



ECC SOCIAL VALUE REPORT

WARM HOMES LOCAL GRANT
NOVEMBER 2025 - MARCH 2026



TOMS Commitments

Themes, Outcomes, Measures

Employ 4 Essex based project personnel

Armed Forces Covenant signed and implemented

320 hours of employability support – Dacon Trust, Sign Post

26 weeks / 974 hours Accredited training provided

£1,500,000 Essex supply chain spend

£150,000 Essex Micro and SME supply chain spend

£22,500 local spend with VCSE – Total Clean

40 hours Business Advice to VCSE and SMEs

50 hours Modern Slavery Supply Chain training

60 hours Equality, Diversity, Inclusion training for contractors

180 hours of Climate Change and Carbon Reduction training

£5,000 donation and staff time to tackle homelessness - CHES

All project personnel - Health and Wellbeing programme access – life of project



TOMS UPDATE

Essex residents in employment, skills gaps reduced and barriers to employment reduced for disadvantaged groups

ECC 1

JOB CREATION AND INVESTMENT IN ESSEX

As part of our Social Value commitments, we committed to the creation of 4 full-time equivalent (FTE) roles over the contract duration.

At 4 months into delivery, 2 FTE roles have been successfully filled. These roles contribute directly to local employment and skills development within the contract area.

Recruitment activity is ongoing to fulfil the remaining 2 FTE positions. An offer was made for the Wave 1 Resident Liaison Officer (RLO) role; however, this was not accepted. Further recruitment for the RLO position and Retrofit Coordinator positions is planned as part of Year 2 delivery.

PROGRESS:

- **Domestic Energy Assessor:** A newly qualified Retrofit Assessor based in Romford was employed, with Happy Energy providing funded training alongside ongoing on-the-job support to build their capability and expertise. Following their departure in February, the role has since been filled by an experienced Retrofit Assessor located in Feering, ensuring continuity of service and delivery.
- A **Partnership Manager** based in Colchester has been recruited to support delivery of the WH:LG programme. The role involves overseeing project delivery, engaging with all districts to provide updates on progress within their areas, and leading on our social value commitments.

Target: £128,960

Delivered to date: £64,480 (50%)

ECC3b

SIGNATURE OF ARMED FORCES COVENANT WITH WRITTEN PLEDGES

Signed, and pledges reviewed.

- Engagement established with SSAFA (Essex branch) to support the Armed Forces community, with a focus on employability and skills development opportunities.
- Planned delivery of a Happy Academy Training session, along with staff engagement activities aligned to key national events:
 - Armed Forces Day: 27th June 2026
 - Remembrance Sunday: 8th November 2026
- Activities will support awareness raising, community engagement, and inclusive participation linked to the Armed Forces covenant.

Progress: On track

Outcomes: Strengthening partnerships with local Armed Forces organisations and creating pathways for employability support.

ECC8

SUPPORTING UNEMPLOYED PEOPLE INTO WORK (24+)

January – March 2026 (Mobilisation):

Established partnerships with Essex CC Skills Team, ACL, and local colleges.

Delivery:

- **Colchester Institute:** Delivered first engagement at a construction-focused employability event, including a HEAT Essex stand and 6 1:1 discussions with unemployed adult learners.
- Planned follow-up workshop in April for 25–30 unemployed adults undertaking CSCS training and construction short courses, with potential for rollout across future cohorts.
- **Chelmsford College:** Engagement established to provide mentoring, CV advice, and careers support via adult bootcamps. Participation confirmed at the Clean Energy Jobs and Careers Fair (April 2026).
- **Essex ACL:** Ongoing engagement to support future retrofit bootcamps (subject to funding confirmation).
- **Essex CC Sustainable Growth Team:** Supporting digital employability initiatives (Adult Padlet), online sessions, and 1:1 mentoring. A proposed 12-week subsidised work experience programme is under review.

Direct Support: 8 hours delivered to unemployed individuals

Outcome: Strong pipeline of partnerships and delivery opportunities established, enabling scalable mentoring and employability support for unemployed residents across Essex.

Target: 320 hours

Delivered to date: 50 hours (16%)

ECC9

WEEKS OF ACCREDITED TRAINING DELIVERED

A structured programme of accredited training has been delivered across personnel engaged on the contract, supporting PAS 2035 compliance and strengthening local retrofit capability.

