

**energy
saving
trust**

Our impact 2021/22



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Energy has never been so important

Neil Sachdev, chair, Energy Saving Trust board

Neil was chair of the board from April 2019 to July 2022.



When we think about the cost of living crisis that many households face today, particularly at the lower end of the earnings scale, it's clear that energy use is both a cause and effect of a fundamental shift in the way we live. We can take nothing about energy for granted any more.

Having long been linked to affordability, energy has also more recently become absolutely entwined with sustainability and, of course, with carbon emissions. Today, given the energy price volatility we see, this is increasingly being accompanied by concern about the price and economic impacts of energy.

And then there is energy security for Europe – as a country and continent we must become less dependent on certain suppliers for their fossil fuels.

As I prepare to step down from my post as chair of Energy Saving Trust, I am truly proud of the work we're doing to support people up and down the country in the face of current and impending energy price pressures.

To be able to heat their homes properly, or to run a bath, or to put good food on the table because we've helped them cut their energy bills – to me this is an affirmation of our shared humanity.

At Energy Saving Trust we know our work needs to keep moving up a gear. I see even greater demand for our support services as energy matters more and more to us all. However, we are very well placed today to meet the challenge with a strong team doing great work.

That is why I say to government – trust us to do more. We know that whenever we talk to our customers or visit their homes we not only help them save energy and money – we also improve their health and contribute to the country's energy security – all key policy goals for government.

Lastly, I want to pay tribute to the work of our charitable Foundation, which promotes energy efficiency and sustainable energy use in the field of education. Children feel the impact of the energy crisis and care about the future of our planet. If we can support them at home and in school, how much more might they achieve? That's the level of vision we need. Our young people are the climate keyholders. The future is in their hands.



As energy prices spike, our work is needed more than ever

Mike Thornton, chief executive



The first thing to say when reflecting on where we are today is that the climate emergency – the fundamental driver of our mission at Energy Saving Trust – hasn't gone away. What is new is an additional energy price crisis that brings into sharp focus crucial questions about the energy we use, where we get it from, and how much it costs.

Energy Saving Trust has always been about helping people save money by saving energy and cutting carbon. At this critical moment we see an important opportunity for both country and people to address the climate emergency, to enjoy improved energy security by cutting our reliance on fossil fuels, and to reduce fuel bills by intensifying the switch to sustainable energy with energy efficiency.

As part of this opportunity, we have to accept that the social dimension of what we do is expanding. Energy Saving Trust has long been at the forefront of the fight against fuel poverty. If the price rises high enough, however, everyone is fuel poor. That's the unfortunate truth about where we stand today.

Looking ahead, we expect to see increasing interest in our agenda and a growing requirement for the work we do, especially the support we offer for householders, as the number of people turning to us for help with their energy bills is rising steeply and this can only continue as energy prices keep rising.

To meet the challenges ahead we must do more of what we already do. Our work to expand and accelerate electric vehicle uptake, for example, has received a massive boost thanks to a successful bid for the Department for Transport's Local Electric Vehicle Infrastructure (LEVI) chargepoint scheme, worth up to £400m. It's a recognition of our track record of success in delivery.

In a shifting landscape we're also serving new audiences and using all channels to reach them. Our fast-growing digital offerings allow us to reach more people at scale whilst the new Business Energy Scotland service recognises the fact that rising fuel bills now pose an existential threat to many small businesses.

Against this backdrop our own can-do, mission-led culture enables us to respond flexibly to rapidly changing circumstances and we will continue to invest in our people and teams to make sure this continues.

The value of the sustainable energy we champion is now underpinned by interlocking factors – the climate emergency, energy security, and price volatility. This alignment presents an opportunity and a challenge to Energy Saving Trust: we will seize the opportunity and rise to the challenge.

The year in numbers

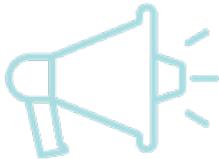
In 2021/22 Energy Saving Trust...



Helped
249,000
households with energy
saving advice



Installed and funded energy
efficiency improvements in
6,000
households in Scotland and Wales
through our joint ventures



Contributed to
60
policy processes, including
government consultations,
calls for evidence and
enquiries



Awarded
£116.4m
in loans to householders and
businesses, to improve energy
efficiency, install renewables
or switch to sustainable
transport



Supported
308
community energy
projects in Scotland
and Wales



Awarded
£5.9m
in emergency fuel vouchers
to 83,000 households
via charities



Contributed to sales of over

9m

off grid appliances internationally to improve people's access to energy



Helped people make lifetime savings of

£134.7m

on their energy bills through our advice



Reached

3m

people through our campaigns and encouraged 2.4m people to take action



Achieved an excellent Net Promoter Score rating of

64

for our energy programmes in Scotland and Wales



Reached

3.5m

people through our website

Our strategic outlook is focused on growth

Our strategy for the year ahead recognises and addresses several interlinked priorities in a rapidly changing environment for energy.



