



Quality Assurance Assessor's Report

Eaga Partnership Warm Front

February 2011

Report Reference: 2011/01





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1.0 Executive Summary

WYG in its role as the Scheme's independent QAC, has carried out a further review of Eaga, relative to their role as Scheme Manager for the current DECC Warm Front Scheme.

The audit was undertaken against a background of very high levels of activity, emanating from the need to ensure that all possible installations are completed before the end of March 2011. In working to achieve this goal, Eaga is encountering many challenges that are required to be addressed and overcome. Continuing liaison with DECC is enabling some of these risks to be addressed with a successful outcome achieved, however some issues may not be resolved, or could cause delay, so leaving some applicants without the surveyed measures being delivered by close of the current financial year.

In undertaking this review, in addition to new areas, a number of issues were revisited that were subject to recommendation/observation in the previous report (ref WYG reference 2010/02). It is confirmed that those issues raised have been incorporated into working practices, with the exception of the provision of additional information to the inspection teams regarding received complaints/contact.

This report has only identified the above action that requires to be considered by Eaga Management. It is considered that over the previous 12 months, the improvements introduced to the scheme have addressed the issues raised by the QAC in the regular reports provided to DECC. The results from the review undertaken at both Eaga and WarmSure have demonstrated that the new working practices, i.e. integrated survey/technical inspection visit and the transfer of the inspection activity to WarmSure, have contributed to the delivery of the scheme positively and effectively. With the continued liaison between the contact centre and the complaints team, improvement in the early resolution and/or avoidance of complaints has been witnessed.

Results from the QAC independent surveys and inspections have shown a slight increase in the levels of customer dissatisfaction as a proportion of previous surveys, conducted during similar seasons of past years. Received comment/complaint has identified a very similar trend to those being reported by Eaga. Both installation defects and home/belongings damaged featured as a significant issue in both the QAC and Eaga reporting.

The current delivery initiative, programmed to complete approved installations of measures to surveyed applicants by the end of March 2011, is proving challenging, especially against a background of many of the staff tasked with delivering these measures from within Eaga and supporting services are "at risk", due to forthcoming cuts to the scheme, in years 2011/2012. It is confirmed that this lack of security of future prospects is not visibly impacting on the professional delivery of the tasks set of staff in the undertaking of their duties.

Overall, in a period of immense pressure to deliver all the existing approved schemes measures by the end of March 2011, it is considered that Eaga is continuing to deliver the Warm Front Scheme effectively, with clear objectivity, whilst also working to ensure value for money is continuing to be maintained.

2.0 Review

In undertaking this review, supported by associated independent WYG surveys and inspections, completed during February 2011, the recommendations and observations identified in the previous WYG Report (WYG Ref 2010/02 Dated December 2010) were revisited to confirm progress. In addition, a number of further



activities were reviewed, pertinent to the increased demand to ensure that surveyed and approved scheme measures are delivered by the close of the current funded year.

- Scheme Management
- Scheme Operation and Delivery
- WarmSure Activities

2.1 Scheme Management

2.1.1 Marketing of Scheme

With the 2010/2011 scheme no longer approving new applicants in this financial year, all marketing of the Warm Front Scheme has been halted. With the requirement to publicise the scheme's benefits diminished for this current financial year, there has been a substantial reduction in the staffing levels engaged in this work.

All stakeholder application portals have been closed down, so preventing any further applications being progressed from this source. Stakeholders have been kept abreast through communication briefings of the scheme's progress.

The referral team's (now reduced to 4 staff) activities have been severely curtailed to dealing with any latent applications that have come from existing stakeholders. This has required the use of soft skills and messaging, so as to avoid conflict or disillusionment. This work, to retain confidence of existing stakeholders, especially local authorities, is key to ensuring that the funding from this source, in support of applicants required to make a contribution, is not adversely effected in the future. From results viewed, this approach has been shown to be extremely effective, as at the time of writing, none of the existing Local Authorities had withdrawn available funding.

There have been a number of issues encountered with installer's referrals, which in some instances had not been forwarded onto Eaga as quickly as they should have been and have been received after applications closed. Where it has been proven that customers applied before the closing date in December, the application has been taken forward.

2.1.2 Contact Centre

The contact centre staff has been provided with very good supporting material to respond to enquiries from those wishing to make application after the 15th December 2010 and to those already accepted onto the scheme and awaiting delivery of measures. The script provides clear terminology for imparting to callers, and also identifies commonly asked questions and gives informative answers. The script as viewed mirrors the statement that can be viewed on the DECC Warm Front web site.

Paper based applications received since the closure date, are being collated and responded to in batches on a regular basis, rather than individually on receipt.

The contact centre staff are continuing to engage with the complaints team to cross fertilise good working practices, so creating an improved understanding of each others role. This has been further expanded since the last QAC visit, with a number of contact centre staff temporarily repositioned into the complaints



team to not only support resolution of incoming complaints/enquiries, but to enable a much more flexible approach to resourcing to be adopted, whilst also promoting further knowledge transfer.

In improving communication and interface between these two key customer facing parties, there has been an improvement in the recording of details from received calls onto the portals. This, in addition with on-going support from the complaints team, has seen an increased resolution of issues at an early stage by the contact centre staff, which has meant that issues have not been escalated to complaints. This may have contributed to the slightly reduced level of reported Eaga complaints, during a period in the scheme's delivery when coupled with the adverse weather encountered and the extended waiting periods being experienced, it would have been expected that recorded complaint levels would rise.

