

Minutes of the meeting of the Orkney Partnership Board
held at 10.00 on 14 April 2016 in the Council Chamber, Orkney Islands Council

Present:	Ian Kinniburgh Alistair Buchan Cathie Cowan Graeme Harrison Gail Anderson Alicen Winston Craig Spence Bill Ross Barbara Foulkes Kristin Scott Marie Robertson Billy Wilson Gillian Morrison Craig Smith Colin Mair	NHS Orkney (<i>in the Chair</i>) Orkney Islands Council NHS Orkney Highlands & Islands Enterprise Voluntary Action Orkney Police Scotland Orkney Housing Association Ltd Orkney College VisitScotland Scottish Natural Heritage Skills Development Scotland Scottish Fire & Rescue Service Orkney Islands Council Scottish Environment Protection Agency Improvement Service
By invitation	Karen Greaves Peter Rickard Frances Troup Luke Fraser	OIC Leisure and Lifelong Learning (<i>item 14</i>) Chair, THAW (<i>item 15</i>) OIC Housing and Homelessness (<i>item 15</i>) OIC Housing and Homelessness (<i>item 15</i>)
In attendance:	Anna Whelan	Orkney Islands Council (<i>Secretary</i>)

Item	Topic	Lead	Purpose
1	Apologies for absence	Chair	
	Steven Heddle Caroline Sinclair Linda Rosborough James Stockan Gary Reid	Orkney Islands Council Integration Joint Board Scottish Government Location Director HITRANS Scottish Sports Council	
14	Briefing on Battle of Jutland commemorative events in Orkney	Karen Greaves	To note
	<i>This item was moved up the agenda by agreement with the Chair</i>		
14.1	Karen Greaves presented a preview of the events planned in Orkney for the commemoration of the Battle of Jutland on 31 May/1 June. These will include ceremonies in St Magnus Cathedral and at Longhope, based on the themes of remembrance, reconciliation, communities, families and understanding.		

Item	Topic	Lead	Purpose
	Representatives of both sides in the conflict will be in attendance, and full coverage will be broadcast by the BBC.		
2	Draft minutes of last Board meeting 15 February 2016	Chair	To amend as necessary and agree the minutes
2.1	The minutes were agreed (proposer: IK, seconder: CC)		
3	Matters arising	Chair	To consider matters arising from the minutes
3.1	Yesnaby (item 12.2) – Barbara Foulkes reported that she had had a follow-up discussion with Jon Humphreys and the matter was being taken forward.		
4	Executive Group report	Gillian Morrison	To report progress
4.1	<u>Update from the Group</u> Gillian Morrison presented the report of the last Executive Group meeting, at which she had deputised as Chair. The group had been pleased to report to Fiona Ellis of the TSI review team on the Partnership's strong relationship and good support from VAO.		
4.2	<u>Development Plan update</u> (taken after item 7)		
4.2.1	Gillian Morrison presented the current progress report on the Partnership's development plan. The outstanding part of no. 10 (the high-level indicator suite) was taking longer than anticipated but it was planned to present it to the Board in June. A basic structure for the joint resourcing plan (no. 16) had been identified, with "macro" and "micro" elements costed in terms of cash and contributions in-kind. The third item at red (no. 19, the FAQs) was pending an appointment being made to the Community Planning Business Manager role, interviews for which were scheduled for 19 April.		
4.2.2	The question of locality planning, as required under the Community Empowerment (Scotland) Act 2015, was raised, and how it would fit in with the delivery group plans. Localities could be designated where there was the agreed need for a particular focus on addressing inequalities. It was noted that health and social care legislation required integration joint boards to have at least two localities for planning purposes, and OHAC had chosen to divide Orkney into "isles" and "mainland", with the latter further divided into east and west. There would be occasions where a "pan-Orkney" planning focus would work better, and the Chair noted that the Scottish Government had intimated that it would listen to cases for variation where they could be evidenced. Colin Mair commented that the 2015 Act did not demand a mandatory form of organisational structure, only an improvement in equality outcomes. Locality planning was discussed further under item 12.		

