

Retrofit West CIC

Progress and learning

Funded by



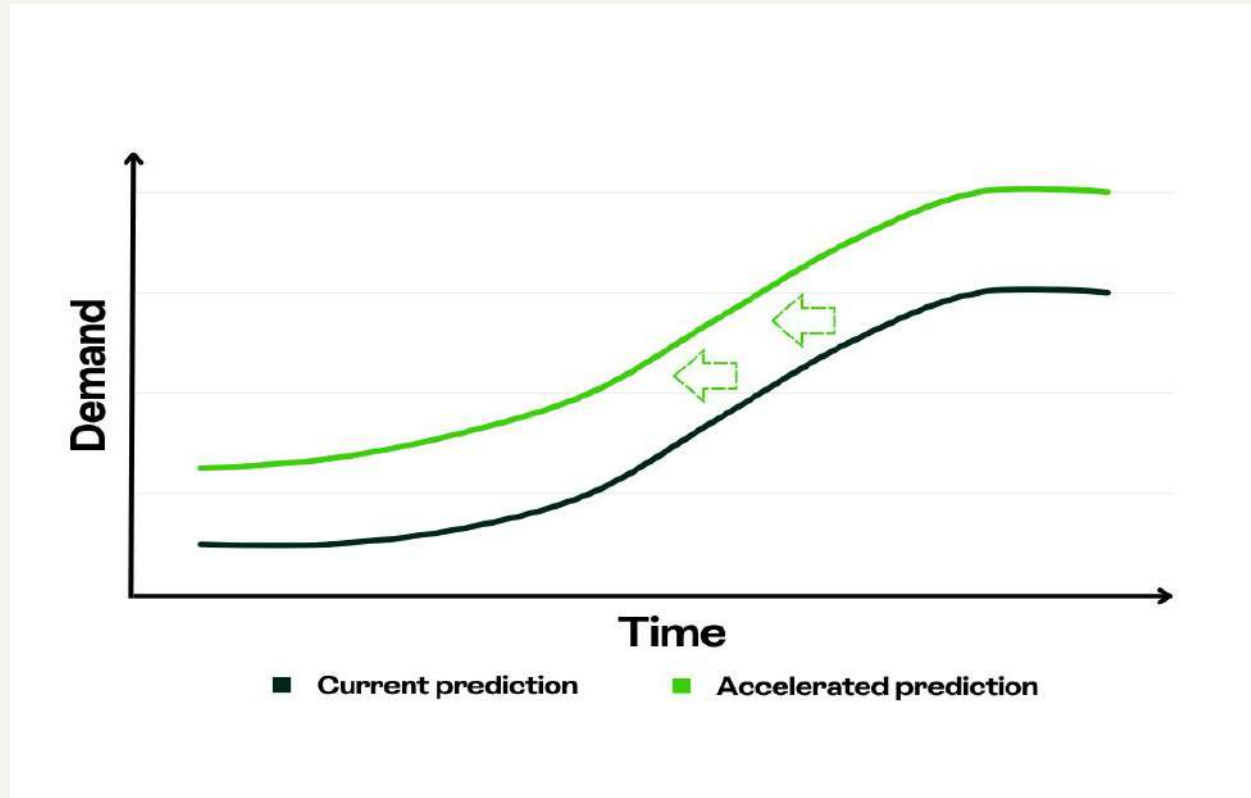
Aims + Governance

- Formed out of a series of workshops and collaboration with the West of England Mayoral Combined Authority (MCA)
- Retrofitwest is a CIC.
 - All profits made must be used for the benefit of the combined authority area
- “to promote, develop and facilitate the retrofitting of homes and buildings to achieve net zero”



Wider strategy

- Move the market forward.

