



Northumberland
County Council

Innovation in managing the Warmer Homes Programme

Delivering Warm Homes whilst incorporating social value

Emma-Kate Moraitis – Warmer Homes Programme Manager



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So, what does the Warmer Homes Programme do?



So, what does the Warmer Homes Programme do?



Successful scheme delivery



Respectful partnerships with delivery partners



Recognised by Retrofit Information Support and Expertise (RISE) as a successful scheme



Recognised as the best vulnerable resident support organisation



Innovative systems for project management



Collaboration across the council to integrate retrofit standards



Paving the way to Net Zero



Upskilling staff



An example of project delivery to the PAS 2035/2030 standards



Participating in research projects



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"The team are passionate, knowledgeable, and driven to continually push projects forward to ensure that we meet our net zero targets and improve the lives of our residents.

We wouldn't have had the success we have had without the continued dedication and determination of the team".

Stephnie Corbett
Capital Programme Manager
Housing and Planning



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A Resident First Ethos

“We had Internal Wall Insulation, and a new Air Source Heat Pump installed under the scheme. We found the process from beginning to end easy and were kept fully up to date throughout. The workmen were fantastic and always cleaned up after themselves.”

We would definitely recommend the scheme to others, and best of all, it never cost us a penny.”

Milicent Rivers
Northumberland Resident

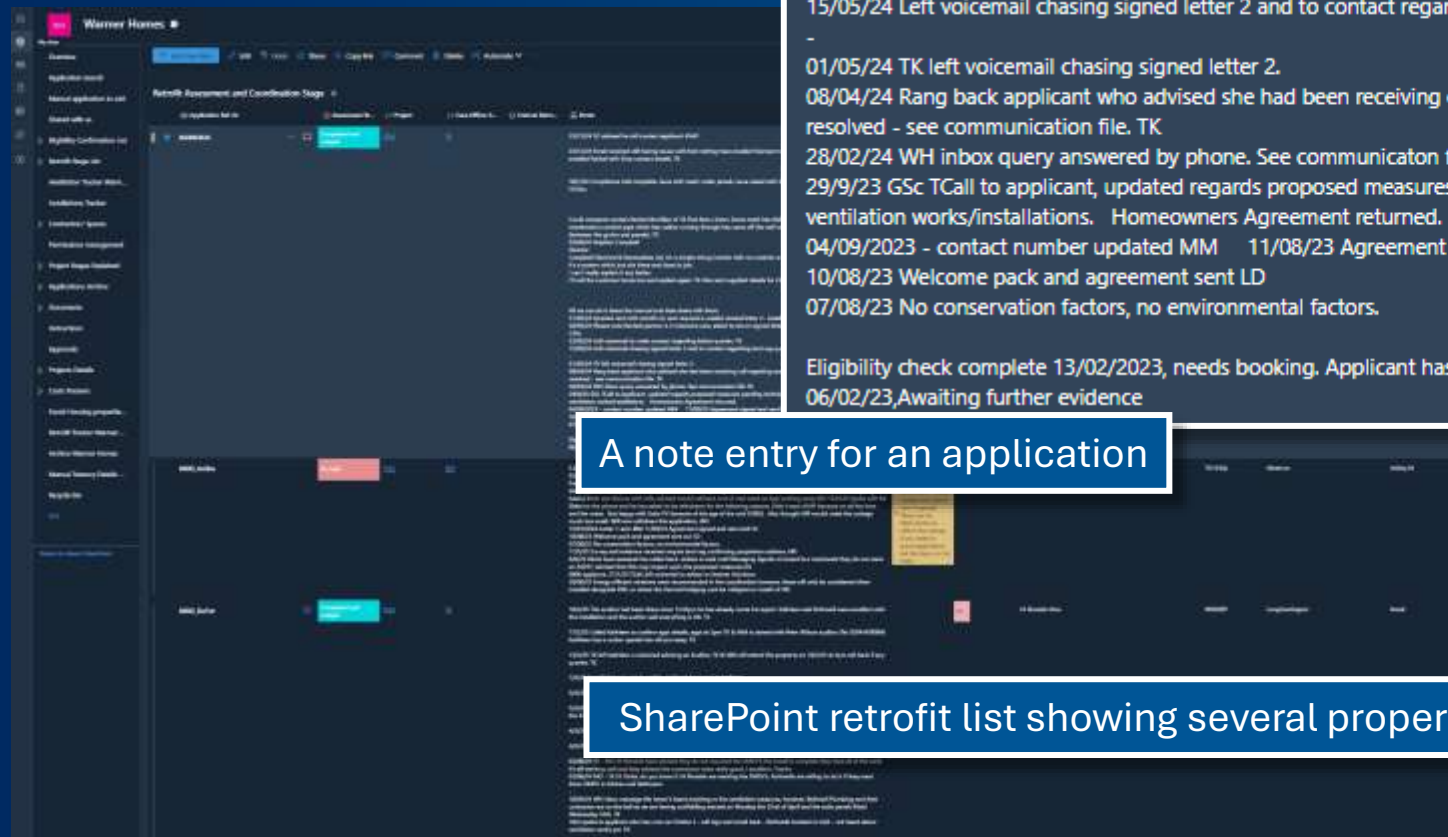




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Bespoke Property Management Systems





