.

During the year the catalogue of electronic and virtual resources, produced to assist young people in managing their fuel costs and maintaining a warm home, has been further developed. The resource uses popular internet based information and smart phone apps to ensure maximum engagement with the target groups.

4.0 Affordable warmth for health-British Gas Energy Trust project (AW-H)

The AW-H project, which started in January 2016 is targeted at the whole of Argyll & the surrounding islands. The project provides energy advice; develops and delivers talks and workshops; arranges information stands and advice surgeries in key health-related locations. AW-H specifically targets NHS, health and social care staff and care workers. Direct referral systems are being established with primary health care professionals. Initial connections have been made with Dunoon Hospital, and a number of others primary health care establishments are pending.

3.3. Outcomes

- At least 200 people with improved living conditions and better equipped to avoid fuel poverty in future
- At least 56 health professionals with improved skills to identify vulnerable people in fuel poverty and refer them to specialist help and support
- At least 10 volunteers with the skills to offer advice and support to people experiencing fuel poverty
- At least 5000 people with improved knowledge and awareness of the impacts of fuel poverty on health and how to access help to avoid fuel poverty
- Improved partnership working between ALLenergy and local NHS teams
- Mechanisms established to share knowledge and information with Argyll and Bute Integrated Health Partnership on energy awareness and available fuel poverty / affordable warmth services.

3.4. Outputs

- Information and awareness raising material targeted at NHS staff.
- Meetings held with GP practice teams, community health teams, and other health professionals.
- Fuel poverty awareness packs developed and distributed to community health/health professionals.
- System for referrals via GPs, hospital outpatients, and other community health professionals.
- Presentations at clinical health team and community health team meetings (4 in total, involving 40 people).
- Deliver presentations at meetings of NHS managers (2 in total, involving 20 people).
- Deliver workshops to community health teams (3 in total, involving 36 people).
- Provide information stands at 10 Hospitals and 4 of the larger medical centres.
- Provide information posters and leaflets at 33 GP surgeries/medical practices.
- Provide at least 20 advice surgeries in Hospitals or health centres.
- Help at least 200 people via home visits or face to face advice/support in NHS locations.
- Provide information to at least 5000 people via information stands.
- Train at least 10 “Health Champions” to be competent to provide fuel poverty advice and support at information points across the NHS.

3.5. Impacts

The impacts of this project were not assessed in 2015-16 as the project began January 2016.

5.0 Home Energy Efficiency Programme Scotland: Area Based Scheme (HEEPS:ABS)

The Home Energy Efficiency Programme Scotland Area Based Scheme (HEEPSABS) is a Scottish Government funded initiative which primarily delivers solid wall insulation and hard to treat cavity wall insulation to areas in Argyll and Bute - during 2015-16 the emphasis was on the Isle of Bute. Other measures such as loft insulation, cavity wall insulation, floor insulation and a limited number of double glazing can be obtained by households who are in receipt of certain qualifying benefits and living in designated Carbon Saving Community Obligation Areas (CSCO). The HEEPS:ABS scheme is delivered by Allenergy on behalf of the Scottish Government and Argyll and Bute Council, with about £1million spent in the financial year.

