

## DECC Green Deal assessment follow-up survey (Project 24) FINAL 19/11/2013

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### Introduction / screener

Hello, my name is ... Can I speak to <NAME>?

#### SINGLE CODE ONLY

- 1 Already speaking to named respondent (PROCEED TO INTRO)
- 2 Named contact not available (ARRANGE SUITABLE TIME TO CALL BACK)
- 3 Respondent moved – THANK AND CLOSE
- 4 Wrong number - THANK AND CLOSE

### Intro (WHEN SPEAKING TO NAMED RESPONDENT)

We are conducting a short survey of people who had a Green Deal assessment on behalf of the Department of Energy and Climate Change (DECC). You originally took part in a survey in <MONTH OF INTERVIEW> and you said that you were happy for us to contact you again.

We are interested in finding out a little more about your experiences since having the assessment and whether you have done anything since then. We are offering a £5 gift voucher to everyone who takes part.

#### IF NECESSARY:

- You should have received a letter about this research.
- Your views are important and will help the government improve the experience of the Green Deal for people. We very much hope you will take part. We really value your opinions.
- The interview should take around 10 minutes to complete depending on your answers.
- Your responses will be treated in the strictest of confidence and in line with the Data Protection Act.
- Your responses will not be passed back to your assessor or installers, and you will not be contacted again as a result without permission.

S1. Can I just check, are you still living at <ADDRESS 1 (first line of address, ADDRESS 4 (town/city)>?

1. Yes - CONTINUE
2. No – respondent moved – THANK AND CLOSE

## Part 1: Receipt of GDAR

### **ASK ALL WHO HAD NOT RECEIVED THEIR GDAR PREVIOUSLY (SAMPLE FILE: W1\_GDAR = 2-4)**

Q1. When we originally spoke to you, you said that you had not received your Green Deal Advice Report. Can I just check, have you received or seen your Green Deal advice report since then?

PROBE TO PRECODES. CODE ONE ONLY.

#### **Received ...**

1. Postal copy
2. Email copy

#### **Not received ...**

3. But saw a copy during the assessment (e.g. on assessor's laptop screen)
4. Not seen a copy, but was expecting to receive one
5. Not seen a copy and was not expecting to receive one
6. Report sent straight to landlord/housing association/other organisation and I have not received a copy
7. Don't know/not sure

## Part 2: Following-up post-interview actions

### **IF RECEIVED GDAR AT W1 (SAMPLE FILE: W1\_GDAR = 1)**

LAST TIME WE SPOKE TO YOU, WE DISCUSSED THE ENERGY SAVING HOME IMPROVEMENTS WHICH THE ASSESSMENT RECOMMENDED FOR YOUR PROPERTY.

I'd like to ask you where you are with them now.

- Q2. For each of the improvements that were recommended, we would like to know what has happened.

***ASK FOR EACH MEASURE RECOMMENDED EXCEPT THOSE WHICH HAD BEEN INSTALLED AT THE TIME OF THE FIRST INTERVIEW***

**IF W1 MEASURE = 1 (ALREADY INSTALLED), PLEASE AUTO-PUNCH IN DATAFILE AS "MEASURE ALREADY INSTALLED AT W1"**

Last time you told us that you <(IF SAMPLE CODE 2) were in the process of installing / (IF SAMPLE CODE 3) definitely would install / (IF SAMPLE CODE 4) probably would install / (IF SAMPLE CODE 5) might or might not install / (IF SAMPLE CODE 6) probably wouldn't install / (IF SAMPLE CODE 7) definitely wouldn't install> <measure>.

Which of these describes where you are today with respect to the <measure>?

READ OUT. CODE ONE ONLY FOR EACH MEASURE.

1. Has been done
2. In the process of being done
3. Definitely will be done
4. Probably will be done
5. Might or might not be done
6. Probably won't be done
7. Definitely won't be done

\*\*\*NOTE: The computer script will calculate for each measure whether there has been any progress. For each measure we will know whether the household has moved on, stayed the same, or gone backwards

**IF HAVE NOT RECEIVED GDAR SINCE LAST INTERVIEW (Q1=3-7)**

Even though you have not received or seen your Green Deal Advice Report, our data shows the assessor recommended the following improvements to your property during your assessment:

**IF HAVE RECEIVED GDAR SINCE LAST INTERVIEW (Q1=1-2)**

We understand that the Green Deal Assessment Report recommended the following improvements for your property:

**READ OUT**

<List of measures from sample file>

- Q3. For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work was not or will not be done as part of the Green Deal?