Item	Topic	Lead	Purpose
5	Positive Ageing Delivery Group	Gail Anderson	To report progress
5.1	Gail Anderson reported that the Positive Ageing Delivery Group had launched a photo competition and questionnaire to address stereotyping of older people. The three Delivery Groups had held a joint meeting on 6 April which was a positive session and helped to highlight duplication and synergies in the three action plans. The Chairs were due to meet again to finalise their indicators sets and agree how to take the plans forward.		
6	Vibrant Economic Environment Delivery Group	Graeme Harrison	To report progress
6.1	Graeme Harrison reported that the Vibrant Economic Environment Delivery Group had met on 5 April in advance of the joint meeting on 6 April. Their main issues were around young people. Heriot-Watt University was visiting Orkney this month and the Business Festival was scheduled for 20-22 May. A paper on the Stromness Campus was scheduled to go to the Council's Policy and Resources Committee on 19 April 2016.		
7	Healthy and Sustainable Communities Delivery Group	Cathie Cowan	To report progress
7.1	Cathie Cowan reported that the Healthy and Sustainable Communities Delivery Group had had a time-out session on 23 March to finalise their action plan, with assistance from Caron Jenkins of VAO. The plan was taken to the joint meeting on 6 April and the group was now working on their indicator suite.		
8	CONTEST/PREVENT	Alicen Winston	To report progress
8.1	Alicen Winston reported that PREVENT was now well embedded in Orkney. Two meetings were scheduled in Orkney for later in April: Prevent Professional Concerns (PPC) training to be delivered to Police and OIC by Nick Frost from Edinburgh University, and an event on the night-time economy (taxis, bars et al.) as part of Project Griffin, which local officer Jo Murray would deliver.		
8.2	Re. CONTEST, Alicen had no concerns to report.		
9	Integration of Health and Social Care	Caroline Sinclair	To report progress
9.1	Caroline Sinclair reported in absentia via the Secretary that the IJB had met on 21 March 2016 to consider and approve the Strategic Commissioning Plan. The plan was subsequently endorsed by NHS Orkney and Orkney Islands Council as part of the collective strategy documents of the three bodies at a joint meeting on 24 March 2016. The plan will shortly be published on the OHAC website along with a report on the consultation that was undertaken on it.		

Item	Topic	Lead	Purpose
Agenda items			
10	Minutes of Refugee Inter-Agency Working Group 11 March 2016	Gail Anderson	To note
10.1	Gail Anderson reported on the meeting, which she had chaired. The meeting had considered accommodation options and recommended the use of two student houses in Kirkwall, which had subsequently been endorsed by the Council's Education, Leisure and Housing Committee. This could be readily substituted with property from the private sector, so would not disadvantage anyone on the housing list.		
10.2	Due to a small number of negative comments on social media, and pressure from the press to access refugees housed elsewhere in Scotland, it is planned to prepare a dedicated communications plan.		
11	Community Planning: an update; Audit Scotland, March 2016	Gillian Morrison	To note and consider any further action required
11.1	Gillian Morrison reported on the latest Audit Scotland report, which had used Orkney as an example of good practice for its work on streamlining priorities.		
11.2	Colin Mair proposed, in the interest of closure, that the Board should invite Audit Scotland back to Orkney to see the progress made by the Orkney Partnership and to seek endorsement from the Controller of Audit. Alistair Buchan agreed and undertook to discuss with Audit Scotland. <u>Action: AB</u>		
12	Community Empowerment (Scotland) Act 2015: Consultation on guidance	Anna Whelan	To consider the content and mode of response to be submitted from the Board
12.1	Anna Whelan presented the key points contained in the draft regulation and guidance issued for consultation by the Scottish Government. Due to Orkney's input to the preparation of the guidance, there were no major surprises and only a few issues which needed a response. Generally the guidance was flexible and supportive of localism, which was to be welcomed.		
12.2	Colin Mair suggested that the guidance did not clarify the Act and should be more specific, telling us exactly what was required. Some members of the Board welcomed the non-prescriptive nature of the guidance which would allow the Orkney Partnership to interpret it in whatever way worked best for Orkney.		
12.3	Other aspects discussed included the possibility of holding some meetings in public to improve engagement, and the need to focus on the 5% who were always left out whenever a Government policy was rolled out to 95% of the population. The emphasis on co-production was noted – this was not about dumping services on small communities but about the need for buy-in.		

