



**WARMWORKS**  
Scotland



## **Warmer Homes Scotland Annual Report 2020/21**

Supporting ordinary people, homes and communities in an extraordinary time

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### About Warmworks

*Warmworks Scotland is a joint venture partnership between Energy Saving Trust, Everwarm and Changeworks. It was formed in 2015 to deliver the Scottish Government's Warmer Homes Scotland programme, which is a national scheme designed to provide energy efficiency improvements to households that are in or at risk of fuel poverty. Warmworks is contracted to deliver Warmer Homes Scotland until the end of August 2022. Each of the three partners has an equal one third stake in Warmworks and each sits, together with the Warmworks Managing Director and an independent Chair, on the Warmworks Board to ensure that the organisation provides a first class service to the Scottish Government and to the vulnerable customers that it serves.*



## MINISTERIAL FOREWORD

And beyond the direct impact to households benefitting from the scheme, there is a wider community benefit too. In terms of the economy, since the scheme commenced 24 locally based Scottish businesses have worked on the scheme across Scotland. I am also pleased that over 140 apprentices have been employed, demonstrating that the scheme not only creates warmer homes, but also provides good quality employment and training opportunities.

The pace and scale of the trajectory we must take to meet our net zero ambitions is unprecedented and will touch the lives of almost everyone in Scotland.

For example by 2030 over 1 million homes and around 50,000 non-domestic buildings will need to change their heating and we estimate that 24,000 jobs could be supported each year by the roll out of zero emissions heat.

This can only be achieved if there is a robust supply chain in place with the necessary skills to deliver on our ambitions. Warmworks continues to provide its supply chain with appropriate and supported training to ensure high standards are met. During the period of this report Warmworks supported two more of its 24 registered sub-contractors on their journey to become accredited Microgeneration Certification Scheme (MCS) installers who are now able to install heat pump systems.

The scheme has already begun the process of moving away from more traditional heating types like oil and LPG, particularly in off gas areas, and is instead encouraging applicants, where feasible and practical to opt for low carbon technologies such as air source heat pumps. I am pleased to see that the report demonstrates a year on year increase on the installation of renewable measures as we move towards the roll out of zero emissions heat.

And aside from the statistics and figures that illustrate the successes of this impressive scheme, what is also important are the testimonies from the people who have benefitted from the scheme who have had their lives improved and sense of wellbeing enhanced.

This annual report outlines the significant successes Warmworks has achieved since Warmer Homes Scotland commenced in 2015. I welcome this and pay tribute to the hard work of the Warmworks team and everyone involved. Warmworks must now continue to build on this success, to be responsive and adaptable in an ever-changing world, and to continue to work with the Scottish Government to deliver on our shared endeavour to tackle fuel poverty and build a fairer, greener Scotland.

### Michael Matheson MSP

Cabinet Secretary for Net Zero,  
Energy and Transport

## INTRODUCTION

**The 2020/21 scheme year was a year like no other. The unprecedented impact of the COVID-19 pandemic has been felt by homes, families and communities across Scotland in the last twelve months. As for many other organisations, the narrative for Warmer Homes Scotland this last year has been about working to do everything that we can within the constraints that we've experienced, with the aim of continuing to help and support the people that have needed it the most.**

Naturally, our first thoughts are with those who have lost their lives or endured the loss of loved ones as a result of the pandemic. The extent of the long-term damage caused by COVID-19 to the fabric of our society is not yet clear, but we already know that the scale of human suffering has been significant.

For those people who are in or at risk of fuel poverty, it's also clear that they have been disproportionately impacted by the lived experience of the last twelve months. Forced to spend more time and money at home, regularly isolated from family members and their social groups for extended periods and in many cases seeing income levels threatened by furlough, job losses or reduced working hours, it's been an indescribably difficult period for them.

That context makes the task of reflecting on the achievements and progress made by the Warmer Homes Scotland scheme in the last twelve months a very different one to previous years.

However, the numbers are still impressive, with just under 3,000 vulnerable households receiving assistance from the scheme in the last year, taking the total number of homes and families getting help to over 22,000 since the scheme began. We know too that those households will have felt the benefits of living in a warmer, healthier and more energy efficient home even more keenly given the wider circumstances.

The scheme's results are made more striking when taking into account the nature of the disruption that we've all faced as a result of COVID-19 restrictions. The first three months of the 2020/21 year (April to June 2020 inclusive) were lost completely to the national restrictions and the last three months of the year (January to March 2021 inclusive) saw the scheme only able to focus on 'essential' works in line with the Scottish Government's guidance, which in practical terms meant limiting the scheme to processing applications where customers were identified as having broken heating systems.

Even when the scheme was able to provide a service in people's homes, that service had to be quickly and robustly adapted to reassure our customers and our installers that we could do so in a safe manner. This report sets out in detail the changes that had to be made not only by the Warmworks team but also across the Warmer Homes Scotland supply chain to ensure that we could continue to provide help and support in people's homes during the pandemic.

In spite of the many changes that have been made to the way the scheme has been delivered, it's been extremely pleasing to see that the quality of work being undertaken has remained at a very high level. We still maintained our extremely high performance, with 98% of installations passing an independent inspection at the first time of asking, a marker supported and confirmed by the Scottish Government's independent auditor, Pennington Choices. In addition, it was equally positive to see 99% of our customers confirming that they were satisfied or very satisfied with the work carried out, with many of them feeding back on the thoroughness of the additional COVID-19 safety measures and the rigour with which they were observed throughout their respective applications.

Alongside this encouraging performance, we've continued to make progress on our wider community targets in the last year, despite the challenging circumstances. The scheme has now made over 140 apprenticeships possible over the last six years, as well as creating 618 new jobs and enabling 2,671 training and up-skilling opportunities across Warmworks and our supply chain. This is explored in more detail in the Communities section on page 24.

A huge amount of credit for both the successful operational delivery and the continued commitment to job and apprenticeship creation is due to our established supply chain of 24 local installers. They have worked in a rapidly changing context of tightening and easing restrictions, asked their engineers to carry out physical work for hours on end whilst wearing additional PPE, adhered to an enhanced cleaning regime and maintained physical distancing at all times. To have secured an inspection pass rate of 98% in this context is a clear indication of the level of quality being delivered in the most trying of circumstances.

Continuing to provide this high-quality service at the height of a global pandemic has been hugely important. The task ahead for us now is to build on this as we hopefully begin to emerge from the restrictions in place and ramp up our delivery in a post-COVID-19 world, with its complexities and uncertainties for many homes and communities across Scotland.

In support of this goal, we were delighted to see the Scottish Government increase the budget for the 2021/22 year to £50m, the highest annual budget ever allocated to Warmer Homes Scotland. This represents a clear vote of confidence in the scheme and the potential that it brings with it to help

stimulate a sustainable post-COVID recovery for householders and local businesses alike. Our commitment is that we will continue to work with them and with Home Energy Scotland (HES) as they seek to actively promote the scheme, ensuring that our target audience knows about and can easily access the help that is available.

As well as the important contribution the scheme has made to tackling fuel poverty in the last twelve months, Warmer Homes Scotland has also increased its contribution to the wider policy context relating to emissions reduction and particularly the decarbonisation of heat. The scheme actually bettered its already record performance of last year in relation to the proportion of renewable technologies within the mix of heating systems installed. In percentage terms, the scheme completed more heat pumps this year than in any other year of the contract, with more already identified in the pipeline for the year ahead.

With the Scottish Government remaining committed to achieving Net Zero by 2045 and having recently published its Heat in Buildings Strategy, which sets out the route to decarbonising heat in buildings and accelerating the rate of heat pump installations, it's critical that the scheme continues to play an active part in this journey.

With that in mind, it's extremely encouraging to see the proportion of renewable technologies installed under Warmer Homes Scotland continuing to grow over the last year and equally pleasing that we've been able to expand the supply chain and its skill base in the right way, but we must not lose sight of the complex needs of fuel poor customers and communities as the ramp up of renewable technologies continues – as it must – to gather pace. Advancing technologies, developing market forces and more efficient engineering will be critical as we seek to tackle fuel poverty in a sustainable, future proof way, but they will only succeed if the process of change is managed equitably and effectively for all.

Our role as Managing Agent is not to focus only on the various new technologies or the relative merits of new equipment – it is to ensure that people who come to the scheme, with their multi-faceted needs and demands – receive the right package of energy-saving measures, support and wraparound care to make their experience a meaningful, successful and sustainable one. This report tells some of the stories of those customers that have seen applications completed in 2020/21 – stories that show how different people's backgrounds, circumstances and requirements can be as we identify and fit the right package of sustainable improvements to their homes.

In this extraordinary year, we have been very grateful for the support, flexibility and pragmatism shown by the Scottish Government as we have sought to navigate the challenges posed along the way. Working within a context of rapidly changing restrictions and complex priorities, they have worked hard, with us, to keep the scheme open and available to those in need as far as practicable. Without this consistent commitment, many homes and families across Scotland would have faced very difficult winters with no other source of support.

It is these homes and families that must continue to be our focus as we begin to emerge from the shared experience of the pandemic and its long-term impacts become clearer. The task ahead, which is to eradicate fuel poverty in a sustainable way, has not been made easier in the last year, but we have added to our understanding of what needs to be done and strengthened our use of the tools to do it.

The key now is to press ahead and redouble our focus on providing the right solutions to people and communities in the right manner; one that knows, respects and meets their differing needs for the long-term.

