

SOCIAL IMPACT REPORT 2019

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OUR GUIDING PRINCIPLES

Our ethos

- Community-focused
- Inclusive
- Collaborative

Our impact

- Maximise leverage
- Tangible
- Visible
- Replicable
- Scalable
- Lasting



We are a social enterprise that's out to prove we can meet our energy needs in a way that's good for people, and good for the planet.

To prevent runaway climate change we need to find a way to meet our energy needs whilst keeping fossil fuels in the ground. To do this, we need more renewable generation, greater capacity to store energy, and find ways to shift our energy demand to better match times of surplus renewable energy generation.

We also need the green electricity we generate to work harder for us. We have to improve the energy efficiency of our buildings and free up capacity in the system so we can electrify our transport and heating.

This drive for decarbonisation also creates the opportunity to change how people interact with energy, transforming them from passive consumers into active and informed energy citizens. As the technologies and markets that underpin our energy system change, we want everyone to be able to benefit from the new opportunities that arise, and for no one to be left behind.

Working in collaboration with a wide range of commercial, public sector and academic partners, the Low Carbon Hub is seeking equitable and practical, real-world solutions, that put people and their needs at the heart of the energy system.

In this, our *Social Impact Report 2019*, we share our progress towards this goal. Thank you to our members and partners for your extraordinary support over the last 12 months. Together we are putting Oxfordshire at the forefront of the energy revolution.



PLANET

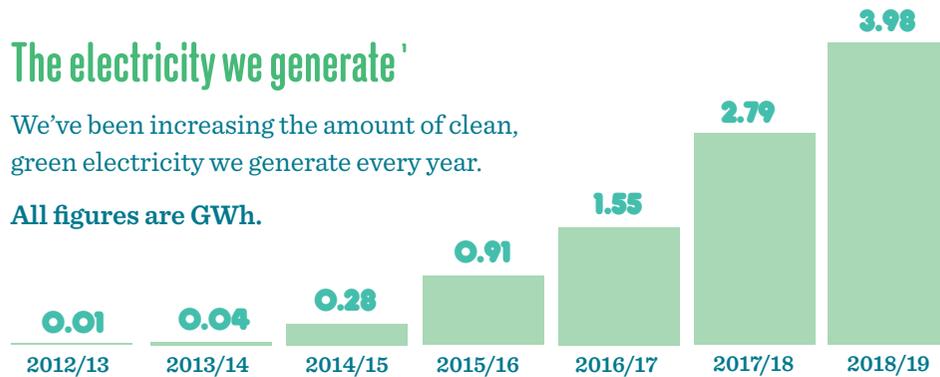
We want to protect our warming planet both by creating renewable energy projects and by reducing energy demand.

We continue to grow our renewable energy generation portfolio, and have started to ramp up our support for energy efficiency, primarily through our grants and OxFutures projects.

The electricity we generate¹

We've been increasing the amount of clean, green electricity we generate every year.

All figures are GWh.



In 2018/19 we:



GREW OUR PORTFOLIO BY
198
KW SOLAR
GENERATION
CAPACITY



GENERATED
3.98
GWH ACROSS ALL
OUR LIVE PROJECTS



SAVED
1,224
TONNES
OF CO₂

2

¹ This year we are including generation figures from both the IPS-owned and CIC-owned projects. Year on year change reflects actual increases in our portfolio, not a change in reporting.

This brought our total installation portfolio to:



43 5
RENEWABLE ENERGY
INSTALLATIONS



3.8 0.2
MW INSTALLED
CAPACITY

Together, each year, they have the potential to...



GENERATE
4.4 169,280kWh
GWH GREEN ELECTRICITY



SAVE
1,343 272
TONNES OF CO₂²



POWER
1,405 55
TYPICAL HOMES³



PROVIDE
274 11
PEOPLE'S SHARE OF
OXFORDSHIRE'S DIRECT
ENERGY NEEDS⁴

Change from 2017/18

² CO₂ savings based on UK electricity intensities of 0.3072kgCO₂e/kWh (2018).

³ Typical household annual electricity usage based on Ofgem typical tier 1 domestic medium user of 3,100kWh.

⁴ Total energy used to power Oxfordshire's homes and organisations each year, divided equally between the county's residents.

3



PEOPLE

Community energy is a grassroots, people-centred movement for change. The success of Low Carbon Hub is due to the phenomenal support of individuals and organisations. Everyone can play a part in making the shift to a sustainable energy future. Those who support our work include:

Our members



1,036 INVESTOR MEMBERS 228

Who help finance the upfront costs of our projects and whose investments bring energy into community ownership.



26 COMMUNITY SHAREHOLDERS 1 (due to ONCORE merge)

Low carbon community groups who share our aims and have a stake in us.