**READ OUT. CODE ONE PER MEASURE.**

**FLIP CODES 1-7 AT ALTERNATE INTERVIEWS**

1. Has been done
2. In the process of being done
3. Definitely will be done
4. Probably will be done
5. Might or might not be done
6. Probably won't be done
7. Definitely won't be done
8. Not made a decision because I've not received my Green Deal Advice Report yet [ONLY SHOW IF CODES 3-7 AT Q1]
9. The assessor did not recommend this [ONLY SHOW IF CODES 3-7 AT Q1]
10. I don't know/can't remember if the assessor recommended this [ONLY SHOW IF CODES 3-7 AT Q1]
11. Don't know [ONLY SHOW IF CODES 3-7 AT Q1]



### **LIST OF MEASURES FOR Q.2/Q.3**

#### **Insulation**

1. Loft insulation (including top up)
2. Cavity wall insulation
3. Solid wall insulation (IF NEEDED: internal or external)
4. Flat roof insulation
5. Room in roof insulation (IF NEEDED: insulation in a loft conversion)
6. Floor insulation
7. Hot water cylinder insulation
8. Draught proofing

#### **Heating**

9. New boiler (IF NEEDED: e.g. upgrade to condensing boiler from non-condensing boiler)
10. Other heating upgrade
11. Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)

#### **Windows/doors**

12. Double/triple glazing
13. Secondary glazing
14. Replacement doors

#### **Microgeneration**

15. Solar photovoltaic panels (IF NEEDED: solar panels which generate electricity)
16. Solar thermal panels (IF NEEDED: solar panels for hot water, not which generate electricity)
17. Ground Source Heat Pump
18. Air Source Heat Pump
19. Biomass boiler
20. Wind turbine
21. Waste water heat recovery

### Part 3: Following-up where progress has been made

**IF HAD RECEIVED GDAR AT FIRST INTERVIEW, FOLLOW UP MEASURES FOLLOWED UP IN FIRST INTERVIEW**

**IF HAD NOT RECEIVED GDAR AT FIRST INTERVIEW, MAKE RANDOM SELECTION OF MEASURES TO FOLLOW UP AS SHOWN BELOW:**

**NOTE: IN ORDER TO KEEP THE RESPONDENT ENGAGED, A MAXIMUM OF 3 OF THE FOLLOWING RECOMMENDED “KEY MEASURES” ARE SELECTED FOR FOLLOW-UP ON A RANDOM BASIS IF CODES 1-7 SELECTED AT Q2 OR Q3:**

- Loft insulation (including top up)
- Cavity wall insulation
- Solid wall insulation (internal or external)
- Flat roof insulation
- Room in roof insulation (insulation in a loft conversion)
- Floor insulation
- New boiler
- Solar photovoltaic
- Solar thermal
- Windows/doors – FOLLOWED UP AS ONE COMBINED CATEGORY, INCORPORATING THE FOLLOWING MEASURES:
  - a. Double/triple glazing
  - b. Secondary glazing
  - c. Replacement doors

[FOR EACH KEY MEASURE BEING ASKED ABOUT IN THE LOOPED SECTION (Q4-25)] Now I'd like you to think about <measure>.

**FOR QUESTIONS Q4 TO Q13 ASK ALL WHO HAVE HAD A KEY MEASURE INSTALLED SINCE W1 (CODE 1 AT Q2/Q3 FOR SELECTED KEY MEASURE) - SUBJECT TO QUESTION-SPECIFIC ROUTING**

**IF INSTALLED SINCE WAVE 1 (CODE 1 AT Q2/Q3 FOR SELECTED KEY MEASURE)**

- Q4. You said that you have installed <measure> since the last interview. Why did you have it installed? DO NOT READ OUT. CODE ALL THAT APPLY.

**Reasons related to property/energy bills**

1. Was planning to do it anyway
2. To save money on energy bills
3. Concern about rising energy costs (if specifically mentioned)
4. Concern about cold winter coming up (if specifically mentioned)
5. Wanted a warmer/more comfortable home
6. To help with associated problems (e.g. condensation, illness)
7. To reduce energy use for environmental reasons

**Reasons related to finance**

8. It was a good deal
9. Availability of cashback schemes/discounts to make improvements
10. Because I could pay for it using the Green Deal finance schemes (i.e. pay back through your energy bills)
11. Because I could get Green Deal Cashback (apply for cashback from the government to pay towards the improvement)
12. It was free/paid for by someone else (e.g. landlord, local authority, energy company)

**Information**

13. Received more information
14. Found an installer (previously couldn't find one)
15. Found an installer I could trust
16. Found someone who could install the improvements at a cost I could afford

**Recommendation/arranged by others**

17. <Measure> was recommended by friend/relative/word of mouth
18. The installer was recommended by friend/relative/word of mouth
19. The work was required by my landlord/local authority/housing association – I didn't have a choice
20. I had been waiting for approval from my landlord/local authority/housing association but this was received

**Practical reasons**

21. Change in life circumstances (for example starting a family/new baby or elderly relative moving in)
22. Was carrying out other work to property (e.g. building work/extension, decorating, making other changes to property)

- 23. Other (SPECIFY)
- 24. Don't know

**IF INSTALLED SINCE WAVE 1 (CODE 1 AT Q2/Q3 FOR SELECTED KEY MEASURE)**

Q5. How did you pay or how are you paying for [MEASURE]?

