



WARMWORKS
Scotland

Ensuring Warm Homes For All: Role of a National Scheme

ALEO Conference, Birmingham
28 November 2018
Simon Kemp



Aims for today

- Introduce Warmworks
- Warmer Homes Scotland Scheme – the national approach
- The devolved policy landscape



Warmworks and Warmer Homes Scotland

Warmworks is a joint venture partnership between EST, Changeworks and Everwarm

Set up in 2015, we manage the Scottish Government's flagship £224m national fuel poverty scheme, Warmer Homes Scotland

Warmworks manages the customer journey end to end from referral through to final inspection



Key results – 2017/18

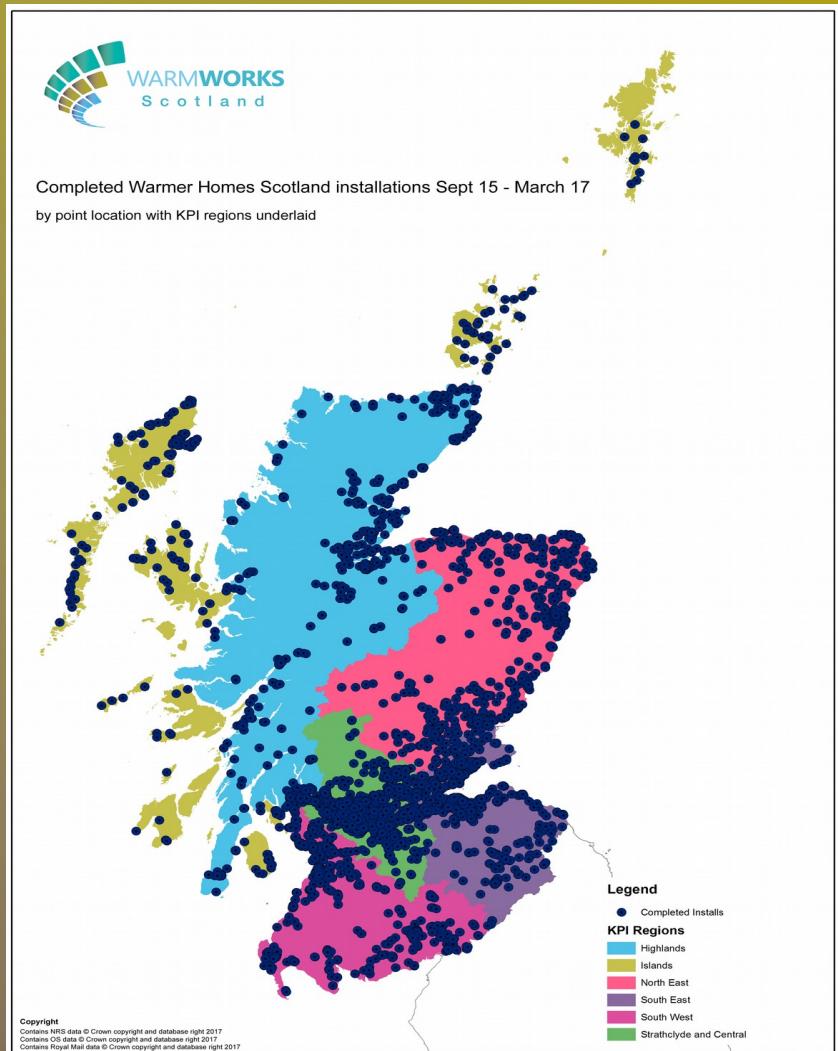
- 4,903 households received measures with an average annual bill saving of £318
- Average SAP improvement of 9.6
- The scheme to date has helped more than 11,000 householders
- Replaced almost 4,500 inefficient or broken boilers
- Answered 27,829 calls and 97% of them in target time
- 8,500 surveys across the whole of Scotland
- Carried out over 5,000 inspections, 93% passed first time
- 250,000+ interactions on our social media platforms
- £29.5m spent delivering measures



