

Energy efficiency survey 2013

Report
December 2013



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Summary

This research report examines the results of a survey of 353 councils in England. The research looked at councils' involvement in the Green Deal and Energy Company Obligation (ECO) schemes, and the extent to which they are targeting help towards households in need of energy efficiency improvements. The survey was conducted between 28 October and 27 November 2013

A link to an online survey was sent to 353 councils across England. The survey remained open between 28 October and 27 November 2013. The total response rate was 30 per cent (103 councils).

Key messages

The research found that most councils were involved in the Green Deal, ECO or both, and were delivering services in partnership with other councils. Services being provided ranged from providing information to delivering the improvements. Councils recognised that there were benefits in terms of improving domestic energy efficiency, helping vulnerable residents and fuel poverty alleviation.

However, the vast majority of respondents believed that both schemes could be improved to make them easier for councils to increase uptake. Councils reported that the schemes were complex for residents, councils and providers, and the customer journey in particular needs to be simplified. In terms of ECO, councils also believed that the scheme could be improved if they had direct access to ECO funding, better access to data and more influence over the operation of the scheme.

The cost of loans, in particular the interest rate, under the Green Deal was seen as off-putting, and it was reported that there was low demand from residents. In terms of ECO, broadening the schemes eligibility criteria would help increase the uptake, as would improving the process for householders.

Summary of results

- Nine out of 10 respondents (88 per cent) said their council was involved in the Green Deal, the ECO or both.
- Of council respondents involved in the Green Deal, the ECO or both, nearly three-quarters (73 per cent) said they were working in partnership with another council.
- Councils were involved in the Green Deal in a variety of ways, for

example 70 per cent of respondents said they were providing information on their website, half (50 per cent) said they were referring residents to Green Deal providers or brokers and almost half (47 per cent) were actively promoting the Green Deal to residents.

- Nine out of 10 respondents whose council was involved in the Green Deal (91 per cent) said they felt it could be improved to make it easier for councils to increase uptake.
- Of respondents who thought it could be made easier for councils to improve uptake, seven out of 10 (72 per cent) thought there could be simpler or more standardised customer journeys, over half also felt national promotion and marketing and greater flexibility in the 'golden rule' would help (56 per cent and 51 per cent, respectively).
- Nearly two-fifths of respondents whose councils were involved in the Green Deal (38 per cent) indicated that it was easy or very easy for them to influence the targeting of activity towards households most in need of energy efficiency improvements, just over a quarter (28 per cent) said it was neither easy nor difficult and a quarter (25 per cent) said it was difficult or very difficult.
- The majority of respondents found the Green Deal ineffective in terms of dealing with the needs of all household types¹ (fuel poor households: 79 per cent; able to pay households: 83 per cent; private-rented sector households: 84 per cent; households living in solid wall properties: 78 per cent; households off the gas network: 76 per cent; households living in flats and buildings of multiple occupation; 81 per cent).
- Over half of respondents whose councils were involved in the ECO (55 per cent) said they were accessing it through another organisation with access to ECO.
- Four-fifths (81 per cent) said they were accessing the affordable warmth element of ECO, three-fifths were accessing the carbon saving obligation element and almost three-fifths (57 per cent) were accessing the carbon saving community obligation element.
- Nearly half of respondents whose councils were involved in ECO (47 per cent) said they were drawing in other sources of funding, around

¹ ie they rated it as slightly ineffective, moderately ineffective or very ineffective

two-fifths (39 per cent) said they were not.

- Of the 37 respondents who were using other sources of funding, about half (19 respondents / 51 per cent) said they were using council capital account funding.
- Nine out of 10 respondents whose councils were involved in ECO (89 per cent) said they felt it could be improved to make it easier for councils to increase uptake.
- Four-fifths of those who felt ECO could be improved (80 per cent) felt councils would find it easier to increase uptake if ECO could fund the whole cost of measures and over three quarters (77 per cent) felt it would be easier if there were broader ECO eligibility criteria.
- Nearly two-fifths of respondents whose councils were involved in ECO (38 per cent) said it was either easy or very easy to influence the targeting of activity towards households most in need of energy efficiency improvements, a quarter (25 per cent) said it was neither easy nor difficult and just over a third (35 per cent) said it was difficult or very difficult.
- Around half of respondents found the Green Deal ineffective in terms of dealing with the needs of most household types² (fuel poor households: 46 per cent; able to pay households: 51 per cent; private-rented sector households: 55 per cent; households living in solid wall properties: 54 per cent; households off the gas network: 56 per cent; households living in flats and buildings of multiple occupation; 56 per cent).
- Of respondents whose councils were involved with the Green Deal, ECO or both, three-fifths (62 per cent) said there were benefits in terms of improving domestic energy efficiency. About half said there were benefits in terms of helping vulnerable residents and fuel poverty alleviation (52 per cent and 48 per cent, respectively).
- Half of respondents (51 per cent) indicated that there was low demand for the Green Deal among residents and a third (35 per cent) said there was no demand. Seven out of 10 indicated that there was high or moderate demand for the Carbon Emissions Reduction Target (CERT)

² ie they rated it as slightly ineffective, moderately ineffective or very ineffective

and Warm Front initiatives (72 per cent and 69 per cent, respectively). Around half (47 per cent) said there was high or moderate demand for ECO.

Introduction

This research report examines the results of a survey of 353 councils in England. The research looked at councils' involvement in the Green Deal and Energy Company Obligation schemes. The survey was conducted between 28 October and 27 November 2013

Background

A priority project on energy efficiency was identified by LGA Environment and Housing Board with a view to securing changes to current Green Deal (GD) and ECO programmes. The project will make proposals that deliver greater value for money for the tax and energy bill payer, maximise impact and support vulnerable households more effectively.

A number of councils have been successful in establishing energy efficiency projects for homes in their area using GD, ECO and other funding sources and councils have a strong track record in delivering energy efficiency schemes. The LGA is interested in the experience of councils to deliver the GD and ECO and how the system could be improved.

The LGA is also interested in understanding more about how successfully the available funding is being targeted at those in need more generally, regardless of whether councils are delivering the measures or not.

The government is currently reviewing its Fuel Poverty strategy and plans to consult on its recently announced changes to ECO that will run from 2015 early next year. The LGA is seeking to influence government deliberations on energy efficiency programmes in order that they recognise that councils should have a lead role in commissioning schemes.

Methodology

The survey was conducted by the LGA's Research and Information team using an online form. An email containing a unique link was sent to all 353 councils in England. There were three instances of pairs of councils sending in a joint response, and the response rates reported below have been adjusted accordingly. For a full list of the questions asked, please refer to the Annex.

The field work was open for an initial three week period between 28 October and 15 November 2013. Following this the field work period was extended until 27 November 2013, in order to improve the response rate.

