

HACT

RETROFIT CREDITS

Buyer case study

SCAPE is a public sector–owned procurement organisation, owned by six local authorities and operating across the UK. It accelerates the delivery of high-quality built environment projects while reinvesting all surpluses back into local services and communities.

Sustainability is a rapidly expanding area of focus for SCAPE. Retrofit Credits now form a key part of its approach to carbon reduction and community impact providing a mechanism to invest in high-quality retrofit projects within social housing and, supporting for local authorities, strengthening Environmental Standards and improving outcomes for residents and clients across social housing.

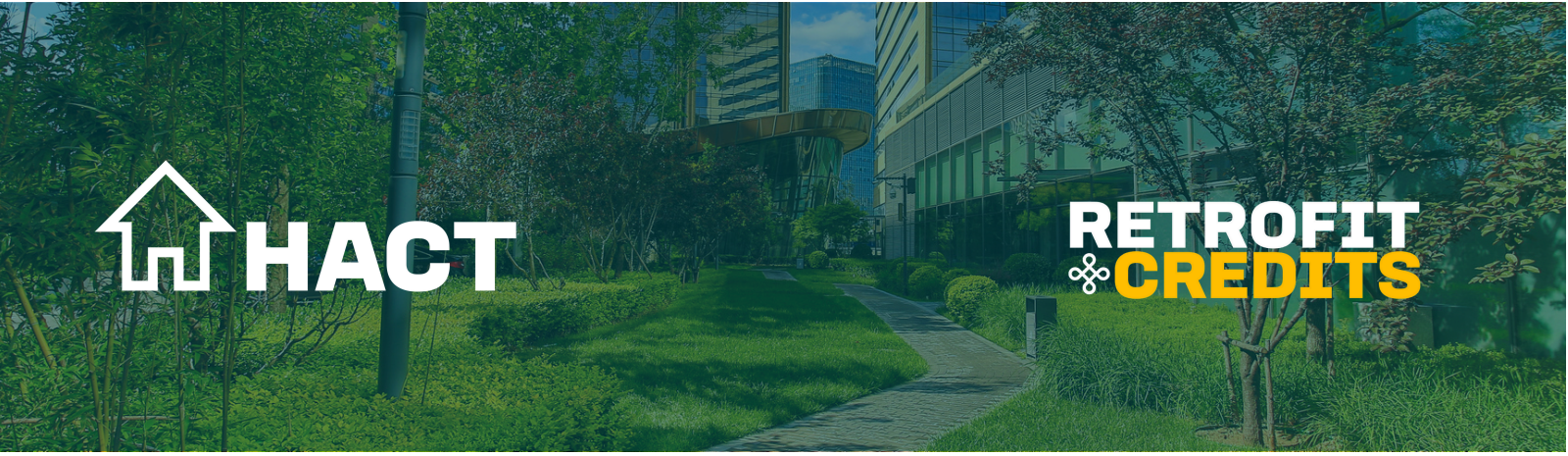
Retrofit Credits are an independently verified social value and carbon credit, developed by HACT and PNZ Carbon, which enables organisations to invest in retrofit activity in social housing and measure the resulting social, environmental and economic outcomes to individuals who benefit from the works.

We spoke to John Logan, Group Director of Sustainability at SCAPE, about their experience as a buyer of Retrofit Credits.

SCAPE

> “Social value is a core driver for us. Retrofit Credits allows us to go hyper-local, deepening the impact on the communities we serve, starting with the home.”

John Logan
Practice Director, Sustainability
SCAPE



About SCAPE

SCAPE is one of the UK's leading public sector procurement authorities, dedicated to creating spaces, places and experiences that leave a sustainable legacy for communities.

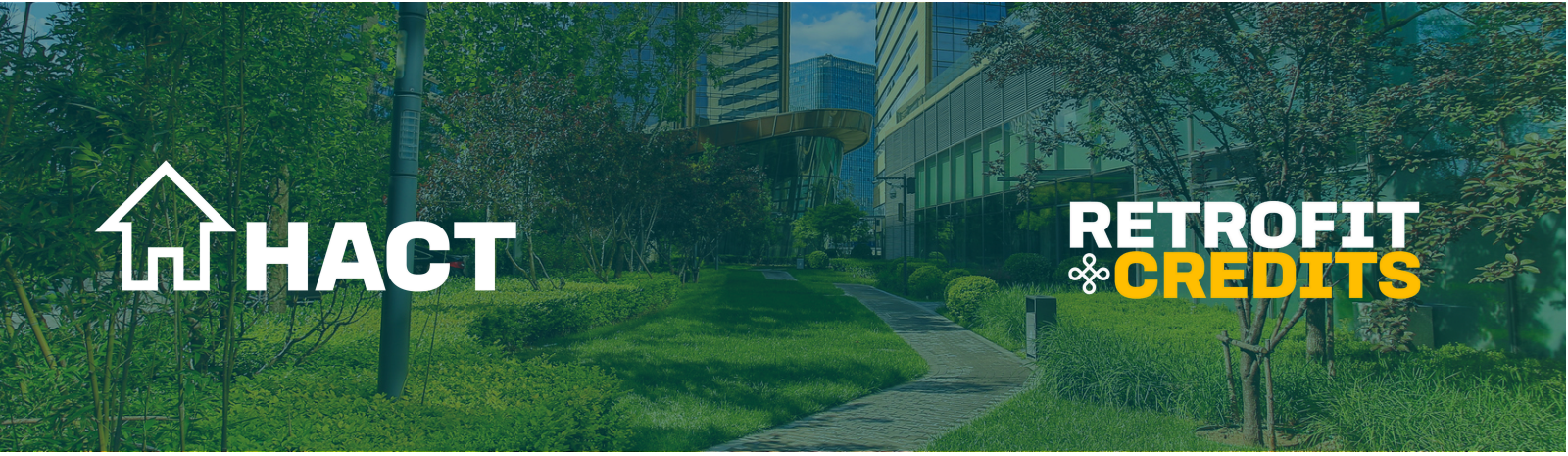
Local authorities and wider public sector bodies use SCAPE's suite of Gold Standard frameworks to deliver new schools, health centres, roads, bridges, ports and more. These frameworks span construction, civil engineering, consultancy and utilities.

