

Warmer Homes Scotland Annual Report

2024 / 2025



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Ministerial Foreword

The Scottish Government has ambitious plans to tackle fuel poverty and climate change. This includes reducing emissions to net zero by 2045 and eradicating fuel poverty by 2040.

Warmer Homes Scotland helps Scotland to progress towards these goals, by helping the most vulnerable in our society to make their homes warmer and more affordable to heat. This report looks back at the first full year of the current scheme but the delivery of Warmer Homes Scotland builds on the previous scheme which commenced in September 2015. Since then, Warmer Homes Scotland has helped over 47,000 households living in or at risk of fuel poverty.

The impact of Warmer Homes Scotland is significant. The measures installed for eligible households help to reduce health inequalities, provide a better home environment for our children, enable elderly people to stay in their own homes for longer and help those on low incomes to afford to heat their homes. In 24/25, the average fuel bill saving across all completed applications was around £450 per year.

Warmer Homes Scotland also provides wider benefits for the economy and communities. Warmworks currently manages a supply chain of 31 registered and accredited SME installation companies based across Scotland, including 7 island-based installers. Since the scheme re-launched in October 2023 it has created over 800 jobs in the core PAS 2030, PAS 2035 and MCS work areas; onboarded c.90 modern apprentices and upskilled over 180 members of their supply chain. These are good quality employment and training opportunities.

These employment and development opportunities are also helping to build and put in place a robust and highly skilled supply chain to help deliver our net zero ambitions.

The refreshed scheme, launched in October 2023, has an increased focus on retrofitting Scotland's homes to insulate households from future energy price shocks as well as cutting emissions in line with our climate targets.

As such, households are now offered a clean heating system in the first instance, but Warmer Homes Scotland will avoid installing these systems in households where it would push them into, or worsen the depth of, fuel poverty. Where the scheme cannot install clean heating, Warmer Homes Scotland will continue to support the household to install measures which will improve their home's energy efficiency.

Aside from the statistics that illustrate the scheme's successes and impact, what is also important are the testimonies from the people who have benefitted - who have had their lives improved and are continuing to save money and benefit from warm and affordable to heat homes.

This annual report outlines the successes of Warmer Homes Scotland in 24/25, which would not be possible without the expertise of Warmworks in delivering the scheme and the care, knowledge and competence of their contracted installers across Scotland. Thank you to everyone involved in delivering Warmer Homes Scotland, as the success of this scheme would not be possible without all of your hard work.

I look forward to the continued success of Warmer Homes Scotland as we deliver on our shared endeavour of tackling fuel poverty and building a fairer, net zero Scotland.

Màiri McAllan, Cabinet Secretary for Housing
Scottish Government

About Warmer Homes Scotland

Warmer Homes Scotland is the Scottish Government’s national fuel poverty scheme.

It aims to support households in or at risk of fuel poverty by making their homes more energy efficient and more affordable to heat.

The Warmer Homes Scotland scheme provides grants for:

- Insulation
- Efficient heating
- Renewable technologies

Eligible households can benefit from a package of energy-saving home improvements, tailored to their needs.

Launched in 2015, the scheme has helped almost 50,000 homes and families across the country to install a range of energy efficiency improvements, helping to reduce their energy bills.

This report sets out the impact of the scheme for the period April 2024 to March 2025.



Helped almost
50,000
homes

Since launching in 2015, Warmer Homes Scotland has helped almost 50,000 homes and families be warmer, happier and healthier.

About Warmworks

Warmworks, founded in 2015 as a joint venture partnership between Energy Saving Trust, Changeworks, and Sureserve, has been the Managing Agent of the Warmer Homes Scotland scheme since 2015.

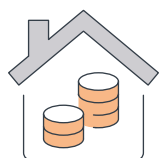
It also delivers contracts across the UK, with offices in Edinburgh, London, Newcastle, Kirkwall, Lerwick, and Stornoway.



Key numbers 2024/25

The statistics below provide an overview of the impact the Warmer Homes Scotland scheme has made in the last year:

£466



is the average household energy bill saving achieved for households supported by the scheme. That equates to a saving of approximately

£3.4 million in just one year.

7,334

households across Scotland received support through the scheme during the period, which is the highest number of households ever supported by the scheme in any single year.



1,976

renewable and clean heat technologies were installed in households across the country, which is the highest number ever completed in a single year. Out of this number, 753 households benefitted from a zero-emissions heating system being installed. The scheme aims to support a just transition to net zero by helping households to decarbonise the way they heat and power their homes.

9,008

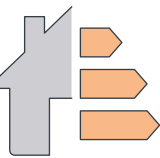


referrals to the scheme were made by Home Energy Scotland.

More than 5,900 tonnes

of CO₂ are estimated to have been saved in the last 12 months as a result of the energy efficiency improvements installed.