In total 103 councils completed the survey, giving a response rate of 30 per

cent. This level of response means that these results should not be taken to be more widely representative of the views of all councils. Rather, they are a snapshot of the views of this particular group of respondents.

Response rates varied between the English regions. These ranged from 18 per cent in the West Midlands to 42 per cent recorded in Greater London and the North East. Please see Table 1 for the full regional breakdown.

Region	Completed	Response rate (%)
East Midlands	15	34
East of England	14	27
Greater London	14	42
North East	5	42
North West	11	27
South East	21	29
South West	8	20
West Midlands	6	18
Yorkshire and the Humber	9	41
Total	103	30

There was also some variation in the response rates between the different council types. These ranged from 24 per cent for shire district councils and 44 per cent for county councils. Please see Table 2 for the full breakdown by council type.

Council type	Completed	Response rate (%)
Shire County	12	44
Shire District	48	24
London Borough	14	42
Metropolitan District	15	42
English Unitary	14	25
Total	103	30

Where tables and figures report the base, the description refers to the group of people who were asked the question and the number in brackets refers to the number of respondents who answered each question. Please note that bases vary throughout the survey. Where the response base is less than 50, care should be taken when interpreting percentages, as small differences can seem magnified. Therefore, where this is the case in this report, absolute numbers are reported alongside the percentage values.

Throughout the report percentages in figures and tables may add to more than 100 per cent due to rounding.

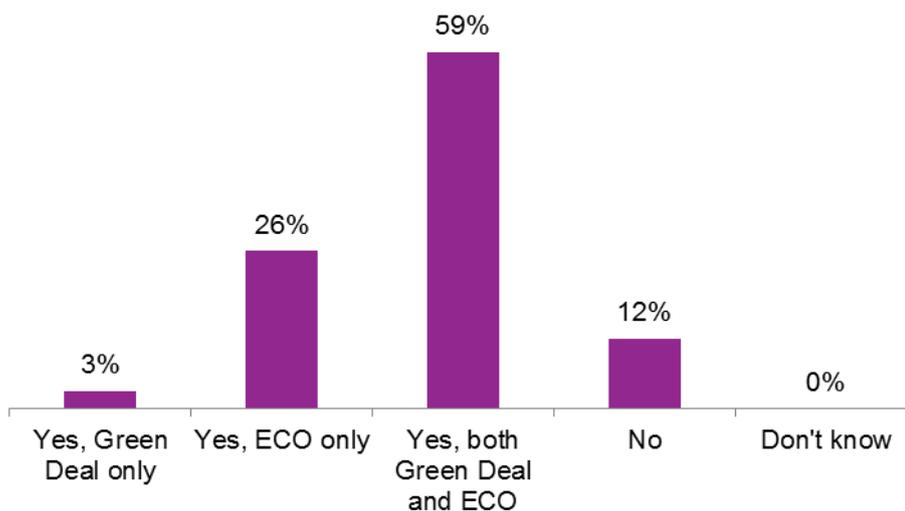
Energy efficiency survey 2013

This section contains analysis of the full set of results.

Green Deal and Energy Company Obligation

Respondents were asked to indicate whether their council was currently involved in the Green Deal, the Energy Company Obligation (ECO) or both. Three-fifths of respondents (59 per cent) were involved with both the Green Deal and the ECO. A further quarter (26 per cent) were involved with the ECO only and three per cent were involved in the Green Deal only. This means that 88 per cent of respondent councils were involved in either the Green Deal, ECO or both. Please see Figure 1.

Figure 1: Is your council currently involved in the Green Deal and/or ECO?



Base: all respondents (103)

Of councils that were involved in the Green Deal, ECO or both, three-quarters (74 per cent) were working on this in partnership with another council.

Table 3: Is your council working on Green Deal and/or ECO in partnership with another council?

Response	Per cent
Yes	74
No	24
Don't know	2
Total	100

Base: respondents who were involved in the Green Deal, ECO or both (91)

Involvement in the Green Deal

Respondents who had indicated that their council was involved in the Green Deal were asked, via a pre-defined list, how they would describe that involvement. Seven out of 10 respondents (70 per cent) said that they were providing information on their website, half (50 per cent) said they were referring residents to Green Deal providers and/or brokers and nearly half (47 per cent) indicated that they were actively promoting the Green Deal to residents.

In addition, nearly a third each said they plan to partner with a Green Deal provider in the next six months and had already partnered with a Green Deal provider (31 per cent and 30 per cent, respectively). Please see Figure 2 for all responses.

Figure 2: Please describe your council's involvement with the Green Deal



Base: respondents who indicated that their council was involved in the Green Deal (64)

Nearly a quarter of respondents (15 respondents / 23 per cent) indicated that their council was involved in the Green Deal by other means. Respondents selecting this option were asked to describe that involvement.

Five responses focussed on working with partners to deliver a Green Deal offer. This included “actively engaging local SME engagement with the Green Deal” and appointing “an agent who can promote on our behalf Green Deal and ECO funding”. Four of the responses emphasised that the scheme in their area was still in development or was currently being developed further. Three respondents said they had applied for, or were receiving, Department of Energy and Climate Change (DECC) Green Deal Communities funding. A further two responses mentioned the DECC Green Deal Pioneers Places

funding for projects involving assessment

The four (six per cent) who responded that their council had no plans to partner with a Green Deal provider in the next six months were asked to select which statements from a list explained why this was. Please see Table 4 for the responses given

Table 4: Why has your council decided not to partner with a Green Deal provider(s) in the next six months?	
Response	Number
Waiting to see how the Green Deal market matures	2
We are still investigating our approach	1
General awareness raising was seen as the most appropriate role for the council	3
A referral role is seen as the most appropriate role for the council	1
The process is too resource intensive	1
Complexity of procurement	2
Considered too high risk	2
Unable to find a suitable Provider	0
Housing stock not suitable for Provider's requirements	0
Insufficient funding available to attract a Provider	0
Lack of resident interest in Green Deal	2
Addressing domestic energy efficiency through other initiatives (please specify)	1
Other (please describe)	1
Total	4

Base: respondents with no plans to partner with a Green Deal provider in the next six months (4)

One respondent indicated that they were addressing energy efficiency through other initiative and said they were “exploring alternatives with local third sector providers”.

Improving the Green Deal

Nine out of 10 respondents (91 per cent) felt that the Green deal could be improved to make it easier for councils to increase uptake. Please see Table 5.