**David Green OBE**

Independent Chair of Warmworks Board

**Mike Thornton OBE**

Chief Executive, Energy Saving Trust

**Teresa Bray**

Chief Executive, Changeworks

**Iain Steele**

Group Commercial Finance Director, Sureserve Group plc



The statistics below highlight the impact the scheme has made in the last year alone; however, it's important to remember that the resultant savings from the energy efficiency improvements installed under Warmer Homes Scotland will last for up to 25 years. This means that the financial and carbon savings shown below will be much greater across the lifetime of those measures, representing a significant return on investment.



 **2,904**

households received assistance from Warmworks as part of Warmer Homes Scotland from 1st April 2020 to 31st March 2021.

Each of these households saved an average of

**£258**

per year off their energy bills, which equates to **total annual cost savings of around £686,060.**

Warmworks carried out surveys and installed and inspected measures **in every local authority area in Scotland for the fifth successive year.**



According to EPC data, **just under 660** of the households referred to Warmer Homes Scotland this year lived in a Band F or G property according to their SAP rating – meaning that they were living in the least energy efficient housing in the country – before coming to us for help.

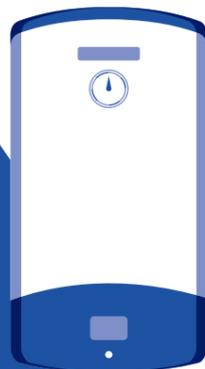
**7.74**



The average increase in SAP for households receiving at least one main measure was 7.74 points. (SAP stands for Standard Assessment Procedure and is the measurement of how energy efficient a property is, as shown on an Energy Performance Certificate (EPC)).

**More than 1,925 boilers replaced**

1,925 inefficient or broken boilers were replaced with brand new, energy efficient systems as part of Warmer Homes Scotland this year, with more than 13,200 inefficient and broken systems replaced since the scheme started in 2015.



**6** 

Six of the sub-contractors registered with Warmworks are located in island areas, providing a local service as part of a national delivery network.



Warmworks has retained its status as an accredited Living Wage employer and every one of our 24 local sub-contractors pays their people the Living Wage for their work on this contract.

**More than 3,510 TCO<sub>2</sub> saved**

this year as a result of the energy efficiency improvements installed this year, such as a gas boiler or loft insulation. This is the equivalent to taking 763 cars off the road.



We have now created

**140 apprenticeships**

in the supply chain, which are roles that will provide training opportunities and additional skills.

**3,194** inefficient or broken boilers have already been replaced with brand new, energy efficient systems as part of Warmer Homes Scotland.



Warmer Homes Scotland is a high-profile area of spend for the Scottish Government and a key component part of its approach to eradicating fuel poverty. Even despite the often trying circumstances of the last year, the scheme still played a significant role in this task, completing 2,904 applications and engaging a broad range of people, stakeholders and local communities in the process.

In this context, Warmworks understands that our role as Managing Agent brings with it a need for transparency and accountability, as well as a need to continually examine areas for improvement in our delivery as priorities change and the wider policy context evolves. Another part of Warmworks' role is to scan the horizon and evaluate the market for new technologies and new ways of working that have the potential to strengthen the service provided and to address any practical barriers or concerns that may exist. This section of the report discusses the challenges we've faced in the last year and the approach we've taken to overcome them, as well as examining some of the opportunities ahead.

To set this section in context, the Scottish Government has responsibility for the framework within which Warmer Homes Scotland is delivered. They set the budget, the eligibility criteria and the range of energy efficiency improvements on offer. They also lead on marketing and raising awareness, working with key stakeholders such as Home Energy Scotland to promote the scheme's availability.

In addition, as part of their oversight process, the Scottish Government has an audit programme in place that is administered by Pennington Choices. This activity has continued to function over the last twelve months despite COVID-19-driven challenges. The independent auditing of Warmworks' performance continues to be a positive influence as we seek to continuously improve our service to customers across Scotland.

Over the last year, Warmworks and the Scottish Government have also had the task of responding to changes and shifts in COVID-19 restrictions as they have arisen, balancing those against the need to continue to support Warmer Homes Scotland applicants wherever possible. Being able to adapt the service we provide has been a particularly pertinent task over the last twelve months.

### Dealing with the impact of COVID-19

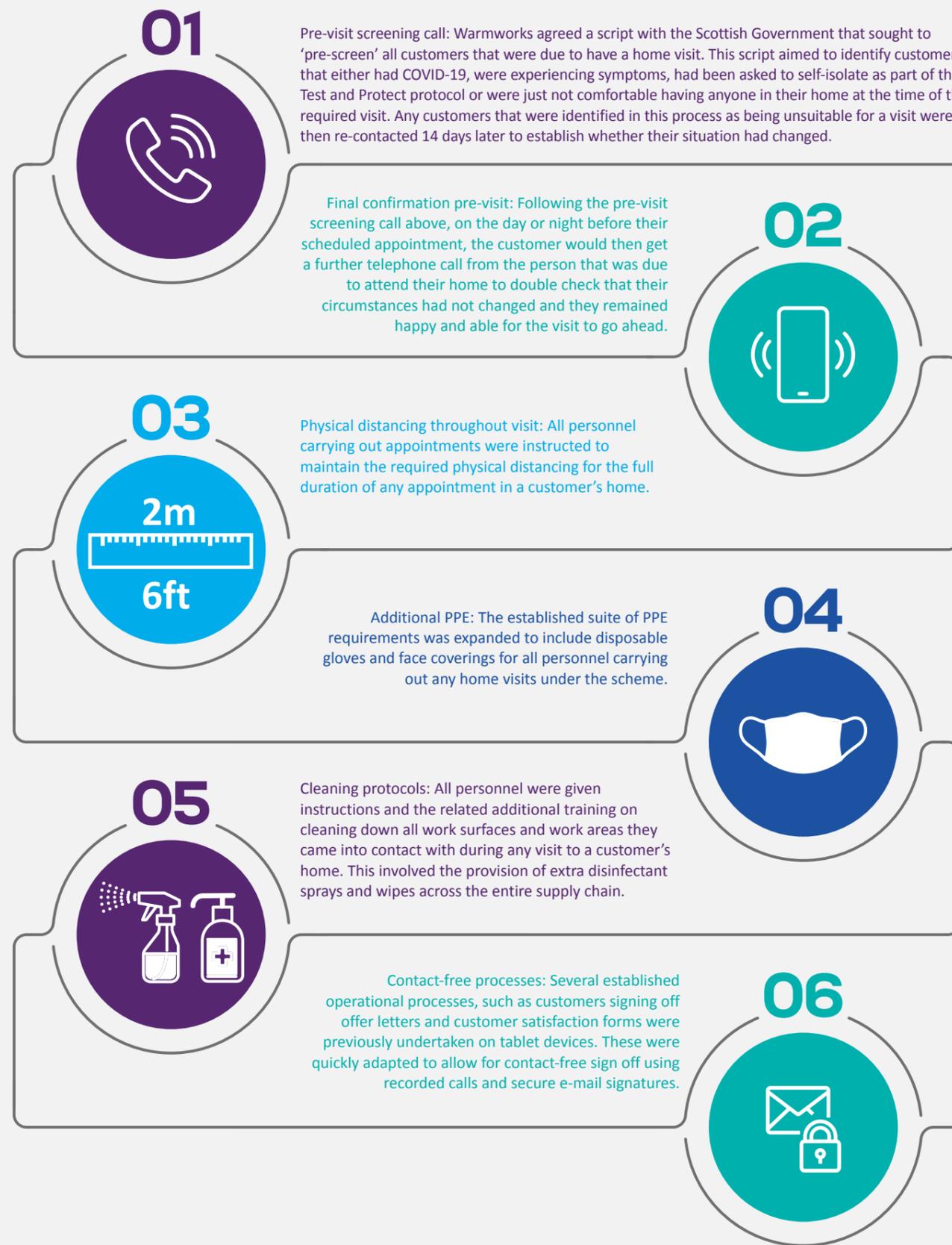
In response to the imposition of national COVID-19 restrictions in March 2020, the Scottish Government instructed Warmworks to cease all works in domestic properties under Warmer Homes Scotland with immediate effect.

Recognising that many applicants to the scheme were still in a position where they had no functioning heating or hot water, Warmworks worked with the Scottish Government to arrange safe, efficient and contact-free deliveries of temporary heating to those customers.

From the end of March 2020 through to the end of June, 1,180 scheme customers were contacted and offered packages of temporary heating that could be safely delivered by Warmworks' field-based operatives across Scotland. 516 customers took up this offer and were able to retain an emergency source of heat when it was needed.

This first phase of stringent COVID-19 restrictions lasted from the end of March 2020 through to the end of June 2020, effectively wiping out a quarter of the scheme's activity for the year.

At the point at which it became clear that a limited resumption of work in people's homes might be possible, Warmworks worked with the Scottish Government to design and roll out a series of enhanced COVID-19 safety protocols to strengthen an already robust approach to safe working practices. These additional measures are outlined opposite.



