



Warmer Homes Scotland

Annual Report 2022/23



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“...from feeling warmer in their homes to seeing long-term improvements in their health; we never stop learning about the difference that the scheme can make and the diverse range of impacts it can have on people’s lives.”

Foreword

Ross Armstrong
Warmworks’ Chief Executive

It’s a real testament to the work of our teams, our supply chain partners and all of the organisations that work with us to deliver Warmer Homes Scotland that, as the first phase of the scheme comes to an end, we managed to reach more households in 2022/23 than ever before.

We provided vital help and support to almost 5,500 homes and families over the last twelve months, completing almost 12,000 individual heating and insulation upgrades in the process – both of which are record-breaking totals, with the overall number of households assisted by the scheme since 2015 now going beyond the 35,000 mark in the process.

I couldn’t be prouder of the team that has helped us reach these milestones. From our own people in Warmworks to the registered and accredited local installation companies that we work with all across Scotland, every single person has played a part in helping to make sure so many people can now be more affordably warm in their own homes.

Beyond the scale of these numbers themselves, the most compelling aspect of the scheme’s work is always the individual stories of the customers who applied to the scheme and have had work carried out. This report features a selection of some of those stories and perspectives from the people who get in touch with us every day to tell us about the changes our work has made to their lives – from feeling warmer in their homes to seeing long-term improvements in their health; we never stop learning about the difference that the scheme can make and the diverse range of impacts it can have on people’s lives.

Alongside this, the scheme has always prioritised and maintained a clear focus on the wider social impacts that arise from the work that we do, and the record-breaking levels of activity in the last year mean that we’ve been able to continue our momentum in realising those benefits for local communities. Later in this report, you’ll read first-hand accounts about what it means to work on the Warmer Homes Scotland scheme from both the registered and accredited, local installation companies that support our customers and from some of the young people and apprentices that have seen sustainable, long-term job and training opportunities created across our supply chain.



It’s very encouraging that the high volume of completed applications this year has also driven the highest uptake we’ve ever had for renewable technologies, such as solar panels and air source heat pumps. Warmer Homes Scotland will have a key part to play in moving towards Scotland’s net zero ambitions, by helping fuel poor households to decarbonise the ways in which their homes are heated. None of us can afford to lose sight of the importance of delivering that transition to net zero in a just and equitable way, which means providing invaluable, tailored support to those vulnerable homes and families that can’t make the transition by themselves.

It’s a source of significant pride for all of us involved in its delivery that the first phase of Warmer Homes Scotland is drawing to a close with the scheme continuing to exceed its objectives, expanding the depth of the support it provides and reaching more people and families than ever before.

However, as we look ahead to the next phase of the scheme, the hard reality is that, set against the backdrop of continuing high energy prices, the milestones and the achievements in this report have only been made possible because more people than ever before have needed our help, and more people than ever before are still struggling to stay affordably warm in their home.

All of that means that as we conclude the first phase of scheme delivery, none of us can afford to be complacent or underestimate the size of the task ahead. We need to build on the excellent start that we’ve made as we seek to redouble our efforts, maintaining our central focus on our customers and ensuring that we play a meaningful part in a genuinely Just Transition to net zero.

About Warmworks

Warmworks is a joint venture partnership between Energy Saving Trust, Everwarm and Changeworks.

We are committed to providing affordable warmth to homes, families and communities across the country. Since 2015, we have helped tens of thousands of people to better manage their energy use and live warmer, happier, healthier lives.

Warmworks has supported more than 35,000 households in Scotland as the Managing Agent of the Scottish Government's national fuel poverty scheme, Warmer Homes Scotland.

We have continued to expand our work, taking on new contracts and building our presence across the UK. We now have more than 100 members of staff based at our offices in Edinburgh, London, Newcastle and Kirkwall.

We provided help and support to almost

5,500

homes & families over the last year,




completing almost

12,000

individual heating and insulation upgrades in the process.

About Warmer Homes Scotland

The Scottish Government's Warmer Homes Scotland scheme provides grants for:

-  Insulation
-  Efficient heating
-  Renewable technologies

in the homes of households who are struggling with the cost of high energy bills, making homes more affordable to heat.

Launched in 2015, the scheme has now supported more than 35,000 homes and families across the country to manage their energy costs and live warmer, happier and healthier lives.

The first phase of the scheme will be drawing to a close in September 2023, with Warmworks continuing delivery of the second phase of Warmer Homes Scotland from October 2023 onwards.



Since 2015, the Warmer Homes Scotland scheme has supported more than

35,000

homes and families across the country.

Highlights and headlines

from 2022/23

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



5,478

households across

Scotland received support through the Warmer Homes Scotland scheme between 1 April 2022 and 31 March 2023. This is the highest number of households that have been supported in any one year of the scheme.



Estimates show that more than

£707,000

in financial savings has been delivered to those homes.

The average increase in the energy efficiency rating, as measured by the Standard Assessment Procedure (SAP), across all homes that received at least one energy efficiency improvement this year was

6.7 SAP points.

The scheme is supporting a Just Transition to net zero by helping people to decarbonise the way they heat their homes.

For example, in the last year, more zero emissions heating systems were installed than in any other year, with

742

homes benefiting from this form of heating.



422

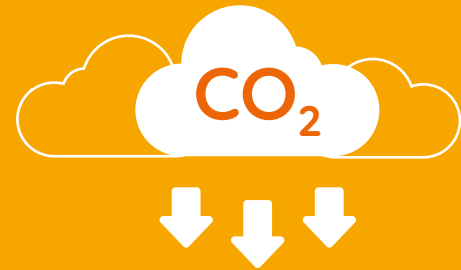
of the homes referred to the Warmer Homes Scotland scheme this year were previously in SAP Bands F or G, the least energy efficient properties in the country.