23/05/24 Left voicemail to make contact regarding below queries. TK
15/05/24 Left voicemail chasing signed letter 2 and to contact regarding land reg query. TK
-
01/05/24 TK left voicemail chasing signed letter 2.
08/04/24 Rang back applicant who advised she had been receiving call regarding another property, found details on system & resolved - see communication file. TK
28/02/24 WH inbox query answered by phone. See communication file TK
29/9/23 GSc TCall to applicant, updated regards proposed measures pending technical surveys, further advised re potential ventilation works/installations. Homeowners Agreement returned.
04/09/2023 - contact number updated MM 11/08/23 Agreement signed and sent back LD
10/08/23 Welcome pack and agreement sent LD
07/08/23 No conservation factors, no environmental factors.

Eligibility check complete 13/02/2023, needs booking. Applicant has reapplied for scheme and is sending in evidence
06/02/23, Awaiting further evidence

A note entry for an application

SharePoint retrofit list showing several property entries

Communication and document exchange is imperative to ensuring project success, so we designed a custom SharePoint system where all parties could share relevant files and notes on the properties.



The screenshot displays a software interface titled 'Warmer Homes' with a sidebar on the left and a main content area. The main area is titled 'Installer Tracker' and shows a table of project data. The table has several columns, including 'Project', 'Status', 'Comments', and 'Notes'. The 'Status' column contains colored bars representing different stages of the project. The 'Comments' and 'Notes' columns contain text describing the project details and contractor information.

Project	Status	Comments	Notes
Project 1	Completed	Project completed successfully.	Contractor: ABC Ltd
Project 2	In Progress	Project is currently in progress.	Contractor: DEF Ltd
Project 3	On Hold	Project is currently on hold.	Contractor: GHI Ltd

The installer list, each measure having an independent line with comments and status

Through the system we can monitor project status and contractor measure details and notes...

Door undercut...	Door undercut...	No. of Trickle ...	Trickle Vents L...	Damp rectifie...	Pre-SAP score	Post -SAP score	Notes
2	Kitchen, Bedroom 1	4	Lounge, Bedroom 1, Bedroom 2, Bedroom 3				No extract fan in kitchen or bathroom, this is inadequate, continuous DMEV's must be installed in kitchen and bathroom or whole house system with trickle vents. Any existing fans will require testing and replaced with DMEV's where required
4	Kitchen, bathroom, Bedroom 1, Bedroom 2.	1	Kitchen				Cooker hood in kitchen, extractor fan in bathroom into loft - Extraction performance to be tested and replaced as required.
7	Bathroom, Bedroom 1, Bedroom 2, Bedroom 3, Lounge, Dining room, Kitchen	3	Lounge, Bedroom 1, Bedroom 2				No extract fan in bathroom, this is inadequate, continuous DMEV's must be installed in kitchen and bathroom. Any existing fans will require testing and replaced with DMEV's where required

The ventilation tracker lists necessary measures prior to primary measure install.

as well as monitor information such as ventilation requirements, asbestos reports, damp and mould requirements and ensure no element of the project could be neglected.

+ New | Upload | Edit in grid view | Share | Copy link | Sync | Add shortcut to OneDrive | Download | Export to Excel | Automate | Integrate | ...

Documents > Property packs > 04J0U4U4-Property Pack

Name	Address	Modified	Modified By	Created By	+ Add column
Agreement		August 11, 2023	Charlotte Dwyer	Charlotte Dwyer	
Compliance Visit		July 25, 2024	Mark Oliver	Mark Oliver	
Letters		About a minute ago	Connor Backhouse	Connor Backhouse	
Measure completion evidence		May 16, 2024	Goda Bagdonaite	Goda Bagdonaite	
Retrofit Design		October 26, 2023	Boon Zhen Wong	Boon Zhen Wong	
Retrofit Documentation		May 5, 2023	Emma Searle	Emma Searle	
Tech survey and quote - EVM		About a minute ago	Connor Backhouse	Alzbeta Rehakova	
Tech survey and quote - Rothwell		A few seconds ago	Connor Backhouse	Lyndsey Hillcoat	
Trustmark Lodgement		May 29, 2024	Emily Slade	Emily Slade	

The property pack shows all shared information as well as who has uploaded and when ensuring there is a data log.