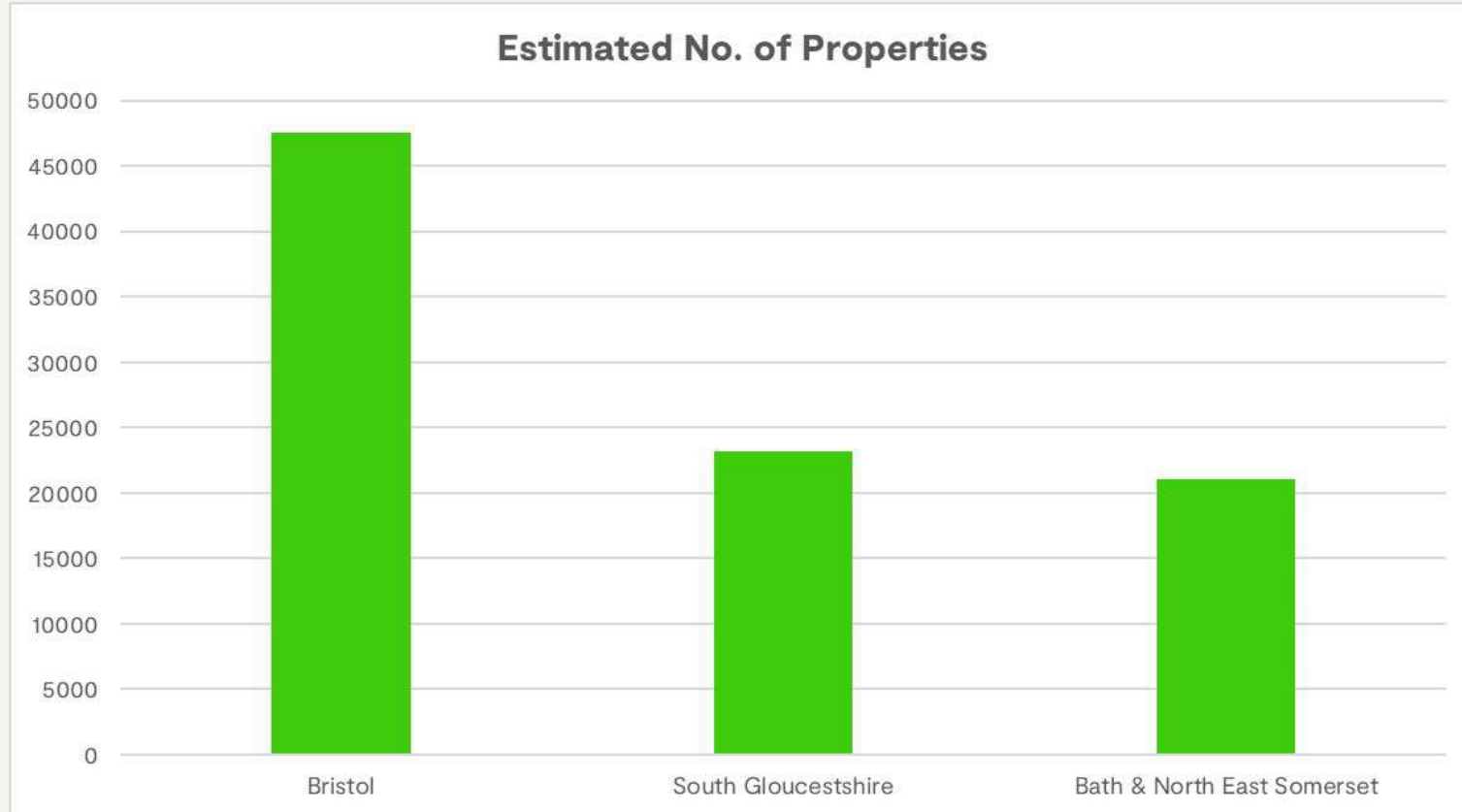


Retrofit West Delivery Overview

- Combined Authority established an environmental strategy that included housing retrofit.
- 4 elements - Demand, Skills and Training, Business Support and Finance
- Retrofit West CIC bid and has been successful in:
- Retrofit Accelerator – Aims – Demand Generation
 - Advice
 - Homeowner vouchers
 - Community grants
- Business Support – Aims – Increase capacity in the supply chain