We have now created more than

170 apprenticeships within Warmworks and across our supply chain since scheme start, which are roles that will provide training opportunities and additional skills – creating green jobs for the future.

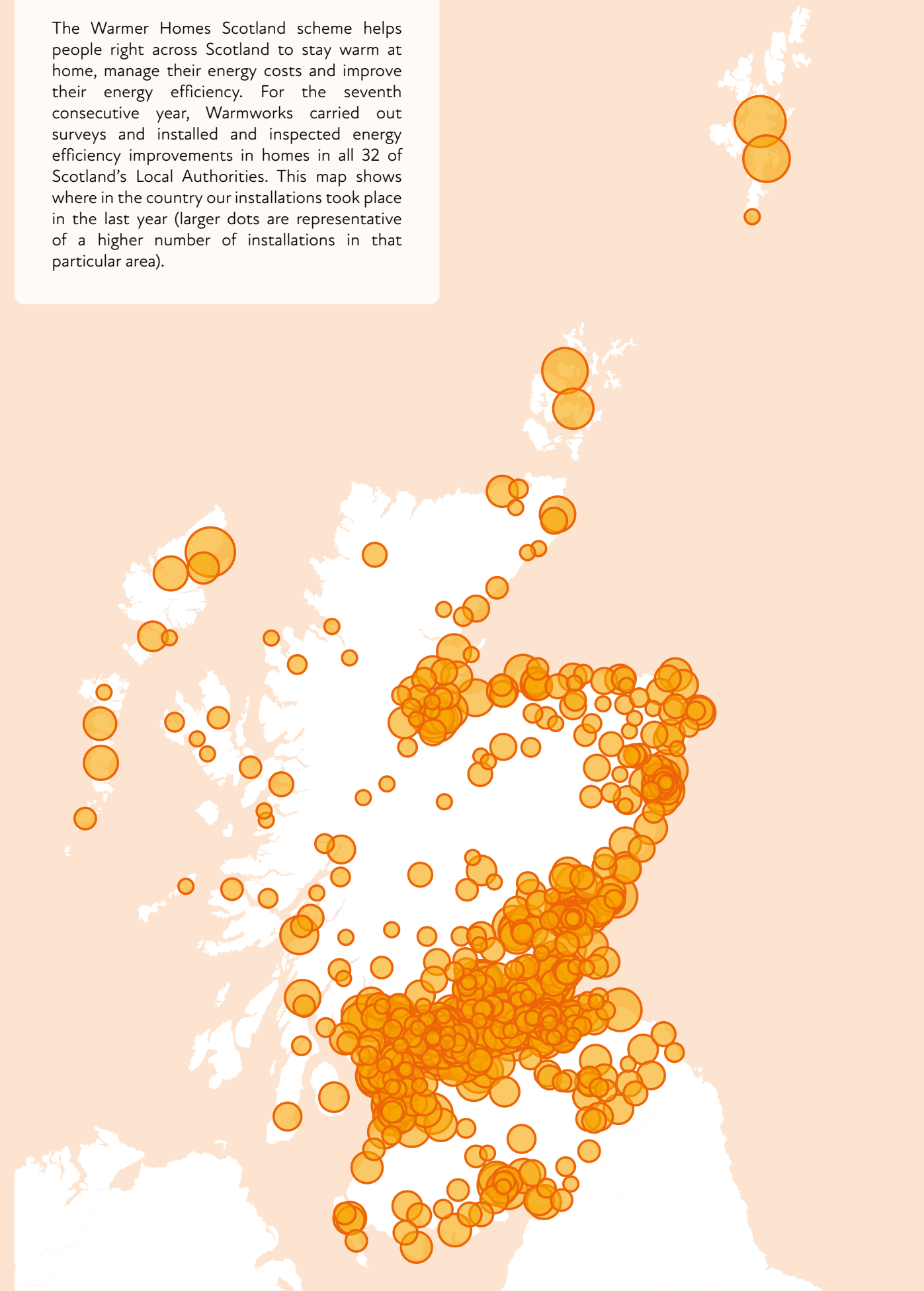


Warmworks has retained its status as a Living Wage Employer, and every one of our 24 registered and accredited sub-contractors continues to pay their staff at least the Living Wage for working on the Warmer Homes Scotland contract.



More than **4,600** tonnes of CO₂ were saved in the last twelve months, which is the equivalent of taking more than 1,000 cars off the road for one year, or the emissions saved from charging more than 560 million smartphones.

The Warmer Homes Scotland scheme helps people right across Scotland to stay warm at home, manage their energy costs and improve their energy efficiency. For the seventh consecutive year, Warmworks carried out surveys and installed and inspected energy efficiency improvements in homes in all 32 of Scotland's Local Authorities. This map shows where in the country our installations took place in the last year (larger dots are representative of a higher number of installations in that particular area).



Our customers

– what they say

While this has been a record year for the Warmer Homes Scotland scheme in terms of the number of homes supported, at the heart of the scheme are the individual customers who rely on its support. Many of them have told us about the real and often life-changing benefits the scheme has been able to deliver for them this year.

installed in their homes are now helping them to manage their energy bills better. Others have noted how these upgrades have led to an improvement in their health. Below you can read about some of the ways the scheme is helping to make a significant impact on the lives of people across Scotland.

