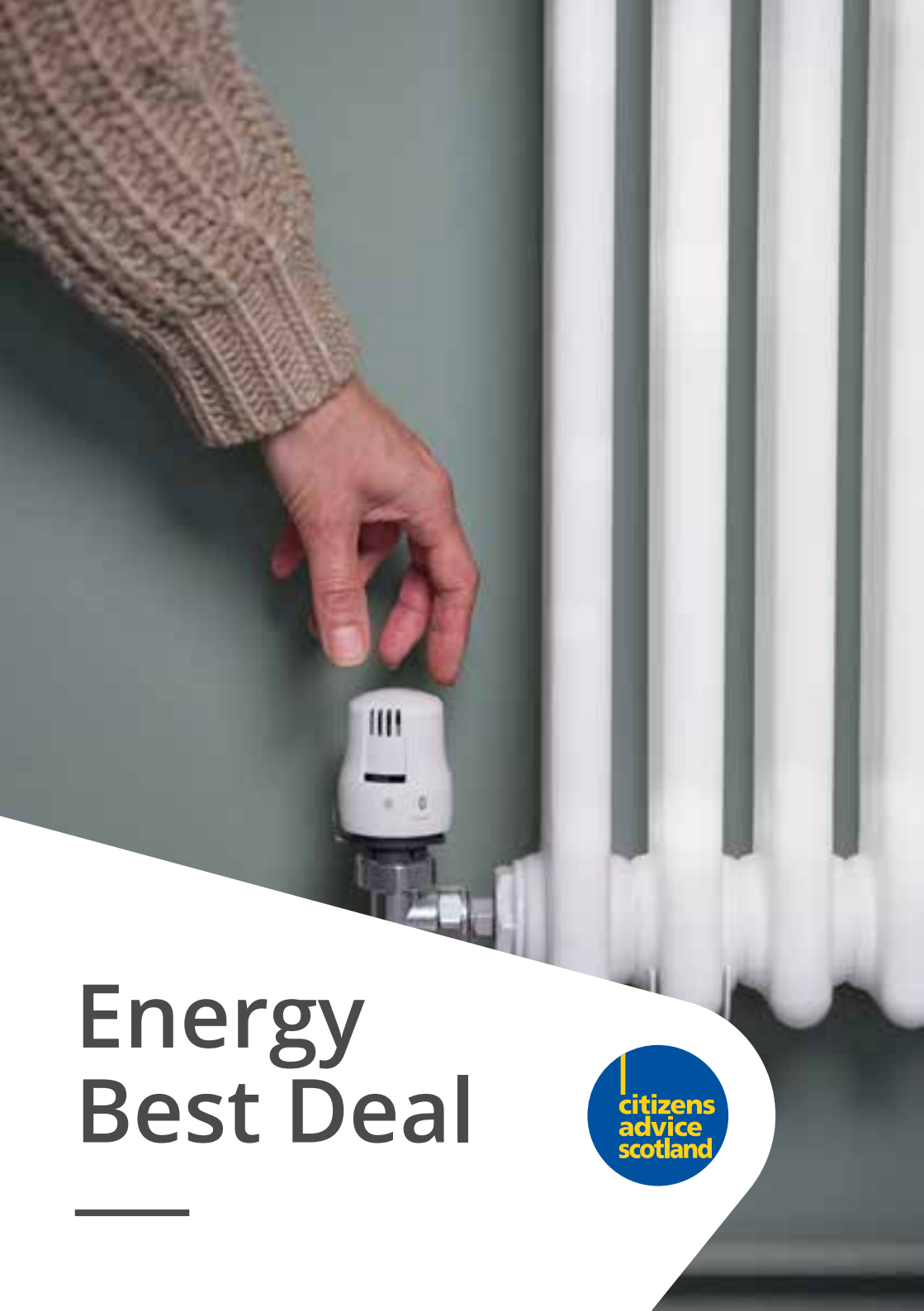


Energy Best Deal

citizens advice scotland

Energy efficiency grants and schemes

Home Energy Scotland can help you apply for Scottish Government grants and loans to improve the energy efficiency of your home. They will also offer general energy efficiency advice to help reduce your bills. For free, impartial advice you can call them on 0808 808 2282. They can provide access to:

Warmer Homes Scotland Scheme

Warmer Homes Scotland helps eligible homeowners and private-sector tenants improve their home's heating and energy efficiency. You could get support with wall insulation, loft insulation, draught proofing, central heating systems and renewables. The scheme is funded by the Scottish Government.