Our partners

37 HOST ORGANISATIONS 4

The schools, businesses and community organisations that host our energy projects.



29 SCHOOLS 4



5 BUSINESSES 0



3 COMMUNITY ORGANISATIONS 0

Our ecosystem

The individuals and organisations who collaborate with us to deliver innovative projects and services, share our stories and follow our progress.



114 ACTIVE PARTNERS 25



462 FACEBOOK FOLLOWERS 67



3,159 TWITTER FOLLOWERS 374



1,217 NEWSLETTER RECIPIENTS⁵ 1,670

⁵ Our decline in mailing list numbers reflects the impact of new data protection regulations.



PROSPERITY

By pooling energy, enthusiasm, knowledge and expertise our projects create collective wealth, and keeps more of the money we spend on energy in the local economy.

The benefits of our installations are then shared:

- 1 Investors get a **return on their investment** in return for helping fund the upfront costs of our projects.
- 2 The host organisations – schools, businesses and organisations – get **discounted electricity** and a cost-effective way to reduce their carbon footprint.
- 3 Low Carbon Hub has a **sustainable income stream** to support further local action to tackle the global issue of climate change through grants and practical help.

We report on the total benefits that our portfolio of installations is projected to deliver over its lifetime, as well as actual benefits achieved to date.

Total investment in the Low Carbon Hub: £5,851,982

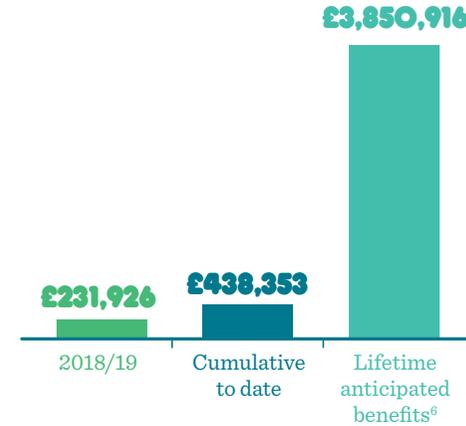


**£1,746,704
NET
INCREASE
2018/19**

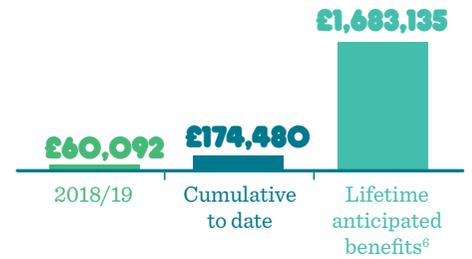
Distribution of benefits

The Low Carbon Hub IPS Limited's renewable energy installations deliver:

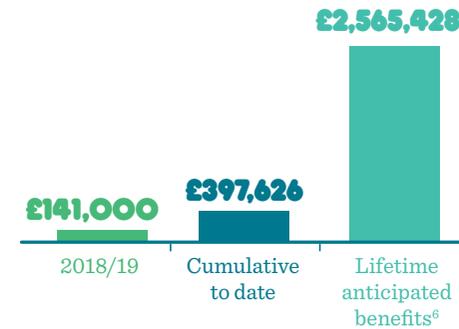
INTEREST TO INVESTORS



SAVINGS ON ELECTRICITY BILLS BY HOSTS



COMMUNITY BENEFIT INCOME⁷



⁶ Nominal values modelled over a 20-year lifetime and based on investment equity levels as of 2018/19 year end.

⁷ Community benefit donation from The Low Carbon Hub IPS Limited to Low Carbon Hub CIC.

Delivering community benefit

2018/19
£536,947

We use 100% of the surplus from the Low Carbon Hub IPS Limited, along with grants, donations and other sources of funding, to encourage community energy to flourish in Oxfordshire and beyond.

For a full breakdown of community benefit expenditure, see the CIC Annual Report at www.lowcarbonhub.org.⁸

Through our support, our community has benefitted from:



66 energy audits for:



48
small
businesses



10
schools



8
community
organisations



296 hours of helpdesk support



Advice and support to **70**
individuals and organisations



19 schools signed up for energy efficiency workshops

Through the Ashden LESS CO₂ school energy efficiency programme



Financial support:



17
community
grants



14
small
business
energy
efficiency
grants



6
small
business
innovation
grants

Communities we've supported



LOW CARBON WEST OXFORD STREET BY STREET PROJECT

This group worked with householders on three streets in West Oxford to reduce their home energy use. Their team of 12 volunteers recruited 20 householders to take part in the programme, which included workshops, carbon footprinting, and full energy surveys of each home to provide detailed advice on how people could cut their carbon emissions.

The Low Carbon Hub provided £7,558 grant funding to the project.



