



Healthy n Happy
Community Development Trust

number



Healthy n Happy Community Development Trust

Healthy n Happy's Community Hub Eco Project

3941

Final Report

Introduction

Healthy n Happy (HnH) is the community development trust for Cambuslang and Rutherglen. Our key purpose is to provide community members in Cambuslang and Rutherglen with the opportunity to take an active part in improving their lives and in ensuring their own, their family, and their community's current and future health and wellbeing.

In February 2014, HnH were awarded £436,000 from Clyde Gateway on behalf of the Scottish Government to purchase and refurbish Number 18 which we had previously been renting from Rutherglen and Cambuslang Housing association. After many years searching for a suitable facility to serve Cambuslang and Rutherglen as a community hub, we were thrilled to complete the purchase of Number 18. Its location is excellent, it is accessible, well connected by public transport and safe at night.

With the community, HnH developed plans for Number 18 to be a thriving community hub, providing a mix of services delivered by HnH and partner organisations, income generation through training, meeting space for hire and a wide range of activities aimed at involving and benefiting a wide range of community members. Phases 1 and 2 of the refurbishment are now complete, Number 18 is now fully operational and we are hopeful to secure funding in the near future to complete the third and final phase.

Central to the refurbishment of Number 18, was our aim to create a multi-purpose energy efficient space that provides a safe and comfortable environment for all users and acts as an inspiring practical example of sustainability at the heart of the community. Whilst also carrying the message of energy efficient action out to our local communities through our grassroots programme of activities.

The building is a gothic Grade B listed former church built in 1871-72, and as result of this, had no existing energy efficient measures in place with particular areas of weakness identified through an external energy efficiency audit. Furthermore, given that we were already working in the community to promote carbon reduction, through our CCF funded Bike Town initiative we strongly believed that an energy efficient community hub would complement this aim.

In January 2015, HnH received Climate Challenge Funding from Keep Scotland Beautiful to support our energy efficiency aims for Number 18 and to deliver an educational initiative to local communities. The expected outcomes from our Climate Challenge Funding were:

- Reduce the carbon footprint in our local community by 10.9 tonnes CO₂e by installing energy efficient technologies in our community hub.
- Reduce CO₂e emissions in Cambuslang and Rutherglen by 1177.3315 tonnes CO₂e by; increasing awareness on carbon reduction and energy efficiency and developing an energy advice service to help local residents save energy in their homes.
- Reduce fuel poverty in Cambuslang and Rutherglen by providing an energy advice outreach service to vulnerable residents identified by our existing supporting communities work.
- Create a multi-purpose energy efficient community space that acts as an inspiring practical example of sustainability at the heart of the community, increases use of existing building and increases community cohesion.



Headline Figures

36.29 tonnes of CO₂e reduced through energy efficient technologies in Number 18

1243.24 tonnes of CO₂e estimated reduced in Rutherglen and Cambuslang through increasing awareness of carbon reduction and energy efficiency

Engaged with 742 local people

Delivered 49 workshops and events

1131 energy efficiency adverts played on CamGlen Radio

Outputs

1 Community Building Refurbished



In August 2015, phase two of the refurbishment was successfully completed and this included the installation of energy efficient technologies funded through CCF, such as: roof insulation and new windows and doors.

We have received great feedback from the local community and partners on Number 18's new look and have delivered 4 events to specifically promote the refurbishment, new energy efficient technologies, climate change awareness and our energy advice service. Number 18 is the home of CamGlen Radio and has been fully operational since October 2015, with all users being trained in energy efficiency methods. We have also developed robust maintenance systems for the building and this includes checklists to ensure all lights and electrical equipment are switched off when not in use and that thermostats are turned down wherever possible.

We are pleased to report that the energy efficiency technologies and focus on behaviour change in Number 18 have already been successful in reducing our energy footprint as since November we have saved 4,100 kWh of electricity and 3152 kWh of gas based on our energy consumption in 2014.

11 Workshops Delivered



Between July 2015 and February 2016 project staff have delivered 11 workshops to staff, volunteers and local community groups focussing on increasing awareness of energy efficiency, carbon reduction and climate change.

Furthermore, 90% of the 111 participants that attended have pledged to reduce their annual carbon footprint.

Our CamGlen Radio Project Worker delivered 8 workshops to CamGlen Radio volunteers. These sessions trained volunteers to develop content for energy efficient adverts and jingles to be aired on CamGlen Radio by introducing the volunteers to some eco tips and facts and exploring radio advertising through listening to some commercials and discussing the strengths, weaknesses and how these ideas could be used to promote the HnH Green Team. As a result of the CamGlen Radio workshops, eco hub adverts and jingles have been played on CamGlen Radio 1131 time between August 2015 and March 2016.

