

Warmer Homes Scotland Annual Report

2025 / 2026



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Ministerial Foreword

In May 2026, I was honoured to be appointed Minister for Europe, External Affairs and Energy in the Scottish Government. While there has been a change in ministerial leadership, our commitment to improving homes and lives across Scotland remains a priority.

We will continue to drive forward our ambitions to eradicate fuel poverty by 2040 and achieve net zero emissions by 2045, supporting households across the country to live in homes that are warm, healthy, and affordable. Through sustained action and partnership, we remain focused on delivering a fairer, greener future for Scotland.

Warmer Homes Scotland plays a vital role in delivering these ambitions. By supporting some of the most vulnerable households in Scotland, the scheme helps people stay warm, reduce their household bills, and improve the energy efficiency of their homes. This report reflects on the achievements of Warmer Homes Scotland during 2025/26, continuing the success of the programme first launched in September 2015.

This year marked a significant milestone, with the 50,000th household supported through the scheme. Warmer Homes Scotland continues to reach households living in or at risk of fuel poverty, helping them benefit from warmer and more affordable-to-heat homes.



Stephen Gethins MSP

Minister for Europe, External Affairs and Energy



The impact of the scheme extends far beyond energy savings. Measures installed through Warmer Homes Scotland help reduce health inequalities, improve living conditions for families, enable older people to remain independent for longer, and support households struggling with the cost of heating their homes. During 2025/26, completed applications delivered average fuel bill savings of around £300 per year, providing valuable support during a period of continued cost-of-living pressures.

The new phase of Warmer Homes Scotland has an increased focus on clean heating alongside energy efficiency improvements. Supporting Scotland's transition to net zero means helping households move away from reliance on fossil fuels and towards clean heating solutions where appropriate. This will not only contribute to our climate change targets but also help protect households from the volatility of global fossil fuel markets. By combining energy efficiency measures with clean heating technologies, we are supporting a fair and affordable transition to warmer homes fit for the future.

The scheme also delivers significant economic and community benefits. Warmworks currently manages a supply chain of 31 registered and accredited installation companies across Scotland, including seven island-based installers and 28 small and medium-sized enterprises. Since the scheme relaunched in October 2023, it has supported the creation of more than 950 jobs, onboarded around 100 modern apprentices, and upskilled over 800 members of its supply chain workforce. These opportunities are helping to build the skilled workforce needed to deliver Scotland's net zero ambitions.

While these achievements are significant, the true success of Warmer Homes Scotland is reflected in the experiences of the people it supports. I would like to thank Warmworks, its installers, and everyone involved in delivering the scheme. Together, we are helping to tackle fuel poverty, support the transition to clean heating, and build a fairer, greener Scotland for future generations.

Stephen Gethins MSP

Minister for Europe, External Affairs and Energy



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 over 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 2025 to March 2026.



About Warmworks

Warmworks is committed to providing affordable warmth to homes across the country, delivering a first-class service to its customers, and making a lasting impact on the communities where we work and live.

Founded as a joint venture partnership between Energy Saving Trust, Changeworks, and Sureserve, Warmworks 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.

6,270

households across Scotland received support through the scheme during the period, with

99%

being satisfied or very satisfied with the service received.



Key numbers 2025/2026

The statistics below provide an overview of the impact the Warmer Homes Scotland scheme has made in the last year. It should be noted that regulatory changes to the EPC assessment method (RdSAP) during this period mean the reported savings are not comparable to previous years:



£283

is the average household energy bill saving achieved for households supported by the scheme.

That equates to a saving of approximately

£1.7 million in just one year.

9,289

referrals to the scheme were made by Home Energy Scotland.



2,479

renewable and clean heat technologies were installed*.

Of this number,

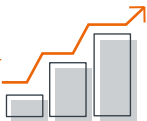
1,102

households benefitted from the installation of zero emissions heating systems**, the highest number ever completed in a single year. The scheme aims to support a just transition to net zero by helping households to decarbonise the way they heat and power their homes.

More than

9,100 tonnes

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



7.5

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

*Comprises Electric Storage Heaters (ESH), Air Source Heat Pumps (ASHP), battery storage, solar PV, solar thermal, and district heating connections installed in 2025/26.

**Comprises ESH and ASHP installed in 2025/26.

A large orange graphic of a house with a chimney, serving as a background for the key number.

