



FINAL REPORT - 31st March 2012

Prepared for: Climate Challenge Fund

by: LEAP - Local Energy Action Plan

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1.0 Starting Point

Project Background

LEAP; Local Energy Action Plan, is a community based project which aimed to use CCF funding during the period April 2011 to March 2012 to help 2,200 householders in the 3 neighbouring villages of Lochwinnoch, Kilbarchan and Howwood reduce energy wasted in their homes. In Lochwinnoch, the pilot village, LEAP also intended to explore opportunities for community renewable energy generation and assess the potential for other initiatives focusing on food and transport.

Utilising the funding provided by CCF over this one year period, the principle aims of the LEAP2 project were to:

- Increase awareness of energy efficiency in Lochwinnoch, Kilbarchan and Howwood, and decrease the carbon footprint of the domestic sector in these villages.
- Gain an understanding of the feasibility of generating renewable energy, running a community car share scheme, and running a wholesale food co-op in Lochwinnoch, and implementing these where practical.

The following activities were planned with local residents:

- **300 Home Energy Checks with Home Action Reports for these Householders**
- **120 Draught Tests (Air Pressure Tests)**
- **60 Thermal images**
- **8 Draught Buster Workshops reaching at least 48 homes**

And in the Feasibility element, investigate the potential in and around Lochwinnoch for:

- **Renewable Energy Generation**
- **Community Transport**
- **Wholesale food buying co-op**

The principle outcomes anticipated were:

- **People use less energy in their homes**
- **More people have awareness and understanding how to reduce energy consumption**
- **More households install micro-generation**
- **People use alternative modes of transport more often**
- **People eat more local, seasonal food**
- **Households increase the amount they recycle**



2.0 Headline Achievements

Executive Summary

Following successful completion of LEAP1, additional CCF Funding allowed the LEAP2 project to grow from a single village to 3 villages and from a team of 3 to 6 Energy Advisors, involving a 28 strong volunteer network.

Members of the project team outside the newly opened LEAP Office in Lochwinnoch – April 2011



680 Tonnes of CO_{2e} emissions were saved due to project activities. More than 800 energy saving measures, for example loft insulation, draught proofing of windows and doors, were installed in over 300 homes within the communities.

The project met all Domestic Energy Reduction Targets, engaging in over 300 Home Energy Checks with local residents across the Renfrewshire villages of Lochwinnoch, Kilbarchan and Howwood. Over 82% of local residents were aware of the project and over 1,100 engaged through a wide variety of project activities.

The Energy Advisor team refined the use of Air Pressure Testing in 132 homes. A unique draught testing tool, otherwise only used in the new build sector, implemented with Thermal Image UK Ltd. The team worked with home owners and local contractor; Casa Homes to implement draught proofing to fix the draughts identified from testing.



Energy Advisor Alan Vince talking with local householders at a Draught Buster and Thermal Image Workshop in The Old Library Centre in Kilbarchan – February 2012



82 Thermal Images Reports were provided to Home Owners prompting activity to improve household insulation levels and draught proofing in these properties.



Survey Monkey, on-street questionnaires and a community consultation event were methods used to interact closely with the local community

Community consultation and feedback activities using questionnaires and surveys helped to meet the needs of the local residents and raise awareness of LEAP's objectives.





Involvement in Eco Driving Lessons and access to the Eco Driving Simulator increased local interest in travel efficiency and helped raise awareness of the LEAP Car Club plan



A Car Club was delivered from concept to launch within the project period. Following research with Lochwinnoch residents, a business plan was developed and funding from Car Plus was secured. This funding provided 2 cars and financial support to administer the scheme for the next 12 months.



Local shopkeepers were keen to participate in the establishment of the Food Festival and monthly Food Markets, organised by voluntary food group EAT-LOCHWINNOCH!



The first Food Festival was held in September and a vibrant monthly Food Market, encouraging local eating, growing and producing is now established in Lochwinnoch.



Children at Howwood Primary School being Energy Detectives using electronic LEGO kits, delivered in partnership with Computer Xplorers – September 2011

Strong links and partnership working now exist with the 3 local primary schools, resulting from the development and delivery of Energy Detective Classroom workshops and Climate Change assemblies to these 400 local children.