## THE YEAR IN REVIEW: CHALLENGES & OPPORTUNITIES

### Continuing to reach all parts of Scotland

As a nationally available scheme, it's critical that Warmer Homes Scotland reaches all parts of the country in an equitable way. The table below provides an indication of how evenly the scheme has been delivered across Scotland in the last twelve months:

Region	Completed applications	Population (Projection 2019)	Completed applications per 1,000 people
Islands	132	102,297	1.3
Highlands	210	295,942	0.7
North East	430	1,003,170	0.4
South West	258	513,591	0.5
South East	586	1,396,640	0.4
Strathclyde and Central	1,288	2,151,660	0.6
<b>Scotland Total</b>	<b>2,904</b>	<b>5,463,300</b>	<b>0.5</b>

Even in a uniquely challenging operational context, contract KPI performance has remained consistently high across all geographic regions listed above. Despite the difficulties posed to the timeliness of scheme delivery by the impact of COVID-19 restrictions, the table below shows that we have, together with our network of locally based, registered sub-contractors, provided a high standard of quality and service in all areas:

Region	% of applications completed within target timescale	% of applications that passed independent inspection first time	Overall % of applications where customers were 'satisfied' or 'very satisfied'
Islands	81%	98%	98%
Highlands	83%	99%	99%
North East	89%	97%	99%
South West	89%	99%	99%
South East	93%	98%	99%
Strathclyde and Central	93%	99%	99%
<b>Scotland Total</b>	<b>93%</b>	<b>98%</b>	<b>99%</b>

<sup>1</sup>Taken from the Scottish Government's Heat in Buildings Strategy, published 5th February 2021 and available online: <https://www.gov.scot/publications/heat-buildings-strategy-achieving-net-zero-emissions-scotlands-buildings-consultation/>

### Preparing for the decarbonisation of heat and implementing new technologies

The Scottish Government published its Heat in Buildings Strategy in February 2021, which set out the scale of the ambition to decarbonise heating in both the domestic and non-domestic sector as part of the path ahead for Scotland to reach net zero by 2045. That document outlined a goal of one million homes across Scotland to be heated using renewable technologies, such as air source heat pumps, by 2030. Importantly, it also made clear that the Scottish Government wants to do this in an effective way **'to protect those in or at risk of fuel poverty from increased energy bills and that avoids placing a burden on those least able to pay for the transition'**<sup>1</sup>.

This means that the Warmer Homes Scotland scheme will need to flex over time to not only continue to provide solutions in people's homes that lower energy bills and help to tackle fuel poverty, but to also drive the use of low carbon technologies and decarbonised sources of heat.

Where it is feasible, practical and demonstrably the right thing for the end customer, the scheme has already begun this process of moving away from more traditional heating types like oil and LPG and is instead encouraging applicants to opt for low carbon technologies such as air source heat pumps. The table below shows the shift in the proportions of oil, LPG and air source heat pumps installed under the scheme in each of the last four years, demonstrating the progress made:

Scheme year	Percentage of oil and LPG replaced 'like for like'	Percentage of renewable heating installed
2017/18	88%	12%
2018/19	74%	26%
2019/20	71%	29%
2020/21	66%	34%

In terms of developing our supply chain, in the last twelve months, we have supported two more of our 24 registered sub-contractors on their journey to become accredited Microgeneration Certification Scheme (MCS) installers. They are now able to install heat pump systems and we have provided them with a steady volume of heat pump work to continue their learning, development and transition.

Any heating system is only efficient if the householder understands it and uses it efficiently, so we have also taken the opportunity in the last year to complete a full review of the available literature and guidance that is provided to scheme applicants who opt to have a renewable heating system installed. This review has led to several improvements, a selection of which are outlined below:

- Additional training for all field staff, including all of Warmworks' surveyors and inspectors, to help them to further strengthen their ability to address any technical or lifestyle questions that applicants might have about renewable heating.
- Changes to customer information packs to include specific inserts on air source heat pumps and how they function and operate in practice, with the aim of managing customer expectations and understanding as early as we can in the process.
- Additional training for installers, both on the products themselves and the customer interfaces, in order to ensure an effective handover to the customer is made once an air source heat pump is installed.
- Further training for customer service centre staff to build on their existing knowledge and help to put together a bank of frequently asked questions that can be used for both diagnostic purposes and for general reassurance to any applicants that are unsure about how their new system should work in practice.

It's clear that Warmer Homes Scotland will need to continue developing its processes as the drive towards low carbon technologies gathers pace to ensure that customers always receive maximal support. The key for Warmworks as the Managing Agent will be to ensure that the right interventions are made in the right places for fuel poor households, representing and taking care of their individual needs and requirements as the process of moving towards decarbonised heating unfolds. Providing the right level of extra care and support, as well as managing the pace of change and protecting the inclusivity of the process will be vital.

### Temperature monitoring analysis programme

Our contract with the Scottish Government specifies that 10% of all applicants must opt in to a detailed programme of temperature monitoring, comparing heating patterns and bill changes over a twelve-month period before and after work has been installed.

The impact of COVID-19 restrictions meant that the number of customers that were willing to take part in the temperature monitoring evaluation programme decreased sharply this year, with all teams required to minimise the time spent in customer properties and reduce 'non-essential' interactions and interventions.

Despite lower numbers of customers taking part, we were still able to retrieve a small number of monitoring units during the year and the following trends were observed from the analysis:

- A decrease in the number of households under-heating their homes after work was completed under Warmer Homes Scotland, which indicates an increased level of confidence in the customer group that the home can be heated to the right level
- In line with previous years, evidence that householders are exercising a greater degree of control over their heating regimes. More even and steady heating patterns, less sporadic peak and troughs in the indoor temperature all suggest that customers are using their new systems in a more controlled way

All data from households that opt into the monitoring process is passed to the Scottish Government. They then use it for their own analysis as part of the policy and programme development cycle.



Working with partners to bring external funding into the scheme

We have been grateful for the continued backing from our partners over the last twelve months, particularly SGN and Scottish and Southern Electricity Networks (SSEN). Both organisations have maintained the positive and strong relationships they've built up with the scheme despite the challenging circumstances they've faced in their own businesses.

SGN has continued to support our customers by continuing to provide seamless access to their Help to Heat Scheme, a relationship that has worked well since Warmer Homes Scotland was launched in 2015. This partnership has meant that customers in need of sometimes costly gas connection work have been able to get free or discounted connections to the network. 197 customers were able to benefit from this support in 2020/21, which amounts to £250,861 of external funding leveraged into the scheme.

**197** customers were able to benefit from this support in 2020/2021 which amounts to **£250,861** of external funding leveraged into the scheme.

In addition, we worked with a variety of energy suppliers during the year to bring Energy Companies Obligation (ECO) funding into the scheme. The amount brought into the scheme through the ECO route was £301,095 this year, all of which is recycled back into the scheme's main budget by the Scottish Government to help more households to benefit from Warmer Homes Scotland.

This year the amount brought into the scheme through the ECO route was

**£301,095**

all of which is recycled back into the scheme.

A further aspect of our delivery where we work with partners is the 'enabling funds' that we have in place to help people who need additional work carried out before energy efficiency improvements can be installed. This is often work that they couldn't do themselves and isn't covered by the Warmer Homes Scotland scheme, such as clearing lofts, lifting flooring or moving large items around the home.

SSEN provided a further **£12,723** into their enabling fund.

The enabling funds we have in place are supported by SGN and by Scottish and Southern Electricity Networks (SSEN). Without this funding, many of those households would face the real risk of losing out on the necessary improvements to their home and having to cancel the work. It's often the case that these homes are the ones that can benefit most from that extra help and support, which emphasises the relevance and the impact of these funds.

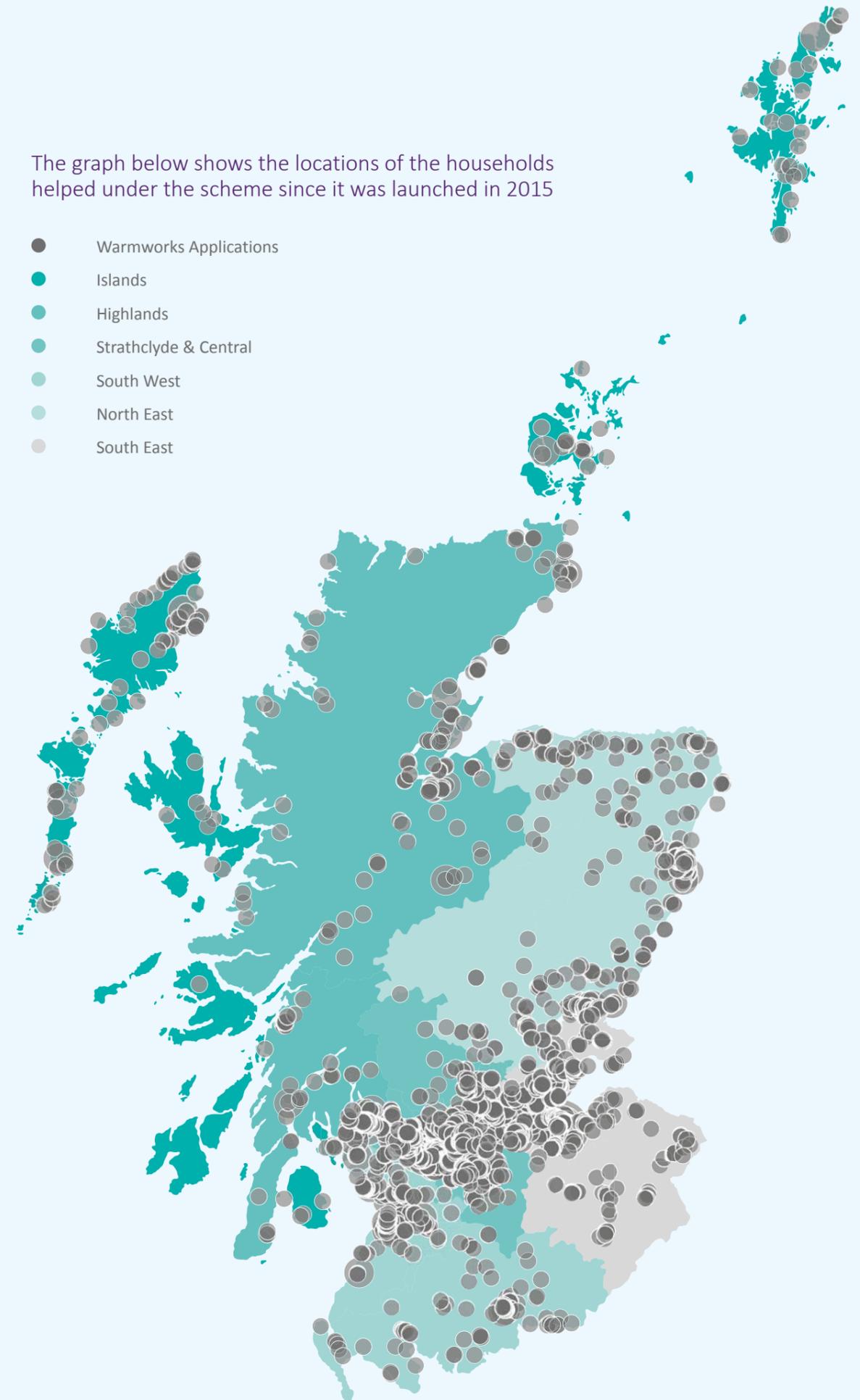
SGN funded a further **£11,898** to cover the other areas of Scotland