If the work is more expensive, you might need to pay for some of it.

If you rent your home from a private landlord, you will need your landlord's permission before the work starts.

The Warmer Homes Scotland scheme will not normally pay for work that your landlord is already legally responsible for under the Repairing Standard. You can still get other improvements recommended for your home if you meet the eligibility rules.

To qualify for the scheme, householders must:

- be either a homeowner or a private-sector tenant
- have been living in your home, as your main residence, for at least 6 months (unless you're terminally ill and have an SR1, a DS1500 or a BASRiS form)
- live in a home with a poor energy rating – this will be assessed by a surveyor
- live in a home with a floor area of 230 square metres or less

- live in a home that meets the Housing (Scotland) Act 2006 tolerable standard
- live in a home where the council tax band is A-G

You must also have someone in your household who is either:

- aged over 75 and has no working central heating
- terminally ill and has an SR1, DS1500 or BASRiS certificate completed by a medical professional
- getting at least 1 of the passport benefits below

The passport benefits are[1]:

- Adult Disability Payment
- Armed Forces Independence Payment
- Carer Support Payment
- Child Disability Payment
- Constant Attendance Allowance
- Council Tax Reduction (not the student or single person discount)
- Housing Benefit
- Income-related Employment and Support Allowance
- Industrial Injuries Disablement Benefits
- Pension Age Disability Payment
- Pension Credit – Guarantee element
- Scottish Adult Disability Living Allowance
- Scottish Child Payment
- Severe Disablement Allowance
- Universal Credit
- War Pensions Mobility Supplement

To apply for this scheme, phone Home Energy Scotland on 0808 808 2282. You can still phone if you are not sure if you get one of the benefits in that list. They will go through the whole application process with you. If you cannot get onto the scheme, you may still be able to get other kinds of help from Home Energy Scotland.

Area based schemes

The Scottish government funds local councils to deliver energy efficiency schemes in areas with high levels of fuel poverty. The improvements available depend on the scheme in your area. The schemes mainly include solid wall insulation to help your home retain heat, reduce energy use and lower carbon emissions. Contact your local council or Home Energy Scotland to find out what's available where you live.

Home Energy Scotland grants and loans

Grants and loans are available from the Scottish Government to improve the energy efficiency of homes. Energy efficiency is when you make changes to your home so that you can use less energy to get the same effect. Energy efficiency improvements can include insulation, home renewable systems, connections to district heating schemes and energy storage systems.

For more information about area-based schemes or Home Energy Scotland, call 0808 808 2282 or go to www.homeenergyscotland.org.



Energy Saving Tips

Gas central heating

Timer/Programmer

You can set your heating to come on at the times you usually need it. For example, you could set it to come on in the morning and again in the evening. You could set the timer to switch on the heating and/or hot water before you get up and before you come home.

If you're not sure how long your home takes to warm up, try setting it to come on about 30 minutes before you need it. You might need to turn it on earlier if your home takes longer to warm up or the weather is colder than usual.

You might need your heating on at other times if you're at home during the day. Choose timings that suit your routine and health needs.

Troubleshooting: Is the clock on the timer set to the right time? Make sure that it reads AM if it is morning or PM if it is afternoon. If it is a 24-hour clock check that you have set it to the right hour.r.

Hot water thermostat

If you have a hot water tank, it should have a thermostat. This is usually fitted to the side of the tank. Combi boilers do not have a tank.

Check that the thermostat is set to between 60°C and 65°C (140-149°F). This is hot enough to kill harmful bacteria in the water without using more energy than necessary. Setting it higher could cost more money and increase the risk of scalding.

Boiler thermostat

The boiler thermostat controls the temperature of the water going from the boiler to the radiators and hot water tank. This is known as the flow temperature.

If the flow temperature is higher than you need, you might save energy and money by lowering it. Do not set it so low that your radiators cannot warm your home properly.

