

Green Deal Assessment Experience Wave 2

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926	223	G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost? Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price	537
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1000	248	I1 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment? Base: All respondents	946
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1090	267	I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL) Base: All respondents	946
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1105	269	I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL) Base: All respondents	946
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1144	274	I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? Base: All who have received their GDAR	351
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1451	336	I6A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed (MEASURE) even if cashback was not available Base: All respondents	946
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1509	353	18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)? Base: All respondents who have installed a recommended key measure	523
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1550	364	I9 (R) Who did you get a quote from (including the company that did the assessment/installation)? Base: All respondents who received more than one quote	49
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1569	369	I10 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it? Base: All key measures that have been installed	634
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1581	372	I10_SUM (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it? Base: All key measures that have been installed	0
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1613	378	110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it? Base: All respondents	946
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1639	382	111_SUM (M) Why did you decide to use the installer you used for (Measure)? Base: All key measures that have been installed by a company	0
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1707	393	112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? How long you had to wait for an appointment to have the (Measure) installed Base: All respondents who have had a measure installed by a company	516
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1788	412	112c_SUM (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? How clean/tidy the property was left after the installation Base: All key measures that have been installed by a company	0
1791	413	112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? How clean/tidy the property was left after the installation Base: All respondents who have had a measure installed by a company	516
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1848	426	112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? Quality of the installer's work Base: All respondents	946
1854	427	112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? Quality of the installer's work Base: All respondents	946
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1871	431	112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? Quality of the (Measure) installed Base: All key measures that have been installed by a company	624
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1901	438	112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? Quality of the (Measure) installed Base: All respondents	946
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1915	442	112f_SUM (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? How long the (Measure) took to install Base: All key measures that have been installed by a company	0
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1938	447	112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)? How long the (Measure) took to install Base: All respondents	946
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1954	453	113 (R) Can I just check, have there been any issues or problems with the (MEASURE) or the installation of the (MEASURE) that you would like to mention? Base: All respondents who have installed a recommended key measure	523
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1962	456	113 (R) (ALL) Can I just check, have there been any issues or problems with the (MEASURE) or the installation of the (MEASURE) that you would like to mention? Base: All respondents	946
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1970	459	i14 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All key measures that have been installed by a company	624
1973	460	i14 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All key measures that have been installed by a company	624
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1976	462	i14_SUM (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All key measures that have been installed by a company	0
1979	463	i14 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All respondents who have had a measure installed by a company	516
1982	464	i14 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All respondents who have had a measure installed by a company	516
1984	465	i14 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All respondents who have had a measure installed by a company	516
1990	466	i14 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All respondents	946
1996	467	i14 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All respondents	946
1998	468	i14 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done? Base: All respondents	946
2001	469	i15 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All key measures that are in the process of being installed	60

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2006	471	115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All key measures that are in the process of being installed	60
2007	472	115_SUM (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All key measures that are in the process of being installed	0
2010	473	115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All respondents who are in the process of installing a recommended key measure	55
2013	474	115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All respondents who are in the process of installing a recommended key measure	55
2015	475	115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All respondents who are in the process of installing a recommended key measure	55
2021	476	115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All respondents	946
2027	477	115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All respondents	946
2029	478	115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process? Base: All respondents	946
2038	479	116 (M) Why do you want to have (Measure) installed? Base: All key measures that are in the process of being installed	60
2047	480	116 (M) Why do you want to have (Measure) installed? Base: All key measures that are in the process of being installed	60
2053	481	116 (M) Why do you want to have (Measure) installed? Base: All key measures that are in the process of being installed	60
2055	482	116_SUM (M) Why do you want to have (Measure) installed? Base: All key measures that are in the process of being installed	0
2064	483	116 (R) Why do you want to have (Measure) installed? Base: All respondents who are in the process of installing a recommended key measure	55
2073	484	116 (R) Why do you want to have (Measure) installed? Base: All respondents who are in the process of installing a recommended key measure	55

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2088	486	116 (R) (ALL) Why do you want to have (Measure) installed? Base: All respondents	946
2097	487	116 (R) (ALL) Why do you want to have (Measure) installed? Base: All respondents	946
2103	488	116 (R) (ALL) Why do you want to have (Measure) installed? Base: All respondents	946
2106	489	117 (M) Who will carry out the work/installation for (Measure)? Base: All key measures that are in the process of being installed and have decided on company/work already being done	43
2109	490	117 (M) Who will carry out the work/installation for (Measure)? Base: All key measures that are in the process of being installed and have decided on company/work already being done	43
2111	491	117 (M) Who will carry out the work/installation for (Measure)? Base: All key measures that are in the process of being installed and have decided on company/work already being done	43
2112	492	117_SUM (M) Who will carry out the work/installation for (Measure)? Base: All key measures that are in the process of being installed and have decided on company/work already being done	0
2115	493	117 (R) Who will carry out the work/installation for (Measure)? Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done	40
2118	494	117 (R) Who will carry out the work/installation for (Measure)? Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done	40
2120	495	117 (R) Who will carry out the work/installation for (Measure)? Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done	40
2123	496	117 (R) (ALL)Who will carry out the work/installation for (Measure)? Base: All respondents	946
2126	497	117 (R) (ALL)Who will carry out the work/installation for (Measure)? Base: All respondents	946
2128	498	117 (R) (ALL)Who will carry out the work/installation for (Measure)? Base: All respondents	946
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2152	501	118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)? Base: All key measures that are in the process of being installed	60
2154	502	118_SUM (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)? Base: All key measures that are in the process of being installed	0
2163	503	118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)? Base: All respondents who are in the process of installing a recommended key measure	55
2172	504	118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)? Base: All respondents who are in the process of installing a recommended key measure	55
2178	505	118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)? Base: All respondents who are in the process of installing a recommended key measure	55
2187	506	118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)? Base: All respondents	946
2196	507	118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)? Base: All respondents	946
2202	508	118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)? Base: All respondents	946
2211	509	119 (M) And how do you intend to pay for (Measure)? Base: All key measures that are in the process of being installed	60
2220	510	119 (M) And how do you intend to pay for (Measure)? Base: All key measures that are in the process of being installed	60
2226	511	119 (M) And how do you intend to pay for (Measure)? Base: All key measures that are in the process of being installed	60
2228	512	119_SUM (M) And how do you intend to pay for (Measure)? Base: All key measures that are in the process of being installed	0
2237	513	119 (R) And how do you intend to pay for (Measure)? Base: All respondents who are in the process of installing a recommended key measure	55
2246	514	119 (R) And how do you intend to pay for (Measure)? Base: All respondents who are in the process of installing a recommended key measure	55

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2261	516	119 (R) (ALL) And how do you intend to pay for (Measure)? Base: All respondents	946
2270	517	119 (R) (ALL) And how do you intend to pay for (Measure)? Base: All respondents	946
2276	518	119 (R) (ALL) And how do you intend to pay for (Measure)? Base: All respondents	946
2279	519	120 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All key measures that are in the process of being installed	60
2282	520	120 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All key measures that are in the process of being installed	60
2284	521	120 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All key measures that are in the process of being installed	60
2285	522	120_SUM (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All key measures that are in the process of being installed	0
2288	523	120 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All respondents who are in the process of installing a recommended key measure	55
2291	524	120 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All respondents who are in the process of installing a recommended key measure	55
2293	525	120 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All respondents who are in the process of installing a recommended key measure	55
2296	526	120 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All respondents	946
2299	527	120 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All respondents	946
2301	528	120 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)? Base: All respondents	946
2307	529	121 (M) Why did you / will you not apply for cashback? Base: All measures for which Green Deal cashback has not been applied for	38

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2317	531	I21 (M) Why did you / will you not apply for cashback? Base: All measures for which Green Deal cashback has not been applied for	38
2319	532	I21_SUM (M) Why did you / will you not apply for cashback? Base: All measures for which Green Deal cashback has not been applied for	0
2325	533	I21 (R) Why did you / will you not apply for cashback? Base: All who did not apply for Green Deal cashback to pay for measure	36
2331	534	I21 (R) Why did you / will you not apply for cashback? Base: All who did not apply for Green Deal cashback to pay for measure	36
2335	535	I21 (R) Why did you / will you not apply for cashback? Base: All who did not apply for Green Deal cashback to pay for measure	36
2341	536	I21 (R) (ALL) Why did you / will you not apply for cashback? Base: All respondents	946
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2354	538	I21 (R) (ALL) Why did you / will you not apply for cashback? Base: All respondents	946
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Fieldwork: 17th April - 1st June 2014

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 1

B1 In which of these ways do you occupy your accommodation?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Owner occupier	669 71%	309 62%	355 80% a	203 60%	271 75% c	191 79% c	588 73% g	70 57%	165 66%	501 73% h	472 67%	197 81% j	337 69%	332 72%	669 100% opq	-	-	-
Private rented	87 9%	57 12% b	30 7%	62 18% de	19 5%	7 3%	70 9%	16 13%	17 7%	70 10%	83 12% k	4 2%	62 13% m	25 5%	-	87 100% npq	-	87 31% np
Social housing	190 20%	128 26% b	61 14%	74 22%	71 20%	45 18%	149 18%	37 30% f	69 28% i	120 17%	147 21%	43 18%	87 18%	103 22%	-	-	190 100% noq	190 69% no
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 1

B1 In which of these ways do you occupy your accommodation?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Owner occupier	669 71%	609 78% s	59 36%	241 77% u	300 70%	103 80% u	94 56%	160 61%	174 76% KM	239 83% KM	410 65%	259 81% w
Private rented	87 9%	64 8%	23 14% r	34 11% u	25 6%	6 5%	38 23% MNO	33 12% NO	9 4%	7 3%	57 9%	30 9%
Social housing	190 20%	108 14%	82 50% r	37 12%	102 24% t	20 15%	34 20%	69 26% O	46 20%	41 14%	161 26% x	29 9%
Other	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 1

B1 In which of these ways do you occupy your accommodation?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Owner occupier	669 71%	448 84% zAB	109 76% A	81 37%	51 70% A	555 71% D	57 58%	425 75% J	38 81% J	70 66%	91 76% J	463 75% J	206 62%
Private rented	87 9%	29 6%	15 11% y	40 18% yB	5 7%	76 10%	10 10%	50 9%	2 5%	8 7%	11 10%	52 8%	35 11%
Social housing	190 20%	55 10%	19 13%	101 46% yzB	17 24% y	154 20%	31 32% C	94 16%	7 15%	28 27% EHI	17 14%	101 16%	89 27% EHI
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 2

B1 In which of these ways do you occupy your accommodation?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Owner occupier	669 71%	80 93% bcd fgh	182 71% c	29 51%	170 75% ch	113 87% bcd fgh	425 75% ch	414 75% ch	244 65%	75 99% jk	311 69%	283 67%	154 93% m	515 66%	414 77% o	254 62%
Private rented	87 9%	4 5%	23 9%	11 20% abefgh	30 13% afg	11 8%	50 9%	50 9%	37 10%	1 1%	47 11% i	39 9% i	7 4%	81 10% l	52 10%	35 8%
Social housing	190 20%	2 2%	51 20% ade	16 29% adefg	27 12% ae	7 5%	94 16% ade	91 16% ade	96 26% adefg	-	90 20% i	100 24% i	5 3%	185 24% l	68 13%	122 30% n
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 2

B1 In which of these ways do you occupy your accommodation?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Owner occupier	669 71%	47 51%	223 64% p	194 78% pq	174 87% pqr	306 76% O	189 73% O	211 65%	130 72% S	64 67% S	128 84% PQS	- -	- -	669 78% u	122 9% UVW	477 67% V	37 29%	441 76% UV
Private rented	87 9%	13 13% L	38 11%	21 8%	12 6%	37 9%	22 8%	31 10%	20 11% R	18 19% R	7 5%	21 21% PR	17 20% v	71 8%	1 1%	68 10% T	16 12% T	52 9% T
Social housing	190 20%	34 36% rL	90 26% rL	35 14% L	15 7%	60 15%	50 19%	82 25% M	30 17%	14 14%	17 11%	78 79% PQR	68 80% v	122 14%	4 3%	162 23% TW	75 59% TUW	87 15% T
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 2

B1 In which of these ways do you occupy your accommodation?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Owner occupier	669 71%	295 84% xzA	257 63% zA	341 84% xzA	212 59% A	18 28%	219 84%	71 83%	182 52%	195 81% D	125 91% DE	246 56%	382 85% G	203 63%	308 78% IK	188 70%
Private rented	87 9%	25 7%	47 12% wy	27 7%	45 13% wy	10 15% wy	17 7%	7 8%	46 13% EF	18 8%	7 5%	57 13% H	23 5%	50 16% JK	16 4%	21 8%
Social housing	190 20%	33 9%	106 26% wy	37 9%	101 28% wxy	36 56% wxyz	24 9%	8 9%	123 36% EF	27 11% F	5 4%	135 31% H	42 9%	68 21%	69 18%	61 23%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 3

B1 In which of these ways do you occupy your accommodation?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	946	379	537	679	267	395	356	172	648	193	714	117
Unweighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Weighted Base	870	350	498	628	242	365	329	156	596	178	658	108
Effective base	669	280	414	521	148	332	243	80	478	129	536	82
Owner occupier	71%	77% K	77% K	77% K	55%	81% lm	69% m	51%	74%	69%	75%	74%
Private rented	87 9%	34 9%	52 10%	64 9%	24 9%	19 5%	37 10% k	25 16% k	56 9%	15 8%	67 9%	10 9%
Social housing	190 20%	48 13%	68 13%	91 13%	100 37% HIJ	61 15%	75 21% k	53 34% kl	114 18%	44 23%	114 16%	20 18%
Other	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 3

B1 In which of these ways do you occupy your accommodation?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Owner occupier	669 71%	493 72%	62 67%	81 76%	185 70%	484 71%	476 82% r	238 87% pr	179 54%	136 66%	52 75% w	104 58%	83 83% uw	128 81% uw	165 73% w
Private rented	87 9%	66 10%	6 7%	6 6%	17 7%	70 10%	44 8%	16 6%	40 12% pq	17 8%	6 9%	26 14%	7 7%	13 8%	19 8%
Social housing	190 20%	127 18%	24 26%	20 19%	61 23%	129 19%	63 11% q	20 7%	115 35% pq	58 27% xyz	11 16%	51 28% vxyz	11 11%	17 11%	42 19%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 4

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I/we managed very well	159 17%	78 16%	79 18%	61 18%	46 13%	50 21% d	147 18% g	10 8%	24 10%	133 19% h	107 15%	52 21% j	75 15%	83 18%	134 20% opq	4 5%	21 11%	25 9%
I/we managed quite well	253 27%	117 24%	135 30% a	62 18%	109 30% c	81 34% c	228 28% g	22 18%	70 28%	182 26%	186 26%	68 28%	119 25%	134 29%	198 30% opq	15 17%	40 21%	55 20%
I/we got by alright	355 37%	199 40%	155 35%	126 37%	145 40%	83 34%	300 37%	49 40%	98 39%	256 37%	269 38%	86 35%	183 38%	172 37%	243 36%	37 42%	75 39%	112 40%
I/we had some difficulties	133 14%	75 15%	58 13%	62 18% e	47 13%	24 10%	101 13%	30 24% f	43 17%	90 13%	103 15%	31 13%	83 17% m	50 11% n	69 10%	22 25% n	42 22% n	64 23% n
I/we had severe difficulties	24 3%	14 3%	10 2%	13 4%	9 2%	3 1%	16 2%	8 7% f	9 3%	16 2%	24 3% k	-	13 3%	11 2%	11 2%	2 3%	11 6% n	14 5% n
Don't know	18 2%	11 2%	6 1%	12 4% e	5 1%	-	14 2%	4 3%	4 2%	13 2%	12 2%	6 2%	11 2%	6 1%	13 2%	3 4%	2 1%	5 2%
Prefer not to say	5	1	3 1%	2 1%	-	2 1%	2	1	3 1% i	1	2	2 1%	2	3 1%	1	3 4% npq	-	3 1% n
NET: Manage well/quite well	412 44%	194 39%	214 48% a	124 36%	155 43%	131 54% cd	375 46% g	32 26%	94 37%	315 46% h	292 42%	120 49%	194 40%	217 47% l	332 50% opq	19 22%	61 32%	80 29%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 4

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Any financial difficulties	157 17%	89 18%	68 15%	75 22% de	56 15%	27 11%	117 15%	38 31% f	51 20%	106 15%	127 18%	31 13%	96 20% m	61 13%	80 12%	25 28% n	53 28% n	78 28% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 4

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
I/we managed very well	159 17%	133 17%	26 16%	42 13%	80 19%	28 22% †	26 16%	46 18%	37 16%	49 17%	119 19% x	40 12%
I/we managed quite well	253 27%	214 27%	39 24%	81 26%	119 28%	42 33%	31 19%	65 25%	62 27%	93 33% K	165 26%	88 28%
I/we got by alright	355 37%	298 38%	56 34%	124 40% v	165 39% v	34 26%	57 34%	101 39%	85 37%	112 39%	231 37%	123 39%
I/we had some difficulties	133 14%	102 13%	31 19%	45 14%	49 12%	18 14%	36 22% MO	34 13%	35 15%	28 10%	86 14%	47 15%
I/we had severe difficulties	24 3%	18 2%	6 4%	9 3%	7 2%	5 4%	3 2%	10 4% O	9 4% O	3 1%	14 2%	10 3%
Don't know	18 2%	14 2%	3 2%	7 2%	6 1%	2 2%	10 6% MNO	4 1%	2 1%	2 1%	8 1%	9 3%
Prefer not to say	5	1	4 2% r	3 1% u	-	-	2 1%	2 1%	-	-	3 1%	1
NET: Manage well/quite well	412 44%	347 44%	65 39%	123 40%	199 47%	71 55% †	58 35%	111 42%	98 43%	143 50% K	284 45%	128 40%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 4

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Any financial difficulties	157 17%	120 15%	37 22% r	54 17%	57 13%	23 18%	39 24% o	43 17%	44 19% o	30 11%	101 16%	57 18%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 4

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I/we managed very well	159 17%	106 20% A	28 19% A	19 8%	11 15%	132 17%	16 16%	100 18% F	2 4%	14 13%	26 22% F	102 17% F	57 17% F
I/we managed quite well	253 27%	170 32% zA	30 21%	39 17%	22 30% A	204 26%	27 27%	151 27%	12 26%	30 28%	31 26%	164 27%	90 27%
I/we got by alright	355 37%	187 35%	58 41%	91 41%	24 33%	304 39%	31 31%	223 39%	18 38%	42 39%	42 36%	240 39%	114 35%
I/we had some difficulties	133 14%	51 10%	20 14%	58 26% yzB	8 11%	111 14%	16 17%	76 13%	11 24% E	14 13%	16 13%	87 14%	46 14%
I/we had severe difficulties	24 3%	5 1%	4 3%	10 5% Y	6 9% Y	17 2%	4 5%	11 2%	2 5%	4 4%	1 1%	13 2%	11 3% H
Don't know	18 2%	10 2%	3 2%	5 2%	2 3%	13 2%	4 4%	7 1%	2 4%	3 2%	3 3%	9 1%	9 3%
Prefer not to say	5 *	3 1%	-	1 *	-	3 *	-	1 *	-	-	-	1 *	3 1%
NET: Manage well/quite well	412 44%	276 52% zA	57 40% A	57 26%	33 45% A	336 43%	42 43%	252 44%	14 30%	44 41%	56 48% F	266 43%	146 44%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 4

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Any financial difficulties	157 17%	56 11%	24 17%	68 31%	14 20%	128 16%	21 21%	87 15%	13 29% EHI	18 17%	17 14%	101 16% E	57 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 5

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I/we managed very well	159 17%	15 18%	45 18%	6 12%	35 15%	29 22%	100 18%	97 17%	58 16%	14 19%	72 16%	73 17%	35 21%	123 16%	101 19%	58 14%
I/we managed quite well	253 27%	29 34%	70 27%	15 27%	55 24%	41 32%	151 27%	148 27%	102 27%	27 36%	114 25%	112 27%	46 28%	207 27%	130 24%	123 30%
I/we got by alright	355 37%	27 32%	98 38%	24 43%	90 40%	46 35%	223 39%	216 39%	132 35%	27 36%	181 40%	147 35%	58 35%	296 38%	199 37%	156 38%
I/we had some difficulties	133 14%	12 14%	38 15%	6 11%	37 16%	14 11%	76 13%	75 14%	57 15%	6 7%	66 15%	61 14%	18 11%	115 15%	82 15%	52 13%
I/we had severe difficulties	24 3%	- -	5 2%	3 6% aefg	3 2%	- -	11 2%	11 2%	13 4% e	- -	8 2%	16 4%	3 2%	22 3%	12 2%	13 3%
Don't know	18 2%	1 1%	1 *	1 2%	5 2% b	1 1%	7 1% b	7 1% b	11 3% b	1 2%	5 1%	11 3%	4 3%	13 2%	11 2%	7 2%
Prefer not to say	5 *	1 1%	- -	- -	1 *	- -	1 *	1 *	3 1%	- -	1 *	3 1%	1 *	4 1%	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 5

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Manage well/quite well	412 44%	45 52%	115 45%	21 38%	90 40%	70 54% cdfg h	252 44%	244 44%	160 43%	41 55% j	186 42%	184 44%	81 49%	331 42%	231 43%	181 44%
NET: Any financial difficulties	157 17%	12 14%	43 17%	10 17%	41 18%	14 11%	87 15%	86 16%	70 19% e	6 7%	75 17%	77 18% i	21 13%	137 17%	93 17%	64 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 5

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I/we managed very well	159 17%	17 19%	50 14%	41 16%	48 24% q	70 17%	45 17%	49 15%	33 18% QS	8 8%	35 23% QS	8 8%	7 8%	151 18% u	33 26% UVW	114 16%	17 14%	96 17%
I/we managed quite well	253 27%	24 26%	95 27%	66 26%	62 31%	106 26%	72 28%	93 29%	45 25%	35 36% S	41 27% S	15 15%	12 14%	241 28% u	35 27%	190 27%	37 29%	153 26%
I/we got by alright	355 37%	35 37%	132 38%	100 40%	62 31%	159 39%	88 34%	120 37%	65 36%	27 28%	51 33%	43 44% Q	37 44%	317 37%	45 35%	263 37%	44 34%	220 38%
I/we had some difficulties	133 14%	15 16%	60 17% L	29 12%	19 10%	54 13%	40 16%	45 14%	31 17%	21 22% R	18 12%	24 25% R	20 24% v	113 13%	10 8%	110 16% T	22 17% T	89 15% T
I/we had severe difficulties	24 3%	1 1%	8 2%	8 3%	6 3%	5 1%	10 4% M	10 3%	4 2%	3 3%	5 3%	4 4%	4 5%	20 2%	-	19 3% W	7 6% TUW	11 2%
Don't know	18 2%	2 2%	4 1%	7 3%	3 1%	7 2%	5 2%	5 2%	2 1%	2 3%	2 1%	1 1%	1 1%	17 2%	5 4%	11 2%	1 1%	10 2%
Prefer not to say	5	-	1	-	1	2	-	1	-	-	1	3	3	2	-	1	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 5

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Manage well/quite well	412 44%	41 44%	145 42%	106 42%	110 55% qr	177 44%	117 45%	142 44%	78 43% S	43 44% S	76 50% S	23 23%	19 23%	393 46% u	68 53% UW	304 43%	54 42%	250 43%
NET: Any financial difficulties	157 17%	16 17%	68 19% L	37 15%	25 12%	59 15%	50 19%	55 17%	35 20%	24 25%	23 15%	29 29% R	24 29% v	133 15%	10 8%	129 18% T	29 22% T	100 17% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 5

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I/we managed very well	159 17%	72 20%	67 16%	84 21%	56 16%	7 11%	52 20%	18 22%	42 12%	43 18%	33 24% D	46 11%	103 23% G	50 16%	75 19%	40 15%
I/we managed quite well	253 27%	95 27%	115 28%	110 27%	100 28%	20 32%	68 26%	25 30%	79 23%	68 28%	46 33% D	97 22%	146 33% G	65 20%	126 32% I	69 26%
I/we got by alright	355 37%	121 34%	155 38%	141 36%	135 38%	23 36%	90 34%	29 34%	130 37%	102 42% F	38 28%	177 40%	153 34%	125 39%	147 37%	102 38%
I/we had some difficulties	133 14%	48 14%	57 14%	53 13%	51 14%	10 16%	37 14%	10 12%	77 22% EF	21 9%	13 10%	88 20% H	37 8%	56 18% J	36 9%	43 16% J
I/we had severe difficulties	24 3%	8 2%	9 2%	8 2%	8 2%	2 2%	7 3%	1 1%	17 5% E	2 1%	2 1%	22 5% H	- -	13 4% J	5 1%	8 3%
Don't know	18 2%	9 3%	3 1%	9 2%	3 1%	- -	7 3%	2 2%	6 2%	4 2%	5 4%	8 2%	7 2%	10 3% J	2 1%	7 3% J
Prefer not to say	5 *	- -	3 1%	- -	3 1%	2 2% wy	- -	- -	1 *	- -	- -	1 *	2 *	2 1%	2 *	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 5

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Manage well/quite well	412 44%	167 47%	182 44%	194 48%	156 44%	28 43%	120 46%	44 51%	121 35%	111 46% D	79 58% DE	143 33%	249 56% G	115 36%	202 51% IK	109 40%
NET: Any financial difficulties	157 17%	55 16%	66 16%	62 15%	60 17%	12 19%	44 17%	11 13%	93 27% EF	24 10%	15 11%	110 25% H	37 8%	70 22% J	41 10%	51 19% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 6

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I/we managed very well	159 17%	69 19% K	101 19% K	127 19% K	32 12%	159 39% lm	-	-	97 15%	40 21%	115 16%	27 24% N
I/we managed quite well	253 27%	108 30% IJ	130 24%	177 26% I	76 28%	253 61% lm	-	-	181 28%	40 21%	191 27%	24 22%
I/we got by alright	355 37%	116 32%	199 37% H	242 36% H	113 41% H	-	355 100% km	-	246 38%	79 42%	271 38%	42 38%
I/we had some difficulties	133 14%	52 14%	82 15%	97 14%	36 13%	-	-	133 85% kl	97 15%	21 11%	106 15%	13 12%
I/we had severe difficulties	24 3%	11 3%	12 2%	18 3%	7 3%	-	-	24 15% kl	17 3%	3 2%	20 3%	1 1%
Don't know	18 2%	7 2%	11 2%	13 2%	5 2%	-	-	-	11 2%	4 2%	13 2%	3 2%
Prefer not to say	5 .	-	1 .	1 .	3 1% H	-	-	-	1 .	1 1%	2 .	1 1%
NET: Manage well/quite well	412 44%	177 49% IJK	231 43%	304 45%	108 40%	412 100% lm	-	-	278 43%	80 43%	306 43%	51 46%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 6

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Any financial difficulties	157 17%	63 17%	93 17%	114 17%	43 16%	-	-	157 100% kl	113 17%	24 13%	125 17%	15 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 6

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I/we managed very well	159 17%	110 16%	18 20%	23 21%	52 20%	107 16%	103 18%	49 18%	50 15%	51 24% wyz	17 24% wz	23 12%	19 19%	24 15%	25 11%
I/we managed quite well	253 27%	187 27%	28 31%	24 22%	63 24%	190 28%	156 27%	76 28%	92 28%	41 20%	23 33% uz	51 28% uz	44 44% uwz	51 32% uz	43 19%
I/we got by alright	355 37%	257 37%	32 35%	44 41%	107 41%	247 36%	215 37%	107 39%	127 38%	72 34%	20 29%	74 41% x	25 25%	62 39% x	101 45% lvx
I/we had some difficulties	133 14%	103 15%	11 11%	9 9%	26 10%	107 16% n	84 14%	34 13%	45 14%	35 16% x	7 10%	23 12%	7 7%	17 11%	45 20% wxy
I/we had severe difficulties	24 3%	19 3%	1 1%	3 3%	7 3%	18 3%	13 2%	6 2%	10 3%	5 3%	1 1%	5 3%	3 3%	1 *	9 4% y
Don't know	18 2%	10 1%	2 2%	4 3%	7 3%	11 2%	11 2% q	2 1%	6 2%	5 2%	2 2%	2 1%	1 1%	4 3%	3 2%
Prefer not to say	5	1	-	1 1% p	1	3	1	-	3 1%	1 1%	-	3 2% z	-	-	-
NET: Manage well/quite well	412 44%	297 43%	46 50%	46 43%	115 44%	297 43%	259 44%	125 46%	142 43%	92 44% z	39 57% wz	74 41% z	64 63% uwyz	75 47% z	68 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 6

B2 Which one of these best describes how well you and your household were keeping up with your energy bills just before you had your Green Deal Assessment?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Any financial difficulties	157 17%	122 18%	12 13%	12 11%	32 12%	125 18% n	97 17%	40 15%	56 17%	40 19%	8 11%	28 15%	10 10%	18 11%	54 24% vwxy



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 7

B3_a To what extent do you agree or disagree with : I'm the type of person who likes to have the newest gadgets in my home

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Agree strongly	107 11%	57 11%	51 11%	61 18% de	28 8%	18 7%	83 10%	24 19% f	22 9%	86 12%	83 12%	24 10%	55 11%	53 11%	73 11%	9 10%	26 14%	35 13%
Tend to agree	219 23%	98 20%	120 27% a	89 26% e	89 25% e	39 16%	174 22%	41 33% f	52 21%	165 24%	161 23%	57 24%	120 25%	99 21%	154 23%	21 24%	44 23%	65 23%
Neither agree nor disagree	248 26%	130 26%	117 26%	84 25%	112 31% e	52 21%	214 26%	30 24%	57 23%	191 28%	176 25%	72 30%	126 26%	122 27%	179 27%	29 33% pq	40 21%	69 25% p
Tend to disagree	239 25%	136 28%	100 22%	76 23%	82 23%	78 32% cd	218 27% g	17 14%	68 27%	168 24%	177 25%	62 25%	119 25%	120 26%	183 27% q	15 18%	41 22%	56 20%
Disagree strongly	129 14%	72 15%	57 13%	28 8%	47 13%	54 22% cd	115 14%	11 9%	50 20% l	79 11%	102 15%	27 11%	63 13%	66 14%	78 12%	13 14%	38 20% n	51 18% n
Don't know	4 *	1 *	2 *	- *	2 1%	1 1%	4 *	- *	1 1%	2 *	2 *	1 1%	2 *	1 *	2 *	- *	1 1%	1 *
NET: All agree	326 34%	154 31%	170 38% a	150 44% de	118 33% e	57 24%	257 32%	65 53% f	74 30%	251 36%	244 35%	82 34%	175 36%	151 33%	226 34%	30 34%	70 37%	100 36%
NET: All disagree	368 39%	208 42% b	157 35%	104 31%	129 36%	132 54% cd	333 41% g	28 23%	118 47% l	247 36%	280 40%	88 36%	183 38%	185 40%	261 39%	28 32%	79 42%	107 39%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 7

B3_a To what extent do you agree or disagree with : I'm the type of person who likes to have the newest gadgets in my home

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Agree strongly	107 11%	84 11%	23 14%	39 12%	43 10%	15 12%	27 16% NO	40 15% O	21 9%	19 7%	79 13%	28 9%
Tend to agree	219 23%	188 24%	31 19%	62 20%	97 23%	41 31% †	49 30% O	60 23%	50 22%	58 20%	142 23%	77 24%
Neither agree nor disagree	248 26%	211 27%	37 23%	89 28%	107 25%	30 23%	36 22%	68 26%	66 29%	78 27%	169 27%	79 25%
Tend to disagree	239 25%	203 26%	36 22%	84 27%	112 26%	28 22%	37 23%	60 23%	65 28%	76 27%	165 26%	74 23%
Disagree strongly	129 14%	92 12%	37 22% r	39 13%	66 16%	15 11%	14 8%	34 13%	27 12%	54 19% KN	71 11%	58 18% w
Don't know	4 *	2 *	1 1%	- *	3 1%	1 1%	1 1%	- *	1 *	1 *	1 *	3 1%
NET: All agree	326 34%	272 35%	54 33%	100 32%	140 33%	56 43% tu	77 46% NO	100 38% O	71 31%	77 27%	221 35%	105 33%
NET: All disagree	368 39%	295 38%	73 44%	123 40%	178 42%	43 33%	51 31%	94 36%	91 40%	130 45% KM	237 38%	132 41%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 7

B3_a To what extent do you agree or disagree with : I'm the type of person who likes to have the newest gadgets in my home

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Agree strongly	107 11%	64 12%	15 11%	27 12%	6 9%	98 12%	6 6%	70 12%	5 10%	8 8%	11 9%	75 12%	32 10%
Tend to agree	219 23%	123 23%	33 23%	53 24%	13 17%	191 24%	18 19%	138 24%	8 17%	23 22%	23 19%	146 24%	72 22%
Neither agree nor disagree	248 26%	149 28%	36 25%	56 25%	15 20%	210 27%	23 24%	134 23%	12 25%	36 34% EI	42 35% EI	145 24%	103 31% EI
Tend to disagree	239 25%	129 24%	32 22%	53 24%	25 34%	190 24%	25 25%	151 26%	18 39% GHJ	19 18%	24 20%	169 27% GJ	70 21%
Disagree strongly	129 14%	65 12%	25 17%	33 15%	15 20%	93 12%	26 26% C	75 13%	4 9%	18 17%	19 16%	80 13%	49 15%
Don't know	4 *	2 *	1 1%	- -	- -	2 *	- -	1 *	- -	1 1%	- -	1 *	3 1%
NET: All agree	326 34%	186 35%	48 34%	80 36%	19 26%	289 37% D	24 25%	208 37%	13 27%	31 29%	34 29%	221 36%	105 32%
NET: All disagree	368 39%	194 36%	57 40%	86 39%	40 54% yA	283 36%	50 52% C	226 40%	22 48%	37 35%	42 36%	249 40%	120 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 8