Over the last twelve months, SSEN have provided a further £12,723 into their enabling fund, which covers the geographic areas they supply. SGN funded a further £11,898 to cover the other areas of Scotland. 101 customers in total were able to access this funding and see the necessary work completed in their homes.

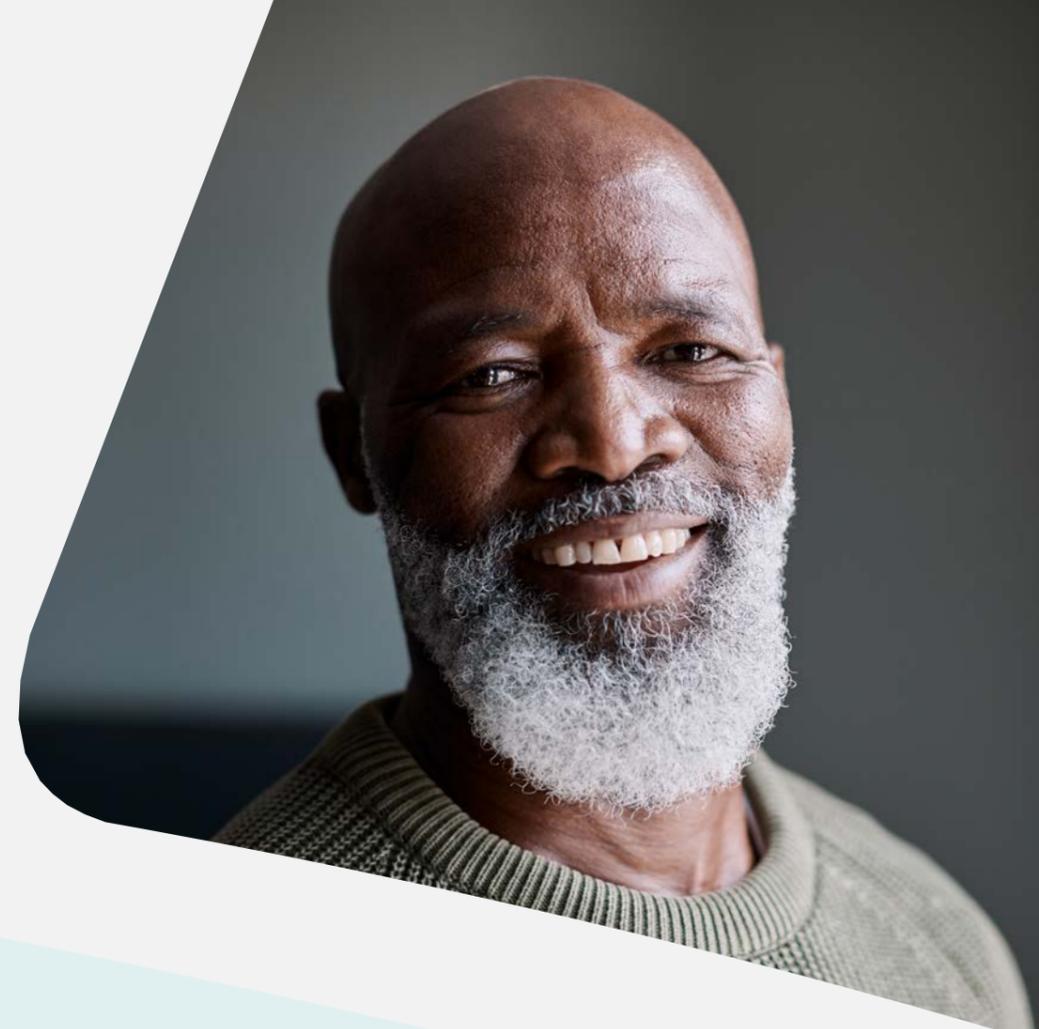
We are thankful to both SGN and SSEN for their continued support and commitment to the scheme and its customers during the most challenging of times.

The graph below shows the locations of the households helped under the scheme since it was launched in 2015

- Warmworks Applications
- Islands
- Highlands
- Strathclyde & Central
- South West
- North East
- South East



We always strive to provide a first-class service in every aspect of what we do, and the stories of our customers are the most valuable testament to the impact of the scheme. This section looks beyond the numbers and statistics and focuses on our customers and their experience of Warmer Homes Scotland.



**Customer:**

Mr A

**Location:**

Glasgow

**Measure(s) installed:**

Gas-fired heating system & energy advice

**Date of installation:**

January 2021

**Added Value:**

The property went from a SAP rating of 33 to 74, which should make his home a lot warmer and much more energy efficient.



**Measures Installed:**

- Gas-fired heating system
- Energy advice

For more general information, please contact:

📞 0808 156 9568

✉ enquiries@warmworks.co.uk

warmworks.co.uk

Mr A was finding it really hard to keep warm in his house and was fed up with struggling with his old boiler to get it to work properly. He did some research online as he knew there was probably help available out there, it was only a matter of finding it. As part of his research, he came across the Scottish Government's Home Energy Scotland (HES) service and decided to get in touch with them.

*"I was freezing! These wee flats are okay but when it's cold, it's cold. I just googled help with boilers and boiler schemes. I used to be a welfare rights officer and I have guided people through similar things before, so I kind of knew there was help available."*

After asking Mr A a number of questions, HES determined that he was likely to be eligible for help under Warmer Homes Scotland and he was referred to Warmworks so that an initial survey could be arranged.

*"It went absolutely fine, the surveyor gave me a lot of good information and talked me through the process to come."*

The initial survey confirmed that Mr A was eligible to receive a new gas-fired heating system, which would be installed at no cost to him.

*"I was absolutely delighted at the fact that it was free. I was prepared to pay for something. Not paying a contribution was absolutely the icing on the cake."*

Shortly after, Warmworks appointed City Technical Services Ltd, one of its registered installation companies, to carry out the work. Their first step was to carry out a technical survey to discuss in detail what the installation entailed and the preparation required before the work could commence.

*"The technical surveyor was very good and gave me a lot of information. Everything was 10 out of 10, I couldn't fault anybody for anything and that in itself helped."*

On the day of the installation, the team from City Technical Services Ltd arrived early and got to work straight away.

*"It couldn't have gone any better, it really couldn't have. The guys were on time in the morning and they were friendly."*

*They were finished a lot quicker than I thought, which was an even bigger bonus. They had explained to me that, due to COVID-19, I should try and not be in the property, which was fine, I understood, but it was so quick!*

*They did a much better job than I had anticipated and also cleaned up after themselves. All I had to do was sit back, put the heating on and enjoy the heat!"*

A few days later, an inspector from Warmworks visited Mr A's home to assess the installation and confirmed that it was installed to the correct specifications. The property went from a SAP rating of 33 to 74, which should make his home a lot warmer and much more energy efficient.

Speaking about his overall experience of the scheme, Mr A said:

*"Everything was great. I literally can't think of a single complaint, even if I tried."*

*I am still gobsmacked that 2 months ago I was sitting with several layers on, cold all the time. I was never warm. I would have to go to my bed and I would end up feeling suffocated with so many layers.*

*I have definitely seen improvements in both my mental and physical health due to the fact I have working heating and hot water again. It's just so lovely, you don't realise how important those two things are until you don't have them.*

*I isolate myself quite a lot due to anxiety and when you haven't dealt with any people or organisations in a while, it can be quite a nerve-racking experience. This type of thing would normally have had a negative impact on my mental health but every person I spoke to made me feel so comfortable and at ease."*

For more information about Warmer Homes Scotland or to make an application, customers can contact Home Energy Scotland free on **0808 808 2282**.



