



TIGHEAN INNSE GALL

Annual Report



2024/2025



Housing & Community Development

17	Projects managed
6	Feasibility studies completed
2	Projects handed over to clients
10	Topographical surveys delivered
4	New Rent-to-Buy homes completed in North Uist

Care & Repair

£379,527	In major adaptations installed
185	Minor adaptations completed
61	Private EPCs issued
190	Warmworks surveys completed
59	Property surveys conducted
50	Wheelchair repairs delivered across Lewis and Harris

Energy Advice (TEAS)

1,353	Households supported
£300,366	In total client financial gain
1,182	Energy vouchers issued
131	Homes received energy-saving measures
22	Appliances provided to 17 families



2024/2025

Key Achievements

- Delivered TIG's first Rent-to-Buy homes in North Uist, supporting residents on their path to home ownership.
- Supported the redevelopment of the Calanais Visitor Centre working with Urras nan Tursachan (UnT).
- Expanded Home Safety Checks and specialist surveying capacity across the islands.
- Maintained full TEAS service delivery despite loss of national fuel support schemes.
- Played a lead role in supporting clients through the radio teleswitch switch-off and supplier transitions.

National Recognition and Strategic Wins

Affordable Warmth at Home Report launched, giving a platform to client voices and calling for urgent policy changes.

Direct engagement with MPs and MSPs on:

- The case for a gas-equivalent tariff.
- Energy meter engineer shortages.
- Impacts of the removal of the Winter Fuel Payment.

Kirsty Macleod (Energy Advice Manager) won the Fuel Poverty Hero Award 2024 from Energy Action Scotland.

Visit from the Scottish Government's Chief Planner and senior officials to HHP housing sites where TIG (as development agent) led on the masterplan design and planning approval.

Active contributor to the Local Housing Strategy Steering Group and CNES planning reform work.





Staffing and Partnership Highlights

Achieved full-service coverage across Uist and Barra for the first time, with local staff in Energy Advice, Housing Development, and Care & Repair.

Welcomed 4 new staff members: Monique Watt, Ryan Macsween, Steven Dobbie, and Donnie Mackenzie.

Recruited to 4 strategic posts: Energy Advisor, Assistant Construction Development Officer, Construction Development Officer and Finance Officer.

Strengthened partnerships with:

- Hebridean Housing Partnership
- NHS Western Isles
- NHS Highlands and Islands
- Stòras Uibhist, West Harris Trust, and Urras nan Tursachan
- Comhairle nan Eilean Siar across Housing, and Planning
- British Gas Energy Trust, Energy Redress, National Lottery, Robertson Trust



Chair | Ian McCulloch

I am pleased to present the Tighean Innse Gall Annual Report for 2024–2025, a year that marks the midpoint of our five-year Corporate Strategy. This report reflects the tremendous efforts of our staff, partners and Management Committee in delivering tangible outcomes aligned with our mission:

To support and empower people to rent, buy and live in comfortable, affordable homes; promote independent and sustainable living solutions; and address fuel poverty and energy efficiency across our communities.

This year, one of our major milestones was achieving full-service coverage across Uist and Barra. Thanks to funding from the CNES Crown Estate fund, we now have staff based in Uist for each of TIG's key service areas—Care & Repair, Housing and Community Development, and Energy Advice. This strengthens our ability to deliver services where they are needed most and reinforces our long-standing commitment to all communities throughout the Western Isles.

We have also welcomed new faces to the Management Committee: Finlay MacIennan, Cllr Finlay Stewart and Cllr Kenneth Macleod, whose collective experience and insight will be invaluable as we continue to move forward. I would also like to express my gratitude to Rebecca Mahony, who stepped down this year, for her valued service and dedication during her time with us.

Several key highlights stand out from this year's work:

- The publication of our Affordable Warmth at Home Report, which helped bring national attention to the persistent issue of fuel poverty in the Outer Hebrides and gave voice to the lived experiences of our clients.
- The handover and successful occupation of our first Low-Cost Home Ownership properties in North Uist, marking a significant step in delivering affordable and energy-efficient housing in our rural areas.
- The ongoing success of our Care & Repair Service, which continues to receive strong positive feedback from clients and plays a critical role in helping residents live independently and safely at home.

While the wider economic environment remains challenging—particularly with reduced funding streams and the impact of rising costs—TIG continues to respond with resilience, innovation and a deep-rooted commitment to community. This report highlights the breadth and impact of our work, and the many partnerships that make it possible.

On behalf of the Management Committee, I would like to thank our Chief Executive, Managers and Staff as well as all of our stakeholders for your continued support and trust. I look forward to another year of progress as we continue delivering against our corporate priorities and working towards a more, affordable, accessible and sustainable housing future for all.

