



# CLIMATE CHALLENGE FUND REPORT (CCF - 5439)

## POSITIVE CLIMATE CHANGES

### 01.04.2018 – 31.03.2019



**Milan Senior Welfare Organisation**  
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PART OF THE  
Keep Scotland Beautiful  
CHARITY



## How it all started

Milan is a registered day care provision providing services for the elderly South Asian communities and informal carers in Edinburgh and Lothian which meet their social, cultural, recreational, language and care needs. We provide services over 3 days per week and a regular carer support group, as well as information/advice and outreach services.

Milan has excellent connections with older people and their families, understanding their needs and the barriers they have to access information and gaining awareness.

Milan was successful in delivering 2 climate challenge consultation projects in 2016 and 2017 which gave us an insight of the work that was much needed to continue to combat climate change and influencing behaviour change within the South Asian communities.

The consultation work was enjoyed and taken up very well by participants who showed interest and eagerness to be part of a bigger project. We further- more identified this need through conducting verbal surveys and finding that the groups felt that regular activities need to be in place to promote consistency so that change becomes a regular pattern in people's lives. We also identified that there was demand for the project to be delivered inhouse with staff having the ability to speak community languages and where people felt at ease asking questions without feeling judged or under mined for their limited knowledge. It was highlighted that having irregular sessions delivered through other agencies had limited influence there was a more regular project needed in place to ensure appropriate habit change was made through regular contact with familiar workers.

Through the verbal surveys conducted we had identified the areas requiring most action and where we could raise awareness to have the greatest impact on behaviour change and further more influence their families and the wider community.

Through this project we recruited 2 part time Climate Challenge workers, 1 sessional worker and a team of volunteers to deliver the project by meeting outcomes and leaving a legacy for the community to continue to combat climate change by saving CO2 through the skills and information gained through the Positive Climate Changes project.

**Our aim was to save 33.0 tonnes of CO2e** for the total project and we are delighted to have achieved over this target through the sheer dedication of participants who enjoyed all aspects of the project and happily made changes within their daily lifestyles. Raising awareness in a group setting has added benefits of participants motivating and encouraging each other as well as becoming role models in their households.

## HEADLINE ACHEIVEMENTS

**43,000  
tonnes of  
CO2e saved**

**Employed 2  
part-time staff  
& 1 sessional  
worker**

**616 volunteer  
hours clocked**

**1050 people  
engaged with at  
Eco community  
Event**

**Delivered 98  
workshops**

**15 people  
trained for fuel  
efficiency**

**Saved 264 kg  
from landfill  
and storage**

**Introduced low  
carbon food &  
reduced food  
waste**

# COMMUNITY OUTCOMES

## Community Event

Milan organised and delivered a community event in May 2018 promoting climate change initiatives. The event attracted over 1000 people and this gave us an opportunity to speak to the wider community as well as assess their understanding of climate change.

Attendees enjoyed taking part in the smoothie bike challenge, creating a lively atmosphere as well as a fantastic way to interact and engage with the community.

This was an excellent way to promote health and well being as well as talk about low carbon foods and reducing food wastage by making healthy smoothies.

Staff also spoke to people about reducing their energy bills, growing their own food and the boiler replacement scheme.

## Outreach Surgeries

Various outreach surgeries were held to promote the boiler replacement scheme, warm home discount, cheaper fuel tariffs and energy efficiency. Our aim was to reach out to those most excluded and with limited awareness. Through these surgeries at community events and places of worships we engaged with over 200 people see were able to support 15 people by referring them to Home Energy Scotland for a concise check of their entitlements and for a further follow up appointment in the Milan office to check their tariffs. Community Challenge staff accompanied HES at appointments due to the language barrier and to ensure we support our clientele until they feel confident to deal with things on their own.

## Volunteering

The project was supported by 4 volunteers who initially had little knowledge of climate change and carbon reduction. Through training and development volunteers have gained ample knowledge and awareness around the themes delivered and continue to work with our service users after our project lapsed. Through regular volunteer meetings we have identified that the volunteer team have developed skills good communicate by engaging with service users, problem solving and team work as well as time management.

In general, the project promoted positive health and well- being and service users became involved in the project which eliminated isolation and promoted social cohesion.