**Customer:**

Mrs B

**Location:**

Carnoustie

**Measure(s) installed:**

Air source heat pump, loft insulation, solar PV & energy advice

**Date of installation:**

May 2021

**Added Value:**

The property went from a SAP rating of 52 to 68, which should make Mrs B's home a lot warmer and much more energy efficient.



**Measures Installed:**

- Air source heat pump
- Loft insulation
- Solar PV
- Energy advice

For more general information, please contact:

☎ 0808 156 9568

✉ enquiries@warmworks.co.uk  
warmworks.co.uk

Mrs B was struggling with her old, inefficient heat system and was keen to replace it before the winter months arrived. She decided to call Energy Saving Trust to explore what options were available to her and they connected her with Home Energy Scotland (HES).

*"I made an initial call to Energy Saving Trust for general advice and they kindly put me in touch with the advice service they manage, HES. The advisor there said I might be able to get help to replace my heating system."*

After speaking with HES, it was confirmed that Mrs B qualified for help under Warmer Homes Scotland and her details were passed to Warmworks so that an initial survey could be arranged.

*"The surveyor was nice, pleasant and professional. He asked some questions and I found the visit to be a positive experience."*

The initial survey confirmed that Mrs B would receive an air source heat pump, loft insulation and solar PV, which would all be installed at no cost to her.

Shortly after, Warmworks appointed Everwarm as the sub-contractor who would carry out the work and a technical survey was arranged to discuss the installation in detail, including any required preparation work.

*"The technical surveyor attended and completed the survey. He took measurements and planned the job. He said he was going to pass all the information back to the office, it was really straightforward."*

On the day of the installation, the team from Everwarm arrived early and got to work straight away.

*"The installation went perfectly well. The supervisor called the day before to confirm the materials were there and ensured everything went on time. I cannot believe the installation took only 2 days! The installers were very professional, wore all the correct PPE and were clean and tidy."*

A few days later, an inspector from Warmworks visited Mrs B's home to assess the installation and confirmed that it was installed to the correct specifications. The property went from a SAP rating of 52 to 68, which should make Mrs B's home a lot warmer and much more energy efficient.

*"The inspection went without a hitch. The inspector came in, checked the system was safe and left with no issues to report. The inspection went smoothly, and no faults were found with the work."*

Speaking about her overall experience of the scheme, Mrs B said:

*"The installation has made an incredible difference to my life! My home is warm and I have been monitoring my electricity bills – they have almost halved. The installation has also made a great difference to my general health and wellbeing."*

*I would 100% recommend the service to anyone thinking of having work. I am amazed at the service from beginning to end and can't believe it was free."*

For more information about Warmer Homes Scotland or to make an application, customers can contact Home Energy Scotland free on **0808 808 2282**.



**Customer:**

Mr N

**Location:**

Kippen

**Measure(s) installed:**

Air source heat pump & energy advice

**Date of installation:**

February 2021

**Added Value:**

The SAP rating in Mr N's home went from 52 to 71, which means that his home is a lot more energy efficient.

**Measures Installed:**

- Air source heat pump
- Energy advice

For more general information, please contact:

📞 0808 156 9568

✉ enquiries@warmworks.co.uk

warmworks.co.uk



Mr N was really interested in improving the energy efficiency and warmth of his home and was aware his home was poorly heated, with a very inefficient heating system. After hearing about Warmer Homes Scotland through television adverts and doing some research on the internet, he decided to get in touch with Home Energy Scotland (HES) to see what help was available.

*"I did some research online and discovered help was available through Warmer Homes Scotland. I had also seen some adverts, which prompted me to get in touch. I really wanted to improve the energy efficiency and warmth of my home, which was built in 1939 and had a very poor energy rating and heating system. I also wanted to move away from fossil fuels."*

After answering a few questions from HES, it was determined that Mr N qualified for help under Warmer Homes Scotland and he was referred to Warmworks so that an initial survey of his property could be arranged.

*"From my initial application with Warmer Homes Scotland just before Christmas 2020, the survey to installation process was very efficient and quick."*

*The surveyor conducted the survey and advised that my heating system was inefficient and my home was devoid of heating in some areas due to the lack of radiators. The surveyor gave me a positive impression of Warmer Homes*

*Scotland and also gave me a good, clear understanding of what improvements I could be offered."*

At the survey it was confirmed that Mr N qualified to receive an air source heat pump, which would be installed at no cost to him and would support his desire to stop relying on fossil fuel sources of heating.

Warmworks then appointed local sub-contractor, BRB Electrical Ltd, to carry out the work and a technical survey was arranged. The technical survey is where the installation of the heating system is discussed in more detail, including the placement of radiators and pipework and any preparation work that is required prior to work getting underway.

*"The technical survey was carried out in a very professional manner and the surveyor explained clearly the type of work that was to be carried out."*

Shortly after the technical survey, the installation began. The team from BRB Electrical Ltd arrived early in the morning to get started. Speaking about the installation, Mr N said:

*"The installation was carried out much sooner than expected as the application was only submitted several weeks prior to it being arranged. To my amazement, the installation only took one and a half days. I was thankful it was this quick as it took place during one of the coldest nights of the year."*

*"I would say the team was probably the best team you could hope for in having a new heating system installed into an old house, knowing the upheaval involved."*

A few days later, an inspector from Warmworks visited Mr N's property and confirmed that everything had been installed to the correct specifications. The SAP rating in Mr N's home went from 52 to 71, which means that his home is a lot more energy efficient.

Speaking about his overall experience of the scheme, Mr N said:

*"From start to finish, the installation team were very professional, clean and tidy and took the necessary safety precautions regarding the current situation with COVID-19."*

*There is a big, noticeable improvement with my home being warmer. I have more peace of mind and now have constant hot water, something I did not have before."*

*With the high level of service provided, there is nothing I would recommend that needs improving."*

For more information about Warmer Homes Scotland or to make an application, customers can contact Home Energy Scotland free on 0808 808 2282.



**Customer:**

Ms S

**Location:**

Glasgow

**Measure(s) installed:**

Air source heat pump & energy advice

**Date of installation:**

February 2021

**Added Value:**

The SAP rating in Ms S's home went from 42 to 69, which means that her home should be a lot warmer and more energy efficient.



**Measures Installed:**

- Air source heat pump
- Energy advice

For more general information, please contact:

📞 0808 156 9568

✉ enquiries@warmworks.co.uk  
warmworks.co.uk

Ms S was struggling with the cost of her energy bills, which were very high and becoming unmanageable. She had been searching the internet for help but she was finding it hard to find assistance to replace her electric heating system. She then spoke to her friend, who recommended that she get in touch with Home Energy Scotland (HES) to discuss her options.

*"I was phoning around for help from Government initiatives and found out the free boiler replacements were all gas, there was nothing for electricity. I was nearly giving up when I was told by a lady who works for a boiler company that I should call HES, and they put me in touch with Warmworks."*

After an initial conversation with HES, Ms S was deemed to be eligible for help under Warmer Homes Scotland and she was referred to Warmworks for an initial survey to be carried out.

*"The lady from Warmworks was brilliant, she was very friendly and professional. She went right round and took note of what I already had and discussed with me the different options I could consider."*

At the survey it was confirmed that Ms S qualified to receive an air source heat pump, which would be installed at no cost to her.

Warmworks then appointed local sub-contractor, BRB Electrical Ltd, to carry out the work and a technical survey was arranged. The technical survey is where the work is discussed in more detail, including any preparation work that is required prior to installation.

*"The surveyor was very friendly and professional. He gave me options to choose from. It was fabulous and really informative."*

Shortly after the technical survey, the installation began. The team from BRB Electrical Ltd arrived early in the morning to get started. Speaking about the installation, Ms S said:

*"The snow was so bad in Glasgow, it was up to our knees. BRB sent a big team and basically said we'll deal with it and phone you when we're done. I had been told it would probably be a 2-day thing, but I am disabled and I asked if they could do it in one day. The surveyor said he couldn't promise anything, but he'd see what he could do. It was done in one day! The men were fabulous, they were even cleaning the floor when they were going out the door! I have nothing but positive things to say."*

A few days later, an inspector from Warmworks visited Ms S's property and confirmed that everything had been installed to the correct specifications. The SAP rating in Ms S's home went from 42 to 69, which means that her home should be a lot warmer and more energy efficient.

*"He [the Warmworks inspector] was a friendly and professional gentleman. He inspected the whole job, he answered all the questions I had too. It was a great experience."*

Speaking about her overall experience of the scheme, Ms S said:

*"This literally changed my life. At the end of the day, I am disabled and the cold weather can affect my legs, but I was trying really hard not to use my boiler because it was just too expensive. A lot of the time, I was sitting with cardigans and jumpers on, it was really terrible."*

*"My flat is now constantly warm and very comfortable, and I have hot water on tap. The average daily cost for my electric is now £3.35, and I was spending £1.50 per hour with my broken boiler."*

*"I am just so much more comfortable, and I don't have any problems with the system at all."*

For more information about Warmer Homes Scotland or to make an application, customers can contact Home Energy Scotland free on **0808 808 2282**.

## OUR SUB-CONTRACTORS

Together with our suppliers of materials and products, our established network of 24 local sub-contractors is a crucial part of our ability to provide a high-quality, first-class service to our customers across the country.

The last twelve months have seen our supply chain continue to adhere to Warmworks' high standards in terms of quality workmanship and customer care, despite the clear challenges in relation to the COVID-19 pandemic and the logistical issues they have encountered along the way. This has further demonstrated their commitment and determination to ensure help reaches those that need it most.