Training delivered to date:

- Domestic Ventilation – 5 attendees – 2 days (≈ 2 weeks total)
- Level 3 Award in Energy Efficiency for Older and Traditional Buildings – 5 attendees – 2 days (≈ 2 weeks total)
- IOSH Safety, Health and Environment for Construction Site Managers – 3 attendees – 1 week (≈ 3 weeks total)
- Electrical Energy Storage Systems – 1 attendee – 3 days (≈ 0.6 weeks total)
- Level 5 Diploma in Retrofit Coordination – 1 attendee – 3 weeks (in progress)
- SMSTS – 3 attendees – 5 days (≈ 3 weeks total)

Outcome: This investment enhances workforce competence, strengthens health & safety standards, and builds long-term delivery capability within the Essex retrofit sector.

Ongoing Commitment: We will continue to invest in training and development throughout the contract, further enhancing retrofit skills, maintaining compliance with industry standards, and supporting the growth of a skilled local workforce.

Target: 26 weeks

Delivered to date: 13.6 weeks (52%)



TOMS UPDATE

Business growth and the impact of public sector spend within the county maximised

ECC11

LOCAL SUPPLY CHAIN SPEND

Happy Energy are committed to maximising local economic impact through our delivery model. Essex based installers are being prioritised for all works. To date, 98.5% of installation activity has been delivered by Essex-based installers, with a target to increase this to 100% over the contract duration.

Where specialist services are not currently available within Essex, we are working in partnership with Essex County Council's Strategic Growth Team to support upskilling of the local supply chain, while utilising nearby providers where necessary.

By prioritising local installers and suppliers of materials, we are strengthening regional supply chains, supporting SMEs, and ensuring that contract expenditure is retained within the Essex economy, contributing to sustainable local growth and long-term capacity building.

Target: £1,250,000

Delivered to date: £668,419 (53%)

ECC12

LOCAL SUPPLY CHAIN SPEND WITH LOCAL MICRO & SMALL ENTERPRISES

Happy Energy are committed to delivering social value through the engagement of micro and small enterprises within our supply chain.

Our approach prioritises local micro and small enterprise contractors and suppliers, ensuring they are actively involved in the delivery of works and benefit from investment generated through the contract. This supports business growth, skills development, and long-term resilience within the local economy.

In addition, we are supporting local economic growth through the use of local training providers where possible, including Train the Trade (Rayleigh) and ACL Essex, ensuring investment in skills development is also retained within the region.

For delivery figures and progress to date, please refer to ECC11, where 99% of our local supply chain spend is with local micro and small enterprises.

ECC38

SPEND WITH VCSEs IN OUR SUPPLY CHAIN

Happy Energy are committed to engaging with Voluntary, Community and Social Enterprise (VCSE) organisations to support both delivery and wider social outcomes.

We have engaged a local hospice charity (not-for-profit organisation) to provide specialist services including house cleaning, clearing, and decluttering. This support is critical where hoarding presents barriers to safe access and installation of retrofit measures within residents' homes across Essex.

An initial engagement meeting has taken place, and the organisation is currently progressing through onboarding to become an approved supply chain partner.

Outcome: Enabling safe delivery of works for vulnerable residents while supporting VCSE organisations and delivering additional social value within the community.

Target: £2,700

Delivered to date: Mobilisation Stage

ECC39

PROVISION OF EXPERT BUSINESS ADVICE TO VCSEs & SMEs

Happy Energy are actively supporting SMEs within our supply chain through the provision of expert advice and guidance, including PAS compliance, Health & Safety, and green skills development aligned to net zero objectives. This includes:

- Supporting a local Essex-based SME to achieve MCS accreditation for battery storage installations alongside Solar PV, enhancing their ability to deliver low-carbon technologies
- Supporting a local asbestos SME to achieve approved supplier status, strengthening local capacity within the supply chain
- Secured training funding in partnership with Essex County Council Skills Team to address identified skills shortages, in the delivery of Safe Isolation Providers (SIP), essential for the safe installation of Solar PV and wider retrofit measures. This includes £80,000 of funding to upskill four local contractors to become Safe Isolation Providers, addressing a previously identified gap in provision across Essex.

