



*More than a materials supplier!*

# Quality & Compliance in a Fabric First Approach: Internal Wall Insulation

Presented by **Dean Owen**, Head of Business Development & Technical Specification

# TIMELINE

Community  
Energy Saving  
Programme  
(CESP)

1 October 2009 to  
31 December 2012

January 2013

ECO 1

April 2015

ECO 2

October 2018

ECO 3

April 2022

ECO 4

2020/2022

RIRI / UFI =>  
25-year  
warranties

# SYSTEM DESIGNER INSULATION SOLUTIONS

**swipIWI**  
INTERNAL WALL INSULATION



**swipRIR**  
ROOM IN ROOF



**swipUFI**  
UNDER FLOOR INSULATION



**swipLSS**  
LOFT STORAGE SYSTEMS



# QUALITY & COMPLIANCE







# SWIP APPROVED CONTRACTOR SCHEME



Social Housing/ Local Authorities



Retrofit Assessors/ Coordinators



Principal Contractors

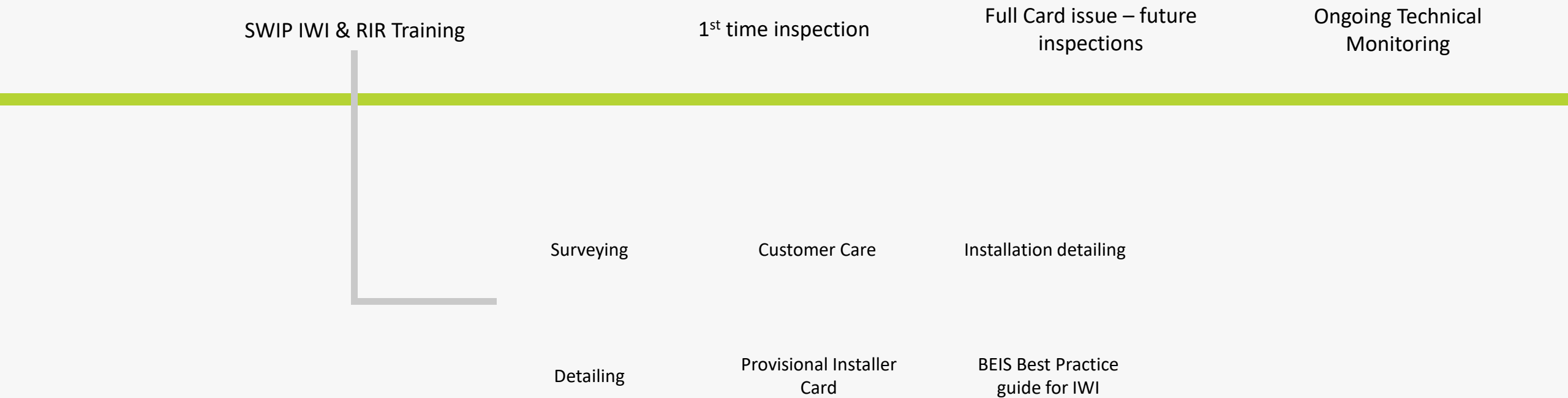


Installers



DIY market

# SWIP APPROVED CONTRACTOR SCHEME







# TECHNICAL SUPPORT SERVICE



# SWIP WARRANTY

24/48h

Timeframe for  
application  
processing

6

Team members  
managing quality  
and compliance

- Online application
- Portfolio of installation photographs reviewed and scrutinised
- Material sales vs warranty application review
- No SWIP Warranty = No Guarantee!

