

Accelerating retrofit in the local area through stakeholder collaboration

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Baseline 2023

- Facing a climate and ecological emergency
- Cost of living crisis (fuel poverty increasing)
- Activity happening on improving building stock
 - Fragmented
 - Inefficient
 - Duplicative
 - Potentially misinformed/not optimal results

A resilient, energy-efficient Hertfordshire where all buildings—public, private, and residential—are retrofitted to meet the challenges of climate change, delivering healthier living environments, reducing energy costs, and creating green jobs

Current actions and funding



Public Estate



Commerical



Residential Tenants



Residential Owners

Behaviour Change & Retrofit



- What is the role of District and Boroughs?
- What is the role of County Council?
- What is the role of HCCSP?
- What are the county-wide actions and who needs to do them?

- Awareness / Options
- Concierge Service
- Financial Support

Behaviour Change & Retrofit

Retrofit Survey for Hertfordshire Homeowners

- [Results link](#)
- 1267 respondents – open 19 Jan to 11 Feb 2024

Research shows that there is a market for retrofit in Hertfordshire, but many residents don't know where to start, who to trust, or how to coordinate work.

Behaviour Change & Retrofit

Why consider retrofit?

Only **2%** consider **their home** to be very **energy efficient**

58% thought more about **energy saving** now, compared to 12 months ago.

The **most important considerations:**

- reduction in energy bills
- making the home warmer and more comfortable
- reducing carbon emissions protecting the environment.

The challenges

Whilst the cost of installation was cited as a barrier, **78%** had **some ability to self-finance retrofit measures** in their home.