Raising awareness of renewable opportunities through a survey of suitable PV sites, along with a Renewable Energy Technology Showcase event, held with ESSac – October 2011



The team supported the implementation of 17 domestic and 2 community photo voltaic energy generation systems.



Nominated by Lochwinnoch RSPB and short listed in December, the award was presented to the team at an event in Edinburgh – March 2012

LEAP's efforts were recognised when presented with the Sustainable Development Award by the RSPB in their inaugural Nature of Scotland Awards.



3.0 Outputs

Project Activities

Summary

Environment

- Emissions reduced by **1,346** tonnes CO₂e per year.
- **304** households had home energy checks and installed measures
- **30** micro generation measures installed
- **64,141** miles of car journeys reduced

Employment, training and education

- **6** jobs created (5 part-time, 1 full-time)
- **2** advice / information centres opened
- **34** training sessions held
- **11** events held
- **5** qualifications achieved
- **10** local research reports produced

Engagement

- **6,271** people aware of LEAP
- **1,103** people engaged in LEAP
- **28** Volunteers involved
- **3** schools involved

Project Team

The LEAP project team expanded from a team of three to six (4.1 Full Time Equivalent). This reflected the needs of the new phase of work, including feasibility activities, provision of domestic energy reduction services to the new target communities of Kilbarchan and Howwood, set up of the Lochwinnoch Car Club, opportunities presented by the Renfrewshire Council Universal Home Insulation Scheme (uHIS) and Community consultation activities. Two new Energy Advisors successfully achieved the City and Guilds Energy Awareness and Renewable Energy Training delivered by Energy Action Scotland. LEAP's voluntary Steering Group also expanded from four to seven members to broaden the group's skill base. Strong communication was also maintained between this LEAP team and the parent organisation; LMEG, (Lochwinnoch Millennium Events Group



Marketing and Communication

To promote the project and engage with the local communities, activities throughout the year included:

- Two new office base/drop in centres were opened - 'The Hub' in the heart of Lochwinnoch, and the Old Library Centre in Kilbarchan with over 150 people drop in
- The team promoted LEAP at all 3 village Gala Day events
- Regularly presented to community groups, including Elderly Forum, Community Councils, and Roar Lunches.
- Website updates were maintained
- Facebook Page set up
- Regular Forum posts
- Monthly articles in Chatterbox and Advertizer magazines and weekly press.
- 6 targeted mail shots reached 1,200 named householders in Kilbarchan and Howwood, with the assistance of the Marketing team at ESSac.

2,000 copies of this A5 Leaflet were distributed to local residents in Kilbarchan and Howwood. Poster versions were used throughout the communities to encourage participation.



Domestic Energy Saving Activities

Home Energy Checks (HEC's)

304 visits to homeowners across the 3 villages were carried out during the project. These prearranged Energy Advisor house calls were the primary means of engagement with the project. The meetings lasted around an hour and through completion of a comprehensive questionnaire (see Appendices) priorities for behaviour and material changes were discussed with the home owner. The Energy Advisor would then produce a detailed Action Plan for the Home Owner. The standard Energy Saving Trust (EST) Home Energy Check form was also completed and submitted to ESSac who produced a Client Report and assessed eligibility for the Energy Assistance Package Stages 1 to 4.



Draught Tests

120 air pressure tests and 12 retests were completed. Suitable households were identified by the Energy Advisor during the HEC visit. The Advisors targeted stone built, draughty, otherwise hard to treat properties, with home owners who were receptive to change. This housing stock type was chosen because... Working with the contractor Tom Barbour of Thermal Image UK, a detailed draught test report and video were prepared for the householder and reviewed with them by the Energy Advisor. Home owners were encouraged to implement the recommended measures by invitation to a draught buster workshop which would teach them how to do it themselves, or alternatively by putting them in contact with a local contractor, Casa Homes and Gardens, who would implement the measures for a fee of £70 plus materials. A sample retest of 12 properties was undertaken towards the end of the project period to assess the impact and CO_{2e} reduction. See Section 4.0 for more details.