3.6. Outputs

3.6.1. Home Surveys

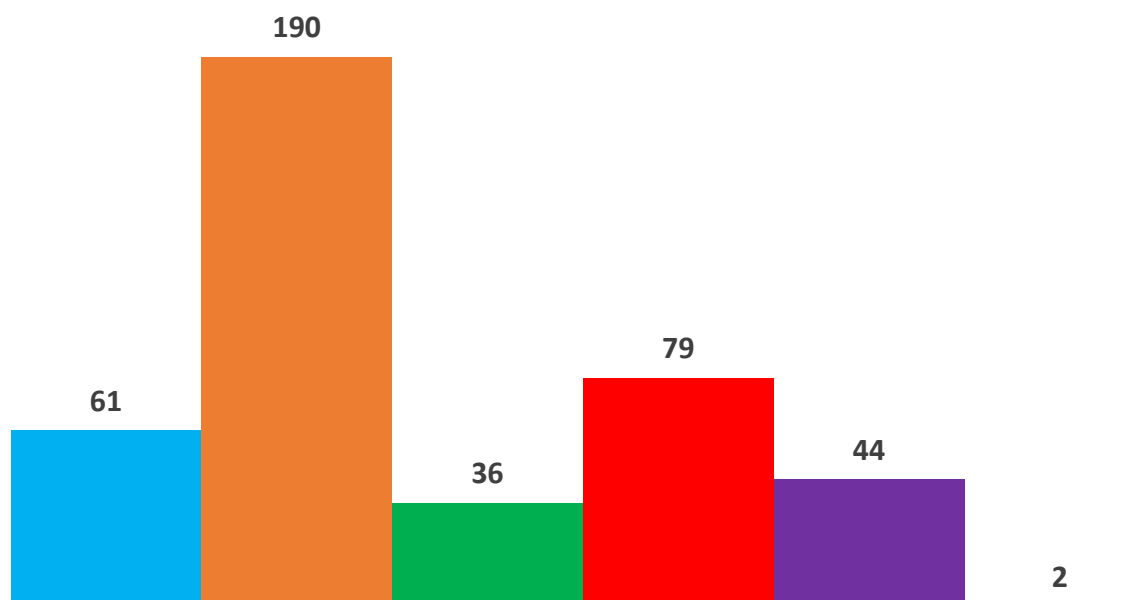
In 2015 -16, promotion of the home energy efficiency scheme year 3 in Argyll and Bute, and surrounding islands, resulted in a total of 477 home and technical surveys undertaken. Of these surveys 246 were on Isle of Bute, 95 were on Mull and Iona, 95 were on Islay, 12 were on Jura, 14 were in the Campbeltown area, 5 were in Mid Argyll, 3 were in Cowal, 6 were in Lorn and small isles and 1 was in Helensburgh.

3.6.2. Households

During the 2015 - 2016 financial year the energy efficiency of 303 households was improved by installation of various insulation measures. 50% of the households had a single measure installed; 20% of households had two measures installed and 3% of households had 3 measures installed.

3.6.3. Energy efficiency measures installed

The total number of measures installed between April 2015 and March 2016 was 412, of which 251 were for solid wall insulation consisting of 61 external wall insulation (EWI) and 190 internal wall insulation (IWI) measures. The other measures installed were 36 cavity wall insulation (CWI); 79 loft insulation (LI) and 44 underfloor insulation (UF) measures (Figure 5-1). The loft insulation carried out over the year included both top up loft insulation and virgin loft insulation.



Internal Wall Insulation Solid Wall Insulation Cavity Wall Insulation Loft Insulation Under-Floor Insulation Other

Figure 5-1. Total number of different insulation measures installed during 2015-16 in Argyll and Bute

3.7. Impacts

3.7.1. Geographical breakdown of installed energy efficiency measures

The energy efficiency measures installed during 2015-16 financial year were distributed in the following Argyll and Bute areas; Cowal (including Dunoon and Strachur); Kintyre (including Campbeltown, Southend, Glenbarr, Carradale, Whitehouse, Skipness); Lorn and inner Isles (including Oban, Connel, Taynuilt, Dalmally, Lochaweside, Portsonnachan, Kilmichael Glassary, Ardfarn); Mid-Argyll (including Tarbert, Lochgilphead, Lochgoilhead, Lochgair, Ardrishaig, Crinan, Furnace, Minard, Inveraray); Helensburgh (including Rhu and Kilcreggan); and Isle of Bute; Islay, Mull and Iona.

The main area where energy efficiency measures were installed was on the Isle of Bute, where 142 (47%) households were fitted with various types of insulation. In Kintyre (mainly in and around Campbeltown) 46 (15%) households had insulation measures fitted and a total of 53 (17%) homes were fitted with new insulation in the Cowal area. There were 25 (8%) households improved in Lorn and the inner isles and 21 (7%) homes in Mid-Argyll. In Helensburgh 7 (2%) households had 1 or more insulation measures installed and similarly on the Isle of Mull 8 households engaged with the energy efficiency programme. In addition, up to the end of March 2016, 1 (<1%) household on Islay had been fitted with insulation measures (figure 5.2).