The boiler thermostat might be marked with numbers or with 'min' and 'max' which usually equals temperatures of approximately 50-90°C (122-194°F). You might be able to use a lower setting during warmer weather. If your home is not getting warm enough, especially in cold weather, you might need to increase it.

Check your boiler's instructions before changing the setting, especially if you have a separate hot water tank. The boilers need to heat the stored water between 60°C and 65°C.

If you have a boiler in a cupboard, the thermostat should be at the front, or inside a flap. If you have a 'back boiler' (fitted behind the gas fire) you will find the thermostat under a panel below the gas fire.

Room thermostat

This controls the temperature in your whole home. You should have only 1 thermostat, usually on the wall in either the living room or the hall. When the room is warm enough, the thermostat tells your boiler to stop sending heat to your radiators. If this thermostat is set too high, it wastes energy and money. It is recommended that your room thermostat is set to between

18°C and 21°C (64.5-70°F), or 20°C and 23°C (68-73.5°F) if you live with a young child or an older or disabled person.

Radiators

Make sure your radiators are turned on (there should be a valve at the side of the radiator). Run your hand over the radiators to check that they are warm all the way up. If they are cold at the top, there could be air in the system. This means that the radiators aren't giving out as much heat as they should. Removing trapped air from radiators is known as 'bleeding' radiators. You should bleed your radiators once every year.

Thermostatic radiator valves

Apart from the room with the room thermostat, you can control the temperature in individual rooms by using the thermostatic radiator valves (TRVs) fitted to the radiators. The valve works by controlling the rate the hot water flows through the radiator.

The valve has numbers or markings on it showing how hot the radiator is. 1 is the coldest setting. The warmest option will be 5 or more. TRVs allow you to control the temperature in each room separately. If TRVs are used properly they can help you to save money on your heating bills.

If you have TRVs, turn them up to 3 or midway when the heating is switched off for the summer. This will stop the valve sticking shut leaving you with no heat when the heating is turned back on in the autumn.

Gas fire

If you have a gas fire in your living room, make sure that it is kept free from dust and is not covered in any way. If you have a ventilator in the window or an airbrick in the wall DO NOT BLOCK IT UP. The ventilator will have been fitted to provide air for the gas fire to burn properly. If you cover up the ventilator, you can get a buildup of carbon monoxide. Carbon monoxide can kill you.

If you have radiators as well as the gas fire, don't use just the gas fire for heating. Using the radiators will help you heat more than one room.



Energy saving tips

Simply follow the energy saving tips below to help minimise wasteful use of energy in your home every day:

1. Switch off lights in empty rooms.
2. Close curtains at dusk.
3. Set thermostats correctly – hot water tank thermostat between 60-65°C, room thermostat between 18-21°C (or 20-23°C if there are older people, very young children, or someone with health difficulties in the home).
4. Turn electrical appliances off at the plug rather than leaving them on standby.
5. Only fill the kettle with as much water as you need each time you boil it.
6. Do not place furniture in front of a radiator.
7. Wait until you have a full load before using a washing machine and try using a lower temperature (30°C).
8. Fit a water efficient shower head.
9. If you use a tumble dryer make sure to fill the dryer.
10. To avoid damp and mould make sure you heat and ventilate the room properly when drying clothes indoors. Open the trickle vents in your windows while leaving the radiators running. Do not dry clothing on your radiators.

Storage heaters

Storage heaters work by heating a core of heat retaining bricks inside the storage heater. They generally charge overnight but when used correctly will give out most of their heat during the day.

How are they controlled?

There are 2 controls on most storage heaters, an INPUT control and an OUTPUT control.

The INPUT control tells the heater how much heat to store when it charges. If it is going to be a very cold day tomorrow you should set the INPUT control higher. Generally, the settings are:

- Low to medium (1 to 4) in spring and autumn; and
- Medium to high (5 to 9) in winter

Higher settings use more electricity. If there is no input control, the heater will automatically decide how much heat to store.

The OUTPUT control tells the heater how much to heat the room. by opening and closing an internal vent. It can also be called BOOST or ROOM TEMPERATURE.