4 Events Delivered

We have held 4 events during the course of the project including: exclusive preview event of Number 18, official launch of Number, bicycle powered film night and Number 18 Open Doors Day

These events have involved information stalls, giveaways and films to highlight the energy efficiency measures that have been installed in Number 18 as part of the refurbishment and HnH's commitment to creating a multi-purpose energy efficient community space that acts as an inspiring practical example of sustainability at the heart of the community. They have also showcased the work of HnH's Eco-hub Green Team.

2 Energy Advice Drop In Surgeries Set Up With 34 Sessions Held

Between September 2015 and March 2016, project staff have set up regular energy advice drop in surgeries at 2 local community centres in Burnhill and Springhall. 34 sessions have been facilitated engaging with 349 local residents, and 68% of these have pledged to reduce their annual household energy consumptions through simple behaviour changes. These sessions covered advice on billing, insulation measures, grants available, referrals to Home Energy Scotland, advice on energy efficiency measures and energy saving tips.



CO₂e Outcomes

Healthy n Happy had two expected CO₂e outcomes from our Climate Challenge Fund application form. Below is a summary of how the project delivered against those outcomes between April 2015 and March 2016. All figures are according to Climate Challenge Fund's recommended 2015 conversion factors. This uses Gas Emissions Conversion Factor 0.462 and Electricity Conversion Factor 0.184.

1. Reduce the carbon footprint in our local community by 10.9 tonnes CO₂e by installing energy efficient technologies in our community hub

We have met and exceeded this outcome through the installation of energy efficiency technologies (roof insulation, windows and doors), energy efficiency training for Number 18 users and the development of robust maintenance systems including checklists to ensure all lights and electrical equipment are switched off when not in use and that thermostats are turned down wherever possible.

Date	Gas Reading	Electricity Reading
21/11/2016	37932.8	59551.6
21/04/2016	61087.1	63162.4
Baseline (12 months usage)	63,135	17850
5 month usage	23154.3	3610.8
12 month usage	55570.32	8665.92
Savings	7,565	9184.08

	Gas Carbon Savings	Electricity Carbon Savings	Total	Tonnes CO ₂ e
Baseline	29168.37	3284.4	32452.77	32.45277
Project Savings	25673.48784	1594.52928	27268.02	27.26802
Total Savings				5.184753
Lifetime savings (7 years)				36.29

2. Reduce CO₂e emissions in Cambuslang and Rutherglen by 1177.3315 tonnes CO₂e by; increasing awareness on carbon reduction and energy efficiency and developing an energy advice service to help local residents save energy in their homes

The carbon reduction figures in the tables below indicate that we have met and exceeded this outcome, particularly by raising energy efficiency awareness through 1-2-1 support, workshops, energy advice drop in surgeries and events. However, despite the large number of pledges received and followed up, given the difficulty that project staff have had in receiving energy bills from participants we think that it is more realistic to conclude that this outcome has been partially delivered. Furthermore, the CamGlen Radio aspect of the project and dedicated time from Marketing and Communications Officer has enabled the project to be promoted excellently, however this is also extremely difficult to quantify in terms of carbon reduction.

Energy Advice Drop In Surgeries – (5% reduction in household energy consumption)

	Gas Carbon Savings	Electricity Carbon Savings	Total	Tonnes CO2e
Baseline	14343.02	4837.59		
Baseline (237 pledges)	1570474.632	210957.6247	1781432.257	
5% reduction from baseline	717.151	241.8795		
Baseline - 5% reduction	13625.869	4595.7105		
Project Savings (75%, 177 households make 5% reduction)	1114241.812	149673.0996	1263914.911	
Total Savings	456232.8	61284.5	517517.4	517.517
Lifetime savings (5 years)			2587586.7	2587.59

Events – (5% reduction in household energy consumption)

	Gas Carbon Savings	Electricity Carbon Savings	Total	Tonnes CO2e
Baseline	14343.02	4837.59		
Baseline (235 pledges)	1557221.681	209177.3916	1766399.07	
5% reduction from baseline	717.151	241.8795		
Baseline - 5% reduction	13625.869	4595.7105		
Project Savings (75%, 176 households make 5% reduction)	1107946.66	148827.4888	1256774.14	
Total Savings	449275.02	60349.90	509624.9	509.62
Lifetime savings (5 years)			2548125	2548.1

Workshops – (5% reduction in household energy consumption)

	Gas Carbon Savings	Electricity Carbon Savings	Total	Tonnes CO2e
Baseline	14343.02	4837.59		
Baseline (100 pledges)	662647.524	89011.656	751659.18	
5% reduction from baseline	717.151	241.8795		
Baseline - 5% reduction	13625.869	4595.7105		
Project Savings (75%, 75 households make 5% reduction)	472136.3609	63420.8049	535557.1658	
Total Savings	190511.2	25590.7	216102	216.1
Lifetime savings (5 years)			1080510	1080.5

Community Outcomes

Healthy n Happy had two expected community outcomes from our Climate Challenge Fund application form. Below is a summary of how the project delivered against those outcomes between April 2015 and March 2016.