Working with SCAPE is all about partnership. Early contractor engagement is actively encouraged and promoted through its two-stage tender process, enabling faster delivery, reduced cost and stronger social value outcomes. Working with 24 delivery partners across the UK, SCAPE reinvests all surplus income back into the public sector.

How did Retrofit Credits support your hyperlocal and place-based approach across the local authorities you work with?

Social value is a core priority for SCAPE. Beyond supporting local economies and skills, the organisation focuses on creating long-lasting community legacy projects, including improvements to shared spaces and neighbourhood infrastructure. Retrofit Credits aligns closely with this ambition. We believe the home is central to people's lives, and believe homes should be warm, healthy and comfortable. Supporting projects that improve energy efficiency and resilience allows SCAPE to deepen our impact and deliver tangible, place-based benefits for residents.

The pilot programme we undertook last year was deliberately exploratory. Working with HACT, It enabled SCAPE to understand how the Retrofit Credits model operates in practice, how the data is generated, and how it can align operationally with social housing delivery. It also produced place-specific insights that can be shared with our regional teams and delivery partners.



What impact have the Retrofit Credits generated for your organisation and the communities you serve?

Across six projects in England and Scotland, SCAPE worked with 11 housing providers to deliver 12 different retrofit measures, ranging from insulation and glazing upgrades to low-carbon heating technologies such as air source heat pumps.

Measures included:

- Boiler and electric storage heater replacement
- Loft, cavity wall, solid wall and underfloor insulation
- Double glazing and door replacement
- Ventilation improvements and heating controls
- Energy efficiency improvements to appliances

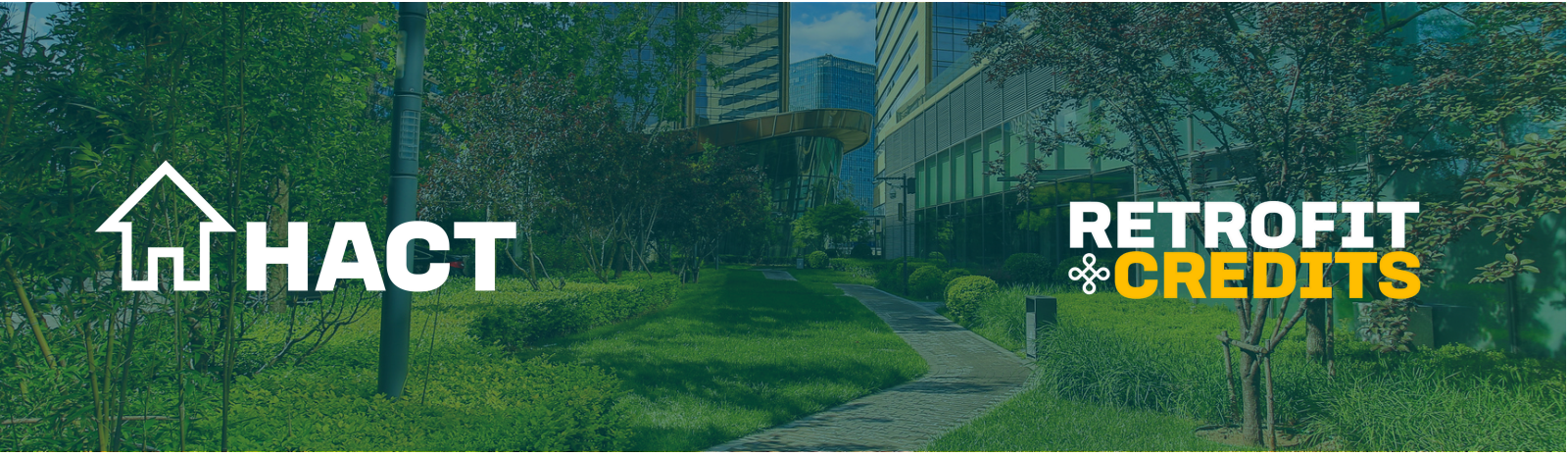
In total, SCAPE allocated 90 Retrofit Credits across the six projects, generating £59,200 in social value. Social value per Retrofit Credit ranged from approximately £530 to over £900, reflecting local conditions and project types.