Volunteers and staff increased their skills by having the opportunities of attending trainings and events.

## Climate literacy activity



## CO2e OUTCOMES

### Upcycling/Recycling

*Elderly over 65+ and carers group will gain new skills on how to repair old clothes making them usable as well as reusing old materials for upcycling and learning how to recycle old clothes, thus promoting less wastage.*

**3.0 CO2e estimated reduction – Actual saved 4.2 CO2e with a lifetime saving of 12.7**

This was an outcome that our clientele engaged in wholeheartedly sharing their skills which they thought they had lost over the years. Participants looked forward to the once a month workshops bringing their stored clothes to make them usable and wearable. We found the pattern with the majority was after storing clothes for a few years, eventually ended up in landfill or sent for cargo to their home countries.

The workshops promoted confidence and a spirit of doing something worthwhile to save the planet and at the same time – having old clothes restored. We found that many ladies stitched their own clothes when they were younger but now due to old age and lack of confidence, poor eyesight and having no motivation gave up and lost their valuable skills.

### Making stored clothes usable



Participants learned not only practical skills but enhanced their knowledge of ways they used and disposed of clothing could each reduce the carbon, water and waste footprints of clothing consumption saving money per year from the cost of resources used in making clothes.

Through verbal surveys we identified that participants owned at least  
35% of clothes in their wardrobes which had never been worn due to not fitting  
25% of clothes only used for formal occasions which were very far and in between  
15% had clothes ready to throw out

## CO<sub>2</sub>e OUTCOMES

### Outcome cont.

Obtaining this information was vital as it gave us topics to discuss and raise awareness of how they could save global warming by implementing good practice by making small changes to reduce carbon, waste and water footprints. Delivering regular talks where groups could interact and engage ensured that we were promoting carbon saving and positive carbon behaviour as well as gaining practical skills and raising their confidence and self-esteem.

We found participants eagerly wanted to play their part in doing something positive for the environment which they knew would affect their future generations and this led to achieving our project outcomes without any great difficulty.

***Data: Collected by the sessional worker, keeping accurate records of changes made to the clothes and how they had been stored and what would happen if they had not been altered. The weight of each item was recorded as well as the leftover material used for recycling or going to landfill.***

**3 unexpected outcomes** from this theme:

- 1: Breaking away from the norm of elderly south Asian participants who due to their upbringing held a stigma around second hand clothes. Their thoughts were second hand clothes were for the less fortunate or of poor quality. Their thoughts quickly changed with the ideas of holding swap days in the future and participants were keen to bring and buy goods on offer which they would not consider doing prior to this project.
- 2: Participants were more open to the idea of swapping clothes and items they did not use and would end up in landfill.
- 3: We identified male members of the community were also avid tailors in their home country but since arriving in this county and going into different occupations – these skills were lost. Through this project the men showed great interest in developing these lost skills.
- 4: Materials left over from alterations were used for recycling activities and we gave out information about benefits of recycling and upcycling through activities and workshops.

### Learning valuable skills



## CO2e OUTCOMES

### Food outcome

*Lunch club attendees will be introduced to local and seasonal produce we aim to change the way people eat and plan their meals and to support them to reduce food waste.*

**Estimated reduction 16.0 CO2e – Actual saved 17.0 CO2e with a lifetime saving of 51.0**

Elderly South Asian communities have limited knowledge of how their daily lifestyles impact the environment and climate through the food purchased, food wastage and food choices. This was an area that effects everyone and a lot of interest was shown in learning how people could make wiser choices by shrinking their footprints to become more environmentally friendly

Pre and post questionnaires were completed for statistical information to obtain data of people's behaviour change and this also gave us an insight of the activities we would deliver to achieve project outcomes and promote long lasting behaviour change.