30% stated they did not know what needs doing



27% stated they did not know where to start in their homes

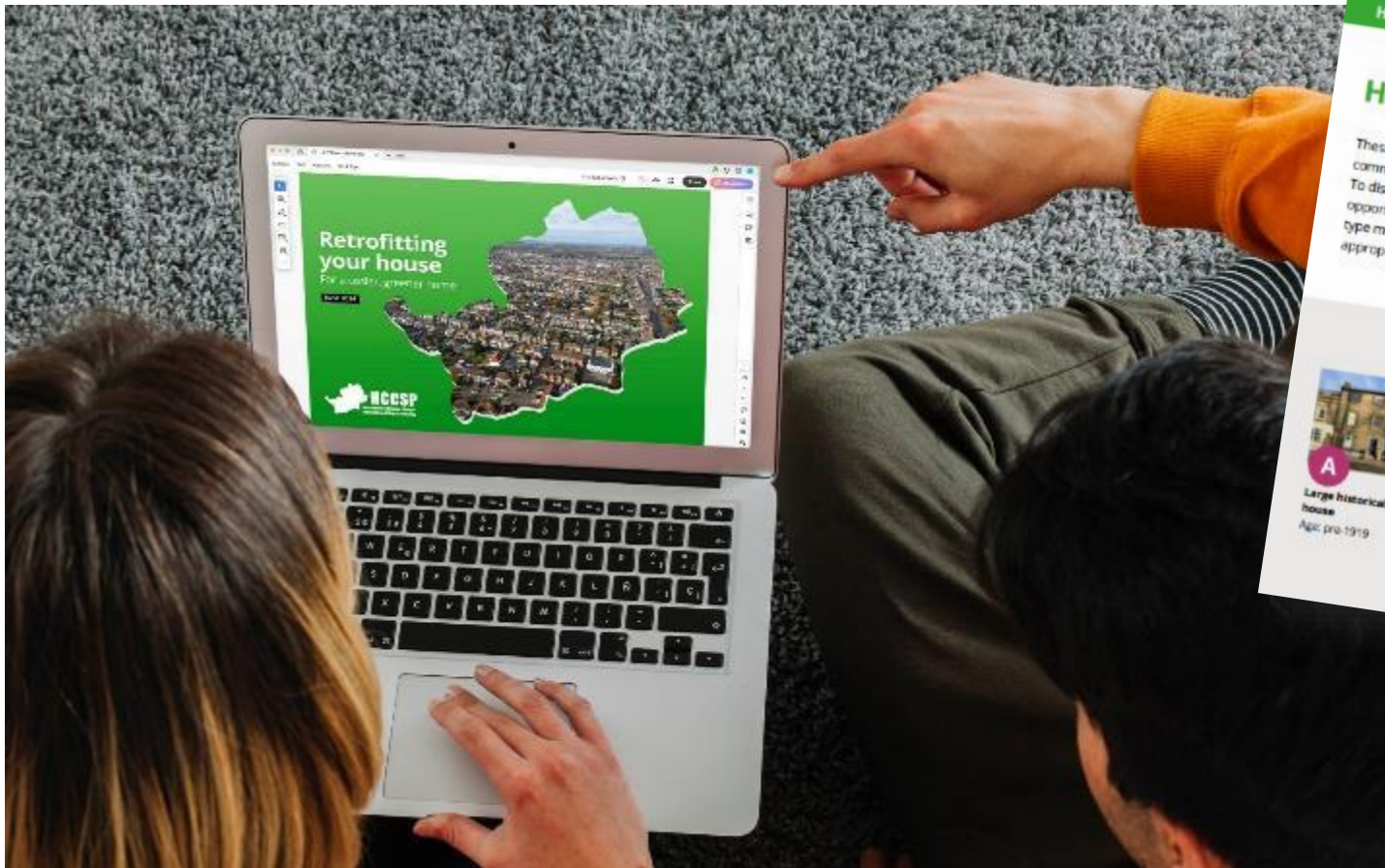
Behaviour Change & Retrofit

The solutions

- **Over 65%** of those surveyed thought that an advisor who could help choose which measures to install would be the **most useful aspect** of a coordinated service for retrofit.
- **Guidance** in choosing a contractor or being able to **select a recommended contractor** was also important to homeowners.
- **Access to finance** at a good rate could help overcome potential barriers
- **4 out of 5 respondents** felt that a coordinated service backed by Hertfordshire County Council or their local council would make them feel more confident to undertake retrofit.



Behaviour Change & Retrofit



House types



House type finder

Retrofitting your home : 29

These photos show some of the most common types of houses in Hertfordshire. To discover the most appropriate retrofit opportunities for your home, find the house type most similar to yours, and click on the appropriate letter in the navigation bar below.

This should outline the most suitable measures for your home, although you may also need to look at measures from earlier or later eras if the fit is not exact. For example, you might have a 1960s home with a suspended timber floor, equally your Victorian terrace may have had a solid concrete floor installed as a later addition.

Please note that not all houses will fit neatly into one of these categories and there are likely to be exceptions to the information provided here, when considering heritage buildings, conservation areas, flats and multiple ownership homes. Check out [local advice](#) before making any financial commitments.

 A Large historical house Ages: pre-1919	 B Victorian terrace/workers' cottages Ages: pre-1919	 C Small semi-detached Ages: 1920-1950	 D Large semi-detached Ages: 1945-1959	 E Mid-century 'modern' and new town housing Ages: 1960-1979	 F End of century mass house builder Ages: 1980-1999	 G Modern mass house builder Ages: 2000 onwards
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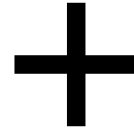
Piloting the Pilot: Local Area Retrofit Accelerator



What will a successful Local Retrofit Strategy look like?