Thermal Images

82 houses were identified by the Energy Advisors during the HEC visit for images. A free thermal image promotion was also used throughout September to encourage householders to have a HEC. The images and accompanying reports were distributed at a combined Thermal Image and Draught Buster Workshop event in February. In 3 of the homes the images identified problems with previously installed cavity wall insulation which the homeowners were able to rectify with the installers.

Draught Buster Workshops

8 workshops were held and supported a total of 63 householders to improve the air tightness of their homes. A Draught Buster 'How To' DVD was produced which can be accessed at <http://vimeo.com/channels/leaptv>. This video was produced in conjunction with the CCF project Transition West Kilbride, who are also keen to roll out this type of Workshop in their area.

Energy Monitor Lending

6 monitors and 2 individual appliance monitors were purchased and a lending scheme established. This was used by 24 villagers and led to HEC work in each of these locations.

Feasibility Activities

Renewable Energy

- **A volunteer group** of local residents was set up and met on a monthly basis. The primary activity of the group was to support the Energy Advisor in identifying potential community renewable opportunities in and around Lochwinnoch.



- **A Renewable Technology Showcase Event** was run in conjunction with ESSac in Lochwinnoch on 29th October to encourage uptake of alternative energy generating technologies. This followed completion of a PV site survey for the village. At this event, and during the year LEAP advised 17 householders and 2 community facilities, Lochwinnoch Golf Club and Castle Semple Visitor Centre, who installed Photo Voltaic systems.
- **An Energy Utilisation Study** was completed to assess the total energy usage of Lochwinnoch and the potential mix of renewable sources which could match this requirement.
- **A Hydro Feasibility Survey** was undertaken of 3 potential sites around Lochwinnoch. (See Appendices for copies of all reports and surveys.)

Transport

- **LEAP Car Club** was launched in March. Car Plus has funded the purchase of 2 cars along with year 1 administration and promotional costs. The success of this initiative followed extensive feasibility activity in the village to assess resident interest in the scheme. 19 villagers signed up following a promotional questionnaire and an information evening. Work is well underway to convert interested villagers to paying members of the LEAP Car Club. (See Appendices for Business Plan)
- **Lift Sharing** opportunities were investigated and promoted to villagers. Having reviewed potential lift sharing websites, LEAP promoted SPT – the Strathclyde Passenger Transport Scheme website. Throughout the year 14 villagers signed up to participate in lift sharing through this site.
- **Fuel Efficient Driving Lessons** were run from the centre of the village for 15 local residents, with support from ESSac.

Food

- A Food Group – of local resident volunteers, named ‘Eat Lochwinnoch!’ was established, facilitated through the project, and met on a monthly basis. The primary activity of the group was to progress the food feasibility targets.
- **Lochwinnoch Food Festival** took place 17th September, during Scottish Food & Drink Fortnight. It aimed to reduce food miles, encourage local eating, growing and producing and to unite the village socially. Subsequently, smaller mini food markets have been established and held on a monthly basis. The Food Group intends to run a further Food Festival during 2012. An engaging snapshot of the first Lochwinnoch Food Festival can be seen at <http://vimeo.com/channels/leaptv> produced by Paul Cameron, local film maker.
- **A Garden Sharing Scheme** has been initiated to encourage the sharing of garden space by those who need assistance with their gardens and by those who would like to access larger garden space. This initiative has just been launched by the Food Group.



Education

- **Energy Detective Workshops and Climate Change School Assemblies** - over 400 P4 to P7 school children participated in 3 pilot Energy Detective Workshop days and enjoyed the Climate Change Assembly material delivered by LEAP energy advisor Nicola Smith. The Workshops were developed and delivered in partnership with John McGill of Computer Explorers. This work with the schools allowed LEAP to develop stronger partnerships with the teaching staff and to subsequently become involved in school eco committee activities.

