



Scarf

An accomplished social enterprise, delivering a positive impact on society

Lawrence Johnston

Business Development Manager

We act with integrity • We treat all with respect • We pursue excellence • We lead



1985

The year Scarf was founded; we're celebrating over 30 years of quality customer service



500+

Number of individuals we have trained to support householders and organisations



60+

The number of employees currently working to help members of the public and organisations with their energy needs



100

Listed as a Sunday Times Best 100 Not-For-Profit Company 5 out of the past 6 years.

Our charitable aims;

- 1. Supporting people in fuel poverty**
- 2. Promoting energy efficiency and reducing carbon emissions**
- 3. Creating employment opportunities**

How do we deliver these aims ?

- **Home Energy Scotland (HES)**
- **Resource Efficient Scotland (RES)**
- **Energy Efficient Scotland (EES)**
- **HEEPS-ABS Management**
- **Home Energy Advice Team (HEAT)**
- **Local Energy Scotland**
- **Energy Champions**
- **Monitoring and Evaluation Services**

**HOME
ENERGY
SCOTLAND**

- **Energy efficiency advice**
- **Support with accessing funding schemes**
- **Sustainable transport / Active travel advice**
- **Support for communities and local authorities**

**HOME
ENERGY
SCOTLAND**

- **19,000+ households supported**
- **4,000+ energy efficiency referrals**
- **100+ landlords supported**
- **900+ Warm Homes Scotland referrals**
- **97.6% customer satisfaction**

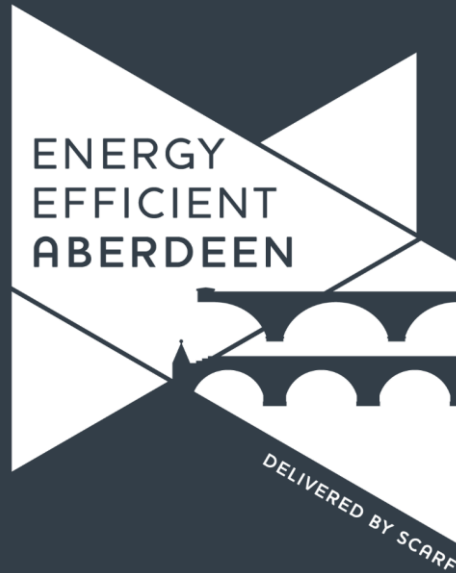


- **Up to £15,000 funding available for energy efficiency improvements**
- **Interest free loans**
- **25% cashback**
- **Up to 12 years payback period**
- **Up to £17,500 available for renewable technologies /
Up to £6,000 for energy storage systems**

Primary Improvement	Cashback Amount	Total Funding Available
Solid Wall Insulation	£2,500	£10,000
Heating System	£400	£5,000
Gas Connection	N/A	£5,000
Double Glazing	£400	£4,500
Room-in-Roof	£1,000	£4,000
Loft / Floor / Cavity	£250	£1,000

Secondary Improvement		
Draught proofing, Thermostat, Heating Controls, Water Tank Jacket etc.	£125	£500





- **Bespoke in-home advice to establish potential energy efficiency improvements**
- **Support in identifying potential funding streams available to make improvements**
- **Assistance in sourcing reliable contractors through our trusted trader network**
- **Dedicated follow up advice visit after installation of improvements, including a free EPC**



- **Help organisations understand their energy, water and waste costs**
- **Identify potential saving opportunities**
- **Offer funding and support to make improvements**
- **£54m potential savings identified so far**



- **Available to Scottish SMEs, landlords, not-for-profit organisations and charities**
- **£1,000 to £100,000 available**
- **Interest free**
- **No set up charges**
- **Investment can be set against capital allowances**



- **Free, personalised & impartial in-home energy advice**
- **Behavioural advice & home energy recommendations**
- **Assisting with tariff & supplier switching & negotiating fuel debt**
- **Accessing schemes & benefits**
- **Onward referrals to partners & support organisations**



- **4,000 inbound enquiries**
- **2,500+ home visits**
- **250 events attended**
- **£250k savings on household energy bills (Aberdeen City)**
- **710 Tonnes carbon emission reductions (Aberdeen City)**



Deliver a world class service and exceed expectations



Create a positive impact on society through our services



Putting people at the heart of what we do



Continue the development of new and improved services