Content

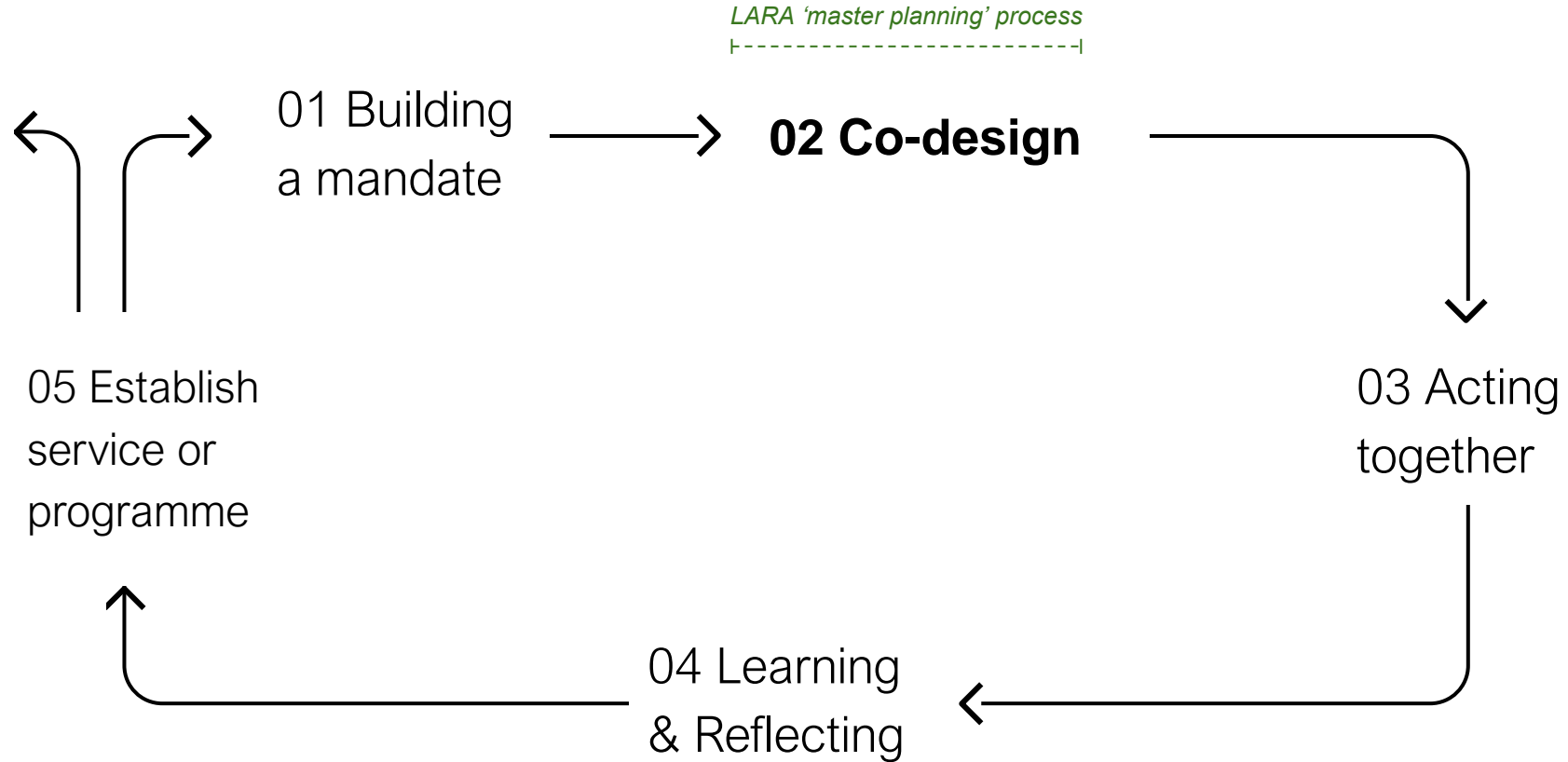


Process

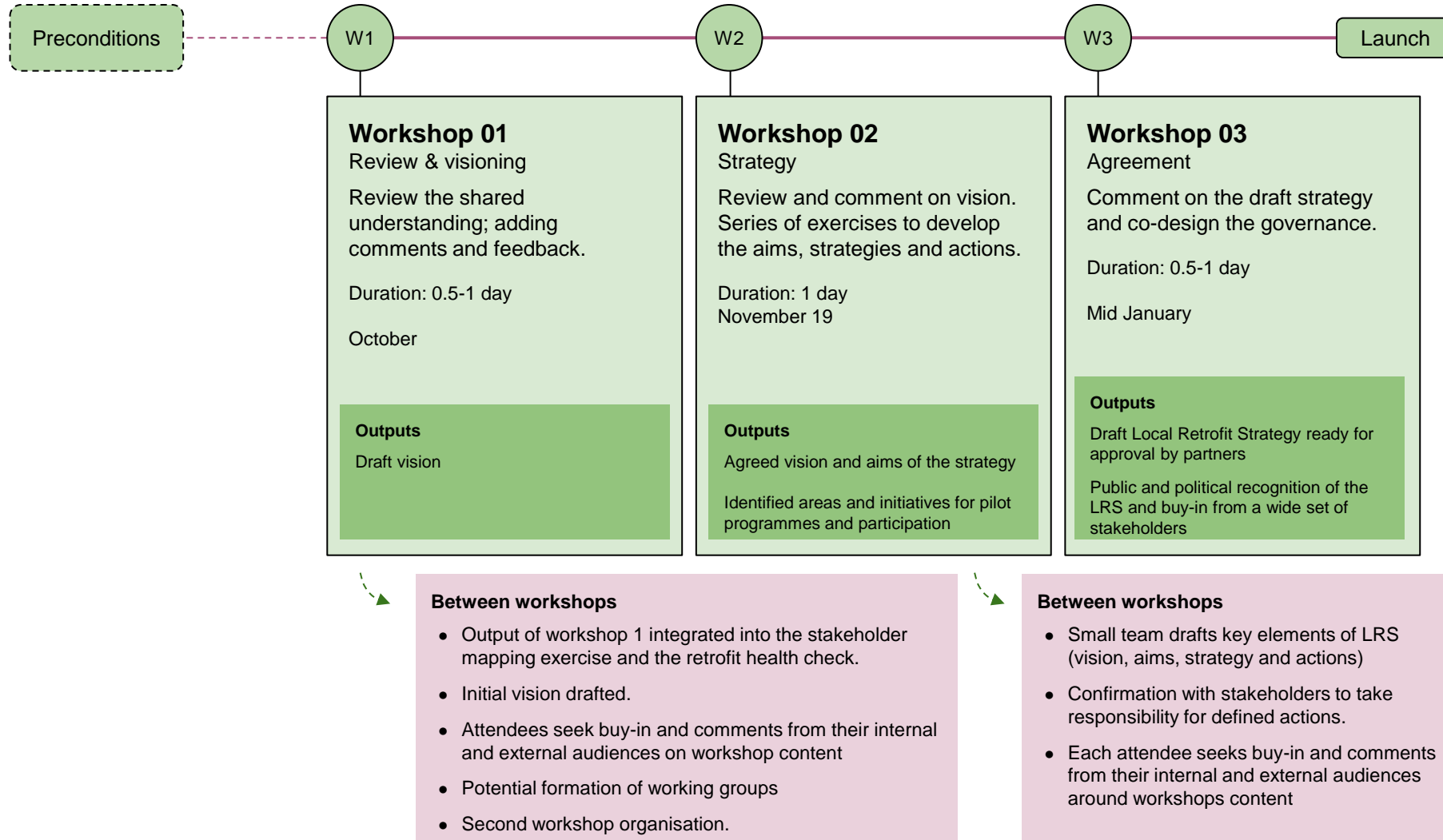
1. Has an overall **vision**, captured in a combination of words and diagrams
2. **Prioritises** the key retrofit **aims** and how these relate to selected targets and **outcomes**
3. Is clear on the long-term **systemic changes** that are needed
4. Sets out the **immediate actions** and how these will be resourced
5. Sets out how the stakeholder partnership will **work together** to deliver outcomes

1. Developed through a genuinely **participatory** and inclusive **process**
2. Focus on coalition and **partnership** working
3. Recognises the critical role that the **civic sector** and residents play
4. A focus on **people- and place- centred approaches**
5. Includes **connections** to other policies, planning, budgets, initiatives etc.