(See Appendices for Workshop Homework Sheet and Press Coverage)



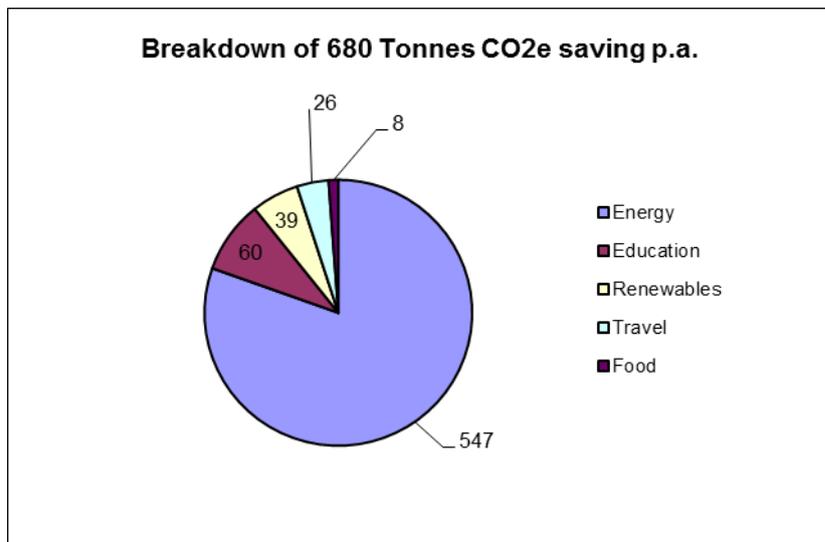
4.0 Outcomes

CO_{2e} Emission Reductions

A total of 680 tonnes of CO_{2e} were saved

through the activities undertaken during the period of the project. This is compared to a **target of 1,416 tonnes** (48% of target). An estimation of the **lifetime saving for the projects impact is 8,344 tonnes**. These figures are calculated using the latest CCF recommendations for CO_{2e} calculations.

If the calculation assumptions for this end report had remained the same as those used to set the original LEAP2 target, an annual saving of 2,319 tonnes of CO_{2e} (163 % over target) would have been recorded.



From this total, 547 tonnes was saved from domestic energy reduction measures, and 132 tonnes from the Feasibility elements of the project: Renewable Energy – 39 tonnes, Travel – 26 tonnes, Food – 8 tonnes and Education – 60 tonnes.

LEAP CO_{2e} Project Delivery Emissions

Some analysis was undertaken to assess the CO_{2e} impact of delivering the project over the 12 month period. The 2 key factors assessed were transport and electricity consumption for heating, lighting and office functions.

A total of 2,189 car miles were charged to the project, 79 miles were travelled by bus and 838 miles by train.