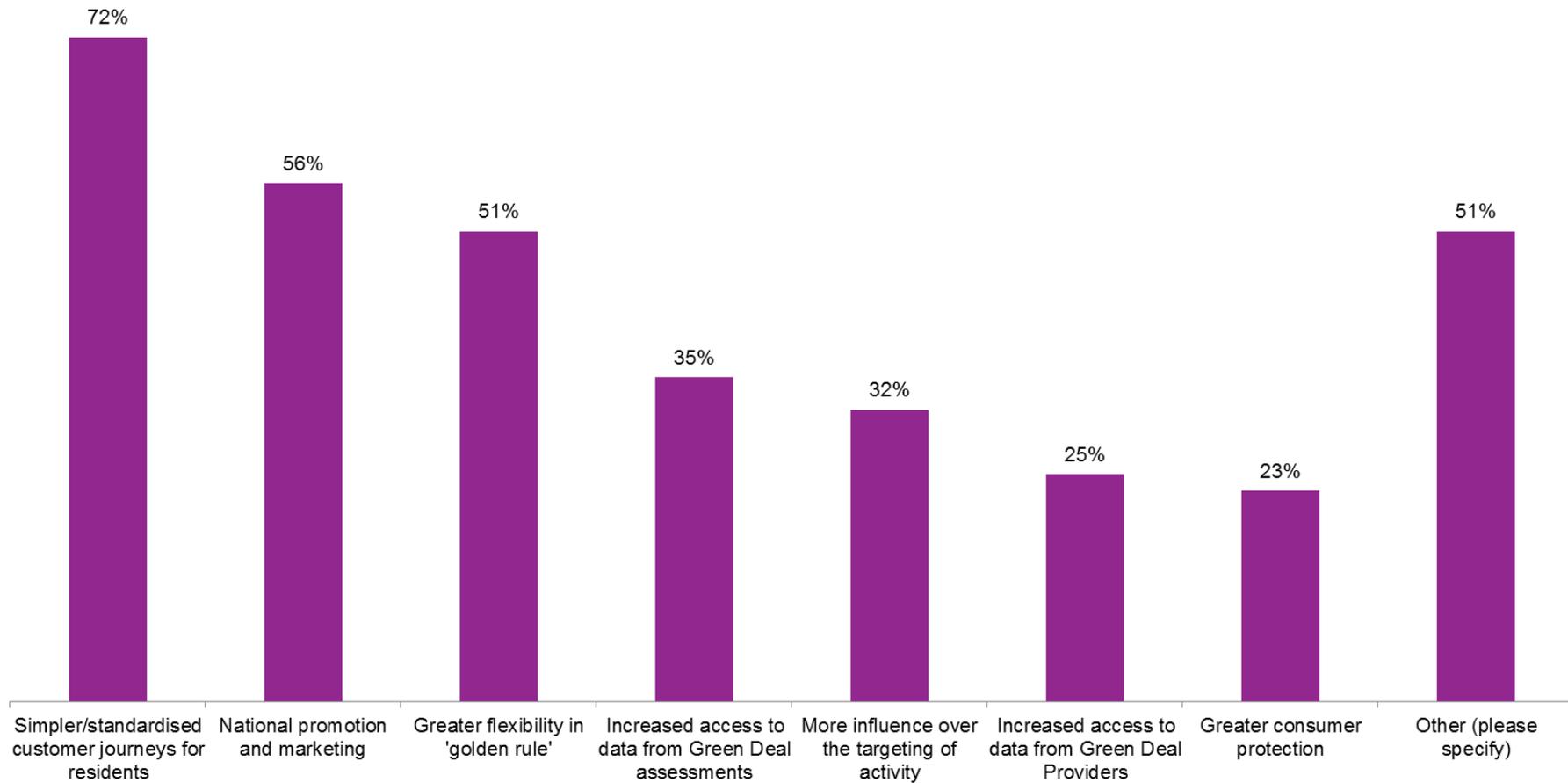
Table 5: Do you feel the Green Deal could be improved to make it easier for councils to increase uptake?	
Response	Per cent
Yes	91
No	5
Don't know	5
Total	100

Base: respondents whose council was involved in the Green Deal (63)

Respondents were then asked what they thought would make it easier for councils to increase uptake of the Green Deal. Nearly three-quarters (72 per cent) indicated that simpler / standardised customer journeys for residents would make it easier. Over half said national promotion and marketing and greater flexibility in the 'golden rule' would make it easier for councils (56 per cent and 51 per cent, respectively). A quarter to a third of respondents also said that increased access to data from Green Deal assessments, more influence over the targeting of activity and increased access to data from Green Deal providers would improve the scheme (35 per cent, 32 per cent and 25 per cent, respectively). Please see page 12, Figure 3 for all responses.

Over half of respondents (51 per cent) also indicated that they felt the Green Deal could be improved in ways other than those included in the pre-defined list. Twenty three of these open text responses – the vast majority – emphasised the need for financial incentives for residents to take up the Green Deal, and the majority of these specifically mentioned the interest rate, which many felt could be lower or zero. Other responses suggested that the branding and government message needed to change.

Figure 3: What do you think would make it easier for councils to increase uptake of Green Deal?

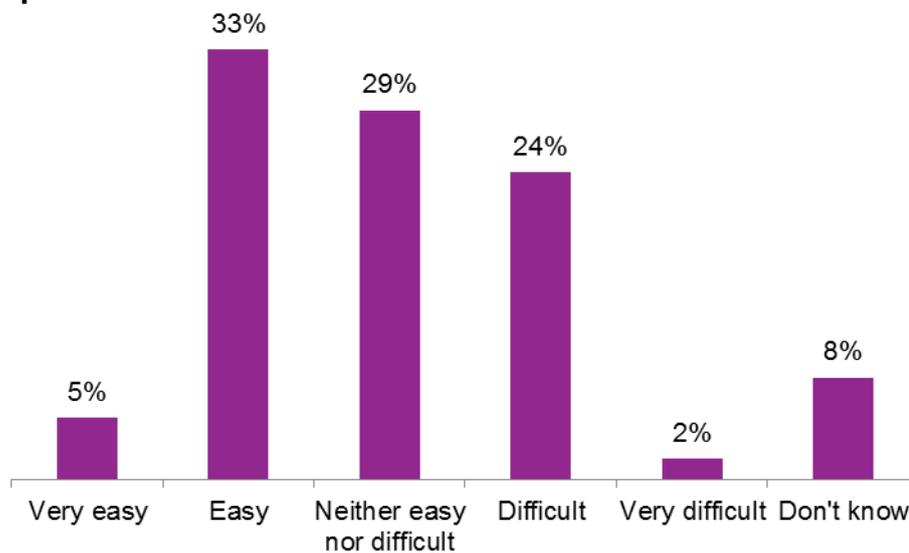


Base: respondents who indicated that they felt the Green Deal could be improved to make it easier for councils to increase uptake (57)

Targeting the Green Deal

Respondents whose council was involved in the Green Deal were asked about how easy it was to influence the targeting of activity towards households most in need of energy efficiency improvements. The responses given were fairly evenly spread across the answer options, with slightly more saying it was easy (33 per cent) than difficult (24 per cent), most of the remainder (29 per cent) indicated that it was neither easy nor difficult. See Figure 4.

