



Large scale retrofit in practice

Energy Action Scotland 2024

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November 2024

The work we do

Warmworks is a joint venture, initially set up in 2015 to manage the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland (WHS) – we now deliver contract all across the UK

We were appointed to deliver the £728m new phase of WHS in 2023, which can run to 2030. The scheme provides **whole house retrofits to homes in or at risk of fuel poverty**

More than 35,000 households have been helped through the Warmer Homes Scotland schemes, with an average annual bill saving of **over £300 per year**

We have also supported or enabled the creation of more than 160 apprenticeships and over 800 new jobs, making 'green jobs' and 'green skills' a tangible reality

Work is delivered by a supply chain of 35 local installers, mostly SMEs based in all parts of the country: we know that our service must be **national in scale but local in experience**

Our skill set is about providing an end to end service for fuel poor homes and communities that understands the circumstances of individual homes, communities and buildings



Our role within the retrofit journey

Managing the end-to-end Customer Journey, including establishing and managing a supply chain of local sub-contractors to install measures.

More than 16,000 measures have been installed in the last year, in customers' homes through the scheme.

Our responsibilities include:

- Assessing household eligibility for the scheme
- Carrying out a retrofit assessment of the property
- Produce a recommendations report for our customers
- Engage our supply chain to complete a technical assessment and design the installation
- Co-ordinating the installation of measures
- Completing a post-installation inspection
- Completing mandatory paper including insurance backed warranties
- Conducting an annual service visit (where required)



Misconceptions and myths

The supply chain isn't there to deliver: the supply chain will be ready to deliver if Government and key stakeholders create the right environment – any major investment is about the conditions and climate in which people are asked to invest

Fuel poor households can't use new technology: we have shown that customers can and will adapt behaviours and tariff choices if provided with the right guidance and support – fuel poor homes actually have the greatest incentive to do just that

The process ends with the right kit being installed: the technology is only part of the solution – vital to engage people and communities from the beginning of the process until well after the work is completed

New products and market innovation will do this by themselves: this can't be left to the market by itself – the technology needs to be adapted to the lives of individual homes and families

Customer journey



Overview of first year



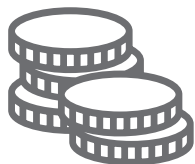
17,000 referrals
received



11,500 retrofit
assessments



4,923 households
completed



£359 average
household saving



99% customer
satisfaction



664 jobs created

Current position for scheme delivery

Across the last twelve months the volume of work has been extremely high, and there is a balance to be struck in terms of the **demand versus the available budget**

We are now in a position where the Scottish Government has introduced extended waiting times for customers applying to the scheme

The scheme remains open, and delivering a reliable, trustworthy and professional service remains as our number one priority

We will continue to work with the Scottish Government to manage and maximise available budget for this year and the year ahead

This contract can run to 2030 – we know there will always be changes in volume during that period but it's important that we maintain high-quality delivery for vulnerable customers.



Questions?