B3_a To what extent do you agree or disagree with : I'm the type of person who likes to have the newest gadgets in my home

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Agree strongly	107 11%	9 10%	33 13%	7 13%	30 13%	18 14%	70 12%	68 12%	37 10%	4 5%	60 13%	43 10%	17 10%	91 12%	69 13%	39 9%
Tend to agree	219 23%	21 25%	71 28%	10 16%	58 25%	24 19%	138 24%	137 25%	81 21%	18 24%	109 24%	92 22%	32 19%	187 24%	134 25%	85 21%
Neither agree nor disagree	248 26%	22 25%	58 23%	10 17%	54 24%	36 28%	134 23%	130 23%	115 30% bcfg	21 28%	103 23%	124 29% j	60 36% m	189 24%	136 25%	113 27%
Tend to disagree	239 25%	29 34% b	57 22%	15 27%	58 25%	35 27%	151 26%	146 26%	88 23%	22 29%	116 26%	101 24%	41 25%	198 25%	134 25%	105 26%
Disagree strongly	129 14%	5 6%	37 14% a	13 24% adefg	27 12%	17 13% a	75 13% a	73 13% a	54 14% a	9 12%	60 13%	60 14%	16 9%	114 15%	61 17%	68 17% n
Don't know	4 .	-	1 .	-	-	-	1 .	1 .	3 7%	-	1 .	3 7%	-	4 .	2 .	1 .
NET: All agree	326 34%	30 35%	103 40% h	17 31%	88 39%	42 32%	208 37%	205 37%	118 31%	22 30%	169 38%	135 32%	48 29%	278 36%	202 38% o	124 30%
NET: All disagree	368 39%	34 39%	94 37%	29 51% bdgh	85 37%	52 40%	226 40%	219 40%	142 38%	32 42%	176 39%	161 38%	57 34%	311 40%	195 36%	173 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 8

B3_a To what extent do you agree or disagree with : I'm the type of person who likes to have the newest gadgets in my home

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Agree strongly	107 11%	15 16%	39 11%	26 10%	24 12%	44 11%	32 12%	38 12%	26 14%	13 13%	22 14%	10 10%	7 9%	100 12%	7 6%	90 13%	15 12%	75 13%
Tend to agree	219 23%	21 22%	76 22%	59 23%	51 26%	79 19%	69 27% M	77 24%	38 21%	27 28%	38 25%	20 20%	17 21%	201 23%	28 22%	162 23%	25 20%	136 23%
Neither agree nor disagree	248 26%	25 27%	89 25%	80 32% L	44 22%	108 27%	64 25%	93 29%	44 24%	29 30%	38 25%	24 24%	20 24%	228 27%	35 28%	189 27%	34 27%	155 27%
Tend to disagree	239 25%	20 21%	93 26%	57 23%	51 26%	106 26%	72 27%	72 22%	49 27%	17 18%	35 23%	21 22%	20 24%	219 25%	39 31%	170 24%	28 22%	142 25%
Disagree strongly	129 14%	12 12%	53 15%	27 11%	30 15%	63 16% N	22 8%	42 13%	23 13%	10 10%	19 12%	23 24% PQR	20 23% v	109 13%	17 13%	94 13%	23 18%	70 12%
Don't know	4	1 1%	1	1 1%	-	2 1%	1	1	1 1%	-	-	-	-	4	-	2	1 1%	1
NET: All agree	326 34%	36 38%	115 33%	85 34%	75 37%	123 31%	102 39% M	114 35%	64 35%	40 41%	60 39%	30 31%	25 29%	301 35%	35 28%	252 36%	40 32%	211 36%
NET: All disagree	368 39%	31 33%	146 42%	84 34%	82 41%	170 42%	93 36%	114 35%	72 40%	27 28%	54 36%	45 45% Q	40 47%	328 38%	56 44%	264 37%	51 40%	213 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 8

B3_a To what extent do you agree or disagree with : I'm the type of person who likes to have the newest gadgets in my home

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Agree strongly	107 11%	36 10%	59 14%	47 12% w	48 13%	9 13%	20 8%	14 17% B	36 10%	29 12%	20 15%	44 10%	54 12%	48 15% J	38 10%	31 12%
Tend to agree	219 23%	81 23%	93 23%	94 23%	80 22%	17 26%	58 22%	20 24%	72 20%	60 25%	40 29%	111 25%	97 22%	87 27% J	66 17%	71 26% J
Neither agree nor disagree	248 26%	87 25%	115 28%	101 26%	101 28%	16 24%	60 23%	26 31%	81 23%	68 28%	46 33% D	107 24%	128 29%	88 27%	101 26%	71 26%
Tend to disagree	239 25%	103 29% xyz	87 21%	111 27% x	80 22%	15 23%	88 34% C	15 18%	95 27% F	59 24%	24 17%	107 25%	115 26%	75 23%	110 28%	62 23%
Disagree strongly	129 14%	43 12%	55 13%	48 12%	50 14%	9 14%	33 13%	10 11%	66 19% EF	24 10%	7 5%	68 15%	52 12%	23 7%	75 19% IK	34 13% I
Don't know	4 *	2 1%	1 *	4 1%	-	-	2 1%	-	1 *	1 1%	-	1 *	2 *	-	3 1%	1 *
NET: All agree	326 34%	117 33%	152 37%	141 35%	128 36%	25 39%	77 30%	35 40%	108 31%	89 37%	61 44% D	155 35%	151 34%	135 42% J	104 26%	102 38% J
NET: All disagree	368 39%	147 42% y	142 35%	159 39%	130 36%	24 37%	121 46% C	25 29%	161 46% EF	83 34% F	31 23%	175 40%	167 37%	98 31%	185 47% IK	96 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 9

B3_a To what extent do you agree or disagree with : I'm the type of person who likes to have the newest gadgets in my home

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Agree strongly	107 11%	38 11%	69 13% J	73 11%	34 13%	53 13%	31 9%	20 13%	84 13% M	14 7%	89 12%	10 9%
Tend to agree	219 23%	90 25%	134 25%	166 25%	53 20%	83 20%	94 26%	35 22%	164 25% M	34 18%	174 24%	18 16%
Neither agree nor disagree	248 26%	96 27%	136 25%	179 26%	70 26%	115 28%	88 25%	42 26%	161 25%	52 28%	186 26%	27 25%
Tend to disagree	239 25%	92 25%	134 25%	173 26%	66 24%	98 24%	95 27%	41 26%	160 25%	54 29%	172 24%	38 34% N
Disagree strongly	129 14%	44 12%	61 11%	82 12%	47 17% I	59 14%	46 13%	20 13%	76 12%	35 19% L	92 13%	19 17%
Don't know	4 .	1 .	2 .	2 .	1 .	3 1%	1 .	- .	4 1%	- .	4 .	- .
NET: All agree	326 34%	129 36%	202 38% J	239 35%	87 32%	136 33%	125 35%	55 35%	248 38% M	47 25%	263 37% O	27 24%
NET: All disagree	368 39%	136 38%	195 36%	255 38%	113 42%	158 38%	141 40%	61 39%	237 36%	89 47% L	264 37%	57 51% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 9

B3_a To what extent do you agree or disagree with : I'm the type of person who likes to have the newest gadgets in my home

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Agree strongly	107 11%	82 12%	12 13%	10 10%	24 9%	83 12%	69 12%	32 12%	36 11%	21 10%	2 3%	21 12% v	5 5%	18 11%	41 18% uvx
Tend to agree	219 23%	177 26% R	15 16%	16 15%	56 21%	163 24%	135 23%	70 25%	73 22%	53 25% wx	14 20%	27 15%	11 11%	40 25% wx	73 32% wx
Neither agree nor disagree	248 26%	177 26%	35 38% PR	19 18%	62 23%	187 27%	164 28%	76 28%	77 23%	60 29%	25 36% z	45 25%	22 22%	46 29%	50 22%
Tend to disagree	239 25%	169 25%	19 21%	37 35% PQ	75 28%	164 24%	150 26%	71 26%	86 26%	45 21%	18 26%	55 30% z	38 37% uz	40 25%	44 19%
Disagree strongly	129 14%	81 12%	10 11%	24 22% PQ	46 18% o	83 12%	63 11%	24 9%	60 18% pq	28 13%	10 15%	33 18% yz	25 25% uyz	14 9%	18 8%
Don't know	4 *	1 *	-	-	-	4 1%	2 *	1 *	1 *	4 2%	-	-	-	-	-
NET: All agree	326 34%	259 38% R	27 30%	26 25%	80 30%	246 36%	204 35%	102 37%	109 33%	74 35% x	16 23%	48 27% x	16 16%	58 37% x	114 50% uvwxy
NET: All disagree	368 39%	250 36%	30 32%	61 57% PQ	121 46% o	247 36%	212 36%	95 35%	146 44% pq	73 35%	29 41% z	87 48% uyz	63 62% uvwyz	54 34%	62 27%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 10

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Agree strongly	53 6%	24 5%	29 6%	17 5%	19 5%	17 7%	46 6%	6 5%	25 10% i	28 4%	39 6%	14 6%	25 5%	28 6%	35 5%	4 5%	13 7%	18 6%
Tend to agree	161 17%	76 15%	85 19%	50 15%	57 16%	54 22% c	144 18%	15 12%	47 19%	114 16%	113 16%	49 20%	78 16%	83 18%	107 16%	18 20%	36 19%	54 20%
Neither agree nor disagree	114 12%	60 12%	53 12%	42 12%	35 10%	37 15%	95 12%	18 15%	41 16% i	72 10%	92 13%	22 9%	67 14%	47 10%	70 10%	15 17% n	29 15%	44 16% n
Tend to disagree	310 33%	149 30%	157 35%	119 35% e	123 34%	66 27%	260 32%	43 35%	68 27%	239 35% h	230 33%	79 32%	153 31%	157 34%	225 34%	27 30%	58 31%	85 31%
Disagree strongly	292 31%	175 35% b	118 26%	104 31%	122 34%	67 27%	251 31%	38 31%	65 26%	227 33%	219 31%	73 30%	156 32%	137 30%	224 33% pq	21 24%	48 25%	69 25%
Don't know	16 2%	11 2%	5 1%	8 2%	5 1%	3 1%	12 1%	2 2%	5 2%	11 2%	9 1%	7 3%	8 2%	8 2%	8 1%	2 3%	5 3%	8 3%
NET: All agree	214 23%	100 20%	114 26%	67 20%	76 21%	71 29% cd	190 23%	22 18%	72 29% i	142 21%	152 22%	62 26%	103 21%	111 24%	142 21%	22 26%	50 26%	72 26%
NET: All disagree	602 64%	324 66%	275 62%	223 66% e	245 68% e	132 55%	511 63%	81 66%	133 53%	466 67% h	450 64%	152 62%	308 63%	294 64%	448 67% opq	47 54%	106 56%	153 55%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 10

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (M)	20+ years (N)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Agree strongly	53 6%	39 5%	14 9%	19 6%	23 5%	6 5%	14 8% M	9 3%	10 4%	20 7%	24 4%	28 9% w
Tend to agree	161 17%	121 16%	40 24% r	45 15%	87 20%	20 15%	26 16%	44 17%	29 13%	62 22% N	117 19%	44 14%
Neither agree nor disagree	114 12%	94 12%	20 12%	36 11%	44 10%	20 15%	22 13%	27 10%	27 12%	37 13%	78 12%	37 12%
Tend to disagree	310 33%	263 34%	46 28%	98 31%	144 34%	43 33%	54 33%	98 37% O	82 36% O	73 26%	221 35% x	89 28%
Disagree strongly	292 31%	252 32%	40 24%	107 34%	123 29%	41 32%	46 28%	80 31%	78 34%	86 30%	175 28%	118 37% w
Don't know	16 2%	12 1%	4 3%	8 2%	6 1%	-	4 2%	3 1%	2 1%	7 3%	13 2%	3 1%
NET: All agree	214 23%	160 20%	54 33% r	64 20%	110 26%	26 20%	40 24%	53 20%	39 17%	82 29% MN	142 23%	72 23%
NET: All disagree	602 64%	516 66% s	86 52%	205 66%	268 63%	84 65%	100 61%	179 68% O	160 70% O	159 56%	395 63%	207 65%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 10

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Agree strongly	53 6%	25 5%	13 9% y	12 5%	6 9%	47 6%	6 6%	33 6%	3 7%	4 4%	6 5%	36 6%	17 5%
Tend to agree	161 17%	92 17%	20 14%	37 17%	15 21%	126 16%	22 23%	97 17%	10 21%	15 14%	20 17%	106 17%	55 17%
Neither agree nor disagree	114 12%	58 11%	20 14% B	33 15% B	2 3%	100 13%	12 12%	73 13%	6 12%	11 10%	13 11%	79 13%	35 11%
Tend to disagree	310 33%	174 33%	50 35%	70 32%	18 24%	264 34%	28 28%	178 31%	11 23%	37 35%	43 37%	189 31%	121 37%
Disagree strongly	292 31%	175 33%	39 27%	64 29%	32 43% zA	231 29%	30 31%	179 31%	17 36%	39 36%	35 30%	196 32%	97 29%
Don't know	16 2%	8 1%	1 1%	6 3%	- -	15 2%	1 1%	9 2%	1 2%	1 1%	1 1%	10 2%	6 2%
NET: All agree	214 23%	117 22%	33 23%	49 22%	22 30%	173 22%	28 28%	130 23%	13 27%	19 18%	26 22%	142 23%	72 22%
NET: All disagree	602 64%	349 66%	89 63%	134 60%	49 67%	495 63%	57 59%	357 63%	28 59%	76 71%	78 66%	385 62%	217 66%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 11

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Agree strongly	53 6%	5 6%	14 5%	3 5%	18 8%	6 4%	33 6%	32 6%	20 5%	2 3%	29 7%	21 5%	9 5%	44 6%	30 6%	23 6%
Tend to agree	161 17%	14 17%	33 13%	11 20%	42 19%	24 19%	97 17% b	97 17% b	64 17%	16 22%	73 16%	72 17%	27 16%	134 17%	88 17%	73 18%
Neither agree nor disagree	114 12%	10 11%	30 12%	12 21% dfgh	25 11%	21 16%	73 13%	70 13%	41 11%	7 9%	60 13%	47 11%	12 7%	102 13% i	51 9%	63 15% n
Tend to disagree	310 33%	31 36%	95 37% dfg	16 29%	66 29%	36 28%	178 31%	174 31%	131 35%	25 33%	137 31%	148 35%	48 29%	262 34%	179 33%	131 32%
Disagree strongly	292 31%	24 28%	83 32%	13 23%	69 31%	44 33%	179 31%	173 31%	114 30%	23 30%	142 32%	128 30%	64 39% m	228 29%	180 34%	113 27%
Don't know	16 2%	2 2%	1 1%	2 3%	6 3% b	-	9 2%	9 2%	7 2%	2 2%	7 2%	7 2%	5 3%	11 1%	8 1%	8 2%
NET: All agree	214 23%	19 22%	47 18%	14 25%	60 27% b	30 23%	130 23% b	128 23% b	84 22%	19 25%	102 23%	93 22%	36 22%	178 23%	118 22%	96 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 11

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All disagree	602	55	178	29	135	80	357	348	245	48	279	276	112	489	359	243
	64%	64%	70% cdfg	51%	60%	61%	63%	63%	65% c	63%	62%	65%	68%	63%	67% o	59%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 11

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Agree strongly	53 6%	6 7%	20 6%	13 5%	7 4%	32 NO	8 3%	14 4%	12 7%	10 10%	7 4%	5 5%	4 4%	49 6%	5 4%	46 6%	8 6%	38 7%
Tend to agree	161 17%	19 21%	66 19%	34 14%	35 18%	69 17%	43 17%	54 17%	26 14%	22 22%	32 21%	21 21%	18 21%	144 17%	26 21%	113 16%	21 16%	92 16%
Neither agree nor disagree	114 12%	16 17%	42 12%	28 11%	19 10%	42 11%	32 12%	47 15%	23 13%	12 12%	15 10%	18 18%	18 22% v	96 11%	10 8%	87 12%	19 15%	68 12%
Tend to disagree	310 33%	26 28%	103 29%	91 37%	72 36%	123 30%	88 34%	108 33%	61 34%	26 27%	55 36%	30 31%	26 31%	284 33%	38 30%	231 33%	42 33%	189 33%
Disagree strongly	292 31%	22 24%	116 33%	80 32%	64 32%	131 32%	85 33%	91 28%	59 33% s	26 27%	41 27%	20 21%	15 18%	277 32% u	47 37%	220 31%	36 29%	183 32%
Don't know	16 2%	4 4% q	3 1%	4 2%	3 1%	6 1%	4 1%	9 3%	- -	1 1%	2 1%	4 4% P	4 4% v	12 1%	- -	11 2%	2 1%	10 2%
NET: All agree	214 23%	26 27%	86 24%	47 19%	43 21%	101 25%	51 20%	68 21%	38 21%	31 32% P	39 25%	26 26%	21 25%	193 22%	32 25%	159 22%	29 23%	130 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 11

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All disagree	602 64%	48 51%	219 63%	171 68% p	136 68% p	254 63%	174 67%	199 61%	120 66% s	53 55%	96 63%	50 51%	41 49%	561 65% u	85 67%	451 64%	78 61%	373 64%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 11

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Agree strongly	53 6%	17 5%	23 6%	19 5%	22 6%	3 5%	14 5%	3 3%	26 7%	9 4%	6 4%	28 6%	23 5%	13 4%	23 6%	17 6%
Tend to agree	161 17%	58 16%	68 17%	67 16%	59 16%	11 17%	40 16%	15 18%	60 17%	42 18%	19 14%	75 17%	78 17%	50 15%	81 21% K	37 14%
Neither agree nor disagree	114 12%	33 9%	56 14%	40 10%	49 14%	9 14%	26 10%	7 8%	52 15% F	29 12% F	3 2%	56 13%	47 10%	38 12%	52 13%	31 11%
Tend to disagree	310 33%	121 34%	128 31%	138 34%	111 31%	22 35%	86 33%	35 41%	106 30%	74 31%	51 37%	139 32%	150 33%	114 35%	119 30%	91 34%
Disagree strongly	292 31%	120 34%	127 31%	137 34%	111 31%	19 30%	92 35%	25 29%	97 28%	83 34%	59 43% D	129 29%	148 33%	100 31%	111 28%	91 34%
Don't know	16 2%	4 1%	8 2%	4 1%	7 2%	-	2 1%	1 1%	10 3%	3 1%	-	11 2%	3 1%	8 2%	7 2%	3 1%
NET: All agree	214 23%	74 21%	91 22%	85 21%	80 22%	14 22%	55 21%	18 21%	86 25%	52 21%	25 18%	104 24%	100 22%	62 19%	104 26% I	54 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 11

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All disagree	602	242	255	275	222	42	178	60	203	157	110	267	297	214	230	183
	64%	68%	62%	68%	62%	65%	68%	70%	58%	65%	80% DE	61%	66%	66% J	59%	68% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 12

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Agree strongly	53 6%	18 5%	30 6%	36 5%	17 6%	21 5%	24 7%	7 5%	39 6%	6 3%	40 6%	6 5%
Tend to agree	161 17%	68 19%	88 17%	113 17%	48 18%	70 17%	69 19%	20 13%	110 17%	30 16%	122 17%	20 18%
Neither agree nor disagree	114 12%	37 10%	51 9%	69 10%	45 17% HIJ	50 12%	46 13%	15 9%	68 10%	24 13%	74 10%	18 16%
Tend to disagree	310 33%	114 32%	179 33%	221 33%	89 33%	131 32%	113 32%	59 37%	216 33%	63 33%	241 34%	30 27%
Disagree strongly	292 31%	120 33% K	180 34% K	229 34% K	64 24%	135 33%	97 27%	55 35%	206 32%	62 33%	230 32%	34 30%
Don't know	16 2%	5 1%	8 1%	8 1%	8 3% J	5 1%	6 2%	2 1%	10 2%	4 2%	9 1%	3 3%
NET: All agree	214 23%	85 24%	118 22%	149 22%	65 24%	92 22%	93 26% m	27 17%	149 23%	36 19%	163 23%	26 23%
NET: All disagree	602 64%	235 65% K	359 67% K	449 67% K	153 56%	266 64%	210 59%	114 72% l	421 65%	124 66%	471 66%	64 57%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 12

B3_b To what extent do you agree or disagree with : It's not worth me doing things to help the environment if others don't do the same

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Agree strongly	53 6%	36 5%	2 2%	12 12% PQ	16 6%	36 5%	25 4%	13 5%	28 8% p	7 3%	3 4%	15 8% y	3 3%	2 2%	22 10% uy
Tend to agree	161 17%	115 17%	13 15%	21 19%	46 18%	115 17%	99 17%	50 18%	56 17%	30 14% x	20 28% uxy	38 21% x	6 5%	22 14% x	45 20% x
Neither agree nor disagree	114 12%	66 10%	19 20% PR	10 9%	32 12%	82 12%	61 10%	29 11%	45 14%	18 9%	9 13% y	39 22% uxyz	8 8%	8 5%	31 14% y
Tend to disagree	310 33%	237 35%	31 33%	29 27%	86 33%	224 33%	196 34%	88 32%	106 32%	66 31%	31 45% wxz	54 30%	27 26%	65 41% wxz	67 30%
Disagree strongly	292 31%	224 33%	25 27%	31 29%	76 29%	216 32%	194 33%	90 33%	92 28%	86 41% vwz	5 7%	29 16%	56 55% uvwyz	60 38% vwz	58 25% vw
Don't know	16 2%	8 1%	3 3%	5 4% P	6 2%	10 1%	7 1%	4 2%	7 2%	3 2%	2 3%	6 3%	2 2%	1 1%	2 1%
NET: All agree	214 23%	151 22%	15 16%	33 31% Q	63 24%	151 22%	124 21%	63 23%	85 25%	38 18%	22 32% uxy	53 29% uxy	9 9%	24 15%	68 30% uxy
NET: All disagree	602 64%	461 67% R	56 61%	60 56%	163 62%	439 64%	390 67% r	178 65%	197 59%	151 72% vwz	36 52%	83 46%	82 82% vwz	125 79% vwz	125 55%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 13

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Agree strongly	266 28%	131 27%	133 30%	114 34% e	102 28% e	49 20%	218 27%	41 33%	65 26%	200 29%	198 28%	68 28%	127 26%	139 30%	210 31% pq	20 23%	36 19%	56 20%
Tend to agree	413 44%	231 47%	181 41%	151 45%	161 45%	100 41%	354 44%	54 44%	104 41%	308 45%	305 43%	108 44%	223 46%	190 41%	288 43%	38 44%	86 45%	125 45%
Neither agree nor disagree	145 15%	69 14%	73 16%	42 12%	61 17%	41 17%	126 16%	18 14%	39 16%	105 15%	113 16%	31 13%	85 17%	60 13%	99 15%	17 19%	29 15%	46 16%
Tend to disagree	93 10%	51 10%	42 9%	24 7%	29 8%	39 16% cd	83 10%	8 7%	30 12%	62 9%	62 9%	31 13%	42 9%	51 11%	60 9%	6 7%	26 14%	32 12%
Disagree strongly	24 3%	10 2%	14 3%	5 2%	6 2%	13 5% cd	23 3%	2 1%	12 5% i	13 2%	20 3%	4 2%	7 1%	17 4% l	10 1%	4 4%	11 6% n	15 5% n
Don't know	5 1%	2 1%	3 1%	3 1%	1 1%	1 1%	4 1%	- -	1 1%	4 1%	4 1%	1 1%	1 1%	4 1%	1 1%	3 3% n	1 1%	4 1% n
NET: All agree	679 72%	362 73%	315 70%	265 78% e	263 73% e	149 61%	571 71%	95 77%	169 67%	508 73%	503 72%	177 72%	351 72%	328 71%	499 75% pq	58 67%	123 64%	181 65%
NET: All disagree	117 12%	61 12%	56 12%	29 9%	36 10%	53 22% cd	106 13%	10 8%	42 17% i	75 11%	82 12%	34 14%	49 10%	68 15% l	70 10%	10 11%	37 20% n	47 17% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 13

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Agree strongly	266 28%	237 30% s	29 18%	94 30%	120 28%	33 25%	56 34% NO	92 35% NO	55 24%	61 21%	171 27%	96 30%
Tend to agree	413 44%	347 44%	66 40%	128 41%	185 43%	61 47%	77 47%	101 38%	104 46%	129 45%	279 44%	134 42%
Neither agree nor disagree	145 15%	118 15%	27 16%	54 17%	59 14%	18 14%	17 10%	40 15%	40 18%	47 16%	97 15%	48 15%
Tend to disagree	93 10%	65 8%	27 16% r	31 10%	47 11%	10 8%	11 7%	17 7%	26 11%	39 14% KM	63 10%	30 9%
Disagree strongly	24 3%	11 1%	13 8% r	3 1%	15 4% t	7 5% t	4 3%	8 3%	3 1%	9 3%	13 2%	11 3%
Don't know	5 1%	2 0%	3 2%	3 1%	2 1%	- -	- -	4 2%	- -	1 0%	5 1%	- -
NET: All agree	679 72%	584 75% s	96 58%	222 71%	305 71%	94 73%	133 80% NO	193 74%	159 70%	191 67%	450 72%	230 72%
NET: All disagree	117 12%	77 10%	40 24% r	33 11%	62 14%	17 13%	16 9%	25 9%	29 13%	48 17% KM	76 12%	41 13%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 13

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Agree strongly	266 28%	162 31%	40 28%	56 25%	22 30%	220 28%	21 22%	161 28%	13 27%	29 27%	41 34%	173 28%	93 28%
Tend to agree	413 44%	228 43%	61 43%	106 48%	27 37%	344 44%	41 42%	256 45%	24 51%	44 41%	44 37%	279 45%	134 40%
Neither agree nor disagree	145 15%	82 15%	24 17%	27 12%	9 13%	123 16%	16 16%	76 13%	5 11%	19 18%	22 19%	82 13%	63 19% EI
Tend to disagree	93 10%	52 10%	13 9%	22 10%	8 10%	77 10%	11 11%	61 11%	5 12%	9 8%	9 8%	66 11%	26 8%
Disagree strongly	24 3%	6 1%	4 3%	9 4% y	7 9% y	15 2%	8 8% C	13 2%	- -	6 5% H	1 1%	13 2%	11 3% H
Don't know	5 1%	2 *	- -	3 1%	- -	5 1%	- -	2 *	- -	- -	2 1%	2 *	3 1%
NET: All agree	679 72%	390 73%	101 71%	162 73%	49 67%	565 72%	63 64%	416 73%	36 77%	73 68%	85 72%	453 74%	227 69%
NET: All disagree	117 12%	57 11%	17 12%	31 14%	15 20% y	92 12%	19 20% C	74 13%	5 12%	14 14%	10 8%	79 13%	37 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 14

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Agree strongly	266 28%	26 30%	62 24%	16 29%	76 33% bfg	41 31%	161 28%	157 28%	106 28%	22 29%	121 27%	123 29%	69 42% m	197 25%	156 29%	111 27%
Tend to agree	413 44%	40 46%	127 49% c	18 32%	101 45%	56 43%	256 45% c	250 45% c	157 42%	28 37%	210 47%	174 41%	65 39%	348 45%	242 45%	171 42%
Neither agree nor disagree	145 15%	11 13%	34 13%	10 17%	30 13%	19 15%	76 13%	73 13%	68 18% g	11 15%	59 13%	75 18%	16 10%	129 16% l	74 14%	71 17%
Tend to disagree	93 10%	9 11%	26 10%	9 16% d	14 6%	13 10%	61 11% d	61 11% d	32 8%	11 15%	46 10%	35 8%	14 8%	79 10%	49 9%	44 11%
Disagree strongly	24 3%	-	6 2%	2 3%	6 3%	1 1%	13 2%	12 2%	11 3%	3 3%	9 2%	12 3%	1 1%	23 3%	12 2%	12 3%
Don't know	5 1%	-	1	1 2% d	-	-	2	2	3 1%	-	2	3 1%	-	5 1%	4 1%	1
NET: All agree	679 72%	66 77%	188 73%	34 61%	177 78% c f g h	97 74%	416 73% c	407 73% c	263 70%	50 66%	331 74%	298 71%	134 81% m	545 70%	397 74%	282 69%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 14

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All disagree	117 12%	9 11%	32 13%	11 19% d	20 9%	14 11%	74 13% d	73 13% d	43 11%	14 18%	56 12%	47 11%	15 9%	102 13%	61 11%	56 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 14

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Agree strongly	266 28%	25 27%	100 28%	77 31%	59 30%	108 27%	73 28%	97 30%	54 30% S	31 32% S	45 30% S	14 14%	11 13%	255 30% u	49 39% UVW	194 27%	32 25%	162 28%
Tend to agree	413 44%	46 49%	137 39%	110 44%	95 47%	182 45%	125 48%	136 42%	84 46%	40 42%	61 40%	42 43%	35 42%	378 44%	50 39%	317 45% V	47 37%	270 47% V
Neither agree nor disagree	145 15%	15 16%	58 16%	35 14%	26 13%	55 14%	32 12%	62 19% MN	26 14%	12 12%	25 16%	21 21%	19 22%	126 15%	19 15%	103 15%	24 18%	79 14%
Tend to disagree	93 10%	5 5%	42 12%	23 9%	16 8%	43 11% O	22 8%	20 6%	16 9%	10 11%	14 9%	16 16%	15 18% v	77 9%	9 7%	70 10%	16 13%	54 9%
Disagree strongly	24 3%	3 3%	12 3%	4 2%	4 2%	12 3%	6 2%	7 2%	1 *	3 4%	6 4% P	3 3%	2 2%	23 3%	-	21 3%	6 5% T	14 2%
Don't know	5 1%	-	1 *	3 1%	1 1%	3 1%	2 1%	3 1%	-	-	1 1%	3 3% P	3 3% v	2 *	-	4 1% W	3 2% UW	1 *
NET: All agree	679 72%	71 75%	237 68%	186 74%	154 77% q	291 72%	198 76%	232 72%	138 76% S	72 74% S	106 70% S	56 57%	46 55%	633 73% u	99 78% V	510 72% V	79 62%	432 74% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 14

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All disagree	117 12%	8 8%	55 16%	27 11%	20 10%	55 14% O	28 11%	26 8%	17 9%	14 14%	20 13%	19 19% P	17 20% v	100 12%	9 7%	91 13%	23 18% I	68 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 14

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Agree strongly	266 28%	117 33% z	113 28% z	138 34% xz	92 26%	13 21%	83 32%	30 35%	89 25%	76 31%	53 39% D	115 26%	136 30%	113 35% J	89 23%	80 29%
Tend to agree	413 44%	160 45%	173 42%	182 45%	151 42%	24 38%	122 47%	36 42%	146 41%	108 45%	62 45%	206 47%	189 42%	134 42%	166 42%	122 45%
Neither agree nor disagree	145 15%	47 13%	58 14%	50 12%	55 15%	7 11%	33 13%	13 15%	57 16%	31 13%	17 12%	52 12%	78 17% G	42 13%	69 18%	44 16%
Tend to disagree	93 10%	28 8%	46 11%	31 8%	42 12%	13 20% wxyz	21 8%	6 7%	44 12% F	23 10% F	4 3%	47 11%	38 9%	26 8%	54 14% IK	17 6%
Disagree strongly	24 3%	1 *	15 4% wy	1 *	15 4% wy	5 7% wy	1 1%	- -	14 4%	3 1%	2 1%	16 4% H	5 1%	4 1%	14 4%	6 2%
Don't know	5 1%	- -	4 1%	2 *	3 1%	1 2% w	- -	- -	2 *	- -	- -	2 1%	1 *	3 1%	1 *	1 *
NET: All agree	679 72%	277 78% xzA	287 70% z	320 79% xzA	244 68%	38 59%	205 79%	66 77%	235 67%	183 76% D	115 84% D	320 73%	325 73%	247 77% J	255 65%	202 75% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 14

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All disagree	117	29	61	33	57	18	23	6	58	26	6	63	44	30	68	23
	12%	8%	15%	8%	16%	28%	9%	7%	16%	11%	4%	14%	10%	9%	17%	9%
			wy		wyz				F	F		H		IK		



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 15

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Agree strongly	266 28%	110 30%	156 29%	197 29%	70 26%	124 30%	85 24%	49 31%	203 31% M	41 22%	217 30%	31 27%
Tend to agree	413 44%	150 42%	242 45%	296 44%	117 43%	172 42%	166 47%	66 42%	293 45%	74 39%	328 46% O	38 34%
Neither agree nor disagree	145 15%	56 16%	74 14%	101 15%	43 16%	66 16%	58 16%	18 12%	82 13%	41 22% L	90 12%	25 22% N
Tend to disagree	93 10%	41 11% J	49 9%	61 9%	31 11%	39 9%	39 11%	14 9%	60 9%	23 12%	66 9%	12 11%
Disagree strongly	24 3%	4 1%	12 2%	15 2% H	9 3%	9 2%	4 1%	10 6% kl	8 1%	8 4% L	14 2%	4 4%
Don't know	5 1%	1 *	4 1%	4 1%	1 *	1 *	3 1%	- -	2 *	3 1%	2 *	1 1%
NET: All agree	679 72%	260 72%	397 74%	493 73%	187 69%	297 72%	250 71%	115 73%	497 77% M	115 61%	545 76% O	69 62%
NET: All disagree	117 12%	45 12%	61 11%	77 11%	40 15%	48 12%	43 12%	24 15%	68 10%	31 16% L	80 11%	16 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 15

B3_c To what extent do you agree or disagree with : I'm always looking out for new ideas to improve my home

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Agree strongly	266 28%	210 31% Q	17 18%	30 28%	66 25%	201 29%	188 32% r	84 31% r	75 22%	65 31% vw	6 8%	27 15%	28 28% vw	53 34% vw	88 39% vw
Tend to agree	413 44%	317 46% R	43 47% R	34 31%	99 38%	314 46% n	267 46%	125 46%	134 40%	92 44%	28 41%	72 40%	47 47%	76 48%	97 43%
Neither agree nor disagree	145 15%	85 12%	25 27% P	17 16%	54 21% o	91 13%	77 13%	35 13%	60 18%	25 12%	25 36% uvwxyz	39 22% uyz	14 14%	20 13%	21 9%
Tend to disagree	93 10%	62 9%	5 6%	18 16% PQ	32 12%	61 9%	46 8%	28 10%	46 14% p	25 12%	9 13%	26 14% yz	10 10%	9 6%	15 6%
Disagree strongly	24 3%	10 2%	2 2%	6 6% P	10 4%	15 2%	4 1%	1 .	15 5% pq	3 2%	2 2%	15 8% uxyz	1 1%	-	4 2%
Don't know	5 1%	2 .	-	3 2% P	3 1%	2 .	1 .	1 .	4 1% p	1 1%	-	2 1%	-	-	2 1%
NET: All agree	679 72%	526 77% QR	60 65%	64 60%	165 63%	514 75% n	455 78% r	209 76% r	208 63%	157 75% vw	34 49%	99 54%	75 75% vw	129 82% vw	185 82% vw
NET: All disagree	117 12%	72 11%	7 7%	24 22% PQ	41 16%	75 11%	50 9%	29 10%	61 18% pq	28 13% y	10 15% y	41 23% uxyz	11 11%	9 6%	18 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 16

B3_SUM To what extent do you agree or disagree with these things?