Ian McCulloch

CEO Summary | Donna Smith

Reflecting on a Year of Growth, Advocacy, and Impact

2024–2025 has been a year of significant progress for Tighean Innse Gall.

Team Growth

Our achievements reflect the hard work and dedication of our expanding team and the strength of our partnerships across the Outer Hebrides. This year, we welcomed four new team members—Monique Watt, Ryan Macsween, Steven Dobbie, and Donnie Mackenzie—who have each brought valuable skills and enthusiasm to their roles. We also said farewell to David Macphail and Maggie Macrae and wish them the absolute best in their future careers.

Strategic Influence

Our input into the Council's Local Housing Strategy (LHS) Steering Group has been particularly important for TIG. The LHS will shape the future of TIG's three key service areas—Care & Repair, Housing and Community Development, and Energy Advice—over the next five years. We are committed to aligning our work with the LHS and collaborating closely with key partners to deliver its objectives in our sphere of activity.

Overcoming Challenges

Like many organisations, we have faced increasing pressures from rising employer costs, rising overheads, tighter funding environments, and growing competition for grants. Despite these challenges, we have remained focused on delivering value to our communities.

Through collaboration, flexibility, and innovation, we have continued to uphold our vision of being local, trusted, and community-driven—providing practical solutions that address housing issues and fuel poverty across the Western Isles.

Advocacy & Recognition

We launched and promoted our Affordable Warmth at Home Report, which enabled us to advocate for the unique challenges of fuel poverty in the Outer Hebrides.

We engaged directly with MPs and MSPs, highlighting:

- Unfair energy pricing structures.
- The case for a gas-equivalent tariff.
- The implications of the radio teleswitch switch-off and lack of meter engineers.
- The negative impact of removing key financial support schemes such as the Warm Homes Discount and Home Heat Support Fund.

A standout moment was the recognition of our Energy Advice Manager, Kirsty Macleod, who received the **Fuel Poverty Hero Award 2024** from Energy Action Scotland.

This well-deserved honour reflects her tireless commitment to supporting vulnerable households.

Looking Ahead

As we move forward, TIG will continue to:

- Expand affordable housing opportunities in collaboration with our partners.
- Support people to live safely and independently in their homes for longer, and,
- Help lift households out of fuel poverty, reducing the stress and hardship it causes.

The coming year will bring both opportunities and challenges, but with our dedicated staff, supportive stakeholders, and clear strategic direction, I am confident that we will continue making a meaningful difference in the lives of those we serve.

Matthew Hebditch

In 2024–2025, our Housing and Community Development team expanded its reach and capacity, supporting a diverse range of projects - from feasibility studies and surveys to major housing developments and tenancy management across the Western Isles.

Driving Development with Purpose and Partnership

2024–2025 was a productive year for our Housing and Community Development Service. With an expanded team in place, we have significantly enhanced our capacity to deliver high-quality design and development services to communities across the Outer Hebrides.

We worked with our client Hebridean Housing Partnership (HHP) to deliver new build housing across Lewis, Harris, Uist, and Barra – carrying out site feasibility studies and providing development services. A highlight was our work on the Melbost West masterplan, where we carried out both the layout design and public consultation for a major housing development.

This year also saw a visit from Scottish Government officials, including Chief Planner Dr Fiona Simpson and Cara Davidson from the Planning, Architecture & Regeneration Directorate to completed HHP developments. During their tour of the HHP Housing Development An Allt Dubh, Newmarket, Isle of Lewis, we demonstrated

Key Stats

17	Projects managed
6	Feasibility studies completed
2	Projects handed over to clients
10	Topographical surveys completed
9	Properties managed on behalf of landlords

how National Planning Framework 4 (NPF4) guidelines - particularly around peat management - are being effectively applied in rural developments. Their visit affirmed the value of local expertise in delivering sustainable, community-led housing.

In addition, TIG participated in the National Planning Improvement Framework peer review, working with Comhairle nan Eilean Siar (CNES) to support efforts to strengthen their planning services and make the case for increased resourcing. Our ongoing collaboration with CNES planning and housing teams remains crucial to progressing impactful developments across the islands.

We have placed particular focus on supporting community landowners and organisations, including West Harris Trust, Stòras Uibhist, and Urras nan Tursachan (UnT), helping to turn their housing and community aspirations into reality.

One of our longest-standing community partnerships continued this year with Urras nan Tursachan (UnT), where we played a key role in delivering their high-profile Calanais Visitor Centre redevelopment.