LARA Overview



LARA Overview

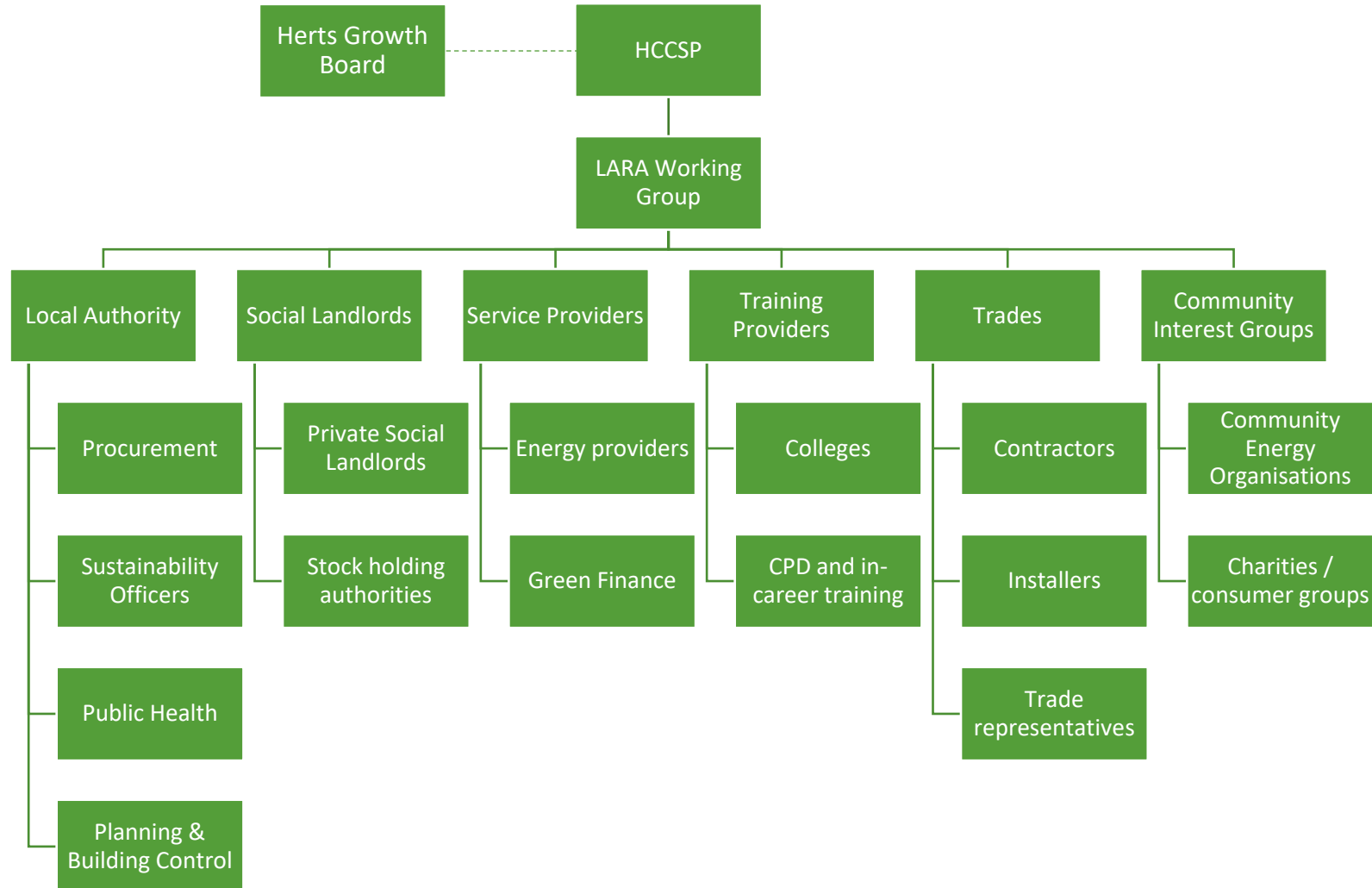


Stakeholder considerations

- Ensuring right level of authorisation in the room: strategic oversight but also willing to commit three full days to single subject progress.
- Establishing contacts with businesses esp. construction and social housing
- Consistent attendance
- Managing contributions and louder voices
- Self vs sector interest representation
- Level of local authority ownership / direction in the room and taking it forward
- Clarifying future commitments and expectations