Set against the backdrop of record energy prices, many have told us that the energy efficiency improvements



“ It is certainly a lot warmer. I have got radiators that are warm that have never been warm before. We just put the heating on for an hour in the morning and maybe if it is cooler, we'll put it on again at night. I don't think the house has ever been so warm. We are delighted. The hot water for the bath is excellent. It no longer takes 20 minutes to fill, and I can have a hot bath ready in five minutes – it's excellent. ”

Mrs H – Alexandria, Dunbartonshire

“ We now have a warm home, and it is comfortable. We know that everything is up to standard, so we don't need to worry about it. It has taken a huge amount of worry away because of the warmth we have, and it's made the quality of our lives much better as a result. ”

Ms E – Inverness

“ I'm very comfortable now, there are no draughts and there is no wind. The house is always warm and I'm really happy with the benefits to my own health, as the cold made me suffer previously. It's like an entirely new home, I'm really impressed and couldn't be happier. ”

Mr R – Arbroath, Angus



“ This has made such a difference, you have no idea. In December, our bill was over £300 and in January, just before we got the heating changed, it was around the same. This was for a month of electricity and the house was not even warm. We had the air source heating put in early February and the bill at the end of the month was £159. The month after, it was £133. ”

Mrs W – Oban

“ I don't think I can adequately describe the difference the work has made to us. We could tell almost instantly that the house was warmer. The air source heating seems so much more efficient and cost-effective than our previous heating, and the house keeps the heat really well, thanks to the underfloor insulation. With rising energy costs, this couldn't have come at a better time for us and has given us incredible peace of mind about how energy efficient our house is now. ”

Mrs L – Tain, Highlands

“ We certainly have been given a complete peace of mind. We no longer have any fear of our boiler stopping working and not having access to the parts as it was very old. It would've been a risk to our health. We're warmer at home too. We've also been able to make a considerable saving thanks to the Warmer Homes Scotland scheme, which we appreciate very much. ”

Mrs G – Dundee

“ I am warm at home for the first time and previously could not sleep some nights due to the cold. It is lovely having a warm home all through. ”

Mr D – Ayr

Our installers

For the seventh year in a row, our network of 24 registered and accredited installers has delivered energy efficiency improvements to homes in every local authority area in Scotland.

This is an impressive achievement in its own right, but what really sets the Warmer Homes Scotland scheme apart is the way in which that support has been delivered.

Our installers put our customers at the front and centre of everything they do, with a commitment to first-class customer service and safety. We measure this by having an independent inspection carried out on every installation, to make sure that it meets the scheme's industry-leading standards. For our vulnerable customers, it is extremely important that our installations are carried out in a way that reassures them they are receiving the highest quality of care and attention, and that all work will be carried out safely. The last twelve months have seen 99% of our installations pass these independent inspections at the first time of asking, equalling our best ever performance in a twelve-month period over the history of the contract.

The table below evidences how we have maintained a consistently high performance against this indicator over each of the last five years:

Scheme year	Inspection pass rate
2018/19	98%
2019/20	98%
2020/21	99%
2021/22	99%
2022/23	99%

A key driver behind the results above is the work of our registered and accredited installers, who lead on managing the installation process for our customers from the point of a technical survey being carried out, through to signing off the completed installation. The consistently high inspection pass rates shown in the table above are a direct result of the high-quality work

delivered by our installers and their teams, and the supportive and collaborative relationships built with Warmworks' health and safety and compliance teams.

In addition to the post-installation independent inspections that are carried out, the Warmworks team also carries out regular 'work in progress' visits through our dedicated health and safety team. The aim of these visits is to make sure that installations are proceeding in line with our high standards, and where appropriate, to provide advice and guidance to installers and engineers on where their work could be enhanced or improved, as well as sharing best practice in the field.

To demonstrate the breadth of work carried out by our installers and the benefit that working on the Warmer Homes Scotland scheme brings for them, some examples are provided here that give an insight into the types of companies that work in our supply chain and the experience they have gained from their work on the scheme.



TK Murray

TK Murray is a family run business, which means that managers and teams in the company take great pride in their reputation. While they believe their high-quality workmanship and knowledge of heating systems are a given, they feel that what sets them apart is their commitment to going the extra mile for customers – making their installations as easy as possible for them. They understand that many people have other challenges in everyday life and while installing a new heating system may be a straightforward process for those in the industry, for some customers it can feel like a big disruption.

TK Murray's approach to customer service has always been to put themselves in their customers' shoes and think "What if this was me or my mother, father, sister, brother?". This approach runs throughout the whole company, from TK Murray's Directors and managers to their office staff and technical team, who all work with flexibility and courtesy on every installation, ensuring customers always receive a first-class service.

As one of the longest standing members of Warmworks' supply chain that works on Warmer Homes Scotland, TK Murray has gone from strength to strength in relation to the range of traditional and also renewable technologies they can now offer as part of their service, with many of their gas engineers already cross-trained to install air source heat pumps.

As a result, they have been able to provide new opportunities for people to join the company. These new opportunities include heating and electrical apprenticeships, administrative roles and also training has been provided in the areas of solar and battery installations. The provision of work from the scheme has also helped the company to manage the natural peaks and flows of running a business.



Walker Renewables

Formed in 2016, Walker Renewables is a small company based in South Uist in the Outer Hebrides, with a background in installing and servicing heating systems in new build and renovated properties.

In 2020, the increasing attention placed on climate change policy and the inevitable move towards low carbon heating

systems persuaded Walker Renewables that they needed to change their operating model and specialise in the installation of zero carbon, renewable heating solutions.