416 kgs CO_{2e}

Total electricity consumption in the office was approx 2,162 kW hrs

1,283kgs CO_{2e}

LEAP 2 Total Project Delivery Emissions

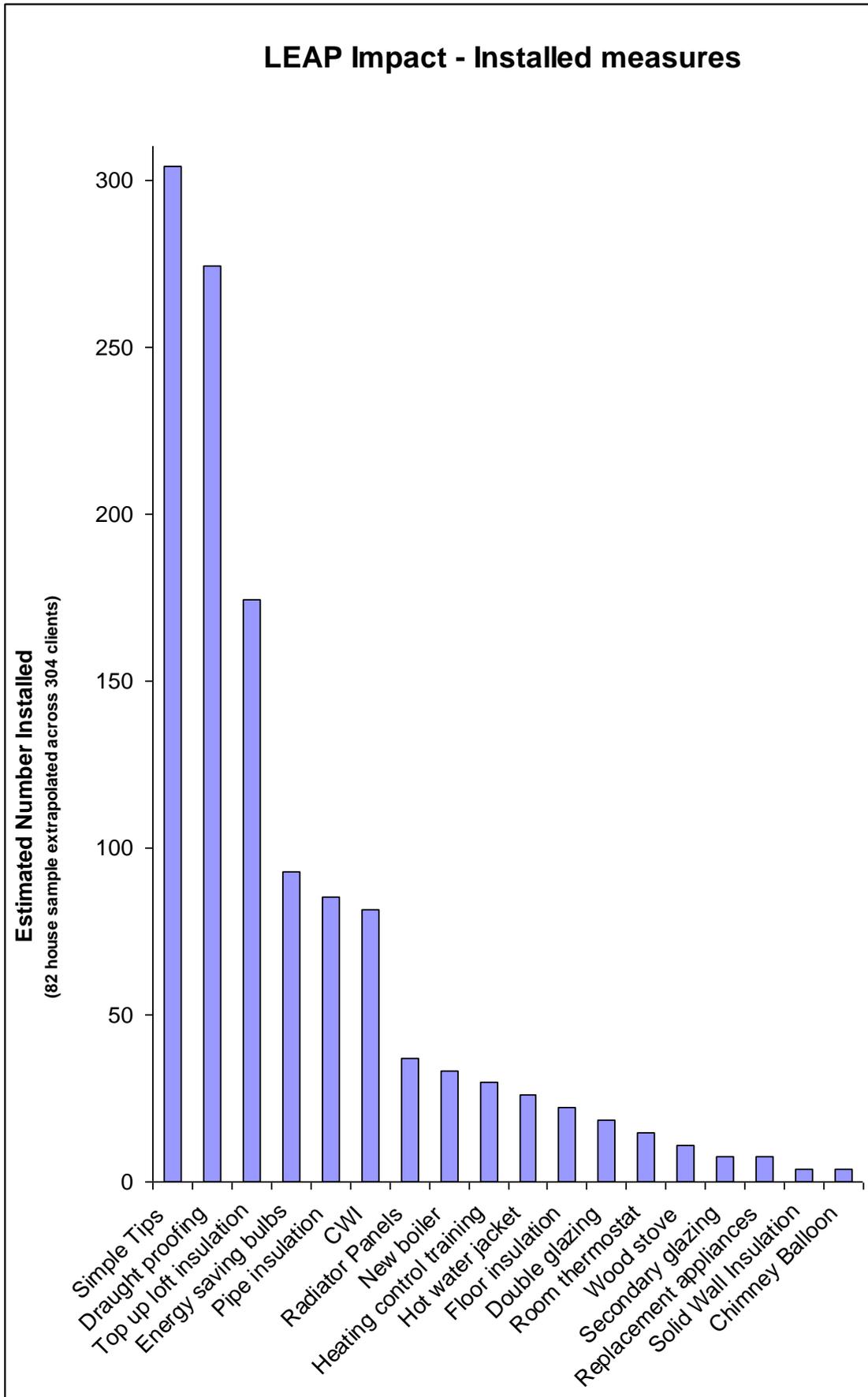
1.7 tonnes CO_{2e}



A detailed explanation of the calculation of all of these figures and the assumptions made to prepare these calculations are contained in the Appendices.

Target Achievement - Energy Reduction

All targets set regarding energy reduction were either met or exceeded by the team with limited variation from what was originally planned.



Home Energy Checks – 547.3 tonnes CO₂e

The HEC process provided an excellent engagement tool when local residents first come into contact with the project. Completion of the HEC resulted in signposting the householder to a number of different activities and resulted in a wider variety (18 different) installed measures and behaviour changes) totally nearly 900 actions (see table on previous page), which on average resulted in a CO₂e saving of 1.5 tonnes per household over the year.

Draught Buster Workshops – 18.5 tonnes CO₂e

Whilst 8 Draught Buster workshops were undertaken as targeted engaging with 63 local householders, 7 took place in community centres rather than resident's homes. This workshop format evolved over the course of the project as it proved a more neutral ground and central location than requiring residents to volunteer their homes for these events. Added benefits were that it encouraged (and accommodated!) more people to attend and for the draught proofing in these community centres to be improved. Homes and community venues were found to be both successful venues to hold workshops.