“Our people and their expertise and enthusiasm are our key strength and to grow we will need more of them.”



We have to go faster wherever we can in order to keep up with the growing demands of our mission and as government, media and the public focus increasingly on the energy crisis, a vital opportunity exists for Energy Saving Trust to grow our impact and help more people than ever by doing more of what we do best. We are working hard to seize this opportunity.

Electrification of heat and particularly widespread adoption of heat pumps are among the most pressing challenges for net zero. So we are providing more and more information and support in this key area to take the public with us on the journey.

Through our growing joint venture company, Warmworks, Energy Saving Trust is bringing greener heat and improved insulation to ever more homes in Scotland and, increasingly, England.

And with an increase in funding from the Scottish Government, we're expanding the Home Energy Scotland advice network to reach even more customers, as ever greater numbers of people seek help with their energy costs.

Our people and their expertise and enthusiasm are our key strength and to grow we will need more of them. We recognise that in a tight labour market we must stand out clearly from the crowd if we're to attract the brightest and best and here we believe our mission and our ambition are huge assets. If you want to make a real difference to net zero, we're saying, then come and do it with us.

Across all our strategic priorities the shared driver is change. As the climate emergency deepens and fuel bills soar, we'll all have to adapt to new ways of doing and being. Meaningful change requires its own enabling infrastructure and Energy Saving Trust is out in front, laying the track.



01 Extending our reach, increasing our impact

Expanded regional support initiatives coupled with carefully focused marketing activity will help hard-pressed households across the UK save energy and money at a critical time.



As the energy crisis deepens, more UK homes risk being pushed into fuel poverty. In response to current pressures and with an eye on a further energy price cap rise due in October, the Scottish Government has increased the Home Energy Scotland budget by 20% to boost capacity.

The extra funds will allow Home Energy Scotland to recruit and train more advisors across its network. Head of Home Energy Scotland Harry Mayers says: "To be able to scale up our numbers at this time is fantastic. Getting a good service to fuel poor homes takes longer. Quite simply, they need more support."

Moves to build capacity include significant digital infrastructure investment which will allow more people to access services via online tools. A new self-support element is vital if Home Energy Scotland is to help growing numbers make the journey towards low or zero carbon living, and away from fuel poverty.

Harry says: "As the energy crisis bites, there is some good news as help is available here in Scotland. The additional funding will this year allow us to work with an additional 12,000 households across Scotland, generating 40,000 more advice interactions and significant savings, both in terms of money and carbon dioxide."

Meanwhile our Northern Ireland Sustainable Energy Programme (NISEP) continues to deliver a range of carbon

reduction support including renewables. Since 2010, 668,519 energy efficiency improvements have been installed in homes and businesses through NISEP.

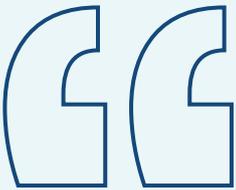
With annual funding of around £8m drawn from an electricity bill levy, and administered on behalf of the Utility Regulator, NISEP helps consumers across Northern Ireland access lower carbon energy efficiency improvements. 80% of funds are ringfenced for vulnerable households.

Nine air source heat pumps installed last year represent a significant step towards carbon savings in a sector still in its infancy in Northern Ireland. Another successful NISEP scheme provided householders in much older homes with external solid wall insulation, loft insulation, a new heating system, and additional carbon reduction improvements.

For the year ahead, 25 NISEP schemes have been approved based on their carbon saving potential. Programme manager Angela Gracey-Roger says: "There's always surplus demand for these funds. In our last round we had bids totalling £13m – far more than there is funding available for."

In Wales, we continue to support households through the Welsh Government Warm Homes Nest scheme. Since 2011, over 52,200 energy efficiency improvements have been installed in homes to help people save money on their bills. Our advice line provides information on saving energy, money management, energy tariffs and benefit entitlement, with 10,156 householders benefitting from this free service in 2021–22.

We also continue to work with Western Power Distribution on their Power Up programme, supporting vulnerable customers in south Wales with energy advice and helping them sign up to the Priority Services Register.



"There's always surplus demand for Northern Ireland Sustainable Energy Programme funds. Last year bids totalled £13m – far more than there is funding available for."

**Our
impact**

12,000

Additional funding will allow us to work with an additional 12,000 households across Scotland



52,200

Energy efficiency improvements have been installed in homes in Wales since 2011

Leveraging our brand to get our message across

As well as reaching more people on behalf of our clients, we use tailored marketing campaigns to inform, support and engage with more UK households and so increase our impact.

The three campaigns we ran last year focused on different aspects of our work. Love Your Home set out to demystify net zero and help people make carbon reductions at home. Find Your Feet was all about cutting carbon on the move by choosing cycling, walking or public transport as an alternative to cars. Our third campaign focused on heating, featuring a downloadable guide with expert tips on switching to greener heat.

