



2026



**election insights from
Citizens Advice Scotland**

Citizens Advice in Scotland

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Director of Impact,
Citizens Advice Scotland








Advice - and insight - that changes lives



Who we support

 **48%**
in the **single adult**
age group

29% 
unable to work due
to ill health/disability


 **26%**
in some type of
employment


 **18%**
unemployed

 **62%**
has a long-term health
condition/disability

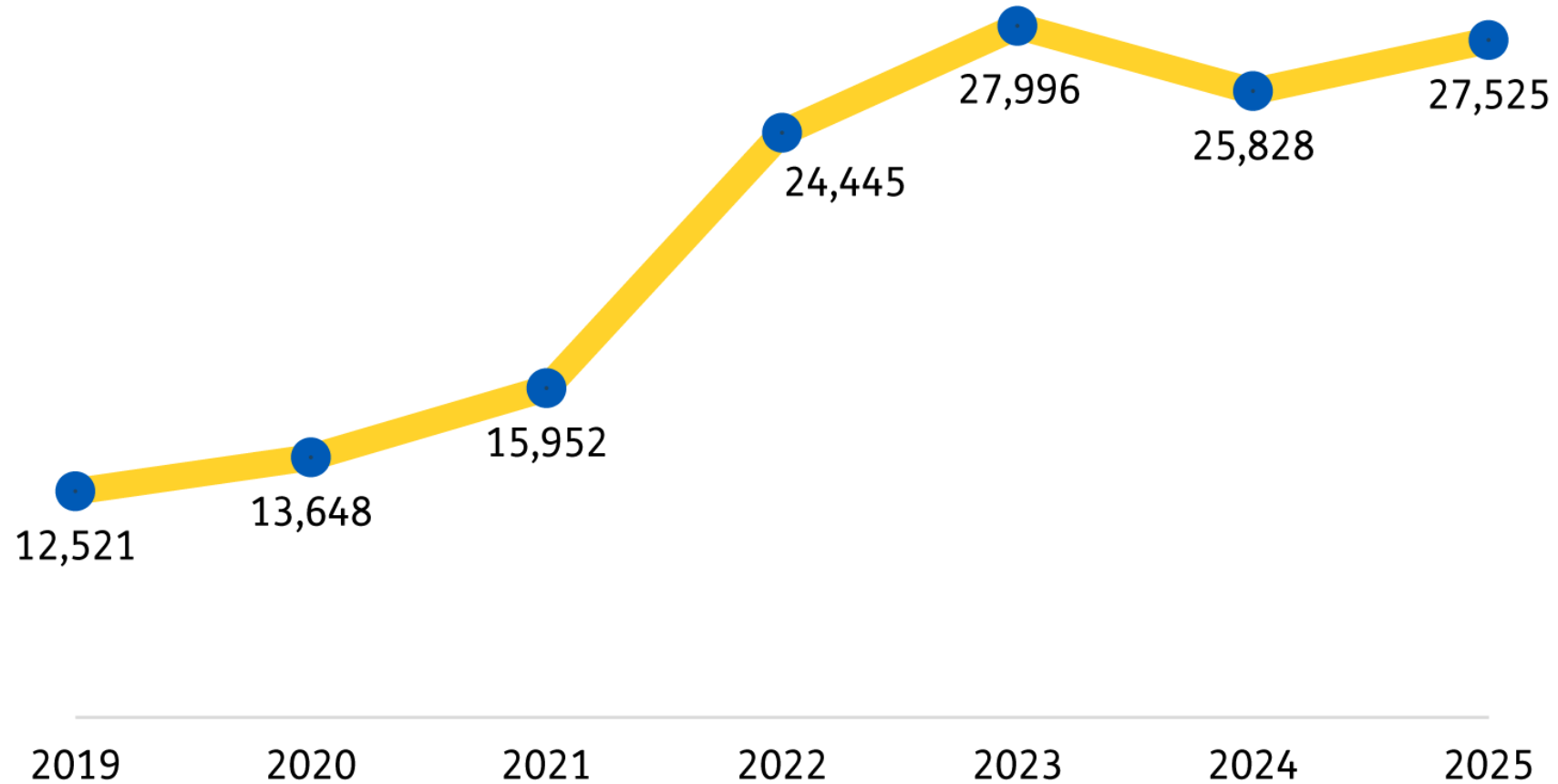
 **43%**
social housing
(Council and
social housing)