Stakeholder considerations



Outputs: SWOT



S

Collaborative networks
Leadership support
Green Skills programmes
Value alignment
Pilot projects
HCCSP's Role

Lack of clear priorities
Unclear public engagement
Lack of interested learners
Limited resources
Complexity of project
Procurement reticence

W

O

Strategy development
Funding alignment
Policy alignment
Innovation and knowledge sharing

Funding inconsistencies
Capacity strain
National policy delays
Climate urgency

T



Outputs: Vision and Mission

Vision:

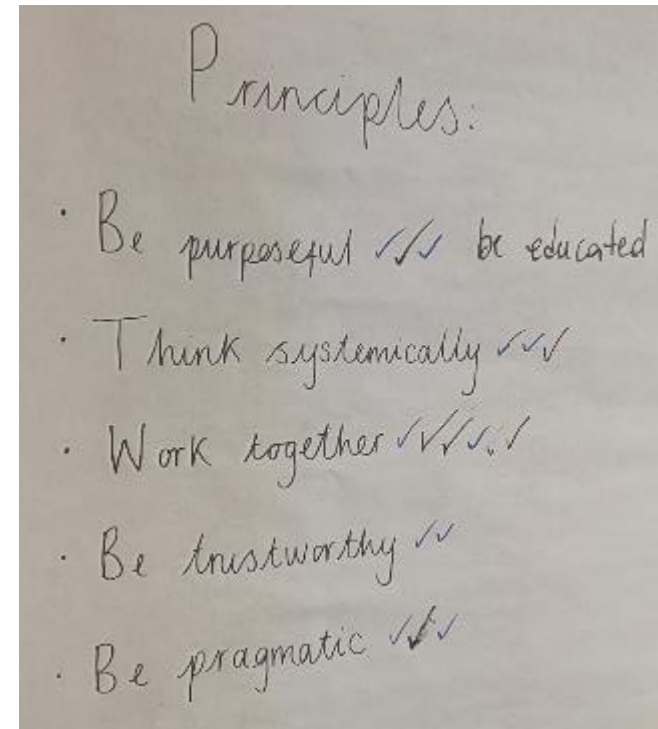
“Every home is fit for now and for our future”.

Mission:

“Collaborate in Hertfordshire to retrofit all homes, so that we enhance our environment and climate resilience, address fuel poverty, improve health and support local jobs”

Outputs: Working Principles

- Work together
- Evidence-led
- Sustainably minded
- Realistic and ambitious



Outputs: Key goals

Goal 1: Increase demand for/ delivery of retrofit measures

- Increase retrofit investment in private housing
- Increase investment in social housing
- Increase access to trusted advice and guidance

Goal 2: Increase benefits of retrofit to locality

- Increase local economic benefits
- Increase health and wellbeing benefits of retrofit
- Increase environmental benefits of retrofit

Outputs: Key goals

Goal 3: Increase local supply chain capacity and quality

- Ensure adequate training capacity and quality
- Increase demand for training
- Increase use of local SMEs for retrofit work
- Increase quality of retrofit work

Goal 4: Create a supportive environment

- Ensure local policies are supportive of retrofit
- Develop suitable LRS governance arrangements
- Increase capacity for collaboration to deliver retrofit actions
- Increase sharing of data and learning to support delivery

Next steps beyond LARA...



Governance: Possible Model (Retrofit Facilitation)