Walker Renewables now focuses on the transition to low-carbon heating technologies in people's homes, especially those who need extra help and support to adapt to change. The company has mainly focused on air and ground source heat pumps as well as electric storage heating systems.

As of June 2023, Walker Renewables has already completed 36 full heating installations as part of their first full year of delivery on the Warmer Homes Scotland scheme. This has included air source heat pump systems, electric storage heaters, glazing and energy-efficient doors. The company is very proud that all of their installations have passed Warmworks' independent inspection at the first time of asking and with a 100% customer satisfaction rating.

Walker Renewables also say they are pleased with the partnership they have been able to establish with Warmworks, as a result of which, they have been provided with a comprehensive support network on all aspects of heating system installations. This ranges from scoping to procurement, and the provision of subject matter experts that Walker Renewables can contact for equipment issues or customer queries.

Thanks to their work on the Warmer Homes Scotland scheme, Walker Renewables has been able to expand the scope of their work to add electric storage heating systems and external door replacements to their remit, with the former providing Warmer Homes Scotland customers with an alternative option, where required, to the installation of air or ground source heat pumps.

To support their Warmer Homes Scotland work, Walker Renewables has taken on two additional full time installers and one apprentice. In January 2023, they also recruited an additional Renewable Heating Apprentice. This complements their sub-contracted electricians and joiners, who all help to deliver a high-quality service for customers. The Senior Apprentice at Walker Renewables has now completed his second-year course at the University of the Highlands and Islands and is progressing on to third year, with a new apprentice at the company starting their course at the university in September 2023.

Walker Renewables has been able to move into a prominent new office location that they say provides them with the perfect venue to host their clients and customers. They have procured an all-electric work vehicle and have rebranded their entire fleet of vehicles to promote renewable energy. Finally, the company was also recently invited to Sgoil Lionacleit, a six-year comprehensive school on the Isle of Benbecula, to present an overview of air and ground source heating systems to third and fourth year pupils, which was well received.

Our communities

In addition to the first-hand benefits that have been delivered through the installation of energy efficiency improvements in our customers' homes, Warmworks is dedicated to strengthening the communities in which we carry out our work.

Our commitment to our communities is about delivering real added value and lasting benefits that will extend far beyond the lifetime of the Warmer Homes Scotland scheme.

In this section you'll read about the initiatives that we've delivered over the last twelve months that go to the heart of achieving that goal.

Employment Skills Plan – Warmer Homes Scotland targets

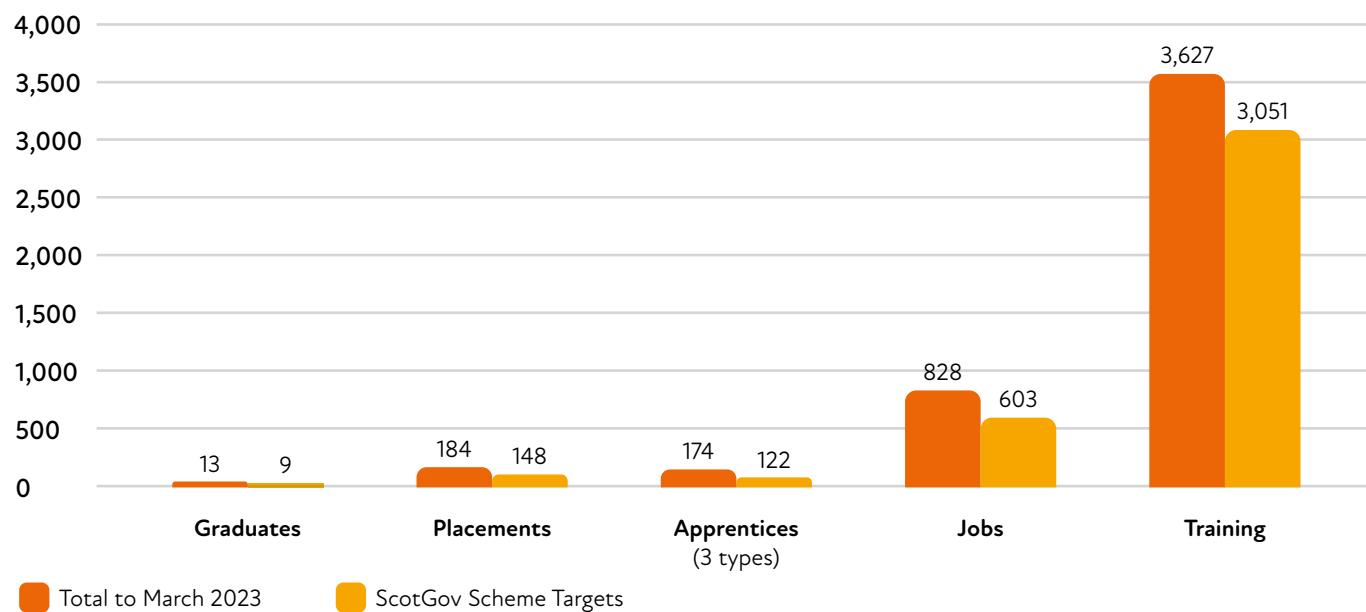
The Employment Skills Plan, which is agreed with the Scottish Government and forms part of Warmworks' delivery of the Warmer Homes Scotland scheme, aims

to ensure the scheme offers maximum value by setting targets for jobs, vocational training and employment opportunities.

