

# IMPACT REPORT 2025

Advocacy | Knowledge | Connection and Collaboration | Influence





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## INTRODUCTION

The National Retrofit Hub (NRH) is a Community Interest Company focused on improving how retrofit is delivered, equitably and at scale. It looks across the system, bringing together the people and organisations needed to make retrofit work in practice. This includes communities and residents, local authorities, housing providers, industry, retrofit professionals, policymakers, researchers, and delivery partners.

In reality, retrofit is shaped in two places at once:

- At a national level through policy, funding, and standards
- On the ground through delivery experience, community action, and how people actually live in their homes

These do not always line up. What is learned through delivery does not consistently feed into decision-making, and decisions made at scale do not always reflect what works in practice.

The NRH was set up to close that gap. It connects policy with evidence, and ambition with delivery. It brings people together to surface barriers, share learning, and support more joined up, outcomes-led approaches.

As a Community Interest Company, it is important to understand and be transparent about the difference this work is making. This report sets out the impact of the NRH's work, aligned to its monitoring and evaluation framework and theory of change.

# CREATING THE CONDITIONS FOR CHANGE



## OUR APPROACH

The NRH's approach is grounded in how retrofit works in practice. Outcomes improve when evidence, collaboration, and decision-making are better connected.

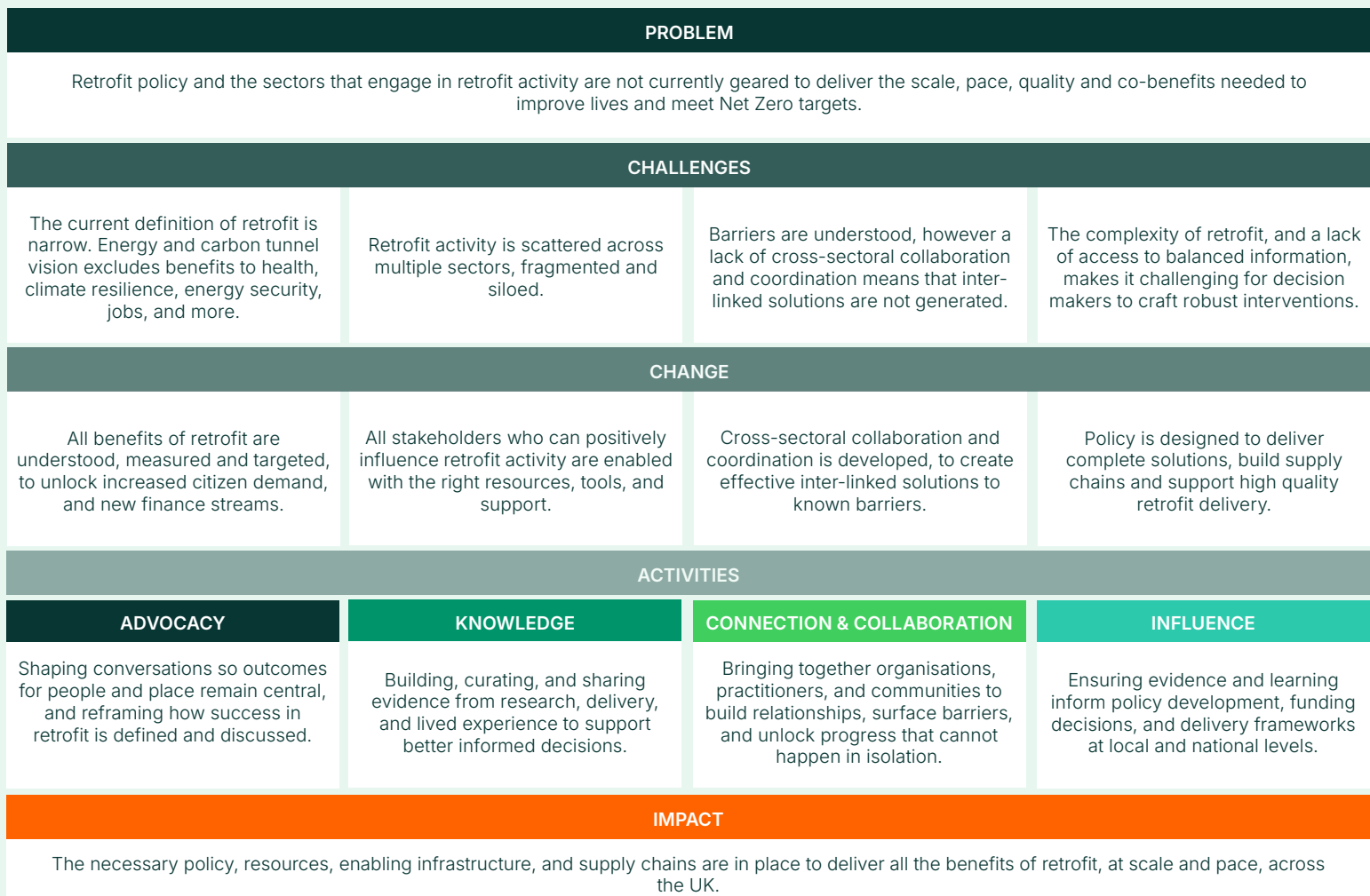
Many of the challenges facing retrofit are not due to a lack of intent. They come from misalignment across policy, funding, delivery, data, and lived experience. They also arise when learning from delivery does not reach the people shaping decisions.