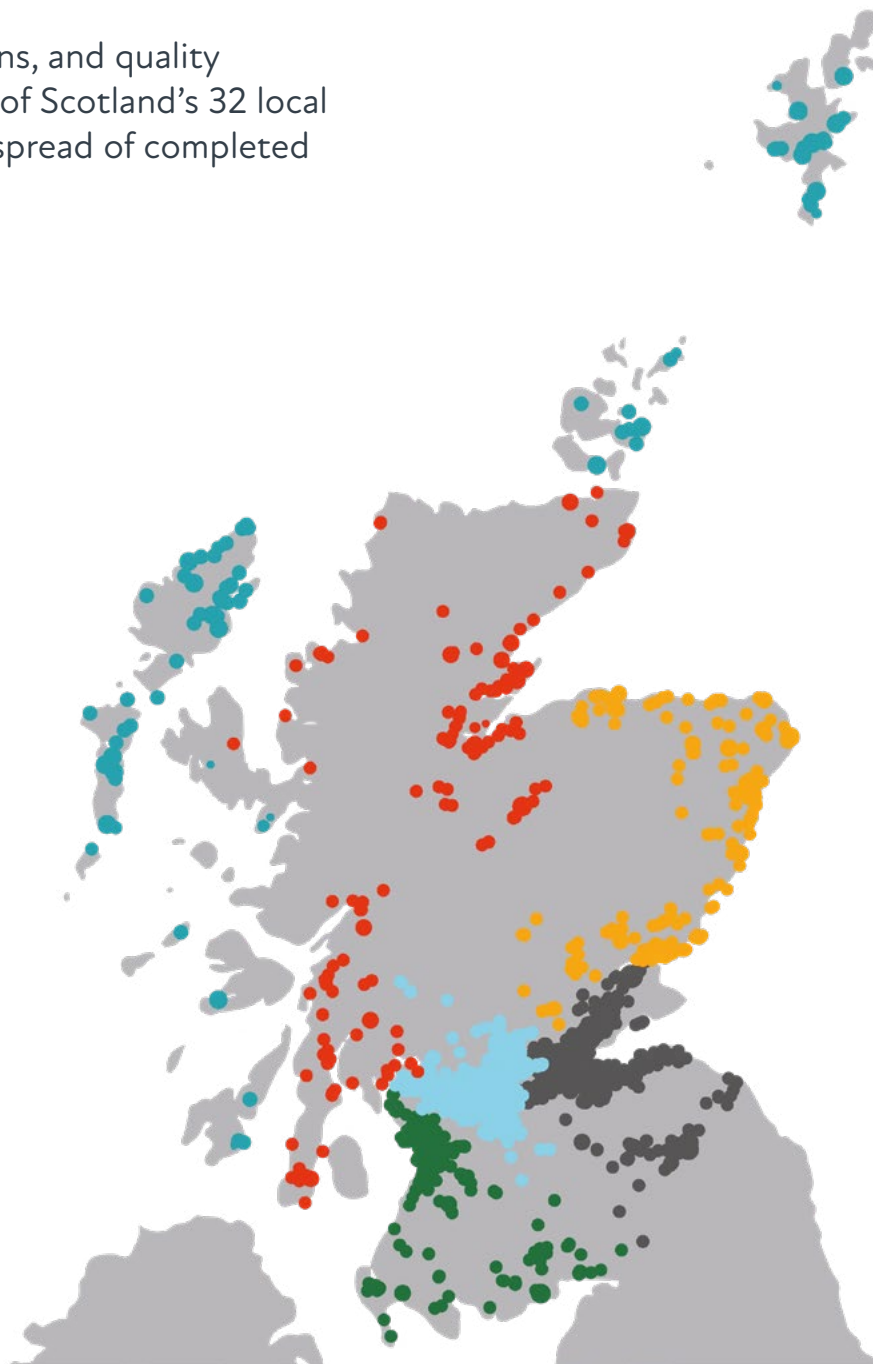
15,109

energy efficiency
improvements installed
in households across
the country.



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

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.

Over 5,400 customers completed this questionnaire in 2025/26, representing 90% of all customers with a completed application.

A selection of customer stories and comments from 2025/26 has been included in the following pages.





Kerry, Inverness

- Improvements made to property: Air source heat pump, solar panels, battery storage, door undercuts, mechanical extract ventilation
- Pre-installation energy efficiency rating: 45
- Post-installation energy efficiency rating: 75

When Kerry's heating system broke down, she faced the very real possibility of having to move out of her home with her two children.

Without reliable heating and hot water, the situation quickly became overwhelming, particularly during the colder months. Unsure where to turn, Kerry contacted her support worker, who helped her navigate the referral process and connected her with Warmer Homes Scotland. With guidance and support, Kerry was able to access the help she needed, ensuring her family could stay safe and warm in their home.

"I really can't put into words how grateful I am. You can feel like there's no help and you're on your own sometimes, but then you occasionally come across organisations like Warmworks that just give you a bit of hope and light – thank you."





Duncan, Banchory

- Improvements made to property: Air source heat pump and hot water system, hot water and a/c controls, smoke and heat detector/ alarm, solar panels, energy efficient doors, loft insulation, door undercuts, mechanical extract ventilation
- Pre-installation energy efficiency rating: 42
- Post-installation energy efficiency rating: 89

Duncan learned about Warmer Homes Scotland through Home Energy Scotland while looking for support to improve his home's energy efficiency.

He described the process as straightforward and well organised, with clear communication and professional support throughout. The installation was completed efficiently, with minimal disruption and no clean-up required afterwards. Since the work was completed, Duncan has experienced a warmer, more comfortable, and more energy efficient home, alongside noticeably lower energy bills.



"It feels like I've won the lottery! The service is reliable, efficient, and high-quality. I'd highly recommend Home Energy Scotland and Warmworks to anyone – they did a fantastic job."



Michael, East Ayrshire

- Improvements made to property: Air source heat pump and hot water system, hot water and a/c controls, smoke and heat detector/alarm
- Pre-installation energy efficiency rating: 52
- Post-installation energy efficiency rating: 61

Michael learned about Warmer Homes Scotland from a friend and contacted Home Energy Scotland for support in replacing his ageing closed fire and back boiler, which he had relied on for more than 30 years. Following a home assessment, he was offered an air source heat pump. Although initially sceptical, he was reassured by the Warmworks team, which gave him confidence to proceed.

Since the installation, Michael says his home is warmer, more comfortable, and easier to heat, with better control over energy costs and greater peace of mind.

“The heat pump has been fantastic. After decades of solid fuel, the house is easier to heat, feels warmer, it’s easier to manage the cost, and I’ve got peace of mind knowing it’s efficient and not wasting money. The heating is more consistent, and the house is way more comfortable than before.”



Rosita, Peebles

- Improvements made to property: Electric storage heaters, hot water system
- Pre-installation energy efficiency rating: 27
- Post-installation energy efficiency rating: 78

Rosita was referred to Home Energy Scotland by a friend after her heating system broke down, leaving her facing stress and uncertainty. Rosita, who is blind, found it difficult to navigate the situation alone and was anxious about having work carried out in her home, particularly due to previous negative experiences with tradespeople.

Following a survey of her home, Warmworks identified the most suitable package of support for Rosita's needs, which included new electric storage heaters and a new hot water system.

The Warmworks team took time to make sure Rosita felt comfortable before the work began, explaining each stage of the process clearly and keeping disruption to a minimum throughout.