**READ OUT, CODE ALL THAT APPLY, ROTATE BLOCKS**

**Financed yourself using any of the following...**

- 1. Savings or regular income from current account
- 2. Loan from bank or building society
- 3. Mortgage extension
- 4. Loan/finance scheme through installer or provider
- 5. Other finance (e.g. credit card, high street loan, loan from friends/family etc)

**Paid for partly or fully by any of the following (including grants, subsidies)...**

- 6. Local authority or Council
- 7. Housing Association
- 8. Landlord
- 9. Energy company (including the Energy Company Obligation, or ECO)
- 10. Other Green Deal provider or installer (not including energy companies)

**Through any of the following Green Deal finance schemes...**

- 11. Green Deal finance scheme (this is a loan paid back through savings on your electricity bill)
- 12. Green Deal cashback scheme (where you apply for cashback from the government to help pay for the improvement)
- 13. Paid for in some other way [PLEASE WRITE IN]
- 14. Don't know



**IF INSTALLED SINCE WAVE 1 (CODE 1 AT Q2/Q3 FOR SELECTED KEY MEASURE)**

Q6. Who carried out the work or installation for [MEASURE]?

**PROBE TO PRECODE**

1. The same company that did the Green Deal assessment
2. Another company – recommended by them
3. Another company – not recommended by the company that did the assessment
4. Did it myself/ourselves/friend or family did it
5. Don't know

**IF INSTALLED SINCE WAVE 1 (CODE 1 AT Q2/Q3 FOR SELECTED KEY MEASURE)**

Q7. How many quotes in total did you get for the [MEASURE] (including the company that did the assessment/installation)?

1. [ENTER NUMBER OF QUOTES – ALLOW ZERO]
2. [IF TENANT] Not applicable - quotes were sent directly to my landlord/housing association
3. Don't know

**IF INSTALLED SINCE WAVE 1 AND NOT PAID USING CASHBACK (ASK IF CODE 12 AT Q5 NOT MENTIONED)**

Q8. Have you applied, or do you intend to apply, for cashback from the government to help pay for [MEASURE]?

**PROBE TO PRECODES.**

1. Yes – applied for and cashback received
2. Yes – applied for but cashback not yet received
3. Yes – but application was denied
4. Yes – I intend to apply for cashback
5. No – I have not applied for / do not intend to apply for cashback
6. Don't know

IF INSTALLED SINCE WAVE 1 AND DID NOT INSTALL MEASURE THEMSELVES (**ASK IF CODE 1-3 OR 5 AT Q6**)

Q9. How satisfied or dissatisfied were you with the following things related to the installation of the <measure>?

READ OUT. ROTATE ORDER OF PRESENTATION OF STATEMENTS.

1. Very satisfied
  2. Satisfied
  3. Neither satisfied nor dissatisfied
  4. Dissatisfied
  5. Very dissatisfied
  6. Don't know (DO NOT READ OUT)
  7. Not applicable (DO NOT READ OUT)
- How long you had to wait to have the <measure> installed
  - The professionalism of the installer(s)
  - How clean and tidy the property was left after the installation
  - The quality of the installer's work
  - The quality of the <measure> installed
  - Your experience of the installation overall

IF INSTALLED SINCE WAVE 1 (**CODE 1 AT Q2/Q3 FOR SELECTED KEY MEASURE**)

Q10. Can I just check, have there been any issues or problems with the <measure> or the installation of the measure that you would like to mention?

1. Yes – record details (open ended)
2. No – no problems
3. Don't know

IF INSTALLED SINCE WAVE 1 AND DID NOT INSTALL MEASURE THEMSELVES (**ASK IF CODE 1-3 OR 5 AT Q6**)

- Q11. And since the <measure> was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

PROBE TO PRECODES

1. Yes – received a letter asking if you are happy
2. Yes – telephone call
3. Yes – visit/someone has inspected the work
4. Yes – some other way
5. No – no contact at all
6. Don't know

IF INSTALLED SINCE WAVE 1 (**CODE 1 AT Q2/Q3 FOR SELECTED KEY MEASURE**)

- Q12. Would you recommend having <measure> installed to friends or family?
- Q13. [IF DID NOT INSTALL MEASURE THEMSELVES (**ASK IF CODE 1-3 OR 5 AT Q6**)] And would you recommend the installer who did the work to friends or family?

READ OUT. CODE ONE ONLY.

