



**InsulateInnerwick**  
**COMMUNITY**  
**ENGAGEMENT REPORT**  
2024

# The Engagement Strategy

## Listening to Innerwick

The key to moving forward with an ambitious project is working together and pulling in the same direction.

It is essential to listen to and understand the views and concerns that people have about their homes and energy bills.

A responsive, flexible strategy of varied events, talks, events and information sharing has informed our work, and will continue to inform the work as we move forward.

Without trust and awareness, there is no project!

The Insulate Innerwick Engagement Report 2024 holds record of all engagement activities.

Date	Engagement type	Key Learnings
Feb 2023	Meet the Flensburg Students - Community Conversation	Folk know a lot about the history of their homes, and are interested in finding out more. The students' data modelling and maps were interesting to residents.
2024	Lessons from the Local Place Plan - Consultation and Action Plan	Community resilience, the impact of energy developments, movement, landscape and heritage are key themes in the concerns of local people. Funding for home upgrades is a strong aspiration. Community-owned energy generation is strongly supported.
Jan 2024	Mapping the Barriers and Opportunities - Community Exploration	Barriers include knowing who to trust, many aspects of accessing funding, designing upgrades, and finding trusted installers and tradespeople. Despite the challenges, folk want to upgrade their homes, reduce their bills and be more comfortable.
Mar 2024	Meet the Experts - Presentation by Home Energy Scotland and Insulate Innerwick team, information from Changeworks	A free light lunch on a Saturday brought a wide range of folk to the Village Hall. Support from Changeworks and Home Energy Scotland was welcome. A lively Q&A session brought out a range of queries; from planning concerns, to technical questions.
2023 -	Innerwick Parish Welfare Newsletter - Paper newsletter through every door, with information on the project.	Regular information on the project is on the doormat every two months, giving the project team chance to keep information flowing.
Sept 2024	Household Survey - Online and paper survey, volunteers door-to-door, data collection.	Some folk feel comfortable in their homes and don't want to make changes. Info on all homes is valuable, but can be hard to obtain.

# Lessons from the Local Place Plan Consultation Themes

East Lammermuir Local Place Plan 2024-2034, East Lammermuir Community Council, 2024

[elcc.scot/local-place-plan/](http://elcc.scot/local-place-plan/)



The East Lammermuir Local Place Plan records the community's issues, ambitions and dreams, and is an action plan for managing change over the next ten years. The Local Place Plan was validated by East Lothian Council in July 2024.

A strategic deep and wide engagement process for the Local Place Plan included in-person workshops, sessions in the primary schools, online and paper surveys.

This evidence base for our project demonstrates that resilience - community, energy, and environmental - is a major concern for people.



**85 people filled in the survey**

**76 people attended at least one of ten in person events across two phases of in-person engagement**



**54 school pupils were consulted**

Consultation Report, East Lammermuir Local Place Plan 2024-2034, East Lammermuir Community Council, 2024

The themes which emerged from the face-to-face events and questionnaires paint a picture of the East Lammermuir region, the concerns and priorities of the community.

Most comments relate to these overlapping issues, which have been arranged to roughly illustrate the number of comments on each topic.



## Key Learnings;

Each community has different priorities and will face challenges in their own way. All recent available data on the concerns and aspirations of a community feeds into the evidence for community energy projects.

# Meet the Flensburg Students



The feasibility stage was kickstarted in early 2023 by the work undertaken by four Engineering Masters students from The Europa University Flensburg, Germany. The MSc programme in Engineering, Energy and Environment Management arranged for 16 of their students to undertake 5 weeks fieldwork in the Dunbar area, in January and February 2023. All are qualified and experienced engineers. The group of students plus two professors were hosted by Sustaining Dunbar and based at the Dolphin Inn, Dunbar.

As part of the fieldwork four students undertook a case study in Innerwick. They planned to establish the need for insulating and retrofitting homes within the area, and to calculate costs. The students employed two methodological approaches. There is more detail on the students' method and results in the next chapter of this report.

A successful public consultation event was held in February, this had several aims:

- introduce the project and the organiser to the residents of Innerwick in person
- explain the aims and vision, what the project will entail and how it can benefit Innerwick
- allow residents to see the work undertaken by the Flensburg students
- ask direct questions of local residents about their properties
- gauge interest and engagement with local residents
- encourage ongoing enthusiasm and positive conversation around the project.

We are grateful to the students for their efforts and enthusiasm!

Key Learnings;

Reach out to the community at an early stage - start the journey.

Take opportunities to partner with other groups.

# Meet the Flensburg Students

## Insulate Innerwick

### An exemplar project for Scotland

#### A warm welcome to this drop-in event

- Open 2-4 pm today
- Have an informal chat about what the Flensburg students have been working on
- Come and find your house on their interactive model
- Learn more about Insulate Innerwick, what it means for the community, and how you can help
- Refreshments available



#### For more information;

**Elisabeth Wilson** (insulate.innerwick@gmail.com, webpage coming soon), Insulate Innerwick project, 01368 840361, 07989 654018

Project managed by **Sustaining Dunbar** SC040106, and supported financially by **Dunbar and East Linton Area Partnership**, and **Fred Olsen Renewables**

#### Insulate Innerwick - what is it all about?

**Insulate Innerwick** is a project to improve the energy efficiency of all homes in the Innerwick polling district, regardless of whether they are owned or rented. It's a big ask, but we have to start somewhere. There are lots of good reasons - fuel price increases, the cost of living crisis, and of course climate change.

