

**ECOSURV**

# From Retrofit Recovery to Retrofit Scale

Why software, data sharing and consumer protection now matter

Session: Software, Data & Consumer Protection in Retrofit Delivery

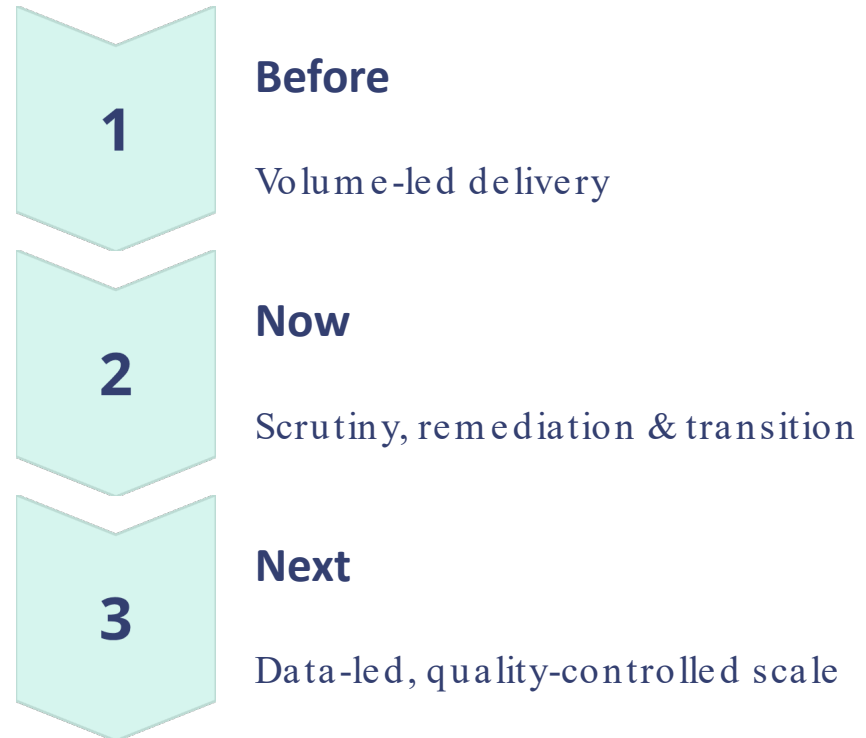
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17-06-26

# The Sector Has Been Forced to Pause, Reflect and Rebuild

Recent ECO/GBIS issues have exposed systemic weaknesses across quality, evidence, responsibility and consumer protection. Confidence has been shaken across government, funders, landlords, contractors and consumers alike.

**i** The answer is not less retrofit. It is **better retrofit** .





# The Delivery Model Is Changing

## Old Model

Supplier-led & volume-driven

Fragmented evidence

Retrospective audit

## New Model

Framework & place-based

Contract-led, governed data

Live compliance

Combined authorities, local authorities and social landlords will play a bigger role. More stakeholders means more governance and more reporting. Manual processes will not scale.

# Reported Delivery Has Shifted Dramatically

Scheme delivery April 2025 to March 2026

**c.296k**

Measures

ECO4 + GBIS

ECO: 233,562 measures

GBIS: 62,672 measures

**c.103k**

Households/properties

ECO4 + GBIS

ECO4: 62,609 households

GBIS: 40,419 households

**39x lower**

reported measure delivery

**26x lower**

reported homes/properties upgraded

Scheme Group	Reported Measures	Reported Households / Properties
ECO4 + GBIS	296,234	103,028
WH:LG + WH:SHF Wave 3	7,682	4,015

