

2019/20

Tighean Innse Gall Annual Report and Accounts



Energy Action Scotland Installer of the Year 2019



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Introduction from the Chair of the Management Committee, Brian Chaplin

The last few months have changed our lives somewhat, but we must not lose sight of the excellent work done by our officers and Committee throughout 2019. We must not let that good work be overshadowed by the events which were completely out with our control. What we must do is reflect on what we have achieved and how our organisation has responded to the community's needs over the entire period. We must then view how the latter months of the financial year were handled.

As a Management Committee we have worked to ensure the governance of the organisation and strategic direction were robust and visionary. I think we achieved that.

We were conscious early on in 2019 to plan for the future and were keen to ensure we had the building blocks in place to deal with the inevitable hurdles, which often present themselves from left field, as well as the more predictable issues like succession planning for both staff and committee. Again, we have largely achieved what we set out to in our business plan.

The COVID crisis has destabilised many organisations and created real uncertainty but I am pleased to report that our sound financial policies have so far enabled us to weather the storm. Certainly, we can see the negative effects of such on our bottom line (when we strip out the change to the pensions position) but our financial stability has remained intact and enables us to face the future with a renewed eagerness to get back to the activities we deliver so well for the communities we serve.

To that end we are keen to recruit some new blood onto our committee and would encourage members to consider if they could bring their talents to bear for the benefit of the most vulnerable around us. We are after all a Community Benefit Society. Let us step up and live up to that.



Brian Chaplin
Chair

Introduction from the Chief Executive, Stewart Wilson

Over the last year TIG further increased its community-based activities, delivering services in partnership to support and assist those most in need. As a community benefit society led by our elected management committee we reflect constantly on the needs and aspirations of the Outer Hebrides residents and seek to deliver accordingly.

Mostly this means delivering services which improve the immediate circumstances of residents. Often however this means lobbying on their behalf, to improve policies of Scottish and UK government to the benefit of our communities across all the islands. We have given evidence to parliamentary committees, consultations from government and hosted senior officials when visiting our communities.

Our international work continued apace, continuing to learn, gaining new ideas and inspiration for ways of benefiting the islands. We delivered workshops across Europe, gaining further insight into methods for delivering energy efficiency and supporting vulnerable people. We gave evidence to the Scottish Government Future of Scotland involvement in Interreg (European regional programmes) activities, actively lobbying for future island involvement.



We sought to look at new ways to engage with people, and for the first time directly participated in 'the friendly festival' EDF in Benbecula, as well as HEBCEL, where we provided a drop in centre 'Climate Tent' for residents and visitors alike.

As usual, we provided training and support for community leaders to enable them to help their client base or community. We conducted events across the islands, in Barra, South and North Uist, Benbecula, Harris and Lewis. Attendees found, often to their surprise, the extent of our service provision and this demonstrates that whilst we conduct outreach work daily, many folk are still not aware of TIG's reach. We will do more of this and the other outreach work in the coming year.

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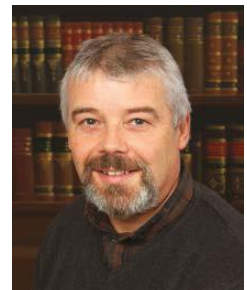
Stewart Wilson (Cont'd)

We remain committed to our staff development, in order to fully assist and support our community. TIG undertake climate change mitigation and adaptation work, and we are pleased that we can now assist other organisations by conducting certified Greenhouse Gas Emissions audits for those who wish to develop a baseline from which they can improve. We can of course assist them in project development to reduce their emissions also.

TIG continue to develop new and beneficial activities which support young people. We work closely with the Outer Hebrides Community Planning Partnership, in its anti-poverty and climate change activities. We see both as opportunities to engage with young people, as well as develop options for apprenticeships which will present future staff for TIG. We continue to argue for apprenticeships for those who are leaving care, and are working with the Comhairle to look at options for this.

A strong year of activities, reflecting well our community benefit society status. We hope to maintain this level of activities next year, although we know that Covid-19 striking at the end of this year means we enter into uncertain territory.

Stewart Wilson
Chief Executive Officer



Energy Advice

2019/20 marked the biggest staff complement the Energy Advice section has ever had since its inception in 1994 with 8 staff delivering across 7 projects. This resulted in a variety of projects and activities; all with the explicit purpose of fighting fuel poverty and climate change across the Western Isles.