Together with our supply chain, we have delivered on our targets across all 16 Warmer Homes Scotland employment and training metrics set out in that plan over the last twelve months and, with the current phase of the scheme due to conclude in October 2023, we're delighted that all five target groupings in the chart below have been exceeded.

We are proud of our ongoing commitment to investing in young people, and we have now created opportunities for more than 170 apprentices working on the scheme across Scotland since 2015. Modern Apprenticeships in heating, plumbing and electrical installation continue to feature heavily in the mix, with more and more emphasis on renewable energy systems, particularly heat pumps. We have continued to recruit full time posts and to facilitate the achievement of Scottish Vocational Qualifications (SVQs) in areas such as business administration, customer service and compliance.

Total Supply Chain & Warmworks to March 2023



We have continued to develop our relationships with Scotland's Colleges and Developing the Young Workforce over the last year to explore and rollout new and emerging training facilities on energy efficiency and renewable energy systems across the further education sector, as well as being involved in various training, employer education and engagement events. These include STEM (Science Technology, Engineering and Maths) Ambassadorship workshops with charitable organisations like Action for Children and Barnardo's Works, with guest speakers from our supply chain and Warmworks' own health and safety team.

Young people from a range of different year groups have been part of the various audiences, and we have enjoyed interacting with dozens of young minds to encourage them to think about a career in our industry.



Action for Children Glasgow Youthbuild



Barnardo's Works Edinburgh STEM/Energy Workshops

We have also benefited from ongoing support from Energy Skills Partnership (ESP), Skills Development Scotland, Energy Saving Trust and industry and trade bodies on matters relating to upskilling, reskilling and supply chain development. The learning and understanding we

have built through our ongoing recruitment, increasing knowledge of new industry standards and other upskilling opportunities is helping to inform our partners and will feed into the Scottish Government's Climate Emergency Skills Action Plan.



Expanding the impact of our work across communities

The last twelve months have seen us continue to mentor young people with additional support needs through our partnership with MCR Pathways. There are four ongoing relationships in place across Scotland and more in the pipeline. We continually promote awareness of the work that MCR Pathways is delivering across the UK.

Our team has also maintained good links with the Scottish Fire and Rescue Service to make referrals for vulnerable homes at risk of fire and fuel poverty, raising awareness of safety issues and involving Home Energy Scotland to increase awareness of the range of help that is on offer.

Finally, Warmworks selected The Trussell Trust as our company's charity of choice in 2022/23, which marks the fourth year in a row that Warmworks has partnered with the charity. Our fundraising has brought in over £1,600 so far through a range of challenges and activities; such as a Business 5s football tournament, sponsored walks in London and along Scotland's East Coast, a cooking competition, a Christmas collection and Christmas Jumper Day. Following discussion with The Trussell Trust, we went on to donate our collection and funds raised to the Dundee and Angus Food Bank.

Apprenticeship

– case studies



Name: Ellie Milligan
Role: Office Administrator
Organisation: Envo Energy Solutions

Ellie, who is 19 years old and from Bonnyrigg in Midlothian, started her role at Envo in December 2021. As part of their commitment to investing in a young workforce, Envo recruited Ellie with support from the Warmstart initiative.

Ellie's role has involved booking jobs, talking to customers and managing the Warmworks customer referral portal, tasks in which Ellie has excelled. If she comes across any complications, she can turn to her supportive team at Envo or the Warmworks sub-contractor team.

This work experience is helping Ellie to build her knowledge and confidence by talking to and assessing customers with a variety of needs. She is also increasing her understanding of more technical matters such as insulation, which she has been learning from scratch. In terms of her training and development, Ellie has been given the opportunity to start an SVQ in Business Management through training and education specialists Pentland ACL.

Ellie confirms: "I'm very grateful to have been given this opportunity and am looking forward to continuing to work for Envo."



Name: Alhagie Jassey 'AJ'
Role: Senior Heating Engineer and Plumbing Apprentice
Organisation: Alba Gas Ltd (Alba Gas)

Having spent 11 years as a Prison Officer, AJ felt it was time for a career change and decided to join the heating and plumbing industry. He approached one of our supply chain businesses, Alba Gas after hearing about them through his City & Guilds SVQ Level 2 Diploma in Plumbing Studies at South Lanarkshire College. During his adult apprenticeship with Alba Gas, AJ has enthusiastically undertaken many training and development opportunities. Recently, he successfully completed his Domestic Gas Safe assessment with Blue Flame Certification. AJ is also a prize-winner, having achieved the highest score for his latest Gas Safe test. On-the-job training has helped him to understand the many scenarios and potential challenges involved in domestic heating installations, as well as the range of health and safety and compliance requirements.

"It's very fulfilling to make people feel warm in their home when there is a risk that they have no heating at all in the cold winter months," says AJ.