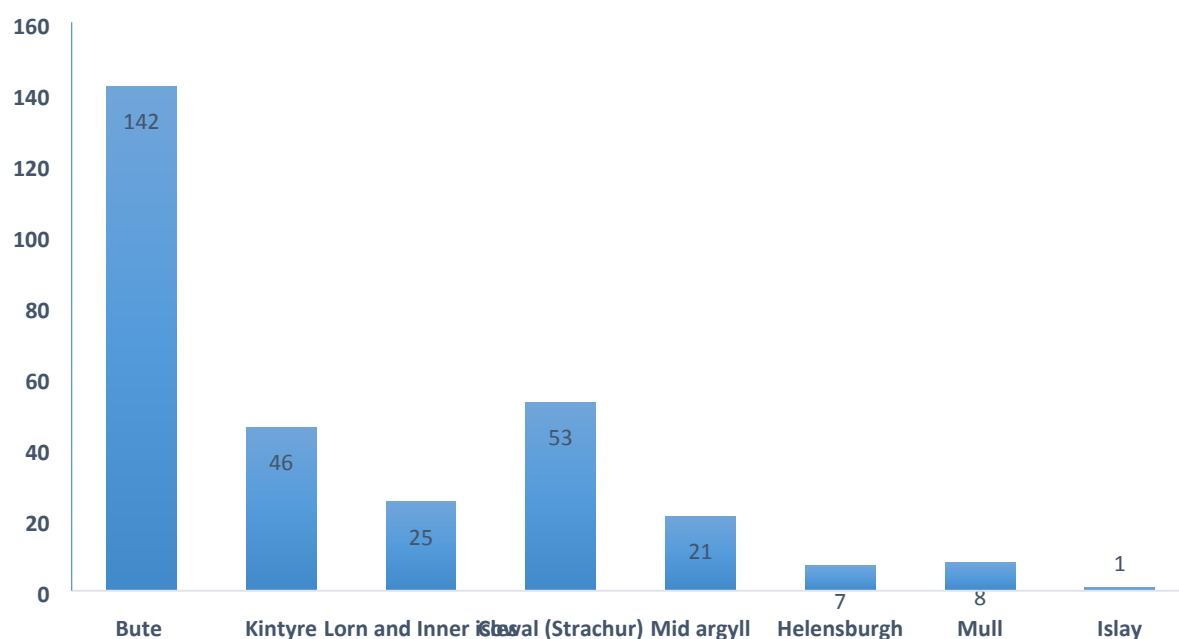


Figure 5.2 Total number of households in different areas of Argyll and Bute where insulation measures were fitted during 2015-16.

3.7.2. Benefits to local economy and community (courtesy of BCA Insulation).

The HEEPSABS programme has benefitted the local economy of Argyll and Bute as BCA successfully engaged with local companies and employed trades in each targeted area of the scheme. Advertisements on S1 jobs and in local job centres enabled BCA to increase the local capacity and employment was given to 1 local joiner from Bute, 1 joiner from Dunoon and 1 plasterer from Dunoon. In addition, on Bute, a number of employees from local plumbing and electrical companies were successfully engaged to undertake work required within the insulation installs. Local joinery manufacturing companies and other all-trades were contacted and given opportunity to undertake works as required. The efforts results in approximately £4000 per month spent on locally based trades. On the Isle of Bute all haulage was arranged locally and a small yard was hired from local businessman. Local joiners and plasterers were also offered training opportunities in the installation of the measures. Materials were purchased from local companies at approximate cost of £262,000.

Travel by ferry was required, sometimes daily, to some of the areas included in the scheme and this resulted in approx. £50,000 per annum spent with local ferries. Accommodation for the workforce was in local hotels and guest houses and amounted to approximately £36,000 per annum. Subsistence costs amounted to approximately £18,000 per annum, spent in local shops.