Item	Topic	Lead	Purpose
12.4	Since the deadline for consultation is 13 June and the next Board meeting is on 30 June, it was agreed to draft a response and circulate it around the Board for approval in advance of the next meeting.		<u>Action: AFW</u>
13	Integrated Children's Services Plan	Gail Anderson	To note update of plan
13.1	The plan was noted.		
14	<i>Taken earlier after item 1.</i>		
15	Exploration of key partnership issues: Housing and Fuel Poverty	Chair	To discuss complex current issues which would benefit from partnership action
15.1	Craig Spence and Frances Troup presented a joint overview of the key housing challenges in Orkney at present. OIC and OHAL are both social landlords but have different roles and work with other partners e.g. OIPD, OHAC, development trusts et al. The housing presentation slides are appended to this minute.		
15.2	Key housing issues currently include: <ul style="list-style-type: none"> • It is difficult to calculate statistics for private rental as lets to family members don't have to be registered. • Government unit funding for social housing is up slightly but still challenging to deliver within limit. • Unit grants have gone up by £12k (OHAL) and £9k (OIC) but this is now frozen so there is pressure to build quickly before costs rise further. • OIC housing revenue account is ring-fenced in law. • Social housing standards are higher than private sector so very expensive to build. • Loan guarantees value property at half what it cost to build, so housing associations soon run out of security to borrow more. • Public expectations of social housing have increased hugely and often can't be met. • It is difficult to deliver equal standards of service on the isles. • There are 550 households on the waiting list (300 in Kirkwall) but not enough available sites. • Utilities providers are reluctant to be first to move onto a site as they bear more of the costs. • There is currently a live independent Review of the Scottish Planning System under way, and it would be good to see more local flexibility especially for islands. 		

Item	Topic	Lead	Purpose
15.3	In discussion, the following points were noted:		<ul style="list-style-type: none"> <li data-bbox="248 338 1362 477">• There might be scope to stitch a package of housing/care staff together for the isles, which could help with both recruitment and repopulation. Colin Mair was currently working on one such scheme with another islands council. <li data-bbox="248 504 1394 642">• OIC used priority passes for specific communities when accommodation was needed for essential workers. New circumstances, e.g. location specific jobs, might arise in the Islands Bill and there was an ongoing need for flexibility. <li data-bbox="248 669 1362 768">• NHS Orkney had experienced issues with housing counting as a taxable benefit, and some staff preferred a rota of 2 weeks on, 2 weeks off, for this reason. <li data-bbox="248 795 1331 898">• NHS Orkney would shortly have vacant space at the old Balfour Hospital site, and some island sites, which might potentially be made available for housing development. <li data-bbox="248 925 1347 1028">• There were swings in demand for housing size, between 1-bed and larger properties, depending on demographic and economic drivers. OIC was interested in the potential of modular and/or mobile housing. <li data-bbox="248 1055 1378 1158">• Scottish Water's current project in Stromness had taken 30 years to put in place. Current planning regulations didn't suit islands and it was hoped that planning reform might bring in some exemptions. <li data-bbox="248 1184 1347 1288">• OIC Housing staff were working alongside colleagues in Planning and Scottish Water to spread the burden of infrastructure development so that the first service provider on site didn't have to pay for it all.
15.4	It was agreed that there was a real opportunity for Orkney to lobby Scottish ministers for assistance, as there was nowhere else in Scotland which could resolve its housing issues with 500 more houses. It could be a good time to borrow if the Scottish Government was willing to underwrite loans. An approach from the Board would also attest to ministers the strength of purpose of the Orkney Partnership.		
15.5	Luke Fraser and Peter Rickard gave short presentations on fuel poverty in Orkney. There were three main drivers: cost of fuel, income and quality of housing, all of which were exacerbated on the isles. Other factors also came into play, e.g. personal heating choices, and it was possible to put someone into fuel poverty by upgrading their heating system, e.g. from peat (which might be free) to electric. All presentation slides are appended to this minute.		
15.6	Key fuel poverty issues currently include:		<ul style="list-style-type: none"> <li data-bbox="248 1886 1299 1989">• The landscape was complex and there was a need for advisers on the ground. THAW had been formed in response to this need, to provide support to those in fuel poverty.