To date, support has been delivered through 1:1 mentoring and advisory sessions, while no formal workshops have been undertaken, this tailored approach ensures targeted, practical support aligned to business needs.

We will continue to provide ongoing support throughout the life of the programme, further developing green skills capacity and enabling SMEs to grow within the low-carbon economy.

Outcome: Enhanced SME capability in renewable technologies, strengthened local supply chain resilience, and increased capacity to deliver net zero retrofit solutions across Essex.

Target: 50 hours

Delivered to date: >50 hours

ECC48

Modern Slavery and Ethical Supply Chain Practices

Happy Energy are committed to strengthening the identification, monitoring, and reduction of risks associated with modern slavery and unethical work practices across our supply chain.

We are currently in the preparatory phase, having invested in the VideoArts training platform, where tailored learning pathways have been developed to provide an engaging and accessible approach to building awareness and understanding of modern slavery risks among staff and supply chain partners.

This training forms part of a wider approach to embedding ethical practices through supply chain management, including ongoing monitoring and alignment with our policies.

Next steps: Rollout of training across our supply chain, alongside continued development of monitoring and compliance processes.

Outcome: Improved awareness, stronger risk identification, and enhanced ethical standards across the supply chain.

Target: 50 hours / £5,050

Delivered to date: 10 hours / £6,000



TOMS UPDATE

Outcomes improved for the most vulnerable and disadvantaged groups

ECC13

Tackling Homelessness

We have established a partnership with CHES Homeless Charity (Chelmsford), which operates across multiple districts in Essex, to support initiatives addressing homelessness. Engagement to date has included a 1:1 meeting held by our Partnership Manager with the CEO and Head of Fundraising to align on areas of support and social value delivery.

Commitments include:

- £5,000 cash contribution pledged
- Provision of technical advice and guidance to support retrofit improvements to CHES housing stock
- Ongoing engagement in fundraising and awareness activities, including the Big Sleep Out and sponsored bike rides and events

We are currently awaiting confirmation on how the financial contribution will be allocated, including identification of specific projects and measurable outputs to ensure maximum impact and alignment with Social Value objectives.

Outcome: Supporting vulnerable individuals through both financial contribution and practical expertise, with a focus on delivering measurable improvements to housing quality and wellbeing.

Target: £5,000

Pledged: £5,000

ECC28

Equality Diversity and Inclusion (EDI) Training

We are committed to embedding Equality, Diversity and Inclusion (EDI) principles across both our workforce and supply chain.

To support this, we have sponsored an internal team member to complete the Level 7 Award in Strategic Approaches to EDI, which has been successfully achieved. This qualification is being used to inform the development of a structured EDI training programme for both our internal teams and wider supply chain.

In addition, we have engaged the Supply Chain Sustainability School to support delivery of Fairness, Respect and Inclusion (FRI) training via their platform. Training sessions are currently being scheduled for our site teams and local installers, with the aim of building knowledge, improving inclusive practices, and enabling attendees to act as FRI ambassadors across all works.

Progress to date:

- Level 7 EDI qualification completed
- Training programme in development
- FRI training rollout in planning phase

Outcome: Strengthening inclusive practices across the supply chain, improving awareness, and embedding EDI principles into day-to-day delivery.

Target: 60 hours / £6,060

Delivered to date: 55 hours / £1,680



TOMS UPDATE

Residents enabled to live independently and increased proportion of people able to live healthy lifestyles

ECC27a

Employee Wellbeing – Fully Implemented

All employees are provided with access to comprehensive wellbeing support. This includes access to;

- Fully funded Private Medical Insurance on a medical history disregarded basis, ensuring employees can access support for both new and pre-existing conditions
- Healthcare Cash Plan at a subsidised rate, enabling employees to claim back costs for everyday healthcare such as dental, optical, and other treatments
- A 24/7 Employee Assistance Programme (EAP) available to employees and their immediate family, providing:
 - Access to online wellbeing resources
 - Specialist advice on mental health, financial, and legal matters
 - Up to 6 counselling sessions where required

Outcome: Supporting the physical, mental, and financial wellbeing of employees, contributing to improved resilience, engagement, and productivity across the contract workforce.