Older storage heaters

If the output is set at 1, the vent will stay shut. If the output is set at 2, the vent is opened and closed automatically by a thermostat. A thermostat is a device that switches things on or off based on the temperature. When the vent is closed the heater stores heat. When the vent is open it lets the heat out, warming the room.

If the output is set higher than 2, heat is released faster, and the heater will run out of stored heat very quickly.

Modern storage heaters

These have a thermostat and timer and can be set in advance, so they don’t need to be changed manually.

Advice for people without mains gas

Electricity

If you use electricity to heat your home with storage heaters, it is often cheaper to pay for your electricity using Economy 7 or Economy 10 tariffs. These are known as specialist time of use tariffs. A tariff is a plan for how much you pay for your heat. Not all energy companies offer these tariffs. An energy tariff is a plan for how much you'll pay for your gas or electricity. Not all energy companies offer Economy 7 and Economy 10. You will also need a dual-rate meter or a smart meter that records two rates.

If you have a radio teleswitch meter

If you have a time of use tariff, you might have an electricity meter that uses a radio signal to switch between peak and off-peak rates. These are called radio teleswitch (RTS) or dynamically teleswitched (DTS) meters.

You'll need to have your RTS or DTS meter replaced because the radio signal was switched off on June the 30th 2026. This means that if you have an RTS meter your electrical heating and hot water might stop working. For example, your hot water might be left on permanently, or your storage heaters might use electricity at a more expensive time.

If you have problems with your electricity supply

If your electricity stops working, tell your supplier. Your supplier is the company that sends you bills for your electricity.

From 1 August 2025, all suppliers need to have a way for you to tell them if your electricity stops working. Check your supplier's website for how to contact them - they should have support available 24 hours a day.

Contact your local Citizens Advice bureau or Advice Direct Scotland's energy advice service if you need more help.

Citizens Advice bureau
Website: cas.org.uk/get-advice

Advice Direct Scotland energy advice
Freephone: 0808 196 8660
Website: energyadvice.scot

Liquid Petroleum Gas (LPG)

If you use LPG and have a tank for storing it, you will normally have a contract with the tank owner to supply LPG. Your supplier is the company that sends you bills for your LPG. After 2 years you can shop around to see if you can get a better deal from other LPG suppliers. Most suppliers will let you keep your old storage tank. If a supplier wants to fit a new storage tank then they must pay for it. They must also pay to remove the old tank.

Most LPG suppliers provide payment plans or direct debit options to help you spread the cost of buying LPG. Nearly all LPG suppliers are members of the trade association, Liquid Gas UK (LGUK). If you have a problem with your LPG supplier, you should ask your supplier for a copy of its complaints procedure. This will set out your rights as an LPG buyer. There is more information at https://www.liquidgasuk.org/

All LGUK members have a vulnerable consumers' protocol. This sets out the support available for customers with visual or hearing difficulties or who have problems paying their bills.

LGUK members will also give priority to vulnerable consumers when their supplies are low. If there are problems with deliveries LGUK members will be prioritised if someone in your house:

- is over 75
- is chronically ill
- is registered disabled

You may also be prioritised if anyone in the household is pregnant or there is a child under two.

Solid fuel

If you use coal or wood, it is usually cheaper to buy in bulk than in smaller bags. If you buy in bulk the supplier will normally deliver it to your home. Your supplier is the person you buy coal or wood from. However, you will normally have to pay up-front or agree a financial arrangement with your supplier. You also need to have space for storing lots of coal or wood. You can find a lot of useful information about coal and wood on the Solid Fuel Association's website: https://solidfuel.co.uk/

District heating

If your home gets its heating and hot water through a heat network (often called district heating) or a communal heating system, then you often have to stay connected to a single supplier. Your supplier is the company that sends you bills for your electricity.

However, you can help to manage your energy bills and get the support you need by:

- Making sure you are on the right heat tariff. A tariff is a plan for how much you pay for your heat. Some (but not all) heat suppliers offer different tariffs for low, medium and high heat users. Check with your supplier directly to see what option would be best for your needs.
- Check the payment options available to you. Many heat suppliers have the option of spreading payments throughout the year.
- If you prefer to pay for your energy weekly, then ask your supplier about alternative payment options.
- Ask your heat supplier if they have a Priority Services Register (PSR) and get signed up if you are eligible. This can help to ensure you get alternative heating should something go wrong. See more information about signing up to the PSR at the end of this booklet.
- Check if your supplier is a member of the Heat Trust: https://heattrust.org . If your supplier is a member the heat trust will check your supplier meets Heat Trust standards.

