

Consumer Protection Asset Captions

CAMPAIGN 2026





Sandra's case dates back to 2021.

After being approved for a package of home energy improvements, key measures were never delivered, leaving her and her daughter living in a cold property while responsibility moved between schemes and delivery arrangements.

Her experience raises important questions about continuity, accountability and support for consumers. It also highlights the need for access to independent, trusted and quality advice throughout the customer journey. When schemes change, providers exit, or delivery arrangements break down, consumers should not be left to navigate complex systems alone. Had Sandra been able to access quality-assured advice with a clear duty to support her, she may have been better equipped to understand her options, challenge delays and secure the outcomes she had been promised.

As government considers reforms to consumer protection for home retro fit and decarbonisation schemes, access to trusted consumer advice should be a fundamental part of future protections, ensuring people always have somewhere to turn when things go wrong.

Read the consultation: <https://lnkd.in/eRctAFqB>



What protections should exist when an installer is no longer there?

Mike's experience from 2025 highlights some of the challenges consumers can face when installation issues arise and the company responsible is no longer trading. For many consumers, particularly vulnerable households, navigating complaints, remediation and redress processes can be difficult.

In Mike's case, there was no clear source of independent, trusted advice to help him understand his options, challenge poor outcomes, or access the support he needed when things went wrong. Had he been able to access quality-assured advice, like the support we provide, his experience could have been very different.

This is a significant gap in the current system. When issues arise, consumers are often left to navigate complex processes alone, with nowhere to turn for impartial guidance. As government considers reforms to consumer protections for home upgrade schemes, ensuring access to trusted, independent advice must be a core part of future plans.

It's one of the reasons consumer protection is such an important discussion for the sector.

Read more: <https://lnkd.in/eRctAFqB>



Different schemes. Similar consumer concerns.

2021: A family approved for home energy improvements never received key measures.

2025: A pensioner was left with defective installations after an installer entered liquidation.

Different schemes. Similar consumer concerns.

As we prepare our response to the Government's consultation on Reforming Consumer Protection for Home Upgrade Schemes, one thing stands out: despite changes to schemes and delivery models, many of the same issues continue to arise.

What happens when promised work isn't completed? What happens when an installer ceases trading? And where can consumers turn for trusted support when things go wrong?

Sandra's and Mike's experiences highlight why consumer protection and access to quality-assured advice cannot be an afterthought. Too often, consumers are left navigating complex processes alone, with no clear route to independent support or redress.

We believe future schemes should build robust consumer protections and access to trusted, quality advice into their design from the outset. Consumers need confidence that, if



problems arise, there will be clear accountability, effective resolution processes and somewhere independent to turn for help.

Five years apart, the stories are different. The lessons are the same.

Read more about the consultation and share your views here: <https://lnkd.in/eRctAFqB>



Why consumer confidence matters in home upgrade schemes.

Over the past few days, we've shared the stories of Sandra and Mike, two consumers whose experiences highlight what can happen when home upgrade schemes don't deliver the support, protection and accountability people need.

Their stories are different, but they raise the same important question:

What happens when things go wrong?

As part of our response to the Government's consultation on reforming consumer protection for home upgrade schemes, we've created this short video exploring why:

- ☒ Trusted, quality-assured advice matters
- ☒ Consumer protection should be built into schemes from the start
- ☒ Effective support and redress are essential when problems arise
- ☒ Consumer confidence is fundamental to the success of the energy transition

The transition to warmer, more energy-efficient homes will only succeed if consumers can trust the systems designed to support them. We encourage you to watch the video, share it with your networks, and help raise awareness of the importance of strong consumer protections and access to trusted advice.

 Have your say on the consultation:

<https://www.gov.uk/government/consultations/reforming-consumer-protection-for-home-upgrade-schemes>

 To find out more about our response, contact Natalie McFarlane:

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No consumer should be left carrying the consequences of a system that hasn't worked as intended.



What happens when things wrong?

Home upgrade schemes can deliver significant benefits for households.

But consumer confidence isn't just built on successful installations. It's also shaped by what happens when something doesn't go to plan.

When issues arise, consumers need more than complaints and redress processes. They need access to trusted, independent, quality-assured advice to help them understand their rights, navigate complex systems and secure a resolution.

As part of our response to the consultation, we've been reflecting on the consumer journey and the importance of clear accountability, effective support and accessible redress. Our experience shows that when consumers have nowhere to turn for impartial guidance, problems can escalate, leaving households struggling to achieve the outcomes they were promised.

That's why we believe quality-assured, statutory advice should be a core part of future consumer protection arrangements, built into schemes from the outset rather than relied upon after problems emerge.

Find out more: <https://www.gov.uk/government/consultations/reforming-consumer-protection-for-home-upgrade-schemes>

Watch our video: [Link to video!](#)