

**Low Carbon Communities Initiative**

**Networking Key Services- NKS**

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**INTRODUCTION TO THE PROJECT AIM**

**Climate Challenge at NKS**

In order to reduce carbon footprint, NKS organised a climate challenge programme named Low Carbon Communities Initiative.

 At NKS, climate challenge issues have been tackled in several ways. We encourage families to use locally grown foods, and promote kitchen gardens by supporting women to grow herbs and vegetables. NKS encourages women to learn how to ride a bicycle to help reduce car travel. Other ways to help reduce carbon footprint promoted by us are: recycling, reducing the amount of packaging we use, driving in an eco-friendly way and providing the energy efficiency advice.



|  |  |
| --- | --- |
| Household residence type |  Rented Apartment: Owner Occupier: Shared Flat [Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the document. Use the Drawing Tools tab to change the formatting of the pull quote text box.][Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the document. Use the Drawing Tools tab to change the formatting of the pull quote text box.][Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the document. Use the Drawing Tools tab to change the formatting of the pull quote text box.]Housing Association:[Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the document. Use the Drawing Tools tab to change the formatting of the pull quote text box.] Any other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| --- | --- | --- |
| First visit date: | Second visit date: | Third visit date (optional) |
|  |  |  |
|  |  |  |
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Does a member of your household receive benefits? Yes  No 

Benefit Type/s

Family with children U16?  Disabled?  Retired?  Unemployed? 

Employment status

How do you pay for your household energy?

Are you spending more than 10% on energy  Fuel fear/risk of fuel poverty? 

**Gas:**

Meter Point Number (opt) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Supplier \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Account Reference (opt) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tariff(s) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Meter Serial Number (opt) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- | --- |
| Date: | Meter Reading: | Usage recorded since last reading: |
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**Electricity:**

Meter Point Number (opt)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Supplier \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Account Reference (opt)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Tariff \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Meter Serial Number (Opt)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| Date: | Meter Reading: | Usage recorded since last reading: |
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**Household questionnaire (PRE) & (POST):**

|  |  |  |
| --- | --- | --- |
| Energy Efficiency: | Pre Support (Yes/No) | Post Support (Yes/No) |
| Do you consider your household to be “energy aware”? |  |  |
| Do you know how to control your central heating system efficiently? |  |  |
| Do you use a programmer or timer? |  |  |
| Do you manually control your heating? |  |  |
| Do you take measures to reduce heat loss from your home? |  |  |
| Do you know how to read your meter(s) and monitor your energy usage? |  |  |
| Do you understand your energy bills? |  |  |
| Do you know how to get the benefits from your smart meter? |  |  |
| Do you compare energy Suppliers and switch your energy bills? |  |  |
| Do you wash your clothes at 30°c? |  |  |
| Do you put wet clothes in front of your radiators to dry? |  |  |
| Do you use a clothes rail? |  |  |
| Do you dry clothes outdoors if possible? |  |  |
| Do you use a tumble dryer? |  |  |
| Do you only fill the kettle with what you require? |  |  |
| Do you ventilate your home? |  |  |
| Do you match pots to ring sizes and use lids on the pans? |  |  |
| Do you close your curtains and blinds? |  |  |
| Do you leave appliances on stand-by? |  |  |
| Do you use energy saving light bulbs? |  |  |
| Do you turn off lights in rooms that are not occupied? |  |  |
| General: |  Yes |  No |
| Should individuals take action to address climate change? |  |  |
| Should the project community take action to address climate change? |  |  |
| Would you be interested in participating in energy/reuse training? |  |  |
| Would you be interested in offering your support to our project? |  |  |

The Low Carbon Communities Initiative Project (NKS) is collecting and retaining your information so that we can provide you with advice and support to reduce your carbon footprint, finding fuel poverty, switch energy supplier, reduce your energy bills and access Scottish Government schemes for energy efficiency measures.

|  |  |  |  |
| --- | --- | --- | --- |
| Date: | Referred to: | Action required: | Outcome: |
|  | Smart Meter GB |  |  |
|  | Home Energy Scotland |  |  |
|  | Citrus Energy |  |  |
|  | Housing Association |  |  |
|  | Energy Supplier Help line |  |  |
|  | Other: |  |  |

**Customer DPA Statement: Data Protection Act 2018:**

In order to help you, we need to maintain a record of your case which may contain sensitive personal data. The law says that we must get your consent to do this. Everything you tell us will be treated confidentially. This personal data will be:

• Fairly and lawfully processed

• Processed for limited purposes

• The data processed will be adequate, relevant and not excessive

For the purposes of the Act, the Data Controller is **Networking Key Services (NKS).** The Low Carbon Communities Initiative project (NKS) is not allowed under the Data Protection Act to discuss anything about your enquiry with a third party without you giving authority for us to do that.

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Customer consent/participation form:**

I am happy for my personal data to be used for the explicit purpose of the Low Carbon Communities Initiative project (NKS) and for the data to be passed to the following third parties:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Publicity and Evaluation Consent Form**

The Low Carbon Communities Initiative (NKS) would like to be able to use your name, details, image and information about your involvement with our projects, to promote, evaluate and improve the work that we do.

This might include, but may not be limited to, the right to include the information in printed and online publicity, social media, press releases, project reporting, project review/evaluation and funding applications.

There are 4 options below. Please tick one box.

|  |  |
| --- | --- |
| 1. Full consent (including use of name and image/audio)I have read the above and give my consent for NKS to use my information as described | [ ]  |
| 2. Nameless use (use of image/audio allowed but no name)I have read the above and give my consent for NKS to use my information and images as described with my name removed | [ ]  |
| 3. Consent without images (no photography/video used)I have read the above and give my consent to NKS to use my information/audio without any images  | [ ]  |
| 4. Anonymous use (no name and no use of images/audio)I have read the above and give my consent to NKS to use my information anonymously  | [ ]  |

I understand that my information may be used throughout the lifetime of the project and for no more than 5 years after its completion. I also understand that although this information will not be used for evaluation or publicity after this time it may be retained for audit purposes for a longer period of time depending on the requirements of the project funder.

Consent can be withdrawn at any time by contacting the relevant programme at NKS by email or by post at 7 Gillespie Street, EH3 9NH Edinburgh

|  |  |
| --- | --- |
| Name (PRINT) |  |
| Signature |  | Date |  |

(Consent forms for under 18’s must be signed by a parent or guardian)

*Thanks giving letter for the consumer ….on first visit (a templet)*

Dear

Thank you for taking the time to allow me to call to your home on………………………………………as part of our Low Carbon Communities Initiative project.

As you are aware, the main aim of our project is to enable you to control your household energy usage and reduce associated carbon emissions.

At my visit, we identified areas of action that you can take to make these changes. The key points for your action are:

1. …………………………………………………………………………………………………………………………
2. …………………………………………………………………………………………………………………………
3. …………………………………………………………………………………………………………………………

As agreed, I will contact you in the coming weeks to arrange follow up meeting in order that we can monitor your energy consumption and assist you with any further energy related concerns or issues.

If you have any queries in the meantime, please do not hesitate to contact me on……………………………………………………………………..

Once again, my sincere thanks for supporting my project.

Yours sincerely,

Energy Advice Team (NKS)