Base: All respondents

	Summary table		
	I'm the type of person who likes to have the newest gadgets in my home	It's not worth me doing things to help the environment if others don't do the same	I'm always looking out for new ideas to improve my home
Unweighted Base	946	946	946
Weighted Base	946	946	946
Effective base	870	870	870
Agree strongly	107 11%	53 6%	266 28%
Tend to agree	219 23%	161 17%	413 44%
Neither agree nor disagree	248 26%	114 12%	145 15%
Tend to disagree	239 25%	310 33%	93 10%
Disagree strongly	129 14%	292 31%	24 3%
Don't know	4 *	16 2%	5 1%
NET: All agree	326 34%	214 23%	679 72%
NET: All disagree	368 39%	602 64%	117 12%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 17

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Always	328 35%	171 35%	157 35%	109 32%	132 37%	87 36%	282 35%	43 35%	87 35%	241 35%	238 34%	91 37%	155 32%	174 38%	243 36%	29 33%	57 30%	86 31%
Very often	210 22%	112 23%	95 21%	76 22%	86 24%	46 19%	180 22%	23 19%	42 17%	166 24% h	157 22%	53 22%	97 20%	113 25%	157 23%	19 22%	34 18%	53 19%
Quite often	173 18%	90 18%	83 19%	58 17%	65 18%	51 21%	151 19%	19 16%	54 21%	120 17%	126 18%	47 19%	92 19%	81 18%	121 18%	13 15%	39 20%	52 19%
Occasionally	139 15%	76 15%	61 14%	57 17%	50 14%	30 12%	120 15%	16 13%	45 18%	93 13%	106 15%	33 14%	82 17%	57 12%	96 14%	9 10%	35 18%	44 16% o
Never	67 7%	32 6%	35 8%	23 7%	20 6%	24 10%	53 7%	13 11%	17 7%	50 7%	54 8%	13 6%	43 9%	25 5%	38 6%	10 12% n	19 10% n	29 11% n
Not applicable (e.g. landlord always supplies new appliances)	20 2%	8 2%	11 3%	14 4% d	3 1%	4 2%	16 2%	3 3%	5 2%	15 2%	16 2%	4 2%	12 2%	8 2%	10 2%	6 6% n	4 2%	9 3%
Don't know	9 1%	4 1%	4 1%	3 1%	5 1%	1 *	4 *	4 4% f	1 1%	7 1%	6 1%	3 1%	6 1%	3 1%	5 1%	2 2%	2 1%	4 1%
NET: Always/very often/quite often (top 3 box)	711 75%	374 76%	335 75%	242 72%	283 78% c	184 76%	614 76%	86 70%	184 73%	526 76%	521 74%	191 78%	344 71%	368 80% l	520 78% pq	61 70%	130 68%	191 69%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 17

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Occasionally/never (bottom 2 box)	206	108	96	80	70	55	173	29	61	143	160	47	125	82	133	19	54	73
	22%	22%	22%	24%	19%	22%	21%	24%	24%	21%	23%	19%	26% m	18%	20%	22%	29% n	26% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 17

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Always	328 35%	276 35%	52 32%	118 38%	141 33%	41 31%	58 35%	84 32%	66 29%	120 42% MN	226 36%	102 32%
Very often	210 22%	180 23%	30 18%	66 21%	95 22%	38 29%	36 22%	67 26%	51 23%	54 19%	135 22%	75 23%
Quite often	173 18%	144 19%	29 17%	59 19%	77 18%	22 17%	22 13%	36 14%	61 27% KMO	53 19%	106 17%	67 21%
Occasionally	139 15%	104 13%	35 21% r	40 13%	71 17%	17 13%	29 17%	45 17%	30 13%	35 12%	94 15%	45 14%
Never	67 7%	54 7%	13 8%	19 6%	32 8%	10 8%	14 8%	17 6%	14 6%	23 8%	47 8%	20 6%
Not applicable (e.g. landlord always supplies new appliances)	20 2%	14 2%	6 3%	8 3%	7 2%	1 1%	5 3% O	11 4% O	3 1% O	-	15 2%	5 2%
Don't know	9 1%	8 1%	1 1%	2 1%	5 1%	1 1%	2 1%	2 1%	2 1%	2 1%	4 1%	5 1%
NET: Always/very often/quite often (top 3 box)	711 75%	601 77% s	111 67%	244 78%	312 73%	101 78%	116 70%	187 72%	179 78%	227 79% KM	467 74%	244 77%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 17

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Occasionally/never (bottom 2 box)	206 22%	158 20%	48 29% r	58 19%	103 24%	27 21%	43 26%	61 23%	44 19%	57 20%	142 23%	65 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 17

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Always	328 35%	192 36%	57 40% A	65 29%	32 43% A	275 35%	25 25%	205 36%	17 36%	36 33%	42 35%	222 36%	106 32%
Very often	210 22%	131 25% zA	23 16%	37 16%	23 32% zA	161 21%	29 30%	131 23%	12 26%	25 24%	26 22%	143 23%	67 20%
Quite often	173 18%	100 19%	32 22%	34 15%	10 14%	146 19%	15 15%	86 15%	9 19%	28 27% EI	24 20%	95 15%	78 24% EI
Occasionally	139 15%	70 13%	14 10%	50 23% yzB	4 5%	122 16%	14 14%	85 15%	5 12%	16 15%	19 16%	91 15%	49 15%
Never	67 7%	26 5%	13 9% y	26 12% y	4 6%	58 7%	9 9%	48 8% G	3 6% G	-	5 4% G	50 8% G	17 5% G
Not applicable (e.g. landlord always supplies new appliances)	20 2%	9 2%	3 2%	7 3%	-	16 2%	4 4%	9 2%	1 2%	-	2 1%	10 2%	10 3%
Don't know	9 1%	4 1%	1 *	3 2%	-	6 1%	3 3%	5 1%	-	1 1%	1 1%	5 1%	4 1%
NET: Always/very often/quite often (top 3 box)	711 75%	423 79% A	112 78% A	136 61%	65 89% A	582 74%	68 70%	423 74%	38 81%	89 84% EJ	92 77%	461 75%	251 76%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 17

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Occasionally/never (bottom 2 box)	206 22%	96 18%	28 19%	77 35% yzB	8 11%	180 23%	23 23%	133 23%	8 18%	16 15%	24 21%	141 23%	65 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 18

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Always	328 35%	28 32%	81 31%	22 40%	80 35%	59 45% abcd gh	205 36% g	196 35%	123 33%	23 30%	162 36%	144 34%	66 40%	262 34%	197 37%	131 32%
Very often	210 22%	25 29%	64 25%	8 15%	48 21%	28 22%	131 23%	130 23%	79 21%	20 26%	100 22%	90 21%	46 28%	163 21%	123 23%	86 21%
Quite often	173 18%	16 19%	41 16%	10 18%	36 16%	18 13%	86 15%	84 15%	87 23% bdef g	16 21%	64 14%	93 22% j	27 16%	146 19%	91 17%	83 20%
Occasionally	139 15%	13 15%	46 18% e	7 13%	33 14%	12 9%	85 15% e	85 15% e	54 14%	10 14%	71 16%	58 14%	16 10%	123 16%	76 14%	63 15%
Never	67 7%	3 4%	20 8%	6 11%	22 10% h	10 8%	48 8%	46 8%	20 5%	4 6%	40 9%	23 5%	4 2%	64 8% i	31 6%	36 9%
Not applicable (e.g. landlord always supplies new appliances)	20 2%	-	2 1%	2 4% b	7 3% bfg	1 1%	9 2%	9 2%	11 3%	-	9 2%	11 2%	2 1%	18 2%	11 2%	9 2%
Don't know	9 1%	1 2%	3 1%	-	2 1%	3 2%	5 1%	5 1%	4 1%	2 3%	3 1%	4 1%	4 2% m	5 1%	6 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 18

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Always/very often/quite often (top 3 box)	711 75%	69 80%	186 72%	40 72%	163 72%	105 81%	423 74%	411 74%	289 77%	59 78%	325 73%	327 77%	140 84% m	572 73%	411 77%	300 73%
NET: Occasionally/never (bottom 2 box)	206 22%	16 19%	66 26%	13 24%	55 24%	22 17%	133 23%	131 24%	74 20%	15 20%	111 25%	81 19%	20 12%	186 24% l	107 20%	99 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 18

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Always	328 35%	25 27%	121 35%	96 39%	75 37%	134 33%	101 39%	120 37%	66 37%	30 31%	47 31%	25 26%	20 23%	309 36% u	51 40%	237 33%	44 35%	192 33%
Very often	210 22%	16 18%	78 22%	61 24%	45 22%	92 23%	60 23%	77 24%	41 23%	21 22%	22 14%	17 18%	13 16%	196 23%	30 24%	158 22% v	19 15%	139 24% uv
Quite often	173 18%	21 23%	58 16%	44 18%	41 21%	72 18%	41 16%	66 20%	37 21%	14 15%	35 23%	16 16%	14 17%	159 18%	26 21%	134 19%	25 20%	110 19%
Occasionally	139 15%	19 20% r	58 17%	27 11%	26 13%	67 17%	34 13%	38 12%	20 11%	20 20% p	34 23% p	22 23% p	22 26% v	117 14%	13 10%	109 15%	22 17%	86 15%
Never	67 7%	8 9%	30 9% L	14 6%	7 4%	31 8%	18 7%	16 5%	12 7%	9 9%	9 6%	10 10%	7 8%	60 7%	6 4%	50 7%	11 9%	39 7%
Not applicable (e.g. landlord always supplies new appliances)	20 2%	1 1%	4 1%	6 2%	4 2%	2 1%	5 2%	6 2%	3 1%	2 2%	1 1%	7 7% PR	7 8% v	13 2%	1 1%	12 2% W	5 4% UW	6 1%
Don't know	9 1%	3 3% qr	1 *	1 *	3 1%	5 1%	1 1%	- -	2 1%	1 1%	3 2%	1 1%	1 1%	8 1%	- -	8 1%	1 *	7 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 18

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Always/very often/quite often (top 3 box)	711 75%	63 67%	257 73%	202 81% pq	161 80% p	298 74%	202 78%	263 81% M	145 80% QRS	65 68%	104 68%	59 59%	47 56%	664 77% u	107 85% UV	529 75%	88 69%	441 76%
NET: Occasionally/never (bottom 2 box)	206 22%	27 29% rL	88 25% rL	41 16%	34 17%	97 24% O	52 20%	54 17%	32 18%	29 30% P	44 29% P	32 33% P	29 35% v	177 21%	18 14%	158 22%	33 26% T	125 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 18

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Always	328 35%	134 38%	148 36%	154 38%	128 36%	16 25%	105 40%	27 32%	122 35%	87 36%	49 36%	143 33%	166 37%	111 35%	146 37%	83 31%
Very often	210 22%	79 22%	91 22%	95 23%	75 21%	13 19%	59 23%	19 22%	72 20%	57 24%	44 32% D	84 19%	109 24%	65 20%	81 20%	70 26%
Quite often	173 18%	59 17%	85 21%	72 18%	72 20%	12 18%	43 17%	15 18%	59 17%	42 17%	26 19%	84 19%	83 19%	64 20%	79 20%	40 15%
Occasionally	139 15%	57 16% y	47 11%	60 15%	44 12%	10 16%	39 15%	17 20%	61 17%	30 13%	14 10%	71 16%	56 12%	52 16%	48 12%	47 17%
Never	67 7%	18 5%	27 7%	19 5%	26 7%	6 9%	11 4%	7 8%	28 8% F	18 8% F	2 2%	43 10% H	21 5%	21 6%	31 8%	17 6%
Not applicable (e.g. landlord always supplies new appliances)	20 2%	5 7%	10 2%	5 7%	10 3%	8 12% wxyz	3 7%	* 1%	6 2%	6 2%	- -	11 2%	8 2%	8 2%	8 2%	6 2%
Don't know	9 1%	1 *	3 1%	1 *	3 1%	- -	1 *	- -	4 1%	1 1%	1 1%	3 1%	5 1%	1 *	1 *	7 2% IJ



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 18

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Total	Received/seen GDAR				Report sent straight to landlord/housing association (A)	Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)		Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Always/very often/quite often (top 3 box)	711 75%	272 77% A	323 79% zA	320 79% wA	275 77% A	41 63%	207 79%	61 71%	253 72%	185 77%	120 87% DE	310 71%	358 80% G	240 75%	305 78%	194 72%
NET: Occasionally/never (bottom 2 box)	206 22%	75 21% y	74 18%	78 19%	70 20% x	16 25%	50 19%	24 28%	89 25% F	48 20%	16 12%	114 26% H	77 17%	73 23%	79 20%	64 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 19

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Always	328 35%	149 41% JK	197 37% K	254 38% K	75 28%	155 38%	116 33%	49 31%	238 37%	62 33%	258 36%	37 33%
Very often	210 22%	76 21%	123 23%	152 22%	58 21%	102 25%	72 20%	31 20%	144 22%	42 22%	159 22%	24 21%
Quite often	173 18%	61 17%	91 17%	119 18%	54 20%	73 18%	69 20%	27 17%	115 18%	42 22%	125 17%	25 23%
Occasionally	139 15%	46 13%	76 14%	91 14%	48 18%	49 12%	55 16%	33 21% k	96 15%	24 13%	113 16%	14 12%
Never	67 7%	21 6%	31 6%	40 6%	27 10% IJ	25 6%	28 8%	13 8%	39 6%	14 8%	44 6%	8 7%
Not applicable (e.g. landlord always supplies new appliances)	20 2%	6 2%	11 2%	12 2%	8 3%	4 1%	10 3%	4 3%	11 2%	4 2%	10 1%	4 3%
Don't know	9 1%	2 1%	6 1%	6 1%	2 1%	4 1%	3 1%	1 1%	6 1%	2 1%	7 1%	-
NET: Always/very often/quite often (top 3 box)	711 75%	286 79% K	411 77% K	525 78% K	187 69%	331 80% lm	258 73%	106 67%	497 77%	145 77%	543 76%	86 77%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 19

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Occasionally/never (bottom 2 box)	206 22%	67 19%	107 20%	132 20%	75 28% HIJ	73 18%	84 24%	46 29% k	135 21%	38 20%	157 22%	22 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 19

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Always	328 35%	250 36% Q	23 25%	38 35%	88 33%	240 35%	203 35%	91 33%	118 35%	103 49% vwy	7 10%	33 18%	43 43% vwy	46 29% vw	97 43% vwy
Very often	210 22%	165 24%	17 18%	20 19%	55 21%	155 23%	154 26% r	73 27% r	51 15%	44 21%	12 17%	29 16%	29 29% w	46 29% w	49 22%
Quite often	173 18%	117 17%	22 23%	20 19%	49 18%	125 18%	102 17%	45 17%	66 20%	35 17%	17 25% z	44 24% z	15 15%	32 20%	30 13%
Occasionally	139 15%	98 14%	15 16%	19 18%	43 16%	96 14%	77 13%	36 13%	60 18%	16 8%	18 26% ux	33 18% u	11 10%	27 17% u	35 16% u
Never	67 7%	36 5%	13 14% P	8 8%	22 8%	45 7%	31 5%	21 8% p	29 9% p	7 3%	14 20% uxyz	32 17% uxyz	-	4 3%	11 5% x
Not applicable (e.g. landlord always supplies new appliances)	20 2%	12 2%	3 3%	1 1%	5 2%	15 2%	12 2%	4 2%	5 1%	5 2%	2 3%	7 4%	-	2 1%	3 1%
Don't know	9 1%	8 1%	-	1 1%	2 1%	6 1%	4 1%	3 1%	4 1%	1 1%	-	3 2%	3 3%	1 1%	1 1%
NET: Always/very often/quite often (top 3 box)	711 75%	532 78% Q	62 67%	78 73%	191 73%	520 76%	459 79% r	210 77%	235 70%	182 86% vwz	35 51%	106 59%	87 87% vw	125 79% vw	176 78% vw



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 19

B4 How often, if at all, do you personally do the following?:

When buying new appliances (e.g. fridge, washing machine) choose those which are more energy efficient

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Occasionally/never (bottom 2 box)	206 22%	134 20%	28 30% P	27 25%	65 25%	141 21%	107 18%	57 21%	89 27% P	23 11%	31 45% uxyz	65 36% uxyz	11 10%	31 19% u	46 20% ux



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 23

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
To increase your home's value	66 7%	32 6%	34 8%	24 7%	21 6%	21 9%	55 7%	10 8%	14 6%	52 7%	47 7%	18 8%	32 7%	33 7%	63 9% opq	1 2%	1 *	2 1%
To make it easier to sell/ rent	29 3%	8 2%	20 4% a	10 3%	9 3%	9 4%	25 3%	2 2%	6 2%	21 3%	18 2%	12 5%	17 3%	13 3%	26 4% q	1 1%	2 1%	3 1%
To make your home warmer and more comfortable	687 73%	375 76% b	310 69%	257 76%	259 72%	169 69%	596 74% g	80 65%	182 72%	503 73%	523 75% k	164 67%	346 71%	341 74%	484 72%	61 70%	142 74%	203 73%
To help reduce the amount you spend on your energy bills	756 80%	404 82%	348 78%	271 80% e	306 85% e	176 73%	644 80%	101 82%	191 76%	563 81%	557 79%	199 82%	373 77%	384 83% l	532 80%	68 78%	156 82%	224 81%
To bring it up to modern standards	158 17%	85 17%	72 16%	54 16%	67 19%	37 15%	136 17%	21 17%	47 19%	111 16%	99 14%	58 24% j	70 14%	88 19%	122 78% oq	5 6%	30 76% oq	35 73% o
To reduce amount of wasted energy	453 48%	232 47%	218 49%	166 49% e	190 53% e	95 39%	390 48%	55 44%	111 44%	339 49%	341 49%	112 46%	224 46%	229 50%	332 50%	36 42%	85 45%	121 44%
To reduce carbon emissions/ better for the environment	127 13%	66 13%	59 13%	48 14%	53 15%	25 10%	105 13%	19 16%	32 13%	94 14%	102 14%	25 10%	77 16% m	50 11%	97 15% p	16 18% pq	13 7%	29 11% p
Remove damp	3 *	3 1%	-	3 1%	-	-	3 *	-	-	3 *	3 *	-	2 *	1 *	2 *	-	1 *	1 *
Other	13 1%	4 1%	9 2%	2 1%	8 2%	3 1%	13 2%	1 1%	2 1%	11 2%	13 2%	1 *	8 2%	6 1%	11 2%	1 2%	1 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 23

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
No reason - I didn't want to make my home more energy efficient	20 2%	9 2%	11 2%	7 2%	1 *	12 5%	15 2%	4 3%	6 2%	14 2%	14 2%	6 2%	8 2%	12 3%	10 2%	3 4%	6 3%	9 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 23

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
To increase your home's value	66 7%	62 8% s	4 2%	30 10% u	22 5%	11 8%	8 5%	18 7%	14 6%	26 9%	45 7%	21 6%
To make it easier to sell/rent	29 3%	27 3%	3 2%	11 4%	7 2%	8 7% u	4 2%	14 5% N	4 2%	7 3%	18 3%	12 4%
To make your home warmer and more comfortable	687 73%	564 72%	124 75%	233 75%	307 72%	86 66%	123 74%	192 73%	156 68%	215 75%	450 72%	237 75%
To help reduce the amount you spend on your energy bills	756 80%	625 80%	132 80%	245 79%	346 81%	107 83%	130 78%	216 82%	190 83%	219 76%	493 78%	264 83%
To bring it up to modern standards	158 17%	118 15%	39 24% r	51 16%	81 19%	17 13%	20 12%	39 15%	40 18%	58 20% K	107 17%	51 16%
To reduce amount of wasted energy	453 48%	381 49%	72 44%	146 47%	207 49%	59 46%	74 45%	132 50%	116 51%	130 45%	300 48%	153 48%
To reduce carbon emissions/better for the environment	127 13%	111 14%	16 10%	46 15%	57 13%	16 13%	22 13%	34 13%	34 15%	35 12%	86 14%	40 13%
Remove damp	3 .	2 .	1 1%	1 .	1 .	-	1 1%	2 1%	-	-	2 .	1 .
Other	13 1%	13 2%	1 .	9 3% u	3 1%	2 1%	3 2%	4 1%	4 2%	3 1%	7 1%	6 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 23

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
No reason - I didn't want to make my home more energy efficient	20 2%	12 2%	8 5%	7 2%	6 1%	3 3%	3 2%	4 1%	5 2%	8 3%	12 2%	8 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 23

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
To increase your home's value	66 7%	42 8%	11 8%	10 4%	3 4%	60 8%	2 2%	41 7%	6 14% J	6 6%	7 6%	47 8%	18 6%
To make it easier to sell/rent	29 3%	20 4% A	4 2%	2 1%	2 3%	21 3%	4 4%	17 3%	1 3%	4 4%	5 4%	18 3%	11 3%
To make your home warmer and more comfortable	687 73%	365 69%	111 78% y	176 79% y	54 73%	573 73%	67 68%	421 74%	34 73%	83 78% J	83 71%	455 74%	232 70%
To help reduce the amount you spend on your energy bills	756 80%	421 79%	120 84%	181 81%	60 82%	624 80%	77 79%	455 80%	38 81%	93 88% J	93 79%	493 80%	263 80%
To bring it up to modern standards	158 17%	89 17%	17 12%	44 20% z	9 12%	131 17%	19 20%	94 16%	7 14%	18 17%	23 19%	101 16%	57 17%
To reduce amount of wasted energy	453 48%	261 49%	62 43%	101 46%	47 64% yzA	367 47%	44 45%	270 47%	23 49%	55 52%	57 48%	293 48%	160 49%
To reduce carbon emissions/better for the environment	127 13%	82 15% A	22 16%	21 9%	8 11%	99 13%	12 13%	84 15%	6 12%	15 14%	11 10%	89 15%	37 11%
Remove damp	3	2	-	1	-	3	-	1	-	1 1%	1 1%	1	2 1%
Other	13 1%	8 2%	-	5 2%	4 5% z	8 1%	3 3%	8 1%	1 2%	2 2%	1 1%	9 1%	4 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 23

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
No reason - I didn't want to make my home more energy efficient	20 2%	13 2%	3 2%	2 1%	-	15 2%	5 5%	10 2%	2 4% G	-	2 1%	12 2%	8 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 24

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
To increase your home's value	66 7%	9 10%	18 7%	3 6%	14 6%	14 11%	41 7%	38 7%	25 7%	10 13%	26 6%	30 7%	17 10%	49 6%	44 8%	22 5%
To make it easier to sell/ rent	29 3%	5 5%	4 2%	- -	7 3%	4 3%	17 3%	15 3%	13 3%	4 5%	10 2%	16 4%	6 4%	23 3%	17 3%	12 3%
To make your home warmer and more comfortable	687 73%	55 64%	194 76%	46 82%	174 77%	90 69%	421 74%	412 74%	266 71%	48 63%	337 75%	302 72%	120 72%	568 73%	400 75%	288 70%
To help reduce the amount you spend on your energy bills	756 80%	75 87%	218 85%	39 71%	181 80%	102 78%	455 80%	445 80%	301 80%	62 82%	358 80%	336 80%	133 80%	623 80%	430 80%	326 79%
To bring it up to modern standards	158 17%	30 34%	28 11%	10 18%	34 15%	29 22%	94 16%	94 17%	64 17%	27 36%	61 14%	70 17%	40 24%	118 15%	86 16%	72 18%
To reduce amount of wasted energy	453 48%	36 42%	125 49%	24 43%	103 45%	60 46%	270 47%	263 47%	183 49%	23 30%	222 50%	208 49%	83 50%	371 47%	254 47%	199 48%
To reduce carbon emissions/ better for the environment	127 13%	15 17%	35 14%	4 8%	30 13%	22 17%	84 15%	80 14%	43 11%	13 18%	63 14%	51 12%	28 17%	98 13%	78 15%	48 12%
Remove damp	3 -	- -	- -	1 2%	- -	- -	1 -	1 -	2 1%	- -	1 -	2 1%	- -	3 -	2 -	1 -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 24

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Other	13 1%	2 3%	2 1%	1 2%	3 1%	3 2%	8 1%	8 2%	5 1%	2 3%	6 1%	5 1%	4 2%	10 1%	8 2%	5 1%
No reason - I didn't want to make my home more energy efficient	20 2%	-	5 2%	5 9% abdefgh	1	1 1%	10 2%	10 2%	10 3%	3 3%	7 2%	10 2%	1	19 2%	8 1%	12 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 24

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
To increase your home's value	66 7%	6 6%	17 5%	25 10% q	16 8%	28 7%	19 7%	23 7%	19 11% QS	4 4%	13 9% S	1 1%	1 1%	65 8% u	12 10%	47 7%	7 5%	41 7%
To make it easier to sell/rent	29 3%	5 5%	9 3%	10 4%	5 2%	16 4%	10 4%	10 3%	3 2%	2 2%	8 5%	1 1%	1 1%	29 3%	6 4%	19 3%	2 1%	18 3%
To make your home warmer and more comfortable	687 73%	77 82%	255 73%	179 71%	143 71%	293 73%	192 74%	233 72%	140 77%	85 88% PRS	106 70%	68 69%	57 67%	630 73%	85 67%	520 74%	85 67%	435 75%
To help reduce the amount you spend on your energy bills	756 80%	67 72%	284 81%	202 81%	170 85% p	323 80%	214 82%	256 79%	161 89% QRS	69 71%	121 80%	78 79%	68 81%	688 80%	102 81%	575 81%	98 77%	476 82%
To bring it up to modern standards	158 17%	18 19%	58 17%	47 19%	28 14%	62 15%	46 18%	64 20%	35 19%	14 15%	20 13%	12 12%	9 10%	149 17%	26 21%	109 15%	17 13%	92 16%
To reduce amount of wasted energy	453 48%	29 31%	166 47% p	131 52% p	106 53% p	187 46%	141 54% M	160 49%	86 48%	45 47%	68 45%	46 47%	37 44%	416 48%	63 49%	346 49%	56 44%	290 50%
To reduce carbon emissions/better for the environment	127 13%	11 12%	39 11%	38 15%	30 15%	56 14%	38 15%	53 16%	21 12%	16 17% S	15 10%	5 5%	4 5%	123 14% u	26 20% U	91 13%	15 12%	76 13%
Remove damp	3	-	2 1%	-	-	1	-	2 1%	-	-	1 1%	1 1%	1 1%	2	-	1	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 24

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Other	13 1%	2 2%	8 2%	1 *	1 1%	3 1%	6 2%	4 1%	1 1%	-	3 2%	1 1%	1 1%	13 1%	5 4% UW	7 1%	1 1%	6 1%
No reason - I didn't want to make my home more energy efficient	20 2%	2 2%	9 3%	2 1%	3 1%	7 2%	3 1%	9 3%	2 1%	-	1 *	8 8% PQR	7 8%	13 2%	2 2%	11 2% W	6 5% UW	6 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 24

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
To increase your home's value	66 7%	26 8%	29 7%	32 8%	23 6%	1 2%	21 8%	4 5%	19 5%	23 9%	10 7%	16 4%	45 10% G	21 7%	29 7%	17 6%
To make it easier to sell/rent	29 3%	11 3%	13 3%	12 3%	12 3%	-	4 2%	5 6% B	7 2%	10 4%	6 4%	4 1%	21 5% G	5 2%	12 3%	13 5% I
To make your home warmer and more comfortable	687 73%	261 74% y	286 70%	292 72%	255 71%	46 71%	195 75%	63 74%	273 78% E	167 69%	98 71%	332 76%	318 71%	243 75%	283 72%	194 72%
To help reduce the amount you spend on your energy bills	756 80%	279 79%	331 81%	324 80%	286 80%	54 84%	215 82%	62 73%	281 80%	190 79%	118 86%	351 80%	360 80%	262 82%	305 78%	221 82%
To bring it up to modern standards	158 17%	67 19%	58 14%	75 19%	51 14%	11 18%	50 19%	16 19%	57 16%	45 19%	17 12%	72 16%	71 16%	45 14%	65 16%	50 19%
To reduce amount of wasted energy	453 48%	182 51%	195 48%	207 51%	170 48%	25 38%	139 53%	39 45%	153 43%	126 52% D	86 63% D	200 46%	223 50%	165 51% J	172 44%	133 49%
To reduce carbon emissions/better for the environment	127 13%	59 17% z	52 13% z	71 18% xz	40 11%	5 8%	51 19% C	6 7%	38 11%	33 14%	31 22% DE	52 12%	68 15%	41 13%	46 12%	43 16%
Remove damp	3	-	2	-	2 1%	-	-	-	1	2 1%	-	3 1%	-	2 1%	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 24

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Other	13 1%	7 2%	3 1%	8 2%	2 1%	1 1%	7 3%	1 1%	4 1%	5 2%	1 1%	7 2%	7 2%	4 1%	4 1%	6 2%
No reason - I didn't want to make my home more energy efficient	20 2%	1	12 3% wy	1	12 3% wy	5 7% wy	1	-	9 3%	5 2%	-	9 2%	7 2%	5 2%	13 3%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 25

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
To increase your home's value	66 7%	34 9% K	44 8% K	57 8% K	9 3%	34 8% m	27 7%	5 3%	45 7%	13 7%	48 7%	10 9%
To make it easier to sell/rent	29 3%	17 5% J	17 3%	22 3%	7 3%	15 4%	10 3%	3 2%	17 3%	7 4%	20 3%	5 5%
To make your home warmer and more comfortable	687 73%	252 70%	400 75% H	493 73% H	194 71%	278 68%	272 77% k	124 79% k	478 74%	137 73%	534 74%	74 67%
To help reduce the amount you spend on your energy bills	756 80%	287 79%	430 80%	539 80%	217 80%	325 79%	281 79%	133 85%	529 82%	145 77%	580 81%	87 78%
To bring it up to modern standards	158 17%	68 19%	86 16%	114 17%	44 16%	78 19%	49 14%	28 18%	113 17%	26 14%	122 17%	17 15%
To reduce amount of wasted energy	453 48%	173 48%	254 47%	317 47%	136 50%	211 51% l	155 44%	75 48%	324 50%	92 49%	348 49%	54 48%
To reduce carbon emissions/better for the environment	127 13%	54 15%	78 15%	101 15% K	26 10%	58 14%	45 13%	22 14%	97 15%	19 10%	104 15%	14 12%
Remove damp	3	1	2	3	-	1	1	1 1%	1	2 1%	1	1 1%
Other	13 1%	7 2%	8 2%	11 2%	3 1%	7 2%	5 1%	1	8 1%	5 3%	9 1%	4 3%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 25

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
No reason - I didn't want to make my home more energy efficient	20 2%	6 2%	8 1%	11 2%	9 3%	6 1%	7 2%	4 2%	7 1%	6 3%	7 1%	4 3% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 25

