



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI751791207

Thank you for your request for information relating to FOI regarding Next Energy Solutions Ltd .

You have requested the following information:

Under the Freedom of Information Act 2000, I respectfully request information regarding Next Energy Solutions Ltd (Company Registration No. 10147744) and their involvement in energy efficiency schemes delivered through the Coventry City Council from 2021 to present.

Request Details for any energy efficiency schemes including but not limited to the following:

A. Energy Company Obligation (ECO) Schemes

Please confirm whether Next Energy Solutions Ltd was contracted to deliver any ECO/ECO4 whole-house projects under either LA Flex or Non-Flex pathways.

Next Energy Solutions Ltd have not been contracted by the Council to deliver ECO4 Flex projects. The Council are not aware of all non-flex installations as these do not require LA involvement, but we have not entered any contract with Next Energy Solutions Ltd.

If yes, please provide:

Number of households that received ECO4 FULL-HOUSE retrofit projects (completed or in-progress) under each pathway by Next Energy Solutions Ltd.

Breakdown of total projects by number of measures installed per property (one, two, three,

four, five or more measures).

Total financial value of all ECO projects and average cost per property.

Not applicable.

B. Great British Insulation Scheme (GBIS)

Please confirm whether Next Energy Solutions Ltd was contracted to deliver single-insulation measure projects under GBIS.

The Council have not contracted with Next Energy Solutions Ltd. for the delivery of GBIS

If yes, please provide:

Number of households that received GBIS retrofits (completed or in-progress).

Total financial value of all GBIS projects and average cost per property.

Not applicable.

C. Application Switching

How many ECO4 applications have been switched by Next Energy Solutions to other schemes like GBIS since 2024 or their routes were switched from LA-Flex to Non-Flex?

The Council have not contracted with Next Energy Solutions Ltd. for the delivery of GBIS

D. Green Homes Grant (GHG)

Please confirm whether Next Energy Solutions Ltd was contracted to deliver any projects under this grant between July 2020 and end of March 2021.

The Council have not contracted with Next Energy Solutions Ltd. for the delivery of Green Homes Grant

If yes, please provide:

Number of households that received measures installed by Next Energy Solutions Ltd, like insulation, low carbon heat (air source or ground source heat pumps), energy-efficient upgrades (double or triple glazing and energy-efficient doors) and other measures like hot water tank thermostats and heating controls.

Total financial value of all projects and average cost per property.

Not applicable.

E. Social Housing Decarbonisation Fund (SHDF)

Please confirm whether Next Energy Solutions Ltd was contracted to deliver any projects under this Fund in waves: 1, 2.1, 2.2, and the Warm Homes: Social Housing Fund from 2022 to present.

The Council have not contracted with Next Energy Solutions Ltd. for the delivery of SHDF

If yes, please provide:

Number of social homes -whether run by social housing landlords or your local authority- that received fabric-first measures installed by Next Energy Solutions Ltd,

Total financial value of all projects and average cost per property.

Not applicable.

F. Repairs and Maintenance Contracts

Please confirm whether Next Energy Solutions Ltd was contracted to deliver repairs and maintenance services under any energy efficiency schemes.

If yes, please provide:

The Council have not contracted with Next Energy Solutions Ltd. for the delivery of repairs and maintenance services under an energy efficiency scheme

Number of households/social homes that received repair or maintenance services (completed or in-progress) by Next Energy Solutions Ltd.

Not applicable.

G. Complaints and Disputes

Please provide details of any complaints or disputes involving Next Energy Solutions Ltd's retrofit energy efficiency work and their retrofit assessors including:

The Council have not contracted with Next Energy Solutions Ltd. and are not aware of any complaints or disputes

Total number of complaints broken down by: Year (2024, 2025), Scheme Type (ECO4, GBIS, GHG, SHDF, Repairs & Maintenance, or other schemes), Scheme Switching, for example, from ECO4 to GBIS, Route Switching, for example, from LA-Flex ECO4 to Non-Flex ECO4. For each complaint/dispute, please clarify the main issues raised (e.g., retrofit assessment, quality of retrofit work, delivery problems, delays, contractor's behaviour such as misconduct, fraudulent practices and PAS non-compliance, poor customer service, etc) How complaints were investigated by the council? How many complaints were dismissed as unfounded. How many complaints are still pending investigation. Any corrective actions taken against the contractor, if there has been any.

Not applicable.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

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