2.1.3 Management of Surveys

With the receipt of new applications closing on 15th December 2010, all outstanding surveys are being addressed with the programmed completion of all accessible surveys due by the end of the week commencing 14th February 2011.

It is confirmed that surveys not completed by this time will be those households where difficulty, for a number of various reasons has been experienced in gaining entry to the property. Whilst further efforts will be made to secure entry, through post & telephone contact, it is anticipated that some applicants, despite Eaga's best efforts to gain access to the properties, will still not have received a survey by the close of this funded year. This issue has been drawn to the attention of DECC by Eaga.

In reviewing the accuracy of surveys being completed and aligned with installer's feedback, it is confirmed that requests for variations/re-surveys has not increased, although the volume of surveys had. In addition, when considering any amendments to the original costing, there has been no major impact on the savings being reported at allocation/e-bid stage. Requests for variations from installers are being closely monitored to ensure that the quality and integrity of the surveys is not diminished. Feedback is also being provided by Warmsure on the materials that have been delivered and incorporated into the works, so that over specifying is reduced, if not eliminated.

2.1.4 Complaint Handling

From the review of the numbers of complaints that have been received by Eaga during the three months up to the end of January 2011, there is an extremely small drop (3no) in the numbers reported when mapped against results from the same period as last year. Set out below is the number of complaints received during the past three months from all sources.

Complaints received	November	December	January	Overall Complaints over the 3 month period
2009/2010	454	616	741	1811
2010/2011	513	756	539	1808

Indicates the months when serious adverse weather conditions were experienced



In examining the total number of upheld complaints during the two same periods, the following table has been produced

% upheld complaints against Customer contacts	November	December	January
2009/2010	0.22	0.26	0.2
2010/2011	0.21	0.29	0.44

At a time when delivery of measures is at an extremely high level, the rise in upheld complaints raises some concern, as there should be no compromise on either quality of installation and/or respect for applicant's property. Eaga are investigating the rationale behind this reported rise and its short & long term implications.

In analysing the nature of the complaints that Eaga is reporting on, the following reasoning has been established. In examining the reported statistics for those complaints closed out in January 2011, the source of the complaint has been separated into two areas, which are: those received from Members of Parliament (MPs), acting on behalf of their constituents and, those received from other sources.

Those received from MPs were:

- Unhappy with timescales
- Delays in heating measure delivery
- Boiler performance
- Preferred boiler not provided

The "unhappy with timelines" complaints received from MPs constituted 42% of the total complaints received from this source during the 3 month period being considered in this review. It should be noted, that this was at a time when a control strategy had been imposed and was being managed. It is considered that the complainants to their MPs were those applicants who had been surveyed, but due to the imposed strategy had not had their measures installed.

Those complaints received direct from other scheme applicants when analysed were:

- Installation defects
- Home/belongings damaged
- Aftercare timelines out with the Service Level Agreements (SLA)
- Boiler performance
- Leaks/radiator/new system/pipe work

Each of these areas of dissatisfaction with the scheme ranged from 10% to 20% of the total complaints received from scheme applicants during the 3 month period being considered in this review. Eaga is reviewing these trends and are addressing their implications with the installers concerned.

In considering the two differing platforms for the complaints, it appears that high on the MP's list of issues is the timescale in delivery of heating measures, whereas the issues raised by other sources i.e. applicants, referral agencies, etc are linked to the physical and actual installation quality. These include pipework leaks, inadequate insulation to pipework and poor commissioning of systems.



A number of complaints arising from the independent WYG sample surveys and inspections have been forwarded onto Eaga over the period of the review/audit. In each case, Eaga have taken ownership of the complaint and provided feedback to the writer on the issue raised and has later confirmed resolution. In a number of cases, although the applicants, or their dependants, assure that they have previously made contact/complaint to "the scheme", no evidence could be established on the Eaga journals of any such contact, to support this statement. It is considered in these particular cases that it is the installer they have been dealing with and not Eaga.

2.1.5 Effect on Scheme of November/December Bad weather

The inclement weather experienced during November/December 2010 impacted on the scheme, however not to the extent that the weather earlier in the year did. Eaga, following the issues experienced during early 2010, had put in place a strategy to try and maintain delivery of the scheme.

Staff who could not reach their designated office, were welcomed at other offices nearer their homes or were allowed to work from home where considered appropriate. This enabled a number of contact centre staff to locate to another office and continue with their normal duties. This was extremely important due to the high levels of calls experienced from householders wanting to make application to the scheme, check on status of their application or to report a fault.

Staff, having been briefed, were able to provide guidance on all the issues raised, including to those making contact regarding frozen condensate pipes. With a close working relationship established with WarmSure, this ensured that reported breakdowns were addressed without delay.

To address the high level of breakdown calls being received, in agreement with Eaga, WarmSure suspended inspections and annual service visits (ASVs) and redirected their staff to making breakdown visits. With the current scheme inspectorate now trained and competent in the undertaking of this type of work, this ensured that best use was made of available resource to address the immediate problems. With the changes made during 2010 in the way the scheme is delivered and especially in the quality and competence of the inspectors now in post, Eaga was in a far superior position to mobilise appropriate staff compared to 12 months ago. Once the new working arrangements were established, which was a matter of days, the ASV's were re-instated and undertaken through utilising contracted in agency staff/sub-contractors, many of whom had previously worked on the scheme.

However, despite best efforts, some delays were experienced in the completion of initial surveys and in installation of measures. Staff tried to keep householders informed of the unfortunate delays being experienced, which was mainly due to physical restrictions on travel caused by the deep snow and freezing conditions which seriously impacted on vehicle movement. With weather issues receding and staff in a position to continue with the scheme's delivery, all parties performed admirably to quickly re-book surveys and installation at the earliest possible dates. Extended hours and days were worked to re-establish the work programmes.