No one could have foreseen the range of challenges that COVID-19 would present, so our sub-contractor network's strong performance in 2020/21 is even more impressive than usual. A full review of sub-contractor performance this year is presented below, including some case studies on how our sub-contractors are raising the bar and continuing to deliver over and above their contractual commitments under the scheme.

### Our approach to procurement

The initial procurement exercise to put our supply chain in place was concluded in August 2015, when framework agreements were signed for an initial three-year period. These contracts were extended for a further two years in late 2018 and a further review was carried out in late 2020, taking into account our likely capacity requirements up to the end of our current contract to deliver Warmer Homes Scotland in August 2022.

As a result of the 2020 review, we extended the framework agreements of all existing contracts until the end of August 2022. This was to ensure we had enough geographical coverage and capacity to match the expected future demand for the scheme. In light of the difficult circumstances arising out of the pandemic, we concluded these extensions earlier than expected to provide some comfort and reassurance to sub-contractors that they had a sustainable, secure revenue stream in place as part of Warmer Homes Scotland.

### Performance Management

Our bespoke performance management system has been in place for more than five years and is designed to maintain high KPI scores and promote a culture that is driven by quality performance. Managed by our in-house sub-contractor co-ordinator team, individual sub-contractor metrics are regularly monitored, with weekly and monthly meetings held to discuss areas for improvement and incentivise the best performers with increased workloads.

In the months where the scheme was operating in 2020/21, we saw high scores across the board, with the average sub-contractor KPI performance score at 94% and nine sub-contractors achieving a 100% pass rate on every single one of their installations.

### Response to COVID-19

The difficulties posed to our supply chain by the pandemic cannot be overestimated; the first quarter of the 2020/21 scheme year saw our sub-contractors lose an income stream overnight with the introduction of national restrictions and most had to rely on the furlough scheme to support their employees. Despite these challenges, many continued to offer support to Warmworks during this period to support an emergency service to deliver temporary heaters to vulnerable customers and kept open channels of communication with us throughout this difficult period.

That support, together with the clear guidance provided by the Scottish Government, was invaluable and enabled Warmworks to plan a measured and robust response that ultimately secured the eventual safe reopening of the scheme. It was encouraging that we were able to welcome back every single one of our sub-contractors as soon as the scheme was reopened and most were operating at full capacity within a few weeks of remobilisation.

Aside from the wider benefits to those companies and their employees, the scheme's reopening meant that vulnerable customers could once again benefit from new heating systems, installed in line with the enhanced COVID-safe protocols set out earlier in this report.

## Our approach to procurement

2015

Initial procurement exercise to put our supply chain in place was concluded in August 2015. Framework agreements were signed for an initial **three-year** period.

2018

These contracts were extended for a **further two years** in late 2018

2020

A **further review** was carried out later in 2020, which took into account our likely capacity requirements up to August 2022.

2022

August 2022 marks the **end point** of the current contract.

## Case studies



### TK Murray Putting customers first

TK Murray has been part of the Warmworks framework since the scheme started in 2015 and has been consistently delivering a high-quality service to Warmer Homes Scotland customers across the central belt ever since.

A family-run business, TK Murray's core strength is the level of care they provide to our customers, often going far beyond what they are contractually bound to deliver. They know that our customers are vulnerable and often need some extra support. They are willing to provide that whenever they can, as evident from the feedback from a customer below.

*"All workmen were very courteous and explained clearly how the doors and heating worked. They were excellent and took their time with us to make sure we understood things. They also were extremely clean workers and tidied up after themselves"*

That is why TK Murray have seen their workload increase steadily over their time on the framework, enabling them to expand their business and take on new engineers. They have also gained full Microgeneration Certification Scheme (MCS) accreditation and are increasing their volume of heat pump installations. Their progression from a family-run installation business focusing on traditional heating types into a more diverse, future-facing organisation that is ready for a low carbon future is typical of several of our supply chain companies. It will be critical to ensure that their journey continues to be driven by the same timeless principles of looking after customers and providing a high-quality experience.

Paul Murray from TK Murray said, *"We have always really enjoyed working on the Warmer Homes Scotland scheme and have valued the partnership and support provided to us from Warmworks. When Warmworks offered us the chance to increase the volume of work we were carrying out under the scheme and start to undertake heat pump installations, we jumped at the chance. Although the jobs can be challenging, at the end of the day we can go home knowing that we have made a big difference in someone's life. That's what keeps us going."*

*"We have always really enjoyed working on the Warmer Homes Scotland scheme and have valued the partnership and support provided to us from Warmworks. When Warmworks offered us the chance to increase the volume of work we were carrying out under the scheme and start to undertake heat pump installations, we jumped at the chance. Although the jobs can be challenging, at the end of the day we can go home knowing that we have made a big difference in someone's life. That's what keeps us going."*



### D Murray Electrical Ltd (D Murray) Looking to the future

D Murray is one of Warmworks' newest sub-contractors, having joined our supply chain in late 2020. Their quality scores and early KPI performance saw their workload increase, creating new jobs and opportunities for growth. As a relatively young company, Warmworks has also helped D Murray to expand the skill sets of their employees in renewable technologies, gaining invaluable experience in delivering Warmer Homes Scotland in North West Scotland.

Local apprentices are already benefitting from the company's growth, with two apprentices currently undertaking training alongside their studies. Both have come through their studies at NE Scotland College in Fraserburgh. *"Recently we undertook training in heat pump installations. We're hoping this will mean doing more renewables installations in the near future."*

Looking ahead to the future, Darren Murray (the business owner) is keen to bring on new apprentices and grow and expand the business. *"We'd like to take on another new apprentice to help with the increasing workload. We also look forward to developing our relationship with Warmworks, continuing to deliver work under Warmer Homes Scotland and to increasing the range of accreditations we have gained, particularly around renewable technologies, which we see very much as the future."*

*"We'd like to take on another new apprentice to help with the increasing workload. We also look forward to developing our relationship with Warmworks, continuing to deliver work under Warmer Homes Scotland and to increasing the range of accreditations we have gained, particularly around renewable technologies, which we see very much as the future."*

## OUR COMMUNITIES

Our communities work has always been a vital component of delivering Warmer Homes Scotland. This year, however, brought into even sharper focus just how important it is to ensure that communities across Scotland receive the bespoke support they need to thrive. We know that those living in fuel poverty have been, and will continue to be for some time, disproportionately disadvantaged by the impact of the pandemic. This means that our work in communities will be crucial as we look to build on our efforts in the next financial year, helping more people, creating more jobs and providing more training opportunities.

Since 2015, we have been working with the Scottish Government in planning and monitoring the delivery of our communities strategy, which has two component parts. The first element is the Employment Skills Plan, which outlines our contractual commitment to the Scottish Government relating to jobs, training, placements and apprenticeships. The other part of the strategy is our partnership work, which takes into account our ambition to enhance and grow local and national partnerships with community and voluntary organisations.

We have continued to make good progress in both of those areas over the last year. The section below sets out what has been achieved.

### Employment Skills Plan – progress to date

We have continued to deliver against the ambitious targets outlined in the Employment Skills Plan, which were increased in 2019/20 in line with Warmworks' contract extension to deliver the scheme. These increases centred around new jobs, new training courses and the number of apprenticeships offered under the scheme.

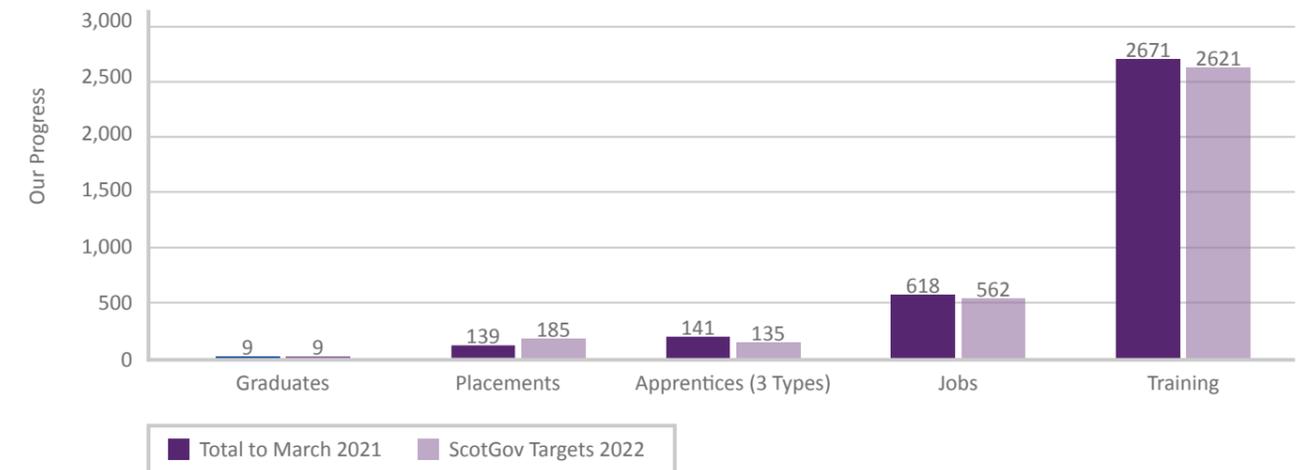
It is encouraging to see that we have now reached our training target, which is a significant milestone given that it was achieved a year ahead of time. A large part of this year's training has been achieved thanks to Warmworks subscribing to **Engage in Learning** – a web-based training portal. Over 300 training units have been completed, assessed and passed, with courses ranging from Customer Service to First Aid and several health and safety-related topics. David Steele, Warmworks' Compliance & Quality Manager states: ***“Engage in Learning has been a great online training resource, especially during lockdown, giving our employees an easily accessible route to certified courses whilst working from home.”***

We've also continued to see an impressive uptake in renewable skills training amongst our supply chain, with a notable increase of 27% of individuals undertaking renewables skills training in the last year, the second highest percentage increase per year ever in our delivery of the contract. With health and safety a core part of Warmworks' delivery model, it is also encouraging to see a 35% increase in members of our supply chain undertaking courses such as Asbestos Awareness, First Aid, Manual Handling, Gas Safe, Electrical Safety and the more comprehensive IOSH qualification. This is in addition to further training undertaken as part of Warmworks' COVID-19 health and safety protocols.