Item	Topic	Lead	Purpose
			<ul style="list-style-type: none"> • OIC was now accredited to deliver Home Energy Efficiency Programmes Scotland (HEEPS), which were too big a burden for the private sector. • Grants for external wall insulation were £9k and designed for urban housing with one or two external walls, not for detached properties which cost £15-30k to insulate in Orkney. • National policy was based on "one size fits all" and rarely worked in Orkney. Assistance from the Government was all flat rate, which didn't reflect variability in cost. • A 95% penetration target usually meant that Orkney was in the remaining 5%. Scottish Government policy was targeted at "low hanging fruit", which inevitably excluded Orkney. • Most schemes required a client contribution, which might be only a few hundred pounds but still unaffordable to many households. • Orkney produced more than 100% of the energy it used, but electricity still cost more than in Inverness. How could Orkney best utilise surplus renewable energy. • THAW preferred the term "affordable warmth" to "fuel poverty" as not everybody had the same heating needs. Some people needed warmer homes for health reasons; it wasn't always a lifestyle choice. The National Institute for Health and Care Excellence (NICE) recommended that all properties should have Energy Performance Certificates in band C or preferably B. • THAW worked in partnership with Care and Repair and with Citizen's Advice Scotland, and 160 clients had been referred in three months. It was keen to get referrals from carers and GPs too. THAW itself was a funder only of last resort, but could sometimes help where others couldn't.

15.7 In discussion the following points were raised:

- Peter Rickard was congratulated on what THAW had achieved in a short space of time.
- There was commitment from Scottish Ministers to an "Islands Deal" on the back of Our Islands, Our Future. Fuel poverty was already a central issue. OIC was looking at the potential for a local energy company.
- Cathie Cowan reported that NHS Orkney was looking into renewable energy use at the new hospital. She was disappointed at the lack of referrals to THAW from NHSO and would take the issue back, since they were keen to see THAW's funding continue. **Action: CC**
- Re. data protection, Peter Rickard noted that THAW could share data with any other agency in order to further its aims. Colin Mair noted that the power of wellbeing held by councils would in theory enable them to refer everybody and screen out the minority who were non-eligible.
- Graeme Harrison reported that HIE has recently conducted a Cost of Living Study and will circulate it to the Board via the Secretary. The cost of living

Item	Topic	Lead	Purpose
			<p>was found to be 140% higher on the isles on average than in other parts of mainland Scotland, the prevalence of older housing indicated higher risk of fuel poverty, and the proportion of older people is higher. <u>Action: GH/AFW</u></p> <ul style="list-style-type: none"> It was proposed that the Partnership Board should assist THAW in targeting the isles to help address inequalities and meet two of the Board's priorities: healthy and sustainable communities and positive ageing.
15.8			<p>It was noted that the common thread running through the discussion had been the opportunity to take issues to the Scottish government with the backing of the Board. It was agreed to draft some appropriate correspondence, ready to be sent to relevant ministers following the election in May. <u>Action: SH/AFW</u></p>
16	Date of next meeting	Chair	
16.1	30 June 2016 at 14.00		

The meeting closed at 13.05.

Annex 1 Fuel Poverty presentation (Luke Fraser)

Annex 2 THAW presentation (Peter Rickard)

AFW
29.04.16

Fuel Poverty The Challenges and Opportunities

Luke Fraser
Housing Manager (Policy & Planning)
Housing Services
Orkney Islands Council



What is Fuel Poverty?

- **A household is fuel poor when they need to spend more than 10% of their income on heating their home to a healthy level**
 - 21 degrees in the living room
 - 18 degrees in other occupied rooms
- **There are also lots of households who don't heat their homes properly because they can't afford to. They are also fuel poor.**



Some Figures

- According to the recent SHCS Orkney has the highest level of fuel poverty in the UK
- It is estimated that around 63% of households in Orkney are in fuel poverty.
- This rises to around 80% for pensioner households
- Fuel poverty is worse in the isles
- Orkney has a large concentration of pre-1919 houses which can be very difficult and expensive to upgrade
- Orkney is a relatively low wage economy, but has higher living costs than many areas. This is particularly true in the Isles
- No mains gas means that fuel prices are significantly higher in Orkney
- Oil and electric are the main forms of heating