- If you're struggling to pay your bills or have an issue as a heat networks customer, you can contact Advice Direct Scotland for free and independent advice on 0808 196 8860. They can also refer you to the Extra Help Unit if required, where more help can be given to resolve issues with your heat network.
- refer you to the Extra Help Unit if required, where additional support can be provided to resolve issues with your heat network.

Heating oil

If you use heating oil, there are a number of ways you can save money on your bills. Here are some top tips:

- Fill up your tank well before winter. Suppliers are less busy and can offer better value (fuel is more expensive in December, January and February). A supplier is the company you buy your oil from.
- Ask several oil suppliers for quotes and get the best price. A few of these are below -
  - Boiler Juice www.boilerjuice.com
  - Fuel Tool www.fueltool.co.uk
  - Home Fuels Direct www.homefuelsdirect.co.uk
  - Oil Club www.oil-club.co.uk
- If you have difficulty paying for your fuel in one go, ask your supplier about flexible payment options.
- If switching supplier, give your new supplier the right delivery instructions so they can then send you the oil safely.
- Consider joining an oil club if you have one in your area. Oil clubs will negotiate with suppliers for the best bulk price for heating oil.

Some clubs can help your cashflow by allowing you to order smaller amounts 4 times a year but still benefit from the bulk pricing.

Most heating oil suppliers are members of the trade association, the UK & Ireland Fuel Distributors Association (UKIFDA). They have a Customer Charter which tells you what to expect from suppliers that are part of UKIFDA. This includes information about what to do if you have a complaint.

Ask your oil supplier for a copy of the customer charter or find a copy here: https://ukifda.org/code-of-practice-and-customer-charter/

The UKIFDA also has a new Cold Weather Priority Initiative to support households where at least one resident is 75+. You can find out more here: https://ukifda.org/cold-weather-priority-initiative/

Help for oil and LPG (Liquid Petroleum Gas) users

The Scottish Emergency Heating Oil Scheme (EHOS) helps you get an extra £300 to pay for oil or LPG. You may be able to apply for EHOS twice and get £300 each time. EHOS is run by Advice Direct Scotland.

You can get support if you are on the following benefits:

- Employment and Support Allowance (ESA)
- Housing Benefit
- Income support
- Jobseekers Allowance (JSA)
- Pension Credit
- Scottish Child Payment
- Universal Credit

OR

You are in financial hardship (struggling with money) for instance if you:

- Are in debt
- Are in arrears
- Are frequently in your overdraft
- Are relying on credit cards for essentials

AND

You or someone you live with has additional vulnerabilities such as:

- A disability
- A long-term illness or medical condition
- A mental health condition
- Getting end-of-life care

- A child under 5 living with you
- You are over 75
- You have recently come out of hospital
- You live in a rural or remote area
- Debt
- You are waiting for a benefits decision or appeal
- Bereavement – someone close to you has died
- Any other major life event such as losing your job

You can apply at https://homeheatingadvice.scot/ or phone 0800 048 7413.

EHOS has been extended to cover this winter. It has not been decided when the scheme will close.

Smart Meters and In-Home Displays

Your supplier should contact you to tell you exactly when you can get a smart meter. If they don't, you can contact them to ask when that might be. A smart meter can automatically send meter readings to your supplier. This means your supplier can bill you accurately for the energy you have used. A supplier is the company you buy your energy from. For prepayment customers having a smart meter gives you more ways to top-up, for example by phone, online or through an app.

Smart meters should mean that manual meter readings, estimated bills and high catch-up bills will become a thing of the past. Over time, smart meters will also give you access to a range of new products and services. More detailed information about your personal energy use will help you to be more efficient in your use of energy and make switching easier.

Your energy supplier should offer you an 'In-Home Display' alongside your smart meter. The display will show you how much energy you are using and the cost of that energy. Different suppliers will offer different In-Home Displays so you might want to ask which features yours will come with.

