



# Warm Front

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# Warm Front



- Review
- Successes
- Value for money
- Changes to the Scheme
- Customer Focus

# Review of 2008 / 09



- 233,594 homes assisted
- Additional £100m funding
- Average heating waiting time 57 days v target 120 days
- Average Insulation waiting time 35 days v target 40 days
- 69% of heating installations required a customer contribution
- Customer satisfaction over 90%
- 2009 will assist the 2m customer

# Successes of 2008 / 09



- £57m of unclaimed benefits were identified across 35,325 homes (£31 p/w)
- 37,830 customers returned to the Scheme for assistance as a result of BEC
- Solar hot water heating installed in 125 homes
- 200 unit ASHP pilot initiated
- Temporary heaters despatched to 3,620 customers
- £2.2m of external funding secured to support customer contributions for 3,559 heating installations
- Social tariff advice to 2,302 customers with 41% moving to a cheaper tariff

# Value for money



- National Audit Office concluded that Warm Front
  - “*delivers value for money*”
  - “Cost comparisons for five of the most common installation works indicate that the amounts charged are competitive with industry prices”
- Customer satisfaction high
  - Almost 90% of customers highly / satisfied
  - 92% would recommend the Scheme to friends or family members
  - Thank you
- Made several policy recommendations for DECC re: design and structure
  - Targeting
  - Scheme eligibility
  - Grant maxima
  - Review measures specification

# Changes



- Grant Maxima changes
  - £3,500 for heating and insulation
  - £6,000 for oil and new technology pilots
  - Assisted 9,000 customers overnight
- New heating technology pilot
- Funding reduction
- Re-negotiation of material prices underway
- eaga contract extension to March 2011

# Continuous Improvement



- Quality & value
  - Improve waiting time
  - Reduce complaints
  - Improve specification of work
  - Improve returns / re-charge process
  - Ensure best value for components costs
- Installer re-tender
  - Delayed due to Scheme changes
  - eaga cares training for all front line staff
  - Post installation calls

# Customer Focus



- Improvement
  - What to expect guide manages expectations
  - Customer contribution communications
  - Customer Promise launched
  - Increasing installer accountability
  - Customer service improvement plans with installers
  - Recognising good customer service via the installer network
- Customer dissatisfaction
  - Boiler/ system problems and generic “heating” issues
  - Mess
  - Damage
  - Customer contribution

# Summary



- Customer experience
- New Grant Maxima levels
- Funding reduction
- Changes to the Scheme
- Assist 2 millionth customer in 2009