6.3 SAP points

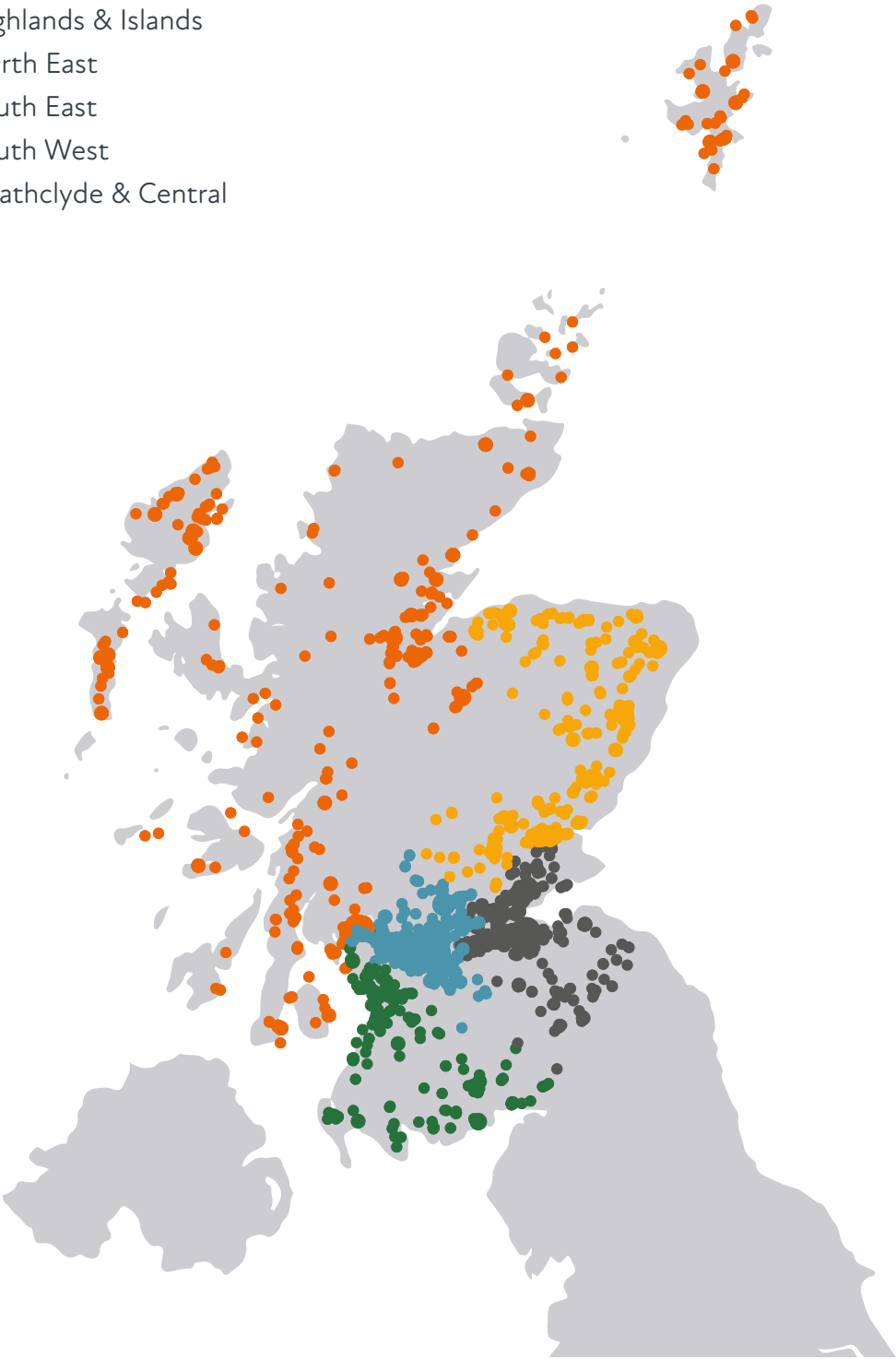


is the average increase in energy efficiency rating per household supported by the scheme, as measured by the Standard Assessment Procedure.

The energy efficiency improvements installed under the Warmer Homes Scotland scheme will last for up to 25 years, meaning the financial and carbon savings shown above will be even greater over the lifetime of the improvements made.

In the last year, assessments, installations, and quality inspections have been completed in all of Scotland's 32 local authorities. The map below shows the spread of completed applications in the scheme year:

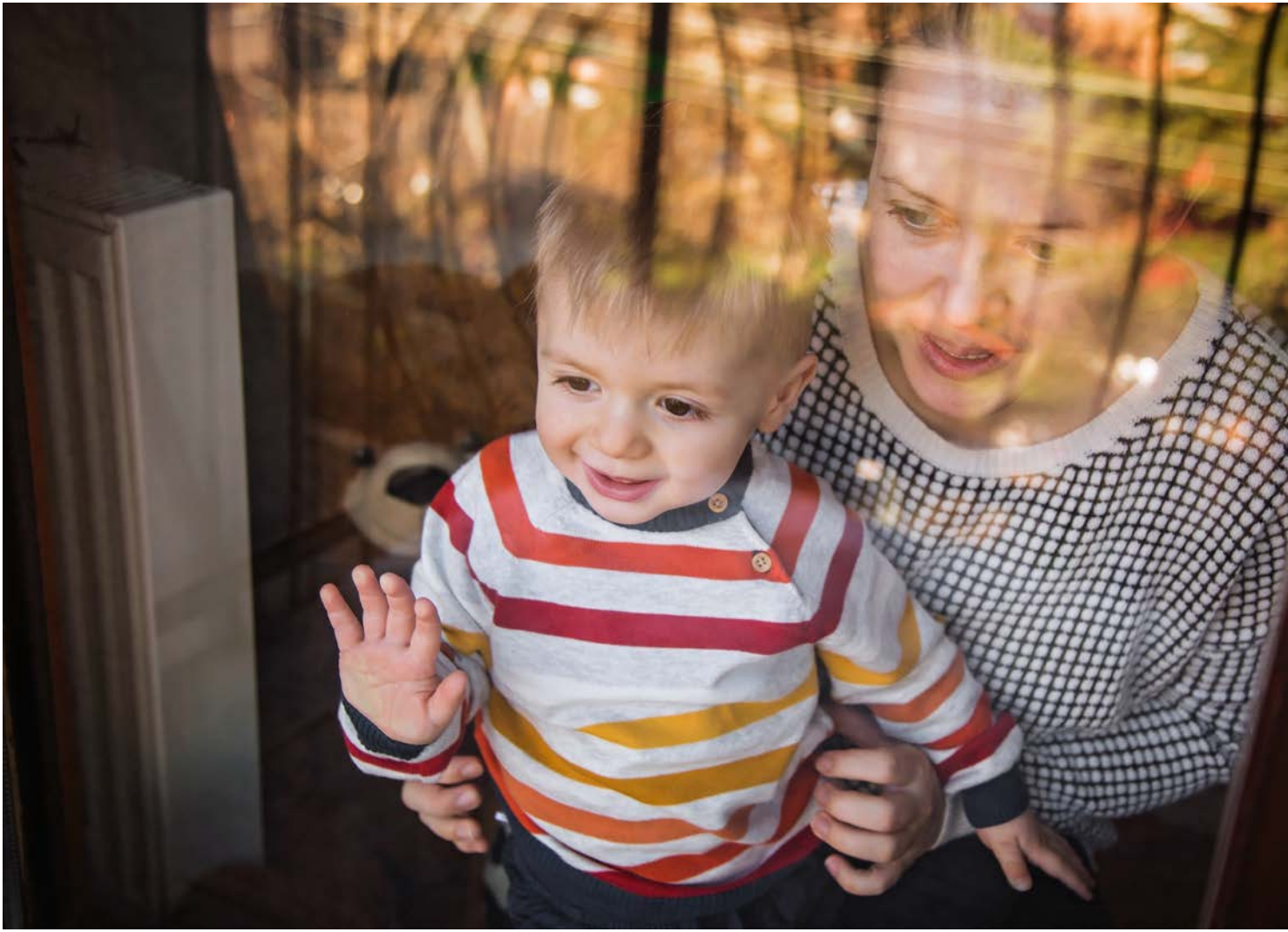
- Highlands & Islands
- North East
- South East
- South West
- Strathclyde & Central



Customers

It has been a record year for the scheme in terms of the number of households supported, and the financial savings delivered to vulnerable households.

Every customer is asked to complete a customer satisfaction survey and provide feedback about their experience of the scheme once their application has been completed. A selection of customer comments from 2024/25 has been included below:



Our customers

Miss M, Kilbirnie

- Improvements made to property:
Internal wall insulation, gas condensing boiler, hot water system
- Pre-installation energy efficiency rating: 56
- Post-installation energy efficiency rating: 63

“Warmworks recently helped us with major home improvements, and the difference is phenomenal! PWB installed internal wall insulation, and we can truly feel the heat retention – no more running from room to room, shivering. The radiators are now correctly sized for each room, helping the house heat up much faster. Warmworks also installed kitchen and bathroom fans to reduce humidity, along with smoke alarms and carbon monoxide detectors for added safety. These upgrades have been a real blessing, and we’re so thankful. I highly recommend checking if you qualify for home improvements under the scheme – 10/10 service!”



Our customers

Mrs F, Isle of Arran

- Improvements made to property:
Solar PV, battery storage, electric storage heaters, energy efficient glazing and doors
- Pre-installation energy efficiency rating: 19
- Post-installation energy efficiency rating: 47

“I was very impressed by the efficiency of Warmworks in assessing my home’s needs, arranging the fitters and chasing any issues, before the work was thoroughly reviewed and tweaks made. The results of the improvements made on our home are simply wonderful; we are warmer and healthier – our breathing and wellbeing have vastly improved, as have our bills.”



Our customers

Ms N, Falkirk

- Improvements made to property:
Gas condensing boiler, hot water system
- Pre-installation energy efficiency rating: 64
- Post-installation energy efficiency rating: 66

"I had my boiler, central heating system, and pipework replaced recently through the Warmer Homes Scotland scheme. Whilst I can't pretend it wasn't a major upheaval affecting every room in the house, I can honestly say it was well worth it and has been a positive experience. The installers were professional and respected my property and did the best they could to minimise disruption. Well done to all concerned, from assessor to installers, carpet fitter and inspector. Thanks to all, I now have a much cosier home."

Our customers

Mrs D, Edinburgh

- Improvements made to property:
Gas condensing boiler, hot water system
- Pre-installation energy efficiency rating: 64
- Post-installation energy efficiency rating: 71

"From day one, the communication was excellent. The workmanship went way above my expectations. By the time the engineers left my home, everything was immaculate, and I have a full new central heating system that is super-efficient. I can't thank the team enough. The whole experience went like a dream."



Supply chain

Warmer Homes Scotland has a network of 31 registered and accredited installers, including seven island-based companies, that form part of Warmworks’ supply chain, delivering energy efficiency improvements in homes all across Scotland.

A procurement exercise was completed in 2023 through Public Contracts Scotland to appoint a supply chain of installers to deliver the scheme. In the period 2024/25, one additional installer was added to the scheme’s framework, which is constantly kept under review to ensure it meets Warmworks’ requirements.

In the past 12 months, the scheme’s supply chain has installed over 14,000 energy efficiency improvements in 7,334 homes.

Installers’ safety and quality standards are measured through on-site, work-in-progress compliance visits carried out by Warmworks, and an independent inspection of every energy efficiency improvement installed is carried out upon completion.