In total, we have met or are ahead of target in 14 out of 16 Employment Skills Plan categories as at the end of March 2021. The graph below aggregates the 16 targets into the five contractual categories and demonstrates the good progress being made. We know there is always more to do and the aim for the year ahead will be to increase the focus on renewables training, work placements and increasing the uptake of formal accreditations.

## Employment, Skills & Training

Combined Supply Chain & Warmworks Totals (March 2021)



9 Graduate positions

139 Placements

Apprentices  
141

Of course the work we do to drive these targets forward is about much more than just the numbers, it's about the impact on people's lives and the opportunities that the scheme can create. To bring this to life, below is a selection of case studies that underscore the impact of the scheme on young people and communities across Scotland.



### Nathan McAskill – McInnes Group Ltd (McInnes)

With a strong commitment to recruiting, training and employing young people, McInnes Group, one of Warmworks' first registered sub-contractors, recently worked with Barnardo's Works to recruit a new apprentice plumber.

After an introduction to Barnardo's Works from Warmworks, McInnes interviewed Nathan for an apprenticeship. Having impressed at interview, Nathan was hired straight away and is now well on his way to becoming a fully-qualified tradesman.

As a care-experienced young person, Nathan was supported previously by the Skills Development Scotland 'Certificate of Work Readiness', having left school in fourth year with no formal qualifications. He has also now commenced his Scottish Vocational Qualification (SVQ) Modern Apprenticeship in Domestic Plumbing at Inverness College. ***“My experience has been great and very wide-ranging, including heat pump installations. It's been so good to get this opportunity, others have not been so lucky.”***



**Alice Pittman – South East Heating Services Ltd (South East Heating)**

Alice Pittman, 18 years old, is undertaking her business administration apprenticeship as part of her role with Warmworks’ sub-contractor, South East Heating.

After coming straight from Selkirk High School on a short work placement and pre-apprenticeship, Alice was offered an apprenticeship with South East Heating, a company with a long track record of nurturing young talent. Alice is continuing with her Modern Apprenticeship SVQ in Business & Administration at Borders College as part of her training, albeit ‘virtually’ through online assessments given the current restrictions, and she hopes to complete it this autumn.

Alice says **“Recently I’ve become a lot more confident using the Warmworks Portal and ordering materials. I speak to customers a lot too and can give advice on different aspects like biomass boilers and fuel pellets that I didn’t know about before. It’s such a good environment to work in. I would say to any young person to take the opportunity if it comes your way.”**

**David Taylor, Everwarm**

David will move into the fourth year of his Electrical Apprenticeship in September 2021. He is studying for an SVQ Modern Apprenticeship in electrical installation at West Lothian College and gaining work experience at Everwarm, one of Warmworks’ established sub-contractors.

David’s work experience on Warmer Homes Scotland jobs has included wiring and earth bonding boilers and air source heat pumps and fitting Fire Angel smoke alarms. **“I really enjoy fitting air source heat pumps. There is more involved in the work and it keeps you busy. They are more challenging to fit, which I prefer. I have other pals learning the trade and they’re not getting the same experience with renewables that I am.”**

Supported by the Scottish Electrical Charitable Training Trust (SECTT), David has been progressing year upon year. David loves the variation of his work. He sees renewables as the future and potentially a job for life. **“I’ve been part of a solar PV job before and would like to do more of those, as well as heat pumps.”**

As part of his work experience with Everwarm, David enjoys other training such as Asbestos Awareness and Manual Handling. **“We deal with asbestos almost every day, so this training is vital.”**



**Building Partnerships**

Building strategic partnerships is a fundamental part of Warmworks’ communities work. We know that by building key partnerships with a range of organisations and individuals, we are able to reach more people, more households and more communities across the country.

With that in mind, our partnership work has continued at pace this year despite the COVID-19-driven restrictions in place. We have built upon our existing relationships with a range of organisations, including: Skills Development Scotland, Energy Skills Partnership, the Scottish Government’s Skills and Quality Working Group, Developing the Young Workforce, Chambers of Commerce (Edinburgh in particular), Scottish Association of Mental Health on training, Age Scotland and Scottish Fire and Rescue Service. Our mentoring of young people through MCR Pathways is also ongoing.

Below we have included two case studies that help to highlight our wider partnerships and the role they play in supporting the scheme.

**The Trussell Trust**

In 2020/21, we supported the Trussell Trust as our corporate charity partner for the second year running. As part of this, our team has completed several challenges, including a 2000-mile challenge with several staff walking, running and cycling to raise much-needed funds, as well as providing something for them to focus on with COVID-19 restrictions in place. Our employees have also undertaken personal challenges to raise money for the Trussell Trust, which has included a challenge to read 50 books in one year.



Another of our teams also participated in the Trussell Trust’s Race Against Hunger, adding another £500 to our fundraising total for this year of over £1,600. For the third year in a row, the staff-raised amount was then matched by Warmworks, with the impressive end result being a total donation of £3,200 to a vital cause. Given the dramatic rise in food bank use over the course of the pandemic, we have decided to continue to support the Trussell Trust as our adopted charity of choice in the coming year.



Since the launch of Warmer Homes Scotland, Warmworks has enjoyed a close working relationship with DYW.

An example of this was our Communities Champions Workshop with our supply chain, held at West Lothian College. DYW (Edinburgh, Mid & East Lothian) held an interactive workshop, led by Neil Pederson, alongside one delivered by Skills Development Scotland and the college itself. This workshop served to raise awareness amongst the supply chain of the support, training, funding and other activities DYW deliver to help employers and young people secure opportunities.

In South Lanarkshire, Alison Nimmo of DYW was instrumental in helping our sub-contractor, CMBS in Rutherglen, to provide 4 young work placements to pupils from Rutherglen High School. Rose Coyle from the DYW team there says: **“The partnership DYW have had over recent years with Warmworks and CMBS has resulted in great opportunities for some of our local Additional Support Needs (ASN) school pupils to undertake work experience. This has been a great collaboration that has resulted in maximising work experience for those pupils who may otherwise have struggled. The level of support and mentoring given to the young people whilst on work experience was inspiring to say the least. We witnessed young people thrive and grow in confidence whilst also gaining valuable experience”**

Warmworks has also benefitted from DYW’s expertise in several wider areas, including, but not limited to:

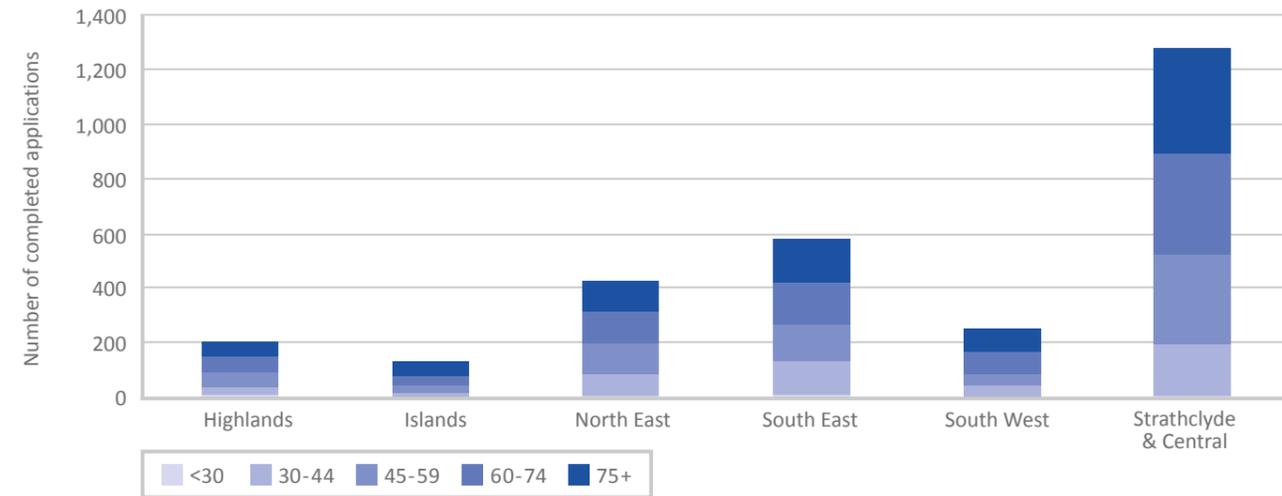
- Training on managing young work placements
- Help in arranging a Health & Safety course for a young work placement via DYW in Inverness
- Attending the annual DYW conference in Edinburgh with over 300 young people, local schools and companies
- Investigating young work placement and pre-apprenticeship opportunities with Musselburgh Grammar School and DYW