This system allows our teams to upload all data to one centralised database that all parties can see, work on and share to ensure all data is available when needed.

Loft	PV	CWI	Heating Controls	Total	energy efficiency measure (including Service Costs)
£1,252.00	£5,261.54	£2,126.00		£3,276.40	£11,915.94
£1,362.00	£8,239.00		£2,101.24	£2,549.30	£12,251.54
	£5,050.40	£1,484.00		£2,691.40	£12,283.75
	£6,775.40	£3,028.00		£2,386.40	£11,954.71
£2,046.00	£5,936.48			£4,126.40	£17,579.89

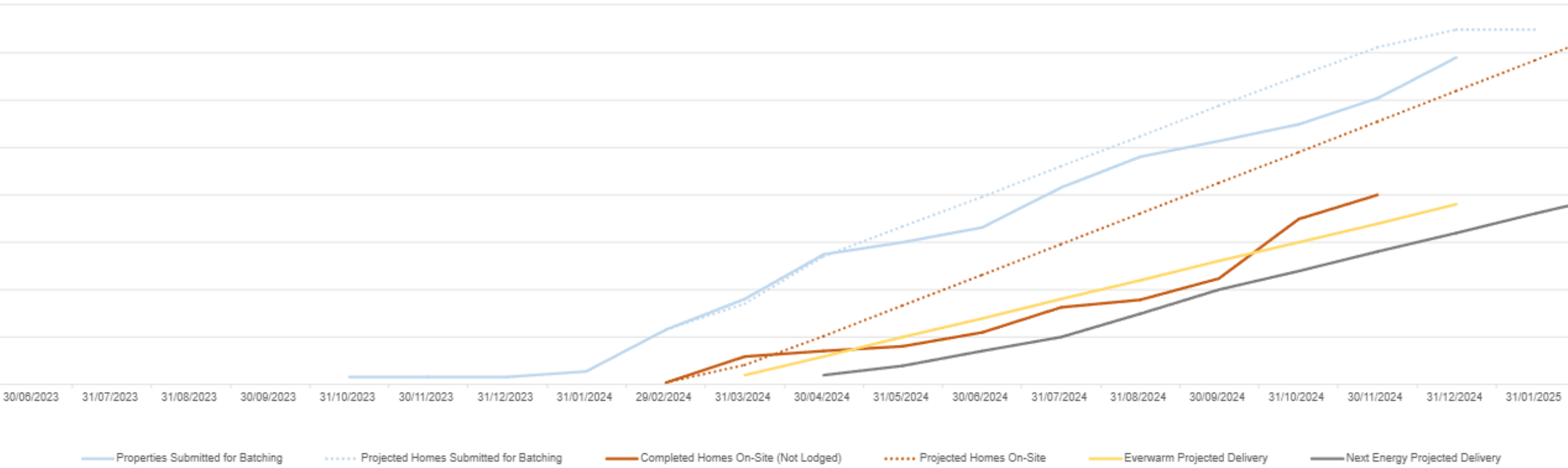
The 'batching' system required the creation of a system that could monitor costings and flag when cost caps were being breached and monitor archetype balances.

Total Batched:	374 / 374	100.00%	Number of batched properties with Everwarm: 226	Percentage of the batch with Everwarm 60.43%
Deadline for batching: 31/01/2025 Days* till deadline:	15	Number of batched properties with Next Energy: 102	Percentage of the batch with Next Energy 27.27%	
Properties needing to be batched each day to make target:	0	Number of batched properties with Individual Installers: 12	Percentage of the batch with Individual Installers 3.21%	

*Days not inclusive of weekends

Where we could monitor delivery, see how many working days were left within the project 'batching' period and show how many properties were with each managing agent...

Projected Forecast for Delivery



and monitor delivery against projected targets to see where performance is not going as well as expected allowing for intervention in a timely manner.