Draught Tests – 5% Improvement in HEC outcome

The total CO₂e saving was counted into the HEC installed figure above, however draught testing allowed for certain measures to be more accurately implemented. In addition, as the 120 Draught Test Programme progressed a local contractor; Marcelo Dominquez, of Casa Homes helped the project to develop a 'contractor route' alongside the 'DIY/Draught Buster Workshop' Route for ensuring the draught proofing measures identified were implemented. The tests identified average heating bill savings of £79.80 or 8.6%, 0.46 tonnes of CO₂e per household per annum. While some of the best energy reductions were achieved by those undertaking the DIY route, the overall results of the retests indicated that on average those engaging the contractor achieved 16% more savings than those undertaking the DIY route. In some instances the well intentioned DIY'ers had yet to complete all of the works at the time of our re-test, whereas the contractor undertook all measures during a focused half day visit. In future we would plan for more contractor works to be undertaken directly alongside the draught testing contractor.

Thermal Images - 5% Improvement in HEC outcome

As with the Draught Tests the total CO₂e saving that resulted from a Thermal Image has been counted into the HEC installed figure above, however thermal imaging allowed for certain measures to be more accurately implemented and for issues to be uncovered. For example one householder in Kilbarchan resolved a long standing query of unexplainable damp on a gable wall. The Thermal image helped to identify water ingress which had saturated the cavity wall insulation previously installed. If that had not been identified significant damage would have occurred, previous builders had been unable to explain the cause of the damp, which is now being resolved.



Target Achievement – Feasibility

Renewables – 39 tonnes CO₂e (PV)

The volunteer Renewables group objective was to determine and prioritise the potential capacity for renewable energy generation in Lochwinnoch.

1. A detailed Electricity Utilisation Survey was completed to determine Lochwinnoch's electricity consumption and the potential mix of renewable technologies that could match this demand.
2. A Hydro Survey of potential sites was undertaken by contractor GlenHydro. Predevelopment work and potential funding sources to take this opportunity to the next stage will require further activity.
3. The wind feasibility survey was not undertaken. Initial enquiries as to a potential site at Lochwinnoch Golf Club were not pursued due to the high potential grid connection costs set by Scottish Power.
4. PV systems were installed at Castle Semple Visitor Centre and at Lochwinnoch Golf Club; and 17 domestic systems, both organisations and local residents utilised the impartial advice of the LEAP team. – Annual saving of
5. The potential for a locally based Anaerobic Digester was not pursued when the project were pleased to discover Renfrewshire Council are planning to develop a large AD site in nearby Johnston.

(See Appendices for Survey Reports)

Transport - 26 tonnes CO₂e

The objective was to tackle transport issues through investigation of potential for Car Sharing and Joint Ownership Schemes, a Community Minibus, and education and awareness-raising.

The joint ownership initiative was successfully realised with funding secured from CarPlus which allowed us to launch a 2 car Members Car Club scheme in Lochwinnoch. The funding secured will ensure the Club can be sustained for the first 12 months while membership grows. The plan is to establish the Club in Lochwinnoch, with the intention of expanding into Kilbarchan, as well as seeking funding to add an electric car to the fleet.

14 local residents joined the lift sharing scheme, contributing to the reduction in unique car journeys and hence overall community mileage.



Fuel Efficient Driving Lessons were completed by 16 local residents with instructors provided by ESSac. Feedback from these lessons was positive, drivers reported behavioural changes to their driving patterns and recommended the lessons to others. More are planned.

Food - 8 tonnes CO₂e

The objective was to expand initiatives currently ongoing in Lochwinnoch to develop a Food Cooperative wholesale distribution network, and encourage local produce sourcing, the community garden, storage and distribution facilities, and promotion of better food waste management.

A very active volunteer Food Group was set up, whose enthusiastic involvement initiated a regular monthly food market, encouraging the production and consumption of local produce. This food group is now well established and beginning to develop the community identity in terms of local produce, food growing and producing skills and local businesses. The Food Festivals and regular food markets pulled together social strands within the community; RSPB, primary school, churches, choir, local fundraising and musicians.

Food waste management was not addressed in light of Renfrewshire Councils AD development plans in the near future.