#### Where we are now

The Innerwick area has owner occupied, social housing and privately rented homes, with varied insulation levels. Houses have been built at different times, in different sizes, and with different materials. Nearly all could be improved.

**First, we have to find out what is needed, house by house.** We have been incredibly lucky to be offered free consultancy by Flensburg University. This will give us a good starting point.

**Second, we have to work out how improvements can be done - organised and paid for.** It makes sense - and saves money - to do similar houses in one contract. We need to work together with East Lothian Council and East Lothian Housing Association. For this we will need to employ someone to produce a feasibility study. So far we have been offered £3,500 by Dunbar and East Linton Area Partnership, and £2803.20 by Fred Olsen Renewables. Another application hasn't yet been decided.

#### What kind of work is needed?

A starting place is loft and wall insulation - sometimes it is also done underfloor. Draughty doors and windows can be improved or replaced. Then less efficient heating systems can be replaced. Some people in Innerwick already have solar panels. When lots of improvements are done altogether, this is called **retrofitting**.

#### Where will the money come from?


Some people are eligible for schemes funded by the UK or Scottish government. These include insulation, solar panels and air source heat pumps. We will also be approaching the big wind farm schemes, onshore and offshore. We will get money from wherever we can, so that as many houses as possible can be improved.

Display board shown at the event to introduce the project

Leaflet distributed through the area

## Insulate Innerwick

Come and meet the Flensburg Students



### INNERWICK VILLAGE HALL

#### WEDNESDAY 22ND FEBRUARY 2-4PM

- Drop in any time
- Have an informal chat about what the Flensburg students have been working on
- Come and find your house on their interactive model
- Learn more about **Insulate Innerwick**, what it means for the community, and how you can help
- Refreshments available

Can't make it on Wednesday? Then come along to the feedback meeting at the Parish Hall, Dunbar on Saturday 25th February 10am-12noon. More details on the Sustaining Dunbar website: [sustainingdunbar.org/topics/events](http://sustainingdunbar.org/topics/events)

Project managed by Sustaining Dunbar SC040106, and supported by Dunbar and East Linton Area Partnership and Fred Olsen Renewables.  
For further information contact [insulateinnerwick@gmail.com](mailto:insulateinnerwick@gmail.com) or 07989 654018

# Mapping the Barriers and Opportunities

Jan 2024

The Insulate Innerwick team held an informal discussion event at Innerwick Village Hall at the end of January.

The day was chosen to coincide with the monthly Soup & Pudding Club in the hall, as we anticipated people may stay on for the discussion, however that didn't happen in the end!

It was a wet and miserable evening, 8 local residents joined us for the afternoon discussion and 3 attendees joined in the evening.

The discussion started with an introduction to the project and the team, and was built around the barriers people feel prevent them from making upgrades to their homes.

The discussion was recorded on large sheets of paper, and we talked around a map of the area. It was important to hear and record the personal experiences people have had with their own homes, and the challenges and successes they shared.

We came away feeling there is a lot of work to do, and that we had a better grasp of the barriers folk were facing.

The barriers and potential solutions are discussed later in this report.



Leaflet to advertise the event

COME ALONG TO A FREE COMMUNITY EVENT,  
TOGETHER WE CAN...

# Insulate Innerwick

Innerwick Village Hall  
Wednesday 31st January  
after the Soup & Pudding Club  
Afternoon Discussion 2-3:30pm  
Evening Discussion 7-8:30pm

We are looking at how to make it as easy as possible for people to get the right information and advice about energy in their homes.

- LOWERING ENERGY BILLS
- INCREASING YOUR HOME'S VALUE
- FIGHTING THE CLIMATE EMERGENCY
- MAKING HOMES WARMER

WHAT IS IMPORTANT TO YOU?

Insulate Innerwick is a local research project for **everyone** in the Innerwick area, run by local people who passionately believe in working **TOGETHER!**


If you would like more information, please contact Sarah at [s.mcleary@smith-scott-mullan.co.uk](mailto:s.mcleary@smith-scott-mullan.co.uk)

Insulate Innerwick Project managed by Sustaining Dunbar SC040106, and supported by Dunbar and East Lothian Area Partnership, Free Overt Renewables, Crown Estates (Coastal Communities Fund), SSE Renewables and Naezi via Gaelic Offshore Wind Ltd.

DRAFT September 24

# Mapping the Barriers and Opportunities

Display board shown at the event



## InsulateInnerwick

**InsulateInnerwick** is a local research project for **everyone** in the Innerwick area, run by local people who passionately believe in working **TOGETHER!**

We are looking at how to make it as easy as possible for people to get the right information and advice about energy in their homes.