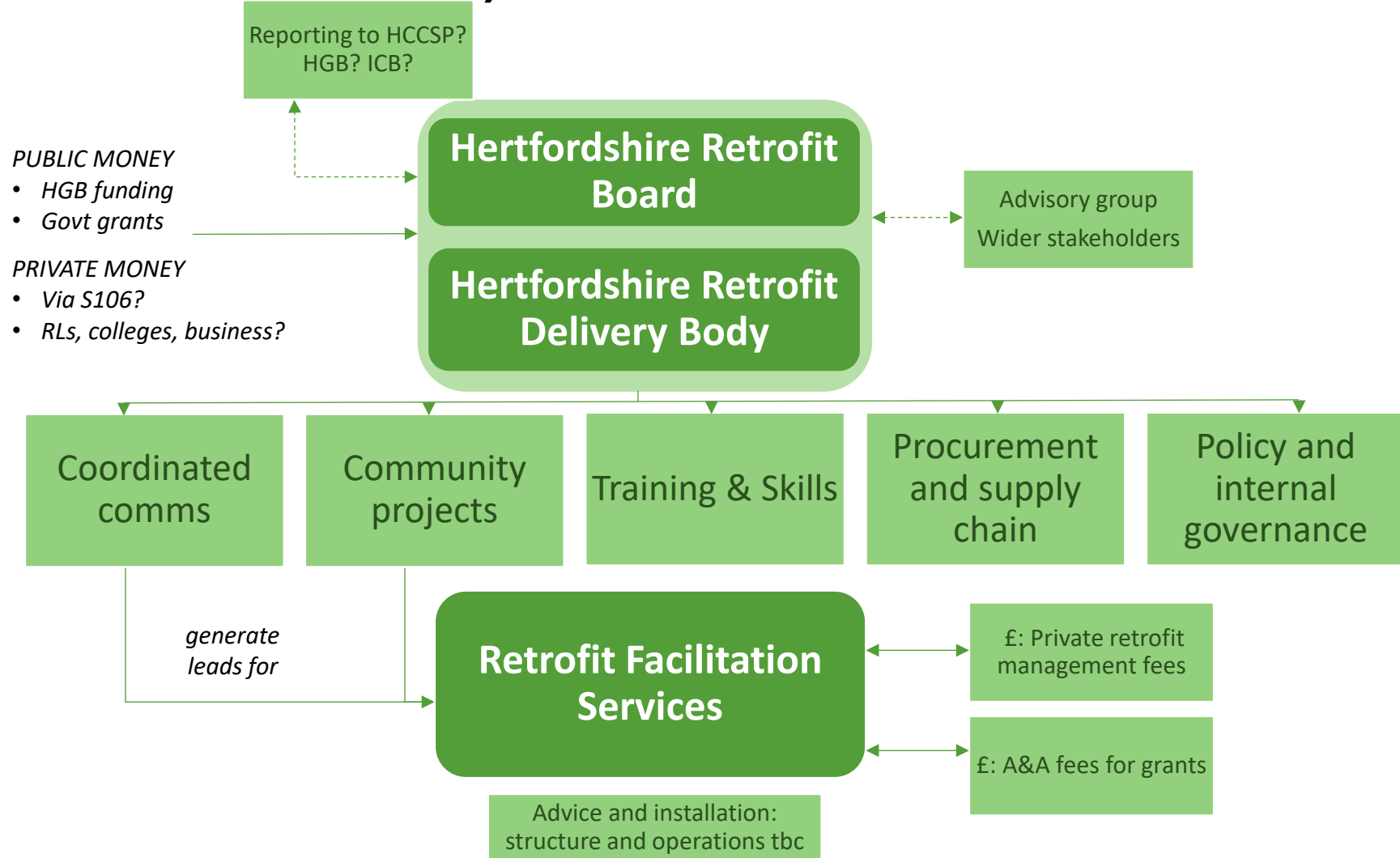


each member to clarify own reporting lines / responsibilities

SPV comprising public, private, NGO representation

example system stewarding groups

separate governance and legal status: SPV? Specialist Contractor?



Next Steps

- Clarify approvals process for Commitment
- Clarify feedback and approvals process for Strategy
- Support internal adoption / endorsement processes
- Clarify governance structure: flat but accountable
- Prioritise actions, budget and enact:
 - Feasibility studies
 - Governance/oversight
 - Reporting mechanics

Reflections

- Trust the process
- Time commitment pays off
- Stakeholder engagement
- Personal/personnel investment
- ‘Order of operations’:
 - LAs draft a strategy → engagement and consultation
 - Establish engagement → collectively draft strategy





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