"We have working heating when we didn't before, and prior to finding out about Warmworks, we had no idea how we would be able to get it. I don't think people understand the stress and uncertainty that can cause. The benefits aren't measurable – they've changed our lives."



Clare and Eric, Livingston

- Improvements made to property: Gas-fired condensing boiler and central heating system, smoke and heat detector/alarm, carbon monoxide detector
- Pre-installation energy efficiency rating: 31
- Post-installation energy efficiency rating: 79

Eric was referred to Warmer Homes Scotland by Home Energy Scotland and appointed his daughter, Clare, as a third-party contact to support communication throughout the process.

The technical survey identified that clearance and preparation work would be needed for the job, and the Warmworks team became involved to provide additional support.

While speaking with Clare, the Warmworks team learned that Eric had been diagnosed with terminal cancer and was receiving hospice care. Sadly, Eric passed away shortly afterwards. The application was placed on hold to allow the family time and space.

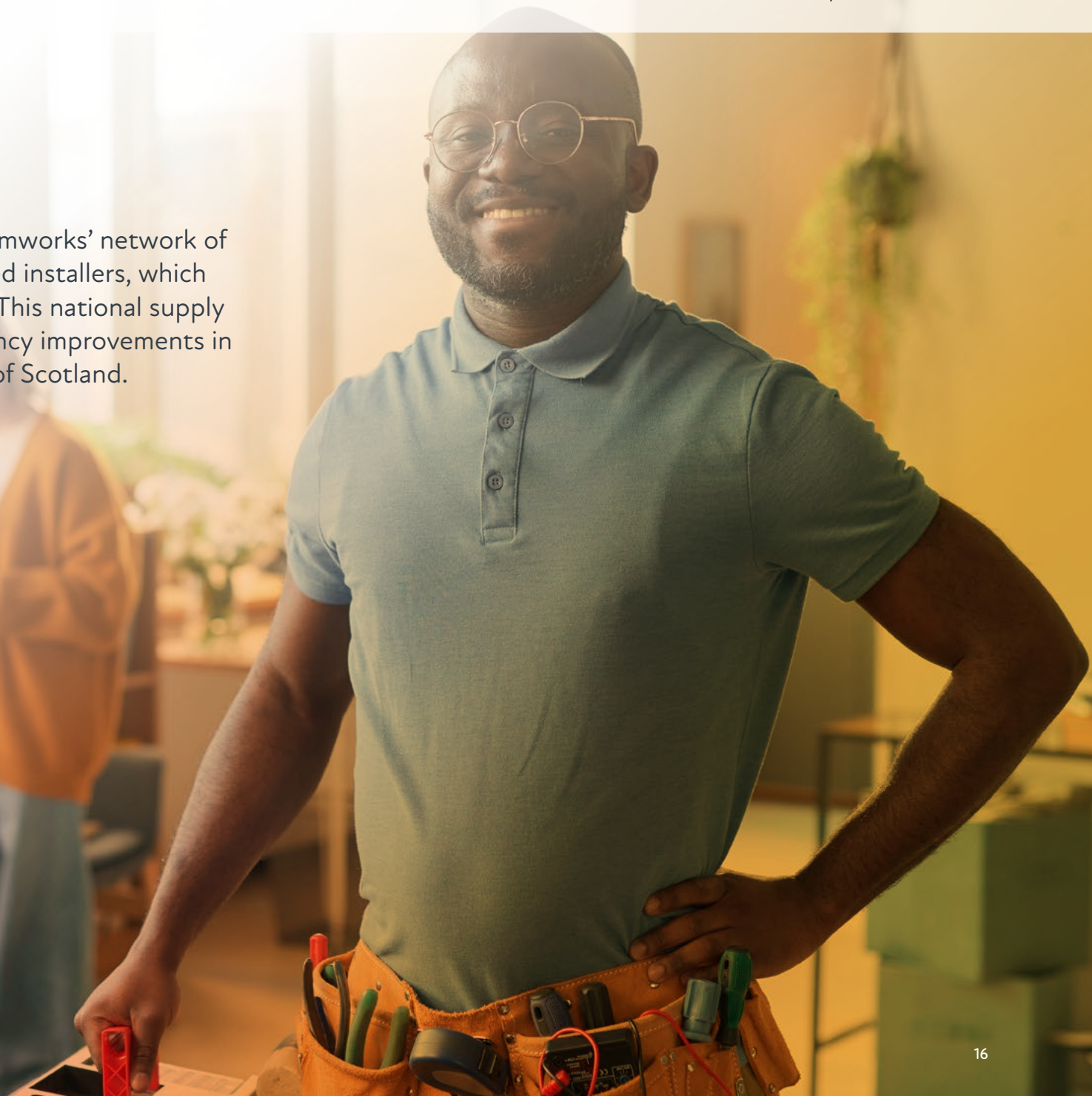
When the family was ready, the team worked with Clare to help arrange the necessary preparation work and, alongside the registered installation company, visited the property before the installation to offer their support and condolences in person.

“From the start, Warmworks has been there to help me with the process of updating my heating system. Even when my dad passed away, they were always there to help me.”



Supply chain

A key element of scheme delivery is Warmworks' network of 31 locally based, registered and accredited installers, which includes seven island-based companies. This national supply chain successfully delivers energy efficiency improvements in homes and local communities across all of Scotland.



A procurement exercise was completed in 2023 through Public Contracts Scotland to appoint a supply chain of installers to deliver the scheme, which is constantly kept under review to ensure it meets the scheme’s capacity requirements.