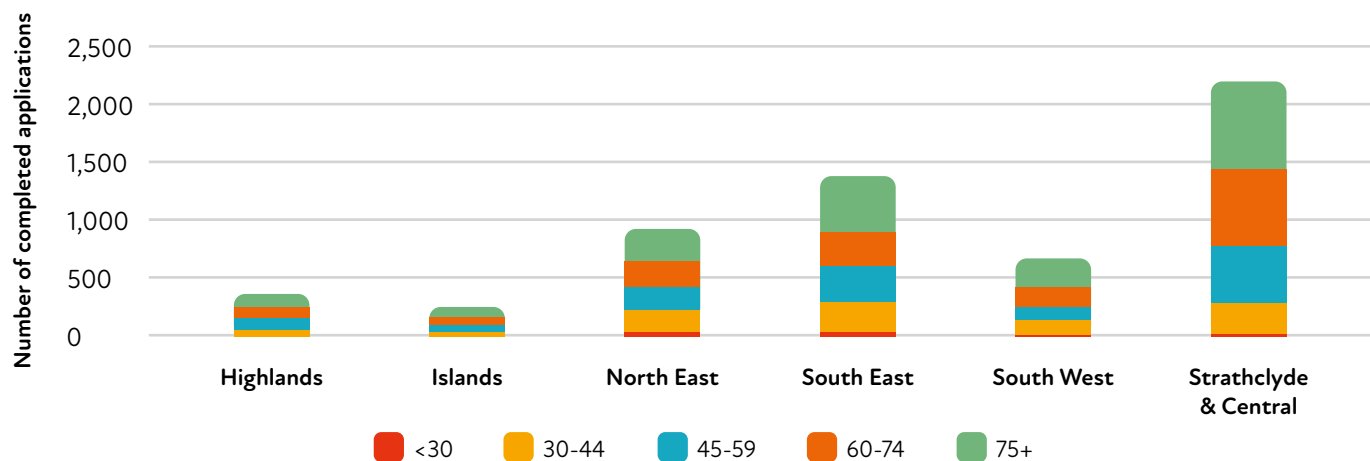
The Warmstart initiative will help AJ to access further training on installing new technologies such as open vented cylinders, renewables and heat pumps as he helps to carry out work on the Warmer Homes Scotland scheme. AJ says that he is "delighted" to have been given this opportunity from Daniel Shaw (Operations Director of Alba Gas) and his team. Daniel notes what an "asset" AJ has been, thanks to his excellent attitude towards his work and most importantly, our customers.

Year in numbers

– trends and analysis

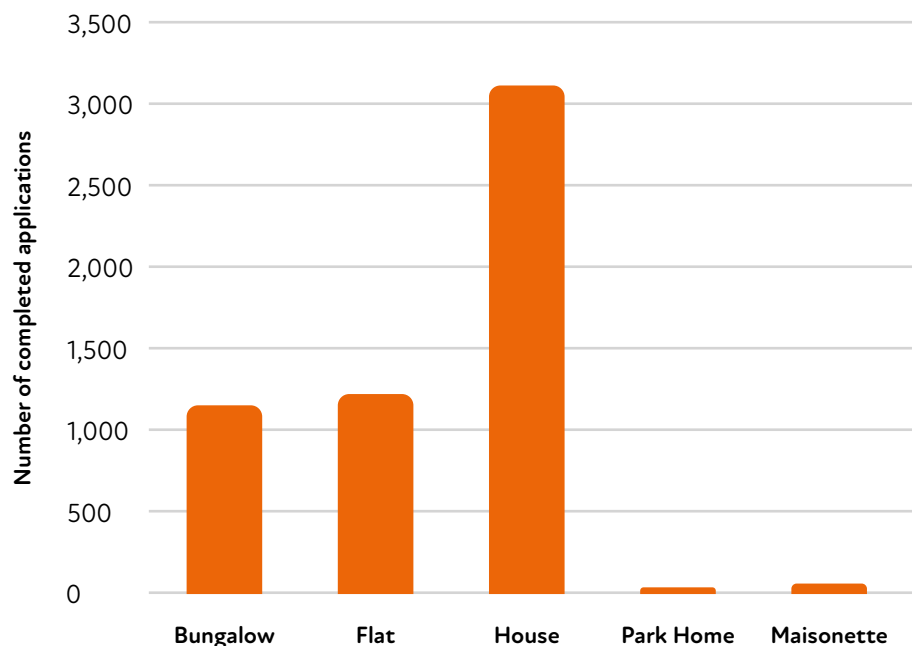
Our customers: age and location

The graph below shows the households that received assistance under Warmer Homes Scotland in 2022/23, split by the age of the eligible applicant and the geographic region in which they are based.



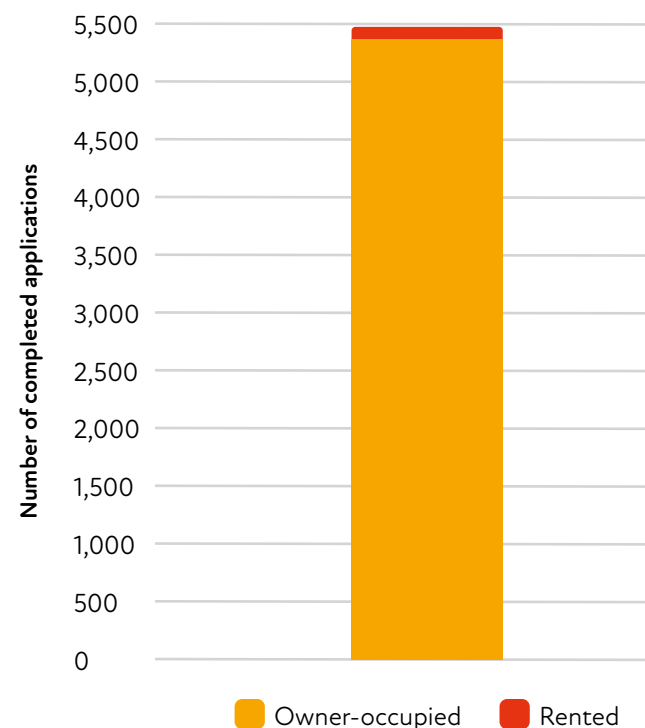
Homes: the types of properties that have been helped

The graph on the right shows the split of the different property types that were helped under Warmer Homes Scotland in 2022/23, using the property type definitions specified by the Scottish Government.