1. Reduce fuel poverty in Cambuslang and Rutherglen by providing an energy advice outreach service to vulnerable residents identified by our existing supporting communities work

Project staff have delivered a number of activities aimed at reducing fuel poverty including: 1-2-1 energy audits with 52 local residents, 24 referrals to Home Energy Scotland, 34 drop in energy advice surgeries engaging with 349 attendees. More recently, since February 2016, we have also provided energy efficiency incentives to the local food bank to giveaway to attendees including: pump flasks, battery torches and duvets. We started this as Rutherglen and Cambuslang food bank have found that during 2015 alone over 1000 households that are accessing the food bank have also been identified as experiencing fuel poverty and are struggling to heat the food they have been given.

There is a variety of evidence to suggest that we have partially delivered this outcome, including: anecdotal feedback, case studies, HES referrals and number of pledges received. Following the assessment of the evidence collated, it is clear we have delivered meaningful activities to achieve this outcome and laid the foundations for future successful work. However, we believe that this outcome has been partially met rather than fully met as there has been difficulty with receiving energy bills from participants and the short delivery time of the project makes it difficult to ascertain whether fuel poverty has actually been reduced.

Case Study: "Karen" is a joint homeowner with her husband. She has young children and was finding her home very difficult to heat. Her gas/electricity was costing in excess of £150 per month. "Karen's" central heating system was very old and inefficient. We referred her to Home Energy Scotland, with a view to with a view to upgrading/renewing her boiler. As "Karen" has young children and was in receipt of Working Tax Credit, she was eligible for a completely new central heating system. She has had all of her radiators and boiler replaced, at no cost to her. When we followed up with "Karen" in March 2016 she said she is absolutely delighted with her new system. She stated "I wouldn't have known about this scheme" and "I'm so grateful to Healthy n Happy for helping to get all of this done for free".

WORRIED ABOUT YOUR FUEL BILLS?

Fear not, the Green Team are here! To help you take eco-action. We can guide you through some easy energy saving measures and put you in touch with specialist agencies.

DID YOU KNOW?

You can save over £100 each year by doing these five simple actions:

- Use only energy saving bulbs
- Turn electrical items off standby
- Boil only the water you need
- Leaving a room? Lights off!
- Dry your washing outside

Discover how you can make savings by contacting Donna and Kenny on **0141 646 0123**

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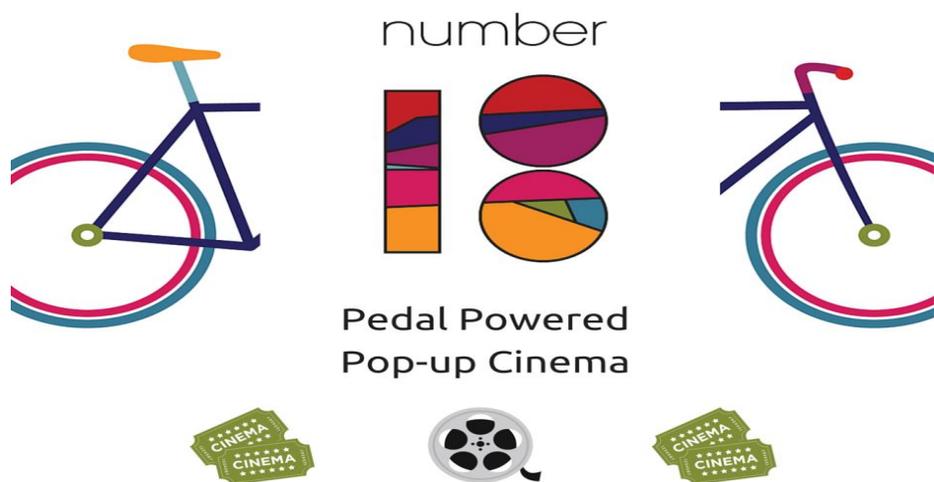
2. Create a multi-purpose energy efficient community space that acts as an inspiring practical example of sustainability at the heart of the community, increases use of existing building and increases community cohesion



There is a range of evidence to suggest that we have met and exceeded this outcome, such as: the significantly increased number of people using Number 18, the well - attended events delivered through the project, the excellent online and social media presence established, feedback from users and through the sessional and volunteering opportunities the project has created.