1. Definitely would
2. Probably would
3. Might or might not
4. Probably would not
5. Definitely would not
6. Already recommended (DO NOT READ OUT)
7. Don't know (DO NOT READ OUT)

**IF HAVE MOVED ON IN THE PROCESS BUT NOT INSTALLED**  
(TREAT DEFINITELY/PROBABLY WON'T AS THE SAME, BUT COUNT ANY 'UPWARDS' MOVEMENT TO MIGHT OR MIGHT NOT BE DONE/PROBABLY BEING DONE/DEFINITELY BEING DONE/IN THE PROCESS OF BEING DONE WHERE THE STARTING POINT WAS ANY CODE FROM DEFINITELY WON'T TO DEFINITELY WILL) **OR IF NOT RECEIVED GDAR AT WAVE 1 AND IN THE PROCESS/DEFINITELY WILL/PROBABLY WILL AT Q3**

**IF W1 MEASURE = 3 AND Q2 = 2, OR**  
**IF W1 MEASURE = 4 AND Q2 = 2-3, OR**  
**IF W1 MEASURE = 5 AND Q2 = 2-4, OR**  
**IF W1 MEASURE = 6-7 AND Q2 = 2-5, OR**  
**Q3 = 2-4 FOR SELECTED KEY MEASURE**

Q14. [IF RECEIVED GDAR AT WAVE 1 (**SAMPLE FILE: W1\_GDAR = 1**)]  
When we originally spoke to you, you said that you <definitely would/probably would/might or might not/probably wouldn't/definitely wouldn't> install <measure>, but you have just told me that you <might or might not have/will probably have/will definitely have/are in the process of having> this installed.

[IF MOVED UPWARDS FROM DEFINITELY WON'T BE DONE/PROBABLY WON'T BE DONE (**IF W1 MEASURE = 6-7 AND Q2 = 2-5 FOR SELECTED KEY MEASURE**)] Why have you changed your mind about this?

[IF MOVED FROM MIGHT OR MIGHT NOT/PROBABLY WILL/DEFINITELY WILL (**IF W1 MEASURE = 3 AND Q2 = 2, OR IF W1 MEASURE = 4 AND Q2 = 2-3, OR IF W1 MEASURE = 5 AND Q2 = 2-4 FOR SELECTED KEY MEASURE**)] Why have you now decided <to install/you definitely will install/you probably will install> <measure>?

[IF NOT RECEIVED GDAR AT WAVE 1 (**Q3 = 2-4 FOR SELECTED KEY MEASURE**)] You said that you <will probably have/will definitely have/are in the process of having> <measure> installed. Why do you say that?

DO NOT READ OUT. CODE ALL THAT APPLY.

**Reasons related to property/energy bills**

1. Was planning to do it anyway
2. To save money on energy bills
3. Concern about rising energy costs (if specifically mentioned)
4. Concern about cold winter coming up (if specifically mentioned)
5. Wanted a warmer/more comfortable home
6. To help with associated problems (e.g. condensation, illness)
7. To reduce energy use for environmental reasons

### **Reasons related to finance**

8. It is a good deal
9. Availability of cashback schemes/discounts to make improvements
10. Because I could pay for it using the Green Deal finance schemes (i.e. pay back through your energy bills)
11. Because I could get Green Deal Cashback (apply for cashback from the government to pay towards the improvement)
12. It is free/paid for by someone else (e.g. landlord, local authority, energy company)

### **Information**

13. Received more information
14. Found an installer (previously couldn't find one)
15. Found an installer I could trust
16. Found someone who could install the improvements at a cost I could afford

### **Recommendation/arranged by others**

17. <Measure> was recommended by friend/relative/word of mouth
18. The installer was recommended by friend/relative/word of mouth
19. The work was required by my landlord/local authority/housing association – I didn't have a choice
20. I had been waiting for approval from my landlord/local authority/housing association but this was received

### **Practical reasons**

21. Change in life circumstances (for example starting a family/new baby or elderly relative moving in)
22. Was carrying out other work to property (e.g. building work/extension, decorating, making other changes to property)
23. Other (SPECIFY)
24. Don't know

**IF HAVE MOVED ON IN THE PROCESS BUT NOT INSTALLED OR IF NOT RECEIVED GDAR AT WAVE 1 AND IN THE PROCESS/DEFINITELY WILL/PROBABLY WILL AT Q3 OR MIGHT/MIGHT NOT AT Q3 (AS Q14 PLUS ASK ALSO IF Q3=5 FOR SELECTED KEY MEASURE)**

Q15. And what are the reasons why you have not had [MEASURE] installed (yet)?

[USE ABOVE QUESTION TEXT EXCEPT IF IN THE PROCESS **(CODE 2 AT Q2/3 FOR SELECTED KEY MEASURE)**] For which reasons, if any, have you experienced delays in starting work on the <measure>?