Through reviewing the actions taken and considering the limited impact to the scheme, it is considered that lessons learnt from early 2010 were effectively put into practice and were considered successful.

2.1.6 Target Service Level Reporting

In considering the achievement and reporting of service levels, there are, following a couple of months not achieving specific agreed levels, currently all showing green for December 2010 (the last months statistics available at the time of the QAC review). Some shortfall in performance was reported during November and January 2010.

Those Activities failing to meet the agreed service levels were:

Ref	Target Service Level	Month	Service Level	Actual Achieved in Month
SL1	100% of surveys completed in 21 days	Dec - 2010	90%	85.5%
SL6	100% of inspections completed in 21 days	Nov - 2010	95%	76.6%
SL6	100% of inspections completed in 21 days	Dec - 2010	95%	66.3%

It is considered that these were not achieved as a direct result of the weather experienced during the period, which in the case of the SL6 target, was compounded by inspections being suspended, with the available resource utilised to address the high volumes of breakdowns that were reported.

2.1.7 Monitoring of Inspection Delivery

Eaga, in monitoring the scheme's inspection delivery receive regular reports from WarmSure on the level of inspections that have been completed, set against agreed targets, together with the pass rates. Also considered in the ongoing discussions/reporting that takes place is the overview of the inspector's findings. This information is used by Eaga in their management and feedback to installers.

With the introduction by Eaga, through WarmSure, of inspectors completing remedial work and the re-charging to installers for the completed work now firmly established, the process functions are proving successful, with a minimum of dispute, challenges or confrontation encountered from installers. Checks are in place to ensure that propriety is maintained at all times, which involve cross charges being reviewed by the Eaga aftercare team before being applied to an installer. Installers are also able to challenge these charges.

2.1.8 Timeline Management

With the control strategy now removed, the challenge to all involved in the scheme is to remove all barriers that will prevent the timely delivery of the measures to those applicants who have had their survey and had measures approved.

The work originally held in the control strategy is now being awarded to installers. To achieve the high levels of work delivery, a re-evaluation of installer's capacity to deliver has been established. In reviewing the current allocations, it demonstrated that in the majority of cases, the level of allocation to individual installers has substantially increased. In addition, with a large heating installer recently ceasing trading, additional capacity has had to be sought from the existing installers, together with further capacity to complete outstanding remedial work that had not been addressed by the defunct company.



2.1.9 Material Supply

Following on from the previous QAC review of lifecycle costing at the last visit, it was agreed that this area would be revisited during this visit. Eaga, in establishing the robust management of the supply chain and especially the two major providers of equipment, have been able to establish very good commercial working relationships.

With an open book approach, working closely with Graham and Wolseley, full visibility is available of price/cost base and associated calculations to arrive at the scheme's listed prices. This is invaluable in ensuring that value for money is achieved for the quantities being purchased by the scheme. Through good negotiation, price rises have been avoided or limited, with equipment fixed pricing achieved or fixed at a rate no greater than current rate for 24 months. No price rises are accepted without robust and strong challenge.

As a result of these negotiations, the list pricing, rather than being constantly amended, has remained unchanged and a retrospective rebate scheme introduced that is payable at the end of each quarter.

As part of the management of the supply chain, a much reduced range of products has now been established and included on the scheme, which has aided the tracking of reliability issues. This is confirmed through the issuing of monthly product return reports. Mid 2010, reliability data was secured from manufacturers other than Ideal. This confirmed that the equipment on the scheme performed as good as, if not better than others not included on the scheme.

Eaga has agreed with the Department that it will list two first preference boilers in each of the large volume categories with a view to providing additional security in the supply chain. It is anticipated that approximately equal numbers of each boiler range will be specified going forward.

Monthly equipment logs are being received by Eaga's Heating Materials Category manager, which provide levels of faults attended to by the scheme. Whilst this is demonstrating a very low fault rate month on month of 0.1% on some items of equipment and 0% on others, this is not entirely reflective of issues encountered on the scheme. As in a number of cases the manufacturers undertake any call outs under their warranty scheme, it cannot be confirmed that all these faults are being recorded and included in the figures provided. Specific to this fault recording/issue is the addressing of problems encountered with oil boilers, which is subject to a total separate call out process.

In negotiating the price for oil tanks, Eaga, being pro-active, was able to secure the addition, at no extra cost, to the current specification of an alarmed tanks (with remote alarm located in the house) that goes some way to informing householders of fuel theft. This was introduced prior the high profile advertising campaign in the media about fuel theft.

2.1.10 Progress on Reported Issues

From review of the issues raised at the last QAC visit and recorded in the WYG published report reference 2010/02, it is confirmed that all comments made were accepted by Eaga at the Scheme's Board Meeting dated 3rd February 2011.

Of the issues not addressed to date, only the following recommendation has not yet been addressed:

Recommendation: 3.0 Warmsure Activities

It would be beneficial to the visiting Warmsure inspectors, if available information of any issues/ complaints relevant to the property being visited was provided.

It was confirmed that this was still to be implemented by Eaga. The issue was discussed during the visit to Warmsure (refer to section 3 of this report), who would welcome the additional information for their inspectors.

2.1.11 Management of scale down in operations

At the time of this visit, a large number of Eaga staff had been placed "at Risk" of redundancy, due to the forthcoming reduction to the scheme's funding. This at a time when there is pressure being applied right across Eaga and its supply chain to deliver all the measures to applicants who had applied before the scheme's application closing date of 16th December 2010. With all this work to be completed by the end of the current financial year, it is credit to those "at Risk" of redundancy that they are making a substantial contribution to ensuring that this objective is achieved.