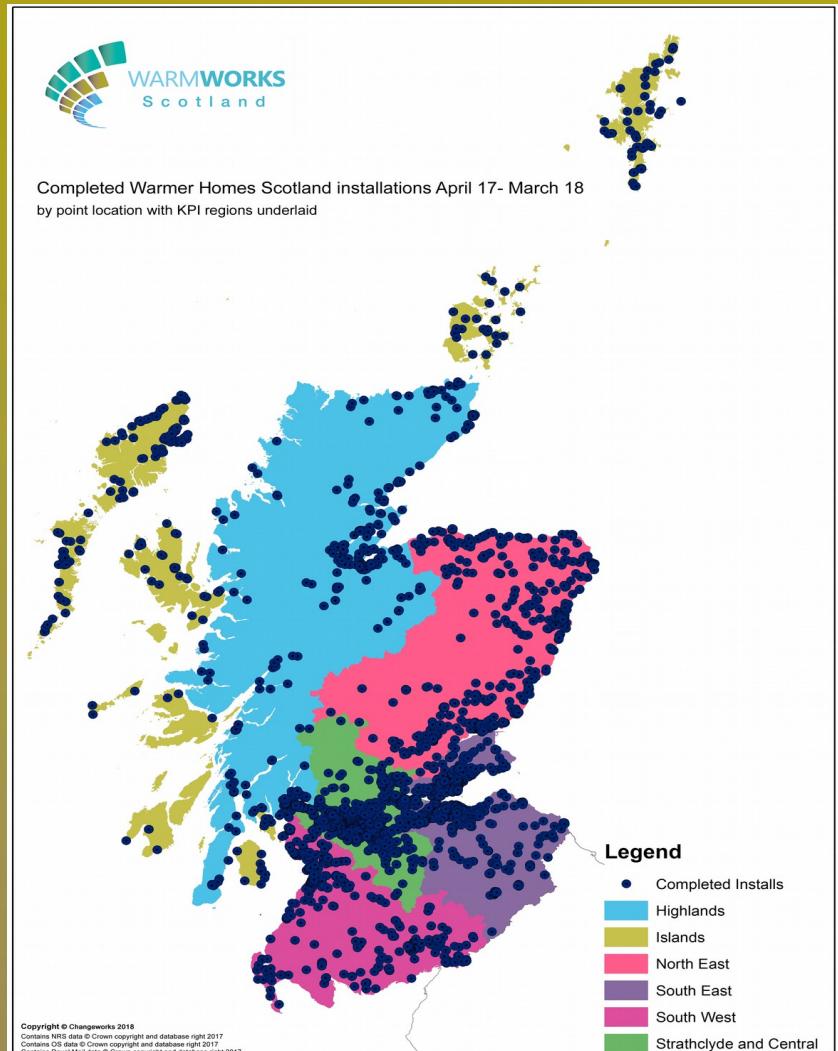
Warmworks Annual Report 2017/18
A valued service, a sustainable difference

Continuing to deliver across Scotland

Making a big impact across all areas of Scotland with 21 sub-contractors across Scotland delivering great local service.



Sep 15 to March 17



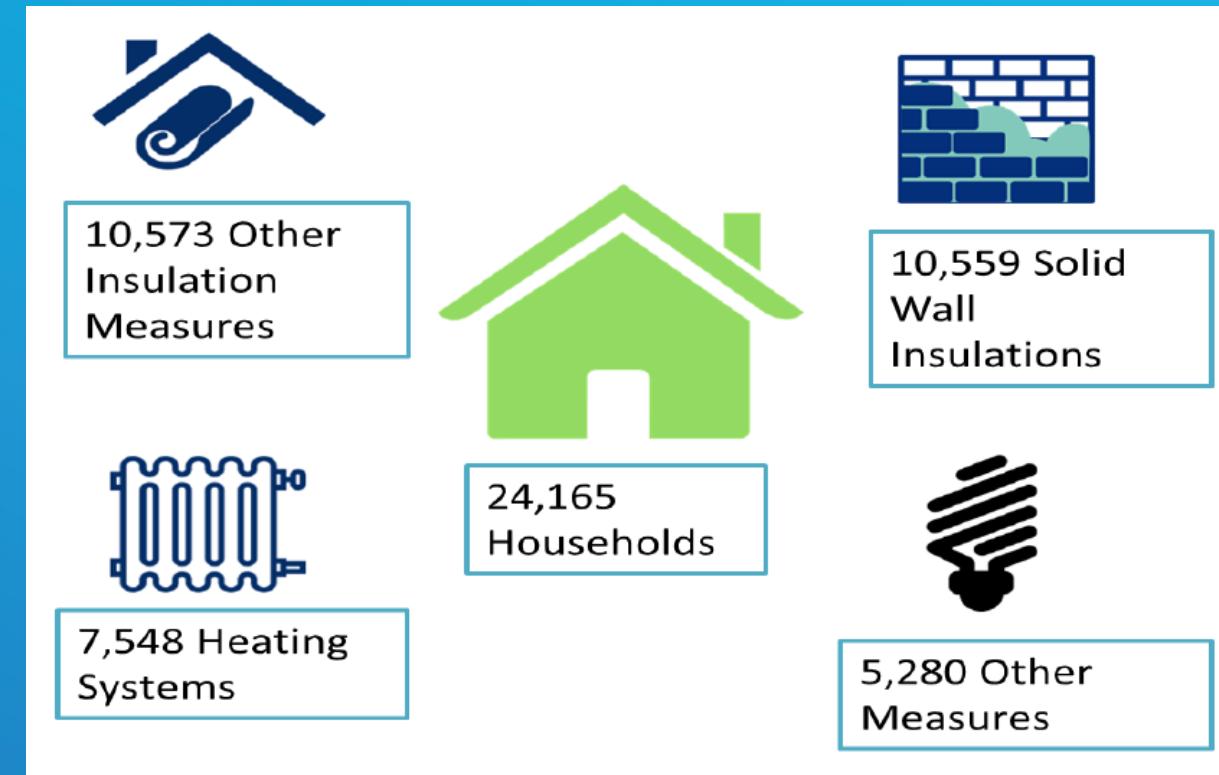
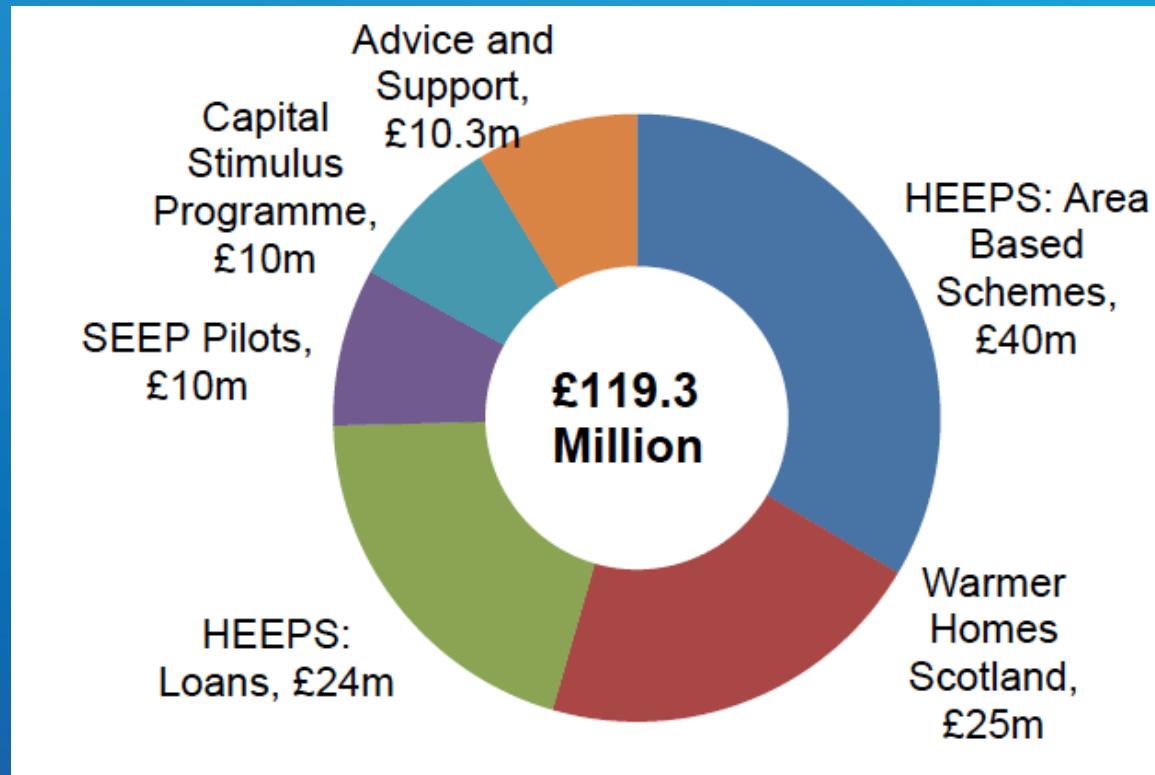
April 17 to March 18

Communities impact

- Almost 100 apprentices in the supply chain
- All of our supply chain re-stated their commitment to Living Wage
- We were shortlisted for a Living Wage Award for the second year running
- Accredited as an Investors in Young People employer
- Warmworks has supported work experience placements
- Winner of GO Awards Scotland's Best Service Provider 2018



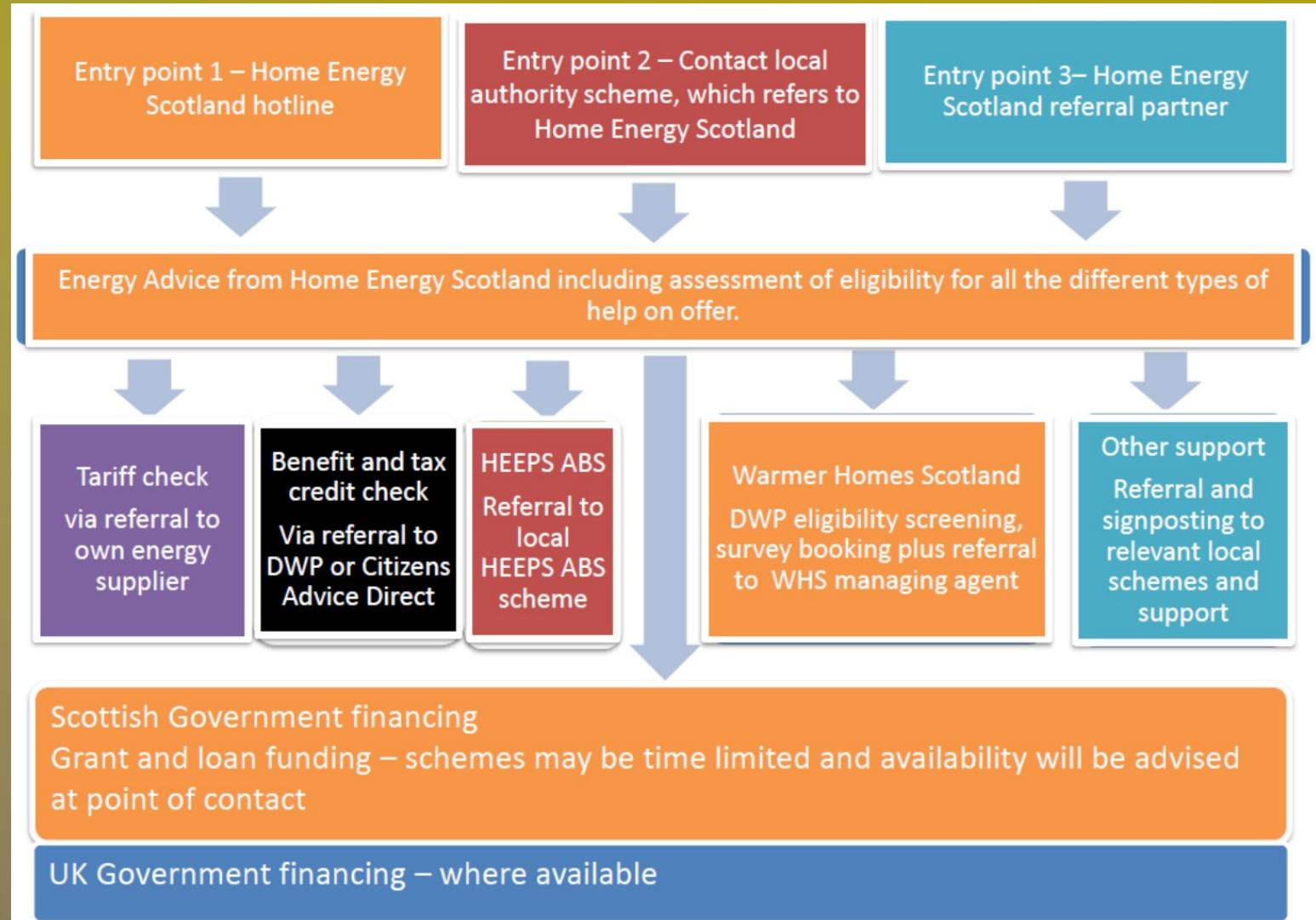
Home Energy Efficiency Programme 2016/17



