

North East Warm Homes One Stop Shop

9th July 2025

North East Combined Authority

- Formed on 7th May 2024.
- Kim McGuinness, North East Mayor.
- Enables transition of powers and funding from government to our region – transport, skills, housing and regeneration.
- £4.2bn Devolution Deal agreed in December 2023.
- Further levers and control secured in Deeper Devolution Deal in March 2024.

Our five missions



1. Home of real opportunity



2. A North East we are proud to call home



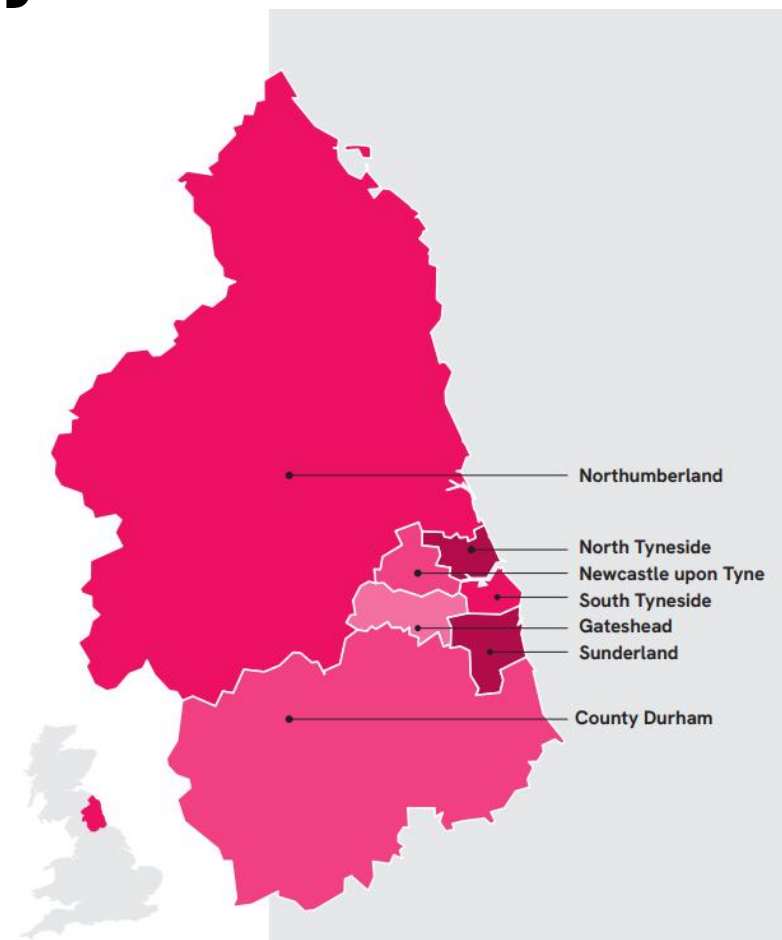
3. Home to a growing and vibrant economy for all



4. Home of the green energy revolution



5. A welcoming home to global trade





Our policy drivers

Mayor's Manifesto

Pledge - Good Quality, Green Homes

- “Our response to the climate crisis will be built on greener jobs, better transport and warm homes.”
- “We need to be bolder about standing up for renters.”
- “I’ll ensure those most in need of retrofitting come first, with priority work for families in hardship, those with disabilities and those retired households struggling with bills.”

Trailblazer Devolution Deal

- “The Government will consider devolving net zero funding, including for retrofitting buildings to NECA”
- Develop a North East retrofit capacity building programme, identifying measures needed to promote a viable, stable, long term approach to retrofit



Our policy drivers

English Devolution White Paper

- Signals Govt intention to go further with devolution – “permanent shift of power away from Whitehall and into...communities”
- “We will give Mayors strong new powers over housing, planning, transport, energy, skills, employment support and more, backed up with integrated and consolidated funding”

- Warm Homes and Public Sector Decarbonisation funding to form part of integrated settlements from no later than 2028
- North East – one of four CA regions referenced. Must demonstrate capacity, capability and track record of delivery ahead of funding transition



Regional Picture

- 56% of homes in the region are in EPC band D or below
- Domestic emissions - 31% of the region's total carbon emissions (national average: 20%)
- 10.6% (129,000) of North East households are living in fuel poverty
- The private rented sector presents particular challenges which contribute to it having the worst condition housing, nationally and regionally:
 - Nationally, 24% of private renters are living in fuel poverty, equating to 35% of all fuel poor households
 - $\frac{3}{4}$ children and young people growing up in poverty in the North East live in rented homes
- The scale of activity required to meet net zero domestic emissions by 2050 has the potential to support between 2,500 and 5,800 FTEs across the region from 2030 to 2050 - however building the local supply chain requires consistent activity at significant enough a scale to give suppliers the confidence to invest in bringing forward a skilled workforce. Need to understand capacity and capability gaps and take action to address these.

