

# GREATER LONDON AUTHORITY

Our reference: MGLA140623-9809

12 July 2023

Dear

Thank you for your request for information which the Greater London Authority (GLA) received on 14 June 2023. Your request has been considered under the Freedom of Information Act 2000.

You requested:

*1) the evaluation criteria used to select energy improvement measures and to allocate funds offered to applicants under the Warmer Homes Scheme 2022-23.*

*2) the procedures/policies used to process applications under the Warmer Homes Scheme 2022-23. This should include information pertaining to roles and responsibilities at every stage of the process as well as monitoring and governance.*

Please find below and attached the information we hold within the scope of your request

1) the evaluation criteria used to select energy improvement measures and to allocate funds offered to applicants under the Warmer Homes Scheme 2022-23.

The Mayor's Warmer Homes programme is largely funded by central government, from the Sustainable Warmth grant. The Sustainable Warmth scheme guidance requires this programme to take a fabric first approach (a focus on heat loss prevention measures first) and all delivery partners and subcontractors must adhere to "PAS 2035 Retrofitting dwellings for improved energy efficiency. Specification and guidance" (PAS 2035).

All properties have a retrofit assessment (RA) carried out to determine property eligibility, taking into consideration the Warmer Homes terms and conditions. Included in the RA are recommendations for Energy Efficiency Measures (EEMs), a medium-term plan, along with risk assessments and site notes.

Under PAS2035 a Retrofitworks Coordinator examines the assessment report and offers guidance on the best 'fabric first' EEM. If the main EEM is not feasible (e.g. external wall insulation on a mid-floor flat in a tower block), other EEMs are examined so the best alternative can be recommended.

There is a ceiling on costs for each award, so a further exercise is completed until an EEM that is cost effective, adheres to central government guidelines and increases the properties EPC

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(Energy Performance Certificate) rating by 2 bands, is put forward to the householder. The householder can make suggestions of EEMs they would like on their property, but the final recommendation is by RetrofitWorks.

Further details can be found here:

[Sustainable Warmth Competition: guidance for local authorities \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/guidance/sustainable-warmth-competition)

[Warmer Homes programme - terms and conditions \(london.gov.uk\)](https://www.london.gov.uk/programmes/warmer-homes)

2) the procedures/policies used to process applications under the Warmer Homes Scheme 2022-23. This should include information pertaining to roles and responsibilities at every stage of the process as well as monitoring and governance.

The attached outlines the customer journey followed for Warmer Homes. There are two parts to the eligibility – firstly the financial assessment of the household and secondly the property assessment. The Warmer Homes programme is aimed at helping low-income, low EPC properties in London.

The first stage of assessing the application and calculating the financial eligibility, is carried out by Gemserv staff, who are a sub-contractor of our delivery partner - RetrofitWorks. If the property is privately rented, then the Landlord must give approval for the application to progress, as a landlord must make a financial contribution to the works.

The second and third stages are managed by RetrofitWorks staff, who allocate work to retrofit assessors and installers/contractors. There are many assessors and contractors that are part of the RetrofitWorks cooperative and able to work on the Warmer Homes programme depending on the location and measures to be installed. RetrofitWorks admin staff will also handle customer engagement throughout Stage 2 and 3 and deal with complaints.

The GLA Warmer Homes team are responsible for overall governance, contractor management of Retrofit Works, monitoring against our KPIs and targets set with central government, and dealing with enquiries and complaints via correspondence with the Mayor of London.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA140623-9809

Yours sincerely

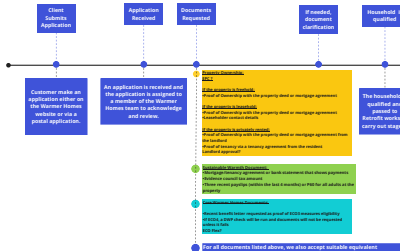
## Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

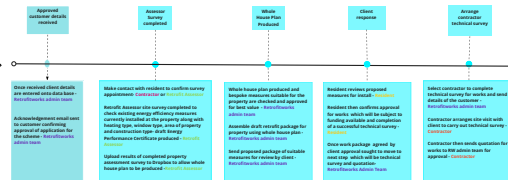
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

# Warmer Homes London Customer Journey

## Stage 1 - Qualification



## Stage 2 - Property Assessment



## Stage 3 - Property Works