The NRH focuses on these points of disconnection. It does this through four interconnected pillars:



Together, these pillars describe how the NRH creates the conditions for better retrofit outcomes and form part of the NRH Theory of Change.

## THEORY OF CHANGE



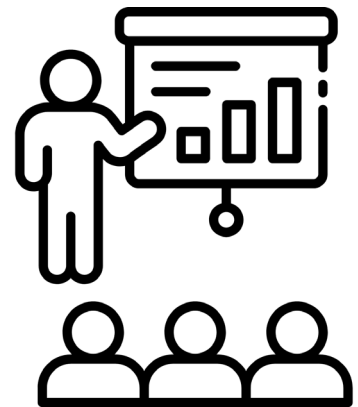
# IMPACT AT A GLANCE

NRH's activity during 2025 focused on strengthening the retrofit system and supporting better decisions across policy, delivery, research, and practice.



**3,200+**

PROFESSIONALS ENGAGED THROUGH EVENTS,  
WORKSHOPS, AND FACILITATED SESSIONS



**2,000+**

ATTENDEES AT IN-PERSON EVENTS



NEWSLETTER AUDIENCE GROWN  
FROM 1,900 TO

**OVER 2,800**

**270,000 VIEWS**

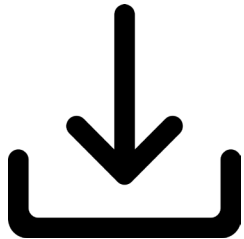
ACROSS NRH REPORTS, RESOURCES, AND WEB CONTENT



**190 ORGANISATIONS**

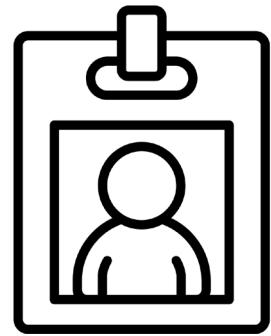
INVOLVED ACROSS PROGRAMMES, CONSULTATIONS AND PARTNERSHIPS

LINKEDIN AUDIENCE GROWN FROM 5,300 TO  
**OVER 7,900**



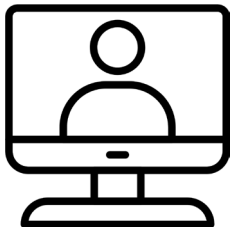
**18,000+**

DOWNLOADS OF FLAGSHIP EVIDENCE  
PUBLICATIONS



**14,000**

VISITORS TO THE RETROFIT 25 EXHIBITION



**28**

NRH CURATED WEBINARS, BRIEFINGS, AND LEARNING SESSIONS DELIVERED



ENGAGEMENT SPANNING  
**ALL UK NATIONS  
AND IRELAND**



**ADVOCACY**





## THE OUTCOME WE ARE WORKING TOWARDS

Retrofit is understood, measured and delivered in a way that reflects what it actually achieves in people's homes. This means improving health, comfort and resilience alongside reducing carbon. A stronger shared understanding supports demand, helps align policy with delivery, and strengthens the case for investment.