swip

Search for an application

DashboardAll ApplicationsUsersAudit Trail

Abbie Smith

BACK TO DASHBOARD

Application Reference  
KFoHT

Certificate Number  
SWIP/RIR/201304

Submitted  
09/09/2024  
10:15:11

Last Updated

Assigned To  
Abbie Smith

Contractor  
SWIP

Status  
Awaiting Agent

Flag

Notes

Contractor Details

Address 1  
SWIP

Address 2  
SWIP

Town  
SWIP

County  
Birmingham

Post Code  
B3 000

Contractor Email Address  
abbie@swipwi.co.uk

Property Details

Address 1  
SWIP

Address 2  
SWIP

Town  
SWIP

County  
Birmingham

Post Code  
B3 000

Installation Number  
RIR123456

Installation Date  
05/09/2024

Insulated Area (m2)  
10

Scheme Type  
ECO4

Loft Space  
SWIP 270mm Loft Ro

Dormer Window/Reveals  
SWIP 12mm Reveal B

Residual Area  
Behind-95mm Batt/G

Gable End  
Gable end-SWIP 95m

Stud Wall  
SWIP 95mm IWI Syst

Sloping Ceiling  
SWIP 62mm Insulatec

Additional Solid/Party Wall Areas  
Party wall/s Heated-I

NEW INTERACTION

NEW CHAT MESSAGE

DOWNLOAD APPLICATION

SEND APPLICATION  
LAST SENT 08/08/2024 10:15

DOWNLOAD CERTIFICATE

SEND CERTIFICATE  
NOT SENT

MARK AS COMPLETE

Media

12.5mm Reveal Board fitted.png

Screenshot 2024-08-28 104151.png

Screenshot 2024-08-28 104151.png

Screenshot 2024-08-28 104151.png

Residual 95mm Batt.jpg

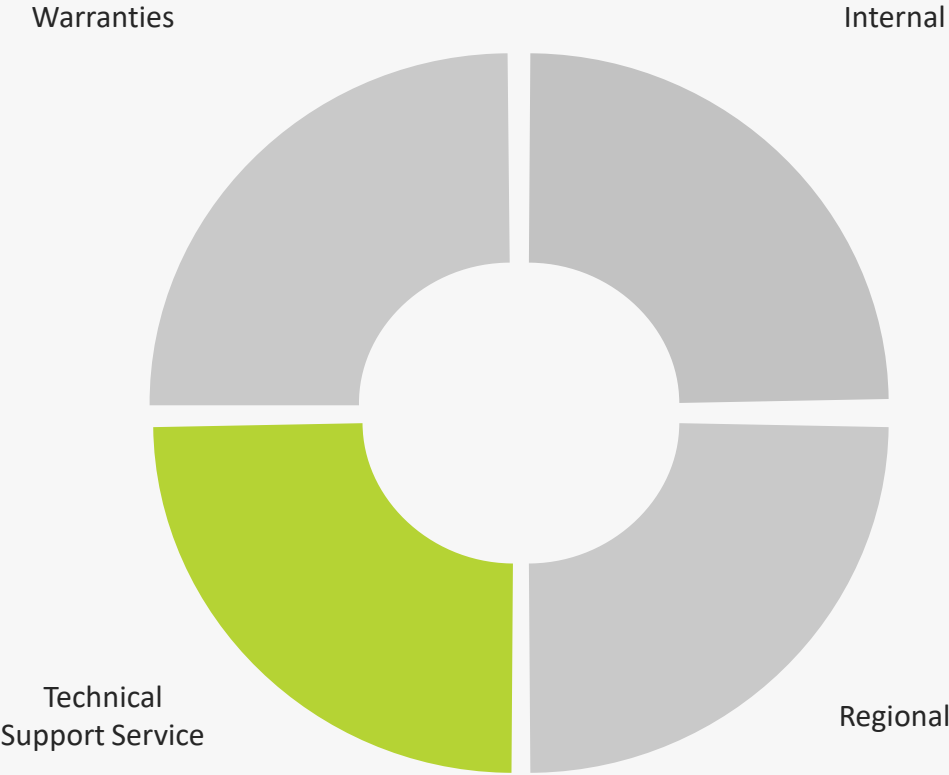
picture1.png

# GUARANTEE PROVIDERS



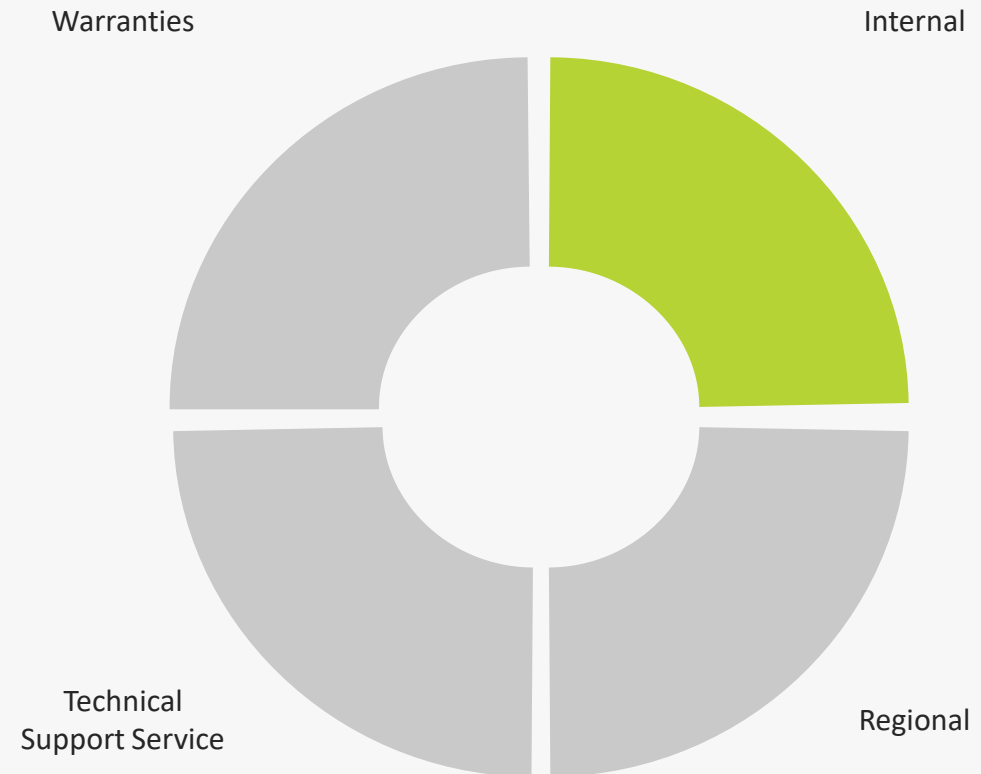
# SWIP TECHNICAL MONITORING SERVICE

100% technical monitoring



# SWIP TECHNICAL MONITORING SERVICE

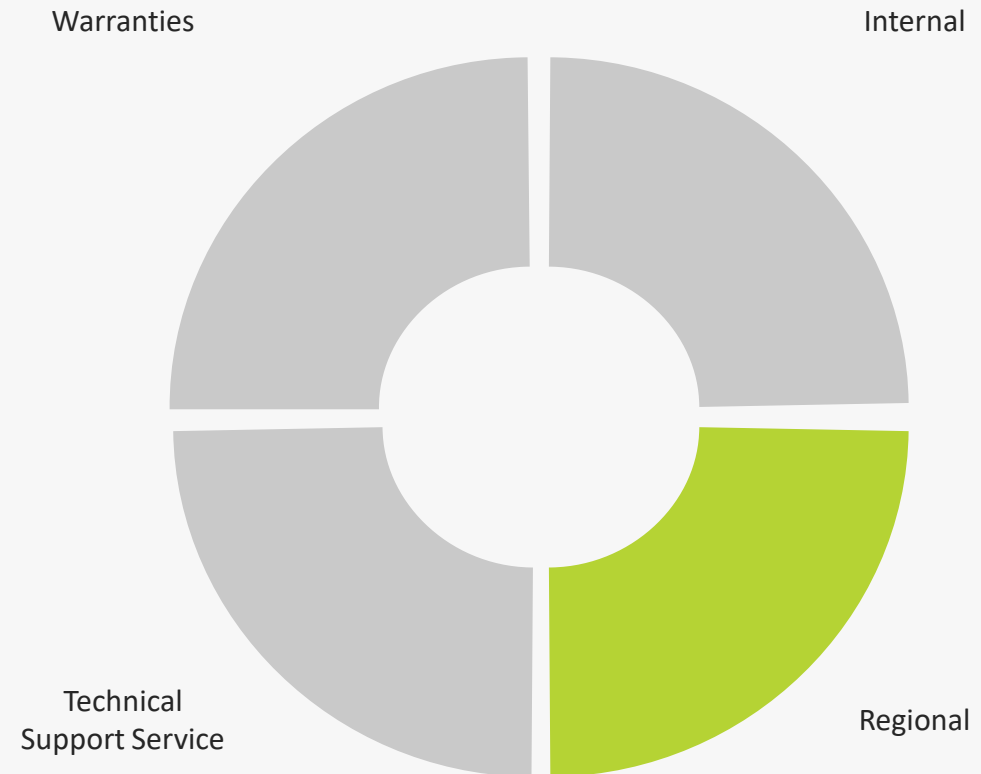
4 Internal Technical Monitoring managers – desktop video call assessments / reports