West of England



Project 1: Advice

- **Free dedicated advice Service**
 - Phone or email
 - Feedback requested from each caller to help understand their journey and inform follow up
- **Online Parity plan builder**
- **Retrofit West Website advice**
 - Case studies
 - Fact sheets and knowledge bank
 - Supplier Directory



Home Energy Assessments

- A wide range of different Home Energy Assessment types on the Retrofit West website from Thermal Imaging through to more technical surveys.
 - Homeowners can apply via the Retrofit website for a discount of up to **£250.00** off a home energy assessment
 - Prices start from approx. £80.00
- Homeowners can seek advice on the most suitable option by contacting the advice line
- Homeowners can apply for up to two vouchers per household, which must be used for different types of survey
- The assessment will give **practical advice** on the next steps for energy-saving measures



Progress

- Since launching Retrofit West has given 13535 pieces of advice to Homeowners
- Most popular advice point across the WoE is around insulation. Followed by Solar advice
- 657 voucher applications
- 331 Home Energy surveys/ assessments carried out by one of our suppliers onboarded
- In the process of contacting people who have had an assessment or given advice in the last 6 months to capture any measures installed



Community Groups

- Currently working with 10 different groups across Bristol, Bath & Northeast Somerset and South Gloucestershire.
- Grants have been awarded for a range of projects including; purchasing thermal imaging equipment, talks and workshops for local groups, marketing and new Retrofit projects and strategies
- Year 2- launching Summer 2024- £100k
- You can register your interest by emailing abby.hanley@retrofitwest.co.uk



Challenges Demand

- Seasonal Demand
- Customer retention for progress
- Confusion and misinformation
- Price sensitive to surveys
- Price sensitive to installs/ROI
- Distrust of contractors

Design & Technical Services For Homeowners

- Homeowner Assessment Accelerator
 - Quality Assurance of retrofit assessments/surveys
 - Onboarding new service providers
 - Ensuring compliance with our assessment standards
- Design QA
 - Review existing designs for homeowners/architects
 - Highlight risks and opportunities to integrate retrofit
 - Service includes review of design information and a follow up meeting
- Installation QA
 - Two site visits during the installation process
 - Guarantee the installations aligns with the design
- Managing all design and technical operations in the organisation and driving the development of our design services.



Improvements and developments

- Home Energy Efficiency Plan (HEEP)
 - Provide a unique, cost-effective advisory and assessment service offering high-level retrofit support for homeowners across the West of England.
 - Boost uptake of the Homeowner Assessment Accelerator and surveys.
 - Address service gaps across the West of England to promote retrofit adoption.
 - Strengthen relationships with our delivery partners.
 - Includes a home survey, homeowner questionnaire, property inspection, on-site expert advice, detailed summary report and advice on next steps
 - Low Cost Survey - <£150
 - Currently in Pilot Phase with Launch before the Autumn
- Developing our Customer Journey
 - Enhancing our customer experience following a retrofit assessment and towards installs
 - Introducing new roles to provide customer care and coordination
- Providing new support services for Landlords