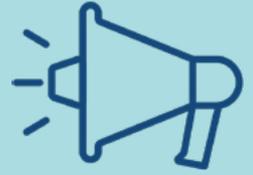
To maximise their currency and relevance, campaigns were scheduled across the year with a nod to the



“Although these results reflect light-touch actions, numbers are strong. Our brand is out there. Our message is cutting through.”

3m

Having set a target of reaching 1.5m people across our campaigns, we achieved twice that number



shifting seasons. We used social media and digital advertising to steer audiences to our website for free, impartial advice on the campaign theme or topic.

Having set a target of reaching 1.5m people across our three campaigns, we achieved twice that number. We hoped to encourage 500,000 people to take first step actions. In fact, we had 2.4m.

Group director of marketing communications Angela Howarth says: “Although these results reflect light-touch actions, numbers are strong. Our brand is out there. Our message is cutting through.”

As the energy crisis deepens, latest campaigns will talk to people in their own language about how to cut fuel bills today, and how to take measurable steps towards lower carbon living long term. As last year, we plan to package our activity for the media as a way of amplifying our message.

Through our charitable Foundation’s partnership with the Pod, we helped deliver Switch Off Fortnight in participating schools in November, aligned with COP26. By gradually switching off appliances and measuring carbon saved, students explored the relationship between energy, environment and climate.

Steps to engage with next generation energy savers are in line with government moves to position the environment more formally within the school curriculum. Our audience is never too young. In a novel collaboration with publisher HarperCollins, we created content for ‘readers’ aged just one.

By expanding our audiences and scaling up our campaigns for clients, we can help more households across the UK save energy and money.



02 Influencing policy to drive positive outcomes

Our vital work to help shape energy policy at the highest levels delivers real world benefits to homes, businesses and communities, both in the UK and internationally.



Our policy work makes a real impact. The recent zero VAT rating for energy efficient products is something which, together with coalition partners, Energy Saving Trust has long campaigned for. The change makes the prospect of retrofitting your home or installing low carbon heating that much more attractive. It's welcome news.

In Northern Ireland, the climate bill we supported drew remarkable cross-party support at Stormont and has established legal targets for reducing emissions. There is an energy strategy in place too, where we continue to make the case for going further on retrofit and heat pumps. Energy Saving Trust's head of policy Stew Horne says: "It's vital to get targets in place. Then everyone has got something to aim for which can also be strengthened over time. Otherwise, it's much harder to get traction towards meeting our climate goals."

In Wales, our presence within a number of active coalitions is influencing the

conversation around retrofit, low carbon heat and importantly fuel poverty and how to mitigate it. In Scotland, where the policy agenda is relatively advanced, Energy Saving Trust is secretariat for the Scottish Parliament's Cross-Party Group on Renewable Energy and Energy Efficiency (SPREE), an ambitious forum that demonstrates our convening ability.

Our policy approach is one of coalition and consensus. Together with 27 charities and other bodies, we wrote to the UK government in order to shift the dial on the energy price crisis, lobbying for immediate help with costs and long term action to reduce demand in homes, divest from fossil fuels, and increase the supply of renewable energy. Stark warnings in the Intergovernmental Panel on Climate Change's latest report on the impacts of accelerated climate change add context and urgency to our advocacy work.

Underpinning our authority at all times is our track record of expert advice. A January report on our Scottish services shows the vital link between advice and positive outcomes. Stew says: "Advice is a crucial bit of infrastructure that makes change happen faster. It gives consumers the confidence to take action. It's also a highly cost-effective way to meet targets and achieve these positive outcomes."



"Underpinning our authority at all times is our track record of expert advice."





Working globally for a just transition to clean energy

International work at a policy level over the past year has focused on engaging with the European Commission in the area of the EU's contribution to the Paris Agreement, and on our energy access programme, showcased at COP26, which helps developing countries adopt a low carbon pathway.

In its COP26 presidency role, the UK Government asked Energy Saving Trust to establish a small secretariat in Brussels to help build the profile of the UN's Race to Zero initiative in Europe. In an acknowledgement that governments are unlikely to achieve the Paris goals on their own, Race to Zero engages with businesses in order to encourage parallel commitments.

As secretariat of a steering committee drawn from across government departments, including the Department for Business, Energy and Industry, the Cabinet Office and the Foreign, Commonwealth and Development Office, we delivered a suite of online events for businesses, and a series of high-profile Brussels embassy lunches with the aim of co-creating solutions for achieving 2050 targets.

At COP26 our Low Energy Inclusive Appliances (LEIA) programme was integral to a raft of Energy Saving Trust events linking energy access with resilience. Partnership and communications manager Sarah Hambly says: "We set out to show how access to affordable, energy efficient appliances can help accelerate a just and inclusive clean energy transition and help vulnerable communities adapt to climate change."

As co-secretariat of Efficiency for Access, Energy Saving Trust took a lead role at the COP26 Resilience Hub, home to the UN's Race to Resilience campaign which aims to bolster the climate resilience of 1m people globally and recognises the importance of adaptation alongside mitigation.