**WHAT'S GOING INTO THIS PROJECT?**

- FLensburg STUDENTS MAPPED THE VILLAGE
- YOUR IDEAS AND ASPIRATIONS
- INFORMATION FROM EAST LoTHIAN COUNCIL
- AGENCIES WHO CAN HELP WITH ADVICE AND FUNDING
- EXPERIENCE IN RETROFIT
- CONNECTIONS WITH OTHER COMMUNITIES IN EAST LoTHIAN AND THE UK
- FUNDING FOR THE PROJECT TEAM\*

**InsulateInnerwick FEASIBILITY STAGE**

Thank you for coming to this event!

We hope today we will;	Let you meet the project team; Elisabeth Wilson, Jo McNamara, Sarah McLeary and Ruth Rodger.
Find out from YOU what is important for your household energy.	Find out how YOU would like to be kept informed.
Bring together likeminded neighbours to have a conversation about what you want the project to achieve.	

If you would like more information, please contact Sarah at [s.mcleary@smith-scott-mullan.co.uk](mailto:s.mcleary@smith-scott-mullan.co.uk)

\* InsulateInnerwick Project managed by Sustaining Dunbar SC040106, and supported by Dunbar and East Lothian Area Partnership, Fife Clean Renewables, Crown Estates (Coastal Communities Fund), SSE Renewables and Neart na Gaoithe Offshore Wind Ltd.

Report-back sheet, circulated to the mailing list, and uploaded to the website and Facebook page

REPORT-BACK ON THE INAUGURAL COMMUNITY EVENT 31ST JANUARY 2024

TOGETHER WE CAN...



## InsulateInnerwick



**We heard about the barriers to making home improvements;**

- What funding is available?
- What will funding cover?
- What order should I do things in?
- Worries about the inconvenience
- Getting the right advice on what is possible
- When is the right time?
- Finding trustworthy and competent tradespeople

**This informs the next work we do.**

Thank you from the project team; Elisabeth Wilson, Jo McNamara, Sarah McLeary and Ruth Rodger



**Please fill in the survey if you haven't already, even if you didn't attend**

<https://bit.ly/3UtbLSI>

**We will keep you informed on Facebook and at our website**

<https://bit.ly/3umuuEI>

**InsulateInnerwick** is a local research project for **everyone** in the Innerwick area, run by local people who believe in working **TOGETHER!**

If you would like more information, please contact Sarah at [s.mcleary@smith-scott-mullan.co.uk](mailto:s.mcleary@smith-scott-mullan.co.uk)

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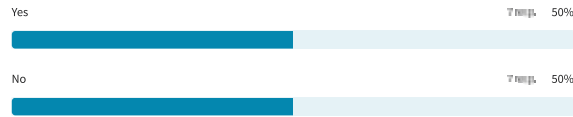
DRAFT September 24

# Mapping the Barriers

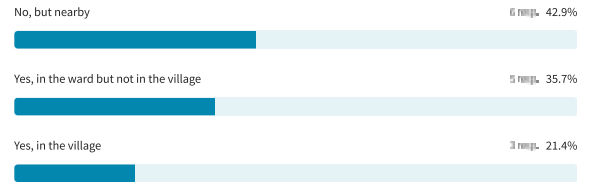
## Survey Results

14 people filled out the survey;

Welcome! Did you attend the Insulate Innerwick event?

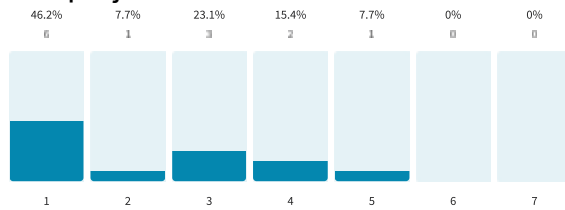


Do you live in Innerwick?

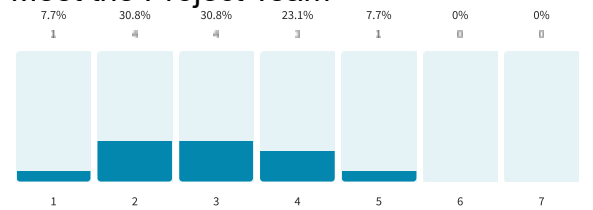


What were you most interested to know more about?