## HOW WE WILL DO THIS

- Gather and share clear evidence of the benefits retrofit delivers in practice
- Promote a more holistic approach to building performance
- Present retrofit as a connected system, linking policy, delivery and lived experience

## EVIDENCE AND DELIVERY IN 2025

**55+**

NRH partnerships, sponsorships, and formal collaborations

**12**

citations of NRH as a credible source by third parties, including MPs, trade bodies and academics

LinkedIn followers increased from 5,300 in 2024 to **7,900 in 2025 (+27%)**

Newsletter subscribers increased from 1,900 in 2024 to **2,800 in 2025 (+52%)**

**58**

NRH generated content and feature articles secured in target publications in 2025

Knowledge Hub views increased by **+44% year on year**



## CASE STUDY: Vision for Resilient Homes

In January 2025, NRH launched [Creating Resilient Homes: A vision for partnership to enable the local delivery of retrofit at scale](#), reframing retrofit around people, performance and long-term resilience. The Vision set out a practical outcomes focused direction, linking national ambition with delivery realities and positioning retrofit as central to health, comfort and resilience as well as carbon reduction.

The launch was co-hosted with the New Economics Foundation and featured a keynote address from Miatta Fahnbulleh, the Parliamentary Under Secretary of State. It brought together senior representatives from government, industry, academia and civil society, reflecting growing recognition that retrofit must deliver wider social and economic outcomes.

## IMPACT IN 2025

85 senior leaders in attendance at launch

Enabled stronger industry engagement with DESNZ

Representatives from key organisations, including:

- The Department of Energy Security and Net Zero
- Greater London Authority (GLA)
- The Green Finance Institute
- Historic England
- London Councils





## CASE STUDY: Measuring Outcomes and Impact Evaluation (MO+IE)

The [Measuring Outcomes and Impact Evaluation](#) programme, developed with Impact on Urban Health, Arup and TrustMark, responded to gaps highlighted in the NRH State of the Nation report around how retrofit is defined, measured and understood.

The programme delivered a series of outputs, including the Measuring for Success report and Innovator Profiles, alongside articles, webinars and stakeholder engagement. It explored how outcomes such as comfort and health can be better reflected in decision-making, drawing on both sector insight and input from residents to ensure lived experience informed the evidence.

## IMPACT IN 2025

2,000 combined views and downloads across resources

5 outputs curated

300+ attendees at MO+IE webinars

Set out practical recommendations for outcome led evaluation

Showcasing real world approaches to measuring retrofit impact



[View MO+IE resources here](#)



**KNOWLEDGE**





## THE OUTCOME WE ARE WORKING TOWARDS

People working in retrofit have access to practical, trusted guidance that supports better decisions and more consistent delivery.

## HOW WE WILL DO THIS

- Develop and share resources that bring together research, delivery experience and lived insight
- Make guidance accessible and usable through the Knowledge Hub, webinars and communications

## EVIDENCE AND DELIVERY IN 2025

**16**

webinars or podcasts delivered in 2025

**11**

NRH resources published in 2025

Weekly newsletter published, with an average open rate of

**59%**

**30,000**

Knowledge Hub views in 2025

**175,000+ impressions**  
on LinkedIn across the year

**2,500 new followers**  
on LinkedIn across the year



## POSITIVE FEEDBACK FROM WEBINARS

**Andrew Perry** • 2nd  
 Strategic leader, driving innovation at the construction-energy sectoral inte...  
 Thanks for organising **National Retrofit Hub** I loved the great buzz around the Housing Action Hub. The consistent topic across a lot of the discussions was around the highlighting of non-technical barriers to progress. These are clearly well understood now. It's time to double-down and promote solutions to overcoming these obstacles, enabling innovation to take us forward.