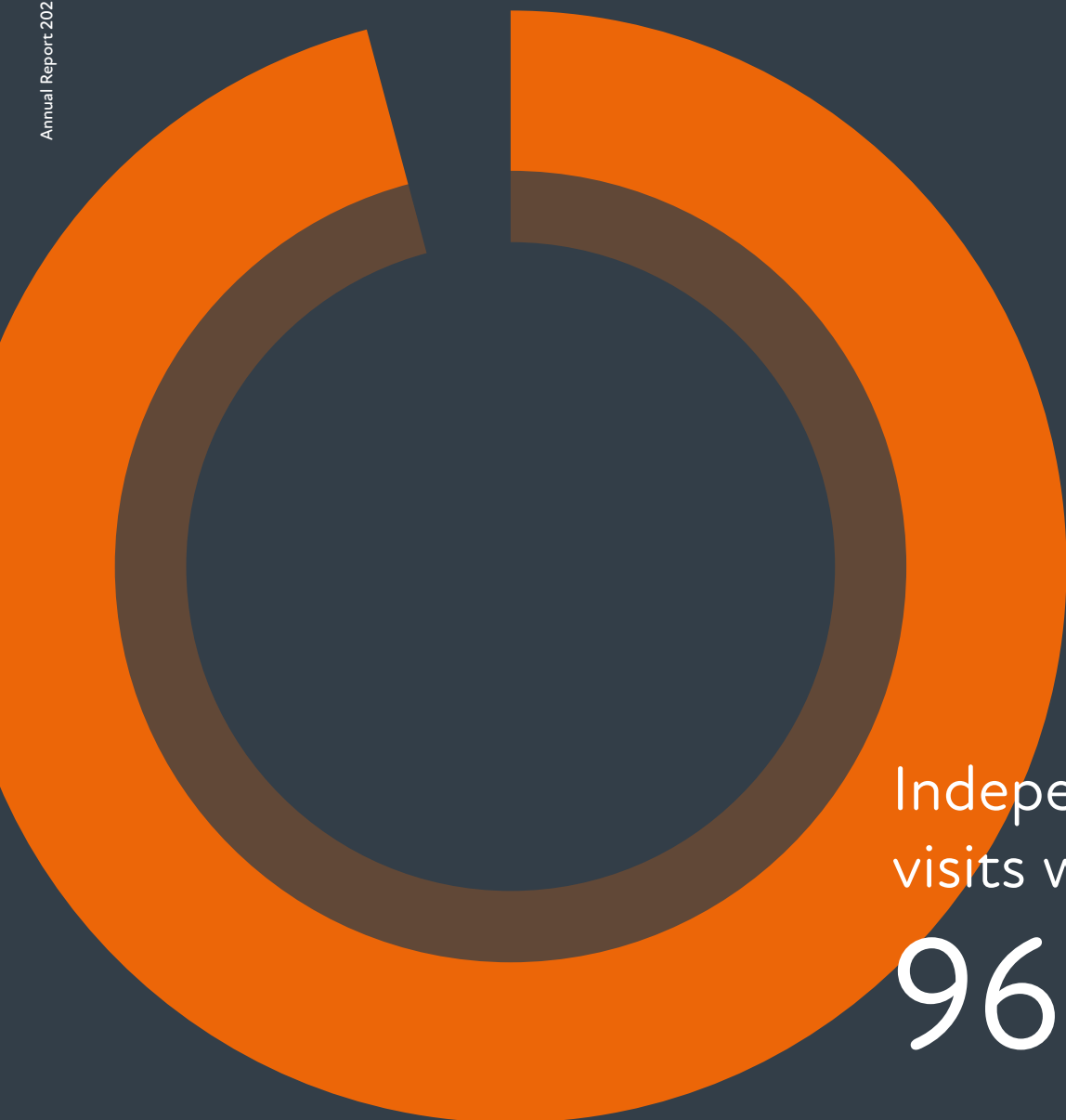
In the period 2025/26, no additional installers were added to the scheme’s framework, but several expressions of interest were logged and received that will influence future procurement and capacity reviews.

In the past 12 months, the scheme’s supply chain has installed over 15,000 energy efficiency improvements in 6,270 homes. Industry-leading 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.

In addition to Warmworks’ quality inspections, the Scottish Government’s independent auditor, Pennington Choices, carries out health, safety, and quality inspections. In the period 2025/26, Pennington Choices completed post-installation quality inspection visits to 780 properties, with an overall pass rate of 96%.

Month	Result
April 2025	99%
May 2025	98%
June 2025	97%
July 2025	98%
August 2025	98%
September 2025	99%
October 2025	99%
November 2025	100%
December 2025	99%
January 2026	98%
February 2026	98%
March 2026	97%



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

96%



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.

Significant progress has been made across key areas over the last year, particularly in the intake of modern apprentices. This reflects continued investment in developing new talent and building a skilled workforce for the future.

The table shows the progress made towards meeting these targets in 2025/26.

Employment skills plan: target description	Achievements to date	Five-year target
1. Work placement or work experience/shadowing (14-15 years old) – persons attending	64	55
2. Work placement or work shadowing (16 to 24 years old) – persons attending	265	155
3. Scheme-related training (certification/ accredited or manufacturer-approved)	1,491	1,100
4. Upskilling the supply chain	817	330
5. Pre-apprenticeship (covering all scheme-related work areas)	16	18
6. Graduates – persons benefitting from graduate positions	13	16
7. New intake of modern apprentices	104	110
8. Existing modern apprentices – registered on existing schemes	49	33
9. Apprentice (including modern apprentices) completions – persons completing apprenticeships	35	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 coordinator	963	600
11. S/NVQ starts for service provider and sub-contractors – persons commencing course	109	190
12. S/NVQ completions for service provider and sub-contractors – persons gaining award	65	80
13. Training plans for service provider and sub-contractors – number of plans to be completed	33	30
14. Supervisor training for service provider and sub-contractors – persons to be trained	31	60
15. Leadership and management training for service provider and sub-contractors – persons to be trained	34	40
16. Health and safety training for service provider and sub-contractors – persons completing a recognised course relevant to heat in buildings delivery	3,365	1,900



Additional support

Through its Warmstart initiative, Warmworks and its supply chain aim to help young people, students, and career changers enter the energy efficiency industry through tailored work placement, training, and apprenticeship opportunities. By opening access to the sector, Warmstart is helping build the pipeline of talent needed to achieve a greener future.