[USE ABOVE QUESTION TEXT EXCEPT IF NOT RECEIVED GDAR AT W1 AND MIGHT/MIGHT NOT INSTALL **(Q3 = 5 FOR SELECTED KEY MEASURE)**] You said that you might or might not install <measure>. Why do you say that?

**DO NOT READ OUT. CODE ALL THAT APPLY.**

**NOT MADE DECISION YET**

1. Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)
2. Not got round to it yet
3. Need more time to decide (big decision)

**FINANCIAL**

4. Need to get quotes/find out exactly how much it will cost
5. Need to save up to have this done
6. Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)
7. Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful
8. Applied for or enquired about Green Deal/ECO finance or grant but have been turned down
9. Looking for alternative ways of financing it (e.g. through Energy Company)

**PRACTICAL ISSUES**

10. Had difficulties finding someone to provide quotes/carry out the work
11. Supplier carrying out the work could not start straight away
12. Need to carry out other work to my property before this can be done/want to do it at the same time as other work
13. (IF ASKING ABOUT BOILER) Waiting until current boiler needs to be replaced
14. Want to wait for summer/the weather to improve before I have any work carried out on my property

15. Need to speak with my landlord/local authority/housing association before making a decision
16. Awaiting information from landlord/local authority/housing association
17. Need to get other consent before I can start (e.g. planning, live in conservation area, listed building)

#### **INFORMATION**

18. Not sure what has been recommended to me
19. Need more time/information to make a decision (e.g. find out about what the installation entails, how much I will save)
20. Need more information about what to do next (e.g. how to apply for Green Deal Finance)
  
21. Still waiting for my Green Deal advice report before making a decision [ONLY SHOW IF CODE 3-7 AT Q1]
  
22. Other [PLEASE WRITE IN]
23. No reason
24. Don't know

#### **IF RESPONDENT HAS HAD DIFFICULTIES FINDING SOMEONE TO CARRY OUT THE WORK (CODE 10 at Q15)**

Q16. What difficulties did you have trying to find someone to provide quotes or carry out the work? When answering please think about the following

#### **PROBES:**

- What did you do to find someone to carry out the work?
- Where did you look?
- Who did you contact?
- What were the main issues in trying to find someone to carry out the work?

#### **OPEN ENDED**

**IF NOW IN THE PROCESS OF INSTALLING (Q2/Q3 = 2 FOR  
SELECTED KEY MEASURE)**

Q17. You said that you were in the process of installing [MEASURE]. Can I just check, who will carry out the work or installation?

**PROBE TO PRECODES**

1. The same company that did the Green Deal assessment
2. Another company – recommended by them
3. Another company – not recommended by the company that did the assessment
4. Will do it myself/ourselves/friend or family will do it
5. Don't know

**IF NOW IN THE PROCESS OF INSTALLING (Q2/Q3 = 2 FOR  
SELECTED KEY MEASURE)**

Q18. And how do you intend to pay for [MEASURE]?

**READ OUT, CODE ALL THAT APPLY, ROTATE BLOCKS**

**Financed yourself using any of the following...**

1. Savings or regular income from current account
2. Loan from bank or building society
3. Mortgage extension
4. Loan/finance scheme through installer or provider
5. Other finance (e.g. credit card, high street loan, loan from friends/family etc)

**Paid for partly or fully by any of the following (including grants, subsidies)...**

6. Local authority or Council
7. Housing Association
8. Landlord
9. Energy company (including the Energy Company Obligation, or ECO)
10. Other Green Deal provider or installer (not including energy companies)

**Through any of the following Green Deal finance schemes...**

11. Green Deal finance scheme (this is a loan paid back through savings on your electricity bill)
12. Green Deal cashback scheme (where you apply for cashback from the government to help pay for the improvement)
13. Paid for in some other way [PLEASE WRITE IN]
14. Don't know



**IF DEFINITELY/PROBABLY WILL INSTALL (Q2/Q3 = 3 OR 4 FOR  
SELECTED KEY MEASURE)**

Q19. You said that you <definitely/probably> will install [MEASURE]. When do you intend to install it?

DO NOT READ OUT, PROBE TO PRECODES

1. In the next month
2. In 2-3 months
3. In 4-6 months
4. In 7-12 months
5. In more than a year
6. (IF ASKING ABOUT BOILER) When existing boiler has to be replaced
7. When I get consent from landlord/Housing Association/freeholder
8. Not my decision/decision will be made by landlord/local authority/Housing Association
9. Don't know / Haven't decided

**IF DEFINITELY/PROBABLY WILL INSTALL (Q2/Q3 = 3 OR 4 FOR  
SELECTED KEY MEASURE)**

Q20. Who will carry out the work or installation for [MEASURE]?