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
To increase your home's value	66 7%	46 7%	5 6%	11 10%	20 7%	46 7%	50 9%	25 9%	11 3%	12 6%	9 13%	2 1%	3 3%	9 5%	31 14%
To make it easier to sell/rent	29 3%	17 3%	2 3%	7 6%	11 4%	19 3%	17 3%	9 3%	11 3%	7 3%	3 5%	4 2%	1 1%	4 2%	11 5%
To make your home warmer and more comfortable	687 73%	519 76%	58 63%	79 73%	189 72%	498 73%	432 74%	205 75%	237 71%	163 78%	54 78%	75 41%	71 70%	133 84%	191 85%
To help reduce the amount you spend on your energy bills	756 80%	570 83%	69 74%	83 77%	203 77%	553 81%	472 81%	225 82%	266 80%	185 88%	55 80%	81 45%	93 92%	142 90%	200 89%
To bring it up to modern standards	158 17%	119 17%	13 14%	17 16%	44 17%	114 17%	108 18%	51 18%	48 14%	33 16%	19 27%	10 6%	18 18%	23 15%	54 24%
To reduce amount of wasted energy	453 48%	334 49%	50 54%	50 46%	123 47%	330 48%	292 50%	132 48%	147 44%	152 72%	15 21%	15 8%	77 76%	109 69%	86 38%
To reduce carbon emissions/better for the environment	127 13%	102 15%	11 12%	9 8%	29 11%	97 14%	85 15%	41 15%	39 12%	42 20%	4 6%	2 1%	29 29%	34 22%	15 7%
Remove damp	3	2	-	1	2	1	1	-	2	1	-	1	-	1	-
Other	13 1%	7 1%	3 3%	1 7%	5 2%	8 7%	10 2%	3 1%	3 1%	2 7%	-	6 3%	3 3%	1	3 7%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 25

B6 Which of these reasons were important to you in making your home more energy efficient?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
No reason - I didn't want to make my home more energy efficient	20 2%	5 1%	2 2%	3 3%	7 3%	13 2%	3 1%	1 1%	14 4%	-	-	20 11%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Cost of improvements was too high	457 48%	252 51%	201 45%	165 49% e	196 54% e	93 38%	393 49%	57 47%	114 46%	341 49%	326 46%	131 54%	219 45%	237 52%	359 54% opq	37 43%	60 32%	97 35%
No guarantee that it would save me money	137 14%	53 11%	81 18% a	39 12%	62 17% c	35 15%	120 15%	17 14%	45 18%	92 13%	103 15%	34 14%	64 13%	73 16%	103 15%	10 11%	25 13%	34 12%
Didn't know what to do	156 16%	94 19% b	61 14%	66 19%	56 16%	33 14%	131 16%	22 18%	41 16%	114 17%	111 16%	45 18%	81 17%	75 16%	102 15%	17 20%	36 19%	53 19%
Didn't know where to get information	149 16%	84 17%	65 15%	51 15%	56 15%	43 18%	130 16%	18 15%	46 18%	103 15%	92 13%	57 23% j	66 14%	83 18%	110 16%	13 15%	26 14%	39 14%
Didn't trust installers/suppliers to give me unbiased information	119 13%	56 11%	62 14%	32 9%	67 19% ce	20 8%	108 13%	10 8%	30 12%	89 13%	82 12%	37 15%	47 10%	72 16% l	104 15% opq	4 4%	12 6%	16 6%
Confused/received conflicting information	101 11%	50 10%	49 11%	26 8%	47 13% c	28 12%	85 11%	12 10%	29 12%	71 10%	67 9%	34 14%	42 9%	58 13% q	80 12% q	7 8%	13 7%	20 7%
Hassle/disruption of making improvements	126 13%	62 13%	63 14%	47 14% e	64 18% e	15 6%	109 14%	15 12%	27 11%	100 14%	91 13%	35 14%	65 13%	61 13%	102 15% pq	9 11%	15 8%	24 9%
May change character/appearance of my home	16 2%	7 1%	8 2%	4 1%	6 2%	6 2%	14 2%	2 2%	4 1%	12 2%	9 1%	6 3%	8 2%	8 2%	12 2%	2 2%	3 1%	4 2%
May lose space (e.g. room space, storage space in loft)	39 4%	23 5%	14 3%	15 4%	17 5%	5 2%	33 4%	4 4%	8 3%	29 4%	30 4%	8 3%	18 4%	21 5%	26 4%	5 5%	8 4%	13 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)	51 5%	29 6%	22 5%	15 4%	27 7%	9 4%	48 6%	3 2%	14 6%	37 5%	32 5%	19 8%	25 5%	26 6%	43 6%	4 5%	4 2%	8 3%
No interest in energy efficiency/green issues	20 2%	6 1%	14 3%	4 1%	8 2%	8 3%	19 2%	1 1%	7 3%	13 2%	13 2%	7 3%	7 1%	13 3%	14 2%	2 3%	4 2%	6 2%
Lack of time	141 15%	68 14%	71 16%	70 21% e	60 17% e	9 4%	121 15%	16 13%	21 8%	118 17% h	112 16%	29 12%	71 15%	70 15%	113 17% pq	15 18% pq	13 7%	28 10% p
Other priorities (e.g. work, new baby)	127 13%	67 14%	57 13%	73 22% de	38 11%	15 6%	107 13%	16 13%	22 9%	104 15% h	103 15%	23 10%	73 15%	54 12%	97 15% p	14 16% pq	16 8%	30 11%
Already doing enough	59 6%	28 6%	30 7%	17 5%	17 5%	25 10% cd	48 6%	10 8%	17 7%	41 6%	45 6%	13 5%	35 7%	24 5%	45 7% o	1 2%	12 6%	13 5% o
Landlord/freeholder wouldn't allow	117 12%	71 14% b	45 10%	52 15% e	41 11%	23 9%	87 11%	28 23% f	30 12%	86 12%	106 15% k	10 4%	65 13%	52 11%	23 3%	29 33% n	65 34% n	93 34% n
Wasn't planning to stay here long enough	30 3%	15 3%	15 3%	15 4% e	13 4% e	2 1%	21 3%	7 6% f	10 4%	19 3%	22 3%	8 3%	14 3%	15 3%	18 3%	5 6%	6 3%	11 4%
Recently moved in / not been here long	13 1%	4 1%	10 2%	11 3% de	2 1%	-	13 2%	-	1 *	12 2%	9 1%	4 2%	4 1%	10 2%	12 2%	2 2% p	-	2 1%
Other	13 1%	7 1%	7 1%	4 1%	4 1%	5 2%	13 2%	-	4 2%	10 1%	12 2%	2 1%	6 1%	7 2%	10 2%	1 1%	3 1%	3 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
None of these	72 8%	30 6%	41 9%	21 6%	20 6%	31 13% cd	62 8%	9 7%	19 7%	53 8%	53 7%	19 8%	39 8%	33 7%	52 8%	2 2%	18 9% o	20 7% o



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Cost of improvements was too high	457 48%	402 52% s	55 33%	153 49%	210 49%	64 50%	66 40%	135 52% K	123 54% K	132 46%	285 45%	171 54% w
No guarantee that it would save me money	137 14%	113 14%	24 14%	46 15%	55 13%	29 22% u	15 9%	39 15%	31 13%	52 18% K	97 15%	40 13%
Didn't know what to do	156 16%	128 16%	28 17%	48 15%	70 16%	20 15%	28 17%	44 17%	32 14%	51 18%	102 16%	54 17%
Didn't know where to get information	149 16%	121 15%	28 17%	46 15%	74 17%	17 13%	29 17%	35 14%	32 14%	52 18%	94 15%	55 17%
Didn't trust installers/suppliers to give me unbiased information	119 13%	110 14% s	9 5%	42 13%	60 14%	12 9%	15 9%	31 12%	29 13%	44 15%	72 11%	47 15%
Confused/received conflicting information	101 11%	83 11%	17 10%	30 10%	58 14% v	8 6%	12 7%	20 8%	30 13%	38 13% M	64 10%	36 11%
Hassle/disruption of making improvements	126 13%	108 14%	18 11%	43 14%	60 14%	15 12%	16 10%	34 13%	34 15%	41 14%	79 13%	47 15%
May change character/appearance of my home	16 2%	13 2%	3 2%	5 2%	6 1%	4 3%	- -	7 3% K	4 2%	5 2%	10 2%	6 2%
May lose space (e.g. room space, storage space in loft)	39 4%	27 3%	12 7% r	14 4%	17 4%	4 3%	5 3%	16 6% N	4 2%	13 5%	26 4%	12 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)	51 5%	36 5%	15 9%	21 7%	24 6%	3 2%	8 5%	13 5%	11 5%	19 7%	32 5%	19 6%
No interest in energy efficiency/green issues	20 2%	16 2%	4 2%	6 2%	11 3%	3 2%	2 1%	8 3%	4 2%	6 2%	15 2%	5 2%
Lack of time	141 15%	121 16%	20 12%	47 15%	64 15%	22 17%	20 12%	54 21% KO	37 16% O	28 10%	87 14%	54 17%
Other priorities (e.g. work, new baby)	127 13%	107 14%	20 12%	44 14%	55 13%	18 14%	31 18% O	38 14%	32 14%	27 9%	83 13%	44 14%
Already doing enough	59 6%	52 7%	7 4%	29 9% uv	23 5%	3 3%	4 2%	15 6%	14 6%	25 9% K	41 6%	18 6%
Landlord/freeholder wouldn't allow	117 12%	78 10%	38 23% r	29 9%	50 12%	21 16% t	33 20% O	40 15% O	30 13% O	13 4%	92 15% x	24 8%
Wasn't planning to stay here long enough	30 3%	20 3%	9 6%	7 2%	13 3%	2 2%	12 7% MO	6 2%	7 3%	5 2%	15 2%	14 4%
Recently moved in / not been here long	13 1%	13 2%	-	7 2%	4 1%	2 2%	13 8% MNO	1 *	-	-	7 1%	7 2%
Other	13 1%	12 2%	1 1%	4 1%	7 2%	-	3 2%	3 1%	2 1%	5 2%	6 1%	7 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
None of these	72 8%	57 7%	15 9%	22 7%	31 7%	12 9%	11 7%	14 5%	22 10%	24 8%	50 8%	21 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Cost of improvements was too high	457 48%	265 50%	72 51%	95 43%	38 52%	377 48%	45 46%	281 49%	32 EGJ	47 44%	61 J	313 EJ	144 44%
No guarantee that it would save me money	137 14%	83 16%	17 12%	26 12%	13 18%	110 14%	15 15%	80 14%	3 7%	23 FI	19 16%	84 14%	53 16%
Didn't know what to do	156 16%	81 15%	20 14%	50 22% y	12 16%	126 16%	20 20%	76 13%	16 EHJ	27 EI	19 16%	91 E	64 19% E
Didn't know where to get information	149 16%	84 16%	25 18%	32 14%	19 25% A	112 14%	24 25% C	74 13%	13 EI	26 EI	20 17%	87 E	62 19% E
Didn't trust installers/suppliers to give me unbiased information	119 13%	77 14% A	18 12%	15 7%	14 19% A	90 11%	15 15%	70 12%	5 12%	14 14%	23 20% EJ	75 12%	44 13%
Confused/received conflicting information	101 11%	66 12% zA	8 5%	14 6%	15 20% zA	75 10%	15 16%	67 12%	3 7%	19 HJ	7 6%	70 11%	31 9%
Hassle/disruption of making improvements	126 13%	81 15%	18 13%	22 10%	8 10%	105 13%	12 12%	86 15%	3 7%	18 17%	14 12%	89 14%	37 11%
May change character/appearance of my home	16 2%	12 2% A	2 2%	- -	2 3% A	13 2%	2 2%	7 1%	1 3%	3 3%	2 1%	8 1%	8 2%
May lose space (e.g. room space, storage space in loft)	39 4%	19 4%	6 4%	11 5%	3 5%	32 4%	1 1%	26 5%	1 3%	5 5%	1 1%	27 4%	12 4% H



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)	51 5%	36 7% A	8 5%	6 3%	6 8% A	40 5%	5 5%	36 6%	1 2%	5 4%	4 3%	37 6%	14 4%
No interest in energy efficiency/green issues	20 2%	12 2%	2 1%	5 2%	1 2%	12 1%	7 7% C	10 2%	2 4%	2 2%	3 3%	12 2%	8 3%
Lack of time	141 15%	88 17%	27 19%	25 11%	8 11%	118 15%	12 12%	85 15%	9 18%	18 17%	16 13%	93 15%	48 14%
Other priorities (e.g. work, new baby)	127 13%	78 15%	15 10%	31 14%	4 6%	106 14%	10 10%	79 14%	9 18%	17 16%	10 9%	88 14%	39 12%
Already doing enough	59 6%	32 6%	10 7%	12 5%	5 6%	45 6%	9 9%	29 5%	1 3%	8 8%	11 9%	30 5%	28 9% I
Landlord/freeholder wouldn't allow	117 12%	47 9%	12 8%	51 23% yz	9 12%	94 12%	20 20% C	59 10%	3 7%	12 11%	12 11%	62 10%	54 16% EHI
Wasn't planning to stay here long enough	30 3%	16 3%	3 2%	8 3%	3 4%	20 3%	6 6%	21 4%	1 2%	5 5%	2 2%	22 3%	8 2%
Recently moved in / not been here long	13 1%	10 2%	3 2%	1 1%	1 1%	10 1%	-	9 2%	-	2 2%	2 2%	9 2%	4 1%
Other	13 1%	8 2%	1 1%	4 2%	3 4%	10 1%	2 2%	11 2%	-	1 1%	1 1%	11 2%	2 1%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 26

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
None of these	72 8%	42 8%	13 9%	13 6%	8 11%	62 8%	4 5%	45 8%	2 4%	6 5%	10 8%	47 8%	24 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 27

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Cost of improvements was too high	457 48%	59 68% bcde fgh	120 47%	23 41%	121 53%	74 57% c	281 49%	276 50%	176 47%	49 65% jk	207 46%	201 48%	99 60% m	358 46%	275 51% o	181 44%
No guarantee that it would save me money	137 14%	16 18%	40 15%	5 10%	34 15%	24 18%	80 14%	76 14%	56 15%	11 15%	58 13%	67 16%	35 21% m	102 13%	75 14%	62 15%
Didn't know what to do	156 16%	9 11%	33 13%	6 11%	31 14%	21 16%	76 13%	74 13%	80 21% abdf g	9 12%	64 14%	83 20% j	34 21%	122 16%	95 18%	61 15%
Didn't know where to get information	149 16%	8 9%	34 13%	4 8%	34 15%	19 15%	74 13%	72 13%	75 20% abcf g	11 14%	58 13%	80 19% j	34 21%	115 15%	84 16%	65 16%
Didn't trust installers/ suppliers to give me unbiased information	119 13%	15 17%	33 13%	6 12%	26 11%	23 17%	70 12%	68 12%	49 13%	13 17%	53 12%	53 13%	33 20% m	86 11%	68 13%	51 12%
Confused/received conflicting information	101 11%	10 11%	33 13%	4 7%	23 10%	16 12%	67 12%	65 12%	34 9%	9 12%	52 12%	39 9%	24 14%	77 10%	58 11%	43 10%
Hassle/disruption of making improvements	126 13%	12 14%	45 17% ch	3 5%	33 15% c	18 14%	86 15% c	81 15% c	40 11%	12 16%	64 14%	50 12%	24 14%	102 13%	76 14%	50 12%
May change character/ appearance of my home	16 2%	3 4% bf	1 *	- -	3 1%	3 2%	7 1%	7 1%	9 2%	3 4% j	4 1%	9 2%	6 4% m	10 1%	9 2%	7 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 27

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
May lose space (e.g. room space, storage space in loft)	39 4%	5 6%	11 4%	- -	15 7% c	6 5%	26 5%	26 5%	13 3%	4 6%	20 4%	15 4%	5 3%	34 4%	21 4%	17 4%
Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)	51 5%	5 6%	21 8% dn	1 2%	9 4%	6 4%	36 6%	36 6%	15 4%	3 4%	27 6%	21 5%	10 6%	41 5%	29 5%	22 5%
No interest in energy efficiency/green issues	20 2%	- -	4 2%	3 6% abfg	4 2%	2 1%	10 2%	10 2%	10 3%	- -	9 2%	11 3%	5 3%	15 2%	11 2%	9 2%
Lack of time	141 15%	8 9%	46 18% c	1 3%	43 19% acf	17 13% c	85 15% c	85 15% c	56 15% c	7 10%	74 16%	60 14%	22 14%	119 15%	85 16%	56 14%
Other priorities (e.g. work, new baby)	127 13%	10 11%	39 15%	3 6%	32 14%	15 12%	79 14%	78 14%	48 13%	5 6%	69 15%	53 13%	20 12%	107 14%	76 14%	51 12%
Already doing enough	59 6%	4 5%	12 5%	5 9%	11 5%	8 6%	29 5%	28 5%	29 8%	4 6%	22 5%	32 8%	13 8%	45 6%	39 7%	20 5%
Landlord/freeholder wouldn't allow	117 12%	3 3%	31 12% a	9 16% ae	22 10%	8 6%	59 10% a	59 11% a	58 15% adefg	4 5%	53 12%	60 14% i	7 4%	110 14% i	49 9%	68 16% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 27

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Wasn't planning to stay here long enough	30 3%	5 6%	12 5%	1 1%	5 2%	7 5%	21 4%	21 4%	9 2%	1 2%	19 4%	9 2%	8 5%	22 3%	11 2%	19 5% n
Recently moved in / not been here long	13 1%	2 3%	5 2%	1 2%	6 2%	3 2%	9 2%	9 2%	4 1%	2 3%	6 1%	5 1%	7 4% m	7 1%	7 1%	7 2%
Other	13 1%	1 1%	3 1%	1 1%	2 1%	6 5% abdfgh	11 2% g	8 1%	2 1%	1 1%	6 1%	6 2%	5 3%	9 1%	7 1%	6 1%
None of these	72 8%	5 6%	18 7%	6 11%	18 8%	8 7%	45 8%	45 8%	26 7%	6 8%	37 8%	29 7%	8 5%	64 8%	35 6%	37 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 27

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Cost of improvements was too high	457 48%	41 44%	156 45%	130 52%	113 56% q	196 49%	137 52%	153 47%	105 58% S	47 48% S	74 48% S	26 26%	22 26%	435 50% u	68 54% V	340 48% V	44 35%	296 51% UV
No guarantee that it would save me money	137 14%	11 12%	44 13%	37 15%	39 19% q	60 15%	36 14%	55 17%	31 17% R	11 11%	14 9%	8 9%	8 10%	128 15%	27 21% UV	97 14%	14 11%	82 14%
Didn't know what to do	156 16%	22 23%	57 16%	39 16%	29 15%	76 19%	48 18%	55 17%	26 15%	16 17%	22 14%	16 16%	11 13%	145 17%	16 12%	123 17%	28 22%	95 16%
Didn't know where to get information	149 16%	19 21%	47 14%	49 20%	26 13%	77 19%	38 14%	52 16%	23 13%	18 18%	29 19%	10 11%	7 9%	142 16%	22 18%	110 16%	16 12%	94 16%
Didn't trust installers/suppliers to give me unbiased information	119 13%	9 9%	33 9%	43 17% q	31 15% q	55 14%	35 14%	45 14%	18 10%	11 12%	19 13%	6 6%	6 7%	114 13%	25 20% UVW	83 12%	12 10%	71 12%
Confused/received conflicting information	101 11%	6 6%	35 10%	35 14%	21 11%	48 12%	27 10%	41 13%	17 9%	10 10%	16 10%	4 4%	2 2%	98 11% u	20 16%	74 10%	11 8%	63 11%
Hassle/disruption of making improvements	126 13%	13 14%	35 10%	40 16% q	33 16% q	59 15%	44 17%	41 13%	19 10%	8 9%	23 15%	7 7%	4 5%	122 14% u	18 14%	96 14%	14 11%	83 14%
May change character/appearance of my home	16 2%	1 1%	3 1%	7 3%	5 2%	8 2%	8 3%	8 2%	7 4% R	1 1%	-	1 1%	1 2%	15 2%	7 5% UVW	8 1%	-	8 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 27

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
May lose space (e.g. room space, storage space in loft)	39 4%	10 10% qL	13 4%	7 3%	8 4%	17 4%	6 2%	20 6% N	8 5%	4 4%	5 3%	5 5%	2 3%	36 4%	4 3%	27 4%	2 2%	25 4%
Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)	51 5%	5 5%	16 4%	15 6%	14 7%	18 4%	18 7%	19 6%	7 4%	5 6%	11 7%	5 5%	5 6%	46 5%	10 8%	35 5%	6 5%	29 5%
No interest in energy efficiency/green issues	20 2%	3 3%	9 3%	3 1%	5 3%	11 3%	3 1%	8 2%	3 2%	1 1%	2 1%	3 3%	3 4%	17 2%	5 4%	11 2%	1 1%	9 2%
Lack of time	141 15%	11 12%	46 13%	42 17%	36 18%	53 13%	58 22% MO	49 15%	28 16% S	12 12%	30 20% S	6 6%	5 5%	137 16% u	13 11%	120 17% V	14 11%	106 18%
Other priorities (e.g. work, new baby)	127 13%	10 11%	48 14%	30 12%	28 14%	52 13%	36 14%	43 13%	31 17% S	20 21% S	18 12%	6 6%	5 6%	122 14% u	12 9%	94 13%	14 11%	79 14%
Already doing enough	59 6%	8 8%	15 4%	16 6%	16 8%	26 6%	15 6%	24 8%	7 4%	4 4%	7 5%	5 5%	4 5%	54 6%	10 8%	45 6%	7 6%	38 7%
Landlord/freeholder wouldn't allow	117 12%	17 18% rL	51 15% r	20 8%	18 9%	24 6%	34 13% M	52 16% M	15 8%	11 11%	12 8%	42 43% PQR	38 45% v	79 9%	5 4%	94 13% TW	33 26% TUW	61 11% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 27

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Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Wasn't planning to stay here long enough	30 3%	4 4%	15 4%	5 2%	4 2%	12 3%	7 3%	15 5%	2 1%	8 8% PR	-	8 8% PR	5 6%	24 3%	4 3%	21 3%	7 5%	14 2%
Recently moved in / not been here long	13 1%	-	-	4 2% q	6 3% q	3 1%	5 2%	5 1%	2 1%	3 3%	1 1%	-	-	13 2%	5 4% UV	8 1%	-	8 1%
Other	13 1%	1 1%	5 1%	6 2%	2 1%	6 1%	4 2%	4 1%	2 1%	-	1 1%	2 2%	2 2%	11 1%	4 4%	9 1%	3 2%	6 1%
None of these	72 8%	4 4%	36 10% L	19 8%	9 5%	34 8%	16 6%	20 6%	12 7%	5 5%	15 10%	8 8%	7 9%	64 7%	13 10%	47 7%	12 10%	35 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 27

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Cost of improvements was too high	457 48%	184 52% A	187 46%	208 51% A	164 46%	23 35%	142 54%	40 47%	156 44%	133 55% D	79 57% D	201 46%	232 52%	165 51% J	171 44%	140 52%
No guarantee that it would save me money	137 14%	58 16%	58 14%	67 17%	49 14%	6 9%	47 18%	11 12%	46 13%	27 11%	31 23% DE	51 12%	74 17% G	36 11%	66 17% I	41 15%
Didn't know what to do	156 16%	49 14%	69 17% z	64 16% w	54 15%	11 18%	33 12%	15 18%	67 19%	37 15%	20 15%	79 18%	63 14%	61 19% J	54 14%	45 17%
Didn't know where to get information	149 16%	57 16%	64 16%	66 16%	55 15%	5 8%	39 15%	17 20%	53 15%	35 14%	28 20%	62 14%	73 16%	47 15%	65 17%	45 17%
Didn't trust installers/suppliers to give me unbiased information	119 13%	48 14%	54 13% A	58 14% A	44 12%	3 4%	37 14%	10 12%	31 9%	40 17% D	24 17% D	36 8%	73 16% G	35 11%	51 13%	38 14%
Confused/received conflicting information	101 11%	48 13% xz	36 9%	54 13% xz	29 8%	5 8%	32 12%	15 18%	33 9%	29 12%	21 15%	35 8%	57 13% G	26 8%	46 12%	34 13%
Hassle/disruption of making improvements	126 13%	62 17% xzA	45 11% zA	77 19% xzA	30 8% A	- -	45 17%	16 19%	34 10%	47 20% D	24 18% D	49 11%	70 16%	47 15%	45 11%	39 14%
May change character/appearance of my home	16 2%	8 2%	6 1%	8 2%	6 2%	- -	6 2%	1 2%	2 1%	10 4% DF	- -	3 1%	10 2%	2 1%	10 2%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 27

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Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
May lose space (e.g. room space, storage space in loft)	39 4%	13 4%	17 4%	17 4%	13 4%	1 7%	8 3%	4 5%	12 4%	7 3%	12 9% DE	17 4%	19 4%	14 4%	11 3%	15 6%
Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)	51 5%	26 7%	21 5%	29 7%	18 5%	4 7%	20 8%	4 5%	11 3%	18 7% D	12 9% D	18 4%	32 7%	18 6%	22 5%	15 6%
No interest in energy efficiency/green issues	20 2%	10 3%	5 1%	10 3%	5 1%	1 1%	8 3%	2 3%	7 2%	6 2%	1 1%	10 2%	10 2%	6 2%	11 3%	5 2%
Lack of time	141 15%	64 18% z	56 14% z	78 19% xzA	42 12%	5 8%	41 16%	22 26%	31 9%	44 18% D	32 23% D	53 12%	78 17% G	65 20% J	32 8%	50 19% J
Other priorities (e.g. work, new baby)	127 13%	50 14%	54 13% z	62 15%	42 12%	8 12%	35 13%	14 16%	31 9%	32 13%	30 22% DE	51 12%	65 15%	67 21% JK	35 9%	30 11%
Already doing enough	59 6%	28 8%	22 5%	32 8%	18 5%	1 1%	20 8%	7 8%	27 8% F	18 7% F	3 2%	26 6%	30 7%	16 5%	32 8%	12 5%
Landlord/freeholder wouldn't allow	117 12%	26 7%	65 16% wy	30 7%	62 17% wy	21 32% wxyz	20 8%	6 7%	61 17% F	27 11%	8 6%	71 16% H	34 8%	51 16% J	37 9%	35 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Wasn't planning to stay here long enough	30 3%	14 4%	13 3%	17 4%	10 3%	6 9% xz	10 4%	3 4%	12 4%	9 4%	6 5%	14 3%	12 3%	14 4%	10 3%	8 3%
Recently moved in / not been here long	13 1%	10 3% xz	2 *	11 3% xz	1 *	-	9 3%	2 2%	1 *	1 *	7 5% DE	7 2%	6 1%	9 3% J	1 *	4 1%
Other	13 1%	8 2%	6 1%	9 2%	5 1%	3 5% xz	6 2%	1 2%	2 1%	5 2%	1 1%	8 2%	4 1%	2 1%	6 2%	5 2%
None of these	72 8%	23 6%	31 8%	25 6%	29 8%	7 10%	18 7%	5 6%	31 9%	11 5%	7 5%	39 9%	28 6%	19 6%	43 11% IK	13 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 28

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Cost of improvements was too high	457 48%	178 49%	275 51% K	342 51% K	115 42%	194 47%	176 50%	77 49%	325 50%	85 45%	350 49%	59 53%
No guarantee that it would save me money	137 14%	51 14%	75 14%	99 15%	38 14%	62 15%	52 15%	22 14%	87 13%	32 17%	97 14%	26 24% N
Didn't know what to do	156 16%	57 16%	95 18%	111 16%	45 17%	62 15%	63 18%	26 17%	107 17%	24 13%	117 16%	19 17%
Didn't know where to get information	149 16%	58 16%	84 16%	106 16%	43 16%	57 14%	55 16%	28 18%	108 17%	21 11%	116 16%	18 16%
Didn't trust installers/suppliers to give me unbiased information	119 13%	38 10%	68 13%	82 12%	37 14%	61 15% m	46 13%	11 7%	79 12%	28 15%	84 12%	21 18%
Confused/received conflicting information	101 11%	41 11%	58 11%	71 10%	30 11%	47 11%	36 10%	16 10%	74 11%	14 8%	77 11%	11 10%
Hassle/disruption of making improvements	126 13%	48 13%	76 14%	94 14%	33 12%	59 14%	50 14%	16 10%	99 15% M	16 9%	106 15%	9 8%
May change character/appearance of my home	16 2%	8 2%	9 2%	12 2%	3 1%	11 3%	3 1%	1 *	11 2%	4 2%	11 1%	3 3%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 28

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Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
May lose space (e.g. room space, storage space in loft)	39 4%	14 4%	21 4%	27 4%	11 4%	19 5%	10 3%	9 5%	28 4%	9 5%	33 5%	3 3%
Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)	51 5%	20 5%	29 5%	36 5%	15 6%	28 7%	17 5%	5 3%	40 6%	9 5%	42 6%	3 2%
No interest in energy efficiency/green issues	20 2%	7 2%	11 2%	15 2%	5 2%	16 4% l	2 1%	2 1%	8 1%	8 4% L	9 1%	5 4% N
Lack of time	141 15%	48 13%	85 16%	103 15%	38 14%	73 18% m	55 15% m	11 7%	103 16%	23 12%	114 16%	11 10%
Other priorities (e.g. work, new baby)	127 13%	45 12%	76 14%	93 14%	34 13%	48 12%	51 14%	22 14%	86 13%	25 13%	100 14%	13 12%
Already doing enough	59 6%	25 7%	39 7%	45 7%	13 5%	27 6%	22 6%	10 6%	45 7%	10 5%	51 7%	7 6%
Landlord/freeholder wouldn't allow	117 12%	39 11%	49 9%	70 10% l	47 17% HLJ	38 9%	45 13%	32 20% kl	64 10%	33 17% L	68 9%	15 13%
Wasn't planning to stay here long enough	30 3%	14 4% l	11 2%	18 3% l	11 4%	16 4%	8 2%	5 3%	21 3%	3 1%	24 3%	1 1%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Recently moved in / not been here long	13 1%	7 2%	7 1%	8 1%	5 2%	3 1%	6 2%	4 2%	11 2%	1 1%	11 2%	2 2%
Other	13 1%	8 2%	7 1%	12 2%	1 *	7 2%	6 2%	1 *	7 1%	6 3% L	9 1%	2 2%
None of these	72 8%	27 8%	35 6%	47 7%	25 9%	40 10%	22 6%	9 6%	48 7%	14 8%	54 8%	5 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 28

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Cost of improvements was too high	457 48%	356 52% Q	28 30%	55 51% Q	127 48%	329 48%	319 55% r	155 56% r	131 39%	1 *	17 24% u	29 16% u	96 96% uvwxy	113 71% uvw	201 89% uvwxy
No guarantee that it would save me money	137 14%	109 16%	9 9%	16 15%	45 17%	92 13%	95 16%	43 16%	41 12%	2 1%	5 8% u	4 2%	33 33% uvw	39 25% uvw	53 23% uvw
Didn't know what to do	156 16%	115 17%	17 18%	15 14%	39 15%	117 17%	104 18%	41 15%	45 14%	29 14%	15 22% wz	19 10%	27 27% uwz	40 25% uwz	26 12%
Didn't know where to get information	149 16%	104 15%	18 20%	17 16%	39 15%	110 16%	106 18% r	42 15%	40 12%	25 12%	9 13%	24 13%	26 26% uwz	35 22% uwz	30 13%
Didn't trust installers/suppliers to give me unbiased information	119 13%	94 14%	8 9%	13 12%	37 14%	82 12%	85 15% r	40 15%	32 10%	8 4%	11 17% uw	3 2%	30 30% uwz	46 29% uwz	20 9% uw
Confused/received conflicting information	101 11%	82 12%	6 6%	8 8%	21 8%	79 12%	80 14% r	41 15% r	20 6%	9 4%	6 8%	9 5%	27 27% uvwz	30 19% uwz	20 9%
Hassle/disruption of making improvements	126 13%	98 14%	11 12%	13 12%	27 10%	99 15%	89 15% r	47 17% r	36 11%	6 3%	27 38% uwxz	1 *	1 1%	85 53% uwxz	7 3%
May change character/appearance of my home	16 2%	12 2%	-	4 4%	6 2%	9 1%	12 2%	4 2%	3 1%	2 1%	2 2%	1 1%	1 1%	7 5% uw	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
May lose space (e.g. room space, storage space in loft)	39 4%	30 4%	5 5%	4 3%	13 5%	26 4%	23 4%	12 4%	15 5%	5 2%	5 w	3 2%	2 2%	15 9%	9 4%
Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)	51 5%	46 7%	3 3%	3 3%	10 4%	41 6%	37 6%	22 8%	14 4%	12 w	4 w	2 7%	7 w	18 17%	7 3%
No interest in energy efficiency/green issues	20 2%	9 1%	4 5% P	4 4% P	10 4%	11 2%	8 7%	3 1%	10 3%	1 7%	5 7% uyz	7 4% uyz	5 5% uyz	1 *	1 1%
Lack of time	141 15%	110 16%	16 18%	11 10%	35 13%	106 15%	98 17%	51 19% r	41 12%	10 5%	22 31% uwxyz	5 3%	1 1%	96 61% uwxyz	7 3%
Other priorities (e.g. work, new baby)	127 13%	98 14%	10 11%	12 11%	29 11%	98 14%	88 15% r	39 14%	35 10%	11 5%	28 41% uwxyz	6 3%	1 1%	75 47% uwxyz	5 2%
Already doing enough	59 6%	40 6%	8 8%	6 6%	15 6%	44 6%	36 6%	17 6%	21 6%	24 12% vyz	- -	17 9% vz	5 5%	8 5%	4 2%
Landlord/freeholder wouldn't allow	117 12%	75 11%	13 14%	12 11%	38 15%	78 11%	50 9% q	14 5%	61 18% pq	42 20% vxyz	4 6%	41 23% vxyz	8 8%	6 4%	16 7%
Wasn't planning to stay here long enough	30 3%	21 3%	2 2%	2 1%	5 2%	25 4%	21 4%	8 3%	7 2%	4 2%	1 2%	4 2%	4 4%	10 6% u	6 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 28