The verified post-installation inspection first-time pass rates for scheme installers over the past 12 months are shown in the table below:

Month	Result
April 2024	98%
May 2024	98%
June 2024	95%
July 2024	94%
August 2024	96%
September 2024	94%
October 2024	94%
November 2024	90%
December 2024	92%
January 2025	94%
February 2025	97%
March 2025	97%



Independent post-installation inspection visits with an overall pass rate of **96.5%**

In addition to Warmworks’ quality inspections, the Scottish Government’s independent auditor, Pennington Choices, carries out health, safety, and quality inspections. In the period 2024/25, Pennington Choices completed post-installation quality inspection visits to 780 properties, with an overall pass rate of 96.5%.

Social value and community benefits

The Scottish Government is keen to ensure that investment in the Warmer Homes Scotland scheme not only helps people become warmer in their homes, but also contributes to the social, economic, and environmental wellbeing of the people of Scotland.

As a result, the scheme has been designed to generate wider social and economic value across the communities it serves.

This section highlights the community-focused initiatives aimed at delivering meaningful, long-term improvements.

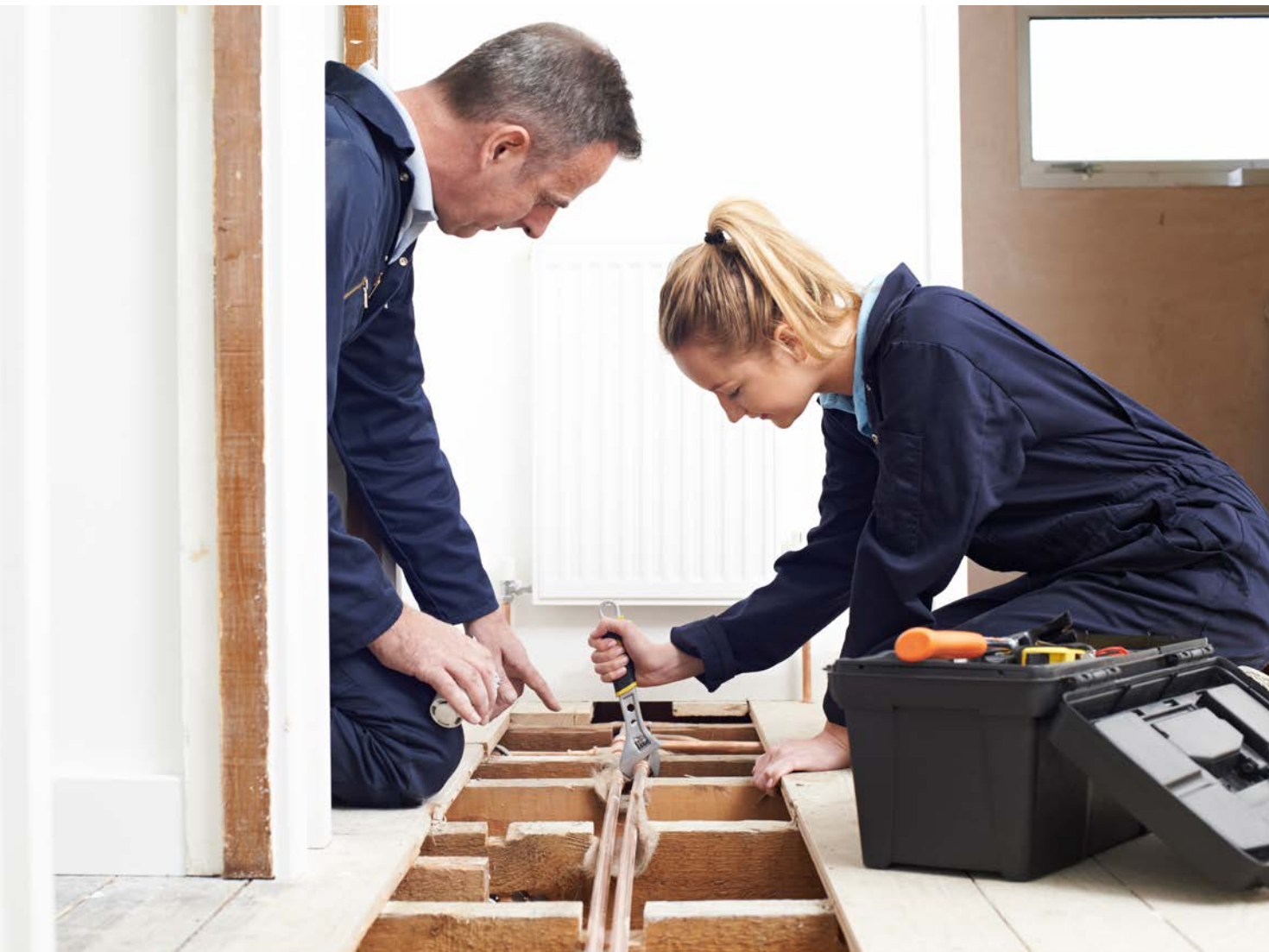


Employment Skills Plan

Warmworks and the Scottish Government have agreed an Employment Skills Plan, which sets out clear targets aimed at increasing the scheme’s contribution to employment, skills development, and training opportunities.

The table below shows the progress made towards meeting these targets in 2024/25.