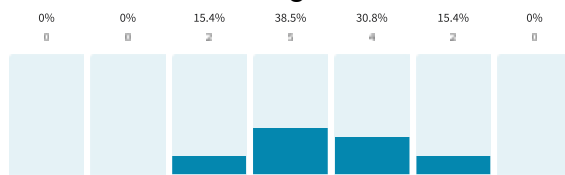
The project aims



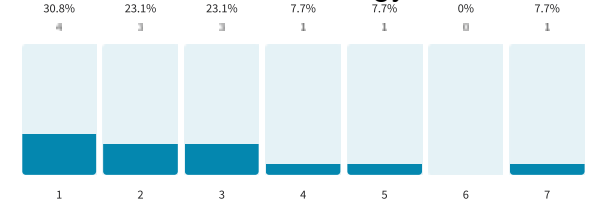
Meet the Project Team



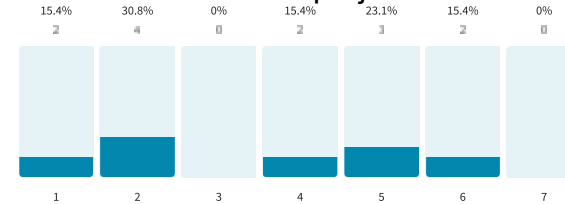
Meet likeminded neighbours



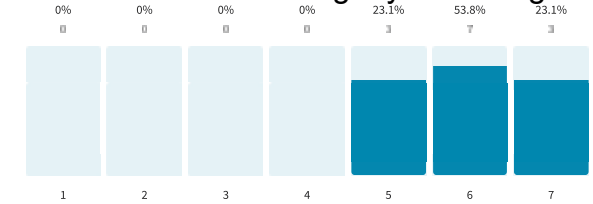
Find out about home energy



I'm interested in local projects



I'm interested in sharing my knowledge



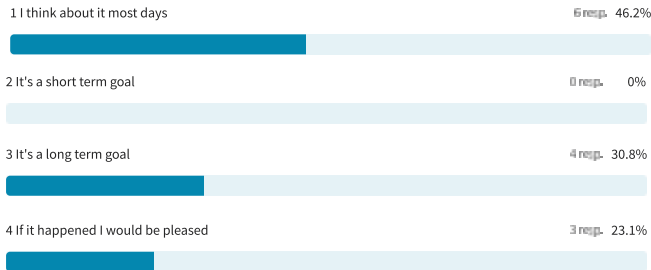
Are there other reasons you want to know more about home energy?

- To save heat and energy
- To lower house hold spending
- I'm considering getting solar PV and battery system and an ASHP
- The right person to service ,once installed and trust worthy
- No - but I want to know about assistance for replacement windows work
- For other buildings I'm involved in running and to know what questions to ask contractors and funding groups
- Being rural and in an old building and not on benefits dictates
- What changes we could make starting with easy fixes/low cost and working towards complex fixes/higher costs

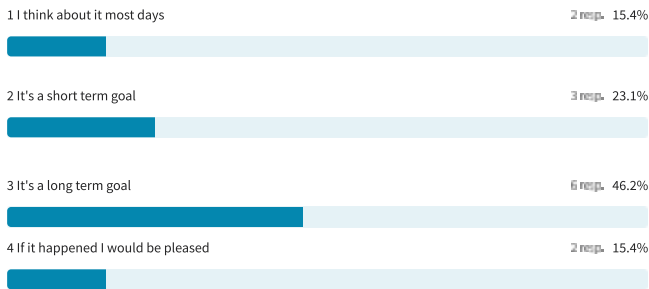


# Mapping the Barriers Survey Results

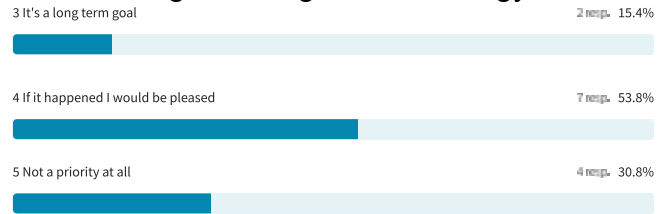
Thinking about priorities for your household, how important is **lowering your energy bills?**



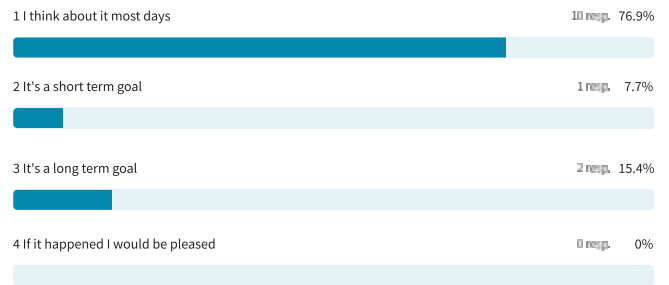
Thinking about priorities for your household, how important is **addressing climate change?**



Thinking about priorities for your household, how important is **increasing the value of your home through making it more energy efficient?**



Thinking about priorities for your household, how important is **making your home warmer and more comfortable?**



# Mapping the Barriers Survey Results

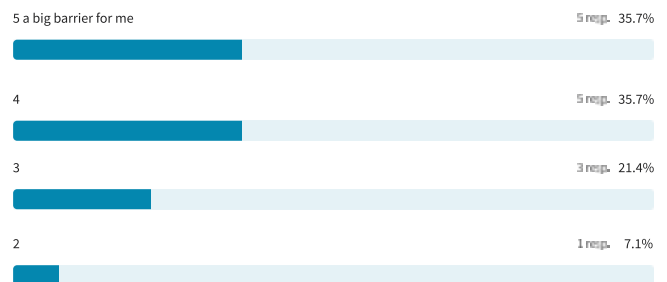
## What are your concerns for home energy?