B7 Before you had your Green Deal Assessment, which of these things prevented you from doing more to make your home more energy efficient?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Recently moved in / not been here long	13 1%	10 1%	1 1%	3 3%	3 1%	11 2%	11 2%	9 3% r	1 *	10 5% xyz	-	3 2%	-	-	-
Other	13 1%	6 1%	4 4% P	3 3%	6 2%	7 1%	7 1%	3 1%	6 2%	8 4% yz	-	4 2% z	-	1 *	-
None of these	72 8%	48 7%	8 9%	7 6%	19 7%	53 8%	28 5%	15 5%	36 11% pq	41 20% vxyz	-	30 17% vxyz	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 29

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Lack of adequate heating facilities/property difficult to heat/property cold	186 20%	107 22%	79 18%	86 25% e	74 21% e	27 11%	156 19%	27 22%	53 21%	133 19%	144 20%	42 17%	99 20%	88 19%	119 18%	30 34% npq	37 20%	67 24% np
Property expensive to heat	320 34%	163 33%	156 35%	128 38% e	137 38% e	55 23%	271 34%	42 34%	98 39%	223 32%	237 34%	84 34%	156 32%	165 36%	230 34%	36 42% pq	53 28%	90 32% p
Leaky roof	58 6%	34 7%	25 6%	28 8% e	24 7% e	7 3%	46 6%	11 9%	16 6%	42 6%	49 7%	9 4%	36 7%	22 5%	35 5%	10 12% n	13 7%	24 9%
Damp walls, floors, foundations etc	169 18%	100 20%	68 15%	87 26% de	63 17% e	18 7%	139 17%	25 20%	58 23% i	111 16%	150 21% k	19 8%	99 20% m	70 15%	79 12%	36 42% npq	54 28% n	90 32% np
Rot in windows frames or floors	55 6%	31 6%	24 5%	29 8% e	20 6% e	6 2%	36 4%	16 13% f	14 6%	40 6%	50 7% k	5 2%	33 7%	22 5%	28 4%	15 18% npq	11 6%	27 10% np
Mould/mildew	169 18%	108 22% b	60 14%	91 27% de	56 16% e	22 9%	146 18%	19 15%	58 23% i	110 16%	152 22% k	17 7%	91 19%	78 17%	90 13%	29 33% n	50 26% n	79 28% n
Condensation/steamed up windows	237 25%	149 30% b	87 20%	107 32% e	89 25% e	41 17%	205 25%	31 25%	70 28%	167 24%	196 28% k	41 17%	124 26%	112 24%	146 22%	31 36% n	59 31% n	91 33% n
Draught problems / draughty windows/doors	11 1%	6 1%	5 1%	2 1%	4 1%	4 2%	10 1%	1 1%	1 *	10 1%	10 1%	1 1%	2 *	9 2%	4 1%	2 2%	5 3% n	7 2% n
Other	6 1%	5 1%	1 *	3 1%	1 *	2 1%	5 1%	1 1%	1 *	5 1%	3 *	3 1%	3 1%	3 1%	5 1%	1 1%	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 29

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
None of these problems with accommodation	343 36%	170 34%	171 38%	80 24%	126 35% c	135 56% cd	302 37%	36 30%	83 33%	258 37%	233 33%	110 45% j	167 34%	176 38%	261 39% oq	15 17%	66 35% oq	81 29% o
Don't know	22 2%	7 1%	13 3%	11 3%	6 2%	4 2%	16 2%	4 4%	3 1%	18 3%	14 2%	8 3%	15 3%	7 1%	18 3%	3 3%	1 1%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 29

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (M)	20+ years (N)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Lack of adequate heating facilities/property difficult to heat/property cold	186 20%	156 20%	30 18%	67 21% v	79 18%	16 12%	50 30% MNO	53 20%	37 16%	45 16%	105 17%	81 26% w
Property expensive to heat	320 34%	274 35%	46 28%	133 43% uv	126 30%	39 30%	61 37%	95 36%	79 35%	85 30%	187 30%	134 42% w
Leaky roof	58 6%	46 6%	12 7%	25 8% v	25 6%	2 2%	16 10% O	20 8%	10 4%	13 4%	37 6%	21 7%
Damp walls, floors, foundations etc	169 18%	127 16%	42 26% r	67 22% uv	63 15%	11 9%	48 29% NO	64 24% NO	27 12%	30 10%	109 17%	60 19%
Rot in windows frames or floors	55 6%	46 6%	9 5%	24 8% u	14 3%	7 5%	14 8% O	21 8% O	12 5%	8 3%	35 6%	20 6%
Mould/mildew	169 18%	129 17%	40 24% r	65 21%	66 16%	17 13%	37 22% O	62 24% O	40 17% O	29 10%	109 17%	60 19%
Condensation/steamed up windows	237 25%	187 24%	50 30%	85 27% v	105 25% v	20 15%	43 26%	81 31% O	58 25%	53 18%	152 24%	84 27%
Draught problems / draughty windows/doors	11 1%	9 1%	2 1%	3 1%	6 1%	-	2 1%	4 2%	-	4 1%	5 1%	6 2%
Other	6 1%	5 1%	1 *	2 1%	4 1%	-	2 1%	2 1%	1 *	2 1%	4 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 29

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
None of these problems with accommodation	343 36%	285 37%	58 35%	87 28%	174 41% †	66 51% tu	38 23%	83 32%	88 38% K	135 47% KM	257 41% x	86 27%
Don't know	22 2%	19 2%	3 2%	8 3%	6 1%	4 3%	7 4%	6 2%	3 2%	6 2%	11 2%	11 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 29

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Lack of adequate heating facilities/property difficult to heat/property cold	186 20%	93 17%	25 17%	65 29% yz	20 27%	146 19%	23 23%	105 18%	14 29%	29 27% EJ	20 17%	119 19%	67 20%
Property expensive to heat	320 34%	165 31%	46 32%	91 41% y	35 47% yz	245 31%	36 37%	191 34%	22 47% H	49 46% EHIJ	33 28%	213 35%	107 32%
Leaky roof	58 6%	26 5%	8 5%	22 10% y	4 5%	55 7%	3 3%	35 6%	3 6%	6 6%	9 8%	38 6%	21 6%
Damp walls, floors, foundations etc	169 18%	65 12%	20 14%	75 34% yzB	12 16%	139 18%	23 23%	92 16%	10 21%	29 27% EIJ	21 18%	102 17%	67 20%
Rot in windows frames or floors	55 6%	19 4%	9 6%	22 10% y	3 5%	48 6%	3 3%	37 6%	2 5%	5 4%	7 6%	39 6%	16 5%
Mould/mildew	169 18%	72 13%	18 13%	74 33% yzB	11 15%	134 17%	22 23%	96 17%	10 21%	31 29% EHIJ	20 17%	106 17%	63 19%
Condensation/steamed up windows	237 25%	118 22%	34 24%	87 39% yzB	10 13%	199 25%	30 30%	147 26%	10 21%	34 32% J	28 23%	157 25%	80 24%
Draught problems / draughty windows/doors	11 1%	6 1%	1 1%	3 1%	2 2%	8 1%	2 2%	7 1%	- -	- -	1 1%	7 1%	4 1%
Other	6 1%	5 1%	1 *	- -	- -	6 1%	- -	3 1%	- -	1 1%	1 1%	3 1%	3 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 29

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
None of these problems with accommodation	343 36%	223 42% A	50 35% A	49 22%	24 32%	302 39% D	27 27%	208 36%	11 24%	30 28%	52 44% FG	219 35%	124 38% G
Don't know	22 2%	11 2%	5 4%	3 2%	2 2%	17 2%	4 4%	9 2%	2 5% G	-	2 2%	12 2%	10 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 30

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Lack of adequate heating facilities/property difficult to heat/property cold	186 20%	26 30% bdfg	46 18%	12 21%	39 17%	31 23%	105 18%	104 19%	81 22%	15 20%	82 18%	89 21%	39 24%	147 19%	105 20%	82 20%
Property expensive to heat	320 34%	38 44% bdfg	79 31%	17 31%	72 32%	55 42% bdfg	191 34%	187 34%	129 34%	30 9%	145 32%	145 34%	77 47% m	243 31%	180 34%	140 34%
Leaky roof	58 6%	7 9%	15 6%	5 8%	19 8%	8 6%	35 6%	35 6%	24 6%	3 4%	32 7%	24 6%	8 5%	51 7%	39 7%	20 5%
Damp walls, floors, foundations etc	169 18%	3 3%	50 19% ae	14 24% ae	41 18% ae	12 9%	92 16% ae	92 17% ae	77 20% ae	3 4%	84 19% i	82 19% i	23 14%	146 19%	98 18%	71 17%
Rot in windows frames or floors	55 6%	5 5%	16 6%	3 5%	21 9% fgh	7 5%	37 6%	37 7%	18 5%	4 5%	31 7%	20 5%	9 5%	46 6%	31 6%	24 6%
Mould/mildew	169 18%	6 7%	55 22% aefg	12 21% ae	37 16% a	14 11%	96 17% ae	96 17% ae	73 19% ae	3 4%	91 20% i	75 18% i	27 17%	141 18%	103 19%	66 16%
Condensation/steamed up windows	237 25%	20 23%	78 30% f	19 34%	63 28%	29 22%	147 26%	147 26% f	90 24%	15 20%	124 28%	98 23%	36 22%	200 26%	143 27%	94 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 30

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Draught problems / draughty windows/doors	11 1%	-	2 1%	1 2%	5 2%	1 1%	7 1%	7 1%	4 1%	-	7 2%	4 1%	-	11 1%	7 1%	4 1%
Other	6 1%	-	1	-	2 1%	1 1%	3 1% g	2	3 1%	-	2 1%	4 1%	-	6 1%	4 1%	2 1%
None of these problems with accommodation	343 36%	23 26%	93 36%	16 29%	84 37%	41 31%	208 36% a	200 36% a	135 36%	30 40%	163 36%	149 35%	49 29%	294 38%	189 35%	154 37%
Don't know	22 2%	3 3%	3 1%	1 1%	4 2%	4 3%	9 2%	9 2%	13 3%	1 1%	8 2%	13 3%	5 3%	17 2%	10 2%	12 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 30

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Lack of adequate heating facilities/property difficult to heat/property cold	186 20%	21 22%	77 22%	43 17%	39 19%	62 15%	62 24% M	67 21%	27 15%	31 32% PR	20 13%	23 23%	20 23%	167 19%	31 25%	136 19%	27 21%	108 19%
Property expensive to heat	320 34%	21 22%	113 32%	93 37% p	80 40% p	105 26%	105 40% M	135 42% M	63 35%	38 39% R	38 25%	37 38% R	33 40%	287 33%	58 45% UVW	231 33%	35 28%	195 34%
Leaky roof	58 6%	5 5%	22 6%	13 5%	13 6%	24 6%	20 8% O	12 4%	11 6%	6 6%	6 4%	11 11% R	10 12% v	49 6%	8 7%	42 6%	11 8%	31 5%
Damp walls, floors, foundations etc	169 18%	18 19%	66 19% L	50 20% L	24 12%	56 14%	55 21% M	61 19%	25 14%	29 30% PR	18 12%	34 34% PR	27 32% v	142 16%	11 9%	129 18% T	27 21% T	101 17% T
Rot in windows frames or floors	55 6%	4 4%	21 6%	15 6%	11 5%	20 5%	22 9%	18 6%	9 5%	8 9%	5 4%	11 11% R	8 10%	47 5%	5 4%	44 6%	9 7%	35 6%
Mould/mildew	169 18%	22 24% L	63 18%	47 19% L	23 11%	62 15%	52 20%	65 20%	20 11%	22 23% P	23 15%	30 30% PR	25 30% v	143 17%	18 14%	123 17% W	35 27% TUW	88 15%
Condensation/steamed up windows	237 25%	27 29%	85 24%	73 29% L	39 20%	89 22%	85 32% M	83 26%	29 16%	30 31% P	30 20%	35 35% PR	29 34%	208 24%	22 18%	179 25%	33 26%	146 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 30

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Draught problems / draughty windows/doors	11 1%	2 2%	4 1%	3 1%	2 1%	5 1%	4 1%	1 *	-	3 3% PR	-	4 4% PR	4 4% v	7 1%	-	10 1%	1 1%	8 1%
Other	6 1%	1 1%	2 1%	2 1%	1 *	4 1%	-	2 *	1 *	1 1%	-	-	-	6 1%	-	5 1%	2 1%	4 1%
None of these problems with accommodation	343 36%	35 37%	129 37%	87 35%	77 38%	174 43% NO	82 31%	106 33%	75 42%	30 31%	74 49% QS	32 33%	27 32%	315 37%	44 35%	273 39%	52 41%	222 38%
Don't know	22 2%	3 3%	5 1%	4 2%	4 2%	9 2%	5 2%	7 2%	3 2%	1 1%	5 3%	1 1%	1 1%	21 2%	2 1%	9 1%	-	9 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 30

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Lack of adequate heating facilities/property difficult to heat/property cold	186 20%	74 21%	72 18%	80 20%	66 18%	14 22%	56 21%	17 20%	73 21%	43 18%	36 26%	99 23% H	76 17%	76 24% J	56 14%	63 23% J
Property expensive to heat	320 34%	136 38%	133 33%	155 38%	114 32%	19 30%	106 41%	28 33%	113 32%	91 38%	57 41%	165 38% H	133 30%	129 40% J	112 29%	97 36%
Leaky roof	58 6%	16 5%	32 8% y	18 4%	30 8% wy	7 10%	10 4%	6 7%	29 8%	15 6%	7 5%	38 9% H	17 4%	27 8% J	17 4%	20 7%
Damp walls, floors, foundations etc	169 18%	54 15%	79 19%	58 14%	75 21% xy	16 26% y	42 16%	11 13%	90 26% EF	38 16%	18 13%	109 25% H	54 12%	79 24% J	40 10%	59 22% J
Rot in windows frames or floors	55 6%	24 7%	21 5%	25 6%	20 6%	5 8%	14 5%	9 10%	21 6%	11 5%	8 6%	28 6%	21 5%	27 8% J	14 4%	18 7%
Mould/mildew	169 18%	63 18%	76 19%	68 17%	70 20%	19 29% xy	47 18%	14 17%	76 22% F	43 18%	17 13%	107 24% H	56 13%	79 25% J	38 10%	58 21% J
Condensation/steamed up windows	237 25%	88 25%	108 26%	101 25%	96 27%	19 30%	66 25%	20 24%	97 28%	65 27%	28 21%	129 29% H	101 22%	106 33% J	69 18%	72 27% J



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 30

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Draught problems / draughty windows/doors	11 1%	2 *	7 2%	2 *	7 2%	2 4% wy	2 1%	-	5 1%	3 1%	2 1%	7 2%	3 1%	2 1%	8 2%	1 *
Other	6 1%	2 1%	3 1%	2 *	3 1%	-	2 1%	-	2 *	3 1%	1 1%	5 1%	1 *	3 1%	3 1%	-
None of these problems with accommodation	343 36%	126 36%	148 36%	144 36%	130 36%	20 31%	87 33%	35 41%	122 35%	83 34%	45 32%	128 29%	194 43% G	81 25%	190 48% IK	80 29%
Don't know	22 2%	2 1%	6 1%	4 1% w	4 1%	-	2 1%	-	6 2%	4 2%	5 4%	8 2%	9 2%	13 4%	6 2%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 31

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Lack of adequate heating facilities/property difficult to heat/property cold	186 20%	75 21%	105 20%	132 20%	54 20%	58 14%	77 22% k	46 29% k	126 19%	36 19%	136 19%	28 25%
Property expensive to heat	320 34%	123 34%	180 34%	227 34%	94 34%	91 22%	138 39% k	84 53% kl	242 37% M	52 27%	251 35%	37 33%
Leaky roof	58 6%	26 7%	39 7%	46 7%	13 5%	14 3%	29 8% k	13 8% k	37 6%	13 7%	40 6%	9 8%
Damp walls, floors, foundations etc	169 18%	63 17%	98 18%	118 18%	51 19%	49 12%	65 18% k	49 31% kl	115 18%	32 17%	120 17%	20 18%
Rot in windows frames or floors	55 6%	21 6%	31 6%	43 6%	12 5%	16 4%	20 6%	18 12% kl	39 6%	11 6%	36 5%	11 10% N
Mould/mildew	169 18%	64 18%	103 19%	126 19%	43 16%	55 13%	68 19% k	42 27% k	108 17%	44 23%	121 17%	21 18%
Condensation/steamed up windows	237 25%	97 27%	143 27%	177 26%	59 22%	81 20%	93 26% k	57 36% kl	163 25%	49 26%	177 25%	25 23%
Draught problems / draughty windows/doors	11 1%	3 1%	7 1%	7 1%	3 1%	3 1%	7 2%	- -	5 1%	6 3% L	7 1%	3 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 31

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Other	6 1%	2 1%	4 1%	4 1%	2 1%	2	3 1%	1	4 1%	2 1%	4 1%	2 2%
None of these problems with accommodation	343 36%	130 36%	189 35%	240 36%	103 38%	203 49% lm	109 31% m	28 18%	230 36%	76 40%	267 37%	41 37%
Don't know	22 2%	5 1%	10 2%	12 2%	10 4%	8 2%	5 1%	4 2%	9 1%	4 2%	15 2%	3 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 31

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Lack of adequate heating facilities/property difficult to heat/property cold	186 20%	141 21%	20 21%	18 17%	52 20%	134 20%	141 24%	62 22%	41 12%	46 22%	12 17%	21 11%	18 18%	39 25%	50 22%
Property expensive to heat	320 34%	256 37% Q	24 26%	31 29%	76 29%	244 36%	236 40%	109 40%	80 24%	56 27%	15 22%	34 19%	48 48% uvw	78 49% uvw	88 39% uvw
Leaky roof	58 6%	40 6%	5 5%	9 8%	23 9%	36 5%	43 7%	20 7%	13 4%	13 6%	4 6%	11 6%	2 2%	11 7%	17 7%
Damp walls, floors, foundations etc	169 18%	127 18%	12 13%	17 16%	43 17%	126 18%	94 16% q	31 11%	67 20% q	48 23% wxy	11 16%	22 12%	9 9%	22 14%	57 25% wxy
Rot in windows frames or floors	55 6%	45 7%	4 4%	3 2%	17 6%	38 6%	37 6%	17 6%	13 4%	11 5%	4 6%	7 4%	5 5%	9 6%	18 8%
Mould/mildew	169 18%	128 19%	13 14%	17 16%	55 21%	114 17%	107 18% q	38 14%	58 17%	41 19%	7 10%	24 13%	18 18%	35 22% vw	45 20%
Condensation/steamed up windows	237 25%	188 27% R	17 18%	17 16%	66 25%	171 25%	154 26%	70 25%	78 23%	49 23% w	13 19%	27 15%	28 28% w	51 32% w	68 30% w
Draught problems / draughty windows/doors	11 1%	9 1%	1 1%	1 1%	6 2% o	5 1%	8 1%	3 1%	3 1%	5 3% w	- -	- -	- -	2 1%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 31

B8 And before you had your Green Deal Assessment did you have any of these problems with your home?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Other	6 1%	3 1%	-	3 2% P	3 1%	3 1%	5 1%	2 1%	1	2 1%	-	1 1%	1 1%	1	1
None of these problems with accommodation	343 36%	233 34%	44 47% P	47 44%	104 39%	239 35%	175 30%	83 30%	158 47% pq	90 43% yz	35 51% xyz	86 47% xyz	34 34%	38 24%	60 26%
Don't know	22 2%	10 1%	4 5% P	2 2%	6 2%	16 2%	11 2%	4 1%	7 2%	4 2%	2 3%	11 6% uyz	1 1%	1 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Cold call/door-to-door sales (they knocked on my door)	235 25%	124 25%	111 25%	75 22%	93 26%	67 28%	201 25%	32 26%	64 26%	171 25%	172 24%	64 26%	122 25%	114 25%	171 26%	22 25%	43 23%	65 23%
Received a telephone call	65 7%	30 6%	35 8%	13 4%	25 7%	27 11% c	61 8% g	2 2%	29 12% i	36 5%	35 5%	30 12% j	33 7%	32 7%	57 9% pq	4 5%	4 2%	8 3%
Approached by salesperson in the street/in-store	21 2%	9 2%	11 3%	11 3% d	3 1%	7 3%	17 2%	4 3%	4 2%	17 2%	15 2%	6 2%	13 3%	8 2%	18 3% p	2 3% pq	-	2 1%
Leaflet through my door	64 7%	31 6%	33 7%	23 7%	26 7%	15 6%	53 7%	8 7%	15 6%	49 7%	51 7%	14 6%	35 7%	29 6%	50 7%	5 6%	9 5%	15 5%
Letter in post	110 12%	68 14% b	41 9%	42 12%	43 12%	24 10%	89 11%	18 15%	27 11%	82 12%	96 14% k	13 6%	51 11%	58 13%	60 9%	11 13%	38 20% n	49 18% n
Advert in newspaper/magazine	29 3%	16 3%	14 3%	6 2%	13 4%	10 4%	26 3%	3 2%	10 4%	20 3%	15 2%	15 6% j	11 2%	19 4%	25 4% p	3 3%	1 1%	4 2%
Advert online	18 2%	9 2%	9 2%	10 3% e	8 2% e	-	13 2%	4 3%	4 1%	14 2%	13 2%	5 2%	13 3%	5 1%	15 2%	2 3%	1 *	3 1%
Other internet/on-line/google search	37 4%	17 3%	20 5%	15 4%	16 4%	7 3%	33 4%	3 2%	9 4%	28 4%	30 4%	7 3%	19 4%	18 4%	36 5% pq	2 2%	-	2 1%
TV advertising	32 3%	15 3%	16 4%	12 4%	9 2%	10 4%	27 3%	5 4%	6 2%	25 4%	25 4%	7 3%	18 4%	14 3%	27 4%	2 2%	3 1%	5 2%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Advert/stand in store/supermarket/shopping centre	3 1%	1	1	1	-	2	3	-	1	1	3	-	3	-	1	1	1	2
Saw show/home stand elsewhere	10 1%	6	4	4	6	-	8	2	2	8	9	1	6	5	7	4	-	4
News/media (e.g. saw something on TV/heard on radio/read in newspaper article)	31 3%	15	16	11	12	9	28	4	8	24	23	8	13	18	27	4	-	4
Energy Saving Advice Service/Home Energy Scotland	34 4%	10	23	15	13	6	28	4	3	30	17	17	8	25	32	2	-	2
From an energy company	92 10%	44	48	35	36	20	83	9	25	67	71	21	49	43	82	2	8	10
From a friend or relative/Word of Mouth	102 11%	51	50	29	33	40	86	15	29	74	62	40	44	58	90	4	8	13
From my landlord/local authority/housing association	105 11%	74	32	52	39	15	90	14	35	70	92	14	49	57	20	21	65	86
From a charity/community group/other advice service	7 1%	4	2	-	3	3	7	-	1	6	2	5	1	6	6	1	-	1
From freeholder/property management company/committee	10 1%	5	5	4	3	4	9	1	3	7	9	1	9	1	6	4	-	4

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler	102 11%	53 11%	48 11%	36 11%	46 13%	18 8%	88 11%	12 10%	23 9%	78 11%	72 10%	30 12%	49 10%	53 12%	75 11%	10 12%	17 9%	27 10%
After an assessment was arranged by my landlord/local authority/housing association/other	25 3%	13 3%	11 3%	14 4%	10 3%	1	21 3%	3 2%	5 2%	20 3%	21 3%	3 1%	13 3%	12 3%	5 1%	7 8%	12 7%	20 7%
Through applying for the Renewable Heat Incentive/Renewable Heat Premium Payment	19 2%	4 1%	14 3%	7 2%	8 2%	5 2%	18 2%	-	4 1%	15 2%	12 2%	7 3%	2	17 4%	17 3%	1 1%	1 1%	2 1%
Other	13 1%	11 2%	2	4 1%	4 1%	4 2%	13 2%	-	2 1%	10 1%	9 1%	4 2%	5 1%	7 2%	10 2%	1 1%	1 1%	3 1%
Don't know /can't remember	30 3%	12 2%	17 4%	13 4%	8 2%	8 3%	20 2%	8 6%	8 3%	21 3%	22 3%	7 3%	20 4%	10 2%	18 3%	3 4%	8 4%	12 4%
NET: Any direct marketing approach	458 48%	245 50%	212 47%	151 45%	176 49%	130 54%	394 49%	57 46%	129 51%	329 48%	340 48%	118 48%	240 49%	218 47%	329 49%	41 47%	88 46%	129 47%
NET: Any other advertising/news	134 14%	65 13%	69 15%	47 14%	56 16%	31 13%	115 14%	16 13%	36 14%	98 14%	99 14%	36 15%	72 15%	63 14%	119 18%	10 11%	5 3%	15 6%
NET: Any word of mouth (inc. from landlord/other organisation)	323 34%	173 35%	147 33%	126 37%	116 32%	81 33%	281 35%	38 31%	89 35%	233 34%	238 34%	85 35%	151 31%	172 37%	211 32%	31 35%	82 43%	112 41%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Any direct marketing approach ONLY	371 39%	198 40%	173 39%	120 35%	143 40%	108 45% c	317 39%	51 41%	99 39%	272 39%	276 39%	96 39%	203 42%	169 37%	269 40%	32 37%	71 37%	103 37%
NET: Any other advertising/ news ONLY	78 8%	37 8%	41 9%	31 9%	32 9%	16 7%	64 8%	11 9%	17 7%	61 9%	59 8%	19 8%	42 9%	36 8%	71 11% pq	5 6% pq	2 1%	7 3% p
NET: Any word of mouth (inc. from landlord/other organisation) ONLY	232 24%	127 26%	104 23%	89 26%	79 22%	63 26%	199 25%	31 26%	67 27%	164 24%	175 25%	57 23%	113 23%	119 26%	147 22%	18 20%	67 35% noq	84 30% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Cold call/door-to-door sales (they knocked on my door)	235 25%	192 25%	43 26%	57 18%	130 30% †	31 24%	40 24%	61 23%	55 24%	78 27%	156 25%	79 25%
Received a telephone call	65 7%	52 7%	13 8%	21 7%	31 7%	9 7%	8 5%	8 3%	18 8% M	31 11% KM	44 7%	21 7%
Approached by salesperson in the street/in-store	21 2%	19 2%	2 1%	7 2%	7 2%	4 3%	3 2%	8 3%	5 2%	5 2%	12 2%	8 3%
Leaflet through my door	64 7%	57 7%	7 4%	23 7%	28 7%	8 6%	8 5%	25 10%	14 6%	17 6%	40 6%	24 8%
Letter in post	110 12%	92 12%	17 10%	27 9%	43 10%	26 20% tu	15 9%	35 13%	30 13%	30 10%	78 12%	31 10%
Advert in newspaper/magazine	29 3%	27 3%	2 2%	8 3%	16 4%	3 3%	3 2%	1 -	9 4% M	15 5% M	18 3%	12 4%
Advert online	18 2%	17 2%	1 1%	6 2%	6 1%	2 1%	6 4% O	4 2%	6 3%	2 1%	11 2%	7 2%
Other internet/on-line/ google search	37 4%	36 5% s	1 1%	18 6%	16 4%	4 3%	7 4%	11 4%	6 3%	13 4%	21 3%	16 5%
TV advertising	32 3%	29 4%	3 2%	11 4%	14 3%	6 5%	8 5%	5 2%	7 3%	11 4%	18 3%	14 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Advert/stand in store/ supermarket/shopping centre	3 1%	1	1%	1	2	-	1	-	2	-	2	1
Saw show/home stand elsewhere	10 1%	9	1%	5	2	1	1	2	4	3	6	5
News/media (e.g. saw something on TV/heard on radio/read in newspaper article)	31 3%	28	4%	15	13	4	8	9	2	12	19	13
Energy Saving Advice Service/Home Energy Scotland	34 4%	34	-	18	10	4	7	10	12	4	20	13
From an energy company	92 10%	82	10%	33	36	18	17	27	13	34	66	27
From a friend or relative/ Word of Mouth	102 11%	93	9%	41	40	15	8	22	31	41	59	43
From my landlord/local authority/housing association	105 11%	75	30%	34	50	6	21	38	19	27	82	23
From a charity/community group/other advice service	7 1%	7	-	2	1	3	-	-	4	2	4	3
From freeholder/property management company/committee	10 1%	2	8%	-	8	1	3	3	4	-	8	2

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler	102 11%	88 11%	14 9%	28 9%	43 10%	20 16% †	8 5%	29 11% K	36 16% K	29 10%	71 11%	31 10%
After an assessment was arranged by my landlord/local authority/housing association/other	25 3%	12 2%	13 8% r	11 4%	6 1%	1 1%	9 5% NO	11 4% O	3 1%	2 1%	18 3%	7 2%
Through applying for the Renewable Heat Incentive/Renewable Heat Premium Payment	19 2%	17 2%	2 1%	8 3%	4 1%	7 5% u	8 5% O	4 1%	6 3% O	1 *	11 2%	8 3%
Other	13 1%	10 1%	2 1%	5 1%	7 2%	- -	2 1%	2 1%	2 1%	6 2%	10 2%	3 1%
Don't know /can't remember	30 3%	18 2%	12 7% r	9 3%	13 3%	2 2%	11 6% O	7 3%	7 3%	5 2%	22 3%	8 3%
NET: Any direct marketing approach	458 48%	379 48%	79 48%	125 40%	225 53% †	73 57% †	68 41%	125 48%	116 51%	148 52% K	308 49%	150 47%
NET: Any other advertising/news	134 14%	124 16% s	10 6%	60 19% u	55 13%	15 11%	30 18% M	27 10%	31 14%	45 16%	74 12%	61 19% w
NET: Any word of mouth (inc. from landlord/other organisation)	323 34%	268 34%	55 33%	119 38%	136 32%	41 32%	52 31%	97 37%	71 31%	101 35%	220 35%	103 32%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Any direct marketing approach ONLY	371 39%	308 39%	64 38%	103 33%	187 44% †	55 42%	61 37%	100 38%	94 41%	117 41%	246 39%	125 39%
NET: Any other advertising/ news ONLY	78 8%	75 10% s	3 2%	38 12% u	31 7%	8 6%	18 11%	18 7%	18 8%	23 8%	40 6%	38 12% w
NET: Any word of mouth (inc. from landlord/other organisation) ONLY	232 24%	187 24%	45 27%	86 28% v	104 24%	22 17%	39 23%	67 25%	52 23%	73 26%	155 25%	76 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Cold call/door-to-door sales (they knocked on my door)	235 25%	136 26%	40 28%	48 21%	18 24%	202 26%	29 29%	156 F	5 10%	19 18%	30 F	161 F	75 23%
Received a telephone call	65 7%	49 A	7 5%	6 3%	2 3%	54 7%	7 7%	35 6%	5 11%	7 7%	13 11%	40 7%	25 8%
Approached by salesperson in the street/in-store	21 2%	11 2%	6 4%	4 2%	-	19 2%	2 2%	11 2%	-	2 2%	4 3%	11 2%	10 3%
Leaflet through my door	64 7%	33 6%	15 11%	17 8%	2 3%	57 7%	4 4%	39 7%	4 8%	4 3%	6 5%	43 7%	21 6%
Letter in post	110 12%	54 10%	15 10%	35 16% y	6 9%	93 12%	13 13%	64 11%	7 15%	10 10%	16 14%	71 12%	38 12%
Advert in newspaper/magazine	29 3%	23 4%	3 2%	4 2%	-	25 3%	1 1%	21 4%	-	3 3%	4 4%	21 3%	9 3%
Advert online	18 2%	12 2%	1 1%	4 2%	1 1%	18 2%	-	12 2%	2 5% J	2 2%	1 1%	14 2%	4 1%
Other internet/on-line/google search	37 4%	24 4%	3 2%	7 3%	5 7%	30 4%	1 1%	21 4%	6 13% EGU	4 4%	6 5%	27 4% E	10 3%
TV advertising	32 3%	22 4%	5 4%	5 2%	3 4%	25 3%	4 4%	21 4%	3 7%	3 3%	2 2%	24 4%	8 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Advert/stand in store/supermarket/shopping centre	3	1	1	1	-	3	-	1	-	-	-	1	1
Saw show/home stand elsewhere	10	4	2	4	1	9	-	6	1	3	-	7	3
News/media (e.g. saw something on TV/heard on radio/read in newspaper article)	31	22	7	5	6	24	2	16	1	7	7	17	14
Energy Saving Advice Service/Home Energy Scotland	34	18	4	2	10	17	1	13	2	11	7	14	19
From an energy company	92	68	11	8	6	78	7	69	6	10	3	75	18
From a friend or relative/Word of Mouth	102	67	16	12	9	78	15	57	6	15	13	64	39
From my landlord/local authority/housing association	105	27	11	63	7	87	14	55	3	17	12	58	47
From a charity/community group/other advice service	7	2	2	-	4	1	1	3	1	1	1	4	2
From freeholder/property management company/committee	10	8	1	2	-	7	3	8	-	1	-	8	2