Supporting Urras nan Tursachan

TIG continued to provide vital support to Urras nan Tursachan (UnT) for the **Calanais Visitor Centre redevelopment**. Appointed to deliver Project Management Support, we report to both the UnT Project Board and Project Manager. We also provide Clerk of Works services, closely monitoring construction progress and liaising with contractors and the design team.

The construction phase has been challenging due to the ground conditions and exposed nature of the site but our team worked collaboratively with UnT, Lewis Builders, and the design team led by JM Architects to overcome these, ensuring that progress continued on this high-profile development

“ Donna and the team at TIG have worked with UnT on various critical aspects of our Calanais 2025 redevelopment... Their support has been invaluable and contributed to the ongoing progress of the development project.”

— Ian Fordham, Chair, Urras nan Tursachan

We also celebrated a significant housing milestone with the delivery of four new Rent-to-Buy homes in North Uist—our most energy-efficient homes to date.

Delivering Rent-to-Buy Homes in North Uist

In April 2024, we proudly took possession of four new rent-to-buy homes at Ionaid Dotair MacLeóid, Lochmaddy, North Uist. This project was delivered in collaboration with HHP and constructed by local contractor MacInnes Brothers, who redeveloped the former Lochmaddy Hospital site.

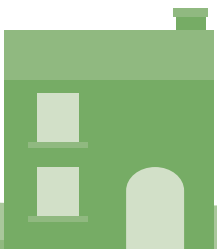
Funded by the Scottish Government's Rural & Islands Housing Fund, Comhairle nan Eilean Siar, and Triodos Bank Ltd, the development blends affordable ownership with housing for social rent—providing a home for a mix of individuals, couples, and families. The homes are our most energy-efficient yet, with high-spec finishes including fitted kitchens, utility rooms, and integrated white goods. All homes have tenants, helping them take meaningful steps toward home ownership.

“ The rent to buy scheme worked really well for us as a couple It gave us a chance to settle into an area that would become our forever home making a big difference to our future.”

— Imelda Clark, Rent to Buy Tenant

For more information about our Housing and Community Development services, including our letting agency or low-cost homeownership options, please contact: development@tighean.co.uk

As we look ahead, we remain committed to supporting community-led developments that reflect the needs and aspirations of local residents.



Key Stats

Ian Graham

In 2024–2025, our Care and Repair team continued to deliver high-impact support for households across the Western Isles—providing adaptations, safety improvements, and specialist surveys that enable people to live independently, safely, and with dignity at home.

Enabling Independent Living Across the Western Isles

The Care and Repair team had another busy and impactful year in 2024–2025, continuing to deliver essential services that help residents live independently, safely, and comfortably in their homes.

Major and Minor Adaptations

This year, we worked closely with NHS Western Isles Occupational Therapists and Comhairle nan Eilean Siar (CnES) to deliver the second year of a five-year capital funding package through the Integrated Joint Board (IJB). The service supports a wide range of adaptations including stairlifts, level access showers, ramps, hoists, and handrails. Despite funding limitations, we successfully processed a substantial number of applications, with only 20 awaiting approval at year end.

- **Major adaptations:** Over £379,000 installed.
- **Committed for next year:** Over £211,000 already allocated.
- **Minor adaptations:** 185 works completed, including rails, steps, and temporary modular ramps.

Our team also carried out 59 Home Safety Checks, focusing on fall prevention, electrical

£379,527	In major adaptations carried out
£211,630	Committed for major adaptations in 2025–26
185	Minor adaptations completed
61	Energy Performance Certificates (EPCs) completed
190	Warmworks surveys carried out
59	Property surveys completed

safety, and other hazards. We aim to expand this service in 2025–26 to reach over 100 homes as part of a revised Service Level Agreement.

Additionally, we now support the Western Isles Sensory Centre following its reopening, offering hands-on assistance by leveraging our in-house skills and wide geographical coverage.

Surveying Services

Demand for property surveys has grown substantially.

We conducted:

- 190 Warmworks surveys (for the Warmer Homes Scotland 2 Scheme).
- 61 EPCs, primarily for short term let licencing and owner occupiers.

Our in-house expertise allows us to provide full measured surveys, condition reports, EPCs, PAT testing, and Legionella Risk Assessments—highlighting our ability to adapt to changing service needs.



Wheelchair Repairs

In partnership with NHS Highlands and Islands, our Home Safety Officer carried out 50 wheelchair repair visits across Lewis and Harris. These vital interventions ensure residents can continue their daily lives without disruption.

Major Adaptations that Restore Independence

One of the many clients supported this year was Mr. MacNeil, who faced significant mobility challenges.