Eaga if successful in retaining the Warm Front contract for the next two years, is intending to extend the tendering process for equipment to a further national supplier, whilst they are in conversation with installers on the implications of the reduction in funding in the coming years.

Some concern is expressed that with the completion of the current high level of work that is being asked of the installers to meet year end targets, followed by a period when applications in the new financial year will need to be processed before the allocation of 2011/2012 work will commence, that some installers may be challenged financially. Eaga is aware of this issue and are seeking to manage it.

2.2 Scheme Operation and Delivery

2.2.1 Volume of work being processed

In reviewing the December and January allocations, for both heating and insulations, against a background of installers claiming that there has been no increase in application, it is confirmed that when comparing the two months allocation statistics, that majority of the heating contractors on the scheme has had their allocations increased, whereas the insulation installers have seen more than a 50% drop in work being allocated. This reduction in insulation allocation is due to two issues, these being:

- A focus on delivering heating measures

- Insulation measures being tradable.

As previously mentioned in the report, with a large contractor ceasing trading, it has meant that their existing workload had to be re-allocated and their future proposed allocations re-distributed. It is considered too late in the scheme year to introduce new installers to help with delivery of measures.

Below in a tabulated form are headline figures for allocations during December 2010/January 2011:

Month	December 2010	January 2011
Heating Allocations	13013	25739
Insulation Allocations	8020	3636

In reviewing the current allocations, it was noted that the in-house Eaga companies Eaga Heating Services Ltd (Heating) and Eaga Homes (insulations) were receiving work as follows:

Month	December 2010	January 2011	% of total allocations
Eaga Heating Services Ltd	808	2835	9.4%
Eaga Homes	1739	927	22.9%

It was also noted that a number of allocated measures had been passed to WarmSure by Eaga Heating Services, having identified them as minor repairs. This provided 1.5% of the overall allocations to WarmSure for the two months reviewed (December 162 jobs & 404 jobs in January 2011)

2.2.2 Breakdown of measures being recommended

A review of the measures completed during January 2011 was undertaken to gauge what was being recommended and delivered. In all, circa 9900 households which received measures were considered in this review.

Below is a tabulated analysis of the breakdown of measures provided during January 2011.

Measure	No of Installations Completed
INSULATION	
Cavity Wall Insulation	559
Draught proofing	372
Loft Insulation	1197
HEATING	
2 nd time Heating Repair - gas	4
2 nd time Heating Repair – LPG + Oil + Solid Fuel + Warm Air	0
Air Source Heat Pump	1
Boiler Replacement - Gas	5424

Boiler Replacement – LPG	61
Boiler Replacement – Oil	179
Boiler Replacement – Solid Fuel	4
Boiler Replacement – Warm Air	47
Electric Heating	398
FIDHWT	104
Gas Central Heating	772
Gas Wall Heaters	11
Heating Repair	1168
Oil Central Heating	42
Tank jacket	31
New Gas Supply	47
SUMMARY - TOTAL No OF INSTALLATIONS	
Heating	8215
Insulation	1947
Additional Measures	78
TOTAL HOUSEHOLDS	9907

As can be seen from above table the delivery of replacement gas fuelled boilers continues to be the preferred deliverable, however, when looking at the installer's costs involved, it appears that on average the installer cost for a gas fuelled boiler replacement is approximately £140 dearer than a new gas central heating system. This is generally due to the cost of removing and disposing of the existing heating system.

2.2.3 Installer Performance

In considering the installers performance, it was evidenced from both the visit to WarmSure and the reported information viewed at Eaga that the first time pass rate being achieved against a high completion of inspections (5488 in last reported month) is 93.7%. This is the best achieved over the last 14 months of information reviewed during the visits. Despite the demand being placed on the installers, to deliver more measures to meet the year end target date, from this evidence, the quality standards at inspection are not affecting the first time pass rate.

Eaga are closely monitoring the performance of installers to ensure that any signs that the allocation and/or delivery processes are being stressed, which may be a result of over commitment by installers is identified at an early stage. Ongoing communication with the installers is continuing to provide where appropriate support and guidance.



2.2.4 E-bidding

In considering the delivery of E-bid, it was confirmed that of the 86 installers on the scheme (heating & insulation, with 9 doing insulation only), 27 are bidding for work in the month that the audit was carried out.. It is worthy to note that those installers who had actively bid low to win work at the initiation of the E-bid process, are now winning only small amounts of the bids they are submitting. In all, 66 installers have participated in the E-bid process since it was introduced.

At the time of the review there were 22191 heating measures, with a further 18562 insulation measures still to be allocated. The allocation of insulation measures, which may be the source of some comments from installers, are not being made prior to the heating measure being completed, which is causing some delays in all measures promised to applicants being closed. As some of the insulation measures may be non-tradable with other available funding schemes, some concern is expressed by Eaga that with this approach, some of these measures may not be delivered by the closure of the current financial year.

Of the current workload, 2005 surveys are still outstanding; however these were scheduled for completion by the end of the week, following this audit. When complete, these will be entered into the allocation process, for completion before the end the current funded year. Issues may be encountered if any of the surveyed properties require the applicant to make a contribution, as there will be insufficient time to allow 30 days to pay. In addition, a further 3175 jobs that have already passed through the E-bid system have been identified as requiring contributions, all of which are within the 30 day acceptance period. Weekly monitoring is in place to report on any movement in numbers. Applicants who are required to make these contributions could fall outside the closing 2010/2011 financial dates.

