

“Retrofit Isn’t Enough”

What 45,000 household advice
conversations have taught us about fuel
poverty, health and net zero.

Jon Davis – Partnerships Manager



About YES

A Community Interest Company on a mission to:

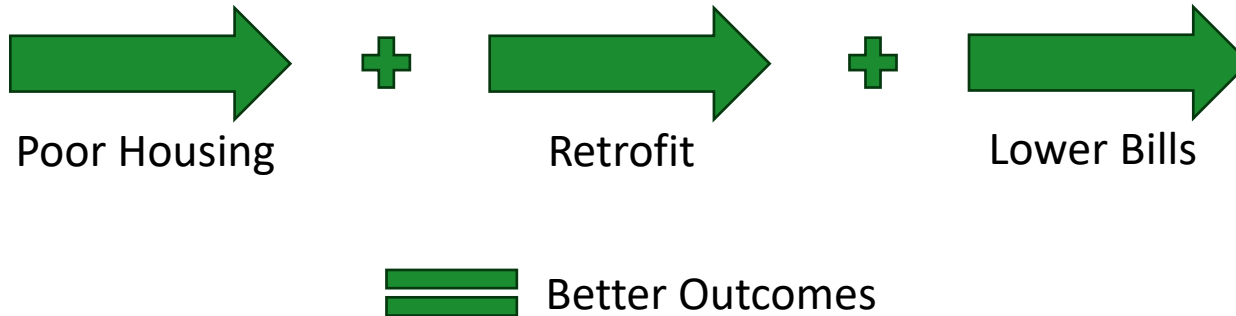


Alleviate fuel poverty

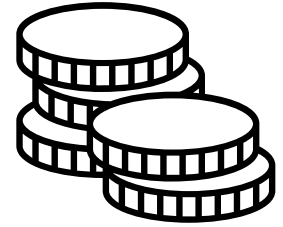
Drive energy efficiency
*(via installations
and advice)*



The assumption



But is it really that simple?



What households actually tell us

"I've got mould but can't afford to heat the house."

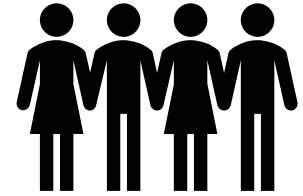
"I'm choosing between heating and food."

"I can't afford to top up my meter."

"I don't understand my bill."

"I'm scared to put the heating on."

Nobody ever says to us, "My EPC rating is disappointing"



Fuel poverty is about people, not properties

Two identical homes can have very different outcomes, depending on

Health

Income

Support

Knowledge

Confidence

Trust

Residents live in homes, not EPC ratings

Complexity is growing

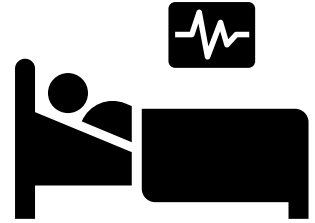
Residents are expected to understand:

-  Heat Pumps,  Solar PV
-  Batteries,  Smart Meters
-  Time-of-Use Tariffs,  EV Charging
-  Online Accounts



For some this works, for others it's overpowering

Healthy homes = Healthy people



Cold and damp homes affect:

-  Respiratory health
-  Cardiovascular conditions
-  Mental wellbeing
-  Social isolation

YES now delivers an end-to-end Damp & Mould service, helping organisations identify causes, support residents and implement lasting interventions

Speak to Lucy at the YES stand



Where advice delivers immediate impact

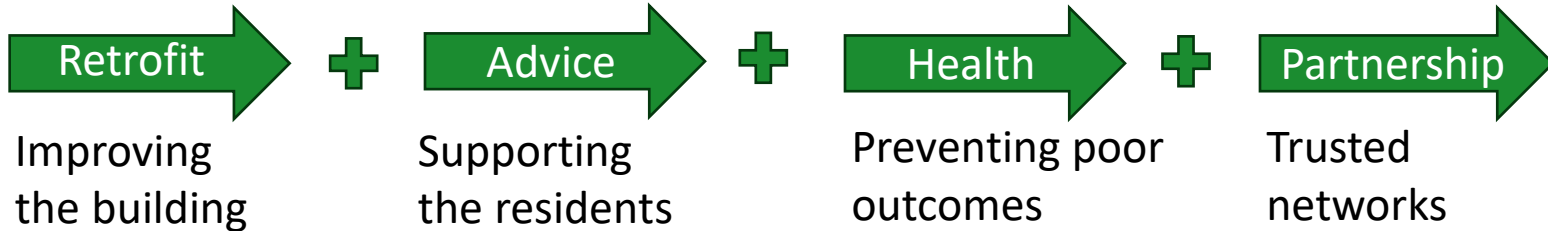
While retrofit programmes take time... Advice can help today.

- ✓ Tariff reviews
- ✓ Benefit checks
- ✓ Debt support
- ✓ Onward specialist referral
- ✓ Budgeting guidance
- ✓ Behaviour change

Immediate help for those under pressure



What works best?



Real outcomes happen when they all work together



Are we measuring the right things?

We regularly measure:

✓ EPC Improvements, ✓ Carbon Savings, ✓ Installations

But should we also measure:

✓ Did residents feel warmer? ✓ Were health outcomes improved? ✓ Was debt reduced?
✓ Do residents understand how to run their homes? ✓ Are they happier?

Yes, Yes, Yes, Yes – we definitely should

The challenge.....

If we want:



Successful retrofit



Healthier communities and people



A fair transition to Net Zero and electrification

Then residents must sit at the centre of every solution.

Retrofit is essential, but alone, it is not enough



Thank you

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Warm Homes. Informed Residents. Stronger Communities.