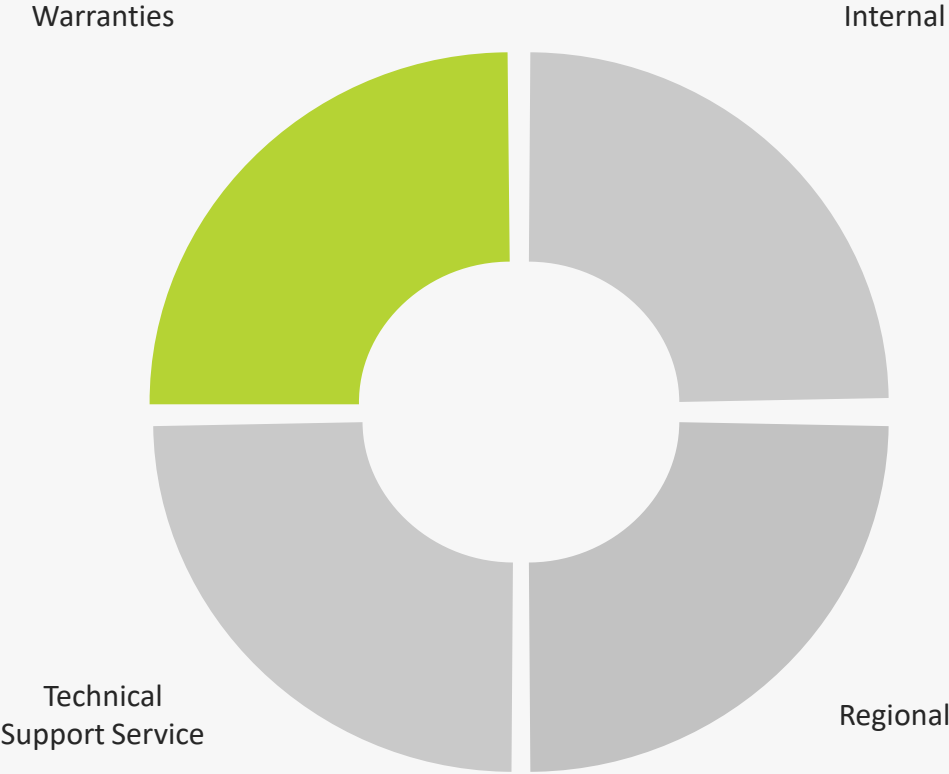
# SWIP TECHNICAL MONITORING SERVICE

4 External Regional Technical  
Managers – North / Scotland &  
Midlands/ Southeast & Southwest



# SWIP TECHNICAL MONITORING SERVICE

Warranties & Inspections logged / recorded against each installer and company



# GOVERNMENT ACTION – INDUSTRY RESPONSE



Industry-led – IAA, TrustMark, Cert Bodies, System Designers



Retrospective inspections on all ECO 4 SWIP work carried out



SWIP inspection only where SWIP Warranties issued



Remedial action (if required) SWIP support / Guidance

ofgem

1728\_1086232001\_06016\_1030

RESIDENT



The Office of Gas and Electricity Markets  
10 South Colonnade  
Canary Wharf  
London, E14 4PU  
[www.ofgem.gov.uk](http://www.ofgem.gov.uk)

5 February 2025

## Important notice of home check

Please keep this letter.

Unique Measure Reference number: P216151KJHM

Dear resident,

We are writing to inform you that your home may be selected for a check of its wall insulation.

### Reason for letter

Your home had internal and/or external wall insulation installed after 1 April 2022 under one of the government's current Energy Company Obligation (ECO) schemes, ECO4 or the Great British Insulation Scheme (GBIS).

Problems have been identified with the quality of these types of insulation in some homes. In response, the government has announced checks of homes which might be affected. You can read the full guidance [here: www.gov.uk/insulation-check](http://www.gov.uk/insulation-check). As Ofgem is the administrator of the schemes we are contacting you about the next steps.

If you're a tenant, please let your landlord know about this letter. You may need to allow access for any further works in line with your tenancy agreement.

# CAUTIOUS INDUSTRY APPROACH

RC, C2, on-site  
presence & C3  
inspections

Know the systems  
you are funding!

Remedial action (if  
required) SWIP  
support / Guidance

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Managing risk,  
legacy

U-value & condensation  
risk request via cert bodies  
and guarantee providers

SWIP inspections only  
where SWIP Warranties  
issued

Protect the  
industry  
long-term



*More than a materials supplier!*

SWIP GROUP OF COMPANIES



# Thank you!

## Communicate, Collaborate, Standards, Protection, Legacy

