

Warm Zone – Installing Measures

Operational control

Yorkshire Energy Services (previously KES) manage the day-to-day implementation of the programme. Initially, weekly meetings were held between the managing agent, council, contractor and funding partner – Scottish Power. Progress is now reviewed on a monthly basis by the council, with eaga (who now manage the Scottish Power CERT delivery), Yorkshire Energy Services and Miller Pattison, the contractor and more regular contact between managing agent and contractor.

Contractor Selection

The council tender for insulation measures under Warm Zone not only looked for best price but also put emphasis on quality of customer care, support to vulnerable households, operational experience and processes and any additional support which was offered.

Miller Pattison have set up a new depot within Kirklees employing 85 people engaged on the Warm Zone, half of these people are Kirklees residents. The national training centre for Miller Pattison has been located at this new depot in Cleckheaton, employing another three staff.

Strengths of the Programme

- One stop approach to energy efficiency measures in Kirklees.
- Close supportive working relationship developed between partners.
- Simple message, all insulation measures are free in all homes irrespective of householder circumstances, only caveat subject to survey.
- Many households have been supported who would have been eligible for earlier targeted grants schemes, who did not come forward.
- Screening questionnaire for all other support on heating measures – local, regional and national grants (Warm Front), is a cost effective approach to delivering these measures.
- Co-ordinated approach to maximising outputs from available funding streams.
- Ward by ward approach promoting efficiency of work delivered.
- Scaffolding costs are covered if required.
- Loft and eaves hatches are installed if required.
- Lofts are emptied where a vulnerable householder has no other support.
- Any complaints are logged on a common system.
- New jobs in the local economy, economic multipliers of new local depot and new training centre.

Weaknesses

- Many homes in Kirklees are 'hard to treat' – do not have a suitable cavity wall.
- Mis-representation by other contractors claiming to work on behalf of the Warm Zone,
- Quality of some initial surveying resulted in some poor surveys.
- Shortage of installers across the industry in 2007-2008.
- Many residents did not believe they would get free insulation.
- Anything for 'free' is not necessarily valued. Householders are not always at home when appointments are made.
- Employing local people who needed training resulted in a greater lag time in delivery at start-up.

Energy
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Kirklees Warm Zone
– working in
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Kirklees COUNCIL nationalgrid

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