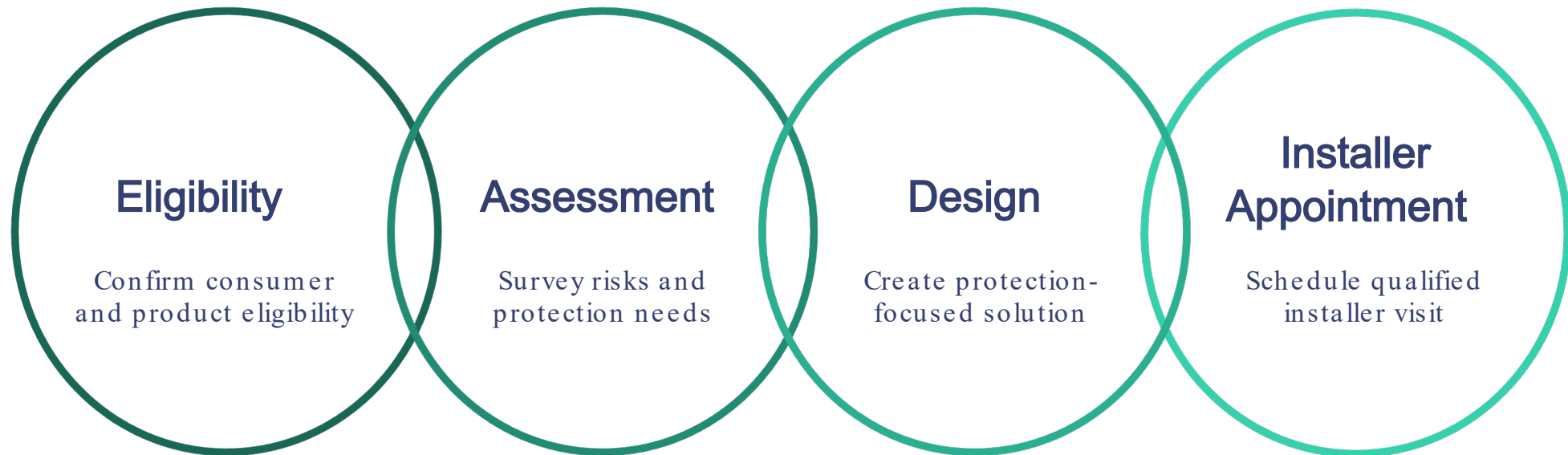
**Funding is only part of the challenge.** The next phase depends on mobilisation, skills, governance, evidence, data sharing and consumer confidence.

Warm Homes figures are early -stage, provisional and likely to under-report actual activity due to reporting lag and incomplete Grant Recipient returns.

Source: DESNZ official statistics: Household Energy Efficiency Statistics May 2026, Great British Insulation Scheme May 2026, Warm Homes Local Grant May 2026, Warm Homes Social Housing Fund May 2026.

# Consumer Protection Cannot Be an Afterthought

The consumer journey starts **before** the first survey. Protection must be built in at every stage not bolted on at the end.



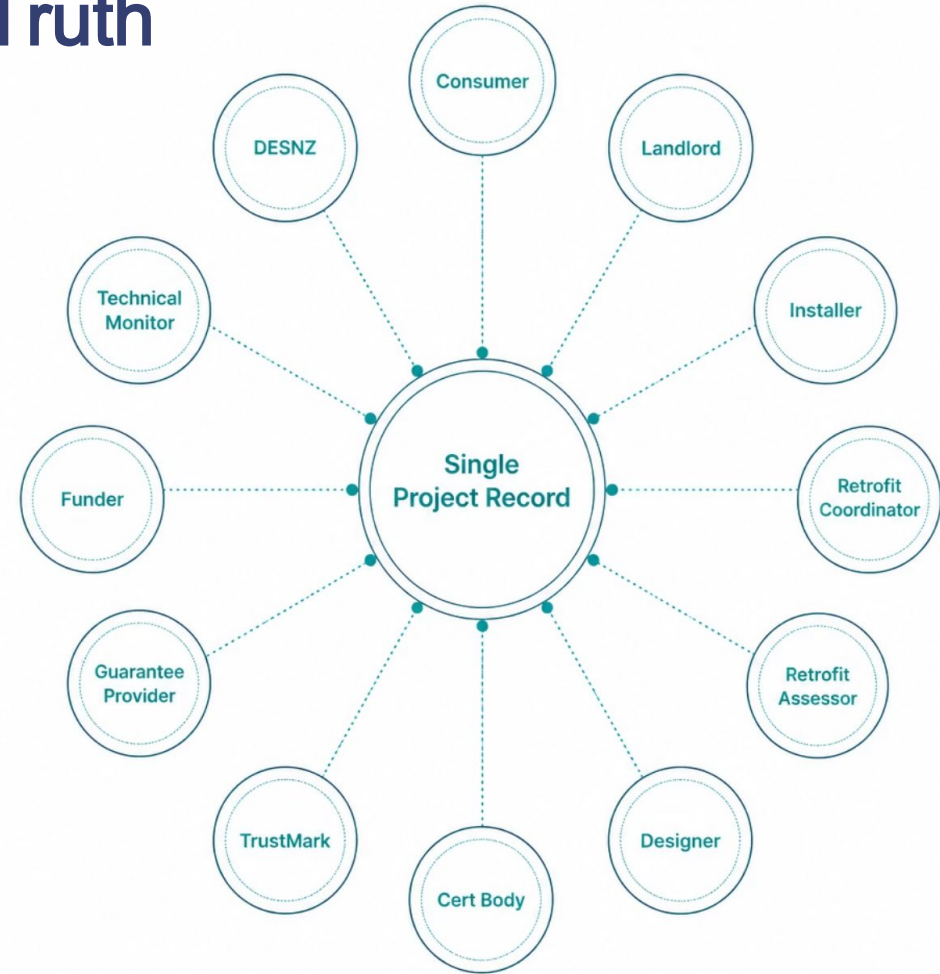
Complaints, guarantees and remediation should be the **safety net**, not the main control point. A successful installation is compliant, understood, maintained and delivering benefit.

