



National Audit Office

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Switchboard +44 (0)207 798 7000
Direct Line +44 (0)207 798 7264
Email FOI@nao.org.uk

Liz Lambert
By email: Liz.C.Lambert@gmail.com

Reference EIR-1892
Date 19 December 2025

Dear Liz Lambert

ENERGY EFFICIENCY INSTALLATIONS - ECO

Thank you for your request of 21 November 2025 where you asked us for the following information under the Environmental Information Regulations 2004 (EIR):

"I would like more detail as to the breakdown of remedial works identified for both External Wall Insulation (EWI) and Internal Wall Insulation (IWI) installs. Specifically:

- EWI installs - of the 98% of homes that have issues that DESNZ and Ofgem believe have major issues requiring remediation how many (%) of these require physical retrofit works to be undertaken and how many are paperwork issues. Of those requiring physical retrofit works can this be further broken down into categories of physical works required, along with the percentages in each category?*
- IWI installs - of the 29% of homes that have issues that DESNZ and Ofgem believe have major issues requiring remediation how many (%) of these require physical retrofit works to be undertaken and how many are paperwork issues. Of those requiring physical retrofit works can this be further broken down into categories of physical works required, along with the percentages in each category?"*

We have conducted a search for the information you requested. While we do hold some relevant information, we do not hold the level of detail you are seeking. As explained in our published [report](#), the results of DESNZ and Ofgem audits are expressed using "non-compliant audit outcome category", which are set out in Figure 6 of the report. We were not provided with site-level details of the specific physical remediation work required for individual properties.

We can confirm that:

- Our reported figures of 6% of EWI and 2% of IWI homes identified as having immediate health and safety risks are stated after the resolution of paperwork issues.
- 32% of immediate health and safety risks identified in EWI audits and 47% of immediate health and safety risks identified by IWI audits were subsequently found to be resolved through the provision of additional paperwork.
- These were excluded from our reported figures and shown as the next category of unresolved failure identified by the audits. This is further explained at paragraph 11 in Appendix Two of our [report](#).

We also hold information on the top themes for the cause of failure against the relevant standard (PAS 2035) within each category as provided by Ofgem. There were typically multiple failures across a single project, meaning the total number of homes affected by poor paperwork should not be used to imply the percentage of

homes that failed solely due to paperwork issues. Ofgem advised us that instances where the competency of the roofer had not been documented contributed towards 3% of the total 98% major failures on EWI. Ofgem did not report to us any other instances of poor documentation as a major factor for either EWI or IWI in the results presented to us.

We do not hold records that break down the total of remediation work required into the category of physical work required. We recommend you contact [Ofgem](#) for any further information as they will be better placed to help you.

Our policy is to respond to requests as helpfully and promptly as possible. I hope this information is helpful and you are happy with the way we have handled your request. If you are not happy with this response, you can ask for an internal review within 40 working days by writing to the NAO FOI Team at FOI@nao.org.uk. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: <https://ico.org.uk/foicomplaints>.

Yours sincerely,

Aysha Rahman

NAO FOI Team