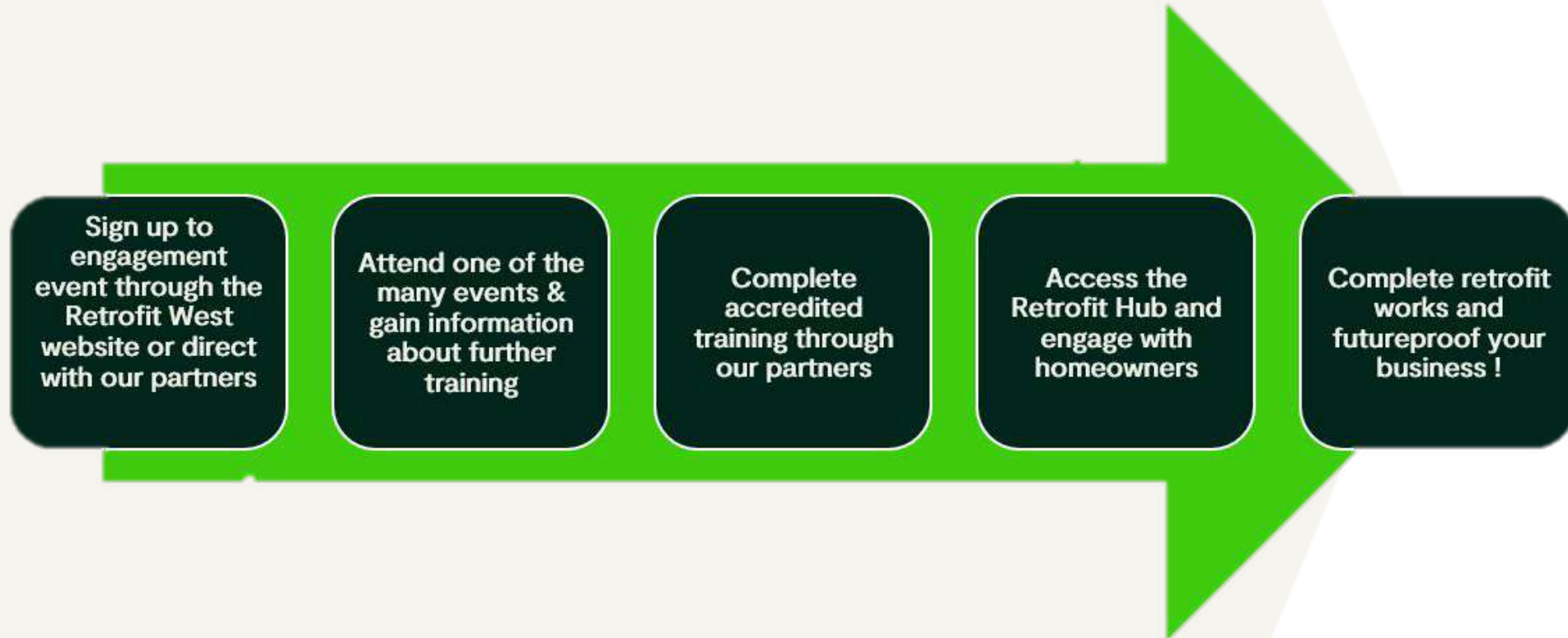


Project 2: Business Support Focusing on Suppliers

- Grant awarded from March 2024
- Launch event 25/4/2024 attended by 110 delegates.
- Aims to foster sustainable growth and innovation in the retrofit industry across the Combined Authority area supporting delivery of domestic retrofit at scale.
- Seeks to facilitate engagement, networking, training, upskilling, and career development in the green construction sector and feedback to the Combined Authority.
- **5 Key Partners: Retrofit West (lead partner), The Green Register, Futureleap, YTKO (Building Growth SW) & Bath College**



How it will work



Project 2: Business Support Building Connections

- **Building Connections led by Retrofit West in partnership with YTKO and Future Leap** both leading SME (Small and Medium Enterprise) business support services in the region, will lead a programme of networking and awareness-raising events
- The partnership can reach out to its network of suppliers including: Mitsubishi, Solarsense, Kensa, Termex, Halcyan and Mitchell & Dickenson amongst others.

Will deliver **retrofit information workshops, monthly retrofit networking sessions and retrofit technology site visits.**

Funnel towards accredited training pathways delivered as part of the project.