Percentage of Households in Fuel Poverty



Pre-1919 Housing Stock



The Council's Role

- The Council is Orkney's strategic housing body with responsibility for leading on fuel poverty
- The Fuel Poverty Strategy is developed by the Council with input from partner agencies.
- Housing Service has 1 member of staff dedicated to fuel poverty and energy efficiency
- The Council is responsible for administering the Scottish Government's Home Energy Efficiency Programme for Scotland: Area Based Schemes (HEEPS: ABS)
- The Council also liaises with the Scottish Government on new fuel poverty and energy efficiency projects, programmes and regulations
- The Council represents Orkney on the national Rural Fuel Poverty Taskforce
- Housing Services also provides advice and signposting around energy efficiency to members of the public



Key Challenges

- The wide range of different fuel poverty and energy efficiency initiatives and eligibility criteria
- Public confusion around the complexity of schemes and the sheer number of different projects
- The need for additional on the ground face to face advice and assistance around fuel poverty and energy advice. The Home Energy Scotland advice line is helpful, but not the whole solution
- The national one size fits all approach that doesn't really fit Orkney. E.g. national accreditation schemes, insufficient funding, issues with national contractors doing works in island areas
- Hard to reach households – How do we get them to engage? And if they do engage how can we help them through the process? Pipeline approach is key, but we need input from frontline partners like Home Carers and GP's.



Partnership Working

- The Council has worked closely with THAW since its inception and before that with Care for Energy
- Although there are good links to other partner organisations, capacity issues has meant that maximising partnership potential has not been possible
- Input at the frontline from Home Carers, GPs and the like would be a huge benefit, particularly around helping to identify as many of Orkney's vulnerable households who need assistance as possible
- Orkney is linked in with the national fuel poverty picture through the Council and other partners, but this should be built on further to increase Orkney's voice nationally





THAW, Orkney

*Tackling Household Affordable
Warmth*

14th April 2016

Peter Rickard



'Fuel Poverty' = 'Affordable Warmth'

THAW, Orkney



Fuel Poverty - THAW in context *(causes well documented)*

- Poorly insulated home
- Inefficient or inadequate heating
- High fuel prices
- Low income
- Type of residents / behaviour
(for example, pensioners or disabled people may spend more time at home and therefore need heating on more often.)

THAW, Orkney



Fuel Poverty - THAW in context *(National and Local)*

- Home Energy Efficiency was designated a National Infrastructure Priority by the Scottish Government in June 2015.
- The Scottish Government set up a Rural Fuel Poverty Task Force which has Orkney representation. THAW Orkney has offered to feed into this.
(Reporting in September 2016 it is hoped that the outcome will be an energy efficiency programme tailored to the islands and rural areas)

THAW, Orkney



Fuel Poverty - THAW in context (*National and Local*)

- The National Institute of Health and Care Excellence (NICE) has recommended that, as a minimum, properties should be raised to an EPC band C and ideally to a band B to help reduce the risk of death and ill health associated with living in a cold home.

(Excess winter deaths and illness and the health risks associated with cold homes. [NICE guideline: 5 March 2015])

- Orkney produced 103% /104% of its electricity demand in 2013 /14 respectively. Yet Orkney has the highest fuel poverty levels in UK.

(Comparatively European figures show that in Norway 0.9% of households say they cannot afford adequate heat, compared to 10.6% in the UK. That figure will be significantly higher for Orkney. [Association for the Conservation of Energy briefing: October 2015])

THAW, Orkney



Fuel Poverty - THAW in context (*National and Local*)

- No mechanism in Orkney for collective planning and provision of support services to those in fuel poverty

- Energy efficiency programmes are often not accessible to the most vulnerable in society, either through lack of confidence or skill levels, or ill health, or the financial situation when a 'client contribution' is required

- Programmes have primarily targeted the 'low hanging fruit' in urban areas of Scotland

THAW, Orkney



- October 2013 Workshop: outcome to form a single issue charity
- December 2014 Charity Constituted
- March 2015 Workshop: outcome to Develop The Pipeline Approach
- September 2015 British Gas Energy Trust funding
- December 2015 Energy Action Scotland funding
- December 2015 First staff member appointed
- Mid January 2016 First client referred
- Mid February 2016 First installation completed