Efficiency for access was recognised as a key initiative for international collaboration to deliver the Glasgow Breakthrough on Power, part of a series of clean energy commitments made by world leaders at COP26. The breakthrough vision, which aligns closely with our own in areas like off-grid and access, will be taken forward to 2025 by the Energy Transition Council.

Head of international Emilie Carmichael says: "As Efficiency for Access co-secretariat we're driving an agenda on behalf of multiple partners. Only by collaborating can we hope to meet the challenges ahead."

With COP27 scheduled for Africa, the opportunity exists to focus on helping low and middle income countries adopt a clean and just development pathway. Again, partnership will be key. Emilie says: "Energy Saving Trust has always built bridges between stakeholders. It's one of our USPs."

1 million

The UN Race to Resilience aims to build the climate resilience of 1m people globally



03

Going further and faster to decarbonise heating

Carbon emissions from heating and hot water account for almost one fifth of the UK's total greenhouse gas inventory. No wonder the electrification of heat is among our top priorities.





Not only is the climate emergency deepening all around us – we also face intensifying pressures caused by rising energy prices and fuel poverty levels.

Finding more sustainable ways to meet our heating and hot water needs is crucial if we're to reach net zero in line with national targets. By using renewable electricity to power these everyday systems we cut our reliance on fossil fuels. And today, more low and zero carbon electricity is coming on stream.

Latest generation heat pumps are integral to the necessary electrification of heat, being around three times more efficient than a gas boiler.

Energy Saving Trust's head of renewables Anthony Kyriakides says: "What makes heat pumps so clever is that you don't have to burn something to create heat.

In fact, you're using a modest amount of electricity to capture the heat that is already around us and redeploying it in a smart way."

Part of Energy Saving Trust's role is to demystify the heat pump conversation. The advice on our website aims to cut through the jargon, empowering people to make informed choices about what's available and how it might work for them. Through a strategic partnership with Nesta, we've also helped map the customer journey towards heat pump installation.

In Scotland we've extended our reach using a new pot of the Scottish Government's Community and Renewable Energy Scheme (CARES) funding focused specifically on decarbonising heat in community settings. From almost 200 expressions of interest – a new record for our work with CARES – we offered grants and loans to 74 organisations across Scotland to help them decarbonise their buildings.

It's clear that a significant amount of latent demand exists. Our role is to help meet that demand. In administering the Scottish Government's Home Energy Scotland loan and cashback scheme for renewable energy in homes we've just had our busiest year yet. And we continue to break new ground. In Knoydart, Highland, where the community is off both the electricity and gas grids, we're supporting a CARES hydro project to keep the lights on.

Our work takes place against a backdrop of great urgency. While the UK Government has a target of installing 600,000 heat pumps annually by 2028, levels have run historically at just 30,000 units. Anthony says: "We can't bridge that gap from one year to the next. We need a clear trajectory."

**Our
impact**

200

projects submitted
expressions of
interest in CARES
funding



65%

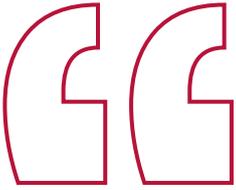
increase in
heat pump loan
applications



Heat Pump Heroes – anatomy of a winning campaign

A campaign to boost heat pump awareness in Scotland has exceeded targets and expectations. Heat Pump Heroes led to a 65% jump in Home Energy Scotland heat pump loan applications.

With an eye on its goal of getting 1m homes to switch to heat pumps by the end of the decade, the Scottish Government asked us to create an awareness raising campaign to run in 2021.



We used market research to establish existing levels of heat pump awareness in Scotland, and to help us design messaging and define the audience for a campaign.

“When we re-ran our research in March 2022 we found 73% of respondents had heard of heat pumps, up from 51% the year before. And 46% said they now had a good understanding, up from 41%.”

We found 51% of Scottish residents had heard of heat pumps, and 41% had a good understanding of them, with one in five saying they were likely to install one within five years.

Using research findings to shape our design thinking, we recruited five heat pump heroes from the Green Homes Network, our community of 300 homeowners keen to help and encourage others to make the switch. Fresh Home Energy Scotland website content focused on our heroes and why they loved their heat pumps.

We targeted audiences using social media and Google ads according to where they were on their heat pump journey, inviting them to read our heroes’ stories to find out more. We smashed our target of 8,000 visits to our new web pages – in fact, the figure was 35,000 during the campaign.

Did we raise awareness levels? Marketing communications executive Clare Booth explains: “When we re-ran our research in March 2022 we found 73% of respondents had heard of heat pumps, up from 51% the year before. And 46% said they now had a good understanding, up from 41%.”

Heat Pump Heroes continues to direct householders towards Home Energy Scotland for free, impartial advice. From first enquiry through funding options to approved installers, we’re with people every step of the way.



