



working together for warm homes

# An overview of Warm Zones cic

Updated: February 2016



# Aims

- To provide an overview of Warm Zones
- To highlight how the distinctive Warm Zone approach can effectively tackle fuel poverty & improve domestic energy efficiency



# Warm Zones cic: Background

- Formed in 2001 to trial a new not-for-profit area based partnership approach to delivering energy efficiency measures and address fuel poverty
- Initially managed 6 pilot zones between 2001-04
- Ownership transferred to NEA in 2004
- Operates as a wholly owned subsidiary of the charity
- WZ delivery assists NEA to deliver its charitable objectives
- Achieved Community Interest Company status in 2008
- Reinvests surpluses to improve overall service & delivery

# Warm Zones

## Community Interest Company

- Warm Zones CIC established in 2000-01
- A CIC is a regulated company created for the use of people who want to conduct a business for community benefit
  - Assets & any surpluses must be dedicated to the defined “community of interest”
- Helps ensure greater local impacts & gains
  - More investment to help boost the local economy & support local jobs
  - Is able to prioritise & target more vulnerable homes
    - Focus on those who are otherwise missing out in current market
  - Helps create a longer-term partnership outlook that delivers enhanced gains over time

# WZcic: Aim and Values

*Warm Zones cic aims to facilitate the efficient, integrated and appropriate delivery of practical measures to alleviate fuel poverty and improve domestic energy efficiency in defined areas*

## Warm Zone company values:

- Integrity, quality and excellence in all our operations
- Delivery with a commitment to service and building effective, long-term partnerships
- Accountability to ourselves and our partners
- Respect towards our colleagues, partners and clients
- Continual improvement across the entire organisation.

# The Warm Zone Difference

- **Systematically & proactively visit every target home**
  - Awareness raising & access those missed by other schemes
  - Engage local communities
- **Identify the *fuel poor & others***
- **Integrate & enhance funds**
- **Offer something for everyone**
- ***Effectively deliver:***
  - Energy efficiency measures & advice via coordinated local roll-out
  - Benefits service & support, energy advice + other added value services



# Warm Zone delivery: Total to date

From all Warm Zones from individual project starts to 2015, rounded figures

No. households assessed	> 1 million
No. insulation & heating measures installed	>440,000 (in >360,000 homes)
Value of confirmed secured claims	>£44 million
No. CFLs delivered <i>(now completed)</i>	> 1.1 million

+ *delivery of energy efficiency advice, community events, employment & training of unemployed people, training for partners & front-line staff etc*

+ *a proven track record of quality and customer service in all areas*

# Overall impact of Warm Zones to date *(each year)*



Reduced fuel bills by c£37 million

Benefits income of >£44 million

Savings to the NHS of >£5.3 million

CO<sub>2</sub> reductions of c200,000 tonnes

**+ tackling fuel poverty & supporting local jobs**



# Overall impact of Warm Zones to date *(lifetime of measures)*



Reduced fuel bills by c£1.3 billion

Savings to the NHS of >£53 million (10 years)

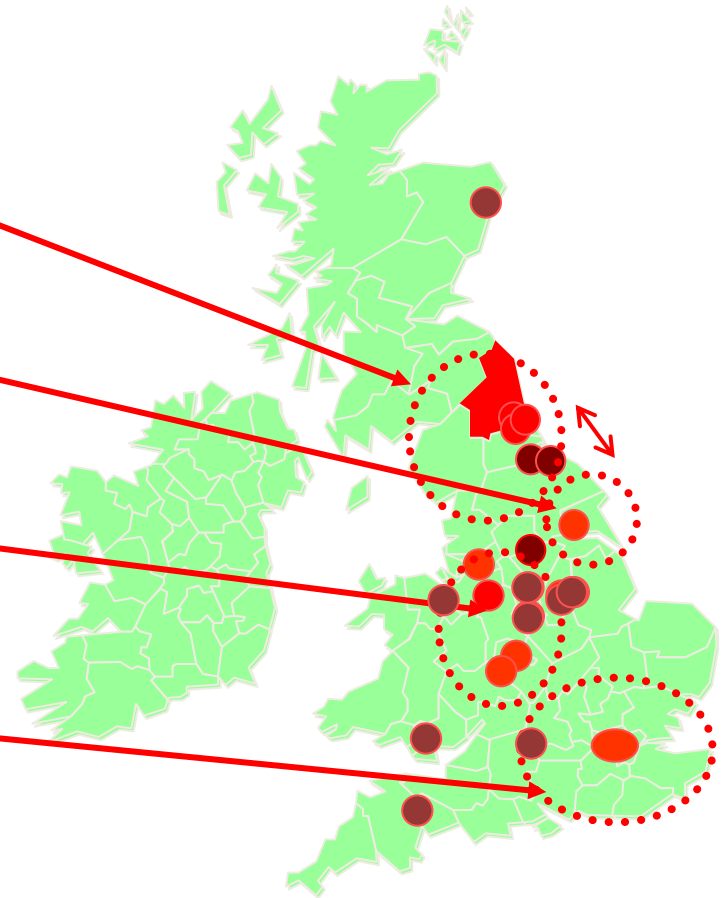
+ wider societal savings of >£132 million

CO2 reductions of c7.6m tonnes

**+ tackling fuel poverty & supporting local jobs**

# The Warm Zone operational 'hubs'

- Northern England
- Hull & Humberside
- Midlands
- London & South East



**Note: Warm Zones already operate across the country. The 'borders' shown for each hub are indicative only and operations may extend beyond these.**

- Live projects
- Completed / affiliated projects

# A Warm Zone case study

- Mr C living in genuine hardship
  - Arthritis & COPD
  - Low fixed income
  - Broken heating system
- Warm Zones delivered a package of assistance
  - Benefits gain of £6,500 p.a.  
+ £1,000 back-payment
  - Then qualified for ECO but needed gap funding
  - WZ crisis funding meant the job did proceed
- Now a huge difference in Mr C's health & wellbeing



**Note: Like many others, this job would not have gone ahead otherwise as only Warm Zones had the wider range of funding & service provision required.**



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