**elementalLONDON**  
 3,591 followers  
 Can't wait to hear this one!

**Naomi Schraer** • 2nd  
 Senior Policy Researcher at Citizens Advice  
 Thanks all for a great discussion!

**Andrew Parkin** • 2nd  
 NAPIT Standards and Certification Director  
 Thanks again for inviting me to be on the EPC reform panel! The discussion was very well informed and fluid. Some challenging questions for the audience too.

## TESTIMONIALS EVIDENCING USE OF NRH RESOURCES

**Cara Holmes** • 1st  
 Retrofit policy by day, Regenerative farmer by... whatever ti...  
 This has just gone to the top of my reading list! 🤩  
 Like · 3 | Reply · 1 reply

**Charlotte S.** • 2nd  
 Partnership & Programme Development Manager - Housing Retrofit  
 It's been fantastic working with you!

**Mervyn Pilley CMgr FRSA FAIA FSAM FWCS ACIAT Ho...**  
 Membership expert - actively developing membership based projects. Char...  
 Well researched and critically important report

**The Green Register**  
 2,928 followers  
 This sounds really interesting and very useful!

**Islington Climate Centre**  
 1,412 followers  
 What an insightful read! We are organising a People's Assembly on Retrofit and we would love invite you to the discussion table.



## CASE STUDY: Community and Neighbourhood Engagement Resource Directory

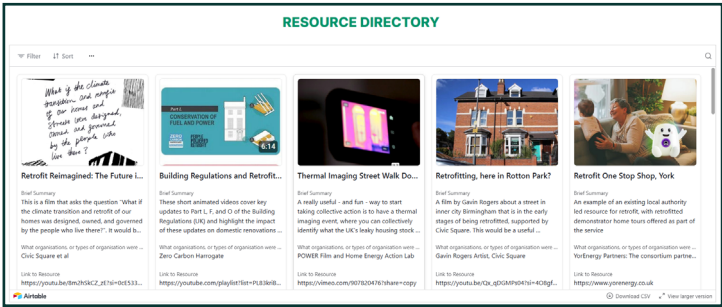
The [Community and Neighbourhood Engagement Resource Directory](#) was developed through a call for examples across the NRH network, drawing on grassroots practice and existing tools used in delivery.

Submissions are reviewed and curated to create a live, evolving resource that brings together practical tools, frameworks and case studies in one place. This supports local authorities, delivery teams and community organisations to access and apply approaches more easily, reducing duplication and strengthening engagement in practice.

## IMPACT IN 2025

25 curated resources published, covering engagement strategy, participatory approaches and local partnership models

Integrated into NRH discussions on place-based retrofit and outcomes





## CASE STUDY: Understanding Demand for Retrofit

As part of the [Understanding Demand for Retrofit](#) work, two complementary outputs were developed to support the design of retrofit offers and engagement, supported by The MCS Foundation.

The Understanding Demand report sets out a framework identifying the conditions that shape whether people engage, focusing on Awareness, Attitude, Ability and Trigger Points. It draws on a structured literature review to bring together insight into the emotional, financial and practical barriers that influence decision-making, and highlights that demand builds over time rather than at a single moment. Alongside this, the Retrofit Communications Directory brings together a curated set of resources to support engagement across the retrofit journey. It is a live resource that will continue to be updated over time, providing practical tools, examples and ideas to support more effective communication.