- To save heat and energy
- Cost and waste due to poor insulated home
- Funding/grants available to support making my home more energy efficient
- Cost
- Wanting to do but not being able to afford
- Cost of oil, energy costs
- Help to identify reliable advice and reliable contractors.

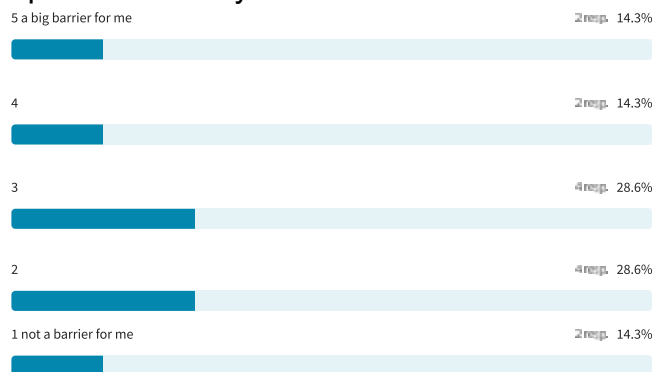
Thinking about the barriers to making changes in your home, can you tell us how big a barrier is **funding** for you?



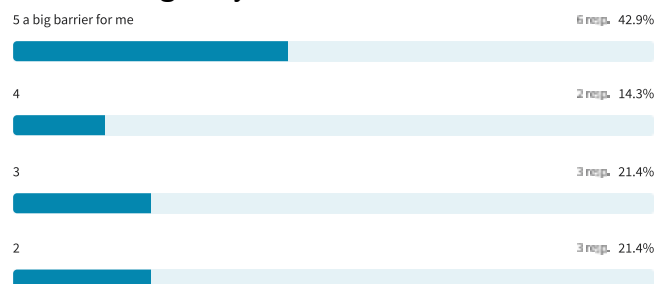
...how big a barrier is **knowing how to begin** for you?



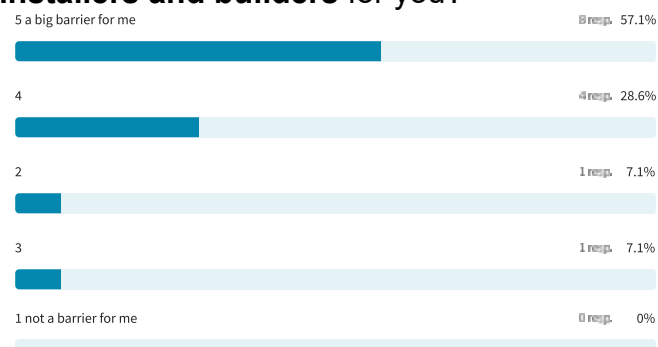
...how big a barrier is the **disruption** of home improvement for you?



... how big a barrier is **knowing where to look for funding** for you?



...how big a barrier is **finding trusted installers and builders** for you?



# Meet the Experts

March  
2024

Elisabeth and Sarah attended an event in Garvald, hosted by the community energy group, and presenting Changeworks and Home Energy Scotland.

We decided to replicate the event in Innerwick, to bring impartial information and allow folk to sign up for a box of 'small measures' to improve energy efficiency. We booked the Village Hall.

The event was heavily advertised on Facebook, with paper flyers in the IPWA newsletter which went through every letterbox in the area, and through door knocking undertaken by Elisabeth, and Rebecca from Changeworks.

The event leaflet built on the findings from the previous discussion, where we learned that the key issue for people are rising bills, levels of home comfort, and who to trust.

Lunch was also offered, and the graphics emphasised a friendly, informal event.

We had offers from local companies to attend, but decided that this event would be for agencies only.

Following the successful event, we sent a Report-back page to our mailing list, and 'friends of Insulate Innerwick'. A press report was published in the East Lothian Courier.

Insulate Innerwick presents...

# MEET the EXPERTS

Innerwick Village Hall  
Saturday 23rd March  
12-2pm

Home Energy Advice  
**FREE** for everyone

Lower Bills  
Warmer Homes  
Where to Start

HOME ENERGY SCOTLAND

CHANGEWORKS.

Talks from 12:45  
Have lunch with us & get a free home energy kit!

Register for free so we know how much soup to make!

\* InsulateInnerwick Project managed by Sustaining Dunbar SC040106, and supported by Dunbar and East Linton Area Partnership, Fred Olsen Renewables, Crown Estates (Coastal Communities Fund), SSE Renewables and Nearth na Gaoithe Offshore Wind Ltd.

# Meet the Experts - Photographs



# Meet the Experts - Feedback

16 no. Feedback forms were collected;

We'd like to know what your overall experience of the event was and how helpful and informative it was.

Very Good	Good	Average	Poor
11	5		

How did you find these aspects of the event?

	Very Good	Good	Average	Poor
Quality of Information	11	5		
Location	11	5		
Venue	9	5	2	

How useful did you find these talks?