Current Service Delivery: Home Energy Advice NE

One Stop Shop

(UKSPF funded)

- Service has reached over **12,000** people
- **760** people supported with cost-of-living pressures
- Bespoke retrofit advice provided to **755+** households

Local Energy Advice Demonstrator

(DESNZ grant funded)

- Over **960+** people have received in-person bespoke retrofit advice (primarily in-home)
- **400+** PAS 2035 retrofit assessments completed
- **83** homes have had retrofit measures installed; **380+** households have adopted energy saving measures

Current innovation includes:

- 700+ QR codes issued providing access to a comprehensive advice pack, specific to that property
- 36 Community Champions trained in retrofit awareness
- Working with community organisations (Groundwork & Community Action Northumberland) to deliver advice utilising localised approach to drive engagement at community level





North East Warm Homes One Stop Shop

- Contracted by: October 2025
- In delivery until: 31.03.2027
- Budget: up to a maximum of **£2,434,062** excluding VAT and including all materials and expenses
- Direct service delivery:
 - Free, impartial in-person, telephone and online retrofit and home energy advice
 - End-to-end service for the able-to-pay market
 - Target audience: fuel poor households in the private rented sector
- Addressing systems challenges:
 - Supply chain development
 - Partnership development



Minimum Mandatory Requirements

- Bespoke, expert advice and support available to any resident of, or landlord who owns a property within, the North East CA region
- An end-to-end retrofit coordination and installation service for the able-to-pay sector
- Work to develop the local supply chain
- Development and delivery of a comprehensive communications strategy
- Partnership Development
- Monitoring and reporting



Minimum Outputs and Outcomes

Outputs	Minimum KPI to be achieved by 31.03.26	Minimum KPI to be achieved by 31.03.27	Total
Number of households provided with advice to take up energy efficiency measures	320	2,876	3,196
Number of households adopting energy saving measures as a result of advice received	160	1,438	1,598
Outcomes	Minimum KPI to be achieved by 31.03.26	Minimum KPI to be achieved by 31.03.27	Total
Increased take up of energy efficiency measures	23	222	245



Social Value

- Social value is at the heart of the North East CA's commissioning and procurement activity - it seeks to maximise the collective benefit of our investments for our communities and residents.
- Potential providers of the North East Warm Homes service will be asked to outline the added social value their organisation currently provides, alongside the additional steps they will commit to taking if awarded this contract.
- Potential providers are encouraged to sign up to Shine, the North East CA's good employer accreditation scheme.
- Social value commitments will be monitored as part of the ongoing contract and performance management process.
- Added social benefit will be scored as a part of the tender evaluation process.

Performance Reporting

- Provider will work with NECA to prepare monitoring returns to the Investment Fund monitoring body.
- Requirements outlined in service outputs – provider expected to design data collection and reporting templates to capture evidence as per outputs requirements.
- Quarterly monitoring returns.
- Informal monthly monitoring returns – reported to steering group.



Claims and Payments

- Monthly claims submitted to NECA
- Payments made monthly in arrears
- At the absolute discretion of NECA, up to 10% of funding may be retained and payable upon achievement and verification, to the satisfaction of NECA, of KPIs



Milestones

Milestone	Description	Completion Trigger	Start	End
Contractor Appointed	Submissions assessed and contract awarded	Contract awarded	September 2025	September 2025
Inception Meeting	Chosen contractor to meet with key representatives from North East CA, agreed project plan, reporting and outputs	Meeting taken place	October 2025	October 2025
Mobilisation	Communications plan agreed, staff recruitment/secondment and onboarding	Engagement approach agreed; frontline staff recruitment underway.	October 2025	November 2025
Launch	Minimum service level launched – web and telephone presence; in-person advice being mobilised	Service live	November 2025	December 2025
Contract End				March 2027



Procurement Process and Next Steps

Roger Guy, Senior Procurement Business Partner



Procurement Process

- Assurance Procurement is timed go live on **Thursday 10th July 2025** via the Open e-tendering platform
- The initial term of a Contract for Service is anticipated to start in October 2025 and will run until March 2027.
- Once the ITT is live, all questions must be submitted via the e-tendering system – no communication can be undertaken with the North East CA outside of this process



Registration with our e-tendering system

Urgent Action for all Suppliers to Register on our New Procurement Platform

*As a supplier or potential supplier to North East CA you need to be registered on our **new e-tendering system, Open.***

*Open will gradually replace the NEPO Portal and become the place to find and compete for tendering opportunities in the North East. It is **free to register and use.***

*You will need to create an account on Open **to access and bid for public sector opportunities issued by the North East Combined Authority,** including this Connect to Work IPS Intervention.*

Visit www.open-uk.org to register an account.

The Open Hub provides resources and information to help you get the most out of the system. There is an FAQ section and a range of how-to guides so you can familiarise yourself with the system at your own pace.

Visit the [Open Hub](#) to find out more, or contact open.support@nepo.org



Timeline and next steps