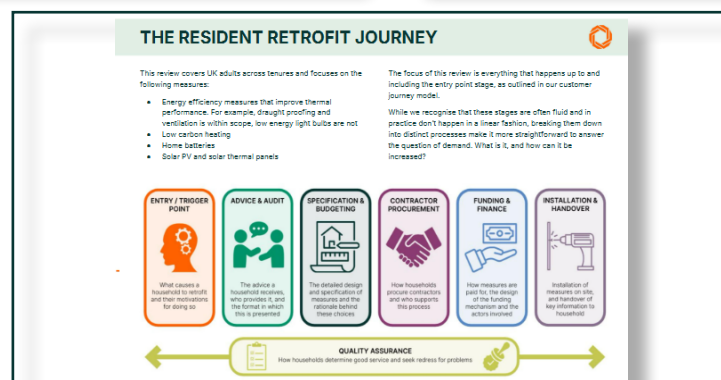
## IMPACT IN 2025

1,000+ views and downloads

Findings translated into webinar sessions, supporting practical application

37 key documents added to the directory

Insights informing NRH working group discussions





## CASE STUDY: Get Retrofit webinar series

The Get Retrofit webinar series was developed in partnership with Lyrical Communications to support practical, applied learning across the sector.

Each session was designed and curated by NRH, with topics selected to reflect key challenges emerging from the network. Speakers were chosen based on direct experience, and sessions were facilitated to combine shared insight with interactive discussion and Q&A.

The series created a regular space for practitioners, policymakers and industry to engage with real delivery experience and apply learning in their own work.

## IMPACT IN 2025

13 webinars delivered across the year

Speakers included representatives from Leeds Beckett University, Centre for Ageing Better and Historic England

1,700 registrations with 1,000 joining live

Showcasing real world approaches to measuring retrofit impact

Strong repeat participation and positive feedback, including:



**Josh McIvor** • 1st  
Director of Therma-Sol Limited

11mo ...

This is essential for understanding how retrofit can work with communities. [Sara Edmonds](#) is a font of knowledge on what matters when getting retrofit into neighbourhoods!



**CONNECTION & COLLABORATION**





## THE OUTCOME WE ARE WORKING TOWARDS

People across the retrofit system work together more effectively, enabling shared solutions to challenges that cannot be solved in isolation.

## HOW WE WILL DO THIS

- Convene working groups, workshops and open sessions across a diverse network
- Create space for different perspectives to come together and shape solutions
- Support collaboration between policy, delivery, research and communities

## EVIDENCE AND EXAMPLES IN 2025

**700+**

working group participants across the year

**360+**

attendees across two open meetings

**14**

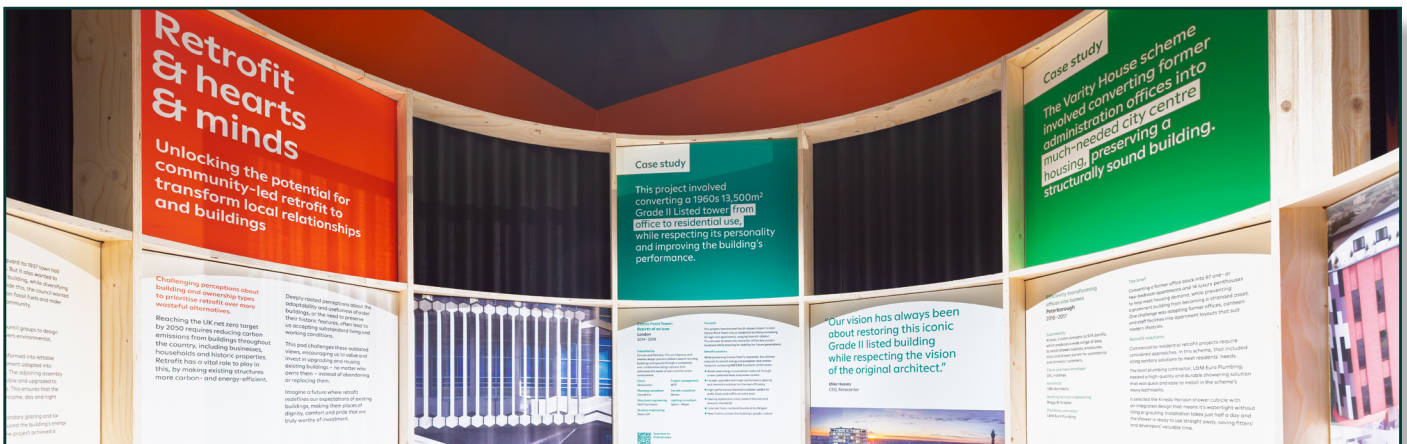
working group, cross-cutting theme group, and task and finish group sessions