04 Driving infrastructure, supporting businesses

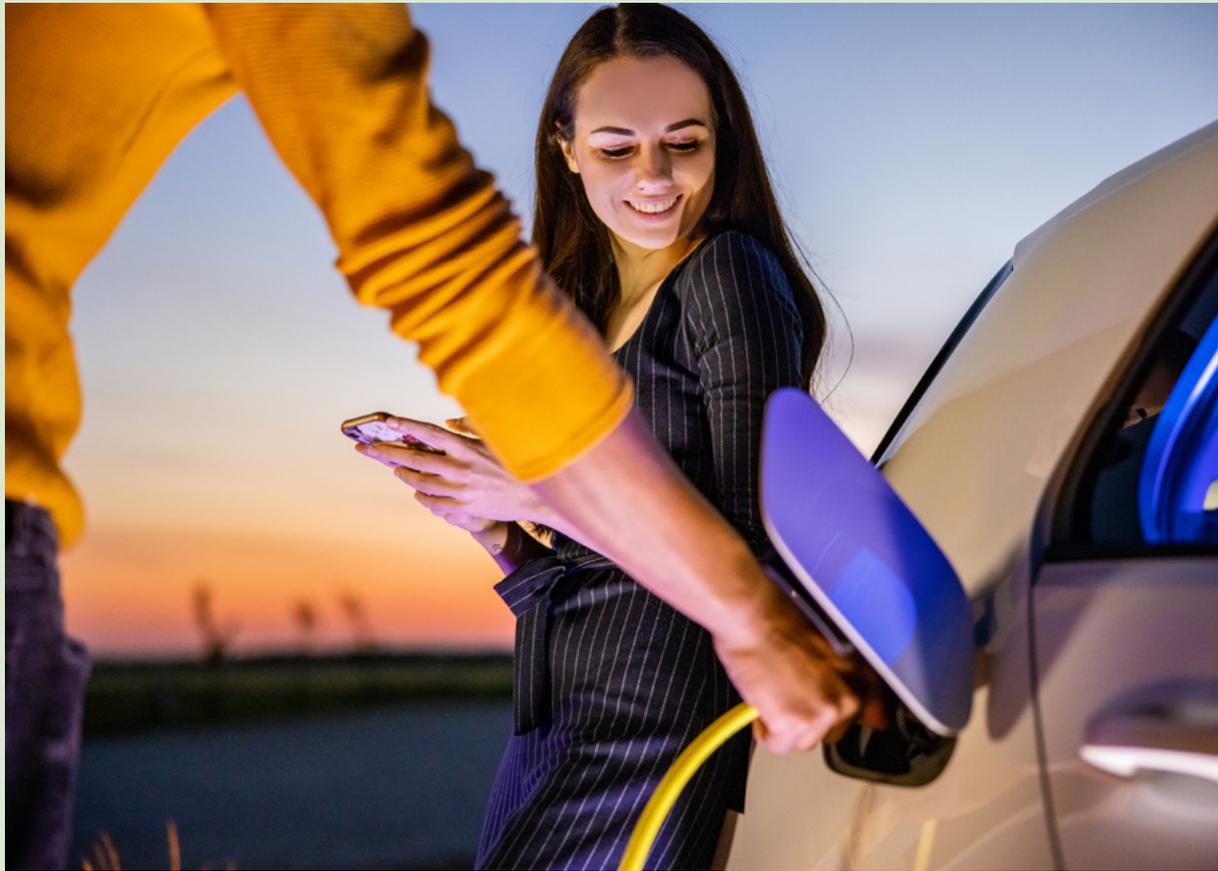
Having the right infrastructure in place is paramount if we're to equip businesses to help themselves and their customers make better choices in order to save energy and money.



The support we offer not only accelerates applications, it also brings bids from local authorities that don't necessarily have the in-house knowledge to bring an application together."

Nick Harvey, senior programme manager, transport





With sights set on the phase-out of new diesel and petrol vehicles by 2030, two major programmes drive our current transport infrastructure strategy.

Our On-Street Residential Chargepoint Scheme (ORCS) began life with £2.5m of Department for Transport funding as a way to support local authorities to install electric vehicle (EV) chargepoints for early adopters of EVs. Fast forward five years and the ORCS pot has expanded to £20m – testament to the growing number of EVs on our streets and the need for related EV infrastructure, as well as our own deepening experience of managing funds in this crucial area.

Working in tandem with the Local Government Support Programme our ORCS team helps councils develop applications which are ambitious, data-led, and fit for purpose – bids which have, in other words, the best chance of acceptance by the Office for Zero Emission Vehicles (OZEV).

Senior programme manager Nick Harvey says: “The ORCS application support we offer not only accelerates applications, it also brings bids from local authorities that don’t necessarily have the in-house knowledge to bring an application together. Our success rate for OZEV submissions is running at 98%.”