Measure	Total	Total Installed
Loft	£331,798.61	161
Cavity Wall	£119,721.38	38
PV	£2,051,572.94	256
Heating Controls	£25,778.60	20
Room in Roof	£134,939.92	15
External Wall	£118,094.20	8
Internal Wall	£411,115.00	34
Flat Roof Insulation	£99,061.30	19
Draught Proofing/ Hot		
Water Tank Insulation	£4,573.50	10
Air Source Heat Pump	£2,219,423.36	126
Low E Lighting	£5,425.92	18
Under Floor	£37,685.20	6
High Retention Storage		
Heater in an electric flat	£232,151.04	28
Window Replacement		
with External Wall	£5,756.25	1
Solar Thermal	£0.00	0
Window Replacement	£82,841.97	10
High Retention Storage		
Heater	£106,923.40	10
Total	£5,986,862.59	760
Ventilation	£415,405.66	242
Assessment	£120,615.60	345
Coordination	£98,554.90	347
Design	£85,370.20	331

A system that is:

- Exemplary of good project management
- Cost effective
- Simple to use
- Adaptable
- Replicable
- Has commercial potential



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...and the impact?

“The experience has been fantastic, seeing financial benefits with reduced energy costs.”

“All the staff working behind the scenes have been very friendly, patient & kind ... especially when I got confused over matters - thank you. I’ve very excited to be gathering Watts & the new system is wonderful.”

“We are more than pleased with the installation and the saving of money on our electricity bills.”

“Fantastic scheme especially for folk who are earning a wage.”

“Very happy with installation and process.”

“Being an old stone cottage, we’ve struggled for years to keep warm. We love it now, enjoying being comfortable all of the time.”


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“It has already made a difference to my Electricity bill - this month's bill is over £100 cheaper than last months!”

“I informed the companies involved of how good the workforce was and thanked them for their excellent care of my property. All involved were very courteous.”

“You have made a huge difference to our home, before we had very cold rooms, particularly our bedroom which would be around 9 degrees. It is now sustaining 16 degrees which is excellent.”

“All very professional throughout!”



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13

employed team members trained and upskilled to deliver PAS2035 retrofit services

6

members of our housing team upskilled to Domestic Energy and Retrofit Assessors



393

Solar Panel installations



126

Heat Pump installations



9 out of 10 for overall scheme satisfaction



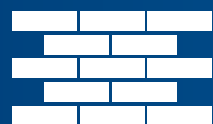
126

Lofts Insulated



374

Ventilation improvements



139

Cavity Wall installations

£22,047

Average cost per home for retrofit works

177

Referrals made to other Energy Efficiency Grant Schemes



Warmer Homes Scheme

Funding to help provide energy saving improvements to your home

Making your property easier to heat, more energy efficient whilst reducing drafts and decreasing the cost of your bills.

- Insulation for Walls, Lofts and Floors
- Ventilation measures
- Low Carbon Heating measures, such as air source heat pumps
- Renewable energy generation, such as solar panels.

Funding is provided from The Department of Energy Security and Net Zero.



For queries about the process of the grant and eligibility, please contact warmerhomes@northumberland.gov.uk
Customer Services Tel: 0345 600 6400



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Our Future

- Expanding quality energy advice service
- Increase our reach through the community
- Explore commercial opportunities with our innovative data systems for the benefit of other local authorities
- Continue to help meet our county's ambitious Net Zero targets through delivery of our climate change action plan
- Remain a beacon of exemplary practice
- Continue to deliver improvements for our residents creating greener, safer, Warmer Homes



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“I have had the privilege of supporting Northumberland County Council for the past year in the delivery of their retrofit projects under the Homes Upgrade Grant 2 scheme.

Despite the size and rural nature of the county, Northumberland has overcome numerous challenges and yet still remain on track to deliver energy efficiency and low carbon heat measures to over 300 homes. The team are a pleasure to work with, and their passion for net zero and sustainability is evident. They are committed to making a positive change for their residents, ensuring warmer and more affordable to run homes.

Emily Hall

Single Point of Contact
Turner & Townsend



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“It has been a pleasure to work with the Northumberland team. The HUG2 project has been supported from the very beginning by a group of professionals who have helped me with any queries. Connor, Sanket, Peter, Emma and other members have listened to our coordination suggestions and design proposals. Their team of Retrofit Assessor's, John and Gary have also provided quality reports on some properties where we were only doing the coordination and design. From the time we started, a weekly meeting was set up to keep all parties involved in the retrofit project up to date, which facilitated communication. The collaboration with the installers has also been very positive and I have really enjoyed this project.”

Luisa M Pena Santos

Retrofit Coordinator & Designer
Osmosis ACD



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“Working with the Northumberland team has been a great experience. The organisation of the combined project team has been very collaborative and led to the success of the project. The team managed the batching side of the project well. The HUG2 project has been supported from the very beginning by a group of professionals who have helped me with any queries. It's really helpful that the NCC team has a knowledge of the guidance and the PAS2035/2030 process which has sped up conversations and the speed of the project. Our collaboration with the installers has also worked really well and I look forward to working with NCC going forward.”

Liam Whitting
Retrofit Coordinator
CoreLogic



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SOLAX
POWER





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