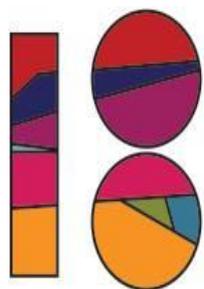
Quote from Agnes, Eco-Hub volunteer:

"I love volunteering in Number 18 because it gets me out of the house and gives me a purpose. I like to help others out and be kept busy. I like the Eco-Hub project because the work is so varied and there is always something different to be done. Also because the staff are so happy and helpful when I need help with anything."



OPEN DOORS DAY

number



- Get your voice heard on CamGlen Radio
- Tour the live radio studio
- Request a song
- Family Activities
- Refreshments Available
- Tell us what you'd like to see at Number 18
- Visit the cardboard cafe with Alan the Architect
- 18 Farneloean Road, Rutherglen G73 1DL

Thursday 24th March 2016 3pm-7pm



www.healthynhappy.org.uk
www.camglenradio.org
Tel: 0141 646 0123



Learning and Reflection

Challenges

12 month project

The biggest challenge in delivering this project was the short length of delivery time. Given that that it was only funded for 12 months, we really needed to hit the ground running and unfortunately we only started delivery in late June/ early July as it took longer than expected to complete the capital works, to recruit project staff and establish the necessary systems. This left us with 8 months delivery time and this has impacted on the quality of data collection as there wasn't a lot of time between delivery and follow up making it difficult to measure the level of carbon reduction and behaviour change. For example, the energy efficiency technologies were only installed in Number 18 in August and the building only became operational from October which only left 5 months to assess whether these measures have had an impact on carbon reduction.

Similarly, if staff engaged with people during the winter months regarding their household energy consumption due to the short length of the project they would be following up with them in spring and warmer months which again made it hard to accurately determine the level of carbon reduction and behaviour change achieved.

Energy Bills

A key barrier was that project staff found it difficult to get energy bills from participants as many of the people we spoke to had smart metres and therefore didn't have easy access to their bills and also there was some unwillingness from others to share them even if they had access to them.

We believe that the unwillingness to share bills from participants could potentially be because many of the project's beneficiaries are existing HnH service users and they can often come to HnH as a result of mental health issues, family problems and low confidence levels. Therefore, fuel poverty is only one of the challenges they are dealing with in their life and sharing bills may seem quite irrelevant.

Learning for future similar projects would be to invest time and resources from the outset in training staff and service users in how to read smart meters and the different methods of accessing bills depending on energy systems and providers.

Reflections

Existing Links

We found that the existing links and experience that Healthy n Happy has as a result of its work as a community development trust was extremely beneficial in the delivery of this project particularly given the short project time. We were able to hit the ground running with many of the project activities and easily build in into existing areas of work as we have extensive experience of delivering workshops, 1 -2-1 support and with effective community engagement.

CCF Experience

Having received CCF funding in January 2014 for our Bike Town initiative, this provided us with extremely beneficial experience of delivering a CCF project and fulfilling its monitoring requirements. As Bike Town had already been delivered for over year when we started Eco-Hub there was already important learning that we could embed into the new project. It also meant that we were already familiar with CCF systems so could hit the ground running with delivering certain project outcomes.

Finance and Administration

Finance Claims

Given that we already has experience with submitting finance claims for our Bike Town initiative, the Bike Town project staff were able to share their systems and learning which made completing finance claims straightforward from the outset. Furthermore, as a result of our previous experience we were able to upskill and train volunteers to be involved with the collation of the claims. Finance claims were submitted quarterly to support the effective management of HnH's cash flow.

Budget Reallocations

There were minimal budget reallocations needed throughout the project. The most significant reallocation was the decision to only go ahead with the installation of new windows, doors and roof insulation and without the planned heating and lighting controls as the costs for the windows and doors were greater than originally anticipated. Our CCF Development Officer was extremely supportive with this process and in supporting us with the completion of the relevant paperwork.

Management and Staffing

Again already having experience internally of managing a CCF project was extremely advantageous for managing this project. We initially applied for 1 full time Project Worker post however, we reviewed the delivery model and were allowed to offer 3 existing operational staff extra hours and recruit for a part time Project Worker. CCF were supportive of this and we felt it would be a vast improvement in order to hit the ground running with project delivery.

Appendix 1 – Output Grid

Output Grid	
Advice/ information Centres	2
Training Sessions	11
Events Held	4
Qualifications Achieved	2 City and Guilds Energy Awareness
CCF Employees	1.6
Project Beneficiaries	742
Project Volunteers	11
Community Owned Buildings Refurbished	1

This report was completed by the Eco-Hub project staff team at Healthy n Happy Community Development Trust. Date finalised: 22nd April 2016