2.2.5 Installer Health & Safety Audits / Inspections

Since the previous review undertaken by WYG, where it had been confirmed that due to the low levels of work that had been allocated and that all the previously scheduled Health and Safety audits and inspections had not been completed, changes to the management and delivery of this activity has been implemented. In discussing and reviewing the re-introduced processes, it was identified and confirmed through evidence that the audits and inspections being undertaken are robust and appropriate, with findings progressed with installers to closure.

3.0 Warmsure Activities

It was decided that as the new inspection processes, which were reviewed and reported upon in the last QAC report, were in their infancy, that a further visit would be undertaken to Warmsure, the Eaga subsidiary. In being responsible for all the inspections on the scheme, it was considered appropriate that progress in delivering this key activity was reviewed by visiting their operation in Hull.

A benefit of the up skilling of the inspection workforce, which commenced in 2010 and has nearly been completed, has been invaluable during the adverse weather conditions. As more breakdown calls were received by Warmsure, in agreement with Eaga, the schedule of inspections was suspended, with the available resources transferred to attending breakdown call outs. In addition, the staff employed on annual service visits (ASVs) also attended to the high level of breakdowns called in. To ensure that the ASV programme continued, agency/sub-contract staff were drafted in to complete the visits.



With all surveys nearly completed, some 80+ surveyors are being transferred across from Eaga, to bolster the WarmSure inspection teams. Training was ongoing in the Hull office during the time of the QAC visit.

To make the teams in the field more efficient, so as to enable additional inspections to be completed each day, a number of control staff have been employed in the office to process the inspector's data. This has released an additional hour a day for further inspections to be completed. When the total number of inspectors is considered, this has impacted on the scheme by substantially increasing the available programmable resource at relatively little cost. With these changes in place, inspections are being delivered at twice the rate of a normal month.

With inspectors now completing minor remedial work, good feedback is being provided to the installers on the faults found and the action taken to rectify. With photographic evidence provided to support the recharge process, conflicts and/or confrontations are not being experienced.

With a major installer no longer trading, WarmSure have undertaken to complete all the outstanding remedial work and is attending to any reported breakdowns, where the company had completed the installation. At the end of January 88% of this work was complete, with remaining work due for completion imminent.

Feedback on inspection findings are being provided to Eaga for addressing with installers, with recurring issues identified. In addition, where any concerns are expressed by the inspection teams about a particular installer, then this information is forwarded to Eaga for consideration. With the inspectors now provided with a comprehensive package of information, including copies of the material lists for each property, the opportunity for fraud i.e. equipment not incorporated into the measures delivered, has very much been eliminated.

Strict health & safety protocols are in place to ensure that any contravention of compliance/accepted good practice is reported and addressed by management with the installers..

As identified at the last QAC visit, it had been recommended that inspectors be provided with details of any complaints from the householders where they were to undertake inspections visits. To date this has not been provided.

Recommendation: 3.0 WarmSure Activities

It would be beneficial to the visiting WarmSure inspectors, if available information of any issues/ complaints relevant to the property being visited was provided.

4.0 Overview of WYG Surveys

4.1 Introduction

In common with previous reports, a random selection of householder's information from a database provided by Eaga of completed measures was used to complete an independent survey/inspection process to secure feedback on customer's experience of their Warm Front journey.

The random survey/inspection sample size was as follows:



Postal	- 800 properties targeted	153 returned (19.1 %)
Telephone	- 400 properties targeted	400 completed
Inspection visits	- 100 properties targeted	100 completed
Total	- 1300 properties targeted	653 surveys completed

With such a low return from the postal surveys i.e. only 153 returns from a posting of 800 survey sheets, (19.1%) for the purpose of this report, all the surveys information has been collated into a single series of figures, so that a meaningful analysis can be established for recipient's levels of satisfaction when compared with previous results.

No reason can be offered as to why the postal survey for this report has produced such a low return rate. Nothing in the sampling process was conducted differently to produce this lowly return against all previous surveys of 40% plus.

4.2 Analysis

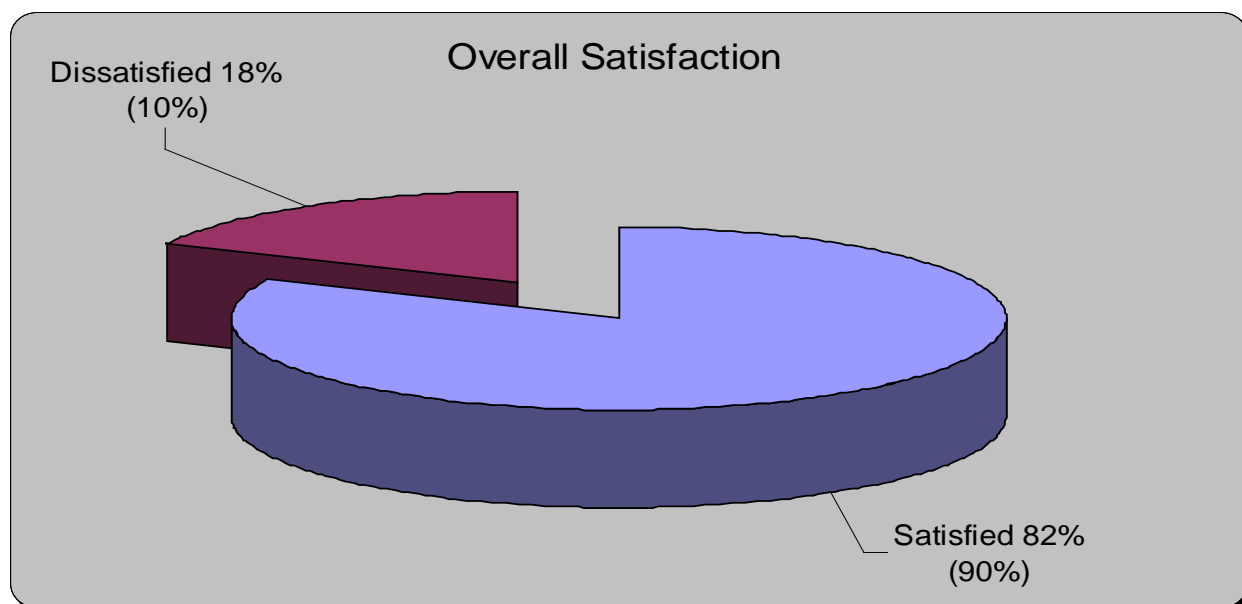
From the households, included on the provided Eaga database, properties were randomly selected to receive postal survey questionnaires, be contacted by telephone or receive a visit from a QAC inspector.