# Every Stakeholder Holds Part of the Truth

Installers, RCs, assessors, designers, landlords, certification bodies, TrustMark, guarantee providers, funders, technical monitors and DESNZ all hold different data.

When that data is fragmented, problems are identified **too late**. Better data sharing means earlier intervention, clearer accountability and faster resolution.

"No one should be able to say they couldn't act because they couldn't see the data."



# Software Turns Complexity Into Controlled Workflow

PAS 2030/2035, MCS, TrustMark, scheme rules and funder requirements are complex. Complexity managed through spreadsheets and email chains becomes risk.

## Complexity In

PAS / MCS / TrustMark

Scheme Rules & Guarantees


Monitoring & Lodgement

## Controlled Workflow Out

Tasks, Evidence & Approvals

Audit Trail & Reporting

Consumer Handover

 Software does not replace competent people. It helps competent people do the right thing **consistently** and helps new entrants learn within guardrails.

# Better Systems Protect Margin and Reduce Failure

"Compliance is often seen as a cost. Poor compliance is far more expensive."



## Time Saved

Less chasing, fewer manual checks, faster approvals and handovers.



## Money Saved

Less rework, fewer failed lodgements, better resource planning.



## Risk Reduced

Better audit trail, clearer responsibility, stronger consumer protection and fewer downstream disputes.

# From PAS Compliance Platform to Retrofit Operating System

ECO Surv has supported PAS-led delivery across retrofit projects. The market now needs a broader operating system for retrofit, renewables and funded programmes.

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## ECO Surv Platform

PAS compliance · Evidence capture · Project workflow ·  
Lodgement support





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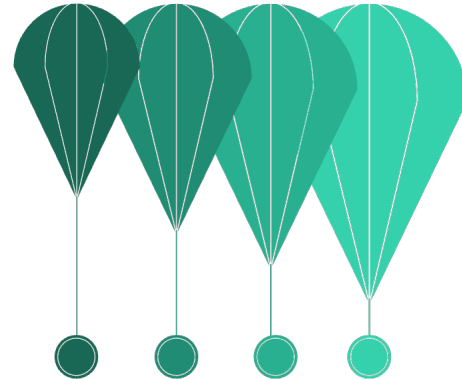
## Retrofit OS

Multi-scheme delivery · Live assurance · Whole programme  
visibility · Long-term asset & performance data

The aim is not just to lodge projects it is to manage quality from **first contact to long-term performance** .

# Let's Rebuild Confidence by Designing Better Delivery Together

-  **Map Workflow**  
Chart the full consumer journey
-  **Define Evidence Gates**  
Set criteria and handoff checks
-  **Configure Process**  
Implement tools and automations
-  **Review Data Risks**  
Assess gaps and improvement actions



01

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Pick one live scheme, framework or project type

02

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Map the full consumer and evidence journey

03

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Identify where data is duplicated, missing or delayed

04

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Build the right software controls around the process

05

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Share lessons learned across the sector

"Retrofit will scale when trust, quality and data move at the same speed as delivery."

# Let's continue the conversation

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## Review Workflow

Discuss your current delivery process and identify opportunities for optimisation.



## Improve Visibility

Enhance evidence capture and gain better project oversight from start to finish.



## Reduce Audit Risk

Learn how to strengthen compliance across PAS, TrustMark, certification body, and funder requirements.



## Retrofit OS Pilot

Explore a pilot program for the new Retrofit Operating System with ECO Surv.

"Let's make retrofit easier to deliver, easier to evidence and safer for the consumer."



Thank you!

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Any Questions?

