



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

CO₂ 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)

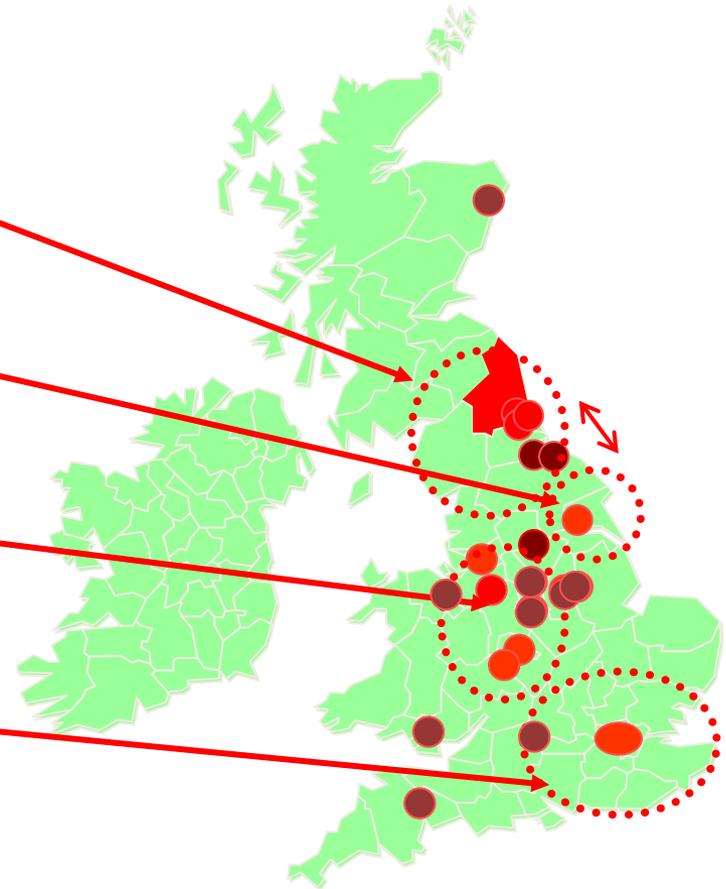
+ wider societal savings of >£132 million

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

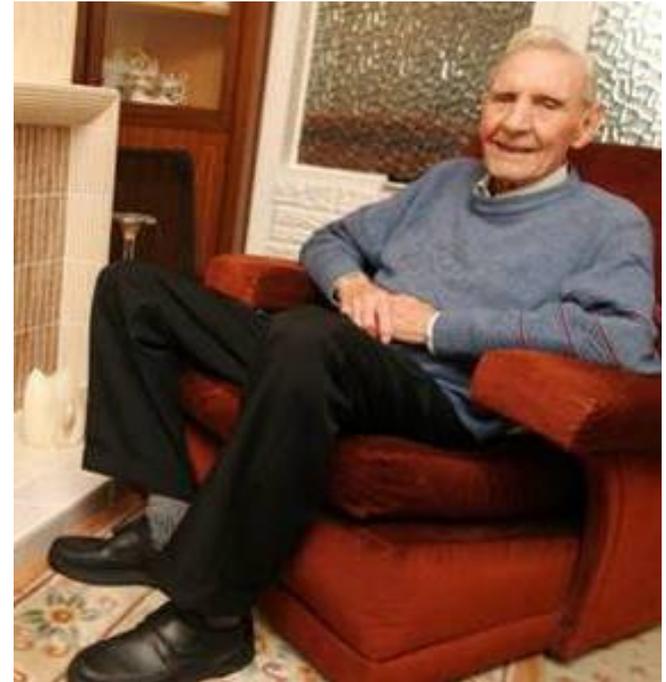


Note: Warm Zones already operate across the country. The 'borders' shown for each hub are indicative only and operations may extend beyond these.

- 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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