



RISE

Retrofit information,
support & expertise

Working in Area-Based Retrofit Schemes

Supply chain advice pack

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How to use Retrofit in Placemaking

Understanding placemaking

Placemaking is the process of improving the quality, function and sustainability of places through coordinated action and delivering social benefit.

Within retrofit, placemaking means looking beyond individual properties and considering how retrofit can improve:

- Streets
- Neighbourhoods
- Communities
- Local economies
- Health and wellbeing
- Environmental outcomes

The focus shifts from:

Traditional retrofit	Retrofit as placemaking
Individual properties	Streets and neighbourhoods
One-off projects	Long-term transformation
Isolated interventions	Coordinated programmes
Individual customer decisions	Collective action
Short-term delivery	Lasting community benefits

Why retrofit must move beyond single homes

Individual retrofit projects can be limited by fragmented demand, inconsistent pipelines and higher delivery costs. Area-based retrofit schemes overcome these challenges by coordinating improvements across multiple properties, enabling more efficient delivery, greater uptake and better outcomes.

What is an area-based retrofit scheme?

Definition

An Area-Based Retrofit Scheme (ABRS) is a coordinated programme that delivers retrofit improvements across multiple properties within a street, neighbourhood, estate or local area.

Rather than treating each building as a separate project, an ABRs approach, groups buildings together to achieve:

How area-based schemes work

Unlike traditional retrofit projects that focus on individual properties, area-based schemes start with the neighbourhood, use data to understand local housing needs, engage communities early, and then coordinate delivery across multiple homes to achieve greater impact, efficiency and value.

Step	Activity	Purpose	What this means for the supply chain
1. Identify a target area	Local authorities, housing providers or delivery organisations select a neighbourhood or geographic area for intervention.	To focus investment where it can have the greatest impact on carbon reduction, fuel poverty, housing quality or local regeneration goals.	Understand local priorities, upcoming opportunities and planned programmes.
2. Understand the building stock	Housing data, EPCs, surveys and local intelligence are used to analyse property types, conditions and retrofit potential.	To identify common building archetypes, likely interventions and delivery challenges.	Gain insight into future demand and prepare standardised delivery approaches for similar properties.
3. Engage communities and stakeholders	Residents, landlords, community groups and local organisations are engaged to build awareness, trust and participation.	To improve uptake, reduce resistance and ensure solutions reflect local needs.	Collaborate with trusted intermediaries and contribute to resident engagement activities where appropriate.
4. Develop delivery plans	Partners design the programme, establish procurement routes, identify funding, define retrofit packages and	To create a coordinated and scalable delivery model.	Secure partnerships, align resources, plan workforce requirements and

	agree responsibilities.		prepare for delivery at scale.
5. Deliver, monitor and improve	Retrofit measures are installed across multiple homes, with performance monitoring and lessons learned informing future phases.	To achieve neighbourhood-scale outcomes and continuously improve delivery.	Deliver works efficiently, share performance data, maintain quality standards and support long-term programme success.

Why area-based retrofit matters for the supply chain

Business Opportunities for the Supply Chain

Area-based retrofit schemes create more predictable demand by coordinating work across multiple properties, giving supply chain organisations greater confidence to plan, invest and grow.

Opportunities include:

- Securing larger and longer-term contracts.
- Accessing subcontracting opportunities within delivery programmes.
- Building partnerships with contractors, housing providers and local authorities.
- Investing in skills, training and workforce development.
- Supporting local jobs, apprenticeships and community regeneration.
- Strengthening local supply chains and increasing business resilience.

Supply Chain Takeaway: Area-based retrofit schemes help create a stronger pipeline of work while supporting business growth, skills development and local economic benefits.

How delivery works within an area-based scheme

Coordinating Delivery Across Multiple Homes

Area-based schemes coordinate retrofit delivery across multiple homes with similar characteristics, requiring collaboration between delivery partners to align resident engagement, assessments, design, procurement, installation and quality assurance. For the supply chain, this enables more efficient planning, scheduling and resource allocation at neighbourhood scale.

