



<b>Report to:</b>	Climate, Energy and Environment Committee
<b>Date:</b>	13 February 2024
<b>Subject:</b>	<b>Better Homes Hub – One Stop Shop</b>
<b>Director:</b>	Liz Hunter, Director of Policing, Environment and Place
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Is this a key decision?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in by Scrutiny?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information or appendices?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If relevant, state paragraph number of Schedule 12A, Local Government Act 1972, Part 1:	
Are there implications for equality and diversity?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

## 1. Purpose of this report

- 1.1. To provide the Committee with an update on the One Stop Shop options assessment which has been completed by Energy Saving Trust, as part of the Better Homes Hub (BHH) programme.

## 2. Information

- 1.2. Housing is responsible for 3.4 million tonnes (around 30%) of carbon dioxide each year in West Yorkshire, the majority of which come from using fossil fuels to heat homes<sup>1</sup>.
- 1.3. The BHH is the Combined Authority's regional programme to scale-up domestic retrofit. It is a complex long-term programme that encompasses all the Combined Authority's activity on domestic retrofit, with a vision that 'Everyone in West Yorkshire can live in a warm, comfortable and low carbon home'.
- 1.4. The BHH has three overarching objectives which are to:

<sup>1</sup> UK local authority and regional greenhouse gas emissions national statistics, 2005 to 2021 - Department for Energy Security and Net Zero

- Objective 1: Build consensus within West Yorkshire on priorities for retrofit and energy efficiency of homes.
- Objective 2: Deliver retrofit projects in West Yorkshire that build momentum, strengthen the supply chains, and create new delivery models.
- Objective 3: Establish the BHH as a trusted entity for all residents to access advice and information on retrofit and energy efficiency of homes in West Yorkshire.

### One Stop Shop (OSS)

- 1.5. A consortium led by Energy Saving Trust has been appointed as client-side support for the BHH programme. They will provide expert advice and a robust evidence-base to drive our decision making for the programme, having had experience managing energy saving retrofit schemes on behalf of the Scottish Government through [Home Energy Scotland](#).
- 1.6. One of the key projects for the client-side support consultant is to complete an options assessment, establish a preferred way forward and produce a fully costed implementation plan for a regional one stop shop information and advice service, linked to objective 3. This work builds on existing best practice and learnings from other schemes in the UK and Europe including the [Sustainable Energy Authority of Ireland](#), [the French MaPrimeRénov scheme](#) and [Home Energy Scotland](#).

<b><u>Name</u></b>	<b><u>About</u></b>	<b><u>Model</u></b>	<b><u>Impact</u></b>
Sustainable Energy Authority of Ireland	Ireland launched a major home retrofit programme in March 2023.	All-inclusive	1400 applications, 680 deep home retrofits completed. 98% include a heat pump.
MaPrimeRénov	French national one stop shop offering joined up support for owner-occupiers including online tools, assessments, retrofit management support and list of accredited installers.	All-inclusive	In 2022, 670,000 renovations including 156,000 heat pumps and 66,000 whole-house retrofits (69% in lowest income group). 90,000 jobs.
Home Energy Scotland	Advice services including specialist and in-home support, access to funding (0% interest loan and grants), digital	Facilitation / coordination	In 2020/21, total attributed lifetime savings of 71,300 tCO2 and lifetime financial benefits of £30.6 million.

	assessment and installer finder tools.		
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What is a one stop shop?

- 1.7. The purpose of the one stop shop is to provide a 'single front door' for trusted information, advice and support to all residents and landlords in the region to stimulate demand in domestic retrofit. This includes signposting residents and landlords to other services where relevant.
- 1.8. One stop shops can take many different forms and refer to different business models, as outlined in this report by Energy Cities: [How to set up a One-Stop-Shop for integrated home energy renovation](#).
- 1.9. The West Yorkshire domestic retrofit one stop shop must support the vision of the Better Homes Hub that 'Everyone in West Yorkshire can live in a warm, comfortable and low carbon home'. Therefore, it must not focus only on the able to invest market. It is expected that the one stop shop will be 'inclusive by design', in that inclusivity is considered from the outset of options development, rather than adaptations being made later for accessibility. It is also expected that the one stop shop will provide information, signposting and guidance for the domestic retrofit supply chain audience.
- 1.10. The outputs of the Energy Saving Trust work are:
  - A detailed report outlining the research, findings and requirements for a regional one stop shop.
  - A fully costed implementation plan for a regional one stop shop, including forecasted income generation and models for becoming financially self-sufficient.
  - A detailed one-year plan for delivery of the one stop shop.
  - A roadmap of key decisions which need to be agreed in order to achieve full one stop shop operation within a maximum of five years.
  - Direct input into Combined Authority business case documents, to support the decision making process.
- 1.11. Energy Saving Trust will attend the Climate, Energy and Environment Committee meeting on 13 February to provide an overview of their work.
- 1.12. The next steps are for the Combined Authority to develop and submit a full business case to secure the necessary funding to enter into phased delivery. The intention is to seek