A world of work tasters

Warmworks continues to deliver ‘work taster’ programmes through Warmstart, providing students and young people with practical, hands-on experience of careers in the energy efficiency sector. To date, Warmworks has delivered over 300 work taster opportunities, demonstrating a strong commitment to inspiring future talent.

Warmworks delivers these programmes in collaboration with industry partners, educators, and the supply chain, combining interactive workshops with real-world learning. Participants gain exposure to key areas such as low-carbon heating, electrical skills, and plumbing, alongside insight into a wide range of career pathways.

These experiences build confidence, increase understanding of the sector, and highlight the relevance of skills in real working environments by blending theory with practical application. Feedback consistently shows improved awareness of renewable technologies and growing interest in careers in the sector.

Through the Warmstart initiative, Warmworks is strengthening the talent pipeline and supporting the development of a skilled, diverse workforce essential for the transition to net zero.





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.

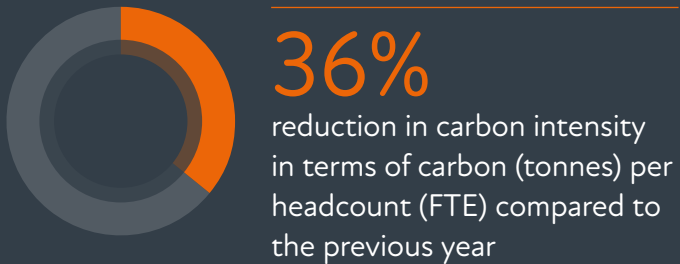
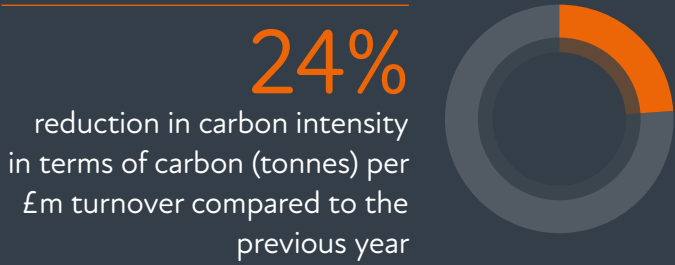
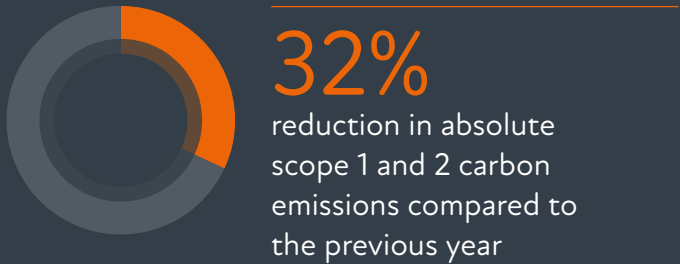
To that end, Warmworks has taken significant steps towards becoming a net zero business, with its organisational carbon footprint audited and independently verified against ISO 14064 annually. It also has carbon targets and a carbon reduction pathway that is approved by the Science Based Targets initiative (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 taken further steps during 2025/26 to progress towards becoming a fully net zero business by 2030.

Warmworks’ vehicle fleet is now 90% electric, increasing from 70% in 2025, and it has installed charge points at its Edinburgh office for its fleet, other business tenants and residents to use. Other specific interventions include further energy efficiency improvements at its Edinburgh office, such as lighting and hand-dryer upgrades. They also include the continued delivery of net zero inductions to all new starters, alongside mandatory climate emergency training and increased uptake of salary sacrifice schemes, including electric vehicle and cycle-to-work options.





Supply chain sustainability

The delivery of the Warmer Homes Scotland scheme is helping to create a sustainable supply chain in Scotland. In the last 12 months, Warmworks has measured the direct emissions of its supply chain in full for the first time, including its appointed materials merchant, William Wilson. Subsequently, Warmworks has worked with them as part of its net zero development programme to help them formulate and implement ongoing carbon reduction plans.

Carbon reduction successes across the supply chain include the procurement of electric or hybrid vehicles into fleets for the first time, the installation of electric charge points at premises, and targets or monitoring introduced to support more efficient fuel consumption.

To build on these successes, a net zero-focused workshop was delivered to supply chain partners at Warmworks' Sub-contractor Forum in October 2025.

As part of Warmworks' ongoing efforts to support waste reduction, it has also facilitated a partnership between an island-based installation company and a college on the mainland to provide redundant heating equipment for training purposes.



Trends and analysis





Reduction of heat demand and loss

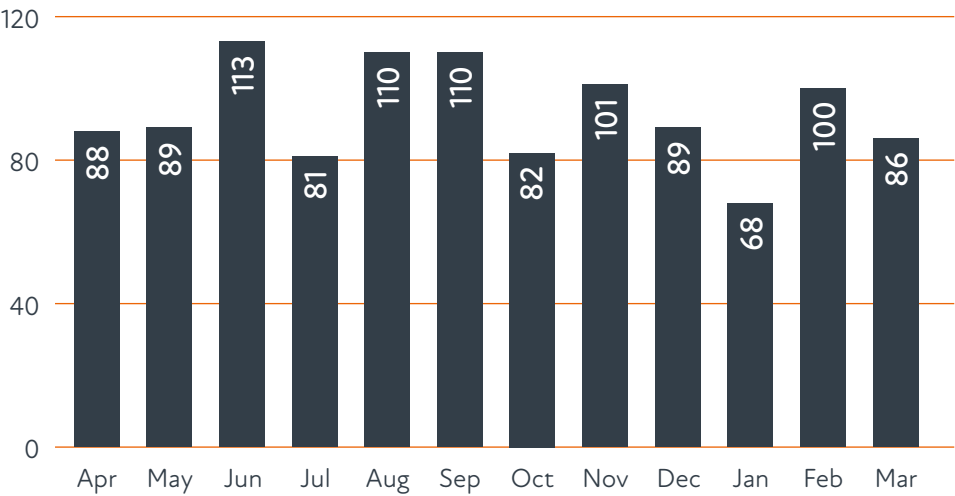
The table below shows the monthly breakdown of the reduction in heat demand in the applications completed during the period, measured in kWh.

