



CASE STUDY

**Managing Funded
Programmes for
Local Authorities**

Surrey County Council

www.instagroup.co.uk

Retrofit assessment, retrofit co-ordination and installation through LAD

InstaGroup has worked alongside Surrey and neighbouring councils for many years across various funding programmes. The development of a good working relationship resulted in us being chosen to help project manage the LAD scheme for Action Surrey. Together, we successfully delivered 1000s of installations to give residents a happier life at home.

Client:

Surrey County Council

Project Management:

LAD funding scheme

Installations:

Insulation and renewables

358 properties:

Ranging from 1-bedroom flats to 6-bedroom houses

Installs completed:

261

Loft insulation

90

External Wall insulation

22

Underfloor insulation

106

Cavity Wall insulation

186

Solar PV

Ventilation upgrades in-line with PAS 2035

Services provided:

- **Retrofit assessment, retrofit design and retrofit co-ordination**
- **Material supply for sub-contractors**
- **Management of sub-contractors**
- **Quality control of installations**
- **Lodging jobs to TrustMark**
- **PAS 2035 compliancy**

“ Action Surrey has partnered with InstaGroup for several years and the longevity of the partnership demonstrates the value of the working relationship that has been developed. ”

Rebecca Venn, Energy Efficiency Project Manager, Action Surrey



InstaGroup offers a 'one-stop' solution

InstaGroup was chosen by Action Surrey because of our extensive experience working within funded schemes and our ability to provide an end-to-end solution.

Our management of the project included retrofit assessment, retrofit design and co-ordination, managing sub-contractors, supplying high quality insulation and solar products, quality control of installations, and lodging jobs to TrustMark.



Pro-active project management

Through our in-depth experience in funding schemes we were able to advise on the best way to structure the project, and ensure reporting data was timely and accurate. We also demonstrated how we could adapt to changing needs over the course of the programme.

Weekly in-person updates and regular face-to-face strategic meetings with the client kept the programme running smoothly and on track. For added support, our InstaPas Executive set up a unique PAS hub that improved visibility for everyone working on the project. This included using trackers to identify the stage of each property upgrade and its related invoicing.

InstaGroup provided a full project service to ThamesWey Sustainable Communities (who are behind the Action Surrey partnership scheme) to make certain all works were assessed, co-ordinated and lodged to Trustmark.

Supporting local installers through PAS 2035

InstaGroup's expert knowledge of PAS 2035 gave local installers the confidence to get involved in the project. As part of our approved network of installers they knew they could rely on us for practical support throughout the on-boarding process.

Smaller and newer installer companies in the area got the trusted reassurance they needed to scale up their operations, and they employed local labour throughout the project.

