

# SOCIAL IMPACT REPORT 2018

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**The days of fossil fuels are numbered. The shift to renewable energy generation is gaining pace and gives us the opportunity to reshape the way we manage our energy. 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.**

In this, our second, Social Impact Report we share our progress against four sets of indicators – planet, prosperity, people and perception – for the 2017/18 financial year. This report does not include the impact of the ONCORE solar PV arrays that we have recently taken on. We have reported on the performance of these projects in our *Portfolio Performance Summaries* and we look forward to including their social impact figures in next year's report.

With the support of our Members and partners, we have built renewable energy projects across Oxfordshire that are producing electricity that is not just cleaner and greener, but cheaper too. There is so much more to do – the opportunity is huge – and we look forward to working with our investor Members and partners to creating a better energy system for Oxfordshire and the rest of the UK.



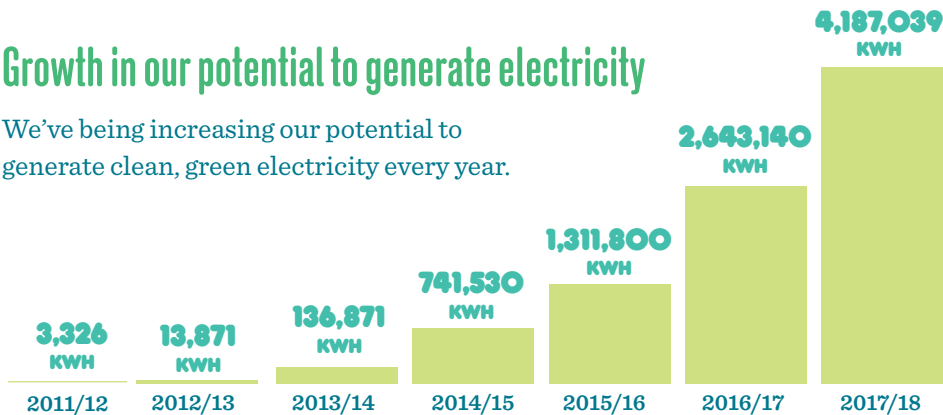
# PLANET

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.

## Growth in our potential to generate electricity

We've been increasing our potential to generate clean, green electricity every year.



In 2017/18 we:



**INSTALLED**  
**23**  
**KW SOLAR**  
**GENERATION**  
**CAPACITY**



**INSTALLED**  
**440**  
**KW HYDRO**  
**GENERATION**  
**CAPACITY**



**GENERATED**  
**2,794,467**  
**KWH ACROSS ALL**  
**OUR LIVE PROJECTS**



**SAVED**  
**1,074**  
**TONNES**  
**OF CO<sub>2</sub>**

This brought our total installation portfolio to:



**38** **+2**  
**RENEWABLE ENERGY**  
**INSTALLATIONS**



**3.6** **+0.5**  
**MW INSTALLED**  
**CAPACITY**

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



**GENERATE**  
**4,187,039** **+1,543,899**  
**KWH GREEN ELECTRICITY**



**SAVE**  
**1,561** **+373**  
**TONNES OF CO<sub>2</sub><sup>1</sup>**



**POWER**  
**1,351** **+498**  
**TYPICAL HOMES<sup>2</sup>**



**PROVIDE**  
**264** **+98**  
**PEOPLE'S SHARE OF**  
**OXFORDSHIRE'S DIRECT**  
**ENERGY NEEDS<sup>3</sup>**

<sup>1</sup> CO<sub>2</sub> savings based on UK electricity CO<sub>2</sub> intensities of 0.38443 kgCO<sub>2</sub>e/kWh (2017).

<sup>2</sup> Typical household annual electricity usage based on OFGEM typical tier 1 domestic medium user of 3,100kWh.

<sup>3</sup> Total energy used to power Oxfordshire's homes and organisations each year, divided equally between the county's residents.



# 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



**808** INVESTOR MEMBERS  +161

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



**27** COMMUNITY SHAREHOLDERS  +0

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



## Our partners

**33** HOST ORGANISATIONS  +2

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



**25** SCHOOLS  +1



**5** BUSINESSES  +0



**3** COMMUNITY ORGANISATIONS  +1

**89** ACTIVE PARTNERS

Individuals and organisations who are active in our network of collaboration working to deliver innovative projects and services.



## Our community

The wider community we serve, and the people who share an interest in our work.



**69**  +9  
HELPDESK USERS



**395**  +78  
FACEBOOK FOLLOWERS



**2,785**  +510  
TWITTER FOLLOWERS



**2,887**  -66<sup>4</sup>  
NEWSLETTER RECIPIENTS

These are the people supporting our work, sharing our stories, and working hard to create a new energy system. We keep track of these numbers as they are a vital part of our community energy future.

<sup>4</sup> We expect this figure to decline further over the next year as we reduce our mailing list numbers to ensure we are reaching people who want to engage with us and to comply with data protection regulation.



# PROSPERITY

By pooling energy, enthusiasm, knowledge and expertise our projects create collective wealth.