25-26 Budget year	Sum of Heat Demand	Measures and Delivery Spend	Heat Demand Reduction per 100K
April	641,998	£6,309,844	10,175
May	643,198	£6,109,124	10,528
June	873,228	£6,490,799	13,453
July	965,742	£5,217,467	18,510
August	870,673	£4,553,224	19,122
September	755,956	£5,068,597	14,915
October	657,747	£4,486,491	14,661
November	416,344	£4,890,816	8,513
December	458,756	£4,682,641	9,797
January	356,938	£4,661,293	7,657
February	406,324	£5,789,752	7,018
March	414,177	£6,474,048	6,397
Total	7,461,081	£64,734,098	11,526

Zero emissions heating systems

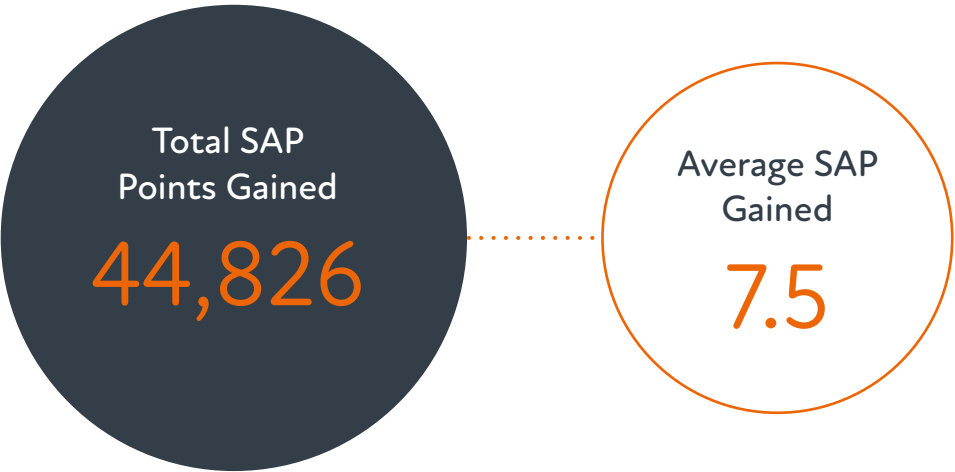
The graph below shows the number of households that had zero emissions heating systems installed as part of their application to Warmer Homes Scotland during 2025/26.

Zero emissions heating



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.



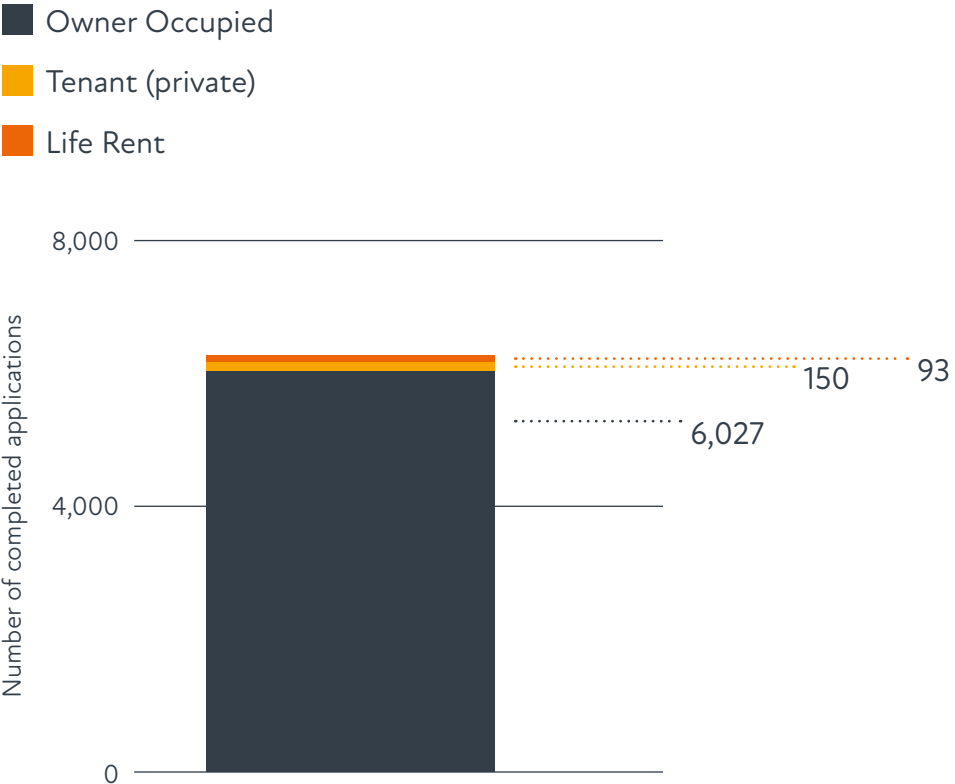
Reducing greenhouse gas emissions

The table below shows that over 9,000 tonnes of CO₂ were saved in 2025/26 under the scheme. 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.