PROBE TO PRECODES

1. The same company that did the Green Deal assessment
2. Another company – recommended by them
3. Another company – not recommended by the company that did the assessment
4. Will do it myself/ourselves
5. Don't know

**IF DEFINITELY/PROBABLY WILL INSTALL (Q2/Q3 = 3 OR 4 FOR  
SELECTED KEY MEASURE)**

Q21. And [IF PROBABLY WILL: assuming you go ahead with it] how do you  
intend to pay for [MEASURE]?

**READ OUT, CODE ALL THAT APPLY, ROTATE BLOCKS**

**Financed yourself using any of the following...**

1. Savings or regular income from current account
2. Loan from bank or building society
3. Mortgage extension
4. Loan/finance scheme through installer or provider
5. Other finance (e.g. credit card, high street loan, loan from friends/family etc)

**Paid for partly or fully by any of the following (including grants,  
subsidies)...**

6. Local authority or Council
7. Housing Association
8. Landlord
9. Energy company (including the Energy Company Obligation, or ECO)
10. Other Green Deal provider or installer (not including energy companies)

**Through any of the following Green Deal finance schemes...**

11. Green Deal finance scheme (this is a loan paid back through savings on your electricity bill)
12. Green Deal cashback scheme (where you apply for cashback from the government to help pay for the improvement)
13. Paid for in some other way [PLEASE WRITE IN]
14. Don't know

**IF MIGHT OR MIGHT NOT INSTALL (Q2 OR Q3 = 5 FOR SELECTED KEY MEASURE)**

IF W1 SAMPLE = CODES 2-5 FOR SELECTED KEY MEASURE AND Q2= 5 You said that you might or might not install <measure>.

Q22. And if you were to go ahead with it how do you think you would pay for [MEASURE]?

**READ OUT, CODE ALL THAT APPLY, ROTATE BLOCKS**

**Financed yourself using any of the following...**

1. Savings or regular income from current account
2. Loan from bank or building society
3. Mortgage extension
4. Loan/finance scheme through installer or provider
5. Other finance (e.g. credit card, high street loan, loan from friends/family etc)

**Paid for partly or fully by any of the following (including grants, subsidies)...**

6. Local authority or Council
7. Housing Association
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9. Energy company (including the Energy Company Obligation, or ECO)
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**Through any of the following Green Deal finance schemes...**

11. Green Deal finance scheme (this is a loan paid back through savings on your electricity bill)
12. Green Deal cashback scheme (where you apply for cashback from the government to help pay for the improvement)
13. Paid for in some other way [PLEASE WRITE IN]
14. Don't know

**IF HAVE NOT MOVED ON IN PROCESS**

(RESPONSE AT Q2 EQUALS RESPONSE AT WAVE 1 – BUT ONLY FOR THOSE THAT WERE IN THE PROCESS OF INSTALLING / DEFINITELY WOULD INSTALL / PROBABLY WOULD INSTALL / MIGHT OR MIGHT NOT INSTALL)

**IF W1 MEASURE = 2 AND Q2 = 2, OR**

**IF W1 MEASURE = 3 AND Q2 = 3, OR**

**IF W1 MEASURE = 4 AND Q2 = 4, OR**

**IF W1 MEASURE = 5 AND Q2 = 5 FOR SELECTED KEY MEASURE**

Q23. When we spoke to you in <MONTH OF INTERVIEW>, you said that you <were in the process of installing / definitely would install / probably would install / might or might not install> <measure>. Are there any particular reasons why you have not yet made any progress towards having [MEASURE] installed (yet)?

DO NOT READ OUT. CODE ALL THAT APPLY.

**NOT MADE DECISION YET**

1. Not had enough time to think about this
2. Not got round to it yet
3. Need more time to decide (big decision)

**FINANCIAL**

4. Need to get quotes/find out exactly how much it will cost
5. Need to save up to have this done
6. Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)
7. Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful
8. Applied for or enquired about Green Deal/ECO finance or grant but have been turned down
9. Looking for alternative ways of financing it (e.g. through Energy Company)
10. Process of applying for Green Deal Finance is too difficult/complex

**PRACTICAL ISSUES**

11. Had difficulties finding someone to provide quotes/carry out the work
12. Supplier carrying out the work could not start straight away
13. Difficulties finding supplier through Green Deal website
14. Need to carry out other work to my property before this can be done/want to do it at the same time as other work
15. (IF ASKING ABOUT BOILER) Waiting until current boiler needs to be replaced

16. Want to wait for summer/the weather to improve before I have any work carried out on my property
17. Need to speak with my landlord/local authority/housing association before making a decision
18. Awaiting information from landlord/local authority/housing association
19. Need to get other consent before I can start (e.g. planning, live in conservation area, listed building)