THAW, Orkney



The Pipeline Approach:

- Not rocket science
..... but testing the concept for tackling fuel poverty
- Seeks to co-ordinate in order that the maximum impact can be achieved
 - for the householder
 - for the relevant organisations
- Involving two aspects, people related and property related
- Aimed at vulnerable households

THAW, Orkney



The Pipeline:

		PEOPLE RELATED ACTIONS				PROPERTY RELATED ACTIONS				
1	2	3	4	5	6	7	8	9	10	11
Identificat ion / initial engagem ent	Assesse ment of cause & action planning	Emotio nal & Physical support	Income Maximizati on	Informati on & Education (behavio ur changing)	Fuel costs	Review/ Assessm ent of property & Action planning	Finance/ funding & grant applicati on	Remedial works	Informati on & Education (behavio ur changing)	Review / assesse ment & action plan
Self diagnoses / referral / organisatio nal referral / 3 rd party referral	Causes Low Income Behaviour Fuel costs Energy efficiency / property	Mental wellbeing Physical wellbeing Manage condition s	Grants Income Benefits Expenditure	Leaflets Tuition (on & off site) Seminars Motivation	Switching Grants Fuel types Technolog y	Telephone assessmen t Rd SAP Full SAP Full EPC	Project manage Financial advice	Project manage Actual work Accreditation	Tuition (on & off site) Leaflets	Reviewing effectivene s of pipeline journey & if still in Fuel Poverty.

THAW, Orkney



The Pipeline Approach: 11 aspects, but 4 phases:

- Identification and Assessment
- People Related aspects
- Property Related aspects
- Review

THAW, Orkney



The Partnership:

- THAW / OCAB / OC&R
- 5 staff based in 3 organisations
- The Stakeholder Advisory Board (*31 organisations*)
- Reciprocal referral arrangements
- Action Plan follows client

THAW, Orkney



Funding (*Dec16*):

- BGET
 - £399,776
 - £25K set up
 - £200K operating budget
 - £175K installation budget
(primary + secondary)
- EAS
 - £88,750
 - £81.25K (primary budget)
 - £7.5K (secondary budget)
- Total: £488,526 (5% set up, 41% operations, 54% installations)

THAW, Orkney



Activities:

- Set up
- Home visits, assessments and casework
- Liaison with stakeholders
- Awareness raising and 'drop-in' events
- Project Manage installations
(budgets used as the 'gap filler' after other grants are secured)
- Schools Project
(behaviour and lifestyle change)

THAW, Orkney



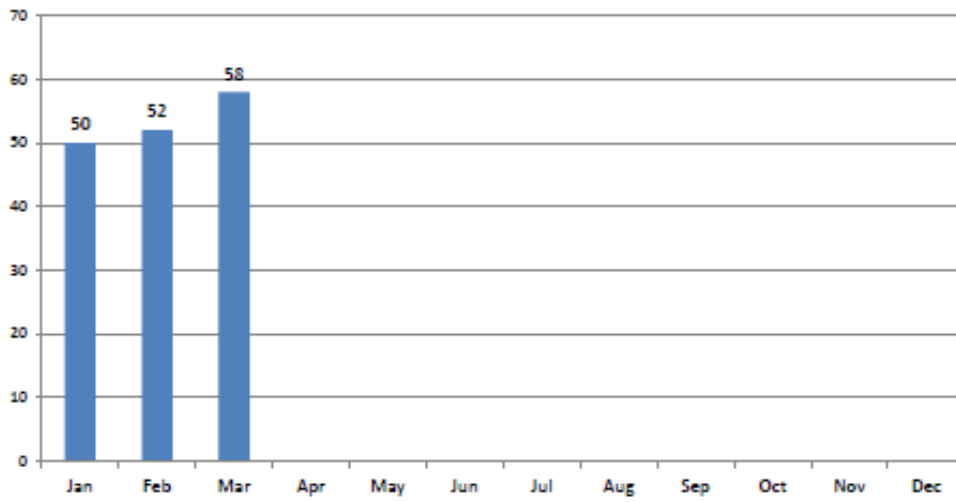
Client Groups:

- Households in fuel poverty
- People aged over 65
- People with respiratory illness, particularly chronic obstructive pulmonary disease (COPD) and childhood asthma
- People with cardiovascular disease
- People with severe mental illness, including but not limited to schizophrenia, bipolar disorder and moderate to severe depression
- People with dementia
- Families containing children under the age of 5
- Pregnant women
- People in emergency accommodation
- 'Emergencies'

THAW, Orkney



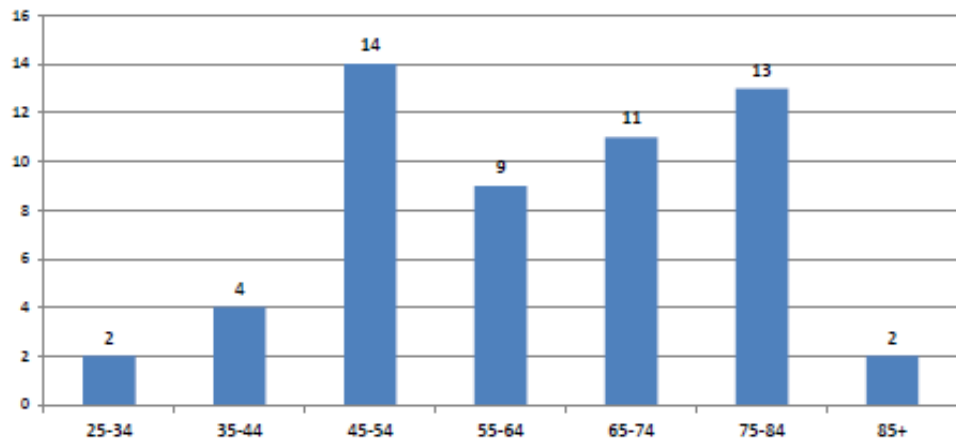
Clients: total per month (160 clients)



THAW, Orkney



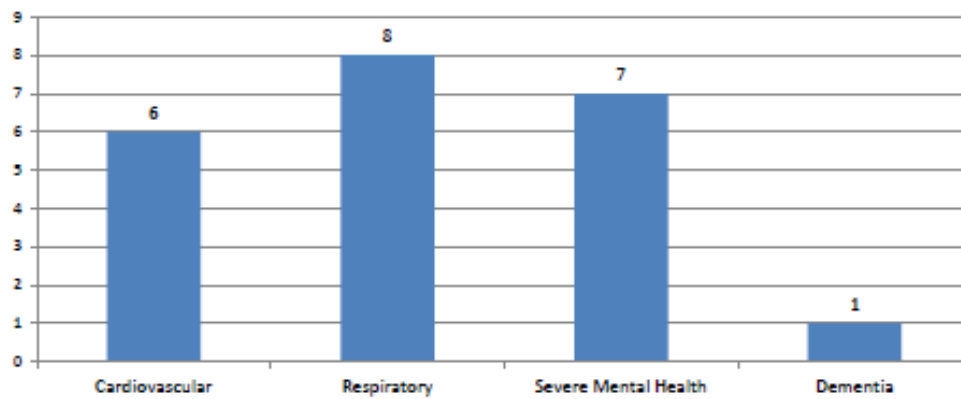
Clients: age profile (55 surveys)



THAW, Orkney



Clients: long term health conditions (22 of 55 surveys)



THAW, Orkney



Clients: long term health conditions (33 of 55 surveys)

Of the remaining 33 surveys:

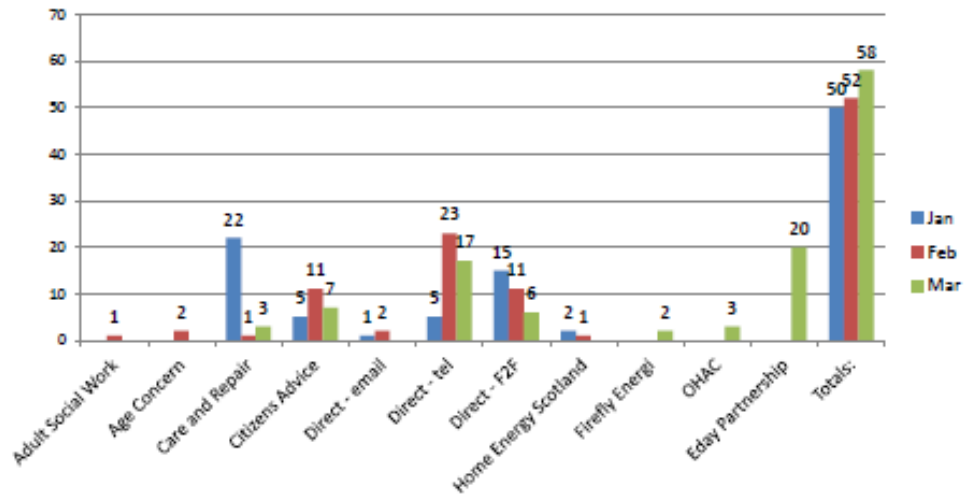
- 25 clients have stated other illnesses:

Diabetes, Cancer, Osteoarthritis / Rheumatoid Arthritis, Strokes and mobility issues, Anaemia, Angina, Cervical spondylosis, Epilepsy, Fibromyalgia, Hyperthyroidism, Glaucoma, Emphysema, Multi Focal Neuropathy

- 8 have not stated any condition

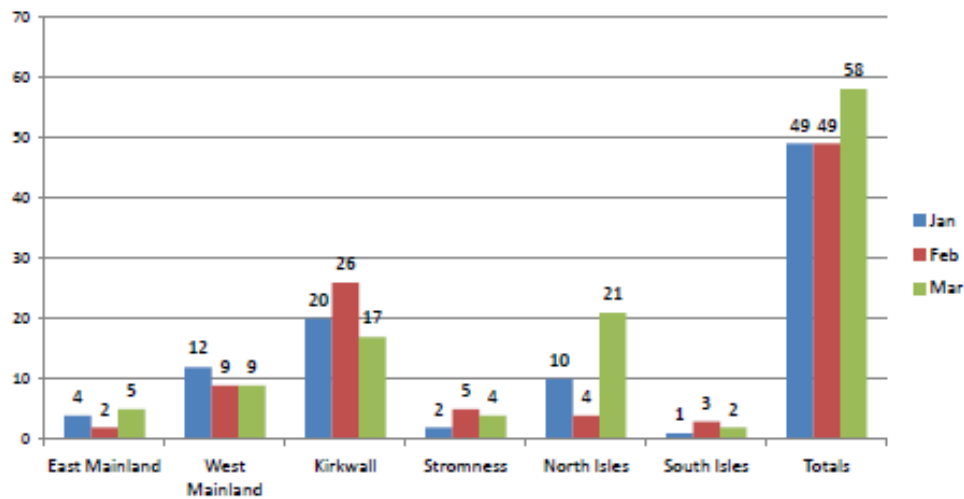
THAW, Orkney

Clients: referrals source per month



THAW, Orkney

Clients: referrals area per month



(Of the initial 160 clients 4 were one-off enquiries)

THAW, Orkney



Assessment and Evaluation:

- Bespoke database
- Healthy Homes Health Survey
- Social Return on Investment *(yet to be funded)*
- Stakeholder feedback
- Client feedback

THAW, Orkney



Challenges facing THAW:

- New organisation
- Demand is likely to outstrip supply
- Worst First
- Continuation core funding
- Household installation fund

THAW, Orkney



A Case Study:

- In January an elderly gentleman, 94, living alone on an outer island was referred to THAW. The client's oil boiler was in a state of disrepair and leaking, he was in fuel poverty without savings, he was cleaning up the leakages 3 - 4 times per day.
- We arranged for a local heating engineer to visit the client and provide a quotation for the installation of a new boiler as a matter of urgency. The boiler ceased to function completely shortly afterwards.
- THAW approved the quotation, allocated the funding and a new boiler was installed by the local engineer within a week.

THAW, Orkney



Staffing: *Main contact – 87 83 88*

- Manager (*Paul Gray*)
- Affordable Warmth Officer (*Stacy Johnston*)
- Administrator (*Dawn Mayes*)
- Affordable Warmth Support Worker (*Fiona Bradley based at Orkney Citizens Advice Bureau*)
- Affordable Warmth Technical Co-ordinator (*John Macintosh based at Orkney Care and Repair*)

THAW, Orkney