Employment Skills Plan: Target description		Achievements to date	Five-year target
1.	Work placement or work experience/shadowing (14-15 years old) - persons attending	10	55
2.	Work placement or work shadowing (16-24 years old) - persons attending	31	155
3.	Scheme-related training (certification/accredited or manufacturer approved)	615	1,100
4.	Upskilling the supply chain	152	330
5.	Pre-apprenticeship (covering all scheme-related work areas)	7	18
6.	Graduates – persons benefitting from graduate positions	5	16
7.	New intake of modern apprentices	32	110
8.	Existing modern apprentices - registered on existing schemes	39	33
9.	Apprenticeship completions (including modern apprentices)	6	60
10.	Jobs created in the core PAS 2030, PAS 2035 and MCS work areas, including office/support – number of new jobs created in this area of work, e.g., retrofit co-ordinator	777	600
11.	S/NVQ starts for service provider and sub-contractors - persons commencing course	17	190
12.	S/NVQ completions for service provider and sub-contractors - persons gaining award	17	80
13.	Training plans for service provider and sub-contractors - number of plans to be completed	20	30
14.	Supervisor training for service provider and sub-contractors - persons to be trained	13	60
15.	Leadership and management training for service provider and sub-contractors - persons to be trained	11	40
16.	Health and safety training for service provider and sub-contractors - persons completing a recognised course relevant to Heat in Buildings delivery	2,038	1,900



Additional support

Warmworks also offers work placements, apprenticeships, job opportunities, and mentoring under its Warmstart initiative, which aims to build meaningful career pathways both within the organisation and across its supply chain. Furthermore, Warmworks actively engages with careers events to support the next generation of professionals in the energy efficiency and renewable energy sector.

Sustainability and climate commitments

The Scottish Government is clear that the scheme and its delivery mechanisms must include sustainability and climate commitments that will benefit local communities across Scotland.

To that end, Warmworks has taken significant steps towards becoming a net-zero business, with the organisational carbon footprint audited and independently verified to ISO 14064-3 on an annual basis. It also has carbon targets and a carbon reduction pathway that is approved by the Science Based Targets initiative (SBTi).

Carbon reductions

In addition to supporting customers to steadily increase the installation of zero-emissions heating systems throughout the scheme’s lifetime, Warmworks has also undertaken further steps across 2024/25 to becoming a fully net-zero business by 2030, which have been summarised on this page:

Warmworks has removed all gas boilers from its Edinburgh office and replaced them with a new heating system, consisting of two air source heat pumps, and large solar PV array.

Warmworks’ vehicle fleet is now 67% electric, increasing from 18% in 2023.



22% reduction in absolute scope 1 and 2 carbon emissions



52% reduction in carbon intensity in terms of carbon (tonnes) per £m turnover



22% reduction in carbon intensity in terms of carbon (tonnes) per headcount (FTE)



Supply chain sustainability

The delivery of the Warmer Homes Scotland scheme supports the Scottish Government's Sustainable Procurement Duty, which puts a particular onus on Warmworks to ensure that it procures and develops its supply chain in a way that provides added value in the areas in which they work.

To support this aim, Warmworks has implemented a net-zero-focused development programme to assist its supply chain in reducing their carbon emissions over the lifetime of the Warmer Homes Scotland scheme.

This has involved designing a bespoke carbon calculator tool to help measure their emissions, providing them with a report and tailored support to formulate carbon reduction plans.

Furthermore, a partnership has also been set up to help installers donate unwanted or unused tools to community organisations across Scotland, and Climate Emergency training has been rolled out across the supply chain.

Trends and analysis

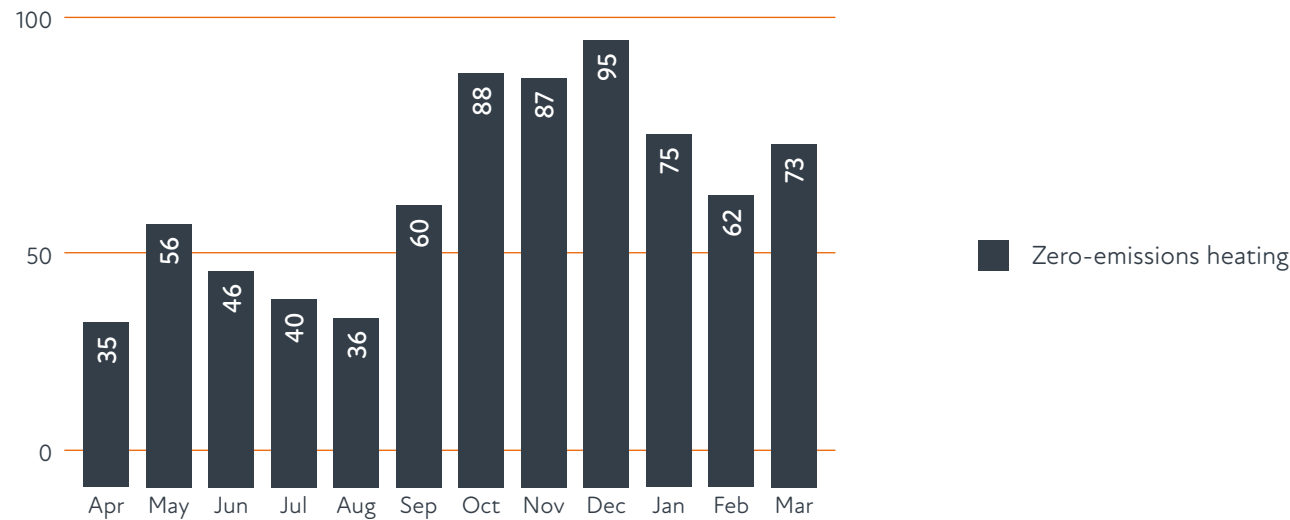
Reduction of heat demand and loss

The table below shows the monthly breakdown of the reduction in heat demand in the applications completed during the period, measured in Kwh.