**20**

workshops tackling the practical and policy barriers holding retrofit back

### **CROSS SECTOR REPRESENTATION**

spanning government, local authorities, housing providers, industry, academia and community organisations



## CASE STUDY: Retrofit25 – What’s Stopping Us?

NRH co-curated Retrofit25 with the Building Centre in London, a six-month exhibition and events programme running from March to September 2025.

The exhibition was open to both the public and the sector, supported by a programme of in-person and online events exploring the question “What’s stopping us?” across eight core themes, with speakers spanning policy, industry and community delivery.

Following the initial programme, the exhibition was extended by Lyrical Communications and presented at ElementaLONDON in November, enabling the work to reach a wider audience.

## IMPACT IN 2025

19 events delivered with 60 speakers engaged and over 2,000 attendees

14,000 exhibition visitors

244,000 website visits

100,000 social media views



## CASE STUDY: Retrofit Connect

NRH launched Retrofit Connect, with cohort one forming part of an 18 month programme focused on collective learning for community-led organisations and innovators working on retrofit within their neighbourhoods. The programme builds on the question developed through the Retrofit Reimagined movement led by Civic Square: what if the climate transition of our homes and streets was designed, owned and governed by the people who live there?

It responds to a long-standing challenge in retrofit delivery, where communities are often brought in too late in the process. Retrofit Connect creates space for earlier involvement, supporting approaches that reflect local priorities and lived experience. Cohort one brings together 9 community demonstrators and incubators, alongside support from the NRH Retrofit Community of Industry, connecting practitioners, industry and delivery expertise with live community projects.

## IMPACT IN 2025

Nine demonstrators and incubators onboarded

Cross sector participation from delivery, policy and community organisations

Learning shared across the wider NRH network

Second cohort planned for 2026, reflecting programme value

14 workshops and in-person events





## CASE STUDY: EPC Reform

NRH developed a [roadmap](#) setting out how Energy Performance Certificates can better reflect real world performance and lived outcomes. The work was shaped through engagement with hundreds of participants across the sector over an eight month period ahead of the consultation. This included workshops, a sector-wide survey and structured sessions with local authorities, delivery partners and industry representatives.

Draft responses and the roadmap were shared ahead of submission, alongside a webinar to walk through the proposed changes, enabling others to draw on a shared evidence base in their own responses.

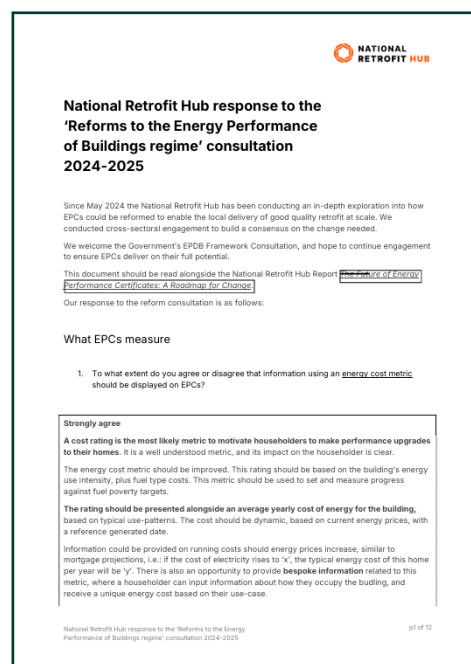
## IMPACT IN 2025

We collected views from 300 participants, building consensus to inform reports and consultation responses

250+ professionals participated in the EPC reform consultation webinar hosted by NRH

Built on the momentum from our 2024 EPC Report

Formal consultation response submitted





**INFLUENCE**





## THE OUTCOME WE ARE WORKING TOWARDS

Policy and funding decisions reflect real delivery experience and support better retrofit outcomes in practice.