The total number of complaints received from the surveys/inspections (telephone, postal and inspection) was 122. When mapped against the total survey returns (653), this identifies that 18.6% of those surveyed made comment or complaint about their Warm Front journey.

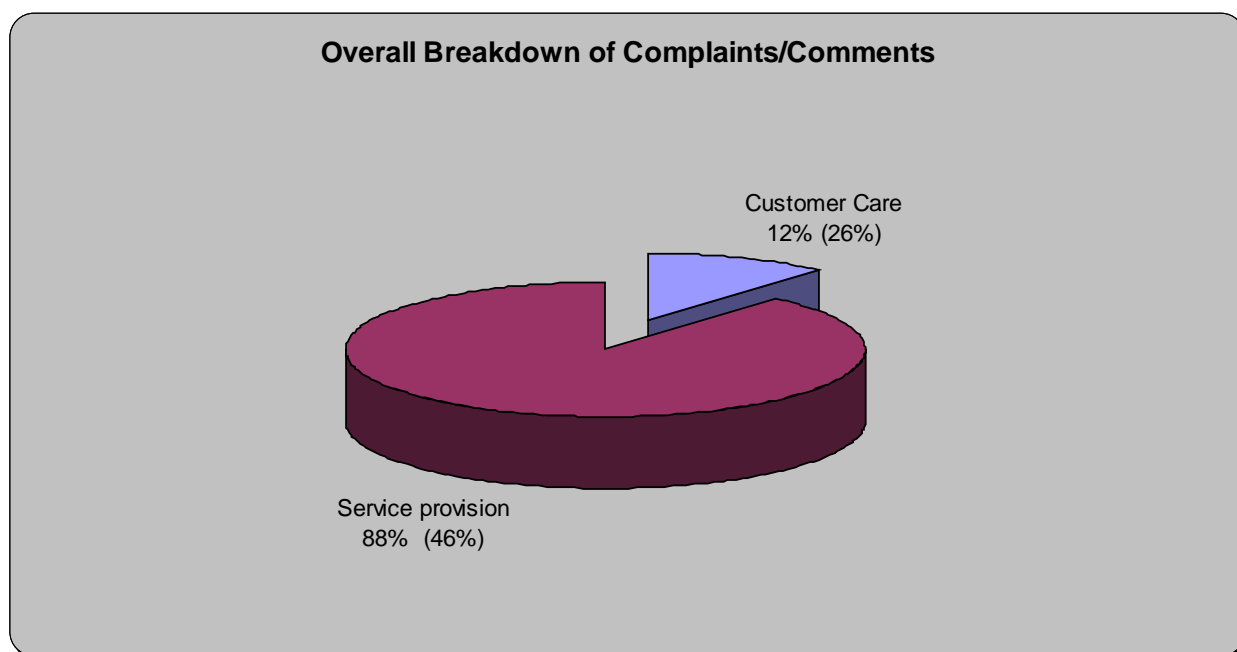
When compared with the previous reported satisfaction level of 10% (QAC report reference 2010/02 dated December 2010) it shows an increased dissatisfaction level, however, the increase is not so dramatic when mapped against the report for a similar period earlier in 2010 (QAC report reference 2010/01 dated April 2010) where adverse weather conditions effected the scheme's delivery, the reported level of comment/complaint was at 16%.

It should be noted that those recipients who did not respond to the postal survey, have not been included or considered in any of this reports analysis.

The following chart provides a pictorial view of outcome of analysis of the completed surveys



Analyzing the 18% of the survey where comment / complaint, were provided, the following breakdown has been established.





In reviewing the results from the independent sample QAC surveys, it is identified that service provision is the main issues being commented on or complained about.