Figure 4: How easy is it for you to influence the targeting of activity towards households most in need of energy efficiency improvements?



Base: respondents whose councils are involved in the Green Deal (63)

Twenty five respondents provided details about problems they encountered. The largest number of comments were about targeting specific groups, such as the fuel poor, who were more “difficult to reach”. One commented that “the complexity of ECO makes it very difficult to target only those that are eligible”. The complexity of the schemes was also a theme in the comments. Other respondents included details of problems with providers, for example “multiple providers working in the same area” who were ‘cherry-picking’ households”.

Effectiveness of the Green Deal

Around 8 out of 10 respondents who were involved with the Green Deal felt it had been ineffective in terms of addressing the needs of all household types

asked about³, with a majority of those finding it very ineffective (fuel poor households: 79 per cent; able to pay households: 83 per cent; private-rented sector households: 84 per cent; households living in solid wall properties: 78 per cent; households off the gas network: 76 per cent; households living in flats and buildings of multiple occupation; 81 per cent). Please see Table 6 for the all response data for this question.

Table 6: In your area to date, how successful do you feel the Green Deal has been in addressing the energy efficiency needs of:						
	Fuel poor households	Able to pay households	Private-rented sector households	Households living in solid wall properties	Households off the gas network	Households living in flats and buildings of multiple occupation
Very successful (%)	2	2	2	2	3	2
Moderately successful (%)	3	3	3	6	3	0
Slightly successful (%)	8	6	3	5	3	2
Slightly ineffective (%)	0	6	2	6	5	3
Moderately ineffective (%)	13	24	20	11	13	14
Very ineffective (%)	67	52	63	60	58	64
Don't know (%)	8	6	8	10	15	16
Total (%)	100	100	100	100	100	100

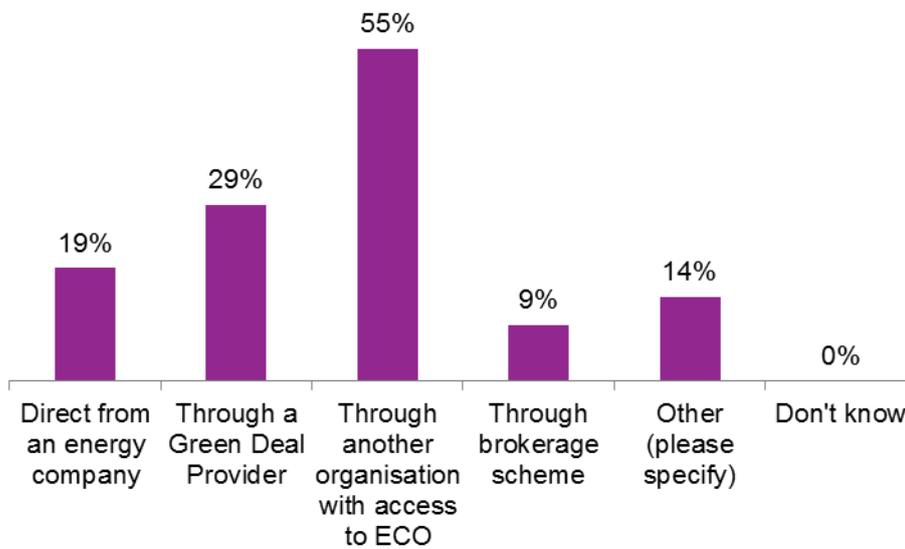
Base: respondents whose councils were involved in the Green Deal (63)

Access to ECO

Councils were accessing ECO in a variety of ways. More than half of respondents (55 per cent) said their council was accessing ECO through another organisation with access to ECO. Three out of 10 respondents (29 per cent) said their council accessed ECO through and green deal provider and a fifth (19 per cent) direct from an energy company.

³ ie they rated it as slightly ineffective, moderately ineffective or very ineffective

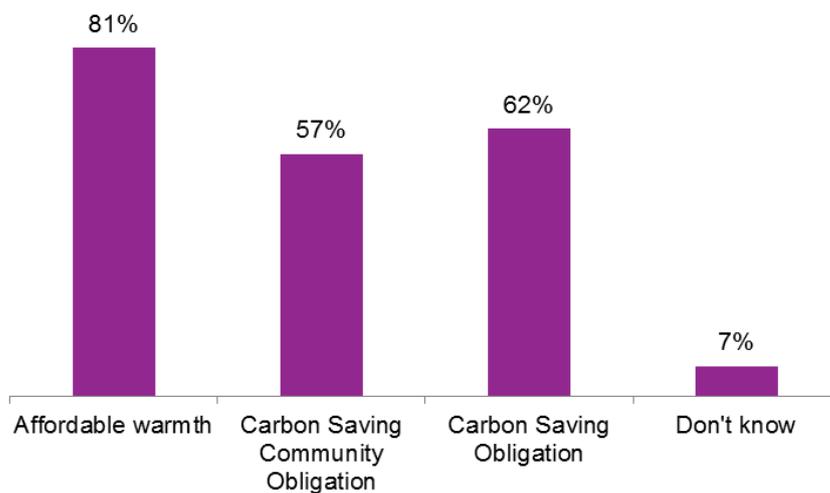
Figure 5: How are you accessing ECO?



Base: respondents whose councils were accessing ECO (85)

The fourteen per cent of respondents that said they were accessing ECO via other means specified either that this would be delivered in partnership with other councils or via a third party. Some respondents said that they would procure a third party provider via competitive tender.

Figure 6: Which elements of ECO are you accessing?



Base: respondents whose councils were accessing ECO (85)

Eight out of 10 respondents (81 per cent) were accessing the affordable warmth element of ECO, over half (57 per cent) were accessing the Energy Saving Community Obligation and around three-fifths (62 per cent) were accessing the Carbon Saving Obligation element. See Figure 6 for all responses.

Nearly half of councils who were accessing ECO (47 per cent) were drawing in other sources of funding and two-thirds (39 per cent) indicated they were

not. See Table 7.

Table 7: Are you drawing in any other sources of funding?	
Response	Per cent
Yes	47
No	39
Don't know	14
Total	100

Base: respondents whose councils were accessing ECO (79)

Various sources of additional funding were being used, but three-quarters (28 respondents / 76 per cent) were accessing match funding, a third of which (9 respondents / 32 per cent) came from housing associations. Half of the respondents (19 respondents / 51 per cent) were using council capital funding, two-fifths (15 respondents / 41 per cent) were using the Green Deal Communities Schemes and a quarter (10 respondents / 27 per cent) were using Pioneer Places. Please see Table 8 for all responses.