### **INFORMATION**

20. Not sure what has been recommended to me
21. Need more time/information to make a decision (e.g. find out about what the installation entails, how much I will save)
22. Need more information about what to do next (e.g. how to apply for Green Deal Finance)
  
23. Significant life event has happened which has delayed things (e.g. lost job, had baby, death in the family)
  
24. Other [PLEASE WRITE IN]
25. No reason
26. Don't know

### **IF HAVE GONE BACKWARDS IN PROCESS:**

(RESPONSE AT Q2 IS LESS THAN RESPONSE AT WAVE 1 – BUT ONLY FOR THOSE THAT WERE IN THE PROCESS OF INSTALLING / DEFINITELY WOULD INSTALL / PROBABLY WOULD INSTALL / MIGHT OR MIGHT NOT INSTALL)

**IF W1 MEASURE = 2 AND Q2 = 3-7, OR**

**IF W1 MEASURE = 3 AND Q2 = 4-7, OR**

**IF W1 MEASURE = 4 AND Q2 = 5-7, OR**

**IF W1 MEASURE = 5 AND Q2 = 6-7 FOR SELECTED KEY MEASURE**

Q24. When we spoke with you in <MONTH OF INTERVIEW>, you said that you < [IF W1 MEASURE = 2, were in the process of installing / IF W1 MEASURE = 3, would definitely install / IF W1 MEASURE = 4, would probably install / IF W1 MEASURE = 5, might or might not install > <measure> but now you say you <[IF Q2 = 3, definitely will / IF Q2 = 4, probably will / Q2 = 5, might or might not / IF Q2 = 6, probably won't / IF Q2 = 7, definitely won't >. Are there any particular reasons why you have become less likely to have <measure> installed?

## **DO NOT PROMPT, PROBE TO PRECODES**

### **COST/SAVINGS/FINANCE**

1. Cost of improvements is too high
2. Cannot access finance/don't have enough money
3. No guarantee that it will save me money
4. Takes too long to pay the money back

### **INFORMATION**

5. Not convinced about the benefits of installing the measure
6. Don't trust installers/suppliers to give me unbiased information
7. Confused/received conflicting information

### **PRACTICAL ISSUES**

8. Hassle/disruption of making improvements
9. May change character/appearance of my home
10. May lose space (e.g. room space, storage space in loft)
11. Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)
12. Landlord/freeholder won't allow
13. Disability/illness/need additional assistance to do the work required'

### **OTHER**

14. Lack of time
15. Other priorities at the moment (e.g. work, new baby)
16. Already done enough (e.g. installed other measures)
17. Won't stay here long enough
18. Other (specify)
19. None of these
20. Don't know

IF NOT RECEIVED GDAR AT W1 AND PROBABLY/DEFINITELY WON'T  
INSTALL (**Q3 = 6-7 FOR SELECTED KEY MEASURE**)

Q25. You said that you probably/definitely won't install [MEASURE]? Why  
do you say that?

## **ROTATE BLOCKS AND CODES WITHIN BLOCKS**

### **COST/SAVINGS/FINANCE**

1. Cost of improvements is too high
2. Would not save enough money to make it worthwhile
3. No guarantee that it would save me money
4. Cannot access finance for it (e.g. loan/mortgage extension)
5. Applied for or enquired about Green Deal/ECO finance or grant but have been turned down
6. Green Deal finance not available for this improvement
7. Green Deal finance options are not attractive
8. Worried that having Green Deal repayments linked to my property will make it harder to sell

### **PRACTICAL ISSUES**

9. Had difficulties finding someone to provide quotes/carry out the work
10. Hassle/disruption of making improvements
11. May change character/appearance of my home
12. May lose space (e.g. room space, storage space in loft)
13. Structural considerations (e.g. period features in home, potential damage to property, unsuitable for property)
14. Told I would have to have too many improvements made to my property at once
15. Landlord/local authority/housing association/freeholder would not allow it
16. Could not get other consent (e.g. planning, live in conservation area, listed building)

### **INFORMATION**

17. Not sure what has been recommended to me
18. Confused/don't know what to do next
19. Need more time/information to make a decision (e.g. find out about what the installation entails, how much I will save)
20. Need more information about what to do next (e.g. how to apply for Green Deal Finance)

### **OTHER**

21. Other priorities at the moment (e.g. work, new baby)
22. Won't stay here long enough
23. Other [PLEASE WRITE IN]

24. Still waiting for my Green Deal advice report before making a decision [ONLY SHOW IF CODE 3-7 AT Q1]
25. Not my decision/decision will be made by landlord/local authority/Housing Association [ONLY SHOW IF CODE 3-7 AT Q1]
26. No reason
27. Don't know