Additionally, our access to funding has been extended since receiving charitable status. Amongst our projects were Barvas Estate Trust's Community LED project, which enabled us to successfully engage with 15% of the households in the estate area, and the Energy in Transition project, which is an outreach project recruiting 1,000 households to lower their energy use by 5% in turn saving 500,000kWh.

Our ability to use CnES's funding to secure £327k of project and partnership funding has enabled TEAS to carry out over 750 home advisory visits, help deal with more than 1,300 telephone/on-line enquiries and participate in over 80 community events and presentations. This resulted in 245 households being signposted towards assistance from schemes such as HEEPS and Warmer Homes Scotland, where the qualifying criteria was more stringent than in previous years. TEAS also continues to carry out energy advisory work in partnership with local community landowners.



The successful Glusad Còmhla project reached some of the most vulnerable people in our community and transformed their lives in a range of ways including energy advice, insulation, heating and income maximisation. This was done by collaboratively working with a range of professionals and organisations across multiple sectors. Its achievements and outcomes are testament to the creativity and generous spirit of the various stakeholders as much as to the unique blend of services which have joined forces in this project. The Edge of Scotland, which also successfully concluded this year, will now be used to show us and the Scottish Government the advantages and pitfalls of the current financial options for improving energy efficiency of homes for the able-to-pay market.

In addition, TEAS were again instrumental in providing evidence for, and securing amendments to, the Fuel Poverty Bill, particularly with our work in hosting the Islands Impact Assessment team who were reviewing the Bill. As a result, amendments were passed, which took into account island conditions and this will allow more accuracy whilst defining fuel poverty and extreme fuel poverty levels going forward, using the new assessments around the new definition.

In conclusion, to summarise this year, the team completed more: events, outreach, partnerships, in-depth advice, referrals, innovation, hand-holding, visibility, lobbying, targeting, marketing, funding and liaison. This, without a doubt, helps build for the years ahead, however prosperous or volatile they may be.



For a copy of the Barvas and Glusad Còmhla reports, please email dan@tighean.co.uk. The Edge of Scotland report will be available in the autumn of 2020.

Dan Morrison
Director of Energy Services

Development



The Development Section led on the selection of Triodos bank as TIG's preferred lender to provide £500,000 of finance for Rent to Buy properties over the next two years. Our housing stock increased as we let properties under the Rent to Buy scheme, which helps tenants save for a mortgage deposit. Rent to Buy really makes a difference to a family's housing prospects as described by Imelda

Graham "Rent to buy has given us the opportunity to purchase our own home and focus on a future for our family"

Pictured: Imelda Graham and William Clark, Rent to Buy Tenants

We established a registered Letting Agency and we now manage a number of privately rented properties on behalf of community owned estates, community groups and individuals, *"Having TIG act as letting agents has reassured us that all our responsibilities as a new landlord are being met. They specialise in property management, which means as a small community owned organisation with limited resource, that we don't have to."*

We continue to work with Hebridean Housing Partnership as their development agent to deliver the majority of their new build programme and the marketing of some of their shared equity properties.

"TIG work closely with Hebridean Housing Partnership providing Development Agent Services to many of HHP's new build developments. During 2019/20 TIG were involved in 58 of HHP's new affordable home completions including 13 New Supply Shared Equity properties for sale. They are currently involved in projects at various stages across 13 sites from Lewis to Barra." Quote from Katrina Rowlands Development Manager, Hebridean Housing Partnership.



Pictured: HHP Shared Equity property at Mackenzie Avenue

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Development (Cont'd)

We also expanded our Clerk of Works service to include, air tightness testing, the production of plans, masterplans and setting out of sites.

We congratulate all our community group clients who we have worked with and supported during the year in achieving their community development plans and ambitions, including Urras Coimhearsnachd Bhradhagair agus Arnoil with their Grinneabhat project, Urras Storas an Rubha with their Aros an Rubha project, Carloway Community Association with their Solar na Mara project and Taigh Sgìre Sollas with their housing project.