Within this category (108 of the total issues raised) the main areas identified that were considered in this category were:

- Damage to property/belongings
- Outstanding remedial work
- Measures not yet installed

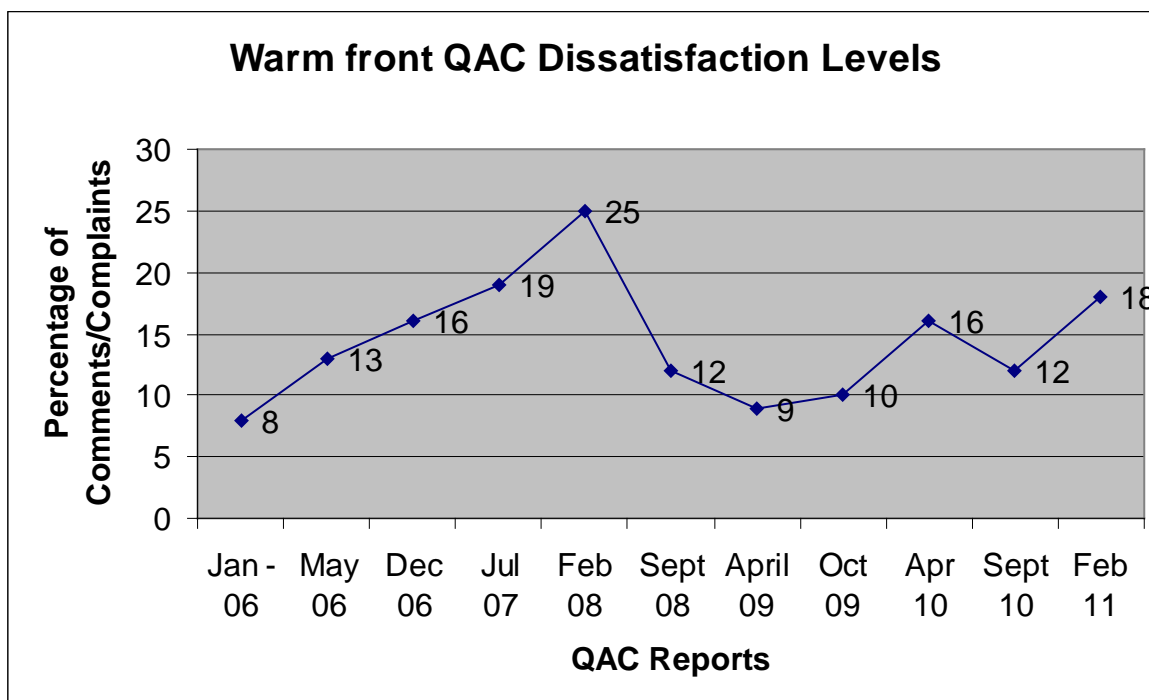
The recorded customer care comments (14 of the total issues raised) identified on the completed survey sheets were reflective of the problems customers had experienced in trying to contact the scheme and in the call being answered, for someone to take ownership of the issues they were encountering.

In excess of 93% of those returning their completed survey, confirmed their satisfaction with their overall experience on the scheme. This is consistent to the previously reported results (90% December 2010 report) and is reflective that whilst delays have been experienced by the applicants, they are satisfied with what has been delivered.

Following on from the previous QAC surveys and the reported analysis, it is confirmed that the methodology adopted aligns with that used by Eaga. It should be reminded that this QAC independent sample survey covers the full Warm Front journey of the customer from making the initial application through to the after care service that follows installation of the measures.

From the output from the surveys, the introduction of the improved survey regimes, has received good verbal feedback from the applicants, who see it as less disturbance and more focused.

The following graph reflects the levels of comments/complaints recorded at each of QAC's reports since 2005. Please note that WYG has amended their analysis and reporting over the last 6 reports, so that it mirrors that of Eaga's.



It is considered that whilst the level of comments/complaints identified in this report reflects an increase in dissatisfaction, from the previous report, it very much aligns itself with report produced for a similar time of year, (16% in April 10 on a much larger returned sample), when similar adverse weather conditions were experienced.

Overall, from the recorded QAC sample survey results, it is considered that progress is being maintained in improving the schemes delivery, however it needs to be recognised that quality in delivery requires to be addressed, so avoiding some of the issues being reported. Issues pertinent to the responding to calls, without further QAC investigation, could be reasoned that it was due to the high level of calls experienced at the time by the contact centre.

4.3 Positive Feedback

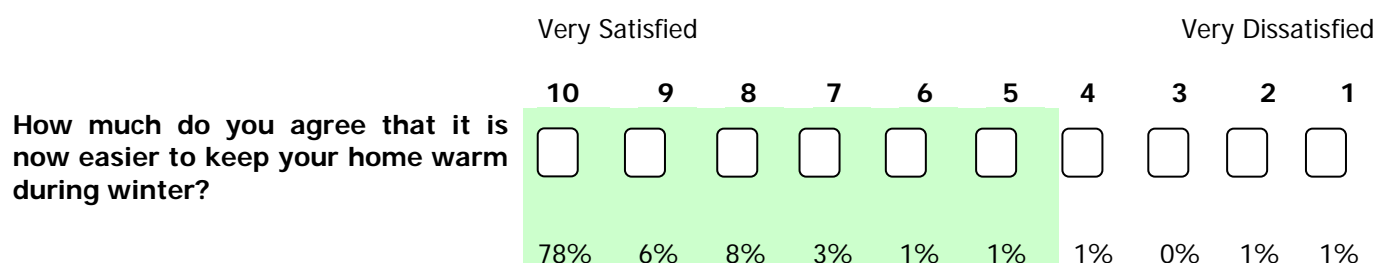
In undertaking a survey of this nature it is very easy to only look at the negative feedback received, I.e. comments/ complaints. Many of the those that have benefited from the scheme, have in addition to confirming that they would recommend the scheme to friends/family, have provide positive feedback. To balance ether survey outcome, a selection of the received comments is included as follows:

1. Very impressed by the installer. He was polite, tidy and efficient. He was a pleasure to have in the house and did a great job.
2. They worked hard all the time, and did not waste a minute.
3. The best ever, nothing was too much trouble. Never had such good workmen in the house.
4. Found the installers very professional, I was very happy with them.
5. We are very satisfied with every aspect of the work carried out. All the men and women we have dealt with have been very good. Thank you.