The work in this area required much intensity and focus as we had identified that:

- 1) South Asian communities have a high intake of red meat and this was also evident within our service users who furthermore had lack of understanding of high carbon food.
- 2) People had a lack of awareness of food miles and why buying local and seasonal food was environmentally friendly
- 3) There was a great amount of food wastage

Activities delivered during the course of the project:

*Introducing low carbon food. Buying less food to promote less waste. Using eft-over food  
Buying local/seasonal produce, understanding food miles, using more green food,  
Growing herbs indoors and growing outdoors*

As part of the positive climates project we also delivered an eco-community event in May 2018 and to reach out to the wider community and achieve community outcomes around this theme:

*Free seeds were handed out to over 100 people  
Free pots of herbs were handed out to 80 people to encourage home growing  
Free smoothies were provided to over 800 people and they were also encouraged to use up  
excess or out of date fruit by making easy and quick smoothies.*

Through the information and practical activities delivered the elderly are more aware, better informed and more willing to engage in environmental issues. We are delighted to see so many service users who were set in their ways, making behaviour changes and influencing their households to follow.

## CO2e OUTCOMES

Food Outcome cont.

**Data:** Collected through questionnaires and verbal surveys for pre and post activities to give us an understanding of habits before and after the project. Surveys and questionnaires were completed to get an indication of their lifestyles and habits.

**We were delighted with results showing a drastic change with up to 87% of people changing life styles to incorporate low carbon food, less food waste as well as more buying local/seasonal food.**

**2 unexpected outcomes** from this theme:

1: Milan is a user led organisation and we take great pride in planning and delivering our day care provision with service users at quarterly focus groups. Prior to this project focus groups have had a high volume of service users requesting increased frequency of red meat for their lunch at the day care provision. In our most recent focus group in January 2019 we were delighted to service users requesting low carbon and seasonal food.

2: Regardless of service users physical and medical disabilities they took part open heartedly in cleaning and preparing an outdoor bed for planting vegetables and thoroughly enjoyed the experience with 4 participants taking it up at home with the help of their families.

### Low carbon food activity



### Outdoor growing sessions



# CO2e OUTCOMES

## Travel outcome

Provide support to service users, their carer's and board members to travel more sustainably

**Estimated reduction 5.0 CO2e – Actual saved 7.0 CO2e with a lifetime saving of 21.1**

The above outcomes were achieved by activities and workshops carried out over the year and highlighted below. Travelling sustainably was not something that service users were accustomed too, until we raised their awareness of car sharing as well as changing their mode of travel which would not only help the environment but have positive effects on their health and well-being.

Staff work with the groups to ensure there is clear understanding of how transportation can be one of the highest contributors of global co2 emissions and the reasons why we introduce and encourage them to use sustainable transportation. This is something very close to the organisations heart as we spend a lot of money from limited funding on transport bookings from all over the city as we provide services city wide. We strongly believe that if the community car shares or changes their mode of transport, this would save the organisation a considerable amount of money as well as tackling climate change together.

## Fuel efficiency training

15 participants were provided with briefings about the benefits of fuel efficiency training and the importance of providing us with base line and post data. Participants enjoyed the training and were made aware of easy to do changes which have an impact on saving fuel, better driving, saving vehicles from unnecessary damage and wear and tear and above all safer driving.

## Car Sharing

Having carried out a variety of discussions, activities and in-depth conversations about the benefits of car sharing and how this reduces emissions and has an overall positive effect on our environment as well as saving money was taken up very well.

This activity has been very positive as board members seen to be role models for the community took up car sharing to attend regular board meetings which not only reduced carbon emissions but reduced our costs for taxi's.

Travelling sustainably has been taken up with great interest with members of our carer's groups, with many car-sharing as well as changing their mode of travel by meeting up in a mutual place and walking to the groups together.

## CO2e OUTCOMES

Travel outcome cont.

### Walking rather than using taxi's

CCF project workers have worked one to one with several service users and supported them to walk to the day care provision rather than using taxi's by raising their confidence and being part of their walking journey. This has enabled them to make positive behaviour changes as well as raise self- esteem through the mechanism of support provided and being accustomed to this mode of travel and believing in them- selves that they have the ability to do this. We are surprised at the will power of these older people who want to contribute to saving their environment by reducing transportation emissions.

### Supported walking to Milan day care provision



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# CO2e OUTCOMES

Travel Outcome cont.

## **Travelling by bus rather than taxi's**

CCF project staff and volunteers have encouraged several service users to take the bus rather than taxis. This change of mode has been made possible by supporting them and walking with them to the bus stop to ensure they take the correct bus as confusion can arise due to limited English and poor eyesight and not knowing the number of bus.