	Very Good	Good	Average	Poor
Ruth Rodger and Sarah McLearly – Insulate Innerwick	13	3		
Yordan Popov – Home Energy Scotland	12	4		

Has the event expanded your knowledge on:

	Yes	No	n/a
How you can improve the energy efficiency of your home.	16		
Funding support available for homeowners and landlords	16		
How you could benefit from home energy Scotland support	16		
Renewable Technology	8	7	1

# Meet the Experts - Report-back

Available on Facebook, to the mailing list, and on the website.

**REPORT-BACK ON THE "MEET THE EXPERTS" EVENT, 23RD MARCH 2024**

TOGETHER WE CAN  
**InsulateInnerwick**



32 people came along for soup and cakes!

Rebecca from Changeworks signed folk up for free home energy packs

Great conversation between neighbours

An introduction from Elisabeth

Sarah and Ruth introduced the challenge we face together, and gave the architect's view of the benefits of home upgrades.

Yordan from Home Energy Scotland spoke about options for upgrading the elements of our homes.

**Thanks to everyone who came along for lunch with us!**

Our next step is to gather information on lots of homes

**Will you share some information about your home and energy usage?**

The information will be anonymous, to be used by the Insulate Innerwick team.

An East Lothian-wide project about home energy use is being coordinated through East Lothian Council and run by community groups across the county. **Be part of it!**

**Thank you to all the volunteers who made it happen**

from the project team;  
Elisabeth Wilson, Jo McNamara, Sarah McLeary and Ruth Rodger




**InsulateInnerwick** is a local home energy research project for **everyone** in the Innerwick area, run by local people who believe in working **TOGETHER!**

The presentation slides are available on our website

[ourlocality.org/insulateinnerwick](http://ourlocality.org/insulateinnerwick)

Follow us on Facebook



Contact Sarah  
s.mcleary@smith-scott-mullan.co.uk  
0131 555 1414

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# Meet the Experts - Press

March  
2024



L-R Yordan Popov and Harry Turner (Home Energy Scotland); Elisabeth Wilson and Jo McNamara (Insulate Innerwick), Sarah McLeary (Smith Scott Mullan), David Mumford (Chair of IPWA SCIO), Paul McLennan MSP and Minister for Housing, Ruth Rodger (Smith Scott Mullan), Cllr Lyn Jardine (East Lothian Council)

East Lothian  
Courier, April 2024

**Energy-saving on the agenda**

**INNERWICK**

A TEAM aiming to help people save money while making their homes warmer has met in Innerwick.

The Insulate Innerwick project team organised a free lunch in the village hall, where people heard talks from Smith Scott Mullan and technical experts from Home Energy Scotland.

Those in attendance also signed up to receive free home energy packs from Changeworks.

Among those in attendance were Councillor Lyn Jardine, who represents the area on East Lothian Council, and Paul McLennan, East Lothian's MSP and Scotland's



**A meeting of Insulate Innerwick took place in the village hall at the end of last month**

**Housing Minister:**  
Project leader Dr Elisabeth Wilson said: "It's important that trusted, impartial information is available about how to save money and energy, where to get started, and how to start creating a plan to upgrade our homes."  
"We are delighted that so many people came, our project is all about sharing stories and skills, to make it as

easy as possible for people to improve the efficiency of their homes."  
Experts explained that even small measures could add up to big savings and greater comfort.  
The Insulate Innerwick project is now looking for volunteers to share and gather data, help with future events, and sign up to train in thermal imaging.

# Green Futures Festival 2024

March  
2024

As a member group of East Lothian Climate Action Network (ELCAN), we are able to connect with others, for support and knowledge sharing.

During 2024 the ELCAN Hub was created, with three paid workers able to begin the work of focussing community action around themes, and organising events.

Held at Queen Margarets University, the Festival was a celebration of what's happening in East Lothian now.

We took a table and gave a short talk about the project.

This was an opportunity to link with others working to address climate change, including policy-makers within East Lothian Council.

We advertised our Meet The Experts event which was a week later.



Jo McNamara and Elisabeth Wilson



Andrew Duncan, Garvald, and Sarah McLeary  
Martin Hayman, ELC LHEES Officer, and Elisabeth Wilson





# Innerwick Flower Show

August  
2024

Innerwick Flower Show is held annually, and is an opportunity for the community to gather in the Hall and grounds. The main events are the growing and craft competitions.

We held a stall in the grounds to raise awareness of the project, and make people aware of the survey on homes, and provide information from Changeworks.

Elisabeth handed out stickers, which were a great way to start a conversation.

We didn't get many surveys completed, but we had good conversation with people.




*Elisabeth and Duncan at the stall  
Leaflets from Changeworks*



# Innerwick Flower Show

Display boards at the Flower Show




**TOGETHER WE CAN InsulateInnerwick**

InsulateInnerwick is a local home energy research project for **everyone** in the Innerwick area, run by local people who believe in working **TOGETHER!**

Will you share some information about your home and energy usage?


Please take 10 minutes to fill in our online survey






Sarah Elisabeth

**What are we asking?**



**What type of property do you live in?**

**What fuel or fuels do you use for heating?**

**How many floors does your home have?**

**What kind of windows do you have?**

**Do you have a sloped roof?**

**What are the walls made of?**

**How will my information be used?**

The information will be held by the InsulateInnerwick team, Sarah and Elisabeth.