6.0 Argyll Woodfuel Forum

Argyll Woodfuel Forum aims to encourage and facilitate the growth of the woodfuel sector in Argyll by providing networking opportunities and regular news updates. The aim is to hold two meetings a year at different venues around Argyll in order to engage with the stakeholders. Meetings are free of charge and include a series of short

presentations, lunch and a relevant site visit. News, information and policy updates are circulated by email. A databases of useful contacts, fuel suppliers and woodfuel projects based in Argyll is maintained to enable dissemination of information to stakeholders as required.

3.8. Outputs and impacts

Between April 2015 and March 2016 the Argyll woodfuel projects and supply chain database was maintained. This work consisted of updating the information on woodchip boilers, pellet boilers, log boilers and fuel suppliers (woodchip / pellet / log / briquette; some of which are on the Biomass Suppliers List and some are not) that are present in Argyll and Bute, in particular any new suppliers or manufacturers.

The Woodfuel forum project was able to offer advice to 32 woodfuel and related enquires and all details were recorded, thereby increasing awareness of the sector in Argyll. Two meetings of the Argyll Woodfuel Forum were organised and facilitated during the financial year. The meetings were promoted via the Woodfuel website and Allenergy website, as well as direct mailings to forum members. The forum meetings included presentations from external speakers regarding alternative biomass uses and potential Woodfuel opportunities. The forum meetings provided a platform for members to discuss woodfuel projects and potential opportunities and enabled networks to be established increasing the potential for growth and economic development of woodfuel in Argyll and Bute.

Two site visits to working examples of biomass boilers on Ardnamurchan Estates and at Council Chambers, Kilmory were arranged for the forum members informing them of new technologies and practices in Argyll and Bute. The visits enabled forum members to see locally based woodfuel projects and discuss potential opportunities and current issues.

The database of all those interested in the Argyll Woodfuel Forum was maintained and updated as required. The database is used as a mailing list for distribution of Argyll Woodfuel and related information and in March 2016 contained approximately 230 people. There were 23 mail-outs circulated to the contacts list during the financial year 2015-16, which was an average of approximately 2 per month. The regular contact enabled marketing of Argyll Woodfuel Forum events and circulation of woodfuel related information and relevant contact updates.

7.0 Education and Skills Development

The Education and Skills Development “Bright Sparks” programme consists of various projects and activities aimed at raising awareness of the energy sector and promoting skills development in the renewable energy field. The programme involves the development and delivery of promotional and educational materials to schools, youth forums and young people’s groups throughout Argyll and Bute. The projects also engage and develop relationships with other relevant partners in the energy field in order to build capacity in the local community and raise awareness.

3.9. Outputs for 2015-16

The following activities were delivered by the Education and Skills development Projects during 2015-16:

- 4 STEM mini bite sized workshops were developed
- 300 mini bite sized workshops were delivered in over 20 show locations in Argyll and Bute.
- Over 3000 people participated in the bite sized workshops.

- Wind Works workshop materials developed and equipment produced.
- 1 Wind Works workshop delivered
- 400 pupils attended school Education and Skills development workshops
- 4 Renewable Energy display boards created
- 2 STEM display boards created
- 1 Science fair delivered on the Isle of Bute
- 3 careers events attended
- 4 careers leaflets created and published
- Careers display boards created
- 1 photo shoot at a SPR windfarm
- 1 press release detailing the Bright Sparks project
- 2 press released promoting women in STEM
- 5 Projects: “Young STEM ambassadors- Talking Science”; “Local Career Heroes”; “Career Choices”; “Choosing Energy” and “Acting Out” were created and promoted to secondary school head teachers
- Promotional materials for Young STEM ambassadors: “Talking Science”; “Local Career Heroes”; “Career Choices”; “Choosing Energy” and “Acting Out” were developed.

