

# Solihull Green Homes Local Authority Delivery Scheme Delivery and End to End Process

## High-level delivery plan

Phase or function	Brief description	Owner	When
<b>Data, insight and intelligence</b>	Housing stock analysis for eligibility across the Borough	SMBC	April
	Stock analysis to confirm number of eligible properties and measures	SCH	April-May
<b>Procurement and contractors</b>	Procurement of project management partner to be delivered via third party, including responsibility for contractor liaison and monitoring	SMBC	April-May
	Procurement of eligible contractors to provide installations and upgrades to eligible properties	SMBC	May-June
	Confirm programme timetable, scope and costs with SCH partners	SCH	May-June
<b>Marketing, communication and engagement</b>	Creation of Expression of Interest form and process to identify eligible households and properties	SMBC	April-May
	Marketing and communications strategy or plan informed by data and insight, as well as using local networks, groups and forums	SMBC	May-June
	Implement EOI process for PRS and homeowners	SMBC	May-June
	Point of contact set up to provide information, advice and guidance to interested households and landlords	Third Party PM	May-June
<b>Assessments, installations and upgrades</b>	Establish customer journey process from eligibility to contractor	SMBC, SCH, Act On Energy, Third Party PM	May-July
	Integrate contract partners into customer journey	SMBC, SCH, Act On Energy, Third Party PM	June-July
	Delivery of LADS2 programme	Contractors	July-December
<b>Monitoring, funding and payments</b>	Formalise arrangements between SMBC and SCH for LADS2 delivery	SMBC, SCH	May-June
	Audit input for assurance of monitoring and funding arrangements	SMBC	May-June
	Establish and implement funding agreements between SMBC and landlords	SMBC	May-July
	Monthly monitoring reports submitted to MEH	SCH, SMBC, Third Party PM	June-December
	Payment and monitoring processes established with all contractors	SCH, SMBC	May-December

## Colour key for end to end process

Box colour	Responsible organisation	Brief summary of responsibilities
Green	SMBC	Communications and marketing plan and activity; Appointment of contractors to undertake work on its behalf; Payments to contractors and SCH; Submission of reports to MEH
	SCH	Identification of eligible properties and households; Appointment of contractors to undertake work on its behalf; Contractor authorisations and monitoring; Payments to contractors; Reports to SMBC
Orange	Third Party Project Manager (to be procured)	Information, advice and guidance to interested parties; Management and administration of expression of interest process for PRS and owner occupiers; Landlord liaison and administration; Contractor liaison and monitoring; Customer surveys and feedback; Collation of information and data for SMBC reports to MEH
Black	Act On Energy (commissioned by Midland Energy Hub to provide the Customer Journey)	Delivery of LADS2 customer journey including data, records, advice, eligibility verification and referrals to SMBC and SCH contractors
Red	Third party contractors (to be procured)	Delivery of LADS2 eligible measures, including all installations and upgrades to homes; Retrofit coordinators, assessments, designs and records with Trustmark



**Solihull Community Housing (including leaseholders)**