TOMS UPDATE

Suppliers contribute to the delivery of net zero targets; reduced greenhouse gases; reduced waste; and strengthened climate resilience

ECC50

Climate Change and Carbon Reduction Training

We are committed to supporting our supply chain to develop knowledge and capability in climate change and carbon reduction. As part of this, our onboarding processes and ongoing monitoring ensure that subcontractors have robust climate change policies in place and are actively supported to meet required standards. We also specify the use of ethically produced equipment, including heat pumps, solar panels, inverters, and ventilation systems.

To support this, we have developed a dedicated Climate Change and Carbon Reduction learning pathway via the VideoArts platform, providing accessible and engaging training for both employees and supply chain partners. In addition, we deliver regular toolbox talks to site personnel and subcontractors, including refresher sessions on:

- Site waste management
- Recycling best practice
- Sustainable working methods

This approach supports suppliers in working towards recognised standards such as the Supply Chain Sustainability School (Bronze or higher) or equivalent.

Progress to date:

- Learning pathway developed, roll out beginning April 2026
- Ongoing delivery through site-based engagement and refresher training

Outcome: Improved environmental awareness, increased adoption of sustainable practices, and strengthened supply chain capability to support low-carbon and net zero delivery.

Target: 180 hours

Delivered to date: Development stage



TOMS

Future Plans and Commitments

FUTURE PLANS AND COMMITMENTS

We remain committed to maximising Social Value throughout the duration of the contract, with a continued focus on local employment, skills development, supply chain growth, and community impact across Essex.

Employment & Skills

- Complete recruitment of remaining Essex-based roles (Retrofit Coordinator & RLO)
- Continue delivery of accredited training programmes, building PAS 2035 capability
- Expand mentoring and employability support to achieve 320-hour target, creating pathways into retrofit careers

Local Supply Chain & SMEs

- Increase local delivery to 100% Essex-based installers
- Continue to support SMEs through 1:1 mentoring, compliance guidance, and green skills development
- Support local SME Installer to achieve MCS Battery accreditation
- Support a local asbestos SME to achieve approved supplier status

FUTURE PLANS AND COMMITMENTS CONTINUED

Training & Development

- Deliver remaining training hours to meet and exceed targets
- Roll out structured programmes in:
 - EDI (Fairness, Respect & Inclusion)
 - Climate change and carbon reduction
 - Modern slavery awareness

Supply Chain & Sustainability

- Strengthen ethical supply chain practices through training, monitoring, and policy alignment
- Continue rollout of toolbox talks and learning pathways
- Support suppliers to achieve recognised sustainability standards

FUTURE PLANS AND COMMITMENTS CONTINUED

Community & Social Impact

- Progress our partnership with CHES Homeless Charity, ensuring measurable outcomes from pledged support
- Deliver Armed Forces Covenant commitments, including employability support and engagement activities
- Expand engagement with education providers and local communities

Wellbeing & Workforce Support

- Maintain access to comprehensive wellbeing programmes for all staff
- Continue investment in workforce resilience, health, and development

CREATING LASTING COMMUNITY IMPACT

Resident Education and Support

- Supporting residents with energy-saving advice to reduce bills and improve home comfort
- Providing guidance on damp and mould prevention, improving health outcomes
- Delivering 'Hazards in the Home' resources to promote safer living environments
- Advising on access to small grants and funding, increasing uptake of available support
- Enabling residents to make informed, sustainable decisions about their homes

Measurable Impact

- Improved resident awareness of energy use and cost-saving behaviours
- Reduced risk of damp, mould and in-home hazards
- Increased access to financial support and grants
- Supporting healthier, safer living conditions

CREATING LASTING COMMUNITY IMPACT

Supply Chain and Workforce Development

- Happy Energy have partnered with Foundations to develop vulnerability and safeguarding training
- Addressing a recognised gap in industry training provision
- Planned pilot training in Q2, with the wider roll out to our Essex supply chain
- Equipping our staff and supply chain with skills in empathetic communication and safeguarding awareness

Added Social Value

- Enhancing resident experience and engagement throughout delivery
- Strengthening community outcomes beyond core TOMs requirements
- Creating a more inclusive and responsible supply chain



We will continue to invest in people, strengthen local supply chains, and deliver measurable, lasting impact, ensuring that Social Value is embedded in every aspect of delivery and leaves a positive legacy across Essex.

OUR COMMITMENT