25-26 Budget year	Total CO ₂ Savings
April	752.4
May	648.1
June	971.3
July	1,081.1
August	1,194.9
September	1,069.7
October	807.9
November	659.5
December	677
January	418.1
February	463.7
March	376.7
Total	9,120.4

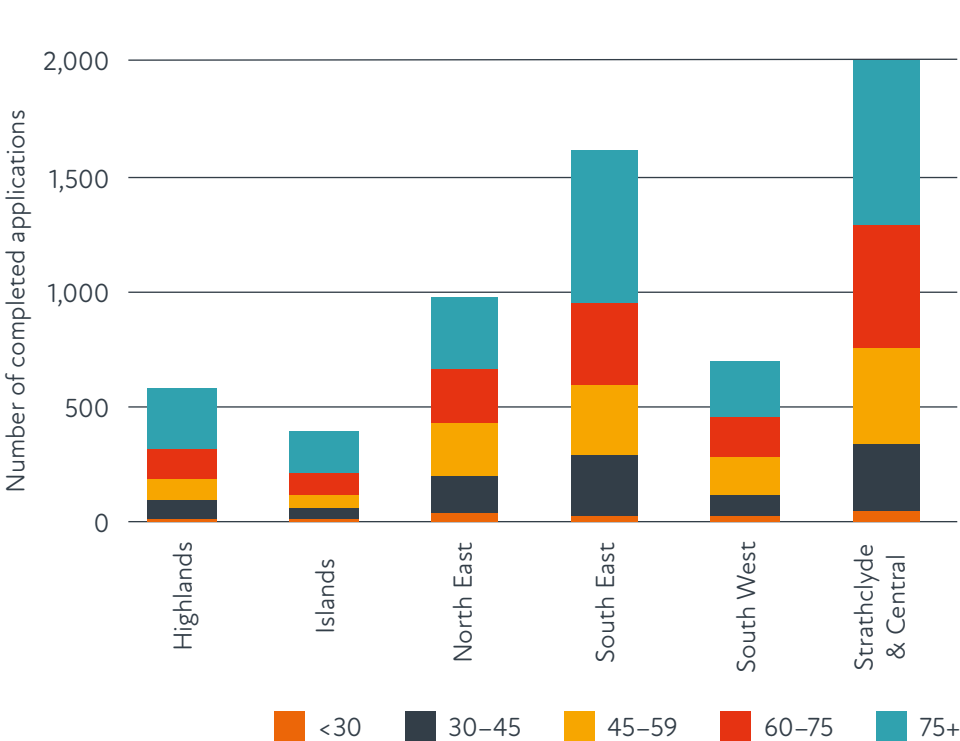
Number of properties helped by tenure

The graph below shows the households that received assistance under Warmer Homes Scotland in 2025/26, split by the tenure of the household.



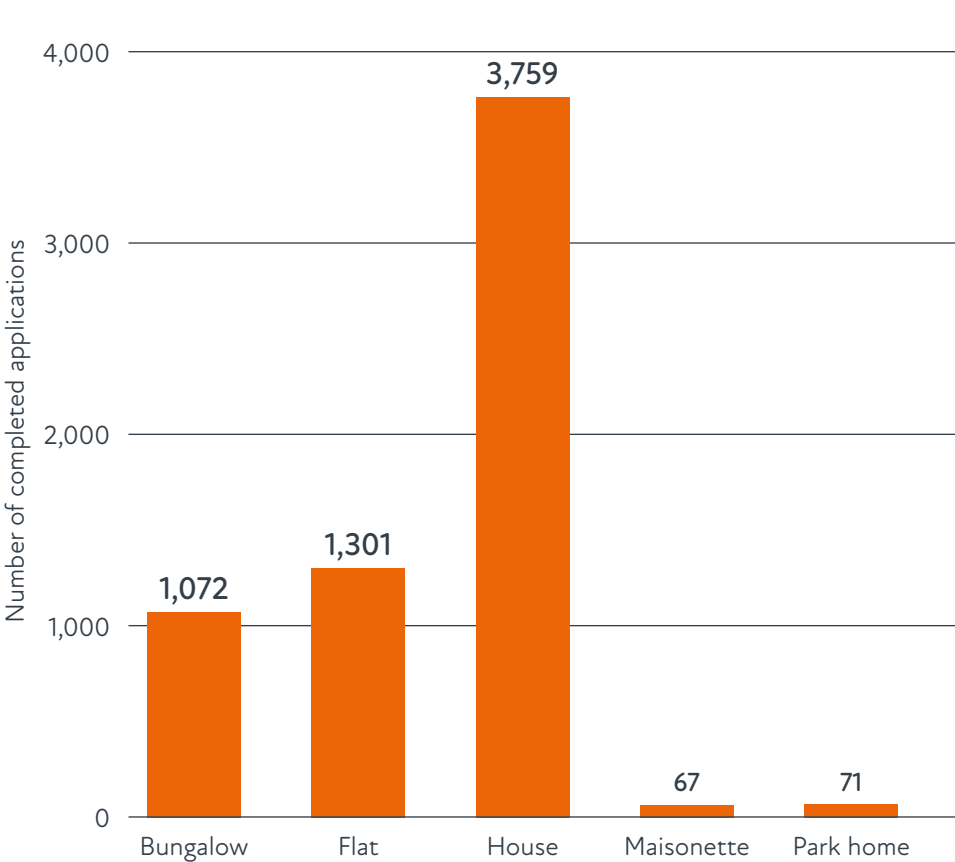
Age and location of applicants

The graph below shows the households that received assistance under the Warmer Homes Scotland scheme in 2025/26, split by the age of the householder and the geographical region in which they are based.