approval for this business case at the Combined Authority meeting on 20 June 2024 and launch phase one of the one stop shop at the end of 2024.

- 1.13. The Local Energy Advice Demonstrator, to test approaches to delivering in-person energy advice to the elderly and those who do not speak English as their first language, will begin delivery in February 2024. Groundwork Yorkshire will be delivering this project on behalf of the Combined Authority.
- 1.14. The business case to establish a £1.5 million low-interest domestic retrofit loan was approved at Combined Authority on 7 December 2023. The procurement of an FCA regulated lending supplier will be completed by March and the project will be launched in May 2024.

### **3. Tackling the Climate Emergency Implications**

- 1.15. The programmes and projects within the Better Homes Hub respond to the ambition for West Yorkshire to be net zero carbon by 2038 and the Mayoral pledge to tackle the climate emergency.
- 1.16. The one stop shop contributes to progressing towards our target of retrofitting 680,000 homes in the region through raising awareness of the benefits of retrofitting, simplifying the retrofit process, building trust and stimulating demand.

### **4. Inclusive Growth Implications**

- 1.17. The Combined Authority's definition of inclusive growth is enabling more people and places to contribute to and benefit from economic success.
- 1.18. In line with the BHH vision, the one stop shop will support all residents in West Yorkshire to make energy efficiency improvements to their home.
- 1.19. Retrofitted homes typically result in reduced energy bills; the average band D home could save £680 per year compared to a band C home. This saving goes up to £1,249 for band E and a staggering £1,765 for band F homes, giving considerable economic gain to those in fuel poverty<sup>2</sup>.
- 1.20. Inclusive growth will be supported through improvements to wellbeing whereby the comfort, health and affordability of household budgets improve following uptake of energy efficiency retrofit.

### **5. Equality and Diversity Implications**

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<sup>2</sup> [The Northern Housing Monitor 2023](#)

- 1.21. Learnings from the Local Energy Advice Demonstrator project will be used to inform the development of the one stop shop and ensure that all West Yorkshire residents can access and benefit from the available information and advice.

## **6. Financial Implications**

- 1.22. £200k is secured for delivery of the initial outputs from the client-side support from Energy Saving Trust.
- 1.23. The BHH programme business case was approved by Combined Authority on 22 June 2023 and secured an indicative allocation of £18.425 million.
- 1.24. In the programme business case, an indicative budget of £3 million was included for the delivery of the regional one stop shop. However, this figure will be confirmed in the Energy Saving Trust costed implementation plan.

## **7. Legal Implications**

- 1.25. In establishing the one stop shop there will be a need to establish legal agreements between the delivery organisation and Combined Authority. This will be considered as part of the business case development.

## **8. Staffing Implications**

- 1.26. To ensure the delivery of the regional one stop shop, additional staffing resources will be required. These requirements will be integrated into the business case to be submitted to Combined Authority on 20 June.

## **9. External Consultees**

- 1.27. The views of Local Authority partners and key stakeholders within the Combined Authority has informed the work being completed by Energy Saving Trust.

## **10. Recommendations**

- 1.28. That the Committee notes the contents of the report.
- 1.29. That the Committee provide feedback on any existing provision of retrofit advice in their District to ensure coordination.
- 1.30. That the Committee provide their view about the way forward for the regional one stop shop.

## **11. Background Documents**



Slides from the Energy Savings Trust with draft proposals for the approach to the One Stop Shop can be accessed [here](#).

## 12. Appendices

There are no appendices.