We will be using the information to inform our feasibility report looking at how to improve energy efficiency of our homes.

Anonymised information will be shared with East Lothian Council.

**I don't plan to make changes to my home, is my information helpful?**

Yes! The more information we have across the Innerwick area, the better our feasibility report will be. Your information helps your neighbours, and everyone across East Lothian.

We will never share your detailed information with external parties.

\* InsulateInnerwick Project managed by Sustaining Dunbar SCE&D196, and supported by Dunbar and East Lothian Area Partnership, Fred Olsen Renewables, Crown Estates (Coastal Communities Fund), SSE Renewables, Next to Go! the Offshore Wind Ltd., EastCoastGridServices Ltd., and Vector Energy.



## FEASIBILITY STAGE

# WHAT'S HAPPENING NEXT?

**WHAT'S GOING INTO THIS PROJECT?**

- Flensburg students mapped the village
- Connections with other communities in East Lothian and Scotland
- Info from agencies who can help with advice and funding
- Funding for the Project Team
- Information about our homes through the survey
- Support from Sustaining Dunbar and the East Lothian Climate Action Hub
- Technical Experience in Retrofit
- Support from our Councillors and our MSP


**WHAT'S COMING OUT!**

**A Feasibility Report including ...**

- The funding landscape, and options for how a project like this could be funded
- Report on all our activities, and what we have learned
- Analysis of the Innerwick housing stock from the survey results
- Option appraisals and a plan
- Recommendations for funding opportunities
- A look at the skills and supply framework in East Lothian

**Thermal Imaging Project in Autumn!**

- You can volunteer to be trained up, learn new skills
- Meet others across East Lothian as part of a coordinated project by the Climate Action Hub
- Make real impact in your community
- Apply to have your home surveyed




**A project case study**  
supported by the East Lothian Climate Action Hub

# Keeping In Touch

## Local Mailing List and 'Friends of Insulate Innerwick'

We hold a local mailing list of around 50 folk in the ward who have engaged with the project. The list is helpful for distributing information, we use it sparingly to avoid 'spamming' people.

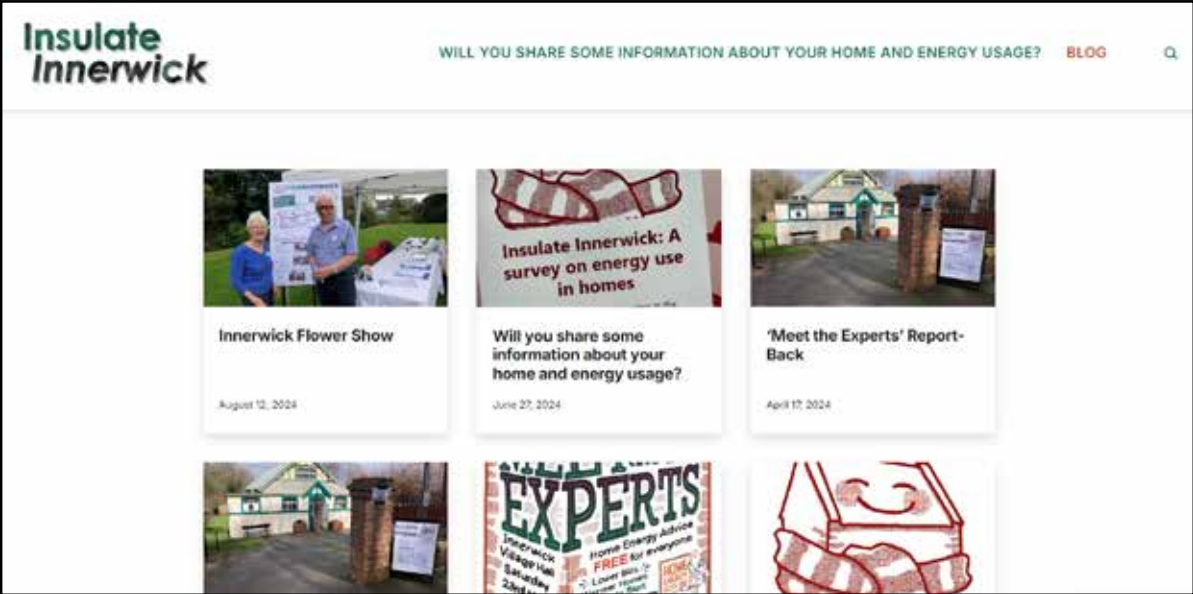
A second mailing list of friends of the project includes agencies and companies who have connected with the project and offered advice, time and support.

Report-back information is circulated to both mailing lists.

## Website

Sustaining Dunbar provide hosting and web support for the project web page at [ourlocality.org/insulateinnerwick](http://ourlocality.org/insulateinnerwick)

We see the website as a repository and record of our work so far, as well as a place where people should be able to get information in the future.