Table 8: Which sources of funding are you using?		
Response	Number	Per cent
Council capital funding	19	51
Council prudential borrowing	3	8
Match funding/contributions – housing association	9	24
Match funding/contributions – NHS	5	14
Match funding/contributions – other public sector (please specify)	6	16
Match funding/contributions – third sector (please specify)	1	3
Match funding/contributions – private sector (please specify)	7	19
Pioneer Places	10	27
Green Deal Go Early	5	14
Green Deal Communities Schemes	15	41
Other government funding (please specify)	4	11
European funding (please specify)	4	11
Other (please specify)	1	3

Base: respondents whose councils were accessing other funding (37)

Improving ECO

Nine out of 10 respondents (89 per cent) felt that ECO could be improved to make it easier for councils to increase uptake.

Response	Per cent
Yes	89
No	2
Don't know	8
Total	100

Base: respondents whose councils were accessing ECO (83)

Respondents indicating that they felt ECO could be improved were asked what they thought would make it easier for councils to increase uptake. Four-fifths of respondents (80 per cent) indicated that they felt councils would find it easier to increase uptake if ECO could fund the whole cost of measures. Over three-quarters (77 per cent) felt broader eligibility criteria would make it easier and almost two-thirds (64 per cent) said simpler / standardised customer journeys. Many respondents also said that direct access to ECO funding, more influence in determining residents' ECO eligibility, increased access to data from energy companies and more influence over the targeting of activities would improve ECO (60 per cent, 53 per cent, 47 per cent and 46 per cent, respectively) Please see page 18, Figure 8 for all responses.

Targeting ECO

Respondents were asked, in relation to ECO, how easy it was to influence the targeting of activity towards households most in need of energy efficiency improvements. The responses given were fairly evenly spread across the answer options, with slightly more saying it was easy (32 per cent) than difficult (29 per cent), most of the remainder (25 per cent) indicated that it was neither easy nor difficult.

Figure 7: In relation to ECO, how easy is it for you to influence the targeting of activity towards households most in need of energy efficiency improvements?

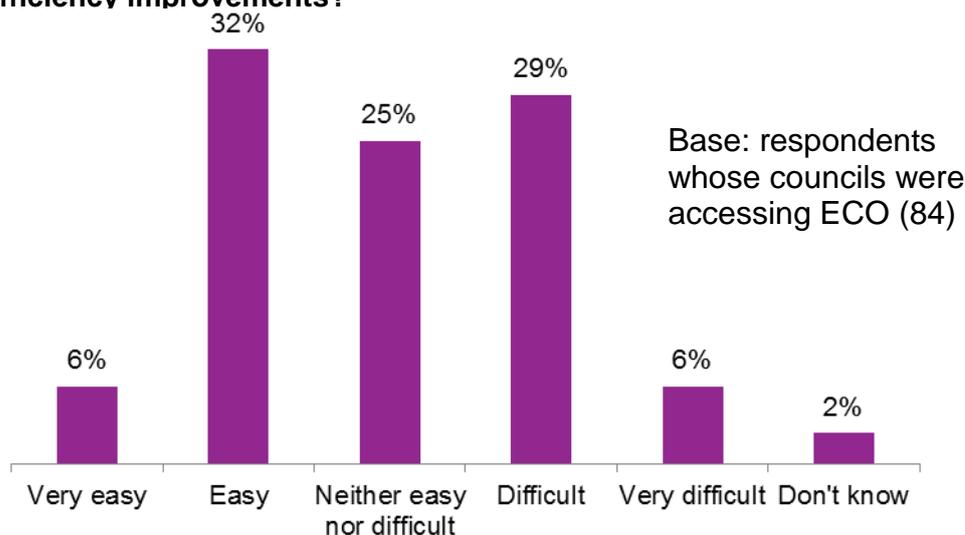
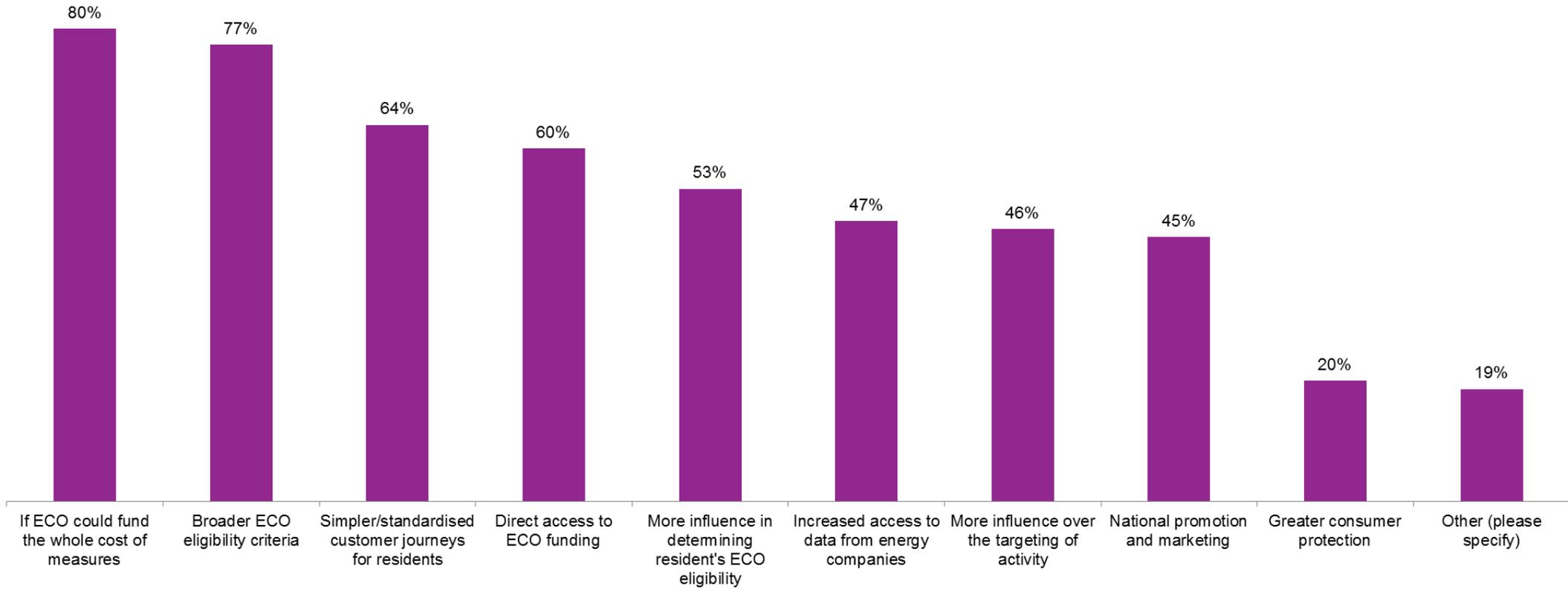


Figure 8: What do you think would make it easier for council's to increase uptake of ECO?