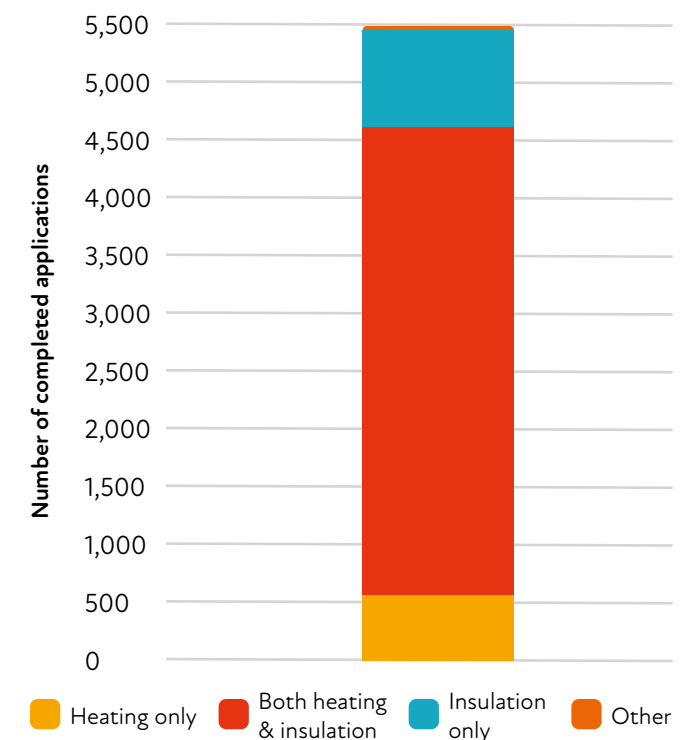
Homes: number of properties we've helped by tenure

The graph below shows the households that received assistance under Warmer Homes Scotland in 2022/23, split by the tenure of the household.



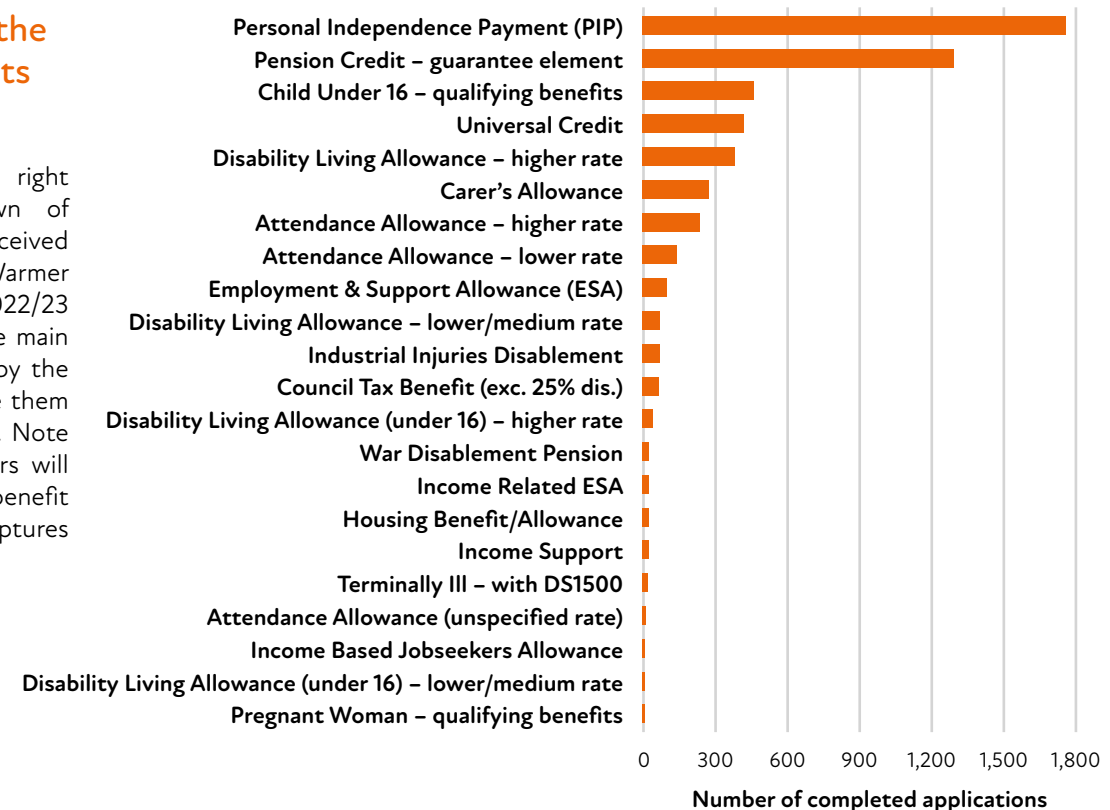
Measures installed: mix of heating and insulation