3.10. Impacts

Over 3000 people participated in Education and Skills Development project workshops in 2015 -2016. This was made possible by the provision of over 300 workshops at more than 20 show locations in Argyll and Bute, e.g., Taynuilt Highland Games, July 2015, Kintyre Agricultural Show, August 2015, Salen Show, Mull, August 2015 and Dalmally Show, September 2015.

Education and Skills Development produced leaflets that signposted young people to appropriate training courses for the renewable energy sector. Four specialised leaflets were produced during 2015 – 2016, which were distributed at 3 different careers fairs in Argyll and Bute. The distribution of the educational material increased young people’s awareness of opportunities for employment within the renewable energy sector and illustrated the wide breadth of renewable energy careers.

A variety of interactive school workshops were developed that follow the principles of the four Curriculum for Excellence (CfE) learning capacities. Within the workshops the activities have been designed to ensure pupils can achieve the learning outcomes outlined in the CfE. Workshops were delivered to approximately 400 pupils during the 2015-16 financial year in the Argyll and Bute area. Further educational materials based on the 5 projects: “Young STEM ambassadors- Talking Science”; “Local Career Heroes”; “Career Choices”; “Choosing Energy” and “Acting Out” were developed to cascade to teachers and pupils in Argyll and Bute schools and colleges. In addition a Wind Works workshop was developed and delivered to post school young people aged 18-25 years old.

Wider promotion and awareness raising of renewable energy was enabled by collaboration with Glasgow University (Physics and Chemistry departments) and Glasgow Science Centre. A successful and well attended science fair was delivered in Argyll and Bute in partnership with these high profile organisations in 2015-2016.

STEM (Science, Technology, Engineering and Maths) ambassador training was undertaken by 1 member of the Education and Skill Development project team. As part of the Government’s STEMNET programme the ambassadors encourage young people to enjoy the STEM subjects. The STEM training will increase opportunities for delivery of the energy workshops in schools in Argyll and Bute, resulting in increased awareness of energy topics and potential careers in the energy field. In addition, during 2015-16 the education and skills

development project participated in a PR campaign in Argyll and Bute to raise the profile and promote women in STEM subjects. The publicity drive ran for a few weeks in local newspapers in Argyll and Bute in 2016 and on social media, and was aimed at encouraging girls to take up STEM courses and careers. The work was part of a larger national campaign to inspire young women into STEM subjects.

The educational and skills development project also engaged with the wider community in Argyll and Bute. In Oban, the Education and Skills Development team participated in the Festival of the Sea science event run by Scottish Association for Marine Science. A careers information and guidance stand focusing on opportunities in Renewable Energy was delivered, along with a series of Science of Energy workshops. The festival was well attended by local residents, pupils from many of the local primary schools, some high school students and also visitors to the area.

In order to maximise the profile of the Bright Sparks programme a series of promotional events and marketing materials were organised and produced between April 2015 and March 2016. Various photo shoot events at windfarms were arranged and promoted by press releases. A filmed interview about the role and function of the Bright Sparks project was produced and widely distributed to promote the programme. In addition, the Bright Sparks Programme was actively marketed and promoted at a variety of youth forums, networks and young people's groups. A programme steering group was also created for the Bright Sparks project consisting of 3 partners: Argyll and Bute Council; Scottish Power Renewables and Allenergy. The Education and Skills Development were appointed as secretariat to the Steering Group. The steering committee will provide strategic guidance and support for efficient delivery of the programme.

3.11. Continued Impacts

The education and skills development project aims to develop further partnerships with secondary schools by attending Head Teacher meetings to promote and plan joint project delivery within secondary schools. Education and Skills Development will deliver 5 projects in secondary schools within Argyll and Bute, in 2016-2017. These projects are: "Young STEM ambassadors- Talking Science", "Local Career Heroes", "Career Choices", "and Choosing Energy" and "Acting Out".

8.0 Algal solutions for local energy economy – Phase one (ASLEE)

Phase one of the ASLEE project received funding from the Local Energy Challenge Fund - Phase One: Project Development and Feasibility fund. The project investigated the viability of an algal production system utilising renewable energy sources to reduce grid constraint issues and boost the economy in a rural Scottish community. A feasibility study was undertaken based on a pilot scale, modular array of photo bioreactors (PBRs), located on the Ardnamurchan peninsula, utilising electricity generated from locally-owned renewable sources. The project also considered the benefit to the local circular economy by using available waste streams from a nearby distillery as feedstocks in the production of the high value algal products. Phase one funding granted was £25,000.