Base: Respondents who felt that ECO could be improved to make it easier for councils to increase uptake (74)

Effectiveness of ECO

Over half of respondents who were accessing ECO felt it had been ineffective in terms of addressing the needs of most household types⁴, with a majority of those finding it very ineffective (able to pay households: 51 per cent; private-rented sector households: 55 per cent; households living in solid wall properties: 54 per cent; households off the gas network: 55 per cent; households living in flats and buildings of multiple occupation; 56 per cent). Almost half (46 per cent) felt it was ineffective in terms of dealing with the needs of fuel poor households.

The responses indicate that more respondents felt the ECO was successful in terms of addressing the needs of all household types, compared to the Green Deal (fuel poor households: 38 per cent; able to pay households: 27 per cent; private rented sector households: 24 per cent; households living in solid wall properties: 29 per cent; households off the gas network: 16 per cent; households living in flats and buildings of multiple occupation: 17 per cent)

Please see Table 10 for the all response data for this question.

Table 10: In your area to date, how successful do you feel ECO has been in addressing the energy efficiency needs of:						
	Fuel poor households	Able to pay households	Private-rented sector households	Households living in solid wall properties	Households off the gas network	Households living in flats and buildings of multiple occupation
Very successful (%)	1	0	0	1	1	1
Moderately successful (%)	15	10	7	11	4	7
Slightly successful (%)	22	16	17	17	11	9
Slightly ineffective (%)	6	3	4	5	6	5
Moderately ineffective (%)	17	13	12	12	14	12
Very ineffective (%)	23	36	39	37	35	39
Don't know (%)	16	23	21	17	28	27
Total (%)	100	100	100	100	100	100

Base: respondents whose councils were accessing ECO (82)

⁴ ie they rated it as slightly ineffective, moderately ineffective or very ineffective

Councils not involved in the Green Deal or ECO

Respondents whose councils were not involved in the Green Deal, ECO or neither were asked about the reasons for this.

For councils involved in neither the Green Deal nor ECO, over half of respondents (respondents / 54 per cent) indicated this was because they were still considering their approach to the Green Deal and ECO. Please see Table 11 for all responses to this question.

Table 11: Why is your council not currently involved in the Green Deal or ECO?		
Response	Number	Per cent
We are still considering our approach to Green Deal/ECO	7	54
Uncertainty in the scheme's future	6	46
We are waiting to see how the schemes develop	5	39
Do not have resource capacity	5	39
Complexity of schemes	5	39
We are not currently involved, but plan to be in the future	3	23
Limited demand from residents	3	23
Not a council priority	2	15
We are addressing domestic energy efficiency through other initiatives (please specify)	1	8
Other (please specify)	3	23
Don't know	0	0
Total	13	100

Base: respondents whose councils were not involved in the Green Deal or ECO (13)

Three respondents indicated that there were other reasons for not being involved. The reasons specified were:

- Constraints of what measures ECO will fund (not what our stock needs)
- We will be using the [council] ECO delivery framework (currently being tendered) to direct CSCO funding to priority LSOAs and to appoint a HHCRO referral partner. These could be energy companies or installation companies.
- Other local schemes being run by [the area's] local authorities; no need to flood market and cause issues for residents.

For councils not involved in the Green Deal only, almost half of respondents (11 respondents / 44 per cent) indicated that this was because they were still considering their approach to the Green Deal. About a third of respondents also indicated that they were not involved because there was uncertainty in the scheme's future (nine respondents / 36 per cent), because of the complexity of the scheme (nine respondents / 36 per cent), because they do not have the resource capacity (eight respondents / 32 per cent) and because there was limited demand from residents (8 respondents / 36 per cent).

Table 12: Why is your council not currently involved in the Green Deal?		
Response	Number	Per cent
We are waiting to see how the scheme develops	11	44
Uncertainty in the scheme's future	9	36
Complexity of scheme	9	36
Do not have resource capacity	8	32
Limited demand from residents	8	32
We are still considering our approach to Green Deal	7	28
We are not currently involved, but plan to be in the future	4	16
Not a council priority	3	12
We are addressing domestic energy efficiency through other initiatives (please specify)	2	8
Other (please specify)	12	48
Don't know	0	0
Total	25	100

Base: Respondents whose councils were not involved in the Green Deal only (25)

About half of respondents (12 respondents / 48 per cent) said there were other reasons for not being involved in the Green Deal. The majority of these (seven respondents) were cautious about the promoting the Green Deal, largely because they were not convinced by the value of the funding arrangements for residents. Four respondents indicated that Green Deal plans were currently under development, and three of these were going through a procurement process.

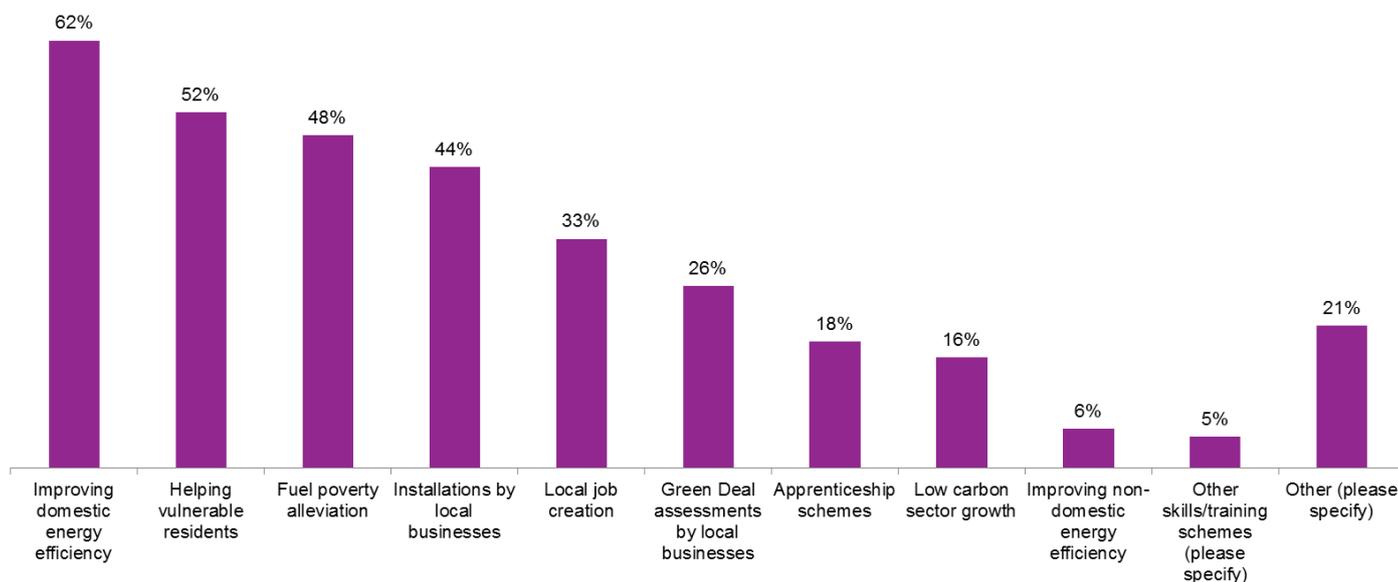
One respondent not currently involved in ECO only indicated that this was because they were still considering their approach to ECO and another was not currently involved, but planned to be in the future.