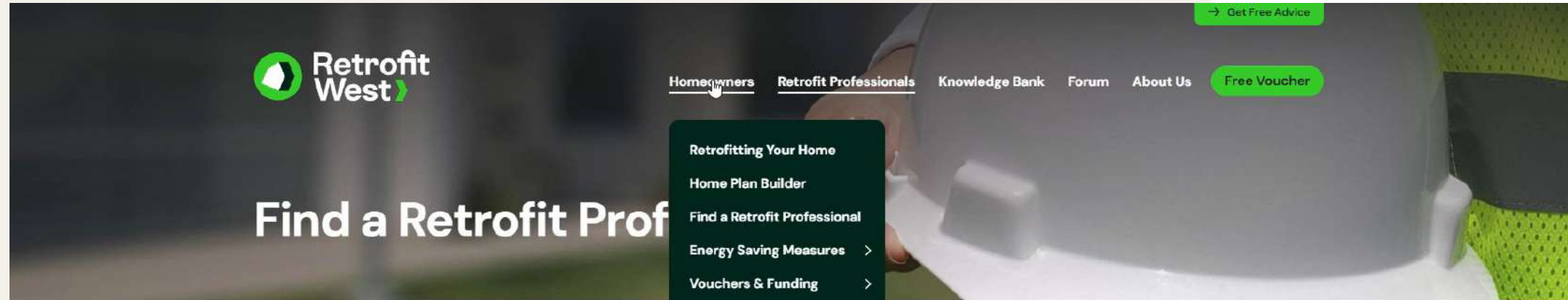


Project 2: Business Support Pathways to Retrofit

- **Pathways to Retrofit** sets out a supported pathway of accredited training and practical installation demonstrations leading to a new sector qualification.
- **The Green Register** target existing traditional construction trades. Four principal areas of project delivery,
 - an introductory **Retrofit Discovery** course,
 - Transition to Retrofit workshops,
 - Retrofit in Transit practical demonstrations and training and the
 - **TGR Domestic Retrofit Practitioner Qualification**.
- **Bath College** will deliver specific **fully funded level 3 accredited** training courses for installation of retrofit measures and modern technology ensuring contractors have the right skills to become MCS (Microgeneration Certification Scheme) accredited. Will deliver 2 accredited courses: **Air Source Heat Pump installation & MVHR installation**. Together, these activities represent a clear training pathway to the skilled delivery of Retrofit projects.



Project 2: Business Support Retrofit West Hub – Supplier Directory



Search our Professionals Directory

Trusted Professionals are installers, architects and other retrofit services that meet our standards. Get connected with the right professionals for your retrofit project.

What service do you need?

- | | | | |
|---|---|---|---|
| <input type="checkbox"/> Solar Panel Installation | <input type="checkbox"/> Heat Pump Installation | <input type="checkbox"/> External Solid Wall Insulation | <input type="checkbox"/> Internal Solid Wall Insulation |
| <input type="checkbox"/> Cavity Wall Insulation | <input type="checkbox"/> Floor Insulation | <input type="checkbox"/> Loft and Roof Insulation | <input type="checkbox"/> Ventilation |
| <input type="checkbox"/> Windows and Doors | <input type="checkbox"/> Battery Storage | <input type="checkbox"/> Smart Home | <input type="checkbox"/> Building Consultant |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



Project 2: Business Support Retrofit West Hub – Forum



Ask for advice

Welcome to the Retrofit West Forum, your go-to destination for all things related to Retrofit. An inclusive platform where members can share insights, ask questions, and engage in discussions about Retrofit techniques, best practices, and emerging trends. From energy-saving tips to troubleshooting advice, our community is here to support you every step of the way.