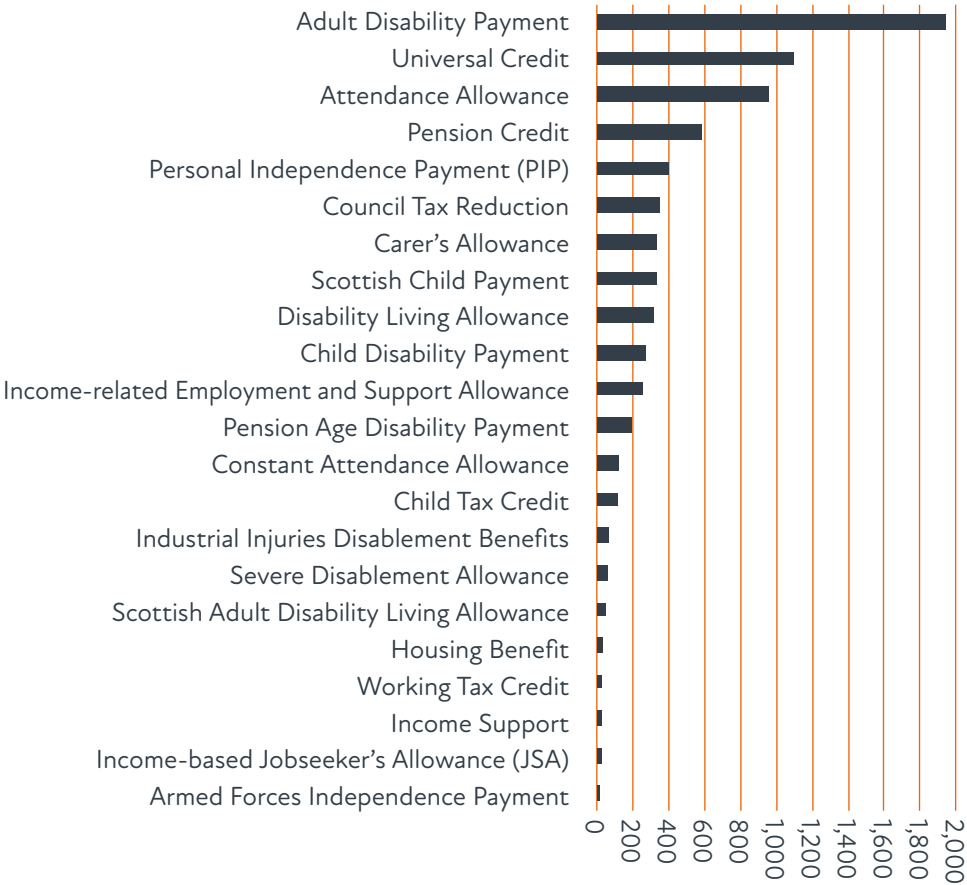
The types of properties that have been helped

The graph below shows the split of the different property types that were helped under the Warmer Homes Scotland scheme in 2025/26.



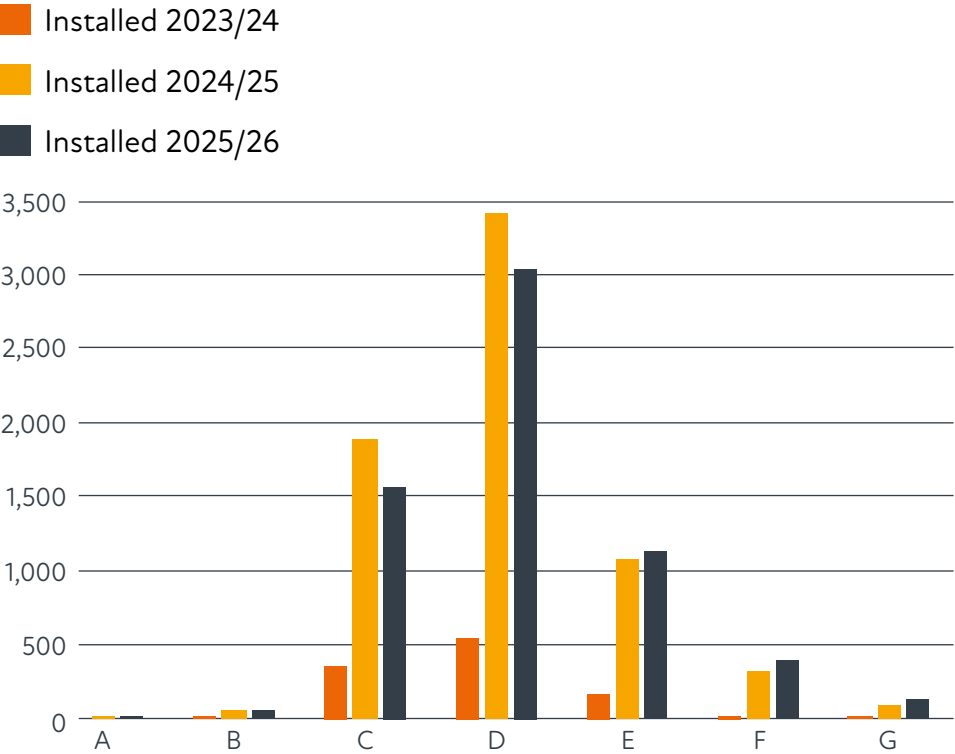
The qualifying benefits of customers

The graph below shows the breakdown of households that received assistance under Warmer Homes Scotland in 2025/26, 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 2023/24 and 2024/25 compared to 2025/26, 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 far lower SAP ratings because their main heating system was broken.



Breakdown of completed work

6,270 homes across Scotland received support from the Warmer Homes Scotland scheme in 2025/26. The table below shows a breakdown of the energy efficiency improvements that were installed in these homes.

Heating	4,528
Gas-fired Condensing Boiler	4,016
Electric Storage Heaters	507
District Heating Connection	5
Insulation	8,013
Heating System Insulation	3,849
Smart Ventilation	949
Energy Efficient Glazing/Doors	923
Loft Insulation	841
Cavity Wall Insulation	365
Flat Roof Insulation	244
External Wall Insulation	239
Internal Wall Insulation	181
Cavity Wall Insulation Removal	179
Floor Insulation	138
Draught Proofing	100
Robotic Underfloor Insulation	5
Renewables	2,568
Solar Photovoltaic	713
Battery Storage	656
Air Source Heat Pump	595
Heating Secondary System (Renewable Heat Source Only)	586
Boiler of Renewable Heat Source Repair	15
Solar Thermal	3
Total	15,109

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