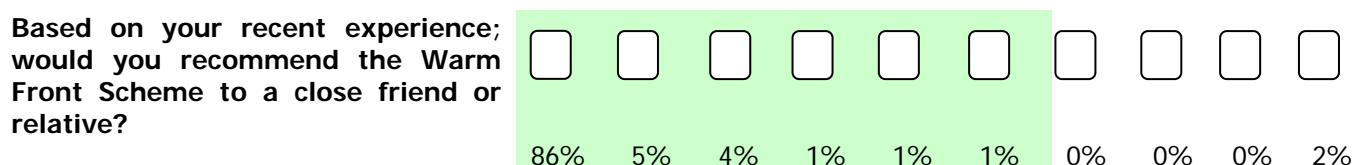


6. Very satisfied. Both men were very clean and tidy in their work and very polite.
7. Installer very polite and pleasant. No loud music or bad language, and a tidy worker.
8. I am deaf and they made sure I knew what they were saying to me, I found them very good.
9. Installer did a fantastic job and I am very pleased.
10. Very happy, very pleased with the work.
11. We were very impressed by the young men who carried out our work. They were very polite, courteous and tried to make it as easy as possible for us.
12. Was very good, and explained instructions to family members. He was confident and polite, completed on time and answered any queries promptly.
13. Excellent workmanship, and fully explained how the system works. A credit to your company.

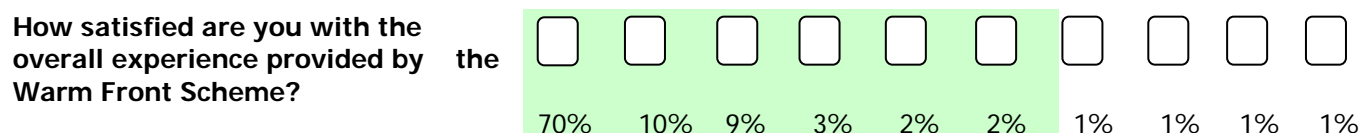
As an integral part of the survey and following discussion with NEA, several additional questions have been included in the survey to gauge impact on recipients. In considering the results from the surveys/inspections the degree of satisfaction with the scheme was established through the use of the Likert Scale. The outputs are shown as follows:



97% of those responded to the question did not disagree with the statement. (Scoring 5 or more)



98% of those who responded to the question confirmed that they would recommend the Warm Front Scheme to a friend or relative.



96% of the householders who responded to the question confirmed that they were satisfied with their Warm Front journey.

5.0 Recommendations & Observations



From the report the following issues were identified as requiring consideration by Eaga:

Recommendation: 3.0 WarmSure Activities

It would be beneficial to the visiting WarmSure inspectors, if available information of any issues/ complaints relevant to the property being visited was provided.

Appendix 1 Eaga Complaints Analysis Sheet

Deliverable	Type	Aspect	Deliverable	Type	Aspect
Aftercare	EBS	Leasing Agreement Issue	Service Provision	Ancillary measures	Home damaged - Anc
		No contact New Contractor			Location not suitable:bp
		No longer covered by Guarantee			Location not suitable: spec
		Rspse time out with agreed SLA			Not all measures Insl
Inspecti ons	Best Practice not captured	Remedial works reqd			
	Concerns not captured	Grant Parameters		Already claimed a grant	
	Deviations to sepc not noted			Cannot have pref sys type	
Communication	Don't understand			Exposed pipework	
	Literature not clear			No retrospective grant payment	
	No ID card carried			Not eligible for grant assis	
	No explanatory literature rcd			Number of radiators provided	
	No response to contact			Redecoration	
	System operation not explained			Rooms eligible for heating	
	Unwanted/inappropriate contact	Health and Safety		Asbestos: disturbed	
Health and Safety	Asbestos : disturbed			Asbestos: stop further work	
	Asbestos : stop further work			Boiler/Flue clrs not suff	
	Boiler/Flue clrs not suff			Electrical wiring	
	Electrical wiring			Near Miss	
	Near Miss			Personal injury	
	Personal injury			Possible contamin/oil spill	
	Possible contamin/oil spill			Report inc:Slip, Trip or Fall	
	Report inc:Slip, Trip or fall			Serious damage to dwelling	
	Serious damage to dwelling			Unsafe app - sys turned off	
	Unsafe app - sys turned off	Heating		Boiler/system problem	
Manner	Did not pass on concerns			Existing system left in place	
	Did not show respect			Home damaged	
	Rude / abrupt			Leaks: Boiler	
service delivery	Belongings damaged			Leaks: Radiator/new system	
	Incorrect advice given			Leaks: existing pipework	
	Mess/Debris left in property			No Heat	
	Missed Appointments			No heat and no hot water	
	Needs not considered			No hot water	
	Not given what was agreed			Not all measures installed	
				Powerflush not completed	
Managing expectations	Delay			300 sch-allocation of voucher	Primary params not fulfilled
				ASV	Radiator/boiler loc not suit
				Allocation of measure	Reinstatement not complete
				Breakdown Attendance	Remedial works reqd - bp
				Electrical Upgrade	Remedial works reqd - spec
				FSEA	Shower problems
				Gas Provision	System not installed as agreed
		Heating		Insulatio n	Home damaged - Ins
		Inspection			Not all measures installed ins
		Insulation			Remedial works required
		Material delivery	Service recovery	Customer Respons &	Complaint not resolved satis
		Meter Provision			Concern not esc as a complaint
		Quote Processing			No response to complaint
	Extra Cost	Exceeded Grant Maxima			
		Not clearly explained			
		Private works			
		Resulted in cancellation			