SUSTAINABLE WANTAGE

Low carbon community group Sustainable Wantage operate from a shop unit called The Mix. They received a free energy audit from OxFutures as well as a grant to fund the installation of energy saving measures. They also received some additional funding from the Low Carbon Hub community benefit fund. The grant enabled them to pay for energy efficiency work that makes the venue much warmer in winter and so supports more community activity in more comfortable surroundings at less cost to the community.

"For the first four years we ran The Mix Community Space with minimal insulation and no heating except for plug-in electric heaters. Thanks to the brilliant support of Low Carbon Hub we now have secondary glazing and radiators, meaning over the past winter not one single event had to be cancelled because of the cold. The improvements have made a significant difference to the space... thank you Low Carbon Hub!"

Jo Harvey, The Mix

⁸ Much of this work has been delivered through the OxFutures project. See pages 12-13 for more detail.



PERCEPTION

We are committed to developing a sustainable energy system for community benefit. We aim to be a transparent and trusted partner, and to share knowledge and expertise openly. In March 2019 we conducted our third 'How are we doing?' survey to see how our members, partners and supporters think we're doing and to learn how we can improve.

Percentage of respondents⁹ who...

...have **quite high or high trust** in Low Carbon Hub's expertise around local, renewable energy and low carbon

98%

... perceive Low Carbon Hub to be **quite or highly committed** to the creation of a low carbon, locally owned renewable energy system

99%

... report Low Carbon Hub had a **moderate or substantial impact** on their knowledge

85%

... report Low Carbon Hub has made them **more positive** about the potential of community-owned solutions to energy issues

85%

... report Low Carbon Hub has contributed to their taking **some or substantial action** on energy or environmental issues

73%

What people say about us



"It's exciting to be part of the local energy production and to be able to put one's money to the future. And it's even more exciting when it starts accelerating and doing what the Low Carbon Hub is doing, which is wonderful."

Anthony Melville,
Investor Member



"I chose to invest in the Low Carbon Hub because I'm really passionate about doing something to lower our carbon emissions and I'm very impressed by the real projects that I've seen come to fruition around the county, from schools to other community projects. It's great to be part of it."

Karen David, Investor Member

"I think you give an extraordinary service, above all encouraging people to believe that a different approach to energy is possible and that it works."

Anonymous feedback from survey

"The energy audit was a useful and pertinent exercise to help us focus on key areas of improvement in a concise and practical way... Michael [the auditor] was very knowledgeable, and it is great to have a contact to support us as we progress towards becoming a more sustainable school."

West Witney Primary School, graduate of LESS CO₂ programme

If you'd like to give us any feedback, drop us a line at info@lowcarbonhub.org.

OxFutures is a pioneering partnership, transforming Oxfordshire into a world-leading example of how to create a thriving, zero carbon economy.

OxFutures is a £3.2m project led by the Low Carbon Hub to boost low carbon economic development in Oxfordshire. It is supported by the European Regional Development Fund and delivered by a collaborative partnership between the Low Carbon Hub, Oxford City Council, the University of Oxford, Oxford Brookes University, Cherwell District Council and Bioregional.

The three-year project (2017–2020) provides free energy audits to small businesses identifying energy saving opportunities to reduce energy bills and cut carbon emissions.

A further innovation strand encourages knowledge-sharing between academics, local authorities and small businesses, with a view to supporting innovative projects, new start-ups, and low-carbon products and technologies.



PROSPERITY

Financial support

OxFutures manages a grant programme to part-fund the installation of energy-saving measures and support innovation growth in the low carbon sector.

£27,235 energy efficiency grants awarded

£117,966 innovation grants awarded

£24,720 additional matched funding for low carbon community projects.



PLANET

By the end of the project's second year, we have delivered:



80
ENERGY
AUDITS, THAT
IDENTIFIED...



551
ENERGY SAVING
RECOMMENDATIONS
OF WHICH...



40%
ARE COMPLETE,
AND A FURTHER
35%
ARE PLANNED*



PEOPLE



6
PROJECT
PARTNERS



108
SMALL BUSINESSES
SUPPORTED

By providing practical support, energy-saving and innovation grants.



www.lowcarbonhub.org

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The Low Carbon Hub is two organisations working together: The Low Carbon Hub IPS Limited (registration number: 31903R) and the Low Carbon Hub Community Interest Company (registration number: 7583663).

The Low Carbon Hub IPS Limited is a Registered Society that operates for the benefit of the community.

It generates income from the feed-in tariff and by selling renewable electricity. It aims to make a surplus that will enable the Low Carbon Hub IPS Limited and Low Carbon Hub CIC to lower carbon emissions across

Oxfordshire by helping businesses, the public sector and communities to develop renewable energy projects and reduce energy demand.

To the best of our knowledge, the information contained herein is accurate and reliable as of 31 March 2019.

Both are registered in England and Wales and the registered address is 9 Park End Street, Oxford OX1 1HH.

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