

# Pathways to becoming a One Stop Shop



David Power

Programme Manager, One Stop Shops Registration and Monitoring

# Overview

One Stop Shop description



Contractor Considerations



Stage 1 – Eligibility Criteria



Stage 2 – Strategic Plan



Tips for a successful application



Q&A



# What is a One Stop Shop?

Complete home energy upgrade solution for homeowners and landlords

Multiple energy measure package to achieve B2 min. and 100kWh/m<sup>2</sup>/yr uplift

Wider range of grants up to 50% of costs

Homeowner pays for works net of eligible grant

OSS manages upgrade from start to finish, including:

- Home Energy Assessment
- Grant application
- Project management
- Design retrofit solution
- Contractor works
- Follow up BER

Eligible for homes built and occupied before 2011

Choose from 20 registered One Stop Shops



# Wider range of grants

	Fully Funded Energy Upgrade	One Stop Shop Service	Individual Energy Upgrade
Home energy assessment	✓	✓	
Project management		✓	
Wall and roof insulation	✓	✓	✓
Floor insulation		✓	
Windows	✓	✓	
Heating controls	✓	✓	✓
Heat pump	✓	✓	✓
Solar water heating		✓	✓
Solar electricity		✓	✓
Ventilation	✓	✓	
BER assessment	✓	✓	✓

# OSS Contractor Considerations

- Long-term **policy certainty** at EU & National levels (Climate Action Plan, NDP, EU Renovation Wave)
- Long term **financial certainty**, multi annual grants, clarity to 2030
- National enterprise with nationwide impact – not limited to larger towns and cities, **positive for rural economy**
- Considerable interest from wider construction sector, retrofitting is a **stable long-term opportunity**
- SEAI has linked with ETBs and is working with contractors to **develop the labour supply chain**



# Stage 1 – Eligibility Criteria

- Finance and Governance (Turnover, Tax Compliance, Insurance, Warranties, Standing)
- Resources (Competency and Capacity)
- Quality Assurance (QMS, Customer Charter, GDPR)
- Systems (Secure infrastructure, sufficient processes)
- Health and Safety (Statement, Roles and Responsibilities, Procedures)
- Environmental Management (Policy, Green Procurement, Waste Management)



## Stage 2 – Strategic Plan

1. Vision and Mission for the Organisation
2. SWOT Analysis and Ongoing Risk Management Approach
3. Long-Term Goals and Capacity and Growth Plan
4. Approach to Service Delivery and Project Management
5. Approach to QMS including Technical Quality
6. Resources
7. Data Security, Storage and Disaster Recovery



# Tips for a successful application

Start with ***'One Stop Shop Operational and Quality Requirements Guide'***

Employ right skills from the start

Applied approach specific to your business, not academic theory

Realistic targets (ambitious but achievable – pipeline development)

Conversion rates from Leads to Quotes to Contracts

Lead generation (marketing and website)

Lead management (resources and CRM)

End-to-end service delivery process diagram (supplement with light text)





# Tips for a successful application

Assess your cashflow (eg, average €25K grant per project x10)

Risk register (identify raw risk score and residual risk score after actions)

Quality Manager (high level system) vs Technical Manager (quality control)

Standard Operating Procedures (eg, how will you identify, assess, onboard/train good quality sub-contractors?)

GDPR (how will you record and securely store personal data, obtain relevant consents, and only retain for an appropriate period?)

CAPA log (how do you capture, track, escalate, resolve issues/complaints, and continuously improve?)

Application should be in the name of the prospective OSS



# Questions?

[onestopshop@seai.ie](mailto:onestopshop@seai.ie)