Practical Delivery Approaches

Delivery Activity	How It Works in an Area-Based Scheme	What This Means for the Supply Chain
Resident Engagement	Multiple organisations work together to engage households through community events, door-knocking campaigns, trusted local partners and information sessions.	More informed residents, higher participation rates and fewer delays caused by customer uncertainty.
Surveys and Assessments	Groups of similar properties are surveyed within the same area.	Reduced travel time, improved efficiency and more predictable workloads for assessors.
Design Development	Common retrofit solutions are developed for similar property types where appropriate.	Reduced design duplication and opportunities to standardise solutions.
Procurement	Materials and services are procured at programme scale.	Greater purchasing certainty, improved logistics and economies of scale.
Installation	Works are planned street-by-street or neighbourhood-by-neighbourhood.	Reduced mobilisation costs and more efficient deployment of labour and equipment.
Quality Assurance	Consistent quality checks are applied across all properties within the scheme.	Improved consistency and opportunities to continuously improve delivery practices.

Using Archetypes to Improve Delivery

Many neighbourhoods contain large numbers of similar homes, allowing properties to be grouped into archetypes for more efficient planning, design and installation. This enables delivery teams to develop repeatable retrofit approaches while still accounting for individual property needs.

Archetype	Common Characteristics	Potential Measures	What This Means for the Supply Chain
Victorian Terrace	Solid wall construction	Wall insulation, ventilation upgrades	Installation teams can programme similar properties together and refine delivery methods across multiple homes.
1930s Semi-Detached	Cavity wall construction	Cavity insulation, loft insulation, heat pump readiness	Enables repeatable retrofit packages and improved productivity.
Post-War Estate Properties	Similar layouts and building services	Standardised retrofit solutions	Reduces design repetition and simplifies installation planning.
Low-Rise Flats	Shared building elements and services	Fabric improvements, communal heating or ventilation upgrades	Allows coordinated delivery across entire blocks rather than individual dwellings.

Supply Chain Takeaway: Area-based schemes enable contractors, installers and suppliers to deliver coordinated programmes of work rather than isolated projects. By planning and delivering at neighbourhood scale, organisations can improve efficiency, reduce costs and create more predictable pipelines of work.

Planning and Phasing Works: What It Means for the Supply Chain

Area-based retrofit schemes are typically delivered in phases. Understanding how work progresses through each phase helps supply chain organisations prepare resources, build partnerships, identify opportunities and scale delivery effectively.

Phase	Opportunity	Key Supply Chain Action
Assessment & Mobilisation	Visibility of future demand	Build relationships and plan resources.

Design & Pilot Delivery	Test and refine delivery approaches	Support pilots, assess skills needs and optimise logistics.
Neighbourhood-Scale Delivery	Increased workload and economies of scale	Coordinate labour, materials and quality assurance.
Monitoring & Improvement	Future work opportunities	Demonstrate outcomes, capture lessons learned and improve delivery.

Collaboration and partnerships

Stakeholder	Contribution	What the Supply Chain Should Do
Local Authorities	Lead programmes, secure funding and coordinate delivery.	Engage early, understand local priorities and demonstrate social value.
Communities and Residents	Influence uptake, provide local insight and help build trust.	Communicate clearly, minimise disruption and build confidence through quality delivery.
Intermediaries	Connect residents, programme partners and the supply chain, supporting engagement and coordination.	Collaborate closely, share information and support joint engagement activities.

Using data to improve outcomes

Shared data helps supply chain organisations identify future demand, understand housing stock and plan resources more effectively. By supporting forecasting, scheduling, procurement and performance monitoring, it enables more efficient delivery, better quality assurance and continuous improvement across retrofit programmes.

Supply Chain Takeaway: Access to reliable data helps contractors, installers, suppliers and retrofit professionals move from reactive delivery to strategic planning, improving efficiency, collaboration and long-term business growth

What challenges might supply chain organisations encounter when working in area-based retrofit schemes, and how can they respond

Challenges to Overcome

Area-based retrofit schemes offer significant opportunities for the supply chain, but they also require organisations to adapt their ways of working. Delivering retrofit at neighbourhood scale introduces new demands around collaboration, planning, resident engagement and resource management. Understanding these challenges can help organisations prepare effectively and maximise the benefits of participating in area-based programmes.