Unexpected Outcomes

Educational - 60 tonnes CO₂e

The project was approached by John McGill of Computer Xplorers who had in the past developed school workshops based around renewable energy using special LEGO kits. Working with Energy Advisor Nicola Smith a workshop programme was developed for P4-P7 age groups around the subject of Saving Energy, utilising the LEGO kits. Commitment was secured from each of the 3 primary schools to deliver a one day series of 7 workshops to each of the classes in these age ranges. This involvement has seen the development of a very close working relationship between the schools, their child led eco committees and LEAP, and of course the knock on effects where the children bring these behaviours and principles into their homes and families.

RSPB Award

We were very proud to receive peer recognition for LEAP's work in the communities through the recently awarded RSPB Nature of Scotland Award for Sustainable Development. The Award recognised our work with local communities in energy reduction and sustainability.



Community Impact

The central locations of the LEAP drop in offices in Lochwinnoch and Kilbarchan give the work a visible presence which encourages discussion of the work amongst the local population and provides advertisement for each upcoming event. A continual presence in local press, including local magazines and weekly newspapers ensures that the project and its objectives and achievements are well understood within the community.

Community Consultation was undertaken by LEAP towards the end of the year to gain feedback on the work undertaken and how the community would like to see LEAP develop in the future. 137 villagers (60% from Lochwinnoch, 30% Kilbarchan and 10% Howwood) completed the LEAP Community Survey (anonymously online or through street surveys).

Key outcomes included:

97% of respondents said they would support the continuation of LEAP

91% said they would recommend the LEAP Project to friends or family

Respondents were asked to list services that LEAP provided that had been important or very important to them during the project period:

94% said Free Impartial Advice about Energy Saving

95% said Home Energy Checks

87% said Draught Tests of their home

86% said Specific Renewable Energy Advice and Support

66% said because it was a Community Based Project

(See Appendices for full details of Community Consultation Process and Results Summary.)



Feedback and comments from some of the villagers who participated in the project and the consultation process included:

“ The phone app I use to monitor my petrol consumption has shown I’ve made a 10% reduction since my Fuel Efficient Driving Lesson. A great result! ”

Daniel Ebbatson, Lochwinnoch Resident

“ the draught test gave us the push we needed to get triple glazing installed. We wish we’d done it years ago. The curtains used to blow and the condensation was dreadful. Now we’re lovely and snug and able to reduce the time our central heating’s on. ”

Lesley Scott, Lochwinnoch Resident



“ Sound, professional work, as undertaken by Simon Knott in his implementation of our Home Energy Check, is the exception rather than the rule in these times of austerity”

Michael Brannigan, Kilbarchan resident

“ it was so useful I bought everyone in my family an Energy Monitor for Christmas.”

Charlotte Armour, Kilbarchan resident

“ Staff are very helpful and supportive and I feel provide a really useful service”

Lochwinnoch resident

“ participating in the local market on Saturday was wonderful, I sold well and it gives me hope for a future of making jam and pickles locally. The affair was well organised, I was impressed by the great amount of people who turned up – good for you !!! ”

Michal, Lali’s Jams & Pickles, Dalry

“ I think it is important LEAP becomes sustained in the village, not just a 'project' but continue at the heart of what the village needs to stay alive for the future. I think the work done so far is excellent groundwork and of great benefit to individuals householders and the community. Well done for all the hard work so far.”

Local Resident

“ we were considering replacing our lounge window when the draught test showed the problem was a hidden gap between the window frame and the wall, now fixed at minimal cost”

Sandra Ross, Kilbarchan resident



5.0 Learning and Reflection

Project Legacy

- **Ongoing CO₂ Emission Reductions**

1,346 Tonnes of CO_{2e} were saved over the second year of the LEAP project. These savings will continue each year going forward.

- **Further Implementation**

304 personalised Home Action Plans were prepared for individual households in Kilbarchan, Howwood and Lochwinnoch. Not all actions were completed during the project period. Many householders still plan to undertake activities in the forthcoming months and years. In particular, many householders are now on the waiting list with ESSac for the installation of uHIS Loft and Cavity Wall insulation measures. The Energy Advisers have raised awareness with householders about actions that could sensibly be carried out at a future date when other renovation work is being undertaken; this may be a few years away, but it is more likely now that good insulation practices will be included when these property repairs are next undertaken. This is particularly true for under floor and internal solid wall insulation.