*Pictured: Matthew Hebditch,
TIG Development Officer at the
Grinneabhat project*

“The team at TIG have been extremely supportive and helpful with our project. TIG’s project management expertise has been invaluable to UCBA, it would have been very difficult to complete our renovation without them.” Catriona Campbell, Secretary at Urras Coimhearsnachd Bhradhagair agus Arnoil

Donna Smith
Development Director

Insulation

The successful partnership between CnES and TIG is now in its seventh year with TIG re-appointed as managing agents for 2020-21 to deliver the Scottish Government HEEP-ABS programme.



We deliver:

- Internal wall insulation
- Room in roof insulation
- Underfloor insulation
- Loft insulation
- Woodworm treatment
- Draughtproofing
- Energy performance certificates
- Thermal imaging surveys
- 3D scanning of properties

This partnership has now delivered more than £17m of HEEPS and ECO funding to date and formal recognition of this was made by Energy Action Scotland at the inaugural Energy Action Scotland Fuel Poverty Awards with TIG being awarded the Installer of the Year award for 2019.



Commenting on the award the panel of judges said *“We were very impressed with the consistent high level of delivery from TIG. When considering the remote nature of many of their clients and properties then their performance being the best in Scotland is even more remarkable”*. Pictured from top left: Norrie Kerr, CEO Energy Action Scotland, Stewart Wilson TIG CEO, Baroness Liddell of Coatdyke (President, Energy Action Scotland), Donald Mackinnon TIG Depute CEO.

The impact of Covid on the 2020-21 programme delivery is significant and additional safety measures are in place including decanting of clients whilst measures are being installed.

TIG continues to use trusted and established contractors to maintain the high standard of delivery attained.

Donald Mackinnon
Depute CEO

Care and Repair



Care and Repair continue to deliver the Major Adaptations and Minor Works service on behalf of CnES. The CnES SLA for 2020/21 remains unchanged.

The Major Adaptations funding enables the install of a range of measures including level access showers, stairlifts, hoists, and ramps. During 2019/20 the Care and Repair service delivered 101 major adaptations at a total cost of £741,000.

The Minor Works funding enables clients to carry out repairs with the main demand for replacement doors and windows along with electrical and plumbing repairs. The service continues to be in considerable demand across the islands.

During 2019/20 the Minor Works service delivered 105 measures at a total cost of £160,000.

The Western Isles are included in the Scottish Government Home Equity Pilot Scheme and Care and Repair staff have been assisting clients across the islands who are seeking to carry out energy saving improvements and repairs. The first approved improvements are now on-site with several other cases awaiting approval