Key Fact: A smart meter won't automatically save you money – you have to take action yourself to reduce your energy costs. The best way to do this is to use the digital 'In-Home Display' that you should be offered with your smart meter. This allows you to keep track of how much energy you are using. You can then try to reduce it, for example by turning off appliances you are not using

Top tip The In-Home Display will give you instant information about your electricity and gas costs, but you don't need to use one – your smart meter will still work without the display.

While energy suppliers have to take reasonable steps to offer smart meters to everyone, you don't have to accept one if you don't want one. Smart meters are the only option available to replace old meters. However, you can still ask your supplier not to use the smart meter functions, meaning that your smart meter will act like a traditional meter.

You can choose how often energy information is sent via your smart meter to your energy supplier. By default, your supplier will be allowed to collect 1 meter reading per day, and they should tell you if they are going to do this. Energy suppliers will have to ask for your consent to collect anything more detailed. This means that you can say no if you do not want your supplier to collect more detailed information.

You can also choose to share as little as 1 meter reading a month and change your mind about how much you share at any time. Your energy supplier is not allowed to use your smart meter data for purposes other than billing unless you say that they can. The detailed data shown on your In-Home Display will remain in your home and your supplier won't be able to see it unless you allow them to.

Key Fact: If you have a smart meter, you can still change energy supplier as before. However, some early versions of smart meters called SMETS1 meters might not fully work with the new supplier straight away. If you have one of these meters and change suppliers, you might temporarily lose some of your 'smart services'. For example, you might have to start submitting meter readings again. If you have a SMETS1 smart prepayment meter, an update will be sent to the meter to 'upgrade' it to SMETS2. The update can be sent using the internet, the supplier does not need to go into your house. You can check the progress of this at https://www.smartenergygb.org/about-smart-meters/do-i-already-have-one

Newer versions of smart meters called SMETS2 meters are 'fully interoperable' and so will work as normal when switching.

Smart meters can operate in pre-payment mode or in credit mode.



Further Help For Customers

Priority Services Register

The Priority Services Register (PSR) is a free UK-wide service which provides extra help during power cuts or when there's an interruption to your electricity, gas or water supply. You are eligible to sign up to the register if you:

- Are over 60 years of age
- Have a chronic illness
- Are blind or partially sighted
- Are deaf or hard of hearing
- Are disabled
- Live with children under the age of 5
- Have anxiety, depression or another mental health condition
- Use gas and have loss or impairment of smell
- Need translated documents from utility companies
- Need temporary extra support
- Use medical equipment reliant on electricity or water

If your situation isn't listed, you might still be able to sign up for priority services if you find it hard to deal with your energy supply.

Power cuts and interruptions

If you're registered, you can get:

- Prior warning of planned interruptions to supply
- Generators, bottled water, hot meals or blankets during a power cut

If you struggle to reach your meter

If you're registered for the PSR, you can ask your energy supplier to:

- move your meter so it's easier for you to access
- send someone to read your meter every 3 months

Your bills and communications

If you struggle to read bills or are not confident contacting your supplier, you can ask for:

- accessible bills – for example, braille or type talk
- an interpreter if your first language isn't English
- bills and other communications to be in a language other than English
- your network to say a passphrase when they contact you so you know that you are talking to the right people
- warning if the supplier needs to come to your house to fix something

You can register by calling your gas and/or electricity supplier and your electricity and gas distribution networks. You can find out more information here: https://psrscotland.com/#register

Warm Home Discount scheme

The Warm Home Discount (WHD) is a one-off £150 discount on your electricity bill. If you get gas and electricity from the same supplier, you can ask the supplier to apply the discount to your gas account instead. Not all suppliers offer this option. Your supplier is the company that sends you bills for your electricity.

A list of the suppliers who take part in the scheme can be found at www.gov.uk/the-warm-home-discount-scheme/energy-suppliers. Make sure you check the information for Scotland, not England and Wales.

In Scotland, some people will get the discount automatically (called the 'core group') and some people need to apply to their supplier (called the 'broader group').

Core Group

You'll get the Warm Home Discount automatically if you or your partner is named on the electricity bill and you get Pension Credit.

You might also be in the core group if you get another benefit and meet certain extra rules. The other benefits are:

- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Support for Mortgage Interest (SMI)
- Universal Credit.