Sophie Dawes of DYW in Edinburgh says: **“We highly value the partnership we, in the DYW Edinburgh, Midlothian and East Lothian region, have had with Warmworks in recent years. Through collaboration with Warmworks we have expanded our network of employer partners and raised the profile of DYW within the industry. Their active involvement in DYW has also increased awareness among young people of the breadth of opportunities in the sector.”**

# THE YEAR IN NUMBERS: TRENDS & ANALYSIS

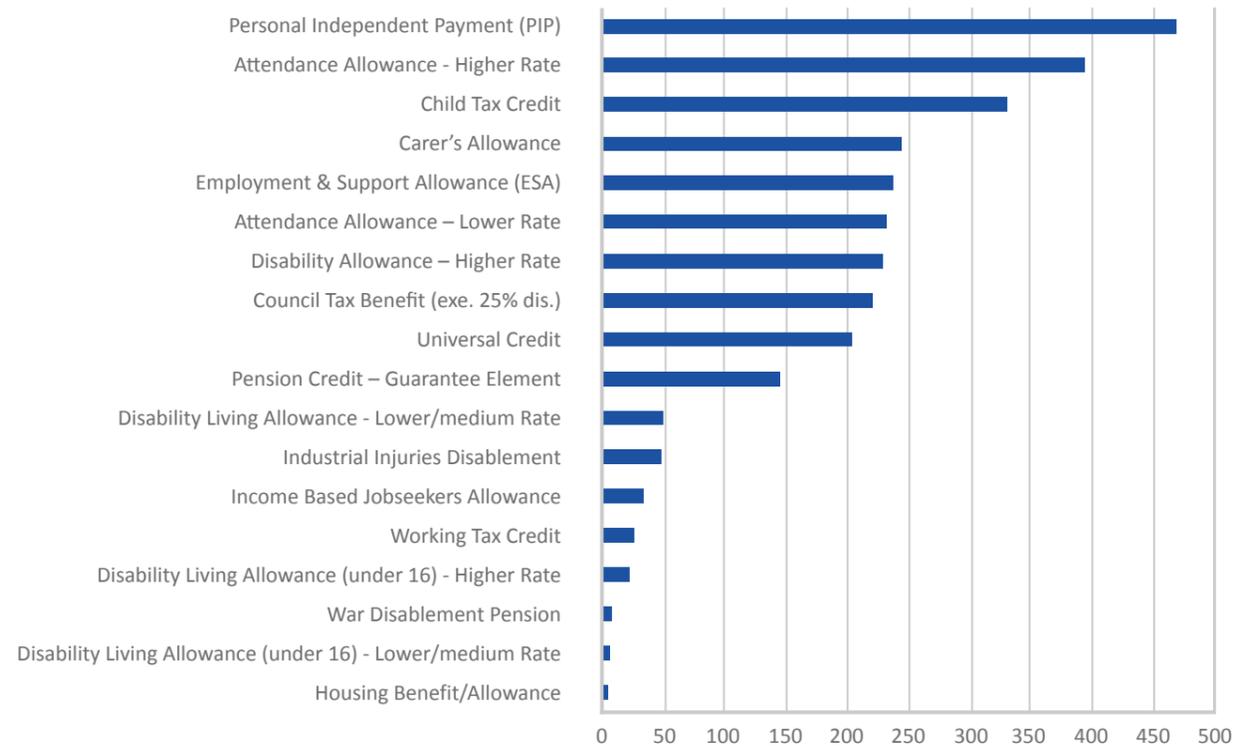
## About our customers: age and location

The graph below shows the households that received assistance under Warmer Homes Scotland in 2020/21, split by the age of the eligible applicant and the geographic region in which they are based.



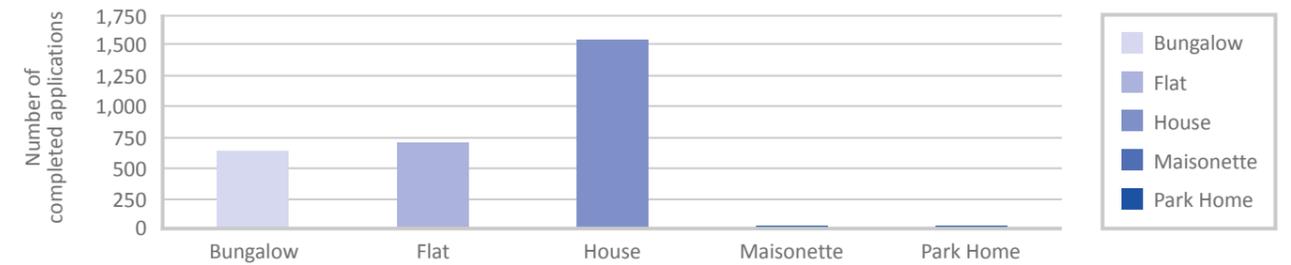
## About our customers: the qualifying benefits they receive

The graph below shows the breakdown of households that received assistance under Warmer Homes Scotland in 2020/21 and gives details of the main benefit being claimed by the eligible person to make them qualify for the scheme. Note that some householders will receive more than one benefit and this graph only captures the lead benefit.



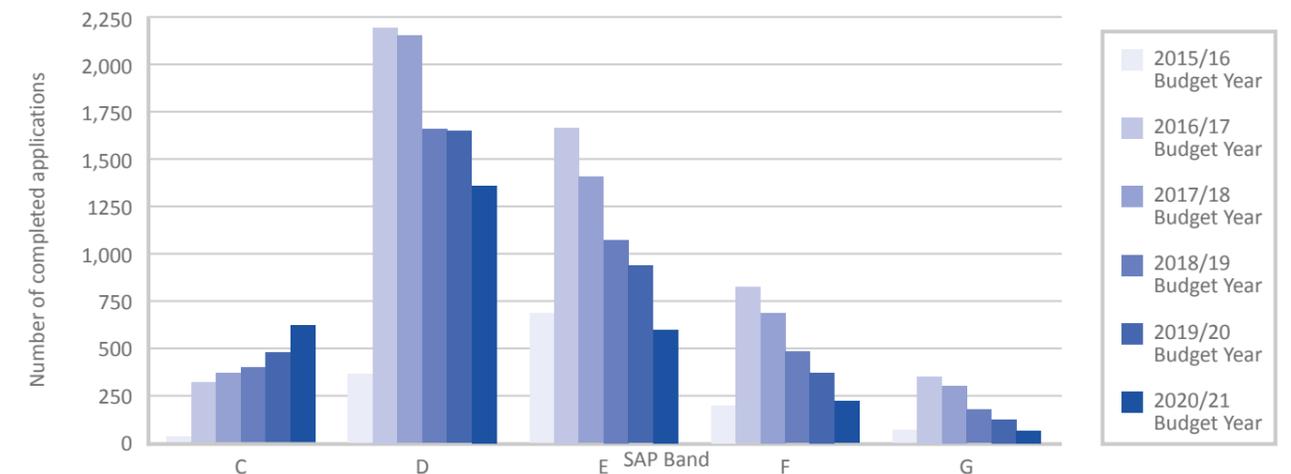
## Homes: about the properties we've helped

The graph below shows the split of the different property types that were helped under Warmer Homes Scotland in 2020/21, using the property type definitions specified by the Scottish Government.



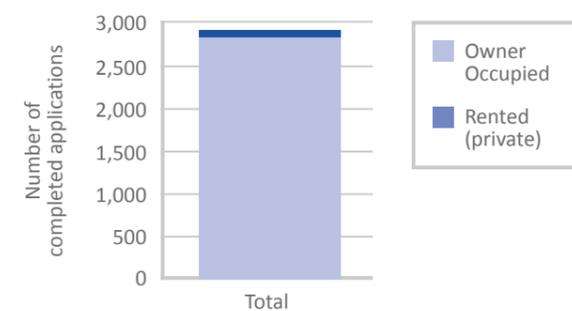
## Homes: number of completed applications to Warmer Homes Scotland by SAP band

The graph below shows the households that received assistance under Warmer Homes Scotland in 2020/21, split by the SAP band (as shown on a standard Energy Performance Certificate) of the property prior to any energy efficiency improvements being installed. Note that households with a recorded initial SAP band of C or D would in reality have had lower SAP ratings because their main heating system was broken.



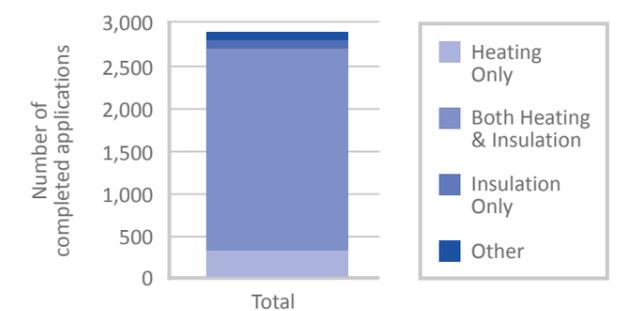
## Homes: number of properties we've helped by tenure

The graph below shows the households that received assistance under Warmer Homes Scotland in 2020/21, split by the tenure of the household.



## Measures installed: mix of heating/insulation

The graph below shows households that received heating measure(s) only, insulation measure(s) only or a combination of heating and insulation measures.



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