

Welcome

So, May didn't bring the weather we had imagined but (hopefully) we can brighten up your day by sharing lots of great news about the positive progress we have been making on delivering the Optimised Retrofit project.

Optimised Retrofit has now hit another major milestone, as the first of our IES systems have been installed in our Pathfinder Homes across Wales – more on that later.

We have also been working hard with RSL's to develop a future-proof resident engagement strategy to ensure residents are confident joining us in this retrofitting journey.

as possible with residents, we have been working with behavioural science experts from University College London, to help us polish our messaging and communications approach.

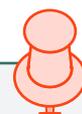
To ensure we are communicating as effectively

Read on to find out more....

Quick Project Reminder

The purpose of the Optimised Retrofit project is to create the processes needed to improve the energy efficiency of homes across Wales.

The work we're undertaking on the identified Pathfinder Homes will enable us to develop and refine the digital tools required, and obtain robust data around performance and operation, to help pave the way for future decarbonisation of homes across Wales.



Also in this Issue

- IES training taking place and first IES's fitted
- Engaging with residents
- Calling all Welsh businesses and tradespeople
- Hear about OR as part of the latest BetaTalk podcast
- CE Wales event - 'Optimised Retrofit - recruit, train and equip Welsh construction'

Digital Tools

Our Intelligent Energy Systems (IES) are underway

Project manager Sero hosted a series of training sessions on the Intelligent Energy System (IES) for all partners in May.

The training explained how Sero's Building Energy Engine (BEE), or control computer, fits together with all the electronics, cables, power supplies, wireless transceivers and home

energy devices to make Optimised Retrofit work.

Jim McArdell, Sero's Head of Projects said: "Installation Training has been provided with installers and interested RSL parties via two sessions of Zoom presentations.

These include Q&A sessions to encourage any feedback for improvements and continuous improvement.

On-site installation support is also being offered to each RSL partner for the first IES install, which have so far been positively received, again offering opportunity for feedback and continuous improvement.

The installation manual produced is also being continuously updated and refined, taking into account any feedback or clarifications required as the project progresses."

These training sessions were attended by 65 project managers and their technical teams.

The IES is central to the successful roll-out of OR within each pathfinder home (alongside a smart meter), as it collects essential information about energy use day-to-day (including heating and hot water as well as plug-in appliances such as kettles and washing machines).

Using smart technology, this information can then be used to understand the most effective way to reduce the overall energy use of each home on an ongoing basis.

This takes into account the lifestyle and comfort preferences of the residents, to help reduce energy bills and reduce the carbon footprint of the home.

There will be a blog explaining more about the IES on website soon - so stay tuned!



Foundational Economy

Are you a Welsh business or tradesperson working in building, construction or maintenance?

We need skilled Welsh businesses and tradespeople to help us make homes across Wales more energy efficient and environmentally friendly - through the delivery of the Optimised Retrofit programme.

The project is part of Welsh Government's wider investment to reduce the carbon footprint of all homes across Wales, having already committed a further £50million for this financial year.



There is a lot of work to be done!

Wales has a total of 1.4m homes that will need to be upgraded by 2050 – so although the initial focus is social housing - retrofit needs to be rolled out to private landlords as well as homeowners.

This will help make homes more energy efficient (helping to tackle the climate emergency) and reduce bills for residents.

Get involved: help us retrofit Wales

If you would like to play a part in helping deliver this exciting and forward-thinking project, that will help shape the construction industry as we know it, then we want to hear from you!

Please register your interest by filling out a short online form here:

[Optimised Retrofit \(tractivity.co.uk\)](https://tractivity.co.uk)

Engaging with Residents

Optimising Communication!

The Optimised Retrofit programme is a highly innovative concept using some cutting-edge technologies.

However, what may seem innovative and exciting to some people may feel unfamiliar and worrying to others.

Therefore, ensuring we communicate effectively with the people at the heart of this process, who are ultimately facing change and disruption within their homes, is clearly a core consideration that underpins the ongoing success of the programme.

In order to develop our understanding around how we should be communicating around retrofit, this month we have begun working with the [University College London \(UCL\)](#) department of [Behaviour Change](#).

Using insight around motivation and behaviour change, we will continue to develop, test and refine our messaging to ensure we are resonating with residents, as well as those involved in the delivery of the retrofit process, and the wider public.

We are also working to ensure that partners are fully equipped with the knowledge to provide clarity and reassurance to residents when it's needed.

To ensure this, Optimised Retrofit held a training session this week for anyone speaking to residents on a day-to-day basis, including tenant liaison officers.

The session was focused on developing understanding of the project, whilst exploring key messages and tools for engagement.



BetaTalk Podcast

In case you missed it, last week saw the Season 4 launch of the excellent [BetaTalk podcast](#), hosted by industry influencer Nathan Gambling.

As part of our mission to get the word out about Optimised Retrofit (particularly amongst future suppliers and tradespeople) – we are sponsoring Season 4 of the podcast, which explores on-the-ground issues with engineers across the country, including around technology, skills and training.

The first episode features Sero's Lee Fisher, an experienced engineer himself, and Steve Webster.

Listen here - <https://bit.ly/3ygsv1N>

Blogs

'The project partners series...' is designed to provide an opportunity for each partner of the Optimised Retrofit collaboration to have their say on key topics surrounding the project.

It is a platform to share best practice, approaches, ideas and ultimately the role each partner plays in ensuring we deliver a real lasting legacy.

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In recent weeks we have heard from:

- **Chris Jofeh**, Chair of the Optimised Retrofit project board
- **Elinor Weekley**, Director of Royal Society of Architects in Wales, discussing the success of the CPD programme to date
- **Claire Sutton**, Editor of Make the Future Yours, on how she got into writing and the success of the magazine

Click [here](#) to be re-directed to our blog which is now live.

Events

CE Wales - Optimised Retrofit - recruit, train and equip Welsh construction, 8th June at 1pm

For the Optimised Retrofit programme to succeed we need to recruit, train and equip Welsh construction.

construction: small builders, plumbers, electricians, builders' merchants and their suppliers.

It's the start of what will be a huge and vital undertaking and it will be led by the beating heart of Welsh

But what does it mean in practice? Why is it so good? What is all the fuss about? How can you get involved?



Tune in to the online webinar to hear from some of the key players from the Optimised Retrofit consortium:

- **Andy Sutton**, Co-Founder, Director of Design & Innovation, Sero / **Alun Watkins**, Project Manager, Sero – setting out the Optimised Retrofit programme
- **Wyn Pritchard**, Director of Construction Skills and Business Strategy, NPTC Group – explaining the skills and training to get the job done
- **Glen Finch**, Associate, Ark Consultancy – how to become involved
- **Paul Gibson**, Director, Gibson STS Ltd – what it means for an SME

They will explain why decarbonising Welsh homes is so important, how this first step in the journey might affect transforming another 1.4m homes in Wales to Net Zero, and the role for Welsh builders, plumbers, electricians and merchants.

Click [here](#) if you want to join us at the event!

We Want to Hear From You!

If you have any questions or want to find out more about the Optimised Retrofit project, then please get in touch:

Visit: [Optimised Retrofit – Sero Group](#)

Email: optimisedretrofit@sero.life

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