

Kent-wide housing retrofit programme

Time period: 2013- ongoing

Theme of collaboration: Financial Instruments

Application: Energy efficiency, reduction of CO₂ emissions

Topic: Energy Retrofitting

Context /Background

Across UK homes £3 billion is wasted in energy every year. In Kent an estimated 10% of residents live in fuel poverty – an issue exacerbated by poorly insulated housing stock. In 2013 the UK government launched the Green Deal and Energy Company Obligation (ECO) schemes to help to fund the installation of energy efficiency measures into homes. In Kent the Kent and Medway Sustainable Energy Partnership (KMSEP) was established to oversee and advise on a scheme to ensure that residents in Kent could take advantage of this ECO funding.

Description

KMSEP developed the Kent and Medway Warm Homes scheme to support residents in Kent and Medway to save energy in their home. The Warm Homes scheme initially offered free heating and insulation measures to eligible residents, and can currently offer subsidised heating and insulation through Energy Company Obligation funding. The programme focuses on helping vulnerable people, and those who struggle to pay their fuel bills, to install efficiency measures.

Partners involved – Governance

KMSEP, 13 Local Authorities and Kent residents.

Results achieved

The KMSEP was established between 13 local authorities, one unitary authority and key partners across the housing, business and health sectors. Collaboration has included:

- Oversight of the Warm Homes programme through biannual KMSEP meetings and the establishment of a KMSEP Project Board;



A house during and post the installation of external wall insulation.

Key results

- 1450 insulation and heating measures installed in more than 1400 homes.
- £1.7m of ECO and other funding drawn into Kent to support retrofitting
- Lifetime savings of more than £5.5 million to Kent residents and 25,000 tons of CO₂ saved.
- Resident and SME support events held and resources developed
- A strong local partnership developed leading to success in joint funding bids.

- Development of a Kent wide brand for retrofitting (Warm Homes brand) through workshops and task groups;
- Commissioning and funding of a Kent-wide Warm Homes call centre;
- Procurement of the KMSEP Retrofitting Framework, working together across the partnership to consult on procurement and assess tenders.

Barriers and proposed solutions

- Meeting the needs of a diverse range of partners with different aims and objectives;
- Ensuring clear and consistent messages around programme offer and funding in a complex and changing market;
- Managing residents expectations around an offer, as funding reduces;
- Identification and engagement of the right residents eligible for support;
- Creating a simple and clear customer journey within the context of Green Deal;
- Managing issues around procurement to meet the needs of all partners and enable signposting for private residents;
- Maintaining momentum of the project in an environment of reducing funding.

Lessons learned & Success factors

- Identify priorities and agree action plan early on to ensure all partners are aware of and on board with key goals.
- Clear and consistent messages agreed by all are key to managing expectations and ensuring project success
- Working through existing communication channels and 'trusted professionals' enables effective targeting and engagement of the most vulnerable residents.
- Allow sufficient time for effective consultation on legal and procurement processes for maximum partner involvement
- Maintain effective communication within the partnership being open about issues as well as sharing success.

Similar Initiatives- Transferability

- Identification of the right partners/stakeholders to involve and the role/level of involvement of each partner;
- Celebrate successes and well as reviewing issues;
- Time and commitment to developing partner relationships;

- Strong involvement of the partnership in the early identification of common goals and agreement of an action plan for delivery;
- Ensuring buy in to the key priorities from a high level in partner organisations and the involvement of key champions;
- Open and transparent communication with the partners on issues to foster a sense of joint responsibility and willingness to problem solve and overcome barriers together;
- Use of existing communication networks and 'trusted professionals' to engage with residents is more effective and saves resources;
- Task groups/project board are considered valuable by partners and are a good way of maximizing the use of officers time when resources are tight.

Financing & costs

Budget range

< € 100,000	
€ 100,000	– € 1,000,000
€ 1,000,000	– € 10,000,000
€ 10,000,000	– € 100,000,000
> € 100,000,000	
N/A	

Contact

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