Benefits of the Green Deal and ECO

Respondents whose councils were involved in the Green Deal, ECO or both were asked about the extent of benefits of the schemes in the local area. Just over three-fifths (62 per cent) said there were benefits in terms of improving

domestic energy efficiency. About half said there were benefits in terms of helping vulnerable residents, fuel poverty alleviation and installations by local businesses (52 per cent, 48 per cent and 44 per cent, respectively). Please see Figure 9 for all responses to this question.

Figure 9: To what extent is the Green Deal and/or ECO benefiting your local area?



Base: respondents involved in the Green Deal, ECO or both (87)

Most of the respondents answering ‘other benefits’ clarified that there had been limited benefits in the area. Some of the respondents said that benefits to date were limited because local schemes had not yet begun or were in the early stages.

All respondents were asked to rate their residents’ demand for current schemes and past demand for historic initiatives. The highest demand was for the Carbon Emissions Reduction Target (CERT) and Warm Front initiatives, where seven out of 10 indicated that there was high or moderate demand (72 per cent and 69 per cent, respectively). Around half (47 per cent) said there was high or moderate demand for ECO. Respondents reported that the lowest demand among residents was for the Green Deal where half of respondents (51 per cent) indicated that there was low demand and a third (35 per cent) said there was no demand.

Please see Table 13 for the full response data for this question.

Table 13: Please rate your local resident's current demand (or past demand for historic initiatives) for:

Response	High demand	Moderate demand	Low demand	No demand	Don't know	Base
Green Deal (%)	0	1	51	35	14	95
ECO (%)	19	28	33	6	14	95
Warm Front (%)	33	36	19	0	12	94
CERT (%)	39	33	12	3	14	95
CESP (%)	14	27	26	14	19	92
Boiler scrappage scheme (%)	14	29	30	2	26	94
Other council run domestic energy efficiency scheme (%)	43	28	8	2	20	61

Base: all respondents (base numbers are reported in the 'base' column in the table)

Comments

Finally respondents were asked whether they had any additional comments about the Green Deal or ECO. In total, 59 comments were received and analysis reveals several themes.

Concerns about value for money of the Green Deal scheme was the most popular comment made. Particularly the rate of interest on Green Deal loans, which it was noted could be acquired cheaper on the high street in some cases. Others commented that the long term nature of the loan could be off-putting for some householders. The perceived complexity of the aspects of the Green Deal and ECO for “residents, councils and contractors” was also seen to be “restricting the installation of energy efficiency measures and carbon reduction”. For these reasons and others, many respondents felt that there was low demand for Green Deal energy efficiency measures.

For councils there was some uncertainty about the future of the schemes, sometimes making it difficult to plan ahead. Many thought that both schemes, especially the Green Deal could be better thought through, including being made simpler for all involved.

There were several suggestions given, including targeting the Green Deal at residents’ “key property decisions”, such as moving house or renovating. Some respondents commented that councils should be given a lead role, for example by giving a “direct payment to LAs to decide how best to use the funding [as this] would provide much more certainty to the market.

Annex

Energy efficiency survey questionnaire

Introduction

Councils have a long track record of delivering effective domestic energy efficiency schemes, supporting vulnerable households and tackling fuel poverty. To help the Local Government Association (LGA) lead the debate on domestic energy efficiency, we are seeking council views and experiences of Green Deal and The Energy Company Obligation (ECO) to date. The answers you give in this survey will help the LGA to develop evidence-based proposals for changes to policy and delivery of energy efficiency programmes that recognise councils' lead role in commissioning schemes; delivering greater value for money and more effective support to households most in need.

Testing has shown that this survey takes between 2 and 10 minutes to complete depending on the answers provided

Instructions

You can navigate through the questions using the arrows at the bottom of each page. Use the back arrow if you wish to amend your response to an earlier question.

If you stop before completing the return, you can return to this page using the link supplied in the e-mail and you will have the option to continue from where you left off.

Please complete the survey at your earliest convenience and no later than Friday 8 November 2013.

If you have any queries regarding Green Deal or ECO please contact Dan McCartney (Dan.McCartney@local.gov.uk) 020 7664 3238, queries relating to completion of this survey should be directed to Helen Wilkinson (Helen.Wilkinson@local.gov.uk) 020 7664 3181.

All responses will be treated confidentially. Information will be aggregated, and no individual or authority will be identified in any publications without your consent. Identifiable information may be used internally within the LGA.

Thank you for your assistance in this matter.

About You

Please amend the following information, if necessary

Name _____

Authority _____
Job title _____

Q1 - Is your council currently involved in the Green Deal and/or ECO?

- Yes, Green Deal only
- Yes, ECO only
- Yes, both Green Deal and ECO
- No
- Don't know

Q2 - Is your council working on Green Deal and/or ECO in partnership with another council?

- Yes
- No
- Don't know

Q2a - Please list all of the councils you are working in partnership with in the box below

Green Deal

All of the questions in this section relate to Green Deal only

Q3 - Please describe your council's involvement with the Green Deal

Tick all that apply

- We are providing information on our website
- We are actively promoting Green Deal to residents
- We are referring residents to Green Deal Provider(s) and/or broker(s)
- We have trained staff to carry out Green Deal assessments
- We have partnered with a Green Deal Provider
- We have partnered with multiple Green Deal Providers
- We plan to partner with a Green Deal Provider(s) in the next six months
- We have no plans to partner with a Green Deal Provider(s) in the next six months
- Other (please specify) _____
- Don't know

Q4 - Why has your council decided not to partner with a Green Deal provider(s) in the next 6 months?

Tick all that apply

- Waiting to see how the Green Deal market matures
- We are still investigating our approach
- General awareness raising was seen as the most appropriate role for the council
- A referral role is seen as the most appropriate role for the council
- The process is too resource intensive
- Complexity of procurement
- Considered too high risk
- Unable to find a suitable Provider
- Housing stock not suitable for Provider's requirements
- Insufficient funding available to attract a Provider
- Lack of resident interest in Green Deal
- Addressing domestic energy efficiency through other initiatives (please specify)_____
- Other (please describe)_____

Q5 - Do you feel that Green Deal could be improved to make it easier for councils to increase uptake?

- Yes
- No
- Don't know

Q5a - What do you think would make it easier for councils to increase uptake of Green Deal?