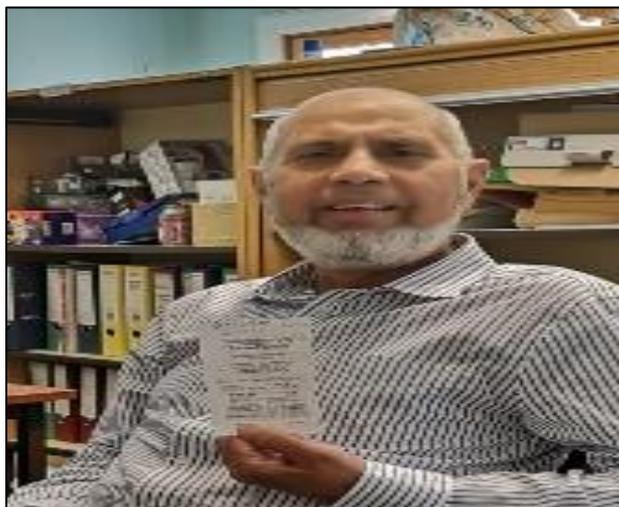
This has enabled us to book less taxi's and work towards not only achieving our carbon outcomes but also ensuring our clientele is climate literate and have an understanding and sufficient awareness and knowledge to influence their households and the wider community.

***Data: Collected verbally and by recording on data collection sheets in a group and individually.***

***2 unexpected outcomes*** from this theme:

- 1) Changing mode of travel from car to walking together to attend Milan groups has provided a positive social aspect for participants as they look forward to meeting up and having some quality time for themselves which improves both their mental and physical health. Walking together also means that they motivate each other to continue this long term which has lasting effects on saving carbon emissions.
- 2) Service users are high influencers in their households and share information gained through the project to their families. Many service users have children or grandchildren who have a tendency to buy luxury cars emitting high levels of carbon emissions but since learning about the impact this has on the environment a few have been successful in changing their children's mind set as they opt for smaller or eco- friendly cars as well as sharing family cars.

## **Base-line data for fuel efficiency training**



## CO2e OUTCOMES

### Energy Outcome

*Provide support to service users and their carers to conserve energy in the home.*

**Estimated reduction 9.0 CO2e – Actual saved 14.9 CO2e with a lifetime saving of 44.7**

CCF project workers delivered a series of activities at the day care provision and carers support groups to promote energy conservation. Up to 115 service users were provided with informative sessions around buying energy efficient appliances, insulating lofts and windows, replacing boilers or smart meters and setting thermostats.

Workshops were made fun and interesting so that we had a good user involvement and during these multiple sessions, referrals were taken to pass to Home Energy Scotland. Service users through these sessions gained a good understanding of how energy efficiency around the home affects carbon emissions and what they can do to make reductions in their daily lives as well as save energy.

6 follow up appointments were made for service users with CCF workers in the office to check their energy bills to see if they were receiving warm home discount as well as making checks if any savings could be made by changing suppliers or tariffs.

We were able to reach out to the wider community through outreach surgeries held at places of worship enabling us to reach out to those most excluded and with limited knowledge of energy efficiency. The workshops were a great success with 20 people visiting the information stall stalls on each day. 5 follow up appointments were made from outreach surgeries to further help people with cheaper fuel options.

### Outreach surgery at Gurdwara



29 referrals were made to Home Energy Scotland through their portal service.

14 home visit appointments have been made with Home Energy Scotland.

6 Energy efficiency workshops have been delivered

2 smart meter workshops delivered

2 water saving workshops delivered

3 Outreach surgeries

**Data: Collected through information workshops, HES portal and fuel usage through energy bills.**

# Carbon Literacy

*Throughout the project we promoted carbon literacy through regular direct contact with 115 service users and with up to 1050 people at a community event.*

Having climate challenge staff in house at Milan was an added bonus to the project and worked tremendously well as service users became familiar with regular staff and built a relationship based on trust and understanding as well as speaking community languages.

We know that this has better outcomes as there is no loss of information through translation and there is more concentration which makes people engage more in the workshops.