3.12. Impacts

The ASLEE phase 1 project enabled an application for phase 2 funding to LECF, which was successfully awarded and scheduled to begin April 2016 for 1 year minimum, possible 2 years. Working with eight Scottish partner organisations (a mixture of expertise in renewable energy, biotechnology, electrical innovation, aquaculture, and economic development) the phase 2 project aims to encourage the circular energy economy in rural Scotland by using a novel application of a developing technology (algal production using LED-lit photobioreactors powered by renewable electricity) as a transactive load (an electricity demand that can be remotely and automatically controlled in response to fluctuations in net supply and demand on the grid). The west of Scotland has some of the best potential for renewable energy generation in Europe, but development is limited by grid constraints. The ability to use the electricity where it is generated, to power a manufacturing process that can cope with intermittent supply and in conjunction with grid balancing technology, will facilitate increase in local renewable energy projects and industry: creating community resilience, income generation and employment. Phase 2 projected funding to be approximately £500,000 total. The role of ALIenergy will be as secretariat of the innovative project.

1.0 SPRIED Project

ALIenergy has gathered, collated and analysed data on fuel poverty in Argyll and Bute as part of a larger research project being undertaken by Caledonian University in Glasgow.

2.0 Summary of Projects

In the 2015 -16 financial year a variety of different projects have been delivered resulting in numerous social and economic benefits to householders and the wider community in Argyll and Bute. The impacts of the work undertaken by ALIenergy included:

- 4839 clients in contact with ALIenergy advisors.
- 857 households benefitted from ALIenergy's services within the various projects.
- 69 energy champions volunteers recruited and trained
- 156 clients participated in questionnaires, surveys and monitoring questions.
- Approximately £415,000 of direct added value entered into the Argyll and Bute economy.
- Average of £1000 savings in households per year due to ALIenergy involvement.
- Increased awareness of fuel poverty and related issues in Argyll and Bute
- Training of health and social care professionals to identify signs of fuel poverty
- Encouragement of young women in Argyll and Bute into STEM subjects.
- Enhanced understanding of the integrated nature of health and fuel poverty

3.0 Twitter Report 2015-16 (3rd Year)

ALIenergy13 has 176 followers, who range from individuals to global corporations, many universities, renewables consultants, experts, politicians and public servants. The common interests of our followers are from the area of:

Common interests	
Business & News	79%
Government	64%
Science News	63%
Green Solutions	62%

Business News & General Information	58%
Politics & Current Events	56%
Government Resources	53%
Tech News	45%
Business & Finance	45%
United Kingdom	38%

Our followers are from are primarily from the United Kingdom and Europe, however we are not attracting interested followers from further afield, which breaks down as:

Follower Location	
UK	88%
Canada	2%
Unites States	2%
Spain	1%
Belgium	1%

< 1% from Croatia, Germany, Indonesia, Ireland and Sweden.

A regional breakdown of our followers shows that we attract the most interested followers from within Scotland. A full breakdown:

Regional breakdown			
UK – Scotland	61%	CA – British Columbia	2%
UK – England	26%	UK – South East England	2%
UK – London	9%	CA – Vancouver	2%
UK – North West England	2%	UK – East England	1%
UK – Yorkshire & Humberside	2%	UK – South East England	1%

A breakdown in the gender of our followers:

Gender	
Female	52%
Male	48%

In general, the traffic of tweets and interest from followers largely depends on the subject matter on which we tweet. Tweets regarding fuel poverty, renewable energy and climate change tend to be most popular, although these are also affected by the topic in question. For example, a tweet regarding a report from the RSPB that renewable energy can be generated in harmony with nature gained more interest than a tweet about Ofgem's guide to making a complaint to your energy company.