

DELIVERING RETROFIT AT SCALE: 24.09.24



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South & East Lincolnshire Councils Partnership



LAD1b 192
HOMES

LAD2* 85
HOMES

LAD3 357
HOMES

HUG1 218
HOMES
(25% OF
MIDLANDS)

SHDF 2.1
£3.6M –
400 HOMES

HUG2
£15.4M –
800
HOMES

LOCAL ENERGY
ADVICE
DEMONSTRATOR

OUR DELIVERY



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A TURNING POINT: LAD2



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- 1 Circa £1.8m award across two Councils
- 2 Framework contractor engaged – all required accreditation
- 3 Huge contract failure – poor outcomes / misled
- 4 Checks and balances needed – can't rely on processes
- 5 Spent less than half the initial award

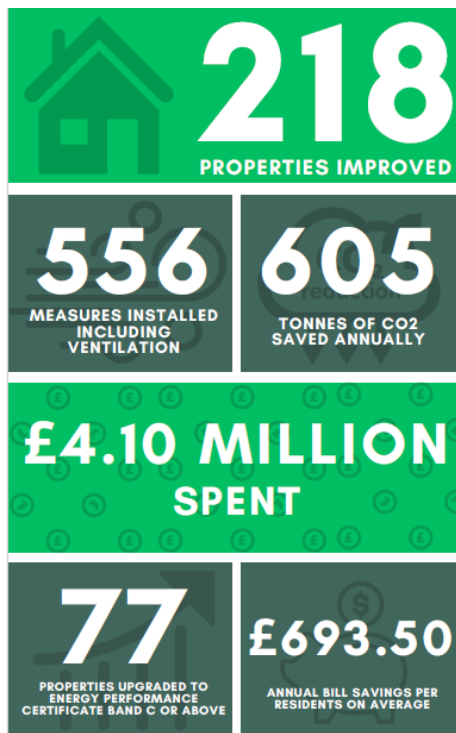
Facts, figures and funding – Sustainable Warmth

575 homes improved in 18 months across LAD3 / HUG1

£7.5m spent

Top deliverer under HUG1: 24% of all Midlands delivery

‘SELCP a beacon of good practice’ – Retrofit Academy 2023



LAD3

357 properties improved

£3.4 million spent

209 improved to EPC C or above

Average bill saving: £521.40

704 tonnes CO2 saved annually

The secret to our success...



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- ...Our dedicated in-house team
- 10 x Level 2 Understanding Domestic Retrofit
- 1 x Level 3 Domestic Retrofit Advice
- 4 x Level 3 Energy Efficiency for Older and Traditional Buildings
- 2 x Retrofit Assessors (Elmhurst)
- 1 x Retrofit Coordinator and 1 in training
- 5 x Domestic Energy Assessors (Elmhurst)
- Several NEA City & Guilds Level 2 & 3 Fuel Debt/Energy Awareness and Introduction to Domestic Renewable Low Carbon Technologies
- 1 x Project Manager part way through MSc Quantity Surveying - Project Management and working towards APC

Customer journey

- Dedicated case officer for every client
- Pre-application checks undertaken in-house
- IOEs reviewed internally and works discussed with client
- Progress monitored throughout installation period
- Final paperwork reviewed and checked
- Support given to register and operate new technologies
- Wider energy advice and support from Home Energy Advice Officers



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“The process from start to finish is of a level of professionalism rarely experienced in today’s businesses. The Team were fabulous helping me throughout the whole experience. I genuinely have not one negative comment about the whole procedure and this isn't because of cost only, no the communication from the Team and their consultants and contractors were so reassuring that I felt relaxed enough to let the professionals take care of everything for me. After the installation I then even received a follow up from the Team to explain what I now need to complete with my energy provider to gain the most from my solar panels.”

Mr Stevens, Spalding

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“We were very pleased when we were accepted for the HUG2 scheme as our bungalow was in desperate need of updating but also a bit worried as to the amount of people and contractors we would have to deal with and the problems that come with it.

However our fears were unfounded as from day one Julie Hanson the Sustainable Housing Officer was brilliant keeping us up to date and organising the various trades to visit to discuss our needs.”

HUG2 recipient

THANK YOU



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www.e-lindsey.gov.uk/heart

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