- **Training and Employment within the Local Community**

The skills and experience gained by the steering group, project manager and energy advisers will remain in the local community and be of benefit to these individuals and the local community in the future. The project has offered the opportunity of employment and training to 34 local people.

- **A More Environmental Village Identity**

The high profile nature and level of participation in the LEAP project continue to shift the subject of energy saving, Climate Change and CO₂ reduction further into mainstream thinking within these villages. Taking responsibility for these issues, as individuals and a community, has become more integrated into everyday thinking and behaviour. Being aware of and acting to reduce energy consumption has become a greater part of the character and profile of these villages due to the LEAP project.



6.0 Finance and Project Administration

Budget Spend

Total Funding Approved LEAP2	£ 139,009.70	
Total Funding Claimed / Paid	Claim 1 12/05/2011	£ 16,414.73
	Claim 2 16/06/2011	£ 14,665.25
	Claim 3 30/06/2011	£ 19,711.30
	Claim 4 05/08/2011	£ 1,121.61
	Claim 5 19/08/2011	£ 6,756.65
	Claim 6 23/09/2011	£ 19,151.57
	Claim 7 21/10/2011	£ 11,741.40
	Claim 8 25/11/2011	£ 6,568.39
	Claim 9 13/01/2012	£ 8,840.83
	Claim 10 20/01/2012	£ 8,579.89
	Claim 11 24/02/2012	£ 1,746.42
	Claim 12 05/04/2012	£ 6,719.85
	Claim 13 to be received	£ 13,535.31
	Total Claimed:	£ 135,553.20 97.5%

Actual expenditure digressed from budgeted expenditure in 2 main areas. Under spend on:

1. Hydro and Wind Feasibility Studies, and
2. Energy Adviser Fees due to new Advisors commencing work 2.5 months into the project, following recruitment and training.

The under spend on Feasibility elements was redirected primarily to Draught Buster workshop incentive materials, School workshop activities, Food Festival/Food Markets and Book Keeper costs. The under spend on Fees was used to pay for the resources of an additional Energy Advisor for the latter half of the project.

Recruitment and Project Management

Administration Highlights

- Recruitment of team members was undertaken by key Steering Group members working in conjunction with the Project Manager. Appropriate recruitment and interviewing practices were undertaken, documented and reviewed with CCF.
- Recruitment of a Book Keeper to handle the processing of invoices and CCF claims on behalf of the Project Manager took place 6 months into the period. This segregation of



duties improved the accuracy of data handled and freed the Project Manager to concentrate on core project activities.

- Valuable working relationship with Renfrewshire Council, particularly Ron Mould in the Housing Investment Team, in the development of the uHIS programme.
- Valuable working relations with CCF Development Officer, who supported the Project Manager in growing and shaping the project over the period.

Administration Challenges

- Communications with ESSac regarding HEC processing continued to be a challenge. Whilst liaison with the Marketing team at ESSac worked well, communications in most other areas was not supportive of the project. There was limited feedback on outcomes from submitted HEC data, despite data sharing agreements being in place. Phone answering times were extremely poor, making it difficult to reach various members of the organisation. Poor information flows exist; for example, a meeting was conducted to review the processing of the EST HEC forms with the Energy Advisor team. A matter of a couple of weeks later LEAP was told the EST HEC forms were changing, with immediate effect. This was not raised at the earlier meeting.
- Communications with ESSac regarding the uHIS programme were also challenging. Difficulty contacting ESSac to register interest in the uHIS scheme had a direct and severe impact on the uptake of this scheme within the community. Many clients had to wait on hold for over 40 minutes or were never called back.
- CCF refunding decision timescales were extremely tight. It would have been helpful to have known the funding decision for LEAP3 prior to the final month of the current project.



Supporting Information Appendices

Please see attached file for supporting documentation which provides more detail into the activities and outcomes of the LEAP2 project.

- CO₂ Emission Calculations and Assumptions
- Project Tools
 - Sample Home Energy Check Assessment
 - Sample Home Action Plan Report
 - Sample Thermal Image and Draught Test Report
- Draught Test Case Study
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