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: £4,105,278**

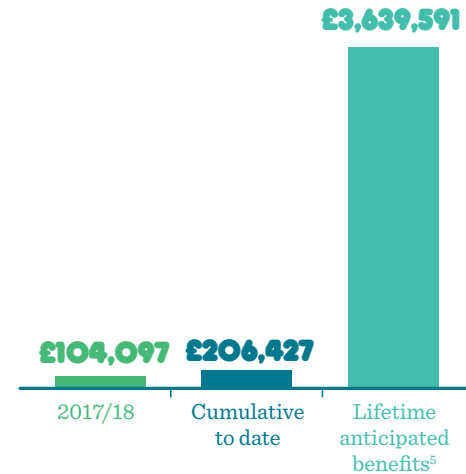


**£645,816**  
**NET**  
**INCREASE**  
**2017/18**

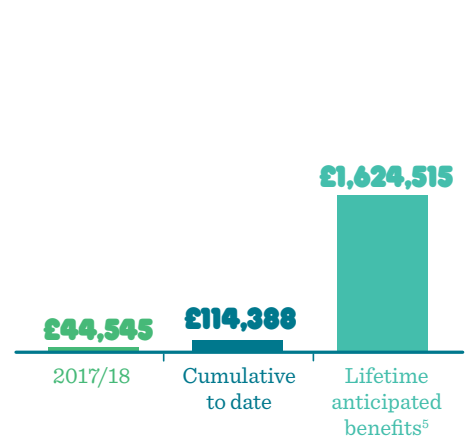
## Distribution of benefits

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

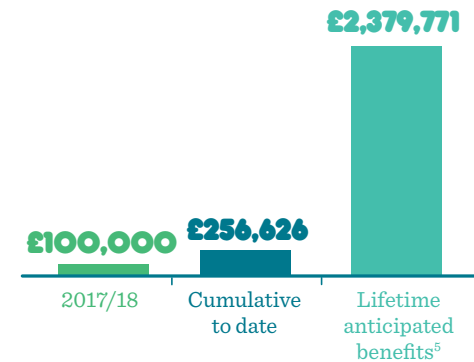
### INTEREST TO INVESTORS



### SAVINGS ON ELECTRICITY BILLS BY HOSTS



### COMMUNITY BENEFIT INCOME<sup>6</sup>











<sup>5</sup> Nominal values modelled over a twenty-year lifetime and based on investment equity levels as of 2017/18 year end.

<sup>6</sup> Community benefit donation from The Low Carbon Hub IPS Limited to Low Carbon Hub CIC.

## Delivering community benefit

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. This is how the funds were spent:



-  **£160,849** OxFutures grants and support
-  **£12,061** Helpdesk service
-  **£9,035** Community grants programme
-  **£7,066** People's Power Station
-  **£3,190** Social enterprise grants
-  **£3,051** Schools' energy efficiency programme
-  **£2,900** Community benefit management
-  **£770** Eynsham GreenTEA grant

## Community benefit projects

### POWERING DOWN EAST OXFORD

Four community groups worked together to reduce the carbon emissions of households in East Oxford. They raised awareness of energy efficiency measures, educated households on ways to reduce their energy use, and encouraged the installation of energy saving measures.

The Low Carbon Hub provided grant funding of £1,215 for the project.

*"A great example of community action groups working together to make a difference!"*

Alice, CAG Project Oxfordshire

### THE ABBEY

The Abbey Sutton Courtenay have been improving the energy efficiency of their guest house following an OxFutures energy audit. They received funding from the OxFutures project to enable them to carry out the installation of the measures.

*"The audit really helped us think clearly and make the case for change and we were delighted to win the funding to make it all happen!"*

Linda, Development Coordinator, The Abbey

### KIRTLINGTON VILLAGE HALL AND SUSTAINABLE KIRTLINGTON

Kirtlington Village Hall wanted to save energy by replacing their old, large, energy-intensive water tank with instant water heaters to cut energy use and improve the experience of hall users. Community group Sustainable Kirtlington worked on this project with the

Village Hall Management Committee and we were pleased to provide funding support.

*"We are delighted with the heaters, which have already contributed to the comfort of hall users!"*

Celia, Sustainable Kirtlington



# 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 2018 we conducted our second '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 respondents' 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

**96%**

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

**83%**

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

**84%**

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

**76%**

## What people say about us

We recently asked our investors and the people we work with in schools, community groups and businesses what they thought of the Low Carbon Hub...

Watch our video to see the full story, visit: [youtube.com/OxfordLowCarbonHub](https://youtube.com/OxfordLowCarbonHub)



"It is a really special feeling when you go out of your house and cycle to work and actually see projects in Oxfordshire that you helped to make happen."

Jenny, Investor Member



"The Hub, of course, is the most inspirational group to work with because they're effective."

Celia, Sustainable Kirtlington

We have **38 renewable energy installations in operation** across Oxfordshire with an installed capacity of **3.6MW**.

We provided funding to support Sustainable Kirtlington installing hot water heaters at the local village hall.

"The bringing to life, and the clear vision, for how Oxfordshire can develop its own energy from renewable sources on rivers, rooftops and woods has been what I have found particularly inspiring and have hooked on to."

Anonymous feedback from survey

We set out our vision for a new energy system in our Community Energy Manifesto, Business Plan and Share Offer Documents.



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

## Energy savings



The completed energy saving measures will enable organisations to save...

**£7,810** on energy bills annually

## 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.

**£1,953** energy efficiency grants awarded

**£6,851** innovation grants awarded

Additional grant funding of **£44,729** has been approved in principle as of March 2018, out of an anticipated grant pot of £350,000 plus matched funding.



# PLANET

In the project's first year, we delivered:



**32**

ENERGY AUDITS



**5**

ENERGY SAVING MEASURES INSTALLED SO FAR



**23**

TONNES OF CO<sub>2</sub> POTENTIALLY SAVED EACH YEAR\*

A further 104 audits are in the pipeline.



# PEOPLE



**6** PROJECT PARTNERS

have worked together to support



**60** SMALL BUSINESSES

By providing practical support, energy saving and innovation grants.





[www.lowcarbonhub.org](http://www.lowcarbonhub.org)

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 Ltd 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 2018.

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

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