Project staff provided information through activities, workshops and at one- off events supporting people to understand how to make changes to reduce emissions to help the environment. Groups also engaged in climate change conversations helping to create good understandings and promote climate literacy.

Staff interacted with service users to gain their involvement and delivered practical activities, discussions and quizzes, making them more climate literate by empowering them with knowledge to take action to save their environment and make sustainable changes which will benefit their communities present and future. **Topics discussed and enjoyed included:**

- 1) *Saving energy around the house by putting appliances on stand- by mode and giving people both energy consumptions of appliances either left on or on standby and the savings that can be made.*
- 2) *Group work around food waste, and how to reuse food wastage rather than going to landfill and the carbon emissions saved and how this saves greenhouse gases which has impacts on the environment.*
- 3) *Driving procedures and how carpooling/sharing and changing different modes of travel can reduce carbon emissions and we have explained the differences in carbon footprints of each mode of travel*
- 4) *Raise awareness and their knowledge regarding energy efficiency around the home when they purchase new appliances and what to look out for and understand the carbon consumptions of the different grades of fridges A or A++ etc and how energy efficient an appliance is*
- 5) *Spending less on buying new clothes by reusing clothes which are stored by having them repaired and saving them to go on landfill. Raising awareness and their understanding of how purchasing new clothes impacts and discarding old clothes effects the environment*
- 6) *Learning about low carbon food and food miles*
- 7) *Discussing carbon emissions of different modes of transport*
- 8) *Using correct recycling bins*
- 9) *Benefits of car sharing and environmentally friendly transport*

## Climate literacy activities



## ***Learning and Reflection***

Considering this was Milan's project the staff, volunteers and management committee are pleased with the achievements of Positive Climate project. The project has contributed significantly in reducing carbon emissions through practical and informative activities helping to change people's behaviour.

We found that certain strands, such as seasonal food and local food, products without packaging and home growing was very much close the heart of the elderly. This is something they had grown up with in their home countries but since arriving in the UK had accustomed their lifestyles to the western world. We became aware another reason for giving up home growing was the elderly was not being able to read the instructions in English and they would get mixed up with the sowing times and have no results. Through this project they are now aware of how important it is to sow seeds in the right seasons and have this support in hand now through the organisation. Everyone was keen to make positive changes and for some this was truly meaningful, going back to the way they used to live in their home countries.

As much as we enjoyed delivering the project there was many elements which were a learning experience for us and we perhaps would do differently if the opportunity was to arise again. Highlighted below is some of the issues we came across, which within time and team effort were overcome, however when delivering a project which requires concise paper trail and data collection time can be pretty much limited.

- 1) We found trainings and informative events as much as they were helpful took up quite a lot of time.*
- 2) We did not anticipate that the stitching/alteration sessions to make stored clothes usable would be so popular, and once a month was clearly not enough for each group.*
- 3) We did not anticipate the lengthy process for administrative work which would be involved and had not budgeted for this.*
- 4) Collecting data and conducting surveys was time consuming and a difficult task as most of the participants were unable to complete themselves due to literacy issues. Staff and volunteers had to get the information verbally and then complete forms which proved time consuming.*

**Growing indoors**



**Reducing food waste**



## **Finance and Administration**

Milan received £34,552 for our very first one- year project and we have spent the total amount accordingly. There was initial hiccups in submitting claims and we were running behind due to the sheer overload of work and complexity of the claim process. Promoting the project, recruiting staff and sessional staff took ample time and thus leaving limited time for claiming. Our administrator who was responsible for submitting claims and she did not comfortable to put through a claim until she had taken the claims training which was in the end of May

Once we started submitting claims the process got easier and we caught up and were up to date with the claim submission. We did have to send in a few reprofiles to move money from underspent budget headings to overspent headings, and this was approved without any difficulty thanks to our development worker who supported us throughout the project.

As mentioned before this was our very first project and we had not anticipated the extra work the project claims would have on the administrator. We had not accounted for extra admin hours and this put undue pressure on her as we are a very busy office with limited staff hours.