Forum

Questions

Posts

Last Post

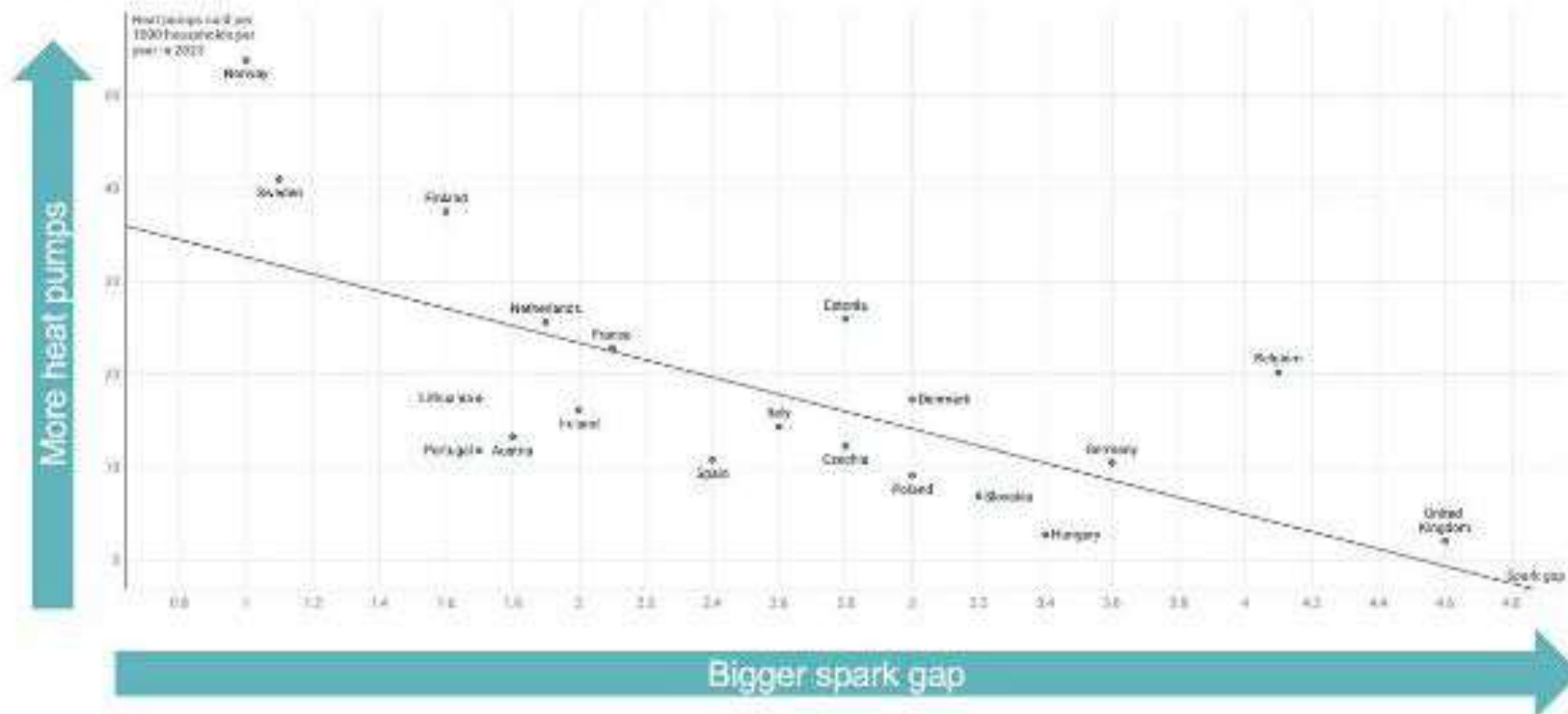


Challenges - Business support

- Training costs not the only blocker. Lost time to train biggest issue.
- Trades being used as technical consultants – not confident
- Blocked due to costs = can we help?
- PAS in “able to pay” – confusion/blocker
- Demand from homeowners not coming through yet
- Procurement framework from public bodies not getting to SMEs

Biggest barrier

Bigger spark gap means fewer heat pumps



Hopes for Labour

- NESO launch – national grid to whole energy sector
- Delinking elec pricing to gas
- Clear roadmap to net zero