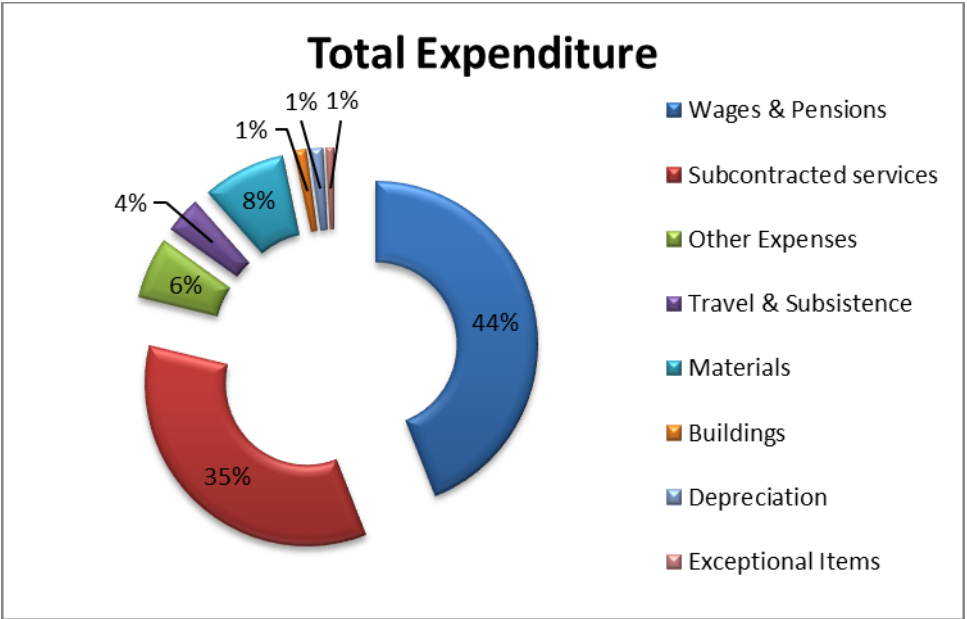
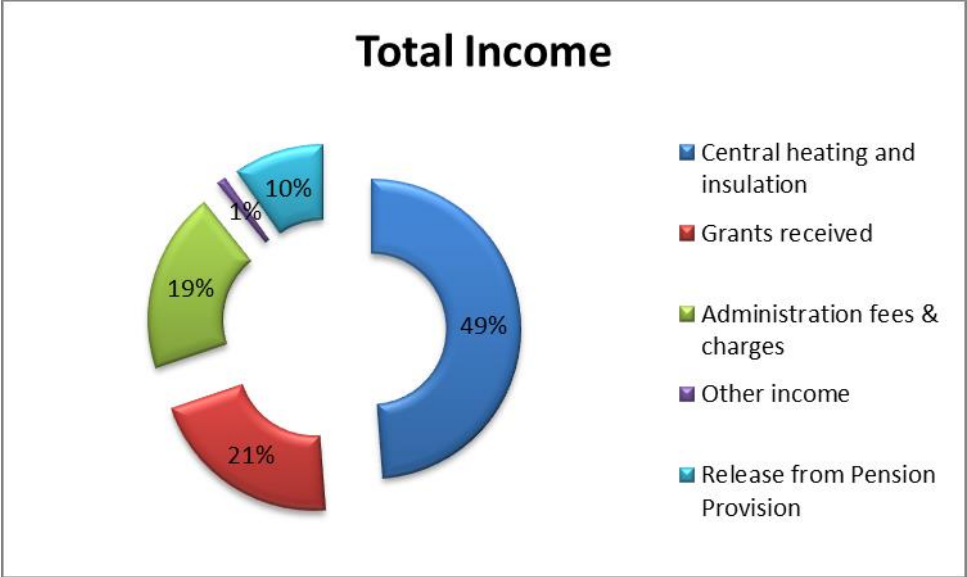
In 2019 Care and Repair introduced a private works scheme and this has proved popular with clients unable to organise work themselves. During 2019/20 Care and Repair assisted 7 clients overseeing various projects from appointing contractors for tender through to completion.



The Home Safety service continues to deliver safety interventions to avoid slips, trips and falls and in 2019/20 have installed 79 minor adaptations, 11 ramps and 100 keysafes. The wheelchair service continues to provide scheduled maintenance and servicing along with reactive repairs to the NHS wheelchair fleet in Lewis and Harris.

James Macdonald
Care and Repair Manager

Finance



Finance Reports Profit & Loss for Year Ended 31st March 2020

	31/03/2019 £	31/03/2020 £
Turnover	3,761,129	3,148,783
Cost of sales	(1,757,598)	(1,419,108)
Administrative expenses	(1,906,043)	(1,881,865)
Other Income	5,817	352,996
Operating Surplus/(Loss)	103,305	200,806
Interest receivable and similar income	882	792
Interest payable and similar charges	(1,229)	(1,499)
Surplus Before Taxation	102,958	200,099
Tax on Surplus	0	(3,044)
Surplus for Year	102,958	197,055
Reserves B/Fwd	1,582,050	1,685,008
Reserves C/Fwd	1,685,008	1,882,063

Finance Reports Balance Sheet as at 31st March 2020

	31/03/2019 £	31/03/2020 £
<u>Fixed Assets</u>		
Tangible assets	585,865	506,684
Investments	218,365	377,767
	804,230	884,451
<u>Current Assets</u>		
Stocks	89,986	30,528
Debtors	1,182,540	828,148
Cash at bank and in hand	884,418	840,106
Amounts falling due within one year	(594,175)	(356,132)
<u>Net Current Assets</u>	1,562,769	1,342,650
Total Assets Less Current Liabilities	2,366,999	2,227,101
Amounts falling due after more than one year	(208,000)	(208,000)
Provisions for Liabilities	(473,927)	(136,971)
<u>Net Assets</u>	1,685,072	1,882,130
<u>Capital & Reserves</u>		
Share Capital	64	67
Retained Surpluses	1,685,008	1,882,063
Shareholders' Funds	1,685,072	1,882,130

As ever, we are grateful to the funders who work with us to deliver services for our community:

