



Warmer Homes Scotland

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Sutherland Fuel Poverty Summit

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Introduction and background

Warmworks is a joint venture between Energy Saving Trust, Changeworks and Everwarm, founded in 2015 to manage the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland

Warmer Homes Scotland has helped almost 25,000 households across Scotland to save an average of c.£300 per year off their energy bills since it was launched in 2015

The scheme seeks to target those who are in, or at greatest risk of fuel poverty, meaning it seeks to support those people on a low income who are living in cold homes

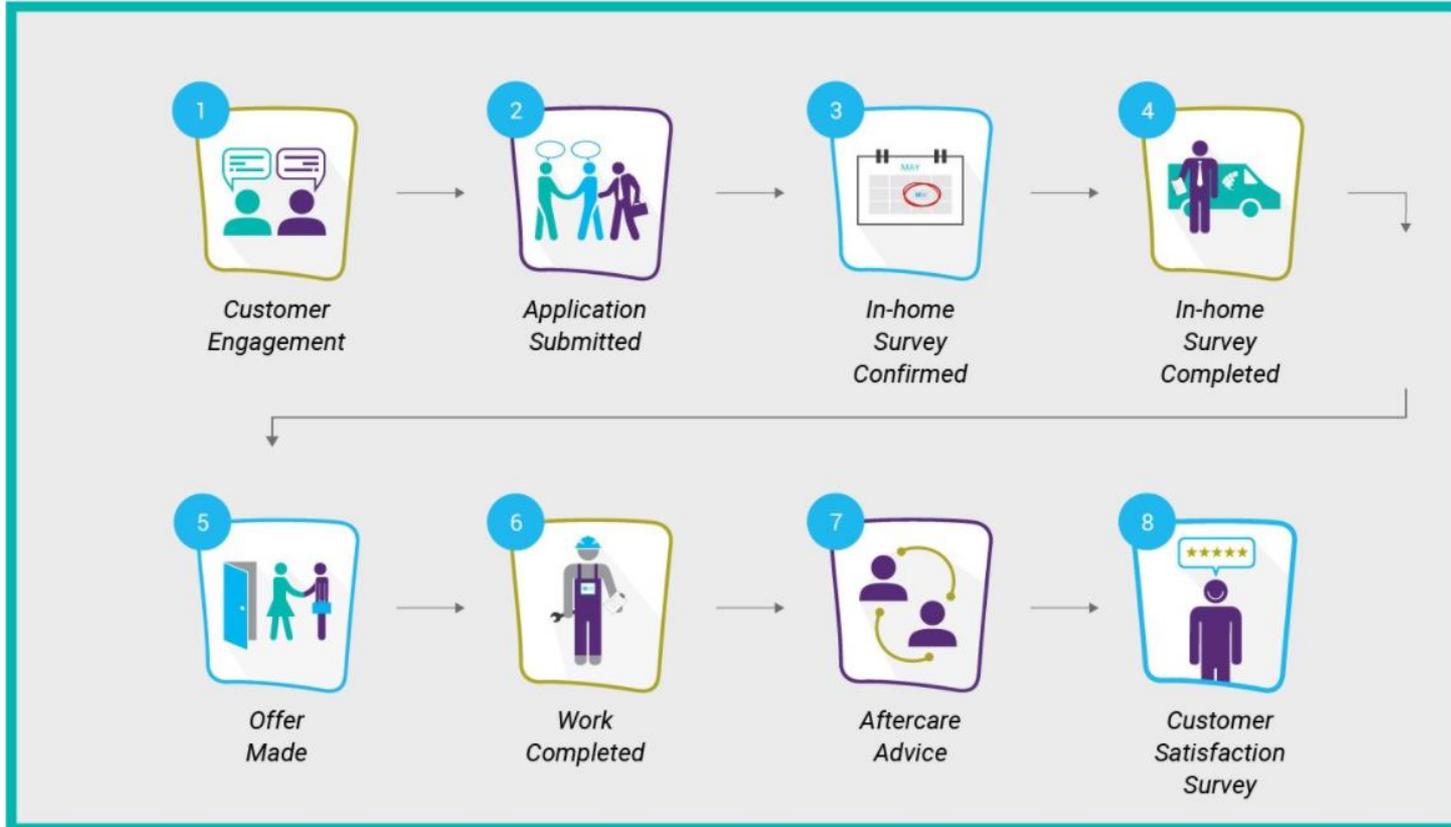
That means that eligibility is targeted on the energy efficiency of the home itself (defined by SAP rating) and the circumstances of the person or people living in it (defined by receipt of one of a list of passport benefits)

The scheme has a genuinely national footprint, working in every local authority area in Scotland with a registered supply chain of 24 installers – 8 of which are based in Highland / island communities

The scheme has also delivered on a range of wider community-based targets:

- More than 140 apprentices engaged or sustained since scheme start
- More than 700 new jobs created across the supply chain
- More than 2,000 training and upskilling opportunities created

How the scheme works



Local progress

Households assisted

460 households in the Sutherland area have received support from WHS since the scheme began in 2015, with 52 assisted in the last twelve months alone and 46 who have benefitted from the installation of renewable technologies

More than 17% of the referrals received to WHS in the year to date have come from the Highlands and Islands HES advice centre

The proportion of households assisted by WHS per 1,000 people in the population is higher in the Highlands (0.7) and Islands (1.3) than any other region in Scotland

Service delivery performance

KPI performance is closely monitored, particularly against three headline service quality indicators. In the Highland region, our KPI performance last year ran as follows:

- 91% of applications were completed within 65 days
- 97% of applications passed an independent inspection at the first time of asking
- 98% of applications reported customers that were satisfied with the works carried out

Challenges of rural delivery

There are always challenges to sustaining a national footprint for a demand-led scheme, but we are particularly focused on ensuring the same high level of service is available in rural communities – often at greatest risk of fuel poverty. Some of those challenges include:

- *Capacity and supply chain development:* we have a network of locally-based, qualified and accredited installers that can provide a local service – important to understand their priorities and provide support in areas where it's needed
- *Accessing local partnerships:* we work closely with HES to support events and promotional activity that is designed to increase awareness of the scheme
- *Encouraging rollout of clean, renewable technologies:* for many off-gas homes, heat pumps and other renewable technologies are a future-facing, more sustainable solution to reducing bills – the key is to apply them in the right context and build confidence in the technology

Renewable technologies in fuel poor homes

The Scottish Government's policy framework for climate change is clear, and it sets out what needs to be done to achieve net zero by 2045 – a transition that will involve a technological, economic and societal shift on a massive scale

However, it's not reasonable or fair to assume that every community, every home and every individual will make the transition in the same way, or even that they'll make it by themselves

The rollout and adoption of renewable technologies in fuel poor homes is therefore a critical element of achieving a just transition

For rural communities, the key areas of focus will be:

- Supply chain training, readiness and capacity
- Proven technologies that can perform and operate in local conditions
- A quality-led service that promotes trust and confidence
- Provision of wraparound advice and support at every stage

Future priorities

Looking ahead, our focus will be on:

- Maintaining a high quality service in all parts of Scotland, particularly in Highland and Island areas
- Investing in supply chain development to ensure that companies are ready for the scaling up of renewable technologies
- Continuing to look at ways that our service – including aftercare and proactive post-installation support – can improve and evolve
- Continuing to engage with local stakeholders and local communities as the delivery landscape changes

Questions?