Mr. MacNeil, facing significant mobility challenges, was referred to us by NHS Occupational Therapy. Our Care & Repair Project Officer coordinated with the OT to scope the necessary works—a stairlift to enable access to upper-floor facilities.

We:

- Assessed the property
- Tendered the works
- Submitted the grant application to CnES
- Oversaw installation and final inspection



Mr. MacNeil described the service as “excellent,” and praised our staff as “very thoughtful and experienced.”

Looking Ahead

The Care and Repair service continues to be a cornerstone of TIG’s mission—offering a practical, person-focused service that make a real difference in people’s lives.

As we look ahead, we remain committed to strengthening and expanding these services in partnership with local team of Occupational Therapists and CnES Housing Services.



Kirsty MacLeod

In another year of rising energy costs and reduced national support, our TEAS team provided essential frontline support to households across the Western Isles—helping clients navigate complex billing systems, access direct financial aid, and reduce the burden of fuel poverty.

Supporting Households Through a Year of Challenge

In 2024–2025, the TEAS team supported 1,353 households across the Outer Hebrides, helping individuals and families navigate soaring energy costs and reduced government support. Against a backdrop of funding cuts and multiple increases to the Energy Price Cap, our work was more vital than ever.

Meeting Rising Needs with Resourcefulness

Despite the loss of the Winter Fuel Payment and the Scottish Government's Fuel Insecurity Fund, our team focused on action, not setbacks. Thanks to £320,028 in revenue funding, we maintained a dedicated team of 5.5 Energy Advice Officers, ensuring continuity of service across the islands.

We are deeply grateful to our funders, including:

- Comhairle nan Eilean Siar (CNES)
- British Gas Energy Trust
- Energy Redress
- Robertson Trust
- National Lottery Community Fund

Their support enables us to deliver extraordinary value—for every £1 received from CNES, we leverage an additional £8.25 in external funding.

Key Stats

1,353	Clients assisted
£300,366	Total client financial gain
1,182	Energy vouchers distributed to 394 fuel poor households
131	Homes received energy-saving measures
22	Appliances replaced for 17 young families

Capital Support and Direct Aid

Through generous capital grants from the British Gas Energy Trust, Comhairle nan Eilean Siar (CnES) and the Outer Hebrides CLLD LAG, we distributed:

- Pre-payment and credit meter vouchers.
- Energy-saving tools: LED lightbulbs, chimney balloons, radiator panels.
- Small appliances: slow cookers and air fryers.
- Large appliances: fridges, cookers, freezers etc.

This hands-on support helped ease the financial burden for vulnerable households during peak periods of demand for the service over the winter months.



Complex Cases and Cross-Agency Support

The year also saw a rise in complex client cases, particularly linked to:

- The impending radio teleswitch switch-off.
- Frustrations navigating energy supplier systems.
- Referrals to and from partner agencies grew substantially:
 - 395 households referred to Financial Inclusion, Macmillan Benefits, Citizens Advice Bureaux, and Home Energy Scotland.
 - 246 referrals received from partner organisations.

We thank these partners for their continued collaboration in delivering joined-up support.

Community Engagement

Our team actively participated in summer shows and outreach events, providing advice in informal, accessible settings. For many, these interactions offered a more comfortable alternative to calling or visiting an office.

“I have been completely and utterly overwhelmed and very thankful for the amazing support I received. Lost for words!”

“The staff member I dealt with was so kind when we spoke on the phone. I honestly cannot thank her enough.”

A Ten-Month Fight for Justice

Our team supported many complex cases this year. Two stand out for the persistence and advocacy they required:

Mr. Towers, a pensioner living alone, faced long-standing issues with an over-recording electricity meter. With his meticulous documentation, and our advisor's persistence, we submitted a 7-page evidence pack to OVO Energy.

The result:

- A full metering system upgrade
- A successful complaint resolution
- A £1,949.90 refund



“ Martha's persistence finally broke through and everything was brought to a successful conclusion. Thank you.”

**TIGHEAN
INNSE GALL**



Securing a Smart Meter and Energy Support

Another client had been unable to arrange a smart meter appointment after several attempts. With her consent, our advisor stepped in:

- Liaised with the supplier
- Secured the appointment with the meter engineer
- Issued a £150 fuel voucher
- Added the client to our energy-saving appliance scheme



If I have any problems, I know I can contact you. Thanks a lot, and God bless”.

TEAS remains not just a service - but a safety net.

Quotes from TEAS Clients

“Thank you from the bottom of my heart. Since we have lost the Winter Fuel Payments from the government, it (the voucher) really makes a difference.”

“I am hugely grateful for the help and support I have received and think it is a wonderful service for people who find themselves in unfortunate circumstances like mine.”