Tick all that apply

- More influence over the targeting of activity
- Greater flexibility in 'golden rule'
- Increased access to data from Green Deal assessments
- Increased access to data from Green Deal Providers
- Simpler/standardised customer journeys for residents
- Greater consumer protection
- National promotion and marketing
- Other (please specify)_____

Q15 - How easy is it for you to influence the targeting of activity towards households most in need of energy efficiency improvements?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Don't know

Q15a - Please provide details of any problems you encountered or how could this be improved

Q13 - In your area to date, how successful do you feel the Green Deal has been in addressing the energy efficiency needs of:

	Very successful	Moderately successful	Slightly successful	Slightly ineffective	Moderately ineffective	Very ineffective	Don't know
Fuel poor households	<input type="checkbox"/>						
Able to pay households	<input type="checkbox"/>						
Private-rented sector households	<input type="checkbox"/>						
Households living in solid wall properties	<input type="checkbox"/>						
Households off	<input type="checkbox"/>						

	Very successful	Moderately successful	Slightly successful	Slightly ineffective	Moderately ineffective	Very ineffective	Don't know
the gas network							
Households living in flats and buildings of multiple occupation	<input type="checkbox"/>						

The Energy Company Obligation

All of the questions in this section relate to the Energy Company Obligation (ECO) only

Q6 - How are you accessing ECO?

- Direct from an energy company
- Through a Green Deal Provider
- Through another organisation with access to ECO
- Through brokerage scheme
- Other (please specify) _____
- Don't know

Q7 - Which elements of ECO are you accessing?

Tick all that apply

- Affordable warmth
- Carbon Saving Community Obligation
- Carbon Saving Obligation
- Don't know

Q8 - What is the approximate value of ECO that you are seeking to access?

Please enter in whole pounds e.g. 2000 not 2k
 £ _____

Q9 - Are you drawing in any other sources of funding?

- Yes
- No
- Don't know

Q9a - Which sources of funding are you using?

- Council capital funding
- Council prudential borrowing
- Match funding/contributions – housing association
- Match funding/contributions – NHS
- Match funding/contributions – other public sector (please specify)_____
- Match funding/contributions – third sector (please specify)_____
- Match funding/contributions – private sector (please specify)_____
- Pioneer Places
- Green Deal Go Early
- Green Deal Communities Schemes
- Other government funding (please specify)_____
- European funding (please specify)_____
- Other (please specify)_____

Q9b - Please provide further details of your additional funding arrangements

Q9c - What is the approximate total value of this additional funding?

Please enter in whole pounds e.g. 2000 not 2k
£ _____

Q10 - Do you feel that ECO could be improved to make it easier for councils to increase uptake?

- Yes
- No
- Don't know

Q10a - What do you think would make it easier for council's to increase uptake of ECO?

Tick all that apply

- More influence over the targeting of activity
- More influence in determining resident's ECO eligibility
- Broader ECO eligibility criteria
- Direct access to ECO funding
- If ECO could fund the whole cost of measures
- Increased access to data from energy companies
- Simpler/standardised customer journeys for residents
- Greater consumer protection
- National promotion and marketing
- Other (please specify) _____

Q16 In relation to ECO, how easy is it for you to influence the targeting of activity towards households most in need of energy efficiency improvements?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- Don't know

Q16a - Please provide details of any problems you encountered or how could this be improved

Q14 - In your area to date, how successful do you feel ECO has been in addressing the energy efficiency needs of:

	Very successful	Moderately successful	Slightly successful	Slightly ineffective	Moderately ineffective	Very ineffective	Don't know
Fuel poor households	<input type="checkbox"/>						

	Very successful	Moderately successful	Slightly successful	Slightly ineffective	Moderately ineffective	Very ineffective	Don't know
Able to pay households	<input type="checkbox"/>						
Private-rented sector households	<input type="checkbox"/>						
Households living in solid wall properties	<input type="checkbox"/>						
Households off the gas network	<input type="checkbox"/>						
Households living in flats and buildings of multiple occupation	<input type="checkbox"/>						

Q11 - Why is your council not currently involved in the Green Deal or ECO?

Tick all that apply

- We are still considering our approach to Green Deal/ECO
- We are not currently involved, but plan to be in the future
- We are waiting to see how the schemes develop
- Uncertainty in the scheme's future
- We are addressing domestic energy efficiency through other initiatives (please specify)_____
- Not a council priority
- Do not have resource capacity
- Complexity of schemes
- Limited demand from residents
- Other (please specify)_____

- Don't know

Q11a - Why is your council not currently involved in the Green Deal?

Tick all that apply

- We are still considering our approach to Green Deal
- We are not currently involved, but plan to be in the future
- We are waiting to see how the scheme develops
- Uncertainty in the scheme's future
- We are addressing domestic energy efficiency through other initiatives (please specify)_____
- Not a council priority
- Do not have resource capacity
- Complexity of scheme
- Limited demand from residents
- Other (please specify)_____
- Don't know

Q11b - Why is your council not currently involved in ECO?

Tick all that apply

- We are still considering our approach to ECO
- We are not currently involved, but plan to be in the future
- We are waiting to see how the scheme develops
- Uncertainty in the scheme's future
- We are addressing domestic energy efficiency through other initiatives (please specify)_____
- Not a council priority
- Do not have resource capacity
- Complexity of scheme
- Limited demand from residents
- Other (please specify)_____
- Don't know

Q12 - To what extent is the Green Deal and/or ECO benefiting your local area?

Tick all that apply

- Installations by local businesses
- Green Deal assessments by local businesses
- Apprenticeship schemes
- Other skills/training schemes (please specify)_____
- Local job creation
- Low carbon sector growth

- Fuel poverty alleviation
- Improving domestic energy efficiency
- Improving non-domestic energy efficiency
- Helping vulnerable residents
- Other (please specify)_____

Q17 - Please rate your local resident's current demand (or past demand for historic initiatives) for:

	High demand	Moderate demand	Low demand	No demand	Don't know
Green Deal	<input type="checkbox"/>				
ECO	<input type="checkbox"/>				
Warm Front	<input type="checkbox"/>				
CERT	<input type="checkbox"/>				
CESP	<input type="checkbox"/>				
Boiler scrappage scheme	<input type="checkbox"/>				
Other council run domestic energy efficiency scheme (please specify)_____	<input type="checkbox"/>				

Q18 - If you have any other comments on Green Deal and/or ECO please enter them in the box below

You have now reached the end of the survey, if you wish to amend any of your answers you may do so now by using the backwards arrow button or you can access your response later using your survey link, as long as you have not already clicked the forward arrow button at the bottom of this page.

If you do not wish to amend any of your answers please click the forward arrow button below to submit your response, once you have done this you will not be able to amend any of your answers.

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