

ALLenergy affordable warmth partnership

Argyll Lomond and the Islands Energy Agency (ALLenergy) was formed in 2000 with three key priorities for its work in Argyll and Bute:

- Support local households to heat their homes affordably
- Provide educational activities relating to renewables and energy use, including in local schools
- Support community energy projects.



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The service is older than Home Energy Scotland and has evolved over the last 25 years as the pressures faced by householders have grown. The greater demand for affordable warmth advice and the developing relationship with Home Energy Scotland has shifted the balance of work within the organisation so that most of their work is focused on affordable warmth.

Initially, ALLenergy and Home Energy Scotland were providing services that overlapped with each organisation working separately with little coordination between them. The relationship developed when the Home Energy Scotland referral portal was introduced. The portal allowed ALLenergy to refer householders for advice and onward referrals and monitor basic outcomes from those referrals.

Developing a more stable strategic relationship

Three significant external changes had a major impact on ALLenergy and the relationship with the Home Energy Scotland Highlands and Islands advice centre.

- Revised guidance from Energy Saving Trust highlighted the importance of local affordable warmth partners with a default position that the advice centre should refer to local partners where a service was available
- The management of the Energy Industry Voluntary Redress Scheme changed moving to a much more public application process.
- The Energy Redress Scheme expects applicants to link with Home Energy Scotland for projects in Scotland.

The advice centre proactively opened the conversation on how to support ALLenergy, as the main affordable warmth partner in the Highlands and Islands area, to access redress funding.

In April 2020 ALLenergy successfully secured £339,000 from the Energy Redress Scheme with support from the advice centre to fund their affordable warmth service in Argyll and Bute

Discussions about the provision of affordable warmth services in Highlands and Islands highlighted a gap in provision for the Highland Council area.

In June 2021 ALLenergy successfully secured £100,000 from the Energy Redress Scheme to develop an affordable warmth advice service in Lochaber. This was the first time ALLenergy had taken on work

outside Argyll and Bute and was viewed as a natural development step because of the similarities between Lochaber and the existing areas of work in Argyll and Bute.

In May 2022 a further successful Energy Redress Scheme bid secured £305,000 for Allenergy's Argyll and Bute Affordable Warmth Service.

Allenergy's Lochaber Affordable Warmth Service created an opportunity for them to work more closely with partners in the area and as a result the Highland Council allocated £80,000 in September 2022 to provide affordable warmth advice to their tenants across the whole Highland Council region.

This provided useful groundwork and insights for Allenergy's successful Energy Redress Scheme bid for £324,000 in August 2024 to provide an affordable warmth service across the whole of the highlands.

In May 2025 the Energy Redress Scheme awarded another £357,000 to support the affordable warmth advice service in Argyll and Bute, again supported by the Home Energy Scotland Highlands and Islands advice centre.

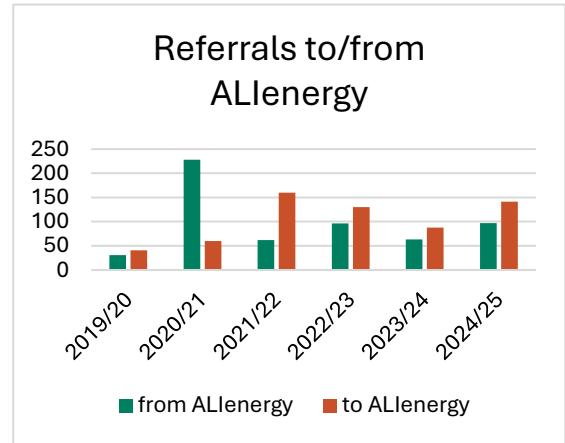
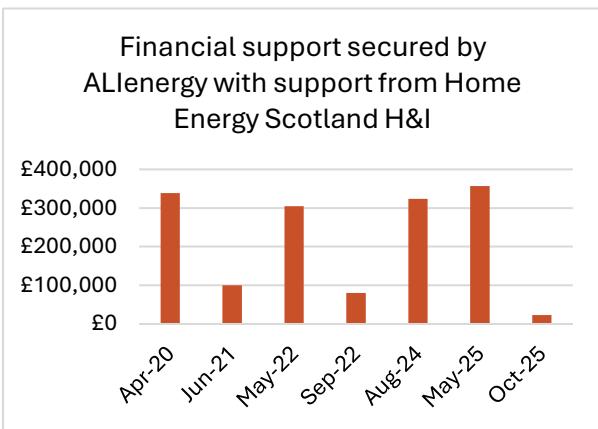
Allenergy also secures funding from other sources to support these services without the direct involvement of the advice centre.

Supporting delivery

Allenergy and the Highlands and Islands advice centre set up mutual referral arrangements in 2016 and at first there were small numbers each year. The referral rate increased from 2019 as the relationship developed.

During the pandemic the Highlands and Islands advice centre relied heavily on partners to help distribute energy vouchers to eligible households. This enabled all partners to target households in genuine need and avoid fraudulent claims.

Allenergy generated almost half of the referrals in Argyll and Bute – double the rate of the next largest partner in the area.





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The mutual trust developed at this time led to increased referrals from the advice centre, especially when Allenergy recommenced home visits in 2021 as restrictions eased.

This closer working relationship has continued to develop and now includes greater coordination across the Highlands and Argyll and Bute, including planning for events and shows at busier times of year when both partners have more demanding schedules.

Impact

Allenergy and Home Energy Scotland each collect data on the impact of their work. There are plans to extend this to include the estimated social return on investment to gather more information about health and wellbeing benefits to complement traditional quantitative measures such as numbers of people advised, client gain and measures installed. Allenergy secured an Energy Redress Scheme grant of £23,000 in October 2025 that will support the early stages of this work.



© 2025 Home Energy Scotland – Allenergy team members join a Home Energy Scotland advice centre meeting

Thank you

The close working between Allenergy and Home Energy Scotland enables both organisations to play to their strengths, offering local householders more support than each could manage on their own. The significant impact of funders like the Energy Redress Scheme and others that enable development and sustained delivery of services that complement and extend the reach of Home Energy Scotland is much appreciated.