If you get one of these benefits, you might get the Warm Home Discount automatically if you:

- are responsible for a child under 5 who normally lives with you
- get a child disability element
- have limited capability for work (LCW) or work-related activity (LCWRA)
- get a pensioner or disability premium.

Broader Group

If you don't get the Warm Home Discount automatically, you might be able to apply for it if you're in the broader group. Each supplier sets its own rules about who's in the broader group, but they must include people who get:

- Adult Disability Payment
- Housing Benefit
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)
- Income Support
- Pension Age Disability Payment
- Universal Credit.

You can contact your supplier to check if you're in their broader group.

You should apply as soon as your supplier opens applications, or you might miss out on the discount. Most schemes open in October each year, but some suppliers do open theirs earlier than this.

You can find out when each supplier opens their scheme on the Changeworks website - www.changeworks.org.uk/energy-advice/financial-support/warm-home-discount/

Find out more about the Warm Home Discount Scheme on GOV.UK www.gov.uk/the-warm-home-discount-scheme.

Park Homes Warm Home Discount

If you live in a park home or static caravan, you can apply for a Park Homes Warm Home Discount. This enables you to get £150 on your fuel bill even if you don't have an electricity account directly with a UK energy company. The scheme is managed through Charis Grants and opens in September 2026.

You can get the Park Homes Warm Home Discount if you have a household income under £21,091 a year OR if you get one of these benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment & Support Allowance
- Pension Credit
- Universal Credit with earned income of less than £1,758 for at least one relevant
- Assessment period
- Housing Benefit (or Housing element if receiving Universal Credit)

Find out more about how to apply on the Charis website. https://charisgrants.com/partners/park-homes/

Dealing with energy debt

If you are struggling to pay your energy bills, help is available. For example, your local Citizens Advice Bureau can discuss the support available to you.

Your energy supplier will also be able to help. It is very unlikely that you will be disconnected from your gas or electricity supply. Energy suppliers are more likely to install a prepayment meter as a last resort.

It is best to let your supplier know as soon as possible if you are finding it hard to pay your bills. They can help to set up a payment arrangement based on your ability to pay.

Many suppliers also have charitable trust funds that you could apply to for help with energy debt. For example, the BG Energy Trust can provide grants to help with debts owed to any energy supplier - you don't have to be a customer of theirs.

There are also supplier schemes that provide grants specifically for their customers:



- **British Gas Energy Support Fund**
- **E.On Next Energy Fund**
- **EDF Customer Support Fund**
- **Octopus 'Octo Assist' Fund**
- **Ovo Extra Support Package**
- **Scottish Power Hardship Fund**
- **Shell Energy Helpfund**

Switching

In previous years, Energy Best Deal has encouraged consumers to save money by switching tariff or supplier. There haven't been many switching deals available recently because of the cost of energy. This is starting to change and you might see more deals being advertised.

If you're thinking about switching to get a better energy deal, you should check if the tariff will work for you. A tariff is a plan for how much you'll pay for your energy.

Think about what you want from a tariff and how important it is, for example if you want:

- the cheapest tariff available
- a tariff you can leave at any time without paying an exit fee
- a tariff for people who charge an electric vehicle - this is called an 'EV tariff'
- a tariff for people who use a heat pump
- a renewable energy or green tariff.

You can check your supplier's tariffs on their website or online app, or by contacting them. Compare your supplier's tariffs with other suppliers' tariffs to make sure you're getting the best deal.

You can check other suppliers' tariffs using a price comparison website. Not all websites will show the same tariffs and suppliers, so it's a good idea to check a few different websites. You can find a list of price comparison websites on Ofgem's website. www.ofgem.gov.uk/information-consumers/energy-advice-households/switch-energy-supplier

Energy Best Deal

This booklet is aimed at consumers in Scotland. It has been produced by Citizens Advice Scotland to help you to understand what help and support is available to you if you are struggling to pay your bills.

All information in this booklet is correct as of August 2026.

For more information please visit: citizensadvice.org.uk/scotland or call your local Citizens Advice Bureau.

www.cas.org.uk

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CitizensAdviceScotland

The Scottish Association of Citizens Advice Bureaux - Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)