Social housing proved an excellent fit for the type of meaningful, long-term impact SCAPE is seeking to deliver. Improving homes delivers immediate benefits for residents' comfort, health and wellbeing, while also contributing to wider community resilience and carbon reduction.

SCAPE trialled a 20% offset approach during the pilot year. While only an initial step, it demonstrated that Retrofit Credits can work technically, environmentally and socially within the organisation.

SCAPE's own operational carbon footprint is relatively modest at around 450 tonnes per year. However, Arc Partnership, part of SCAPE Group and a joint venture company with Nottinghamshire County Council, generates approximately ten times that amount. Demonstrating that the model is robust at pilot scale provides confidence that it can be applied across the wider Group, and extended through SCAPE's framework delivery partner network.

Crucially, the programme also produces robust, localised data that can be shared directly with councils to support evidence-based decision making.



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How does the programme influence your future plans for incorporating social value into your procurement activity?

Social value underpins everything SCAPE does. The organisation is a founding member of the National Social Value Taskforce. Retrofit Credits sits within SCAPE's Environmental Strategy and Carbon Reporting, particularly as the organisation shifts from net zero to carbon neutrality through high-quality insets. SCAPE is now exploring how the learning and case studies from the six pilot projects can be shared with regional teams, framework delivery partners and public sector clients to support wider adoption.

Would you recommend HACT and Retrofit Credits to other organisations in your sector?

Yes. SCAPE is highly enthusiastic about the model and has already introduced it to key stakeholders across the Group. There are plans to actively promote the case studies across its contractor network.

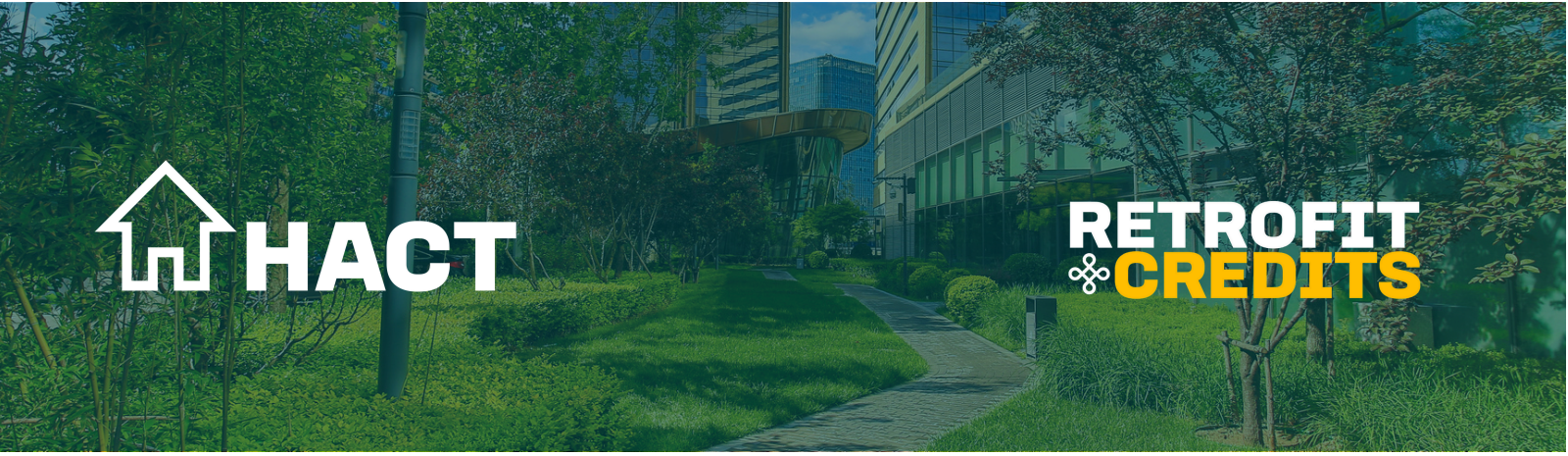
By demonstrating that the partnership works and that the approach is technically robust, SCAPE expects more contractors to align with Retrofit Credits. The model supports both SCAPE's carbon strategy requirements and its wider organisational ethos, with strong potential to scale across the sector.

"Working with SCAPE has shown how Retrofit Credits can operate at scale while remaining genuinely place-based. Their pilot demonstrates how high-quality data, strong governance and partnership can translate carbon investment into meaningful outcomes for residents and communities."



Antoine Pellet
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Get in touch.

Ready to take the next step?

Get in touch with our team to learn more about how we can support your journey to net zero.

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