## HOW WE WILL DO THIS

- Bring insight from across the NRH network into consultations and advisory roles
- Facilitate dialogue between delivery and policy at a senior level

## EVIDENCE AND EXAMPLES IN 2025

### REGULAR ENGAGEMENT WITH GOVERNMENT AT SENIOR LEVEL

Invited to join the Warm Homes and Retrofit System Reform Advisory Panels, maintaining direct lines into national policy at senior level.

### ACTIVE COMMUNICATION TO NATIONAL CONSULTATIONS

3 consultation responses submitted on EPC reform and Minimum Energy Efficiency Standards, shaped by over 300 participants across workshops and working groups.

### POLICY ROUNDTABLES AND ADVISORY INPUT

Hosted and curated two key roundtables with network members for ministers on quality assurance and place-based retrofit, and made representation at APPGs on health and skills

### NATIONAL PLATFORM PRESENCE AND SECTOR LEADERSHIP

20 panels curated at Futurebuild, UK Construction Week, InstallerSHOW, and ElementalLONDON, bringing together 40+ speakers across policy, industry, academia, and community delivery.

### KEYNOTE CONTRIBUTORS

Keynote contributions across national platforms including BE-ST FEST, National Energy Association Conference, and LHCPG Conference.





## CASE STUDY: National Retrofit Workforce Strategy

NRH worked with Polln and Ashden to develop [policy recommendations for a ten year National Retrofit Workforce Strategy](#). The work set out practical actions to support workforce development, including skills provision, career pathways and coordination across the sector, informed by delivery experience and industry input.

The strategy was published and launched in June at London South Bank University, bringing together policymakers, educators, industry leaders, local authorities, SMEs and community organisations.

## IMPACT IN 2025

Policy recommendations report published

Launch event attended by 80 industry experts

Contributed to workforce debate within national policy and industry forums

1,400+ downloads and sustained engagement across sector networks





## CASE STUDY: Private Rented Sector and MEES

Supported by Impact on Urban Health, NRH developed a programme of work focused on improving outcomes in the Private Rented Sector (PRS). This included a series of outputs, including [Raising standards in the PRS](#), [Delivering for Tenants](#) and [Improving Health and Housing Outcomes in the Private Rental Sector](#), alongside consultation responses for [England, Wales](#) and [Scotland](#).

The work drew on NRH working groups and collaborators across housing, retrofit, enforcement, finance and tenant advocacy, ensuring the evidence reflected a broad range of sector experience.

## IMPACT IN 2025

Three Private Rented Sector reports published

Evidence informed formal MEES consultation responses

300 professionals participated in the MEES consultation and report webinars hosted by NRH

Strengthened engagement with policymakers on tenant wellbeing and outcomes-led regulation





## CASE STUDY: RetroNetZero

NRH was invited to join the RetroNetZero Network as a Network Partner, part of a cross-sector programme bringing together industry, research and policy to explore how regulation can keep pace with innovation in retrofit.

The work focuses on regulatory science and the change needed to support the safe adoption of new technologies and approaches, particularly those delivering wider outcomes such as health and comfort alongside carbon reductions. Outputs include 'Enabling the Co-benefits of Retrofit Innovation through Regulatory Science' - a feasibility study which considers the potential for regulation to support innovative products and solutions that deliver different benefits when applied within a retrofit project.

As a Network Partner, NRH brings insight from across its working groups and wider community into the programme, reflecting real delivery experience and helping to connect research and policy with what is happening in practice.

## IMPACT IN 2025

Regulatory science report published, examining how regulation can support innovation and outcomes

Ongoing participation in advisory forums and reform discussions

Direct engagement linked to performance measurement and funding reform conversations

*Collaborative working with:*





## THANK YOU

NRH's progress in 2025 reflects the commitment of its board, advisory panel, working group members, partners and wider network.

Strengthening the retrofit system requires continued collaboration and shared learning. NRH looks forward to building on this momentum in the year ahead.