The administrator left half way during the project and we were fortunate to recruit our current admin worker who has now been dealing with claims without any bother

## **Sustainable Legacy**

Milan as an organisation will take great effort to ensure that climate change is promoted after our project has ceased. Milan has in place an environmental policy which we would like to adhere to impact the communities we work with.

Milan staff and volunteers worked alongside Climate challenge staff and enhanced their knowledge as well as updating their skill base through supporting CCF workers with activities, presentations, workshops and collecting data from service users.

Staff have been working on a garden bed within the day care provision and an indoor garden space and service users have built up an interest and are passionate to continue with this area of work long term. Service users have also become keen to grow their own herbs and are reluctant to purchase herbs such as mint, coriander and parsley from shops after learning the process is easy and manageable for them from home. We will continue to hand out free seeds to promote home growing.

Service users also want to continue to eat low carbon food and this will also be incorporated in the menu's we order so that this is also a sustainable change.

Staff and volunteers will avidly work with service users to promote car sharing and using public transport thus reducing the need for taxi's which are high on emissions and not cost effective.

### Activities grid

How many <b>training courses</b> did your project deliver? .	4
How many <b>events</b> did your project hold?	98
How many <b>events held by other organisation</b> did you participate in?	25
How many staff, volunteers or community members have achieved <b>qualifications</b> through the project	13
How many people were <b>directly employed</b> by your project	0.12
How many <b>sessional staff members</b> were employed throughout the project?	1
Has the project supported the development of any <b>long-term jobs</b> which are not dependent of CCF Funding.	0
How many <b>people are actively involved</b> in your project	115
How many <b>people volunteer</b> their time and energy to keeping the project going	10
How many <b>volunteer hours</b> have been recorded to support your project?	616
How many <b>schools</b> are involved in your project?	0
How many <b>Climate Conversations</b> did you run with your community?	3
How many households have received <b>Home Energy Efficiency Checks</b> as part of your project?	14
How many households have been <b>referred to Home Energy Scotland</b> for further action?	29
How many people have been <b>referred on to other support agencies or providers</b> for further action?	2
How many <b>square metres (m<sup>2</sup>) of community growing space</b> (raised bed)	8
How many households have <b>started growing food or composting at home</b> with the support of your project?	4

## **TESTIMONIALS FROM POSTIVE CLIMATE PROJECT USERS**

I have learned so much through this project, I had no idea how much negative impact buying clothes can have on our environment. I took part in a wardrobe audit and realised I had 25% clothes I have never worn due to ill-fitting

I am so happy to be taking part in Milan's project to help save the environment. I now understand about climate change and global warming which is always on the news carbon emissions

I have changed my life-style to low carbon food after learning of the I benefits from Positive Climate Change. I feel so much healthier and energetic

I am so thankful to Milan's Climate Challenge worker who supported me to gain confidence to walk to the day care centre. I not only feel healthier and energetic but am proud to be saving carbon emissions output

I gained so much knowledge through the project and have made savings on energy bills by now putting my electrics on standby as well as using less time in the shower by keeping note of water usage with the Scottish water timer I was given at one of the activity workshops

This report was compiled and submitted on 06/06/2019 by Sophia Latif. We would like to thank the Scottish Government and Keep Scotland Beautiful for the opportunity and support throughout the project.

## SUPPORTING INFORMATION

### CARBON REPORTER SUMMARY

Project name	Positive Climate Changes
Organisation name	Milan SWO
CCF project number	5439
CCF grant amount	£34,552
Start date	01 April 2018
Finish date	43555.00
<u>Length of CCF project</u>	One year

Date of tool completion	31 May 2019
Name	sophia Latif
Date of submission	04 June 2019
<u>Reporting year</u>	Y1
<u>Reporting quarter</u>	Q4

#### Summary of estimated savings to date

Project theme	Project savings (tCO <sub>2</sub> e)	Lifetime savings (tCO <sub>2</sub> e over expected lifetime)	Upper range	Lower range
Energy Efficiency	14.9	44.7	49.2	40.2
Community Buildings				
Food	17.0	51.0	76.5	25.5
Travel	7.0	21.1	23.3	19.0
Waste	4.2	12.7	15.9	9.5
<b>Total</b>	<b>43</b>	<b>130</b>	<b>165</b>	<b>94</b>