Challenge	Practical Response
Workforce Capacity	Plan resources early, invest in training and develop subcontractor networks.
Collaboration	Establish clear communication, roles and responsibilities across delivery partners.
Resident Engagement	Maintain clear and consistent communication throughout the project.
Planning and Logistics	Use phased delivery, coordinated scheduling and structured resource planning.
SME Participation	Build partnerships, join frameworks and engage with local delivery networks.

Supply Chain Takeaway: Area-based retrofit schemes are not simply larger versions of traditional retrofit projects. They require a different approach to planning, collaboration, resident engagement and delivery. Organisations that can adapt to these ways of working are more likely to secure long-term opportunities and become valued partners within future neighbourhood-scale retrofit programmes.

Case study – Carbon Co-op and People Powered Retrofit

Overview

People Powered Retrofit, developed by Carbon Co-op in Greater Manchester, combines trusted advice, resident engagement and retrofit planning to help homeowners progress from initial interest to completed retrofit projects. The programme demonstrates how intermediaries can connect residents with retrofit professionals, improve customer confidence and create opportunities for local supply chain organisations.

What Did They Do?

The programme provided end-to-end support for homeowners through community engagement, impartial advice, retrofit planning and ongoing guidance, helping households navigate the retrofit process with confidence. It also brought together retrofit professionals, installers, suppliers and community organisations to create a coordinated and customer-focused delivery model.

What Was Achieved?

As a result, households gained greater confidence in retrofit, communities benefited from increased engagement and improved housing outcomes, and supply chain organisations accessed better-informed customers, stronger project pipelines and improved collaboration opportunities. The programme also demonstrated how trusted intermediaries can stimulate demand and strengthen connections between residents and the retrofit supply chain.

Supply Chain Takeaway: Trusted engagement and strong partnerships can increase retrofit uptake, reduce delivery risks and create a more reliable pipeline of work. Collaborative, customer-focused approaches help build confidence in retrofit and support long-term market growth.

Taking action

How supply chain organisations can engage in area-based retrofit schemes

Action	Practical Steps
Understand Local Programmes	Monitor local authority plans, engage with retrofit hubs and participate in stakeholder events to identify opportunities.
Build Strategic Partnerships	Collaborate with delivery partners, join framework opportunities and develop local networks.

Invest in Skills	Upskill retrofit teams, develop PAS 2035 capability and build specialist retrofit expertise.
Use Data and Share Knowledge	Understand local housing stock, share learning from local and wider delivery experience, collate data to support decision-making and demonstrate performance outcomes.
Think Beyond Individual Projects	Focus on long-term relationships, repeatable delivery models, community benefits and place-based outcomes.

Conclusions

Area-based retrofit schemes move delivery from individual projects to coordinated neighbourhood-scale programmes, creating opportunities for more stable demand, stronger partnerships, workforce development and improved productivity across the supply chain. By embracing collaboration, place-based delivery and long-term planning, supply chain organisations can support better outcomes for homes and communities while positioning themselves for sustainable growth in the retrofit market.

Resources



Podcast: All RISE podcasts are available [here](#).



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Supply chain readiness checklist

Question	Yes/No
Do we understand local area retrofit programmes?	
Have we identified key local partners?	
Can we operate at neighbourhood scale?	
Do we understand common local housing archetypes?	
Have we invested in retrofit skills and training?	
Can we collaborate within integrated delivery models?	
Do we use data to support planning and forecasting?	
Do we have capacity for multi-year programmes?	
Can we demonstrate social value and community benefits?	
Are we ready to support long-term local retrofit ecosystems?	

This pack aims to share insights, good practices, and lessons learned from the sector. It is intended for informational purposes only and does not constitute as recommendations or endorsements of specific suppliers, products, or services or as legal advice. Please always check the latest regulations.



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