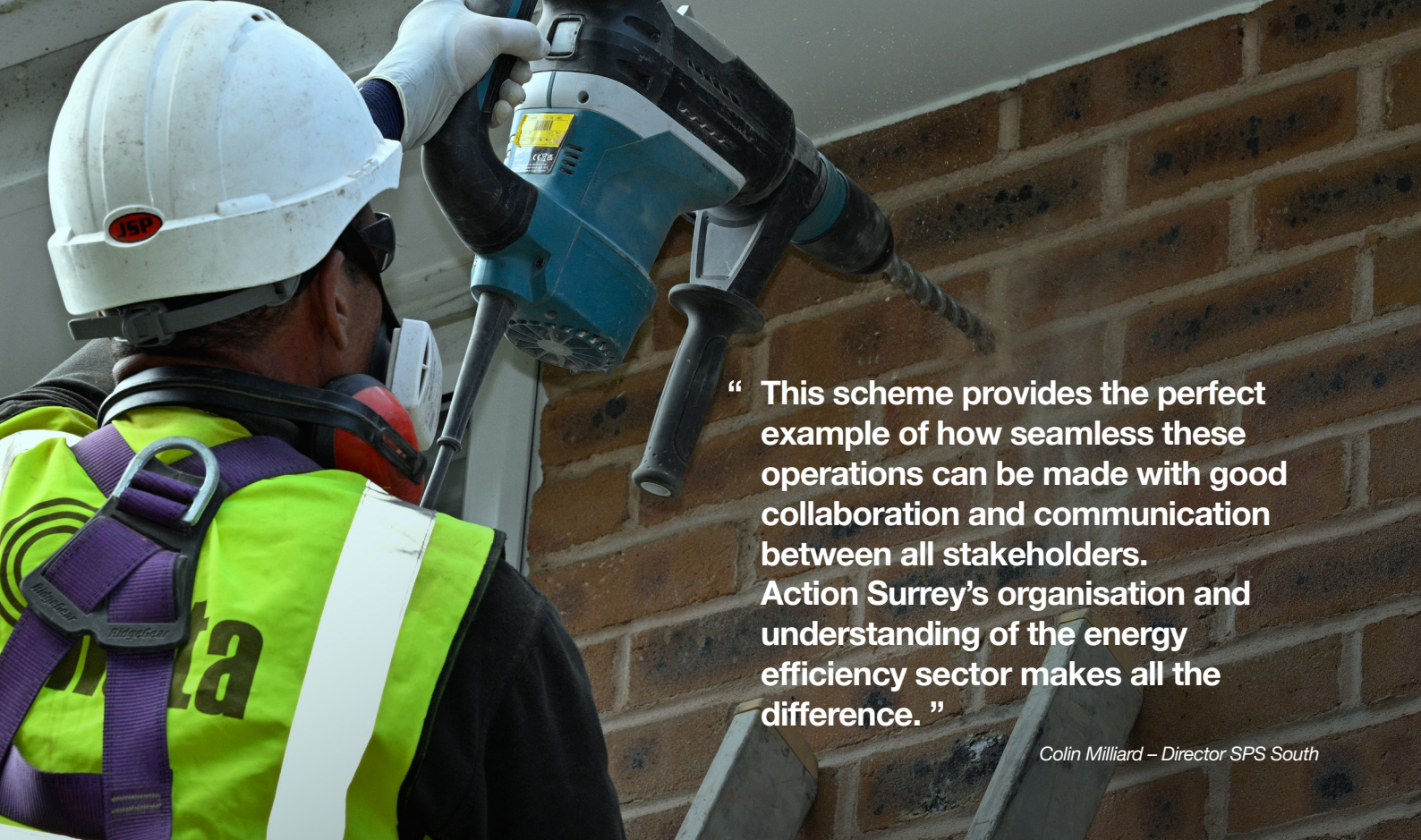
InstaGroup approved network of installers

Retrofit measures such as insulation and solar installations were carried out by experienced and qualified installers from the InstaGroup network. The ventilation upgrades required in-line with PAS requirements were installed by SPS.

InstaGroup was the overall project manager of the entire programme. Our technical team of retrofit co-ordinators worked on-site to quality control workmanship and oversee customer service and customer experience, and also had sign-off on works.

“ Delivering the government grant funding can be tricky to navigate, and can often require some trial and error before we can get the processes just right. Insta never shy away from this and have offered us solutions for retrofit processes and administration, as well as visibility of a shared platform for managing customers effectively and securely throughout the entire process. ”

Rebecca Venn, Energy Efficiency Project Manager, Action Surrey



“ This scheme provides the perfect example of how seamless these operations can be made with good collaboration and communication between all stakeholders. Action Surrey’s organisation and understanding of the energy efficiency sector makes all the difference. ”

Colin Milliard – Director SPS South

“ Their team is efficient and their knowledge of the industry is invaluable. Customers regularly comment on the high quality of the installation and the level of service provided to them. When things inevitably do get difficult when dealing with so many customers, Insta are quick to offer their assistance in finding a resolve. Action Surrey would certainly recommend InstaGroup. (Although we’d love to keep them all to ourselves!) ”

Rebecca Venn, Energy Efficiency Project Manager, Action Surrey

Helping councils deliver on funding programmes

InstaGroup’s knowledge and experience gave Surrey County Council an end-to-end solution that helped make the most of their funding. Working together, we were able to improve the health and comfort of local residents while lowering their energy bills.

Trusted expertise on funded installs

Our approach to forward-planning meant the funded works were well structured and organised. With a good line of communication between Action Surrey and the retrofit co-ordination team, jobs were accurately priced and approved prior to installation. This led to minimal issues as the programme progressed.

By working closely with Action Surrey, sub-contractors, and our installer teams, we managed and completed all installs effectively and to schedule, while meeting PAS standards.



For our retrofit service, system design and material supply call

0118 973 9560

**or email
partnerships@instagroup.co.uk**