

Colin Timmins, Director of Homes,
National Energy Action

The Community Retrofit Hub Project



Impacts of failed insulation at Fishwick, Preston



Rebuilding Trust at Fishwick



- Based NEA and contractors in the community centre
- Ran events to explain the planned process and seek input

- Worked with local organisations and trusted bodies
- Appointed a community liaison officer from within the community



Retrofit happens to people, not just to their homes

What do I need to do?

What are other people's experiences?

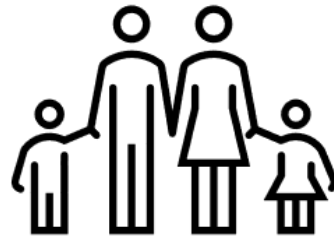
How can I make this happen?

What's involved – how much upheaval?

Who can I trust?

How much is this going to cost?

Is anyone else doing this?



What are the benefits to me?



Home retrofit can be complex, disruptive, and expensive

3 in 5 homeowners aren't sure whether measures would be effective or suitable for their property.

(Citizens Advice, 2023)

Groups vulnerable to fuel poverty, such as older people, can be unaware of energy efficiency programmes and schemes that they could benefit from.

(DECC, 2014)

For government-supported funding schemes, consumers need a trusted route to find out about support on offer, and to verify the claims of companies involved in delivering or promoting these schemes

(Each Home Counts review, 2016)



The Community Retrofit Hub project

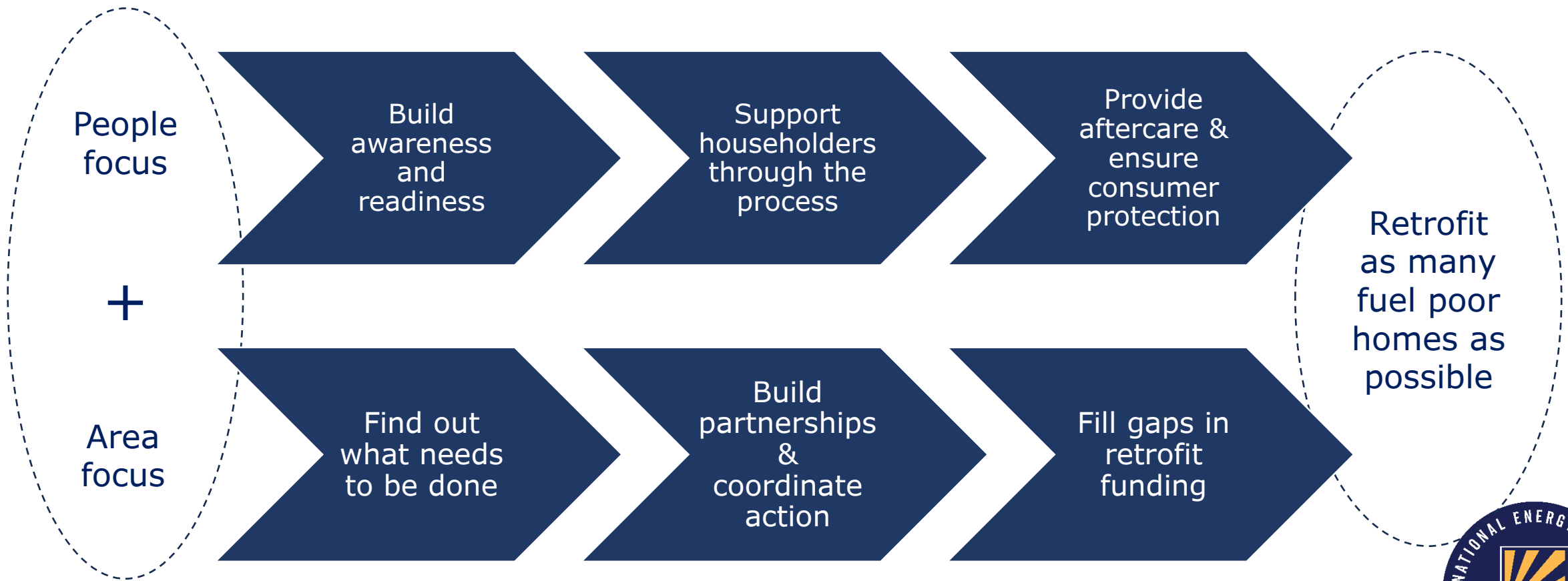
- Establish **Local Energy Support Teams** comprised of two specialists located within an area of high fuel poverty (e.g. within an established community centre.)
- The teams will engage and **build trust** with the community, and then **act in the best interests of householders** to take them through a programme of home retrofit.



- The aim is to **stimulate concerted action** to improve the energy efficiency of homes in an area with high levels of fuel poverty:
 - Utilising existing funded schemes and services
 - Linking these with an engaged community.



A focus on both people and the area



Learning and sharing

One stop shops

"An end-to-end service for households considering a retrofit, handholding them through the different stages of the customer journey" National Retrofit Hub

Place-based integrated delivery

"Emerging models taking a cross tenure, area-based approach to delivery." National Retrofit Hub

Area based retrofit

"Brings together innovative forms of finance, contractor training and householder and community engagement." Carbon Co-op

Community led schemes

Community energy



Structure and timeline