**[FOR 2<sup>ND</sup> / 3<sup>RD</sup> MEASURE BEING ASKED ABOUT]** Now I'd like you to think about <measure>.

**THEN CONTINUE AROUND 2<sup>nd</sup> / 3<sup>rd</sup> LOOP**

**ASK THE FOLLOWING QUESTION ONCE ONLY FOLLOWING THE FINAL LOOP**

IF NOT INSTALLED/IN THE PROCESS OF INSTALLING FOR ANY KEY MEASURE (**ANY SELECTED KEY MEASURE = 3-11 AT Q2/Q3**)

Q26. Thinking about <measure (show all selected key measures for which the respondent has not had installed/is not in the process – IF 2 MEASURE TEXTFILLS THEN SEPARATE BY COMMA, OR COMMA AND “AND” IF 3 MEASURE TEXTFILLS)>, which, if any, of the following do you think would encourage you to have those improvements installed?

READ OUT. CODE ALL THAT APPLY.

1. If there were further increases in energy prices or you were having problems paying your energy bills
2. If better/more information was available on the types of improvements that could be made
3. If you could find an installer, or find an installer you could trust
4. If there were bigger discounts or grants, etc
5. If it was installed for free
6. If the finance package was better value
7. If there were changes in your household (e.g. someone moved in or moved out)
8. If it was linked to other benefits (such as reduction in council tax or stamp duty)
9. If you could view what the installation looks like or see how they work (e.g. in a show home) \_
10. What else would encourage you to have these improvements installed (specify)
11. None of these



## **Part 5: Understanding the wider impact of Green Deal Assessments on customer behaviour**

### **ASK ALL**

Q27. And taking everything into account, to what extent would you recommend the Green Deal process to friends or family? This includes (substitute based on what they had done) having a Green Deal Assessment, finding out about/using Green Deal finance, and making energy saving home improvements.

READ OUT. CODE ONE ONLY.

1. Definitely would
2. Probably would
3. Might or might not
4. Probably would not
5. Definitely would not
6. Already recommended (DO NOT READ OUT)
7. Don't know (DO NOT READ OUT)

Now, I'd just like you to think about what has happened since you had your Green Deal assessment earlier in the year.

Q28. Can I just check have you done any of these things since your Green Deal Assessment?

READ OUT. CODE ALL THAT APPLY

1. Had a Smart Meter installed (this is attached to your energy meter and sends information back to your energy company on how much energy your household uses)
2. Installed a Home Energy Monitor (this is a device with a screen which you have in your home to show you how much energy your household is using at any time)
3. Bought home appliances with better energy ratings(e.g. fridge, washing machine, lightbulbs)
4. Any other activities to reduce the amount of energy your household uses (specify)
5. None of these
6. Don't know

## Part 6: Demographics and recontact

### ASK ALL

Finally, I'd just like to ask a few questions about you.

Q29. Can I just check, is anyone in your household, including yourself, currently receiving any of these benefits?

READ OUT. CODE ALL THAT APPLY

1. Job seekers allowance
2. Income support
3. Employment support allowance
4. Working tax credit
5. Child tax credit
6. Pension credit
7. Housing benefit
8. Council Tax benefit
9. Disability Living Allowance/ others
10. Other state benefits
11. None of these
12. Don't know
13. Prefer not to answer

Q30. Are there any of these types of people usually resident in this household?

READ OUT

1. Child under 16
2. Adults over 70
3. No

Q31. And have any of the following things happened in this household in the past 6 months?

READ OUT. CODE ALL THAT APPLY

1. You or the main earner in this household have lost a job
2. You or the main earner in this household have retired
3. You or the main earner in this household have changed jobs/  
got a new job
4. You or your partner got pregnant
5. Had a baby
6. Someone else moved into the household (e.g. partner, someone else)

7. Someone left the household (e.g. child left home, death of someone from the household)
8. You or someone in your household had a personal injury or illness requiring long term care
9. Someone in the household had an inheritance, lottery win, windfall or a significant gift of money
  
10. None of these
11. Don't know

Q32. We may want to contact some people again to ask them some more questions about this subject. If you agree to this you would receive a further gift voucher to thank you for your time. Would you be willing for us to contact you again about this?

1. Yes – willing
2. No – not willing

Q33. It is sometimes possible by using an address to link the data we have collected with other government surveys or datasets held by government for the purposes of statistical analysis. Would you be happy for your responses to be passed to the Department of Energy and Climate Change for this purpose?

Your confidentiality will be maintained, and linked data will only be used for statistical purposes by researchers authorised by – and analysts working for - the Department of Energy and Climate Change.

1. Yes – willing
2. No – not willing

#### SURVEY CLOSE

As I mentioned at the beginning of the survey, as a thank you for taking part in this research we will send you a £5 High Street gift voucher.

Thank you for taking the time to help us with this research.