Building on our ORCS track record, we tendered successfully in January with partners Cenex and PA Consulting to administer the Local Electric Vehicle Infrastructure (LEVI) scheme, a key grant programme identified in the government’s flagship Transport Decarbonisation Plan. Initially a £10m pilot, the result of this will build the business case to unlock the full £400m fund.

Elsewhere, our important fleet electrification work is ongoing. Insight managers conduct deep dive analysis of public and commercial fleets before proposing a costed transition strategy with the data required to drive the switch at boardroom level. Our freight portal, a one-stop decarbonisation shop for heavy goods vehicles, points the way to an area where we envisage big wins tomorrow.

Meanwhile our Electric Vehicle Approved (EVA) dealer accreditation scheme sets the standard for point of sale advice. With top brands opting to pay market rate for our audits, building on the success of the accreditation, this year we are bringing EVA to the second-hand forecourt, garages, and auctions, ensuring consistent and high quality EV advice is available to all customers.

Increasing our impact through business relationships

Although our core services focus on domestic advice for consumers, we increasingly work closely with businesses to enable more informed choices when it comes to saving energy.

Group head of business development Inga Jirgensone says: "By helping bigger brands in particular to see how their mission might look or evolve, we also move closer to consumers." A virtuous circle is in play here. "As customers ask more of business," says Inga, "business asks more of itself."

Over the past year, our digital tools and services have helped to deepen relationships with major lenders, Lloyds Banking Group and Santander, among other financial sector brands. A digital tool developed for Danske Bank in Northern Ireland, the first in the territory, represents a major milestone.

Elsewhere, our reach has broadened to take in estate agents, energy suppliers and retailers. Senior business development manager Jamie Browne says: "Our tools and services support businesses across all sectors, regardless



of where they are on their journey to net zero."

Part of Energy Saving Trust's role is to upskill partner personnel in order to provide better advice to customers and to support sustainability goals internally.

Our Measure Plan Act service helps businesses by measuring their entire carbon emissions while planning to shrink them over time. Once we have calculated all emissions from data collected across a business we help clients draw up a plan based on scientific targets for net zero. During the 'act' stage of the cycle our support is directed at implementing the plan to reduce emissions over time.

Jamie says: "We're seeing interest in 'selling on' our tool, particularly from banks with commercial portfolios and mortgage books. The potential is there to increase our impact dramatically."

Meanwhile our energy efficiency advice tool, which promotes low or no cost behavioural actions, is used by energy suppliers as part of smart meter installations and by distribution network operators bringing energy to the door, as well as by local authorities keen to support residents. A web version of the mobile app will extend our reach, as will our new Smarter Homes digital tool, out this year.

Our
impact

98%



Our success rate for Office for Zero Emission Vehicles submissions is running at 98%

423



Total for car dealership accreditation applications stands at 423, with 359 approved so far

05

Taking bold steps internally to realise our goals

Roll-out of our net zero strategy against a backdrop of cultural transformation means our people and operations are increasingly aligned with, and focused on, our mission.



“While our move to public cloud is leading edge, we’re using tried and tested technology that will bring significant benefits to our business long term.”



Drawing on expertise from across our organisation, Energy Saving Trust’s net zero plan delivers carbon savings in line with the Science Based Targets initiative (SBTi), using the ambitious 1.5°C benchmark established by the Paris Agreement.

Targets embraced by our strategy are subject to SBTi verification. We are also working to achieve the climate policy neutral ISO 14064 accreditation, the globally recognised standard for greenhouse gas emission inventories.

Although most of Energy Saving Trust’s emissions are Scope 3, centred on purchased goods and services, the recent switch to a fully renewable tariff at our Edinburgh office represents an early win for our plan in the area of Scope 2 emissions covering consumed energy.

A new net zero lead will be responsible for implementing our strategy. A sustainable procurement officer will help drive home our partnership message – now, more than ever, we want to use

suppliers that have a clear pathway to net zero.

Meanwhile, staff are benefiting from new initiatives. Launched in January, our net zero staff loan invites employees to apply for up to £10,000 to invest in lower carbon appliances and home improvements. Our salary sacrifice Electric Vehicle lease scheme will offer staff tax efficient options for their personal vehicle.

Central to our net zero strategy is a timely consolidation of our IT server environment. In the past year we’ve moved our service desk inhouse and migrated all our servers – down from 80 to just 38 today – to the public cloud using Microsoft’s secure Azure platform.

Alongside its energy saving benefits and Microsoft’s commitment to sustainability, Azure offers us maximum flexibility to grow our server estate in line with our business. These changes are proving popular with staff. Requests to our IT service desk are up from a typical 120 to 450 a month.

Group head of IT Bob Buckley said: “While our move to public cloud is leading edge, we’re using tried and tested technology that will bring significant benefits to our business long term.”



**Our
impact**

£10,000

Our net zero staff loan invites employees to apply for up to £10,000 to invest in lower carbon appliances and home improvements





Recognising our people as our greatest assets

Organisational changes we've made in the past year are all about transforming our culture in order to respond better to the climate emergency. Like others, we've come through a challenging period. Yet we've continued to grow, and to grow our people.