2024/25 Budget year	Heat Demand Reduction per 100K
April	12,476
May	8,147
June	8,289
July	10,067
August	10,746
September	10,449
October	9,280
November	10,070
December	8,841
January	9,214
February	10,268
March	9,062
Average	9,691

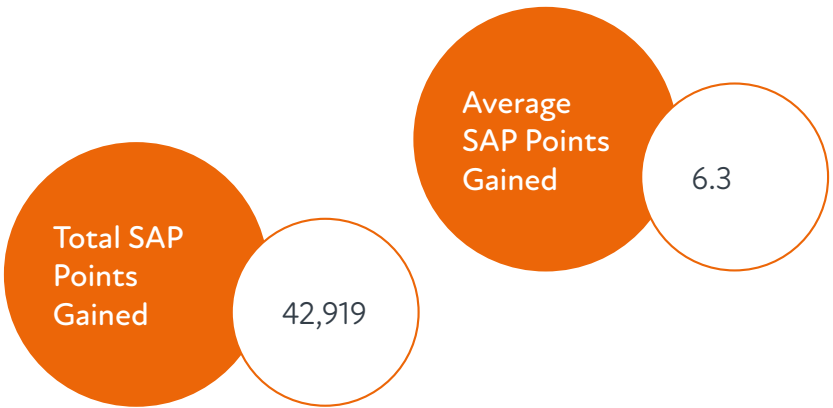
Zero-emissions heating systems

The graph below shows the number of households that had zero-emissions heating systems installed as part of their application to Warmer Homes Scotland during 2024/25.



Improving Scotland’s housing stock

The graphic below shows 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 under the scheme during the period. The graphic also shows the total number of SAP points gained by households that had applications completed under the scheme during the period.



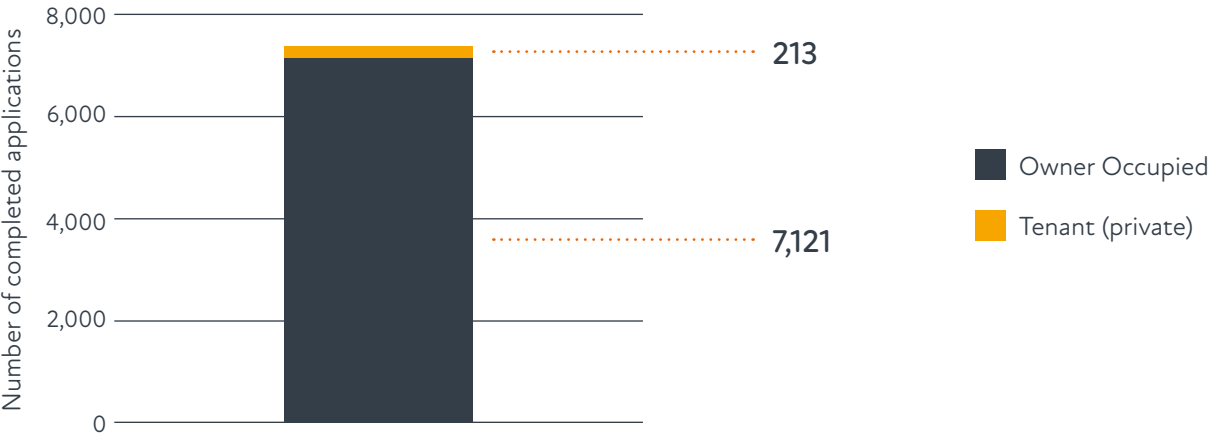
Reducing greenhouse gas emissions

The table below shows that nearly 6,000 tonnes of CO₂ were saved in 2024/25 as a result of scheme delivery. These are annual savings, but the total carbon savings coming from the work done will be much greater over the full lifetime of the improvements.

2024/25 Budget year	Total CO ₂ Savings
April	506.9
May	405.5
June	423
July	359
August	382.8
September	542.6
October	607.1
November	664.7
December	631.6
January	439.7
February	483.1
March	492.8
Total	5,938.8

