

# Responses to Ross Armstrong speaker questions from ‘Tried and tested solutions for a green recovery: Warm homes’ on 8 October 2020



	Response
What was average cost to get the average £300 savings?	The Scottish Government does not publish average job cost data for Warmer Homes Scotland.
Is there a Framework for other councils regarding the procurement side?	Not sure I understand this question - Warmer Homes Scotland is for private housing and the Scottish Government has other schemes in place for local councils. There are a number of frameworks in Scotland (such as Scotland Excel and the Scottish Procurement Alliance) that local authorities typically use for their schemes.
Was a training scheme in place for local installers and SMEs?	Yes, Warmworks procured its supplier framework in 2015 and has supported the training, development and upskilling needs of its individual installers throughout the contract. This has involved developing a matrix of skills, accreditations and competencies and keeping this up to date as the scheme has progressed - where Warmworks has periodically identified shortages in a particular skill set or trade, we have worked with existing companies to help them upskill and expand their service offering as required.
What are the equivalent programmes in the other parts of the UK?/ Scotland is ahead in terms of support for	The Welsh Government offers a scheme called NEST that is a nationally available fuel poverty scheme with some similarities to Warmer Homes Scotland in terms of eligibility and measures offered. It remains to be seen how the Green Homes Grant will be rolled out in England and

retrofitting...is there a similar scheme this side of the boarder?	whether this will become a meaningful equivalent.
Why would you still fit oil boiler? Heat pump surely??	The Scottish Government specifies the available measures within the parameters of the contract. Where customers are off the gas grid and are using oil, LPG or other carbon-intensive fuels as their main heating source, Warmworks does make every effort to encourage the customer to switch to a low carbon heating source such as an air source heat pump. However, heat pumps are only recommended if the fabric of the property makes them a suitable solution that can save money off the energy bill.
How scalable is this given the need is millions of houses rather thousands. Would there be further savings / opportunities?	This is a scalable model - Warmworks has already gone from supporting 1,372 households in its first year to almost 6,000 households per year two years later. The supply chain is full of entrepreneurial businesses who will scale up their skills and resources, provided they have the clarity and certainty of a long-term funding stream.
4000 per annum but how many households do you estimate to actually need these improvements?	Every household that receives energy saving measures under Warmer Homes Scotland does so because these measures have been specifically identified as being required as part of a detailed Retrofit Assessment, carried out by a qualified Retrofit Assessor under PAS:2035.
Be interested to know how do you accredit these installers?	Every installer has to meet Warmworks' bespoke requirements relating to technical competence, quality, safety, customer care, compliance, financial robustness and financial probity. These are transparently set and monitored.
Do you have problems carrying out work on homes that are in conservation areas/National Parks?	This depends on the context of the individual job. We have carried out work in conservation areas before and we seek to maintain positive relationships with local authorities and their representative bodies to try and ensure work can progress swiftly where their respective interventions are required.
Is there a disincentive for energy providers if everyone saves £300 on average?	There are no formal relationships with any energy suppliers as part of scheme delivery and Warmworks operates independently of any energy supplier in contracting with, and supplying services for, the Scottish Government.
Was there a need to provide training to	The key to this question is that Warmworks sought to formulate and then roll out a consistent set

<p>ensure there was a geographical spread of accredited installers throughout Scotland? Think geographical variations in England are challenging in this respect...</p>	<p>of nationally required standards that had to be uniformly met as a condition of securing a place on our framework. Scotland has the most challenging geography of any UK country, with a requirement to serve remote, rural, island communities in the same way as we serve the densely populated urban centres of Glasgow and Edinburgh. However, we were very clear that to become one of our accredited installers, there was a requirement to sign up to those consistent and transparent standards. As noted in one of the answers above, if we discovered a training need or an upskilling requirement for an accredited installer, we worked with them to help them reach the requirement.</p>
<p>Has the project had much experience with retrofitting older buildings (pre-1919, solid wall, stone etc)?</p>	<p>Yes, the scheme has helped over 20,000 households across Scotland and, as part of that, has successfully provided help to a wide range of property archetypes, including pre-1919 builds, solid and stone walled construction types.</p>
<p>How much work can be completed during the winter months?</p>	<p>All of our work carries on as normal during the winter month, including the more weather-impacted measures such as external wall insulation. The only impact for external wall insulation is that it typically can take longer (due to lower temperatures and fewer daylight hours) to complete external wall insulation measures in the winter than in the summer, but work still carries on.</p>