



Department for  
Energy Security  
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Sir Geoffrey Clifton-Brown MP  
Chair of the Committee of Public Accounts  
House of Commons  
SW1A 0AA

23 June 2026

Dear Sir Geoffrey,

**PAC REPORT ON ENERGY EFFICIENCY INSTALLATIONS: RESPONSE TO FURTHER QUESTIONS**

Thank you for your letter of 21 May 2026, regarding the Department's response to your report (HC 1229) seeking further clarification on certain matters. It is regrettable that you feel the Department did not fully address the Committee's concerns, and we of course wish to provide assurance that the Department is working diligently to address the concerns raised within the report.

I would like to reiterate the words of my predecessor, that my thoughts are with the families and households who have been affected. My Department is working tirelessly to address the concerns raised within your report. We have been clear that no household should bear the costs of poor workmanship and that those within the supply chain have a responsibility to put issues right and bear the costs of doing so.

Attached is a note which responds to each of your concerns in turn.

Yours sincerely,

**Jonathan Brearley**

**The Committee would like to understand why you have not considered other options for someone independent, competent and accountable to check all installations**

Under the Energy Company Obligation 4 (ECO4) and the Great British Insulation Scheme (GBIS), as set out in the Treasury Minute (Sixty-second Report of Session 2024-26), the Department has introduced an offer of an on-site audit to all households (at no cost to the consumer) who have already had external wall insulation (EWI) installed under the schemes. We are working with TrustMark to deliver these audits and can confirm auditors are independent of the original installer, competent and accountable for the quality of their audits.

While we have prioritised investigating EWI under ECO4 and GBIS, the Department is clear that the non-compliance rate of 30% in internal wall insulation (IWI) under these two schemes is also unacceptable. IWI households can also access an audit through the triage process. All households that received IWI under these two schemes are being contacted with more information. If they have concerns, they should contact the dedicated Ofgem helpline. Staff will take a detailed account of the issues the consumer faces in their home, identify consumer vulnerability, and pass these details to TrustMark for review. Trustmark will identify which cases are likely to need investigating and where applicable, arrange an audit, should the householder wish. As above, auditors are independent, competent and accountable.

It is worth noting that new installations of EWI and IWI under ECO4 and GBIS have virtually ceased given the status of both schemes, hence the focus above on retrospective audits.

For government capital-funded schemes, there are existing arrangements for assurance activity that are undertaken by independent, competent and accountable individuals. Additional audits of government capital-funded schemes used a statistically valid sample and found significantly lower non-compliance rates for EWI and IWI under Home Upgrade Grant Phase 2 and Social Housing Decarbonisation Fund Wave 2 at 11.7%. Newer schemes, Warm Homes: Local Grant and Warm Homes: Social Housing Fund Wave 3 are being monitored through business-as-usual checks, which include checks by delivery partners, grant recipients and TrustMark whole house audits.

**How will you ensure you are reaching households with language or literacy barriers or other additional needs that prevent them from opening, understanding or responding to your letters? The Department for Energy Security and Net Zero's responses to recommendations 1 and 2 have elements of the consumer having to sort out the problems themselves. Given that claimants are often vulnerable, would you reconsider this?**

The Department is working to ensure that all consumers, regardless of accessibility needs, are able to receive the information required so that they have the opportunity to have their homes remediated. The Department is working with consumer protection groups and charities to improve our outreach into vulnerable communities and are seeking to improve these efforts. Many of these outreach initiatives have proven to be successful in reassuring households that they should take up our offer of an audit.

Engagement undertaken to date includes sessions hosted at local places of worship, such as mosques, churches and temples. These are hosted in partnership with local community leaders, local councils and have translation for those whose first language is not English. We piloted this approach in Luton and Leicester and engaged the Department's behavioural insights team to tailor messaging and ensure communications are as impactful as possible. Following

this pilot activity, we augmented this approach with door knocking campaigns to drive audit uptake (in Leicester, Luton, Walsall, Wolverhampton and Coventry) and community radio interviews and advertising to build awareness of Find and Fix. As a result, we saw an increase in inbound calls to TrustMark seeking further information and to book audits as well as an increase in the uptake of audits offered in that area. We are now rolling out this engagement to further 'hotspots' identified from lodgement data.

Whilst the current consumer protection system does rely on the consumer taking action, the Department recognises that this can present as a barrier for some households. The Department is therefore working with guarantee providers, TrustMark and Ofgem to make accessing support as simple as possible for consumers, including plans to communicate with consumers when their installer has ceased to trade or when it has been determined that the installer has failed to rectify, including the details of the relevant guarantee provider. It is also worth noting that our reform plans for the system are based on three key pillars, one of which is making sure support is easily accessible when things do go wrong.

### **The Serious Fraud Office**

Ofgem, as administrator of the schemes, investigates suspected fraud and may refer cases to relevant authorities, including the Serious Fraud Office (SFO) where appropriate. The SFO is responsible for investigating and prosecuting serious or complex fraud. As a matter of policy, it does not confirm or deny investigations, and it would not be appropriate for the Department to comment.

Since the Department last wrote to the Committee, the SFO launched a public appeal and announced an investigation into three companies delivering ECO4 contracts.

[www.gov.uk/government/news/sfo-launch-appeal-into-suspected-home-heating-insulation-fraud](https://www.gov.uk/government/news/sfo-launch-appeal-into-suspected-home-heating-insulation-fraud)

My officials would be happy to meet with you or the Committee clerk, if helpful, to explain the position on fraud further.