With our diversity and inclusion lead now in post, we're ready to implement a robust strategy for building a workforce that better reflects society, every part of which is impacted by climate change.

Driving our new culture is a move to hybrid working. Three-quarters of our current workforce blend home with office working. More people can now work for us in different parts of the UK. Less travel, meanwhile, helps shrink our carbon profile.

We know hybrid working can make a vital contribution to mental wellbeing.

At Energy Saving Trust we want to go further. That's why we offer employees a wellbeing allowance of up to £300 annually to spend on positive activities that refresh their perspective on life and working life.

How will we know we're doing it right? We're investing in a staff satisfaction survey with Best Companies, a leading engagement survey provider, to measure and improve workforce engagement.

The accreditation offered through Best Companies feeds directly into our employee value proposition. So too does our exciting target of offering 5–10 apprenticeships this year. We're also talking to universities about graduate placements – a chance for students to engage with relevant topics while giving something worthwhile back to our mission.

At the heart of our cultural transformation is a new focus on empowerment through coaching, with employees now able to access a recognised coach to bring creative solutions to their role.

Group director of people and organisational development Russell Newham says: "Coaching helps us reach our goals faster. Our mission is urgent. Put simply, we're speeding up our effectiveness."



“At the heart of our cultural transformation is a new focus on empowerment through coaching.”



“Energy Saving Trust’s experience of delivering programmes to support householders brings valuable credibility to our coalition work.”

“

“Energy Saving Trust’s experience of delivering programmes to support householders brings valuable credibility to our coalition work, allowing us to provide evidence-based responses to policy events such as the energy price cap rise. Through the Electrify Heat campaign, we have also been able to lean on Energy Saving Trust’s expertise to call for a nationwide advice service to support households to install heat pumps and make their homes more energy efficient to help lower energy bills.”

Juliet Phillips, senior policy advisor, E3G



“LEIA has become the world’s premier research and innovation programme for solar-powered appliances and technologies.”

“

“It’s been a pleasure to work with Energy Saving Trust as co-Secretariat of the Efficiency for Access Coalition over the last three years. Energy Saving Trust delivers Efficiency for Access’ foundational initiative, the Low Energy Inclusive Appliances programme (LEIA), in partnership with CLASP. LEIA has become the world’s premier research and innovation programme for solar-powered appliances and technologies, helping improve access to renewable energy and livelihoods for people living in poverty.”

Jeffrey Prins, head of portfolio, Renewable Energy, IKEA Foundation



“Energy Saving Trust is a stalwart of energy efficiency advice.”



“Energy Saving Trust is a stalwart of energy efficiency advice. We referenced some of their online resources as part of our Winter Workout gas reduction campaign, helping to save customers over £3 million from their energy bills over winter.”

