

## Futureproof Wiltshire LEAD

Delivering home energy retrofit surveys to households in Swindon and Wiltshire, free advice at events, and training and mentoring for local groups to give advice in their communities

### Activities

This project focused on off-gas and solid wall properties, engaging householders with whole-house retrofit through free or heavily discounted surveys. The project initially focused on self-funded audiences, reached through postal marketing, articles and targeted Facebook adverts. Like other LEAD projects, it proved hard to secure uptake from this audience, and the scope was broadened so that events outreach targeted both self-funding and low-income households, including people more likely to be offline, and reaching farmers, elderly people and young families.

A key innovation was the inclusion of **heat loss testing and diagnostics** to inform retrofit surveys. CSE worked with Build Test Solutions to provide heat loss sensors and software to assess the thermal performance of homes. CSE also used thermal imaging cameras, alongside mobile fans, a blower door and smoke pencils, to test air tightness and detect draughts. Being able to provide visual information and data to households helped to make heat loss more tangible, providing stronger motivation for action.

Under Futureproof, two types of survey were offered: a **full home retrofit survey and plan** to give detailed information on where to invest for the biggest impact on carbon and bills; and a **light-touch survey and report** for homeowners less likely to progress a deeper retrofit, helping improve their knowledge and discussing best options based on their circumstances. Where possible, surveys included heat loss diagnostics and testing. **Follow-on support** was offered after about six months to help keep momentum, and the **Wiltshire Retrofit Directory** was established to help households find suitable local installers.

**Community champions** from local community groups were also recruited to help reach more households with advice. Volunteers received basic training and were mentored by CSE's Futureproof surveyors, eventually leading their own energy advice events.



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### Key project information

**Awarded:** £589,262

**Duration:** Oct 2023 to Mar 2025

**Reach:** Bespoke advice to 1,150 people, 1,150 people engaged overall

**Lead partner:** Centre for Sustainable Energy (CSE)

**Supporting partners:** Wiltshire Council and Swindon Borough Council

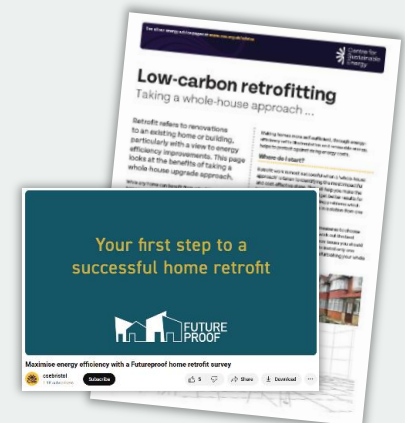


## Replication

- Creating a local dataset of households can help target services, using information such as Energy Performance Certificate (EPC), Census and Experian Mosaic data.
- Onsite visual and data-based tools can have a big impact on engagement; heat loss and draught checking are all very effective for motivation and communicating problems.
- EPCs don't cover ventilation and can be incorrect, so should not be used as a basis for deeper advice.
- The biggest impact can often come from the conversations with householders, rather than from purely technical information and reporting.
- Householders have a range of knowledge levels, but even those who have done their own research often don't understand how measures interact within the home.
- Training and mentoring volunteer energy champions is an effective way to enable them to run their own advice activities in the community, helping to reach more people and sustain impacts after the end of the project.
- Timescales from advice to installation by self-funded households can be long, as there are sometimes insufficient local installers available, or households first have to raise funds through savings in remortgaging to afford improvements.

## Resources

- [Project page](#) on CSE's website and [case study](#) on Futureproof's website
- [Futureproof home retrofit survey video](#) on CSE's YouTube channel
- [Wiltshire Retrofit Directory](#) developed for the project
- The [Home Retrofit Planner](#) (built by People Powered Retrofit) was used by the project for full home surveys, and is available under licence for community energy organisations.
- Community group mentees took the [Level 3 Award in Introduction to Domestic Retrofit](#) through The Energy Trust.
- [Build Test Solutions](#) provided the project's heat loss testing
- [Home energy advice leaflets](#) on CSE's website, especially [Low Carbon Retrofitting: Taking a whole house approach](#)
- Other relevant LEAD Toolkit contents (see [South West Net Zero Hub website](#)): **Community Champions** (method), **Thermal Imaging and Monitoring** (method); **Top tips for community engagement**, **How to run a draughtproofing workshop**, **Ventilation, Traditional and non-traditional construction** (additional project resources)
- Futureproof Wiltshire contributed to the SWNZH LEAD Webinar Series: [Innovations in domestic retrofit advice - Retrofit as a service](#) 22 Jan 2025 (18:13 to 34:24) (see [also full slides](#)).



## About LEAD

LEAD is managed by South West Net Zero Hub and funded by the Department for Energy Security and Net Zero. The programme is trialling innovative approaches to retrofit advice for hard-to-reach groups and hard-to-treat homes. Find out more [here](#).

## Contact this project

CSE: [futureproof@cse.org.uk](mailto:futureproof@cse.org.uk)

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