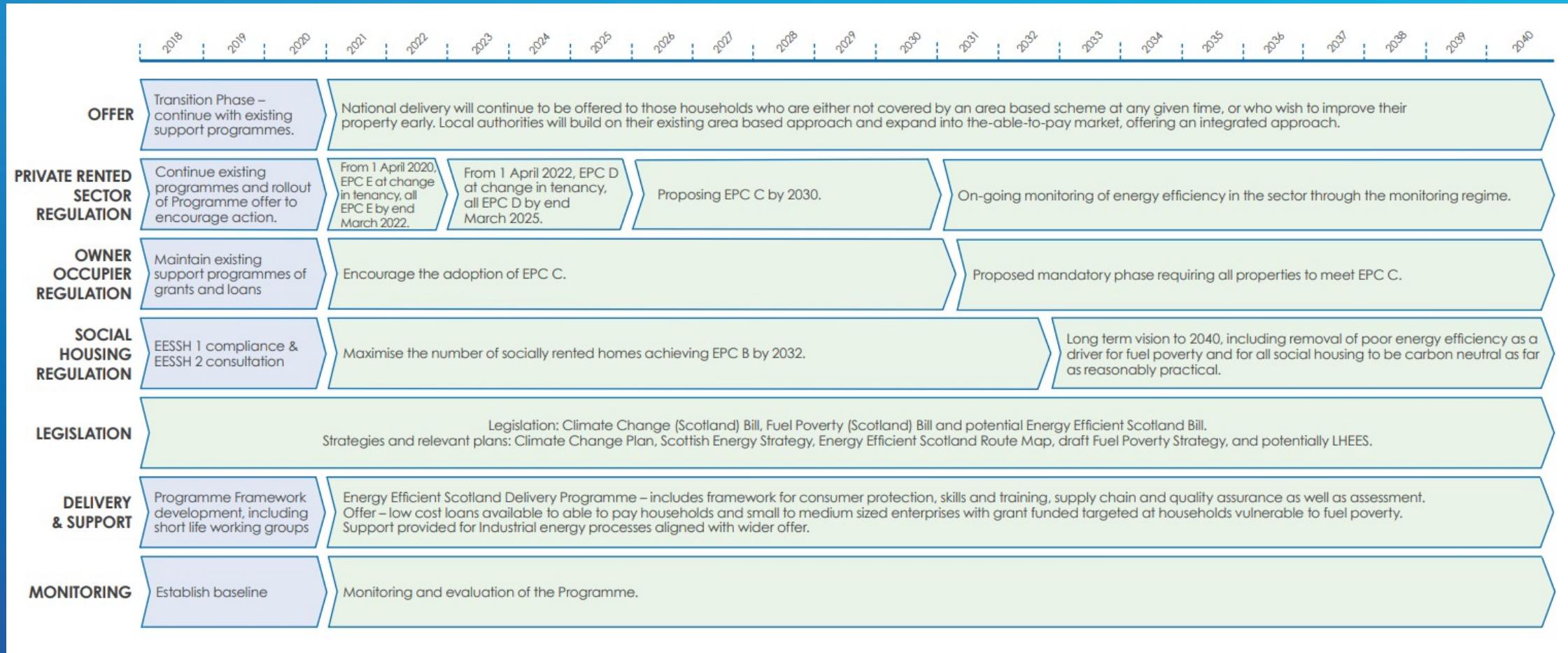
- £8.5m additional ECO leveraged into HEEPS
- £64.5m total ECO in Scotland (13.5% of UK ECO measures)

HEEPS Delivery Model

- Owner Occupier
- Privately rented sectors
- Energy Saving Trust
- HES advice centres
- Warmworks
- Local Authorities



Domestic sector policy landscape: 2018 - 2040



Keys to success

- Strong cross party and public support
- Security of long term contracts (5 years +)
- Government ambition, leadership and clear strategies to deliver with funding committed
- Trusted ethical partners deliver quality outcomes: LAs, EST, 3rd sector, Warmworks
- Energy efficiency as an infrastructure priority
- Joined up approach with complementary intervention strategies
- “Think national, deliver local” can take different forms
- Independence from energy suppliers
- You get what you pay for

Questions?