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler	102 11%	58 11%	15 10%	24 11%	6 9%	89 11%	9 9%	65 11%	7 16%	8 8%	9 7%	73 12%	29 9%
After an assessment was arranged by my landlord/local authority/housing association/other	25 3%	7 1%	3 2%	15 7% yB	-	19 2%	5 5%	14 2%	1 2%	4 3%	1 1%	15 2%	10 3%
Through applying for the Renewable Heat Incentive/Renewable Heat Premium Payment	19 2%	10 2%	3 2%	3 1%	8 11% yzA	3 *	4 5% C	5 1%	1 2%	3 2%	9 8% EU	6 1%	13 4% EI
Other	13 1%	9 2%	1 1%	1 1%	1 2%	11 1%	1 1%	8 1%	2 4%	1 1%	*	10 2%	3 1%
Don't know /can't remember	30 3%	14 3%	4 3%	7 3%	3 3%	26 3%	3 3%	13 2%	1 2%	2 2%	3 2%	14 2%	16 5% EI
NET: Any direct marketing approach	458 48%	263 49%	75 53% B	102 46%	28 38%	392 50%	51 52%	284 50% G	18 39%	39 36%	66 56% GJ	302 49% G	156 47% G
NET: Any other advertising/news	134 14%	86 16%	20 14%	25 11%	15 21% A	110 14%	9 9%	75 13%	11 24% EI	21 20%	20 17%	86 14%	48 15%
NET: Any word of mouth (inc. from landlord/other organisation)	323 34%	175 33%	42 29%	84 38%	28 39%	256 33%	34 35%	195 34%	15 32%	49 46% EHIJ	32 27%	210 34%	113 34% H



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 32

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Any direct marketing approach ONLY	371 39%	213 40%	63 44%	76 34%	26 36%	322 41%	37 38%	233 41% FGI	12 25%	30 28%	55 47% FGJ	245 40% FG	126 38% G
NET: Any other advertising/news ONLY	78 8%	53 10%	11 8%	15 7%	6 8%	66 8%	3 4%	45 8%	6 13%	13 12%	10 9%	51 8%	27 8%
NET: Any word of mouth (inc. from landlord/other organisation) ONLY	232 24%	127 24%	28 20%	60 27%	19 26%	186 24%	26 26%	141 25%	12 25%	32 30%	25 21%	152 25%	80 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Cold call/door-to-door sales (they knocked on my door)	235 25%	7 9%	98 38% acde fgh	7 12%	59 26% ac	27 20% a	156 27% ach	153 28% aceh	80 21% a	11 14%	140 31% ik	84 20%	30 18%	206 26% l	154 29% o	81 20%
Received a telephone call	65 7%	11 13% bdfg	13 5%	2 4%	14 6%	13 10%	35 6%	35 6%	30 8%	10 13% j	24 5%	31 7%	20 12% m	45 6%	43 8%	22 5%
Approached by salesperson in the street/in-store	21 2%	-	8 3%	1 1%	5 2%	1 1%	11 2%	11 2%	10 3%	1 1%	9 2%	11 3%	2 1%	19 2%	14 3%	7 2%
Leaflet through my door	64 7%	8 9%	22 8%	5 9%	19 9%	9 7%	39 7%	39 7%	25 7%	4 5%	32 7%	28 7%	9 5%	55 7%	47 9% o	17 4%
Letter in post	110 12%	4 4%	39 15% aefg	5 8%	31 14% ae	6 4%	64 11% ae	64 12% ae	45 12% ae	2 2%	60 13% i	48 11% i	5 3%	104 13% l	62 12%	47 12%
Advert in newspaper/magazine	29 3%	7 8% bfg	5 2%	1 2%	8 3%	9 7% bfg	21 4% g	19 3%	9 2%	5 7%	12 3%	13 3%	11 7% m	18 2%	21 4%	9 2%
Advert online	18 2%	5 6% fgh	4 2%	-	6 3%	6 5% fgh	12 2%	12 2%	6 2%	3 4%	9 2%	6 1%	2 1%	16 2%	11 2%	7 2%
Other internet/on-line/ google search	37 4%	3 3%	8 3%	2 4%	10 4%	7 5%	21 4%	21 4%	16 4%	1 1%	16 3%	21 5%	12 7% m	25 3%	21 4%	16 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
TV advertising	32 3%	7 8%	6 2%	-	7 3%	9 7%	21 4%	21 4%	11 3%	8 10%	10 2%	14 3%	11 6%	11 3%	18 3%	14 3%
Advert/stand in store/ supermarket/shopping centre	3	-	1	1 1%	1	-	1	1	1	1 2%	-	1	1 1%	1	1	1
Saw show/home stand elsewhere	10 1%	-	3 1%	-	5 2%	1 1%	6 1%	6 1%	4 1%	1 1%	5 1%	4 1%	3 2%	7 1%	8 1%	2 1%
News/media (e.g. saw something on TV/heard on radio/read in newspaper article)	31 3%	4 5%	5 2%	2 3%	7 3%	8 6%	16 3%	16 3%	16 4%	3 4%	11 2%	18 4%	13 8%	18 2%	20 4%	12 3%
Energy Saving Advice Service/Home Energy Scotland	34 4%	2 3%	4 1%	1 2%	6 3%	5 4%	13 2%	12 2%	21 6%	4 6%	7 2%	22 5%	19 12%	15 2%	16 3%	17 4%
From an energy company	92 10%	27 31%	18 7%	1 1%	26 11%	21 16%	69 12%	66 12%	23 6%	23 31%	35 8%	33 8%	29 18%	63 8%	54 10%	38 9%
From a friend or relative/ Word of Mouth	102 11%	14 16%	13 5%	16 29%	19 8%	17 13%	57 10%	53 10%	45 12%	15 20%	37 8%	51 12%	30 18%	72 9%	58 11%	44 11%
From my landlord/local authority/housing association	105 11%	1 1%	21 8%	11 19%	22 10%	8 6%	55 10%	54 10%	50 13%	-	50 11%	55 13%	3 2%	102 13%	44 8%	61 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
From a charity/community group/other advice service	7 1%	1 1%	1 *	- -	- -	3 2%	3 1%	3 1%	4 1%	- -	2 *	5 1%	2 1%	4 1%	2 *	5 1%
From freeholder/property management company/committee	10 1%	- -	6 2%	1 1%	2 1%	2 2%	8 1%	8 2%	2 *	- -	8 2%	2 *	- -	10 1%	4 1%	6 1%
From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler	102 11%	12 13%	34 13%	2 4%	25 11%	14 11%	65 11%	64 12%	37 10%	12 16%	49 11%	41 10%	13 8%	89 11%	57 11%	46 11%
After an assessment was arranged by my landlord/ local authority/housing association/other	25 3%	- -	4 1%	5 10%	4 2%	2 1%	14 2%	14 2%	11 3%	- -	14 3%	11 3%	1 *	24 3%	12 2%	13 3%
Through applying for the Renewable Heat Incentive/ Renewable Heat Premium Payment	19 2%	- -	- -	- -	1 1%	4 3%	5 1%	4 1%	14 4%	1 2%	3 1%	15 4%	9 6%	9 1%	5 1%	14 3%
Other	13 1%	1 1%	5 2%	- -	2 1%	3 2%	8 1%	8 1%	5 1%	- -	7 2%	5 1%	4 2%	9 1%	9 2%	4 1%
Don't know /can't remember	30 3%	3 4%	8 3%	1 2%	6 3%	2 1%	13 2%	13 2%	17 4%	2 2%	11 3%	17 4%	- -	30 4%	8 2%	22 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Any direct marketing approach	458 48%	26 30%	164 64% acde fgh	18 33%	121 53% ace	51 39%	284 50% ace	282 51% acef	174 46% a	25 34%	246 55% lk	187 44%	62 38%	396 51% l	292 55% o	166 40%
NET: Any other advertising/ news	134 14%	21 24% bcfg	23 9%	6 10%	33 15% b	31 24% bcdf gh	75 13% b	73 13% b	59 16% b	17 23% j	49 11%	69 16% j	46 28% m	88 11%	84 16%	51 12%
NET: Any word of mouth (inc. from landlord/other organisation)	323 34%	43 50% bdgh h	58 23%	29 52% bdfgh	70 31% b	54 41% bdg	195 34% bg	186 33% b	128 34% b	40 53% jk	134 30%	150 35%	74 45% m	249 32%	166 31%	157 38% n
NET: Any direct marketing approach ONLY	371 39%	20 23%	136 53% acde fgh	16 29%	100 44% ace	39 30%	233 41% ace	232 42% acef	138 37% a	17 22%	206 46% lk	149 35% l	48 29%	323 41% l	232 43% o	139 34%
NET: Any other advertising/ news ONLY	78 8%	14 16% bfg	11 4%	4 7%	18 8% b	19 15% bdgf	45 8% b	43 8% b	33 9% b	9 12%	29 6%	40 9%	26 16% m	52 7%	47 9%	31 7%
NET: Any word of mouth (inc. from landlord/other organisation) ONLY	232 24%	29 34% bdgf	38 15%	24 43% bdefgh	49 21% b	38 29% b	141 25% bg	132 24% b	91 24% b	26 35% j	94 21%	111 26%	43 26%	189 24%	111 21%	120 29% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Cold call/door-to-door sales (they knocked on my door)	235 25%	36 38% q/L	88 25% L	66 26% L	34 17%	235 58% NO	21 8%	15 5%	55 31% S	27 28% S	64 42% PQS	14 15%	9 11%	226 26% u	10 8%	206 29% T	28 22% T	178 31% T
Received a telephone call	65 7%	4 4%	27 8%	16 6%	17 9%	65 16% NO	10 4%	9 3%	9 5%	4 4%	8 5%	2 2%	2 2%	63 7%	14 11% V	45 6%	4 3%	41 7%
Approached by salesperson in the street/in-store	21 2%	2 2%	9 2%	6 2%	3 1%	21 5% NO	5 2%	2 1%	5 3%	3 3%	6 4%	-	-	21 2%	2 2%	15 2%	2 1%	13 2%
Leaflet through my door	64 7%	5 5%	22 6%	19 8%	16 8%	19 5%	64 25% MO	11 3%	22 12% RS	6 6%	7 5%	2 2%	1 1%	63 7% u	8 7%	48 7% V	3 3%	45 8% V
Letter in post	110 12%	12 13%	39 11%	28 11%	29 14%	18 4%	110 42% MO	25 8%	15 8%	14 14%	32 21% P	14 14%	10 12%	99 12%	5 4%	95 13% T	18 14% T	77 13% T
Advert in newspaper/magazine	29 3%	1 1%	13 4%	7 3%	8 4%	5 1%	29 11% MO	9 3%	6 4%	1 1%	1 1%	4 4%	2 2%	27 3% UVW	11 9%	17 2%	3 2%	14 2%
Advert online	18 2%	1 1%	10 3%	5 2%	2 1%	4 1%	18 7% MO	4 1%	5 3% R	1 2%	-	3 3% R	1 2%	17 2%	5 4%	13 2%	2 2%	11 2%
Other internet/on-line/google search	37 4%	-	9 2%	13 5% p	15 7% pq	5 1%	13 5% MO	6 2%	7 4% R	7 7% RS	1 1%	-	-	37 4%	10 8% UV	25 4% V	-	25 4% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
TV advertising	32 3%	1 1%	13 4%	9 4%	8 4%	8 2%	32 12% MO	8 3%	6 3%	2 2%	1 1%	3 3%	2 2%	30 3%	8 6%	21 3%	2 2%	19 3%
Advert/stand in store/supermarket/shopping centre	3	1 1%	2 1%	-	-	-	3 1%	-	-	-	1	1 1%	1 2% v	1	2	-	2	
Saw show/home stand elsewhere	10 1%	1 1%	6 2%	3 1%	1 1%	2 1%	10 4% MO	3 1%	1 1%	2 2%	3 3%	1 1%	9 1%	1 1%	7 1%	2 1%	6 1%	
News/media (e.g. saw something on TV/heard on radio/read in newspaper article)	31 3%	-	7 2%	13 5% pq	11 6% pq	3 1%	31 12% MO	9 3% M	3 2%	5 5% R	-	1 1%	1 2%	30 4%	11 9% UW	19 3%	6 5%	13 2%
Energy Saving Advice Service/Home Energy Scotland	34 4%	-	6 2%	8 3%	18 9% pqr	5 1%	11 4% M	34 10% MN	5 3% R	1 1%	-	2 2%	-	34 4%	21 17% UVW	12 2%	4 3%	7 1%
From an energy company	92 10%	5 6%	27 8%	34 14% q	23 12%	19 5%	20 8%	92 29% MN	16 9%	7 8%	12 8%	3 3%	2 2%	91 11% u	19 15% V	66 9% V	3 2%	64 11% UV
From a friend or relative/Word of Mouth	102 11%	4 4%	36 10%	27 11%	29 15% p	13 3%	17 6% M	102 32% MN	22 12%	8 8%	11 8%	5 5%	2 3%	100 12% u	27 21% UVW	62 9% V	5 4%	56 10%
From my landlord/local authority/housing association	105 11%	14 15% L	44 13% L	26 10%	14 7%	4 1%	13 5% M	105 33% MN	11 6%	8 8%	11 7%	38 39% PQR	36 42% v	70 8%	1 1%	86 12% TW	48 38% TUW	38 7% T



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
From a charity/community group/other advice service	7 1%	1 1%	1 1%	- -	4 2% qr	-	1 1%	7 2% M	1 1%	-	-	-	-	7 1%	5 4% UW	2 2%	1 1%	1 1%
From freeholder/property management company/committee	10 1%	4 4% rL	5 1%	1 1%	-	4 1%	1 1%	10 3% MN	2 1%	4 4%	3 2%	-	-	10 1%	-	7 1%	3 2%	4 1%
From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler	102 11%	13 14%	41 12%	25 10%	20 10%	102 25% NO	18 7%	15 5%	20 11%	9 9%	12 8%	9 9%	3 4%	99 11% u	11 9%	80 11% V	5 4%	75 13% UV
After an assessment was arranged by my landlord/local authority/housing association/other	25 3%	5 5% rL	13 4%	3 1%	2 1%	-	-	-	3 2%	2 3%	-	14 14% PQR	14 16% v	11 1%	-	16 2% W	6 5% TUW	10 2%
Through applying for the Renewable Heat Incentive/Renewable Heat Premium Payment	19 2%	1 1%	3 1%	5 2%	8 4% q	5 1%	4 2%	10 3%	2 1%	-	-	-	-	19 2%	12 10% UWV	4 1%	-	4 1%
Other	13 1%	1 1%	4 1%	5 2%	3 1%	-	1 1%	2 1%	4 2%	3 3%	1 1%	1 1%	1 1%	11 1%	2 2%	10 1%	2 2%	8 1%
Don't know /can't remember	30 3%	2 2%	9 3%	2 1%	2 1%	-	-	-	3 1%	4 4%	2 1%	8 8% PR	6 8% v	23 3%	-	15 2%	4 3%	11 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Any direct marketing approach	458 48%	55 59%	168 48%	126 50%	93 46%	324 81% NO	175 67% O	50 15%	96 53% S	52 53% S	109 72% PQS	28 29%	22 26%	436 51% u	36 28%	381 54% TV	54 42% T	327 56% TUV
NET: Any other advertising/news	134 14%	2 3%	52 15% p	41 16% p	37 18% p	20 5%	106 41% MO	33 10% M	27 15% R	16 16% R	5 4%	8 8%	5 6%	130 15% u	40 31% UVW	87 12%	11 8%	76 13%
NET: Any word of mouth (inc. from landlord/other organisation)	323 34%	28 30%	114 32%	86 35%	80 40%	36 9%	55 21% M	323 100% MN	53 29%	27 28%	34 23%	47 47% PQR	39 47% v	284 33%	61 48% UW	221 31% W	60 47% UW	160 28%
NET: Any direct marketing approach ONLY	371 39%	46 49% L	135 39%	108 43%	68 34%	270 67% NO	116 45% O	-	81 45% S	40 42% S	98 65% PQS	20 20%	17 21%	354 41% u	26 20%	316 45% TV	46 36% T	270 46% TUV
NET: Any other advertising/news ONLY	78 8%	1 1%	31 9% p	23 9% p	22 11% p	-	58 22% MO	2 7%	16 9% R	9 10% R	5 3%	5 5%	4 5%	74 9% 9%	21 17% UVW	51 7% V	4 3%	47 8% V
NET: Any word of mouth (inc. from landlord/other organisation) ONLY	232 24%	24 25%	79 23%	61 24%	58 29%	-	-	232 72% MN	38 21%	21 22%	25 16%	36 37% PQR	33 39% v	198 23%	38 30% W	164 23% W	48 37% UW	117 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Cold call/door-to-door sales (they knocked on my door)	235 25%	65 18%	117 29% wyA	80 20%	102 28% wyA	9 13%	43 16%	20 23%	99 28%	60 25%	27 20%	101 23%	124 28%	69 22%	106 27%	66 24%
Received a telephone call	65 7%	34 10% A	25 6%	39 10% A	20 6%	1 1%	24 9%	9 11%	21 6%	16 6%	7 5%	25 6%	35 8%	10 3%	43 11% IK	13 5%
Approached by salesperson in the street/in-store	21 2%	3 1%	11 3%	3 1%	11 3% y	1 1%	3 1%	-	5 2%	4 2%	3 2%	8 2%	10 2%	9 3%	9 2%	4 1%
Leaflet through my door	64 7%	26 7% A	26 6%	29 7% A	22 6%	-	17 7%	8 10%	14 4%	23 9% D	15 11% D	19 4%	38 8% G	22 7%	26 7%	21 8%
Letter in post	110 12%	43 12%	45 11%	51 13%	37 10%	4 7%	27 10%	16 18%	49 14%	27 11%	17 12%	58 13%	44 10%	37 12%	37 9%	38 14%
Advert in newspaper/magazine	29 3%	18 5% x	9 2%	18 5%	9 2%	1 2%	15 6%	4 4%	8 2%	7 3%	6 4%	12 3%	12 3%	11 3%	18 5%	5 2%
Advert online	18 2%	12 3% z	5 1% z	16 4% xz	2 *	-	8 3%	4 4%	3 1%	10 4% D	5 4% D	5 1%	12 3%	10 3% J	4 1%	5 2%
Other internet/on-line/google search	37 4%	21 6%	15 4%	23 6%	12 3%	2 3%	21 8% C	-	12 3%	9 4%	11 8% D	15 3%	21 5%	16 5% J	8 2%	13 5% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
TV advertising	32 3%	17 5%	12 3%	21 5%	8 2%	1 2%	14 5%	1 2%	8 2%	10 4%	7 5%	16 4%	14 3%	10 3%	17 4%	6 2%
Advert/stand in store/supermarket/shopping centre	3 -	1 -	1 -	1 -	1 -	-	1 1%	-	3 1%	-	-	2 -	1 -	1 -	2 1%	-
Saw show/home stand elsewhere	10 1%	4 1%	3 1%	4 1%	3 1%	-	3 1%	2 2%	5 1%	2 1%	-	6 1%	2 -	6 2%	2 -	3 1%
News/media (e.g. saw something on TV/heard on radio/read in newspaper article)	31 3%	20 6% xz	9 2%	22 6% xz	7 2%	-	18 7%	2 2%	9 3%	7 3%	10 7% D	13 3%	14 3%	8 2%	16 4%	10 4%
Energy Saving Advice Service/Home Energy Scotland	34 4%	24 7% xz	8 2%	24 6% xz	8 2%	2 3%	22 8%	2 3%	2 1%	12 5% D	12 9% D	8 2%	21 5% G	13 4%	9 2%	12 4%
From an energy company	92 10%	53 15% xzA	29 7%	58 14% xzA	24 7%	1 2%	35 14%	18 20%	22 6%	20 8%	29 21% DE	26 6%	62 14% G	24 7%	38 10%	32 12%
From a friend or relative/Word of Mouth	102 11%	46 13%	40 10%	52 13%	35 10%	8 12%	37 14%	9 11%	32 9%	27 11%	15 11%	40 9%	55 12%	35 11%	57 15% K	19 7%
From my landlord/local authority/housing association	105 11%	21 6%	60 15% wy	25 6%	56 16% wy	24 37% wxyz	19 7%	2 3%	60 17% EF	20 8%	5 4%	75 17% H	26 6%	56 17% JK	27 7%	27 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
From a charity/community group/other advice service	7 1%	6 2% x	1 *	6 1%	1 *	1 1%	6 2%	- -	1 *	2 1%	2 2%	2 *	5 1%	1 *	5 1%	2 1%
From freeholder/property management company/committee	10 1%	2 1%	7 2%	2 *	7 2%	2 3%	1 *	1 1%	4 1%	1 1%	5 4% E	2 *	8 2%	2 1%	6 2%	2 1%
From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler	102 11%	38 11%	36 9%	46 11%	28 8%	5 8%	23 9%	12 14%	31 9%	27 11%	21 15%	47 11%	48 11%	37 11%	39 10%	30 11%
After an assessment was arranged by my landlord/local authority/housing association/other	25 3%	4 1%	16 4% wy	4 1%	16 5% wy	7 11% wxyz	3 1%	1 1%	16 5% F	6 2%	- -	16 4% H	6 1%	9 3%	3 1%	13 5% J
Through applying for the Renewable Heat Incentive/Renewable Heat Premium Payment	19 2%	18 5% xz	1 *	18 4% xz	1 *	- -	17 6%	1 1%	4 1%	5 2%	7 5% D	8 2%	10 2%	5 2%	7 2%	6 2%
Other	13 1%	6 2%	4 1%	7 2%	3 1%	-	4 2%	1 1%	3 1%	6 3%	1 1%	7 2%	3 1%	5 2%	4 1%	3 1%
Don't know /can't remember	30 3%	3 1%	12 3% y	3 1%	12 3% wy	6 9% wxyz	2 1%	1 1%	14 4%	5 2%	1 1%	16 4%	7 2%	10 3%	10 3%	13 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 33

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Any direct marketing approach	458 48%	160 45% A	207 51% A	188 46% A	179 50% A	13 21%	108 41%	49 58% B	175 50%	120 50%	60 44%	200 46%	231 52%	139 43%	205 52% I	128 47%
NET: Any other advertising/ news	134 14%	76 22% xzA	46 11%	86 21% xzA	36 10%	4 7%	67 26% C	8 9%	43 12%	37 15%	29 21% D	60 14%	63 14%	53 16%	56 14%	35 13%
NET: Any word of mouth (inc. from landlord/other organisation)	323 34%	135 38%	136 33%	148 37%	123 34%	34 54% wxyz	103 40%	31 36%	117 33%	77 32%	59 43%	149 34%	157 35%	122 38%	129 33%	85 31%
NET: Any direct marketing approach ONLY	371 39%	123 35% A	173 42% A	145 36% A	152 42% A	11 17%	81 31%	40 47% B	141 40% F	98 41% F	41 30%	162 37%	188 42%	107 33%	172 44% I	107 40%
NET: Any other advertising/ news ONLY	78 8%	40 11% xzA	29 7% z	48 12% xzA	21 6%	1 2%	37 14% C	3 4%	26 7%	22 9%	15 11%	38 9%	35 8%	36 11%	30 8%	18 7%
NET: Any word of mouth (inc. from landlord/other organisation) ONLY	232 24%	87 25%	105 26%	94 23%	98 27% x	32 50% wxyz	67 26%	19 22%	92 26%	57 24%	29 21%	112 26%	113 25%	87 27%	97 25%	59 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 34

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Cold call/door-to-door sales (they knocked on my door)	235 25%	70 19%	154 29% HJ	169 25% H	66 24%	111 27% m	91 26%	28 18%	150 23%	58 31% L	182 25%	30 27%
Received a telephone call	65 7%	25 7%	43 8%	51 8%	14 5%	28 7%	27 8%	8 5%	46 7%	16 8%	52 7%	7 6%
Approached by salesperson in the street/in-store	21 2%	6 2%	14 3%	16 2%	4 2%	5 1%	8 2%	8 5% k	13 2%	7 4%	17 2%	3 3%
Leaflet through my door	64 7%	29 8% K	47 9% K	59 9% K	6 2%	36 9% l	16 5%	11 7%	43 7%	11 6%	50 7%	5 4%
Letter in post	110 12%	36 10%	62 12%	74 11%	35 13%	46 11%	40 11%	24 15%	81 13%	15 8%	88 12%	11 10%
Advert in newspaper/magazine	29 3%	21 6% JK	21 4%	26 4%	4 1%	14 3%	9 3%	6 4%	21 3%	6 3%	23 3%	3 3%
Advert online	18 2%	8 2%	11 2%	14 2%	4 2%	10 3%	2 1%	5 3% l	13 2%	3 2%	13 2%	4 3%
Other internet/on-line/google search	37 4%	17 5%	21 4%	31 5%	6 2%	15 4%	12 3%	9 6%	28 4%	7 4%	31 4%	6 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 34

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
TV advertising	32 3%	13 4%	18 3%	26 4%	6 2%	14 3%	10 3%	8 5%	21 3%	8 4%	22 3%	6 6%
Advert/stand in store/ supermarket/shopping centre	3 .	1 .	1 .	1 .	1 .	2 1%	- -	- -	3 .	- -	3 .	- -
Saw show/home stand elsewhere	10 1%	9 2% JK	8 1%	9 1%	1 .	3 1%	3 1%	3 2%	9 1%	1 .	9 1%	1 1%
News/media (e.g. saw something on TV/heard on radio/read in newspaper article)	31 3%	20 5% JK	20 4%	26 4%	6 2%	8 2%	15 4%	6 4%	24 4%	6 3%	25 4%	4 3%
Energy Saving Advice Service/Home Energy Scotland	34 4%	18 5% IJ	16 3%	24 4%	10 4%	11 3%	14 4%	8 5%	27 4%	5 3%	26 4%	5 4%
From an energy company	92 10%	44 12%	54 10%	68 10%	24 9%	50 12% m	35 10% m	6 4%	78 12% M	11 6%	78 11%	8 7%
From a friend or relative/ Word of Mouth	102 11%	55 15% IJK	58 11%	83 12% IK	19 7%	52 13%	31 9%	17 11%	79 12% M	12 6%	83 12%	6 6%
From my landlord/local authority/housing association	105 11%	35 10%	44 8%	62 9%	43 16% HIJ	35 8%	42 12%	26 17% k	70 11%	24 13%	65 9%	13 12%
From a charity/community group/other advice service	7 1%	5 1%	2 .	7 1% I	- -	6 1% I	- -	1 1%	6 1%	1 .	5 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 34

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
From freeholder/property management company/committee	10 1%	2 1%	4 1%	6 1%	4 2%	5 1%	6 2%	-	6 1%	3 1%	7 1%	-
From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler	102 11%	22 6%	57 11% H	64 10% H	38 14% H	41 10%	39 11%	20 13%	74 11%	19 10%	80 11%	13 12%
After an assessment was arranged by my landlord/local authority/housing association/other	25 3%	7 2%	12 2%	16 2%	8 3%	5 1%	11 3%	8 5% k	9 1%	9 5% L	14 2%	4 3%
Through applying for the Renewable Heat Incentive/Renewable Heat Premium Payment	19 2%	9 2% l	5 1%	11 2% l	8 3% l	11 3% l	2 1%	4 3%	16 2%	2 1%	15 2%	3 3%
Other	13 1%	10 3% J	9 2%	11 2%	2 1%	9 2%	2 1%	2 1%	10 2%	2 1%	11 2%	1 1%
Don't know /can't remember	30 3%	9 2%	8 2%	14 2% l	16 6% HIJ	6 2%	15 4% k	6 4%	13 2%	7 4%	13 2%	5 5%
NET: Any direct marketing approach	458 48%	152 42%	292 55% HJK	336 50% H	122 45%	208 51%	169 48%	72 46%	303 47%	102 54%	355 50%	55 50%
NET: Any other advertising/news	134 14%	75 21% IJK	84 16% K	111 16% K	24 9%	57 14%	47 13%	27 17%	103 16%	24 13%	110 15%	17 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 34

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Any word of mouth (inc. from landlord/other organisation)	323 34%	141 39% IJ	166 31%	228 34% I	95 35%	142 34%	120 34%	55 35%	244 38% M	51 27%	245 34%	31 28%
NET: Any direct marketing approach ONLY	371 39%	123 34%	232 43% HJ	270 40% H	101 37%	172 42% m	141 40%	51 32%	239 37%	83 44%	291 41%	41 37%
NET: Any other advertising/news ONLY	78 8%	42 12% JK	47 9%	64 9% K	14 5%	32 8%	28 8%	15 10%	59 9%	13 7%	63 9%	10 9%
NET: Any word of mouth (inc. from landlord/other organisation) ONLY	232 24%	105 29% IJ	111 21%	161 24% I	71 26%	107 26%	85 24%	36 23%	171 26% M	36 19%	169 24%	22 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 34

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Cold call/door-to-door sales (they knocked on my door)	235 25%	165 24%	21 22%	36 34% P	80 30% o	155 23%	109 19%	59 22%	124 37% pq	51 24%	22 32%	50 28%	28 28%	36 23%	47 21%
Received a telephone call	65 7%	43 6%	8 9%	12 11%	22 8%	43 6%	50 9% r	23 8% r	12 4%	11 5%	5 7%	15 8%	10 10%	7 4%	17 8%
Approached by salesperson in the street/in-store	21 2%	15 2%	2 2%	3 3%	8 3%	13 2%	13 2%	5 2%	7 2%	4 2%	1 1%	3 2%	1 1%	4 3%	7 3%
Leaflet through my door	64 7%	50 7%	5 6%	5 5%	15 6%	50 7%	40 7%	23 8%	20 6%	12 6%	10 15% uxz	13 7%	4 4%	11 7%	14 6%
Letter in post	110 12%	85 12%	11 12%	8 8%	23 9%	86 13%	62 11%	29 11%	41 12%	24 11%	8 11%	15 9%	9 9%	35 22% uwz	18 8%
Advert in newspaper/magazine	29 3%	24 4%	2 2%	2 2%	7 3%	22 3%	25 4% r	12 4% r	4 1%	6 3%	2 3%	3 2%	6 6%	4 3%	8 3%
Advert online	18 2%	13 2%	1 1%	3 3%	5 2%	13 2%	16 3% r	9 3% r	2 *	- -	- -	- -	7 7% uvw	2 2%	9 4% uw
Other internet/on-line/google search	37 4%	29 4%	2 2%	5 4%	10 4%	27 4%	36 6% r	15 6% r	1 *	9 4%	2 4%	2 1%	8 8% w	4 3%	11 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 34

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
TV advertising	32 3%	21 3%	5 5%	5 5%	9 3%	23 3%	26 4% r	13 5% r	6 2%	10 5%	1 1%	3 2%	7 7%	3 2%	8 4%
Advert/stand in store/supermarket/shopping centre	3	3	-	-	-	3	1	1	2 1%	2 1%	-	1	-	-	-
Saw show/home stand elsewhere	10 1%	10 1%	-	-	2 1%	8 1%	8 1%	2 1%	2 1%	2 1%	-	1	2 2%	2 1%	4 2%
News/media (e.g. saw something on TV/heard on radio/read in newspaper article)	31 3%	22 3%	2 2%	6 6%	11 4%	20 3%	28 5% r	12 5% r	3 1%	5 2%	-	1 1%	5 5% w	4 3%	15 7% uvw
Energy Saving Advice Service/Home Energy Scotland	34 4%	27 4%	2 2%	5 5%	7 3%	26 4%	34 6% qr	10 4% r	-	6 3%	1 1%	1	8 8% uw	9 6% w	9 4% w
From an energy company	92 10%	74 11% R	11 12%	5 4%	19 7%	73 11%	74 13% r	46 17% pr	16 5%	15 7%	9 13%	11 6%	12 12%	23 15% uw	21 9%
From a friend or relative/Word of Mouth	102 11%	83 12% R	8 8%	5 5%	14 5%	88 13% n	73 12% r	27 10%	26 8%	19 9%	7 11%	13 7%	18 18% uw	16 10%	30 13%
From my landlord/local authority/housing association	105 11%	76 11%	11 12%	8 8%	31 12%	74 11%	40 7% q	11 4%	65 19% pq	28 13%	6 9%	31 17% xyz	8 7%	13 8%	20 9%
From a charity/community group/other advice service	7 1%	5 1%	1 1%	1 1%	2 1%	5 1%	7 1%	-	-	2 1%	1 1%	-	1 1%	1 1%	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 34