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



Our customers: the qualifying benefits they receive

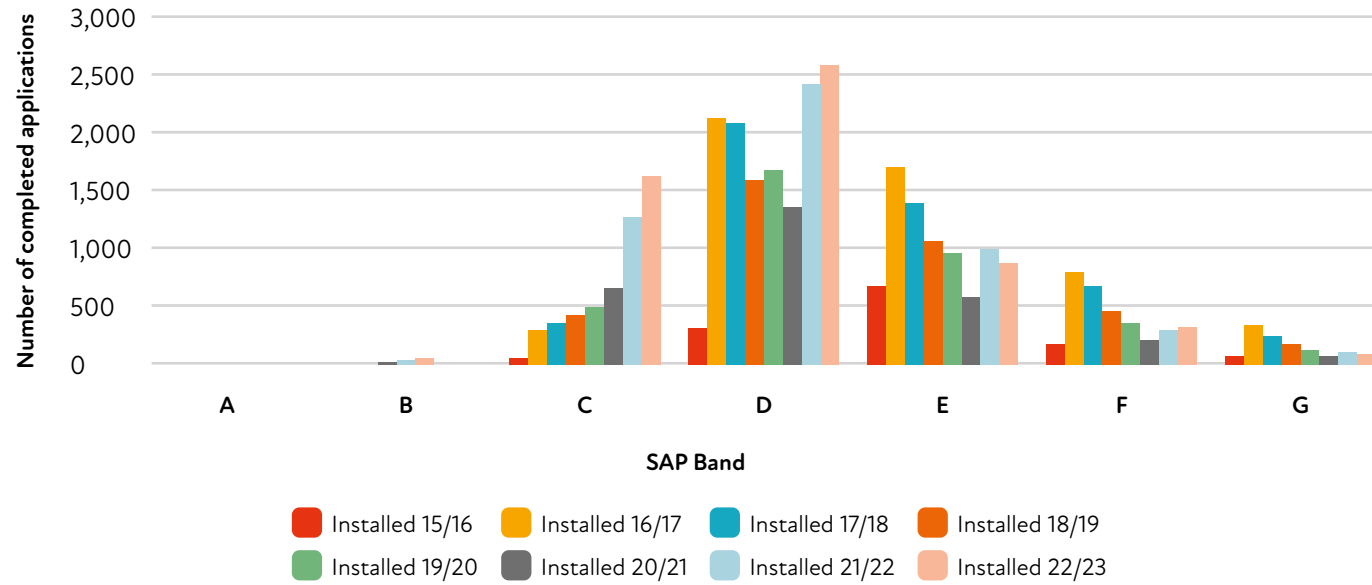
The graph on the right shows the breakdown of households that received assistance under Warmer Homes Scotland in 2022/23 and gives details of the main benefit being claimed by the eligible person to make them qualify for the scheme. Note that some householders will receive more than one benefit and this graph only captures the lead benefit.



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

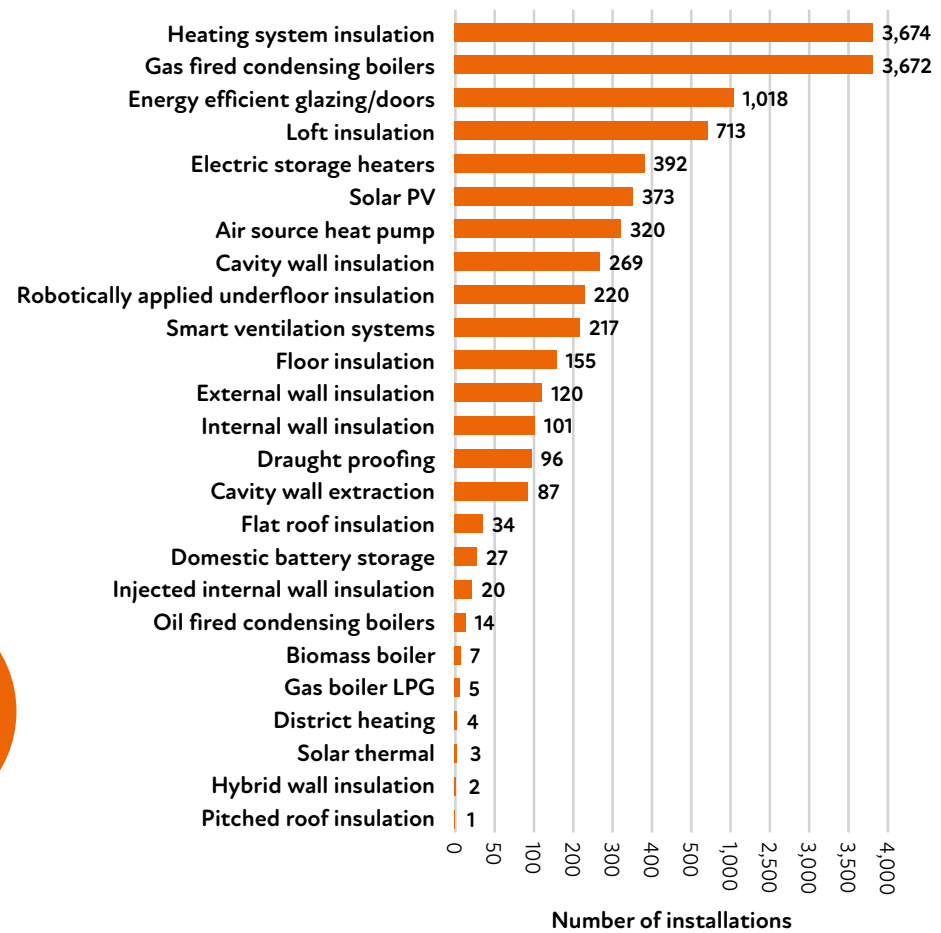
The graph below shows the households that received assistance under Warmer Homes Scotland in 2022/23,

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 have had lower SAP ratings because their main heating system was broken.



Measures installed: breakdown of completed work

Nearly 5,500 homes across Scotland received support from the Warmer Homes Scotland scheme in the last year. The table on the right shows a breakdown of the energy efficiency improvements that were installed in these homes.



Total number of installations:
11,544

Contact & Queries

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