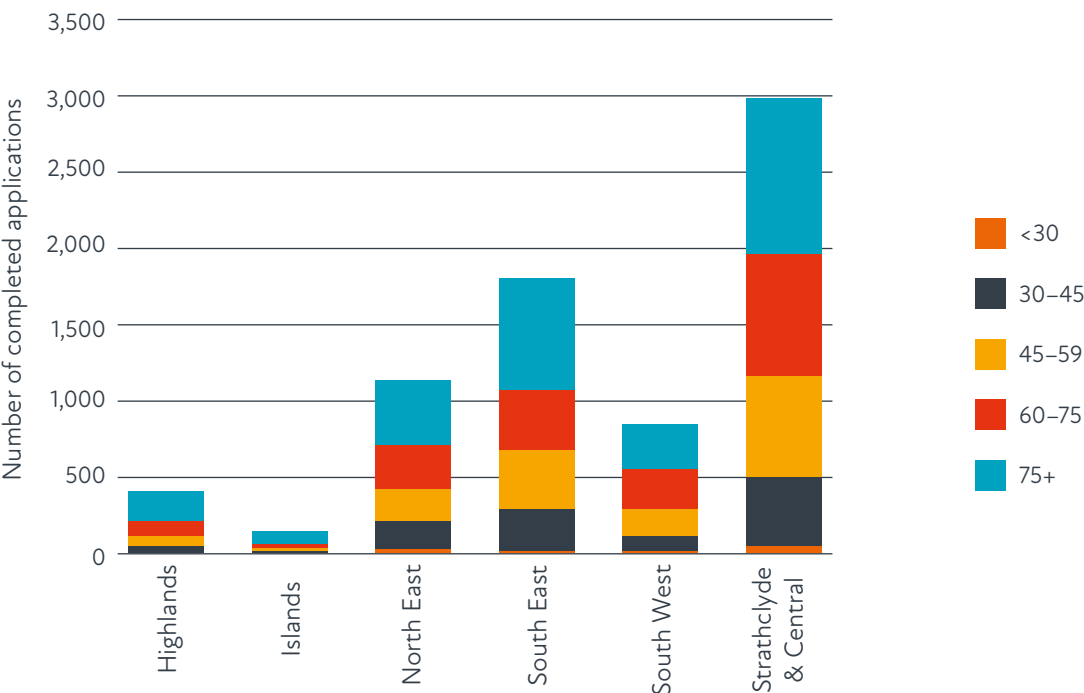
Numbers of properties helped by tenure

The graph below shows the households that received assistance under Warmer Homes Scotland in 2024/25, split by the tenure of the household.



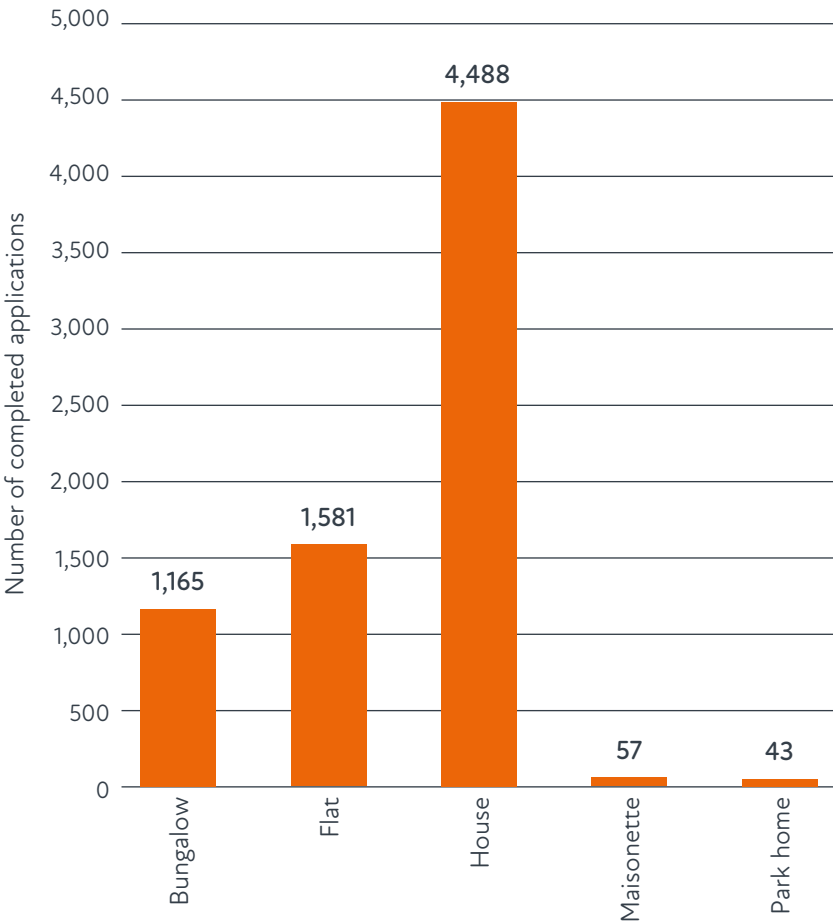
Age and location of applicants

The graph below shows the households that received assistance under the Warmer Homes Scotland scheme in 2024/25, split by the age of the householder and the geographical region in which they are based.