C1 How did you hear about Green Deal assessments?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
From freeholder/property management company/committee	10 1%	10 1%	-	-	4 2%	6 1%	6 1%	4 2%	4 1%	4 2%	3 4% w	1 *	-	1 1%	2 1%
From the person who came round to measure for/fit free loft insulation/cavity wall insulation/boiler	102 11%	77 11%	8 8%	10 9%	27 10%	75 11%	69 12%	37 13%	31 9%	24 11% w	9 13% w	9 5%	18 18% w	18 12% w	24 11% w
After an assessment was arranged by my landlord/local authority/housing association/other	25 3%	20 3%	1 1%	2 2%	9 4%	15 2%	8 1%	3 1%	15 4% pq	7 3%	3 4%	6 4%	1 1%	3 2%	4 2%
Through applying for the Renewable Heat Incentive/Renewable Heat Premium Payment	19 2%	15 2%	2 2%	2 2%	5 2%	14 2%	16 3% qr	1 *	2 1%	6 3% w	-	-	3 3% w	7 4% w	4 2%
Other	13 1%	10 1%	1 1%	2 2%	2 1%	11 2%	12 2% r	7 2% r	1 *	7 3% w	-	-	3 3% w	1 1%	2 1%
Don't know /can't remember	30 3%	12 2%	5 5% p	4 3%	9 4%	20 3%	14 2%	7 3%	9 3%	5 2%	1 1%	15 8% uxyz	1 1%	5 3%	4 2%
NET: Any direct marketing approach	458 48%	327 48%	44 47%	64 60% p	142 54% o	316 46%	255 44%	130 47%	191 57% pq	96 45%	39 56%	92 51%	46 45%	85 54%	100 44%
NET: Any other advertsing/news	134 14%	101 15%	11 12%	16 15%	35 13%	100 15%	113 19% r	49 18% r	19 6%	30 14% w	5 7%	9 5%	25 24% uvwxy	20 12% w	46 20% vw



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 34

C1 How did you hear about Green Deal assessments?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Any word of mouth (inc. from landlord/other organisation)	323 34%	250 36% R	33 36% R	22 20%	74 28%	249 36% n	207 36%	90 33%	108 32%	69 33%	26 38%	56 31%	40 40%	56 35%	76 34%
NET: Any direct marketing approach ONLY	371 39%	258 38%	39 43%	54 51% P	116 44%	255 37%	204 35%	104 38%	157 47% pq	77 37%	31 45% x	87 48% uxz	28 28%	65 41% x	83 37%
NET: Any other advertising/news ONLY	78 8%	61 9%	3 4%	9 8%	17 7%	61 9%	67 11% r	27 10% r	11 3%	19 9%	2 2%	7 4%	8 8%	12 7%	31 14% vw
NET: Any word of mouth (inc. from landlord/other organisation) ONLY	232 24%	171 25%	27 29% R	17 16%	53 20%	179 26%	140 24%	59 22%	86 26%	49 23%	18 26%	52 29%	23 23%	32 20%	57 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 35

C2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	362 38%	179 36%	182 41%	131 39%	130 36%	101 41%	299 37%	58 47% f	95 38%	266 39%	261 37%	101 41%	204 42% m	158 34%	280 42% pq	34 39% pq	48 25%	82 30% p
No	425 45%	220 44%	203 46%	135 40%	180 50% c	109 45%	375 46%	47 38%	111 44%	313 45%	319 45%	106 44%	202 42%	223 49% l	297 44%	35 40%	93 49%	128 46%
Don't know	159 17%	95 19% b	61 14%	73 21% de	52 14%	34 14%	134 17%	18 15%	46 18%	112 16%	122 17%	37 15%	80 16%	79 17%	92 14%	18 21%	49 26% n	67 24% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 35

C2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	406	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	362 38%	315 40% s	47 28%	142 45% uv	156 36%	38 29%	66 40%	84 32%	76 33%	133 47% MN	241 38%	121 38%
No	425 45%	342 44%	84 51%	108 34%	219 51% †	69 53% †	68 41%	119 46%	123 54% KO	114 40%	276 44%	149 47%
Don't know	159 17%	124 16%	35 21%	63 20% u	53 12%	23 18%	32 19%	59 23% NO	29 13%	39 13%	111 18%	48 15%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 35

C2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	362 38%	211 40%	54 38%	75 34%	35 47%	294 37%	36 36%	212 37%	18 37%	43 41%	54 46%	230 37%	132 40%
No	425 45%	239 45%	67 47%	94 42%	28 38%	356 45%	45 46%	275 48% J	21 45%	46 43%	46 38%	296 48% J	130 39%
Don't know	159 17%	81 15%	21 15%	53 24% yz	11 15%	134 17%	17 18%	83 15%	8 17%	18 17%	19 16%	91 15%	68 21% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 36

C2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	362 38%	43 49% bfg	72 28%	21 38%	92 41% b	62 48% bfg	212 37% b	205 37% b	150 40% b	36 48% j	150 34%	175 42% j	85 52% m	277 35%	222 42% o	139 34%
No	425 45%	33 38%	143 56% adef gh	24 44%	105 46%	51 39%	275 48% ceh	267 48% ceh	151 40%	34 45%	222 49% k	170 40%	63 38%	362 46%	242 45%	183 45%
Don't know	159 17%	11 13%	41 16%	10 18%	30 13%	18 14%	83 15%	83 15%	76 20% dfg	5 7%	76 17% i	77 18% i	17 10%	142 18% l	71 13%	88 21% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 36

C2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	362 38%	26 28%	127 36%	110 44% p	86 43% p	119 30%	115 44% M	141 44% M	65 36%	37 38% S	48 32%	24 24%	22 26%	340 39% u	79 62% UVW	242 34% V	31 24%	212 37% UV
No	425 45%	50 53% r	160 46%	100 40%	98 49%	219 54% NO	117 45%	123 38%	84 47%	49 51%	89 59% PS	40 41%	37 43%	389 45%	35 27%	357 50% T	67 52% T	290 50% T
Don't know	159 17%	18 19% L	63 18% L	40 16% L	17 8%	64 16%	29 11%	59 18% N	31 17% R	11 11%	14 9%	35 35% PQR	26 31% v	133 15%	13 10%	108 15% W	30 23% TUW	78 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 36

C2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	362 38%	165 47% xzA	141 34% A	187 46% xzA	119 33% A	10 15%	136 52% C	30 35%	119 34%	97 40%	52 38%	161 37%	177 40%	124 39%	157 40%	94 35%
No	425 45%	148 42%	198 48%	169 42%	177 49% y	31 48%	101 39%	43 50%	157 45%	113 47%	70 51%	195 44%	215 48%	135 42%	175 45%	133 49%
Don't know	159 17%	39 11%	72 17% wy	49 12%	62 17% w	24 37% wxyz	24 9%	13 15%	75 21% EF	30 13%	16 11%	82 19% H	55 12%	62 19%	61 15%	43 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 37

C2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	362 38%	362 100% JK	222 42% K	362 54% IK	-	177 43% I	116 33%	63 40%	252 39%	74 39%	273 38%	52 47%
No	425 45%	-	242 45% HJ	242 36% H	183 67% HIJ	182 44%	171 48%	64 41%	304 47%	76 40%	339 47% O	37 33%
Don't know	159 17%	-	71 13% HJ	71 10% H	88 33% HIJ	53 13%	68 19% k	30 19%	92 14%	39 21% L	105 15%	22 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 37

C2 Can we just check, did you think that you might be able to have any measures installed for free or at a reduced price before you had your Green Deal Assessment?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	362 38%	249 36%	40 43%	46 43%	106 40%	256 37%	262 45%	119 44%	92 28%	88 42%	29 42%	60 33%	42 42%	55 35%	87 38%
No	425 45%	334 49%	32 35%	43 40%	107 41%	318 47%	226 39%	119 44%	190 57%	89 42%	28 40%	84 46%	43 42%	78 49%	103 46%
Don't know	159 17%	103 15%	20 22%	18 17%	50 19%	109 16%	95 16%	35 13%	52 15%	33 16%	12 18%	37 20%	16 16%	25 16%	36 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	379	192	186	146	132	100	306	67	102	276	286	93	246	133	283	44	52	96
Weighted Base	362	179	182	131	130	101*	299	58*	95*	266	261	101*	204	158	280	34*	48*	82*
Effective base	350	177	172	133	123	94	284	61	94	255	262	89	232	128	264	40	47	86
Loft insulation (including top up)	198 55%	97 54%	101 55%	81 62% e	83 64% e	34 34%	163 54%	32 55%	46 48%	152 57%	161 62% k	37 36%	125 61% m	73 46%	155 56%	18 53%	24 51%	43 52%
Cavity wall insulation	155 43%	71 39%	85 46%	60 46% e	63 48% e	32 32%	131 44%	22 38%	33 35%	122 46%	118 45%	37 37%	92 45%	63 40%	127 45% p	15 44%	13 28%	28 34%
Solid wall insulation (internal or external)	61 17%	31 17%	30 17%	24 19%	19 15%	18 17%	54 18%	6 11%	19 20%	42 16%	51 19%	11 11%	27 13%	34 22% l	48 17%	4 13%	9 18%	13 16%
Flat roof insulation	6 2%	1 1%	5 2%	3 2%	2 1%	1 1%	5 2%	1 1%	2 2%	4 2%	4 1%	2 2%	4 2%	2 2%	5 2%	1 4%	-	1 2%
Room in roof insulation (insulation in a loft conversion)	13 4%	4 2%	9 5%	7 5%	4 3%	2 2%	9 3%	4 8%	1 2%	12 4%	9 3%	4 4%	10 5%	4 2%	8 3%	3 10% n	1 3%	5 6%
Floor insulation	19 5%	7 4%	12 6%	9 7%	7 5%	4 4%	16 5%	3 6%	2 3%	17 6%	5 2%	14 14% j	12 6%	7 5%	17 6%	-	2 4%	2 3%
Hot water cylinder insulation	19 5%	7 4%	11 6%	7 5%	6 5%	6 6%	16 5%	3 5%	3 3%	16 6%	13 5%	6 6%	10 5%	8 5%	16 6%	2 7%	-	2 3%
Draught proofing	14 4%	6 4%	8 4%	6 4%	6 5%	3 3%	11 4%	3 6%	1 1%	13 5%	10 4%	4 4%	9 4%	6 4%	13 5%	1 2%	1 1%	1 2%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	112 31%	52 29%	60 33%	33 25%	40 31%	39 38% c	89 30%	21 36%	31 33%	80 30%	61 23%	51 51% j	56 28%	56 35%	96 34% oq	6 18%	11 22%	17 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	362	179	182	131	130	101*	299	58*	95*	266	261	101*	204	158	280	34*	48*	82*
Effective base	350	177	172	133	123	94	284	61	94	255	262	89	232	128	264	40	47	86
Other heating upgrade	22 6%	9 5%	13 7%	10 7%	7 5%	6 6%	19 6%	3 6%	6 6%	16 6%	9 3%	13 13% j	7 3%	16 10% l	13 5%	1 4%	7 16% n	9 11% no
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	28 8%	9 5%	19 10%	10 8%	11 8%	8 8%	24 8%	4 8%	6 6%	23 8%	16 6%	13 13%	12 6%	16 10%	19 7%	3 9%	6 12%	9 11%
Ground Source Heat Pump	4 1%	1 1%	3 1%	1 1%	2 1%	1 1%	4 1%	-	-	4 1%	2 1%	2 2%	1	3 2%	4 1%	-	-	-
Air Source Heat Pump	7 2%	2 1%	5 3%	3 2%	3 2%	1 1%	7 2%	-	-	7 3%	3 1%	4 4%	2 1%	5 3%	7 3%	-	-	-
Biomass boiler	11 3%	2 1%	9 5% a	2 2%	6 4%	3 3%	10 3%	1 1%	2 2%	10 4%	5 2%	6 6%	1	10 7% l	11 4%	-	-	-
Solar thermal (solar panels for hot water, not which generate electricity)	13 4%	6 3%	7 4%	5 4%	7 5%	1 1%	12 4%	1 1%	2 2%	11 4%	8 3%	5 5%	5 3%	8 5%	10 4%	1 3%	2 3%	3 3%
Double/triple glazing	38 10%	15 8%	22 12%	16 12%	14 11%	7 7%	24 8%	12 21% f	10 11%	26 10%	28 11%	10 10%	24 12%	13 9%	25 9%	4 13%	8 16%	12 15%
Secondary glazing	5 1%	-	5 3% a	1 1%	4 3%	-	5 2%	-	-	5 2%	4 2%	1 1%	3 1%	2 1%	5 2%	-	-	-
Replacement doors	11 3%	2 1%	9 5% a	5 4% e	6 4% e	-	9 3%	2 3%	2 2%	9 3%	10 4%	1 1%	5 2%	6 4%	8 3%	-	3 6%	3 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	362	179	182	131	130	101*	299	58*	95*	266	261	101*	204	158	280	34*	48*	82*
Effective base	350	177	172	133	123	94	284	61	94	255	262	89	232	128	264	40	47	86
Solar photovoltaic (PV) (solar panels which generate electricity)	29 8%	16 9%	13 7%	11 8%	13 10%	4 4%	25 8%	3 5%	6 6%	23 9%	15 6%	15 15% j	13 6%	16 10%	22 8%	3 8%	5 10%	7 9%
Wind turbine	6 2%	1 1%	5 3%	2 2%	2 1%	2 2%	6 2%	-	1 1%	5 2%	3 1%	4 4%	1	5 3% l	6 2%	-	-	-
Waste water heat recovery	2 1%	-	2 1%	2 2%	-	-	2 1%	1 1%	-	2 1%	1 1%	1 1%	2 1%	-	1	1 2%	1 2%	1 2%
Energy saving bulbs / LED bulbs	9 2%	4 2%	5 3%	3 2%	5 3%	1 1%	9 3%	-	1 1%	7 3%	-	9 9% j	2 1%	6 4%	6 2%	1 4%	1 3%	3 3%
Other (PLEASE WRITE IN)	3 1%	2 1%	1	1 1%	1 1%	*	3 1%	-	*	2 1%	2 1%	1 1%	3 1%	-	2 1%	-	*	*
None of these	7 2%	3 2%	4 2%	1 1%	2 2%	4 4%	6 2%	1 2%	3 3%	4 1%	3 1%	5 4% j	3 2%	4 2%	4 1%	1 2%	3 6%	3 4%
Don't know/can't remember	7 2%	4 2%	3 2%	1 1%	3 2%	3 3%	5 2%	2 4%	4 4%	4 1%	6 2%	1 1%	4 2%	3 2%	2 1%	-	5 10% n	5 6% n
NET: Insulation	295 82%	144 81%	150 83%	120 92% e	109 84% e	66 66%	241 81%	49 85%	71 75%	224 84%	231 89% k	64 63%	176 86% m	119 76%	231 83%	30 87% q	34 71%	64 78%
NET: Heating	139 38%	59 33%	78 43%	42 32%	54 42%	42 41%	112 38%	24 41%	35 37%	103 39%	80 30%	59 58% j	66 32%	72 46% l	115 41% q	11 32%	13 27%	24 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	362	179	182	131	130	101*	299	58*	95*	266	261	101*	204	158	280	34*	48*	82*
Effective base	350	177	172	133	123	94	284	61	94	255	262	89	232	128	264	40	47	86
NET: Windows/doors	44 12%	17 9%	27 15%	19 15%	18 14%	7 7%	31 10%	12 21% f	10 11%	33 13%	35 13%	10 10%	28 14%	16 10%	32 12%	4 13%	8 16%	12 15%
NET: Microgeneration	32 9%	16 9%	16 9%	12 10%	15 12% e	4 4%	28 9%	4 7%	6 6%	26 10%	18 7%	15 15% j	14 7%	18 12%	24 8%	3 10%	6 11%	9 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	379	339	40	150	159	36	75	88	81	132	253	126
Weighted Base	362	315	47*	142	156	38*	66*	84*	76*	133	241	121
Effective base	350	314	37	138	149	33	68	81	75	123	232	117
Loft insulation (including top up)	198 55%	179 57%	19 40%	90 63% v	81 52%	15 39%	42 64%	47 56%	42 55%	65 49%	128 53%	70 58%
Cavity wall insulation	155 43%	133 42%	22 47%	59 42%	70 45%	18 48%	33 51% N	39 46%	25 33%	57 43%	107 45%	48 40%
Solid wall insulation (internal or external)	61 17%	54 17%	7 15%	32 23% v	24 16%	2 6%	9 14%	16 19%	14 18%	22 16%	27 11%	34 28% w
Flat roof insulation	6 2%	6 2%	-	2 2%	2 1%	-	2 3%	2 2%	1 1%	1 1%	5 2%	1 1%
Room in roof insulation (insulation in a loft conversion)	13 4%	12 4%	1 2%	5 4%	3 2%	2 4%	4 6% O	5 6% O	3 5%	1 1%	9 4%	5 4%
Floor insulation	19 5%	17 5%	2 4%	7 5%	10 7%	2 5%	3 4%	5 6%	7 9%	5 4%	15 6%	4 4%
Hot water cylinder insulation	19 5%	15 5%	4 8%	3 2%	8 5%	6 15% tu	3 5%	2 2%	6 8%	7 5%	11 4%	8 6%
Draught proofing	14 4%	13 4%	1 3%	6 4%	5 3%	3 8%	4 6%	3 4%	2 2%	6 4%	8 3%	6 5%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	112 31%	101 32%	12 25%	43 30%	50 32%	12 31%	16 25%	19 23%	24 31%	51 38% M	68 28%	45 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	362	315	47*	142	156	38*	66*	84*	76*	133	241	121
Effective base	350	314	37	138	149	33	68	81	75	123	232	117
Other heating upgrade	22 6%	16 5%	6 14% r	8 5%	11 7%	1 3%	5 7%	3 4%	7 9%	7 5%	14 6%	8 6%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	28 8%	21 7%	7 15%	9 6%	12 8%	6 15%	5 8%	8 10%	5 6%	10 7%	21 9%	8 6%
Ground Source Heat Pump	4 1%	4 1%	-	2 1%	1 1%	1 3%	1 1%	2 2%	1 2%	-	2 1%	2 1%
Air Source Heat Pump	7 2%	7 2%	-	3 2%	3 2%	1 3%	2 3%	3 4%	1 2%	1 1%	3 1%	4 3%
Biomass boiler	11 3%	11 4%	-	8 6% u	1 1%	2 6% u	2 3%	5 6% o	2 3%	2 1%	5 2%	6 5%
Solar thermal (solar panels for hot water, not which generate electricity)	13 4%	13 4%	-	6 4%	6 4%	1 3%	3 4%	4 4%	6 7% o	1 1%	8 4%	5 4%
Double/triple glazing	38 10%	31 10%	6 14%	12 8%	15 10%	5 14%	9 13%	10 11%	9 11%	9 7%	25 10%	13 11%
Secondary glazing	5 1%	5 2%	-	1 1%	4 3%	-	1 1%	2 3%	1 1%	1 1%	4 2%	1 1%
Replacement doors	11 3%	11 3%	-	3 2%	6 4%	2 5%	2 2%	4 4%	3 3%	3 2%	8 3%	3 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

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	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	362	315	47*	142	156	38*	66*	84*	76*	133	241	121
Effective base	350	314	37	138	149	33	68	81	75	123	232	117
Solar photovoltaic (PV) (solar panels which generate electricity)	29 8%	28 9%	1 3%	11 8%	13 8%	3 7%	1 1%	8 10% K	10 14% K	9 7%	24 10%	5 4%
Wind turbine	6 2%	6 2%	-	5 4% u	-	1 3% u	-	4 5% O	1 2%	1 1%	2 1%	4 4%
Waste water heat recovery	2 1%	2	1 2%	-	2 1%	-	2 3% O	-	-	-	2 1%	1 1%
Energy saving bulbs / LED bulbs	9 2%	6 2%	3 5%	2 2%	3 2%	3 9% tu	2 3% O	3 3% O	4 5% O	-	6 3%	3 2%
Other (PLEASE WRITE IN)	3 1%	3 1%	-	2 1%	*	-	-	1 1%	2 2%	-	1 1%	1 1%
None of these	7 2%	4 1%	3 6%	1 *	6 4%	-	-	2 2%	3 4%	2 1%	6 2%	1 1%
Don't know/can't remember	7 2%	5 2%	2 4%	3 2%	3 2%	1 2%	1 1%	2 2%	1 2%	3 2%	4 2%	3 3%
NET: Insulation	295 82%	262 83%	33 70%	123 87% u	121 77%	28 75%	59 90% NO	72 86%	58 76%	104 78%	195 81%	100 83%
NET: Heating	139 38%	123 39%	16 33%	52 37%	61 39%	15 40%	26 39%	27 32%	28 37%	56 42%	82 34%	56 46% w



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	362	315	47*	142	156	38*	66*	84*	76*	133	241	121
Effective base	350	314	37	138	149	33	68	81	75	123	232	117
NET: Windows/doors	44 12%	38 12%	6 14%	14 10%	20 13%	5 14%	9 14%	13 15%	10 12%	11 8%	28 12%	16 13%
NET: Microgeneration	32 9%	30 10%	2 4%	13 9%	14 9%	3 7%	2 3%	10 12%	10 14% K	9 7%	25 10%	8 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	379	216	60	85	32	316	32	222	20	43	58	242	137
Weighted Base	362	211	54*	75*	35**	294	36**	212	18**	43*	54*	230	132
Effective base	350	202	57	76	29	293	30	206	19	40	53	224	125
Loft insulation (including top up)	198 55%	108 51%	30 56%	47 62%	21 62%	161 55%	15 44%	123 58%	11 62%	25 57%	28 51%	134 58%	64 49%
Cavity wall insulation	155 43%	92 44%	31 56%	32 43%	10 30%	130 44%	13 38%	100 47%	5 30%	20 47%	19 35%	105 46%	50 38%
Solid wall insulation (internal or external)	61 17%	32 15%	7 13%	16 21%	10 29%	46 16%	6 16%	24 11%	8 46%	10 24% E	13 24% E	32 14% E	29 22% E
Flat roof insulation	6 2%	4 2%	-	1 2%	1 4%	5 2%	-	3 1%	1 5%	2 4%	-	3 2%	2 2%
Room in roof insulation (insulation in a loft conversion)	13 4%	4 2%	4 7%	4 5%	4 11%	10 3%	-	6 3%	2 12%	3 8%	2 3%	8 3% E	6 4%
Floor insulation	19 5%	13 6%	4 7%	3 4%	3 7%	17 6%	1 2%	10 5%	1 5%	4 8%	3 6%	11 5%	8 6%
Hot water cylinder insulation	19 5%	12 5%	2 4%	3 4%	4 12%	9 3%	5 15%	10 5%	1 5%	5 12%	2 4%	11 5%	7 6%
Draught proofing	14 4%	9 4%	2 4%	3 4%	4 10%	5 2%	4 11%	7 3%	1 5%	1 3%	5 9%	8 3%	7 5%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	112 31%	77 37% A	15 28%	17 22%	6 18%	96 33%	10 27%	77 36% J	4 25%	11 25%	14 25%	81 35% J	31 24%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	362	211	54*	75*	35**	294	36**	212	18**	43*	54*	230	132
Effective base	350	202	57	76	29	293	30	206	19	40	53	224	125
Other heating upgrade	22 6%	10 5%	2 4%	7 9%	4 12%	15 5%	2 7%	6 3%	1 5%	6 13% EI	5 10% EI	7 3%	15 11% EI
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	28 8%	19 9%	2 4%	4 5%	4 10%	23 8%	5 14%	18 8%	-	2 5%	2 4%	18 8%	10 8%
Ground Source Heat Pump	4 1%	1	1 2%	-	3 8%	1	-	2 1%	-	-	2 3%	2 1%	2 1%
Air Source Heat Pump	7 2%	4 2%	1 2%	-	3 8%	2 1%	-	3 2%	-	2 5%	2 3%	3 1%	4 3%
Biomass boiler	11 3%	2 1%	1 2%	-	9 27%	1	-	2 1%	1 7%	2 5%	5 9% EI	4 2% E	8 6% EI
Solar thermal (solar panels for hot water, not which generate electricity)	13 4%	6 3%	1 2%	2 3%	5 14%	7 2%	-	4 2%	-	4 9% EI	5 10% EI	4 2%	9 7% EI
Double/triple glazing	38 10%	19 9%	5 9%	11 15%	3 9%	27 9%	7 21%	20 10%	-	6 15%	8 15%	20 9%	17 13%
Secondary glazing	5 1%	5 2%	-	-	-	4 1%	1 2%	3 1%	-	2 5%	-	3 1%	2 2%
Replacement doors	11 3%	6 3%	-	5 7% Z	-	7 2%	2 5%	7 3%	-	3 7%	1 2%	7 3%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	362	211	54*	75*	35**	294	36**	212	18**	43*	54*	230	132
Effective base	350	202	57	76	29	293	30	206	19	40	53	224	125
Solar photovoltaic (PV) (solar panels which generate electricity)	29 8%	18 9%	3 5%	3 4%	6 17%	22 7%	-	15 7%	1 7%	3 8%	6 12%	16 7%	13 10%
Wind turbine	6 2%	1	1 2%	-	5 16%	-	-	2 1%	1 7%	-	3 6% E	3 1% E	3 2%
Waste water heat recovery	2 1%	1	-	1 2%	-	2 7%	-	2 7%	-	-	-	2 7%	-
Energy saving bulbs / LED bulbs	9 2%	5 3%	1 2%	1 2%	1 3%	3 1%	5 13%	3 1%	1 7%	-	2 4%	4 2%	5 3%
Other (PLEASE WRITE IN)	3 1%	1 1%	-	1 2%	-	2 1%	-	*	-	1 2%	1 1%	*	2 2%
None of these	7 2%	5 2%	1 2%	1 1%	1 2%	7 2%	-	1	-	1 3%	1 2%	1	6 5% EI
Don't know/can't remember	7 2%	3 1%	3 6% Y	2 2%	-	5 2%	2 6%	3 1%	-	-	-	3 1%	4 3%
NET: Insulation	295 82%	168 79%	48 89%	66 87%	27 79%	241 82%	27 76%	180 85% J	17 96%	38 89% J	41 76%	197 86% J	98 74%
NET: Heating	139 38%	89 42% A	16 30%	21 28%	16 46%	106 36%	14 41%	84 40%	6 37%	17 39%	21 39%	90 39%	48 36%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 38

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	362	211	54*	75*	35**	294	36**	212	18**	43*	54*	230	132
Effective base	350	202	57	76	29	293	30	206	19	40	53	224	125
NET: Windows/doors	44 12%	24 11%	5 9%	13 18%	3 9%	32 11%	8 23%	24 11%	-	9 20%	9 16%	24 11%	20 15%
NET: Microgeneration	32 9%	18 9%	3 5%	4 6%	8 22%	23 8%	-	16 8%	1 7%	3 8%	8 15%	17 8%	15 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 39

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	379	43	74	25	100	66	222	215	157	35	161	183	86	293	237	142
Weighted Base	362	43*	72*	21**	92*	62*	212	205	150	36*	150	175	85*	277	222	139
Effective base	350	40	69	24	92	62	206	199	144	32	150	168	79	270	219	131
Loft insulation (including top up)	198 55%	18 42%	40 55%	11 51%	77 84% abef gh	30 47%	123 58% ae	119 58% a	75 50%	15 43%	91 61%	91 52%	41 48%	157 57%	125 56%	73 52%
Cavity wall insulation	155 43%	11 26%	56 77% adeh gh	2 10%	43 46% a	22 36%	100 47% ae	98 48% aeh	55 37%	11 31%	79 52% ik	65 37%	34 40%	121 44%	115 52% o	41 29%
Solid wall insulation (internal or external)	61 17%	1 2%	5 7%	11 50%	6 6%	7 11% a	24 11% ad	24 11% ad	37 25% abdef g	2 6%	19 12%	40 23% ij	17 20%	44 16%	35 16%	27 19%
Flat roof insulation	6 2%	1 3%	1 1%	1 3%	1 1%	2 3%	3 1%	3 1%	3 2%	-	3 2%	3 2%	1 1%	5 2%	2 1%	4 3%
Room in roof insulation (insulation in a loft conversion)	13 4%	1 2%	* 1%	3 14%	1 1%	4 6%	6 3%	6 3%	8 5%	-	6 4%	8 4%	4 5%	9 3%	6 3%	7 5%
Floor insulation	19 5%	1 2%	2 2%	2 8%	1 1%	7 11% bdgf	10 5% d	9 5% d	9 6%	1 4%	8 5%	10 6%	7 8%	12 5%	9 4%	10 7%
Hot water cylinder insulation	19 5%	1 3%	6 9%	1 3%	5 5%	4 6%	10 5%	10 5%	8 6%	1 3%	9 6%	8 5%	7 8%	12 4%	11 5%	8 6%
Draught proofing	14 4%	2 4%	1 1%	-	1 1%	3 5%	7 3%	7 3%	8 5%	2 5%	5 3%	8 4%	8 9% m	6 2%	5 2%	10 7% n



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 39

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	362	43*	72*	21**	92*	62*	212	205	150	36*	150	175	85*	277	222	139
Effective base	350	40	69	24	92	62	206	199	144	32	150	168	79	270	219	131
New boiler (e.g. upgrade to condensing boiler from non- condensing boiler)	112 31%	32 76% bdef gh	18 25%	1 6%	25 28%	28 46% bdh	77 36% bdh	73 36% bdh	35 24%	21 57% jk	46 31%	46 26%	37 43% m	75 27%	72 32%	40 29%
Other heating upgrade	22 6%	-	4 5%	1 3%	1 1%	3 5%	6 3%	6 3% d	16 10% adfg	-	6 4%	16 9%	10 11% m	13 5%	11 5%	12 8%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	28 8%	8 19% bdfgh	5 7%	1 3%	5 5%	8 13% d	18 8%	18 9%	10 7%	7 20% jk	11 7%	10 6%	8 9%	21 8%	16 7%	13 9%
Ground Source Heat Pump	4 1%	-	1 1%	-	-	1 2%	2 1%	2 1%	2 1%	-	2 1%	2 1%	3 3% m	1	-	4 3% n
Air Source Heat Pump	7 2%	-	1 1%	-	-	2 4%	3 2%	3 2%	4 3%	-	3 2%	4 2%	6 7% m	1	1 1%	6 4% n
Biomass boiler	11 3%	-	-	-	1 1%	1 2%	2 1%	2 1%	9 6% bfg	1 3%	1 1%	9 5% j	5 6%	6 2%	4 2%	7 5%
Solar thermal (solar panels for hot water, not which generate electricity)	13 4%	-	2 3%	-	2 2%	1 2%	4 2%	4 2%	9 6% fg	-	4 3%	9 5%	3 3%	10 4%	3 1%	10 7% n
Double/triple glazing	38 10%	3 6%	11 16% df	2 1%	5 6%	7 11%	20 10%	20 10%	17 11%	3 7%	17 11%	18 10%	16 19% m	21 8%	21 10%	16 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 39

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	362	43*	72*	21**	92*	62*	212	205	150	36*	150	175	85*	277	222	139
Effective base	350	40	69	24	92	62	206	199	144	32	150	168	79	270	219	131
Secondary glazing	5 1%	-	2 3%	-	2 2%	-	3 1%	3 1%	2 1%	-	3 2%	2 1%	1 1%	4 1%	4 2%	1 1%
Replacement doors	11 3%	2 4%	3 4%	-	3 3%	1 1%	7 3%	7 3%	4 3%	2 5%	5 3%	4 2%	3 3%	8 3%	7 3%	4 3%
Solar photovoltaic (PV) (solar panels which generate electricity)	29 8%	3 6%	4 6%	-	10 10%	4 6%	15 7%	14 7%	14 10%	4 11%	10 7%	15 9%	10 12%	19 7%	17 8%	12 9%
Wind turbine	6 2%	-	1 1%	-	-	1 2%	2 1%	2 1%	4 3%	-	2 1%	4 2%	4 5% m	2 1%	1 1%	5 4% n
Waste water heat recovery	2 1%	-	2 2%	1 3%	1 1%	1 1%	2 1%	2 1%	-	-	2 2%	-	-	2 1%	1 *	2 1%
Energy saving bulbs / LED bulbs	9 2%	1 2%	1 1%	-	1 1%	1 1%	3 1%	3 1%	6 4%	-	3 2%	6 3%	2 2%	7 3%	4 2%	5 4%
Other (PLEASE WRITE IN)	3 1%	-	-	-	* 1%	-	* *	* *	2 1%	-	* *	2 1%	1 1%	2 1%	1 *	2 1%
None of these	7 2%	1 2%	-	-	-	1 1%	1 *	1 *	6 4% fg	1 2%	-	6 4% j	2 2%	6 2%	1 1%	6 4% n
Don't know/can't remember	7 2%	-	1 1%	1 4%	2 2%	1 1%	3 1%	3 1%	4 3%	-	3 2%	4 2%	-	7 3%	1 *	6 4% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 39

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	362	43*	72*	21**	92*	62*	212	205	150	36*	150	175	85*	277	222	139
Effective base	350	40	69	24	92	62	206	199	144	32	150	168	79	270	219	131
NET: Insulation	295 82%	26 60%	69 96% aefg h	20 92%	84 92% aefg h	46 74%	180 85% ae	174 85% ae	115 77% a	23 65%	134 89% ik	138 79%	67 79%	228 83%	200 90% o	96 69%
NET: Heating	139 38%	34 80% bdef gh	20 27%	3 13%	27 30%	33 53% bdfg h	84 40% bd	80 39% bd	55 37%	23 65% jk	50 33%	65 37%	46 53% m	93 34%	79 35%	60 43%
NET: Windows/doors	44 12%	3 6%	13 19% dfg	2 11%	8 9%	7 12%	24 11%	24 12%	20 14%	3 7%	21 14%	21 12%	18 21% m	27 10%	26 12%	18 13%
NET: Microgeneration	32 9%	3 6%	5 7%	1 3%	10 11%	5 8%	16 8%	15 7%	16 11%	4 11%	11 8%	17 10%	12 14%	20 7%	18 8%	15 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 39