Financial Statement

Donnie Mackenzie, Finance Officer

TIG's financial results for the year ending 31 March 2025 reflect ongoing pressure on core income streams, balanced by strategic cost control and targeted investments in service delivery. Despite a reduced turnover, the organisation significantly improved its bottom line compared to the previous year.

Headline Figures

The financial year ending 31st March 2025 saw Tighean Innse Gall report a turnover of £969,259, a decrease from £1,071,931 in the previous year.

Deficit Improvement

Despite this, careful cost management and operational efficiency led to a significantly improved bottom line. The organisation reported a net deficit of £19,673, a marked improvement on the £164,993 deficit reported in 2024. This change was influenced by the absence of a pension provision adjustment this year, compared to an increase of £167,000 in the previous year.

Pension Position

The pensions liability remains unchanged at £289,000.

Strategic Staffing

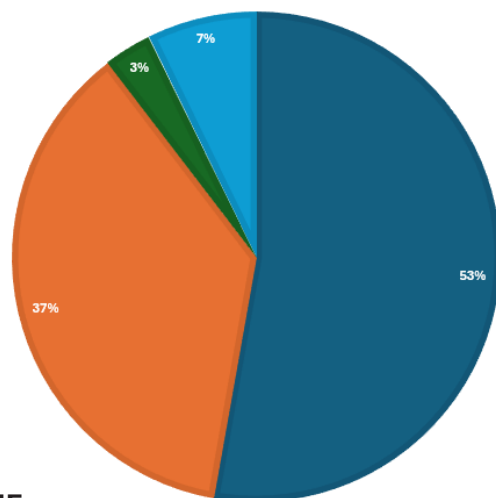
Additionally, four key posts were recruited during the year to support strategic priorities:

- An Energy Advisor
- A Construction Development Officer
- An Assistant Construction Development Officer
- A Finance Officer

Balance Sheet

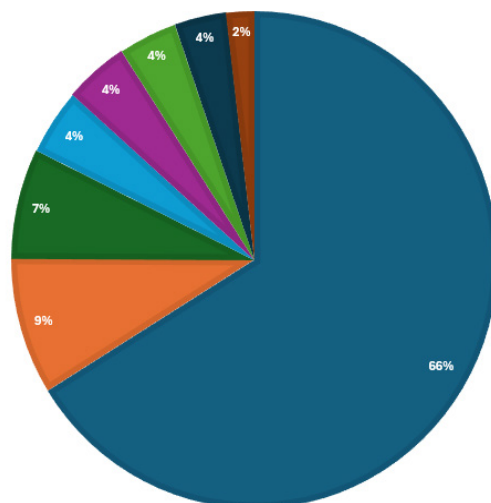
TIG's balance sheet remains healthy, with total fixed assets of **£879,343**.

These results demonstrate the organisation's financial resilience and readiness to meet future challenges while continuing to deliver meaningful impact across the Outer Hebrides.



INCOME

- Administration fees & charges
- Grants Received
- Home safety works
- Other income



EXPENSES

- Wages & Pensions
- Bank Interest & Charges
- Other Expenses
- Insurance
- Travel & Subsistence
- Subcontracted Services & Materials
- Legal & Professional
- Depreciation

TIGHEAN INNSE GALL LIMITED

STATEMENT OF INCOME AND RETAINED EARNINGS FOR THE YEAR ENDED 31 MARCH 2025

31.3.24 £		31.3.25 £
1,078,721	TURNOVER	969,259
188,641	Cost of sales	73,513
890,080	GROSS PROFIT	895,746
880,306	Administrative expenses	942,404
9,774		(46,658)
24,388	Other operating income	69,605
34,162	OPERATING PROFIT	22,947
167,000	(Increase)/decrease in pension provision	
(132,838)		22,947
985	Interest receivable and similar Income	1,001
(131,853)		23,948
33,140	Interest payable and similar expenses	43,621
(164,993)	Loss BEFORE TAXATION	(19,673)
(164,993)	Tax on loss	
587,719	LOSS FOR THE FINANCIAL YEAR	(19,673)
	Retained earnings at beginning of year	422,726
422,726	RETAINED EARNINGS AT END OF YEAR	403,053



Thank you

How Can Tighean Innse Gall Help You?

We are able to offer support to householders throughout the Western Isles with their energy and property needs throughout the year. That's why it's worth getting in touch with us if you have any questions, or if you are struggling to heat your home. We are here to help, offering free advice and support targeted to your specific needs.

Get in touch:

 **01851 706121**

 **info@tighean.co.uk**

 **www.tighean.co.uk**