## Facebook

The project Facebook page updates with informal local energy news and relevant info for local people. We share to the Innerwick Facebook page and often our posts are also shared with the Dunbar Online group, which has a wider readership and engagement.

# Innerwick Parish Welfare Association Newsletter

The newsletter is published by the IPWA committee every two months.

A team of volunteers posts a paper copy through every letterbox in the pollog district, and the adjacent area of the Pinkertons.

This is a great way to share local news and upcoming events in the Village Hall.

The project offered Sarah's time to collate the newsletter, under the agreement that a full page of Insulate Innerwick 'advertisement' was included.

We have put an article about the project in most newsletters since February 2023, to maintain a presence.



DRAFT September 24

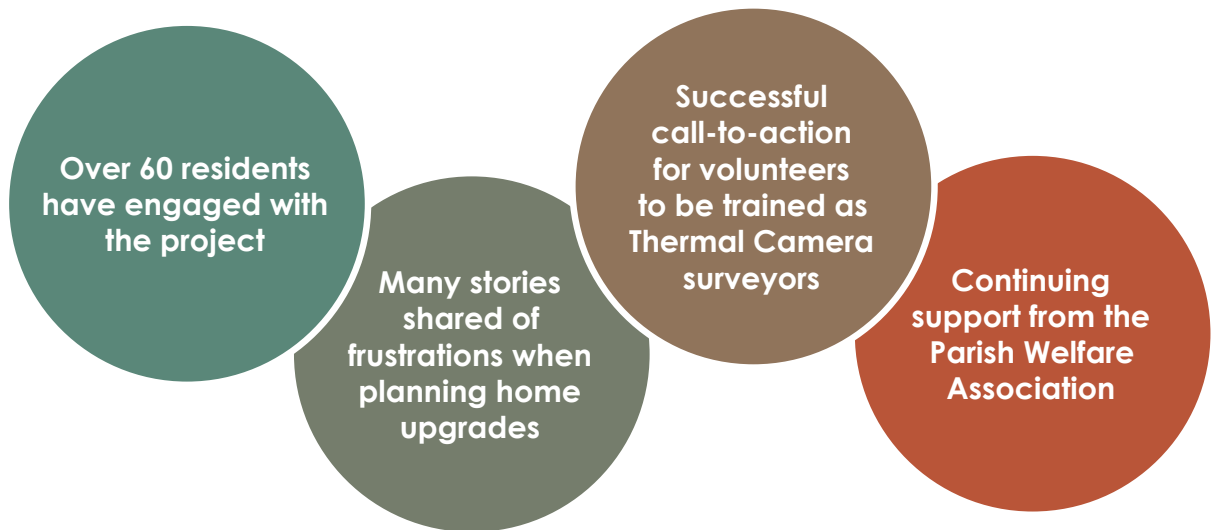
# What We Learned

## The Barriers

At a discussion event in January 2024, and through an online survey, we found out about the barriers that people are facing, with respect to home energy. This has informed our action plan.

The Barriers	
Planning requirements; Planning permission, listed building consents and conservation area consents.	Folk feel there is inconsistency in the application of planning policy, which makes it difficult to plan with confidence.
Where to start?	Upgrading your home can seem daunting. Where are the biggest wins? How much can I save on bills by making changes? Is it worth making small improvements?
Finding trusted advice	Who is impartial and informed?  How can folk distinguish scammers from genuine funding opportunities?
Finding suppliers	Folk have had bad experiences with ASHP suppliers in particular, being left with no ongoing maintenance.
Scams	We heard from the ELC Energy officer that they are working hard to combat in-person, leaflet, and online scams. Some are very difficult to spot, and clicking on one link can start a barrage of similar ads.

# What We Learned



## Understanding Our Community

Many of us know about the history of the home we live in, and the fabric of the building's walls, floors and roof.

We are aware that some areas are colder than others, more draughty, or need maintenance and upkeep.

Many people have made improvements to their home, either as a major building work such as an extension or heating system overhaul, or maintenance and upgrades like double glazing.

***Sharing our stories, challenges and successes can help our neighbours to make their own upgrades.***

## Community Capacity

**Our message is; we are an independent project, run by local people, looking at how you can be more comfortable in your home.**

Over 60 residents have connected with the project, and many more folk in East Lothian have shown support and interest.

There is interest from a mix of people; some who have engaged with funding agencies and the process has stalled due to mixed messages, some who are struggling to find trained installers or maintenance, and many who are interested to know more about their own home and what they can do to reduce their bills. We are drawing interest from residents who want to get a Thermal Camera survey undertaken, and be part of that project which will be organised by East Lothian Climate Action Network.

At the same time, the wider context of energy development impact and disruption on the roads and landscape demand attention from the community. Planning and regulatory issues surrounding proposed energy developments are complex, requiring a lot of energy from volunteers.

A volunteer pressure group East Lothian Winds of Change was formed to engage with proposals.

Two working groups have since been formed; Lorries in our Lanes focus on traffic issues. the Biodiversity Liaison Group engages on landscape and biodiversity impact and enhancement.

***We are creating the infrastructure for collective action, building trust within the community, and with external groups and agencies.***