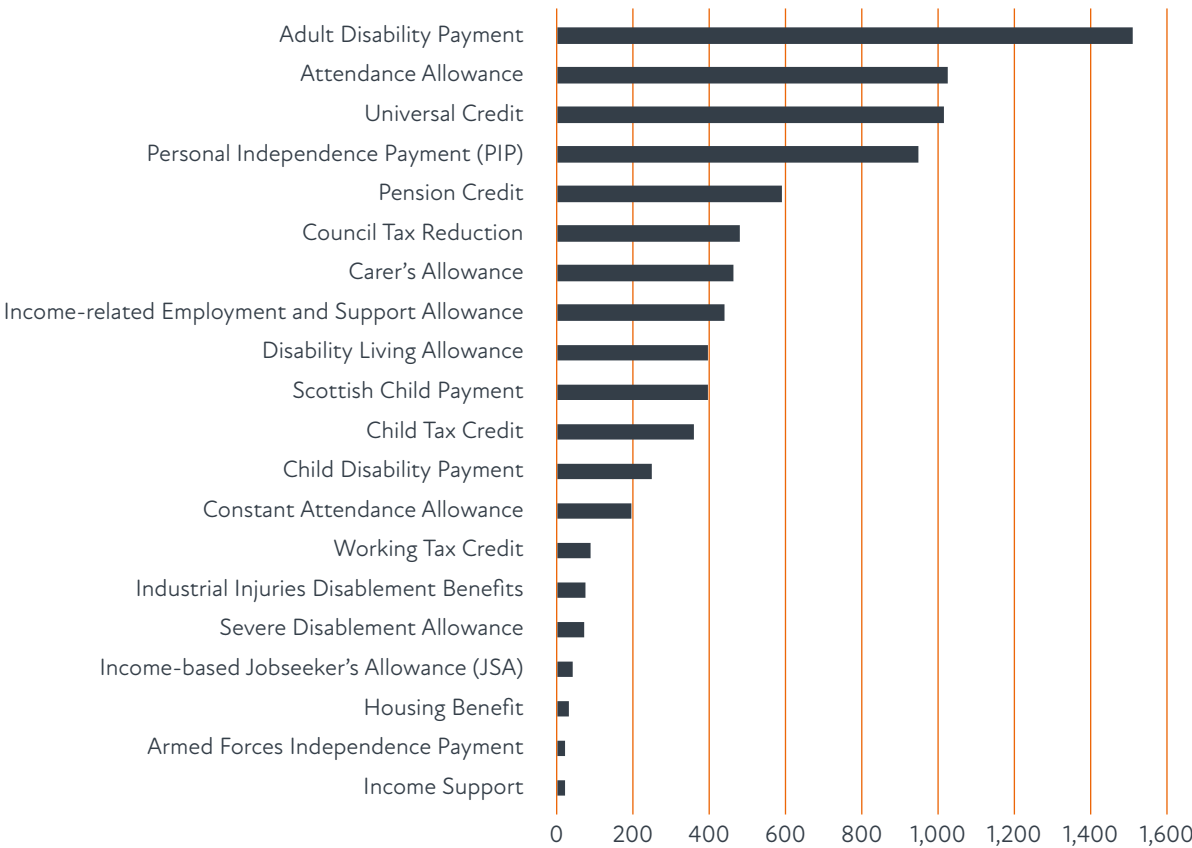
The types of properties that have been helped

The graph below shows the split of the different property types that were helped under the Warmer Homes Scotland scheme in 2024/25, broken down by the contractual property types specified by the Scottish Government.



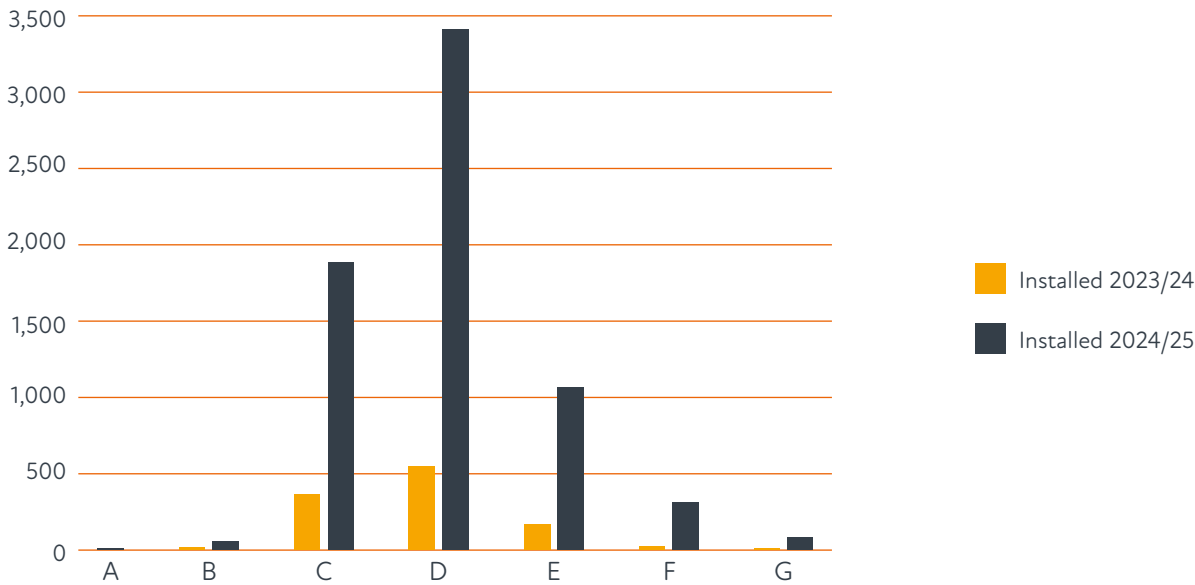
The qualifying benefits of customers

The graph below shows the breakdown of households that received assistance under Warmer Homes Scotland in 2024/25, broken down by the main eligibility benefit being claimed by the eligible person to make them qualify for the scheme.



Number of completed Warmer Homes Scotland applications by SAP band

The graph below shows the households that received assistance under Warmer Homes Scotland in 2024/25 compared to 2023/24, 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 B, C, or D would have had, in reality, far lower SAP ratings because their main heating system was broken.



Breakdown of completed work

7,334 homes across Scotland received support from the Warmer Homes Scotland scheme in 2024/25. The table below shows a breakdown of the energy efficiency improvements that were installed in these homes.

Heating	5,366
Gas-fired Condensing Boiler	4,958
Electric Storage Heaters	403
District Heating Connection	5
Insulation	7,839
Heating System Insulation	4,434
Smart Ventilation	906
Energy Efficient Glazing/Doors	877
Loft Insulation	706
Cavity Wall Insulation	309
External Wall Insulation	160
Flat Roof Insulation	149
Floor Insulation	135
Internal Wall Insulation	117
Draught Proofing	46
Renewables	1,573
Solar Photovoltaic	486
Battery Storage	465
Air Source Heat Pump	350
Heating Secondary System (Renewable Heat Source Only)	265
Solar Thermal	6
Biomass Boilers	1
Total	14,778