Rebecca Dibb-Simkin, global marketing director, Octopus Energy



**“Home Energy Scotland
has done more than I ever
thought. Amazing.”**



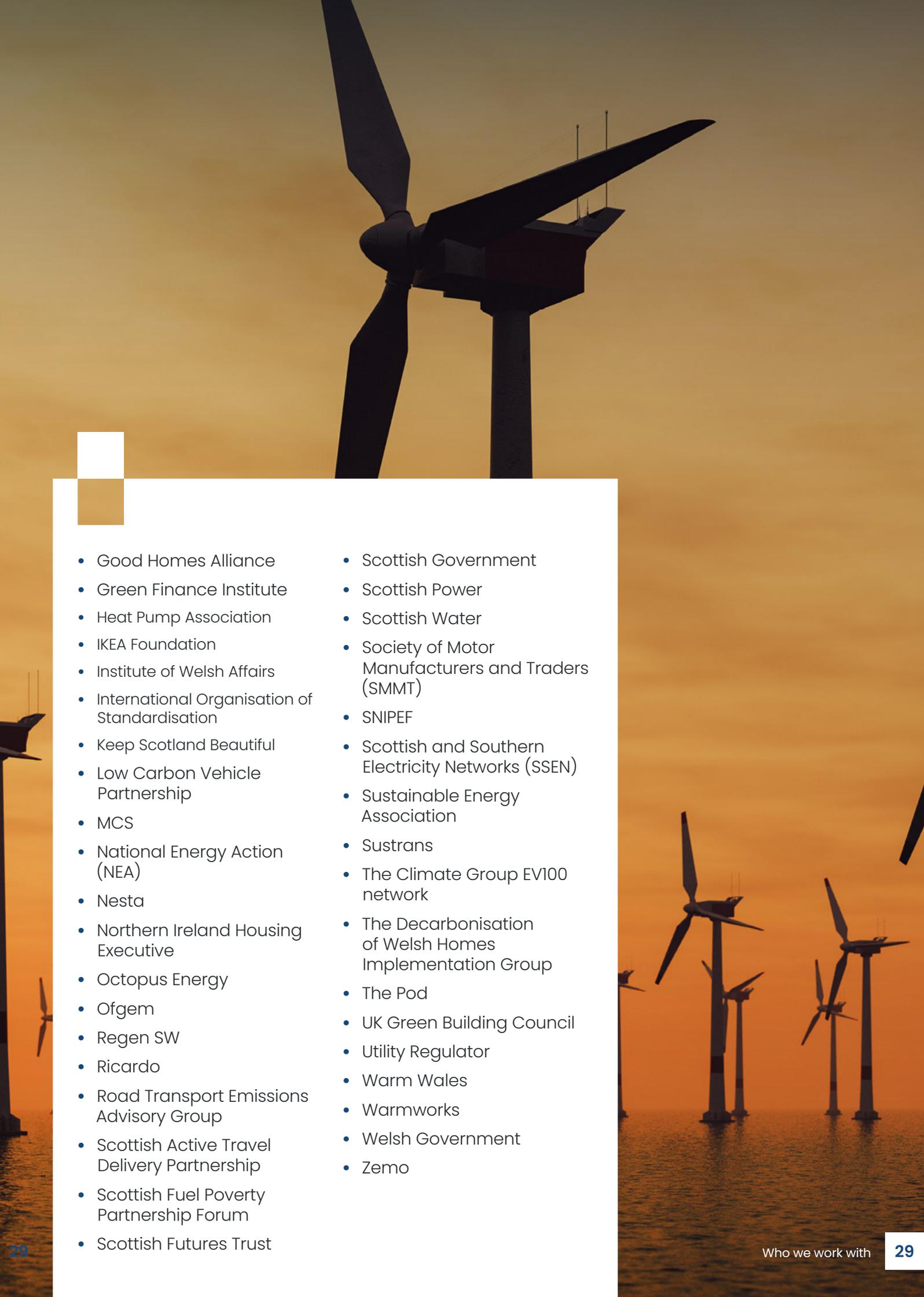
“They were so helpful looking into everything. I have disabilities and my husband has cancer. We are struggling with arrears of gas and afraid to heat our home. Home Energy Scotland has done more than I ever thought. Amazing, thank you.”

Sandra Simpson, Home Energy Scotland customer

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.

- Aldersgate Group
- Arbed am Byth
- Association for Decentralised Energy (ADE)
- British Gas
- British Standards Institution
- Carbon Trust
- Citizens Advice
- Climate Change Committee
- Climate Coalition
- Climate Emergency Research Group
- Collaborative Labelling and Appliance Standards Programme (CLASP)
- Community Energy England
- Cool Coalition
- Covenant of Mayors
- Centre for Research into Energy Demand Solutions (CREDS)
- Cross Party Group on Fuel Poverty and Energy Efficiency
- Department for Business, Energy and Industrial Strategy
- Department for Transport
- Dwr Cymru/Welsh Water
- E3G
- ECOS – Environmental Coalition on Standards
- Efficiency for Access
- Electrify Heat
- Energy Action Scotland
- Energy Efficiency Infrastructure Group
- Energy Research Partnership
- Energy UK
- European Council for an Energy Efficient Economy
- European Energy Network
- Existing Homes Alliance Scotland
- Foreign, Commonwealth and Development Office (FCDO)
- Fuel Poverty Coalition Wales
- Global Logistics Emissions Council

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- Good Homes Alliance
 - Green Finance Institute
 - Heat Pump Association
 - IKEA Foundation
 - Institute of Welsh Affairs
 - International Organisation of Standardisation
 - Keep Scotland Beautiful
 - Low Carbon Vehicle Partnership
 - MCS
 - National Energy Action (NEA)
 - Nesta
 - Northern Ireland Housing Executive
 - Octopus Energy
 - Ofgem
 - Regen SW
 - Ricardo
 - Road Transport Emissions Advisory Group
 - Scottish Active Travel Delivery Partnership
 - Scottish Fuel Poverty Partnership Forum
 - Scottish Futures Trust
 - Scottish Government
 - Scottish Power
 - Scottish Water
 - Society of Motor Manufacturers and Traders (SMMT)
 - SNIPEF
 - Scottish and Southern Electricity Networks (SSEN)
 - Sustainable Energy Association
 - Sustrans
 - The Climate Group EV100 network
 - The Decarbonisation of Welsh Homes Implementation Group
 - The Pod
 - UK Green Building Council
 - Utility Regulator
 - Warm Wales
 - Warmworks
 - Welsh Government
 - Zemo

energy saving trust

Energy Saving Trust is an independent organisation – working to address the climate emergency.

A respected and trusted voice on energy efficiency and clean energy solutions, we continue to work towards a smart, decarbonised, decentralised energy system.

- We empower millions of householders every year to make better energy choices.
- We deliver transformative energy programmes working with governments.
- We support businesses with energy efficiency strategies, research, assurance and communications, enabling them to play their part in building a sustainable future.

Energy Saving Trust – be part of a positive change.