29% 
household
with **children**

34% 
lives in a single,
working-age household

31% 
live in the most
deprived areas by
SIMD Quintile 1

Long view on energy



Deepening harm

Average energy debt of

£2,700

per person,

which was **43%** higher than the 2021 average



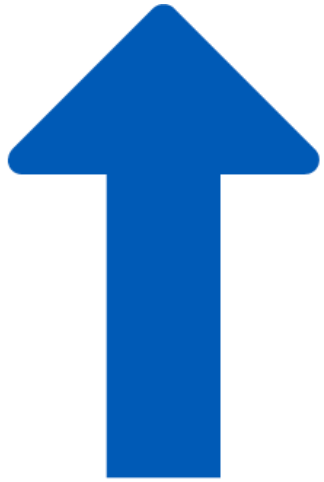
16,422

people advised on charitable support in 2025, **53%** higher than 2021





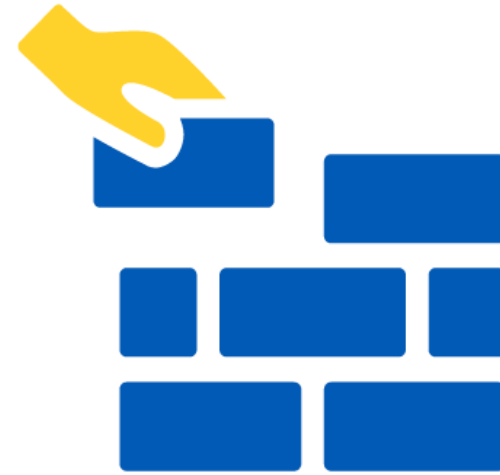
Solutions



**Prioritise
poverty**



**Fix cold
homes**



**Build the
infrastructure**



Transition to Net Zero



Molly Shevlin

Senior Policy Officer (Energy),
Citizens Advice Scotland

Daily Record NEWS FOOTBALL TV & CELEBS LIFE MORE

BUY A PAPER ROAD RECORD PROPERTY NEWSLETTER SIGNUP COMPETITIONS

New Articles > Energy


The Judge: Customers left with 'misleading' credit deals after shamed Green Deal firm ceases trading

HELMS called in the liquidators earlier this month leaving angry customers tied into 25-year credit agreements with their energy suppliers.

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NEW ARTICLES OPINION By **The Judge**

06:00, 17 Apr 2016



Thousands of homes given faulty insulation through Energy Company Obligation scheme

14 OCT 2025 | Reading time: 5 minutes

ARTICLE TAGS:

NATIONAL AUDIT OFFICE

Almost all homes fitted with insulation under a flagship UK Government energy efficiency scheme will require repair work to correct major issues that will cause problems such as damp and mould due to poor-quality installations, weak government oversight and inadequate audit and monitoring, the public spending watchdog has found.

Thousands of homes given faulty insulation through Energy Company Obligation scheme

The Energy Company Obligation (ECO) scheme aims to tackle fuel poverty and reduce carbon emissions in Great Britain by requiring energy companies to fund the installation of energy efficiency measures, such as insulation, in homes.

But the National Audit Office (NAO) found that poor installation work has resulted in an estimated 22,000 to 23,000 homes with external wall insulation fitted under the scheme (98% of the total) and 9,000 to 13,000 homes with internal insulation (29% of the total) having major issues that need fixing. A small percentage of these installations also pose immediate health and safety risks.





Really tangled my mind up trying to decipher what it was all about ... do they think that people like me understand all the legal jargon ... honestly ... jargon bullying.

Janet





From 2021 to 2025,
one of the biggest increases
in average energy debt
brought to CABs was for
people unable to work due
to **LTHC/disability**,
an increase of
64%



For 2025, **71%** of those
receiving energy efficiency
advice had a long term
health condition/disability





Guest speakers

Laurie Macfarlane

Co-director,
Future Economy Scotland



Morag Hannah

Chief Executive,
Skye and Lochalsh Citizens Advice Bureau





Q & A



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Questions? Email
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