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	379	30	135	113	88	128	117	142	63	45	52	29	27	352	75	264	36	228
Weighted Base	362	26**	127	110	86*	119	115	141	65*	37*	48*	24**	22**	340	79*	242	31*	212
Effective base	350	28	125	105	81	119	107	129	59	42	49	26	25	325	69	244	33	211
Loft insulation (including top up)	198 55%	15 58%	71 56%	61 55%	42 49%	60 50%	65 56%	84 59%	38 59%	21 57%	28 57%	10 43%	10 48%	187 55%	31 40%	146 60% T	16 54%	130 61% T
Cavity wall insulation	155 43%	13 50%	52 41%	47 43%	38 44%	64 54% NO	44 39%	47 33%	30 46%	19 52%	24 49%	8 32%	8 35%	148 43%	25 32%	115 47% T	12 39%	103 49% T
Solid wall insulation (internal or external)	61 17%	5 21%	20 16%	22 20%	13 15%	13 11%	20 18%	27 19%	13 20%	5 12%	5 11%	6 23%	6 26%	56 16%	15 19%	37 15%	7 22%	30 14%
Flat roof insulation	6 2%	-	2 2%	3 3%	1 1%	1 1%	1 1%	2 1%	-	2 4%	-	1 3%	-	6 2%	4 5% UW	1 1%	1 2%	1 1%
Room in roof insulation (insulation in a loft conversion)	13 4%	1 3%	6 5%	3 2%	4 5%	3 3%	1 1%	6 4%	1 1%	3 9% R	-	4 15%	3 13%	10 3%	7 9% UW	5 2%	1 3%	4 2%
Floor insulation	19 5%	-	10 8%	4 4%	4 4%	8 7%	4 3%	9 6%	4 6%	3 8%	2 4%	1 3%	1 4%	18 5%	4 5%	13 5%	2 8%	11 5%
Hot water cylinder insulation	19 5%	-	10 8% L	7 6%	1 1%	10 8%	4 3%	9 6%	1 1%	2 4%	2 4%	2 6%	-	19 5%	7 9%	11 5%	-	11 5%
Draught proofing	14 4%	-	6 4%	3 2%	6 7%	3 3%	7 6%	9 6%	2 3%	2 6%	-	-	-	14 4%	8 10% UW	6 2%	1 2%	5 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 39

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	362	26**	127	110	86*	119	115	141	65*	37*	48*	24**	22**	340	79*	242	31*	212
Effective base	350	28	125	105	81	119	107	129	59	42	49	26	25	325	69	244	33	211
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	112 31%	7 25%	38 30%	32 29%	33 38%	31 26%	35 31%	50 36%	17 27%	11 29%	9 20%	4 18%	3 13%	109 32%	35 44%	68 28%	7 21%	62 29%
Other heating upgrade	22 6%	2 9%	7 6%	10 9%	2 3%	2 2%	10 8% M	12 8% M	4 5%	2 4%	5 11%	1 6%	1 6%	21 6%	7 9%	12 5%	2 8%	9 4%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	28 8%	1 4%	6 5%	12 11%	9 11%	9 7%	14 12%	12 9%	3 5%	1 4%	5 10%	2 8%	2 9%	26 8%	10 13%	16 7%	2 8%	14 7%
Ground Source Heat Pump	4 1%	-	-	1 1%	3 3% q	-	-	3 2%	-	-	-	-	-	4 1%	3 4% UW	1	-	1
Air Source Heat Pump	7 2%	-	2 2%	1 1%	4 5%	-	1 1%	4 3%	1 2%	-	-	-	-	7 2%	6 8% UW	1	-	1
Biomass boiler	11 3%	-	-	2 2%	9 11% qr	1 1%	3 2%	8 6% M	-	-	-	-	-	11 3%	9 11% UW	3 1%	-	3 1%
Solar thermal (solar panels for hot water, not which generate electricity)	13 4%	-	3 2%	4 4%	6 7%	3 2%	2 2%	8 5%	1 1%	-	2 4%	-	-	13 4%	4 5%	6 3%	1 2%	5 3%
Double/triple glazing	38 10%	2 6%	12 9%	15 14%	9 11%	11 9%	15 13%	20 14%	4 6%	1 4%	7 15%	5 21%	4 16%	34 10%	12 16%	22 9%	4 12%	18 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 39

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Base: All who were aware that they might be able to have measures installed for free/at a reduced price

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	362	26**	127	110	86*	119	115	141	65*	37*	48*	24**	22**	340	79*	242	31*	212
Effective base	350	28	125	105	81	119	107	129	59	42	49	26	25	325	69	244	33	211
Secondary glazing	5 1%	-	-	5 5%	-	1 1%	2 2%	1 1%	-	-	1 2%	-	-	5 1%	1 2%	3 1%	-	3 1%
Replacement doors	11 3%	-	2 1%	7 6%	3 3%	2 2%	7 6%	7 5%	1 1%	-	1 2%	-	-	11 3%	3 3%	7 3%	-	7 3%
Solar photovoltaic (PV) (solar panels which generate electricity)	29 8%	1 3%	8 6%	9 8%	12 14%	9 8%	8 7%	16 11%	4 6%	1 2%	1 2%	3 12%	1 6%	28 8%	7 9%	18 7%	1 4%	16 8%
Wind turbine	6 2%	1 3%	-	-	5 6%	2 2%	-	4 3%	1 1%	-	-	-	-	6 2%	5 7%	1 *	-	1 *
Waste water heat recovery	2 1%	1 3%	1 1%	1 1%	-	-	-	1 1%	-	-	1 2%	1 3%	1 3%	2 *	-	2 1%	1 2%	1 *
Energy saving bulbs / LED bulbs	9 2%	-	3 2%	2 2%	4 5%	-	1 1%	4 3%	1 2%	-	-	1 5%	1 6%	7 2%	5 7%	1 *	-	1 *
Other (PLEASE WRITE IN)	3 1%	-	1 1%	-	1 1%	-	1 1%	1 1%	-	1 2%	-	1 2%	1 2%	2 1%	1 1%	2 1%	-	2 1%
None of these	7 2%	1 5%	3 2%	3 2%	1 1%	6 5%	3 3%	1 *	1 2%	-	1 1%	-	-	7 2%	4 5%	3 1%	1 2%	3 1%
Don't know/can't remember	7 2%	-	4 3%	1 1%	2 2%	2 1%	2 1%	1 1%	1 1%	-	2 4%	2 8%	2 9%	5 2%	-	6 3%	-	6 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	362	26**	127	110	86*	119	115	141	65*	37*	48*	24**	22**	340	79*	242	31*	212
Effective base	350	28	125	105	81	119	107	129	59	42	49	26	25	325	69	244	33	211
NET: Insulation	295 82%	22 85%	106 84%	90 81%	65 76%	100 84%	94 81%	115 82%	57 87%	34 92%	40 82%	20 82%	18 80%	278 82%	52 66%	212 87% T	27 89% T	185 87% T
NET: Heating	139 38%	7 28%	43 34%	39 35%	47 54% qr	33 28%	45 39%	65 46% M	17 27%	13 35%	12 25%	6 24%	4 19%	134 39%	47 60% UVW	77 32%	7 24%	69 33%
NET: Windows/doors	44 12%	2 6%	12 9%	21 19% q	10 11%	12 10%	20 17%	22 16%	5 8%	1 4%	8 17% Q	5 21%	4 16%	41 12%	14 18%	26 11%	4 12%	22 10%
NET: Microgeneration	32 9%	2 6%	9 7%	9 8%	13 16% q	9 8%	8 7%	19 13%	4 6%	1 2%	2 4%	4 15%	2 9%	30 9%	9 11%	18 8%	2 7%	16 8%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	379	171	150	191	130	11	138	33	130	96	50	178	176	137	160	96
Weighted Base	362	165	141	187	119	10**	136	30*	119	97*	52*	161	177	124	157	94*
Effective base	350	158	138	177	120	10	128	30	119	89	46	163	164	126	150	88
Loft insulation (including top up)	198 55%	89 54%	82 58%	104 56%	67 56%	7 67%	74 54%	15 52%	66 55%	51 53%	31 61%	92 57%	92 52%	77 62% J	69 44%	60 64% J
Cavity wall insulation	155 43%	73 44%	62 44%	85 46%	50 42%	2 19%	62 45%	11 38%	45 37%	53 55% D	23 44%	63 39%	85 48%	54 43%	64 41%	46 48%
Solid wall insulation (internal or external)	61 17%	20 12%	31 22% wy	24 13%	27 23% wy	4 37%	19 14%	1 4%	17 15%	20 20%	9 18%	29 18%	28 16%	25 20%	25 16%	15 16%
Flat roof insulation	6 2%	4 2%	1 1%	4 2%	1 1%	-	4 3%	-	3 2%	1 1%	2 4%	2 1%	4 2%	1 1%	3 2%	1 2%
Room in roof insulation (insulation in a loft conversion)	13 4%	8 5%	4 3%	8 4%	4 4%	-	8 6%	* 2%	6 5%	2 3%	3 6%	5 3%	7 4%	6 5%	6 4%	3 3%
Floor insulation	19 5%	12 7%	7 5%	13 7%	6 5%	-	10 7%	2 5%	4 4%	9 9%	3 5%	9 6%	8 5%	10 8%	10 7%	2 3%
Hot water cylinder insulation	19 5%	11 7%	7 5%	14 7%	5 4%	-	9 6%	3 9%	5 4%	7 7%	3 6%	2 1%	14 8% G	3 3%	9 6%	6 7%
Draught proofing	14 4%	9 6%	4 3%	9 5%	4 4%	-	9 7%	-	4 3%	5 6%	4 8%	4 3%	10 6%	5 4%	5 3%	6 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	362	165	141	187	119	10**	136	30*	119	97*	52*	161	177	124	157	94*
Effective base	350	158	138	177	120	10	128	30	119	89	46	163	164	126	150	88
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	112 31%	65 39% xyz	32 23%	68 37% xz	29 24%	1 6%	51 38%	13 45%	37 31%	31 32%	17 33%	49 30%	57 32%	33 27%	55 35%	26 27%
Other heating upgrade	22 6%	11 7%	7 5%	11 6%	7 6%	2 23%	11 8%	1 2%	10 8%	8 8%	2 4%	10 6%	11 6%	11 9%	7 5%	5 6%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	28 8%	16 10%	7 5%	16 9%	7 6%	-	15 11%	1 4%	9 8%	7 7%	10 20% DE	7 4%	18 10% G	10 8%	9 6%	9 10%
Ground Source Heat Pump	4 1%	4 2%	-	4 2%	-	-	4 3%	-	-	4 4% D	-	1 1%	3 2%	1 1%	1 1%	2 2%
Air Source Heat Pump	7 2%	6 4% z	1 1%	7 4% z	-	-	6 4%	-	-	5 5% D	2 4% D	2 1%	5 3%	2 2%	1 1%	4 4%
Biomass boiler	11 3%	10 6% xz	-	10 6% xz	-	-	10 8%	-	1 1%	6 6% D	2 5%	2 1%	10 5% G	4 3%	4 3%	4 4%
Solar thermal (solar panels for hot water, not which generate electricity)	13 4%	9 5%	4 3%	9 5%	4 3%	2 16%	9 7%	-	1 1%	8 8% D	2 5%	6 4%	7 4%	4 4%	3 2%	6 6%
Double/triple glazing	38 10%	20 12%	12 8%	23 12%	9 8%	2 23%	16 12%	5 15%	12 10%	13 14%	5 10%	18 11%	15 9%	17 14%	12 7%	10 11%



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Weighted Base	362	165	141	187	119	10**	136	30*	119	97*	52*	161	177	124	157	94*
Effective base	350	158	138	177	120	10	128	30	119	89	46	163	164	126	150	88
Secondary glazing	5 1%	5 3% x	-	5 3%	-	-	5 4%	-	1 1%	2 2%	2 4%	2 1%	3 2%	1 1%	1 1%	3 3%
Replacement doors	11 3%	7 4%	3 2%	7 4%	3 2%	2 16%	7 5%	-	2 1%	6 6%	3 6%	7 4%	4 2%	7 5% J	1 1%	4 4%
Solar photovoltaic (PV) (solar panels which generate electricity)	29 8%	19 12%	9 7%	22 12%	7 6%	2 16%	15 11%	5 15%	3 3%	16 17% D	5 10%	10 6%	15 9%	10 8%	12 8%	9 10%
Wind turbine	6 2%	5 3%	1 1%	5 3%	1 1%	-	5 4%	-	-	4 4% D	-	-	5 3% G	1 1%	2 2%	3 3%
Waste water heat recovery	2 1%	2 1%	1 1%	2 1%	1 1%	1 7%	1 1%	1 2%	-	2 2%	-	2 1%	1 1%	2 1%	-	1 1%
Energy saving bulbs / LED bulbs	9 2%	6 4%	3 2%	6 3%	3 2%	1 13%	5 4%	1 4%	3 2%	3 3%	2 4%	5 3%	4 2%	3 2%	3 2%	3 3%
Other (PLEASE WRITE IN)	3 1%	-	1 1%	-	1 1%	-	-	-	*	1 1%	1 2%	*	2 1%	-	1 1%	1 2%
None of these	7 2%	1 *	3 2%	1 *	3 3%	1 6%	1 *	-	4 3%	1 1%	-	4 2%	3 2%	1 1%	5 3%	1 1%
Don't know/can't remember	7 2%	2 1%	3 2%	2 1%	3 2%	-	1 1%	1 3%	3 3%	2 2%	-	5 3%	2 1%	3 2%	4 3%	1 1%



Green Deal Assessment Experience Wave 2

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		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	362	165	141	187	119	10**	136	30*	119	97*	52*	161	177	124	157	94*
Effective base	350	158	138	177	120	10	128	30	119	89	46	163	164	126	150	88
NET: Insulation	295 82%	133 80%	122 87%	153 82%	102 85%	8 80%	107 79%	26 87%	92 77%	83 86%	42 81%	134 83%	142 80%	107 87% J	116 74%	84 90% J
NET: Heating	139 38%	80 48% xyz	41 29%	85 45% xz	36 30%	3 29%	66 49%	14 47%	43 36%	41 42%	27 52%	58 36%	72 41%	44 36%	61 39%	37 39%
NET: Windows/doors	44 12%	26 16%	13 9%	29 16%	10 8%	2 23%	22 16%	5 15%	12 10%	17 18%	7 14%	21 13%	18 10%	20 16%	14 9%	13 14%
NET: Microgeneration	32 9%	22 13%	10 7%	24 13%	7 6%	2 23%	16 12%	5 18%	3 3%	19 20% D	5 10%	11 7%	18 10%	11 8%	12 8%	12 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 40

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	379	237	379	-	179	121	71	260	83	282	59
Weighted Base	362	222	362	**	177	116	63*	252	74*	273	52*
Effective base	350	219	350	-	166	112	64	239	78	260	55
Loft insulation (including top up)	198 55%	125 56%	198 55%	-	94 53%	62 53%	38 61%	144 57%	34 46%	157 57%	24 45%
Cavity wall insulation	155 43%	115 43% HJ	155 43%	-	83 47%	44 38%	25 40%	110 44%	30 41%	122 45%	21 39%
Solid wall insulation (internal or external)	61 17%	35 16%	61 17%	-	27 15%	21 18%	10 16%	38 15%	20 26% L	33 12%	15 28% N
Flat roof insulation	6 2%	2 1%	6 2%	-	5 3%	-	-	5 2%	1 1%	5 2%	1 1%
Room in roof insulation (insulation in a loft conversion)	13 4%	6 3%	13 4%	-	8 5%	3 3%	1 2%	10 4%	2 3%	8 3%	5 9% N
Floor insulation	19 5%	9 4%	19 5%	-	10 5%	6 5%	3 4%	13 5%	5 6%	11 4%	6 11% N
Hot water cylinder insulation	19 5%	11 5%	19 5%	-	11 6%	3 2%	4 6%	13 5%	5 6%	12 4%	5 9%
Draught proofing	14 4%	5 2% I	14 4% I	-	10 5%	3 3%	-	7 3%	7 9% L	6 2%	9 16% N
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	112 31%	72 32%	112 31%	-	57 32%	32 27%	23 36%	75 30%	25 34%	77 28%	21 40%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures					How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)		Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	362	222	362	-**		177	116	63*	252	74*	273	52*
Effective base	350	219	350	-		166	112	64	239	78	260	55
Other heating upgrade	22 6%	11 5%	22 6%	-		10 6%	3 2%	7 10%	16 6%	2 3%	14 5%	2 4%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	28 8%	16 7%	28 8%	-		19 11%	3 3%	6 9%	19 8%	4 5%	21 8%	2 3%
Ground Source Heat Pump	4 1%	-	4 1%	-		3 2%	1 1%	-	3 1%	1 1%	2 1%	2 4% N
Air Source Heat Pump	7 2%	1 1%	7 2%	-		5 3%	2 2%	-	6 2%	1 1%	5 2%	2 4%
Biomass boiler	11 3%	4 2%	11 3%	-		8 5%	3 3%	-	10 4%	2 2%	7 3%	4 8% N
Solar thermal (solar panels for hot water, not which generate electricity)	13 4%	3 1%	13 4%	-		9 5%	2 1%	2 4%	9 4%	4 5%	7 3%	6 11% N
Double/triple glazing	38 10%	21 10%	38 10%	-		14 8%	14 12%	8 13%	26 10%	10 13%	27 10%	8 14%
Secondary glazing	5 1%	4 2%	5 1%	-		3 2%	1 1%	1 1%	4 2%	1 1%	4 2%	1 2%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 40

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	362	222	362	**	177	116	63*	252	74*	273	52*
Effective base	350	219	350	-	166	112	64	239	78	260	55
Replacement doors	11 3%	7 3%	11 3%	-	5 3%	3 3%	3 4%	7 3%	4 5%	7 2%	4 8% N
Solar photovoltaic (PV) (solar panels which generate electricity)	29 8%	17 8%	29 8%	-	17 10%	5 4%	6 10%	23 9%	6 8%	19 7%	8 16% N
Wind turbine	6 2%	1 1%	6 2%	-	5 3%	-	1 1%	6 2%	-	4 1%	2 5%
Waste water heat recovery	2 1%	1 1%	2 1%	-	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 2%
Energy saving bulbs / LED bulbs	9 2%	4 2%	9 2%	-	4 3%	4 4%	-	4 2%	3 5%	5 2%	2 4%
Other (PLEASE WRITE IN)	3 1%	1 1%	3 1%	-	1 1%	1 1%	-	2 1%	1 1%	2 1%	1 2%
None of these	7 2%	1 1%	7 2%	-	3 2%	4 3%	-	7 3%	1 1%	6 2%	1 1%
Don't know/can't remember	7 2%	1 1%	7 2%	-	3 2%	2 1%	3 4%	3 1%	3 4%	6 2%	1 1%
NET: insulation	295 82%	200 90% HJ	295 82%	-	142 81%	96 83%	52 82%	212 84%	57 76%	227 83%	38 73%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 40

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Total	362	222	362	-**	177	116	63*	252	74*	273	52*
Weighted Base	362	222	362	-**	177	116	63*	252	74*	273	52*
Effective base	350	219	350	-	166	112	64	239	78	260	55
NET: Heating	139 38%	79 35%	139 38%	-	70 39%	38 33%	27 42%	96 38%	29 39%	97 36%	26 49%
NET: Windows/doors	44 12%	26 12%	44 12%	-	18 10%	15 13%	10 16%	31 12%	11 15%	32 12%	9 18%
NET: Microgeneration	32 9%	18 8%	32 9%	-	20 11%	5 4%	7 11%	26 10%	6 8%	22 8%	8 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 40

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	379	256	43	51	117	262	273	125	98	91	32	68	41	57	90
Weighted Base	362	249	40*	46*	106	256	262	119	92*	88*	29**	60*	42*	55*	87*
Effective base	350	236	40	47	109	241	253	116	90	84	30	63	38	53	83
Loft insulation (including top up)	198 55%	145 58% R	22 55%	18 39%	48 45%	150 45% n	145 55%	72 60%	48 52%	45 51%	11 39%	25 42%	24 58%	42 76% uwz	50 57%
Cavity wall insulation	155 43%	114 46%	20 50%	14 31%	41 38%	114 45%	112 43%	56 47%	42 46%	40 46% w	18 63%	16 26%	22 52% w	27 49% w	32 36%
Solid wall insulation (internal or external)	61 17%	38 15%	7 17%	12 27%	29 27% o	32 13%	41 16% q	7 6%	19 21% q	14 16%	3 11%	5 8%	9 21%	13 23% w	18 21% w
Flat roof insulation	6 2%	5 2%	-	1 7%	1 7%	5 2%	5 2%	2 2%	1 1%	1 7%	-	1 7%	1 3%	3 5%	1 7%
Room in roof insulation (insulation in a loft conversion)	13 4%	8 3%	-	3 7%	5 5%	8 3%	11 4% q	1 7%	2 3%	4 5%	2 2%	2 3%	-	4 7%	2 3%
Floor insulation	19 5%	10 4%	4 11%	3 8%	8 7%	11 4%	16 6%	4 4%	3 4%	5 6%	3 10%	2 4%	2 5%	4 7%	2 3%
Hot water cylinder insulation	19 5%	11 5%	4 11%	2 5%	7 6%	12 5%	17 7%	6 5%	1 2%	4 4%	2 6%	-	7 15% uwz	4 7% w	3 3%
Draught proofing	14 4%	7 3%	4 9%	4 9%	9 8% o	6 2%	14 6% r	4 3%	-	5 6%	-	-	4 10% wz	4 8% wz	1 7%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	112 31%	74 30%	14 35%	17 38%	37 35%	75 29%	91 35% r	45 38% r	19 21%	29 33%	10 36%	16 26%	14 33%	17 31%	26 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 40

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	362	249	40*	46*	106	256	262	119	92*	88*	29**	60*	42*	55*	87*
Effective base	350	236	40	47	109	241	253	116	90	84	30	63	38	53	83
Other heating upgrade	22 6%	16 6%	2 4%	3 6%	9 8%	13 5%	17 6% q	-	5 6% q	9 10%	1 3%	2 3%	1 3%	5 9%	4 5%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	28 8%	18 7%	1 3%	4 9%	7 7%	21 8%	21 8%	9 8%	6 7%	10 12% z	3 10%	4 7%	4 10%	4 7%	3 3%
Ground Source Heat Pump	4 1%	3 1%	1 2%	-	2 2%	2 7%	4 1%	-	-	1 1%	-	-	1 2%	2 3%	-
Air Source Heat Pump	7 2%	5 2%	2 5%	-	2 2%	5 2%	7 3%	-	-	1 1%	1 3%	-	2 5%	3 5% z	-
Biomass boiler	11 3%	7 3%	-	4 8%	5 5%	6 2%	11 4% q†	1 1%	-	3 4%	-	-	-	5 9% w	3 3%
Solar thermal (solar panels for hot water, not which generate electricity)	13 4%	9 3%	1 2%	3 7%	6 6%	7 3%	10 4% q	1 1%	3 3%	6 7% z	-	1 1%	3 6% z	4 7% z	-
Double/triple glazing	38 10%	26 11%	4 11%	4 9%	19 18% o	19 7%	32 12% q	7 6%	5 6%	7 8%	2 6%	3 4%	8 18% w	7 12%	12 13%
Secondary glazing	5 1%	4 2%	1 2%	-	1 1%	4 2%	3 1%	-	2 2%	-	-	-	1 2%	3 6% u	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 40

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	362	249	40*	46*	106	256	262	119	92*	88*	29**	60*	42*	55*	87*
Effective base	350	236	40	47	109	241	253	116	90	84	30	63	38	53	83
Replacement doors	11 3%	8 3%	1 2%	2 4%	4 4%	7 3%	4 2%	2 2%	6 7% p	2 3%	1 4%	-	3 6% z	5 8% wz	-
Solar photovoltaic (PV) (solar panels which generate electricity)	29 8%	19 8%	3 7%	6 14%	10 9%	19 8%	24 9%	7 6%	5 5%	7 8% w	1 2%	-	6 15% w	7 14% w	8 9% w
Wind turbine	6 2%	5 2%	-	1 3%	2 2%	4 1%	6 2%	1 1%	-	1 1%	-	-	-	4 8% wz	1 1%
Waste water heat recovery	2 1%	1 1%	1 2%	-	1 1%	1 1%	1 1%	-	1 2%	-	-	-	1 2%	1 1%	1 1%
Energy saving bulbs / LED bulbs	9 2%	7 3%	2 4%	-	3 3%	5 2%	7 3% q	1 1%	1 1%	1 1%	-	3 4%	2 4%	1 2%	2 2%
Other (PLEASE WRITE IN)	3 1%	1 1%	-	1 3%	1 1%	1 1%	1 1%	-	1 1%	1 1%	-	-	-	1 2%	1 1%
None of these	7 2%	4 2%	1 3%	1 1%	1 1%	7 3%	2 1%	1 1%	5 5% pq	2 2%	1 2%	4 6% z	-	1 1%	-
Don't know/can't remember	7 2%	3 1%	2 4%	2 3%	4 4%	3 1%	2 1%	2 2%	5 5% p	2 2%	-	4 7%	-	-	1 2%
NET: Insulation	295 82%	215 86% R	31 76%	31 66%	80 76%	215 84%	215 82%	101 84%	75 82%	68 77%	25 87%	41 68%	39 92% uw	51 93% uw	71 81%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 40

C3 And which of the following measures did you think you might be able to have installed either for free or at a reduced price?

Base: All who were aware that they might be able to have measures installed for free/at a reduced price

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	362	249	40*	46*	106	256	262	119	92*	88*	29**	60*	42*	55*	87*
Effective base	350	236	40	47	109	241	253	116	90	84	30	63	38	53	83
NET: Heating	139 38%	90 36%	16 40%	22 48%	46 43%	93 36%	113 43% r	48 40% r	22 24%	36 40%	12 42%	18 30%	18 43%	23 42%	31 36%
NET: Windows/doors	44 12%	31 73%	4 11%	6 12%	20 79% o	24 9%	35 73% q	7 6%	8 9%	8 9%	3 9%	3 4%	8 18% w	11 20% w	12 14% w
NET: Microgeneration	32 9%	22 9%	3 7%	6 14%	10 9%	22 9%	25 10% q	7 6%	6 7%	7 8% w	1 2%	- -	6 15% w	10 18% w	9 10% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 41

D1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

Base: All tenants

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	302	200	101	156	94	51	224	71	92	209	262	40	191	111	-	105	197	302
Weighted Base	277	185	91*	136	89*	52*	219	53*	87*	190	230	47*	149	128	**	87*	190	277
Effective base	271	179	92	137	87	47	202	67	82	188	233	39	178	103	-	94	178	271
Your or your partner decided to have the assessment	92 33%	63 34%	29 32%	48 35%	23 26%	21 41%	71 33%	20 38%	29 34%	63 33%	74 32%	18 39%	56 38%	36 28%	-	33 38%	59 31%	92 33%
Your landlord/ housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place	86 31%	57 31%	29 32%	46 34%	31 34%	9 18%	69 32%	17 31%	27 31%	59 31%	70 31%	16 34%	44 30%	42 33%	-	33 38%	53 28%	86 31%
Your landlord/housing association said that the Assessment had to be done and you did not have a choice	84 30%	55 30%	29 32%	34 25%	31 34%	20 39%	68 31%	14 27%	27 32%	57 30%	72 31%	13 27%	40 27%	44 35%	-	17 19%	68 36% oq	84 30% o
Don't know	14 5%	11 6%	4 4%	8 6%	5 6%	1 2%	10 5%	2 4%	3 3%	11 6%	14 6%	-	9 6%	6 4%	-	4 5%	10 5%	14 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 41

D1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

Base: All tenants

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	302	206	96	79	125	32	85	110	59	47	236	66
Weighted Base	277	171	106*	71*	127	27**	72*	102*	55*	48*	218	59*
Effective base	271	187	89	70	114	29	76	98	54	44	211	60
You or your partner decided to have the assessment	92 33%	63 37%	29 27%	24 34%	47 37%	7 26%	25 35%	34 33%	17 31%	16 33%	73 33%	20 33%
Your landlord/ housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place	86 31%	58 34%	28 27%	23 33%	39 31%	12 45%	26 36%	34 34%	16 30%	9 19%	66 30%	20 34%
Your landlord/housing association said that the Assessment had to be done and you did not have a choice	84 30%	39 23%	45 42%	21 30%	40 31%	6 21%	19 26%	28 28%	17 31%	20 41%	66 30%	18 30%
Don't know	14 5%	10 6%	4 4%	3 4%	2 1%	2 8%	2 3%	5 5%	4 7%	3 7%	13 6%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 41

D1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

Base: All tenants

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	302	85	40	159	22	255	39	160	12	37	31	172	130
Weighted Base	277	84*	34*	141	22**	229	41*	144	9**	36*	28**	153	124
Effective base	271	78	38	140	20	228	36	144	12	33	28	155	116
You or your partner decided to have the assessment	92 33%	30 35%	13 39%	43 30%	10 45%	76 33%	14 33%	55 38%	3 29%	8 22%	13 46%	58 38%	34 28%
Your landlord/housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place	86 31%	25 29%	11 33%	47 33%	3 15%	66 29%	18 43%	33 23%	6 61%	20 54% EIJ	8 28%	38 25% E	48 38% EI
Your landlord/housing association said that the Assessment had to be done and you did not have a choice	84 30%	29 34%	9 26%	41 29%	7 33%	74 32%	9 22%	49 34%	1 10%	7 20%	5 19%	50 33%	35 28%
Don't know	14 5%	2 2%	1 2%	10 7%	2 8%	14 6%	1 2%	7 5%	-	2 4%	2 6%	7 4%	8 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 42

D1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

Base: All tenants

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	302	6	76	34	69	21	160	158	142	1	152	149	16	286	135	167
Weighted Base	277	6**	74*	27*	57*	18**	144	141	133	1**	137	140	11**	266	121	156
Effective base	271	6	69	33	61	20	144	142	127	1	137	134	15	257	122	149
You or your partner decided to have the assessment	92 33%	3 53%	27 37% c	4 16%	26 46% ch	8 47%	55 38% cg	53 37% c	37 28%	1 100%	50 37%	41 30%	8 67%	85 32%	54 44% o	39 25%
Your landlord/ housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place	86 31%	3 47%	23 31% f	7 26%	12 21%	6 33%	33 23%	33 23%	53 40% dfg	- -	32 23%	55 39% j	4 33%	83 31%	40 33%	47 30%
Your landlord/housing association said that the Assessment had to be done and you did not have a choice	84 30%	- -	20 27%	14 50% bdfgh	16 28%	4 20%	49 34%	49 35%	35 27%	- -	48 35%	36 26%	- -	84 32%	24 20%	60 39% n
Don't know	14 5%	- -	4 5%	2 8%	3 5%	- -	7 5%	7 5%	8 6%	- -	7 5%	8 5%	- -	14 5%	4 3%	11 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 42

D1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

Base: All tenants

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	302	49	139	62	28	105	75	122	56	40	27	105	89	213	6	254	97	157
Weighted Base	277	46*	128	56*	27**	97*	71*	112	50*	32*	24**	99*	84*	193	5**	230	91*	139
Effective base	271	43	126	55	26	95	68	107	52	36	24	94	80	191	5	230	87	143
You or your partner decided to have the assessment	92 33%	17 37%	40 31%	25 45%	7 25%	54 56% NO	21 29%	23 21%	32 63% S	15 48% S	11 47%	-	-	92 48% u	2 45%	84 37% V	16 18%	68 49% UV
Your landlord/housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place	86 31%	17 37%	38 30%	18 32%	11 40%	21 21%	29 40% M	43 38% M	19 37% S	17 52% S	13 53%	-	-	86 45% u	1 24%	71 31%	30 33%	41 29%
Your landlord/housing association said that the Assessment had to be done and you did not have a choice	84 30%	12 26%	44 35% r	10 17%	8 30%	14 14%	16 22%	39 35% MN	-	-	-	84 85% PQ	84 100% v	-	2 31%	65 28% W	42 47% UW	23 16%
Don't know	14 5%	-	6 5%	3 5%	2 6%	8 9%	6 8%	7 6%	-	-	-	14 15% PQ	-	14 7% u	-	10 4%	3 3%	7 5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 42

D1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

Base: All tenants

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	302	69	161	75	155	45	49	18	181	48	11	212	69	134	88	91
Weighted Base	277	58*	153	64*	146	46*	42*	15**	169	45*	12**	192	66*	118	85*	82*
Effective base	271	64	144	68	139	40	45	16	163	42	10	188	64	117	80	84
You or your partner decided to have the assessment	92 33%	27 47% xzA	35 23%	30 46% xzA	32 22%	6 13%	21 50%	5 37%	58 34%	16 35%	6 51%	68 35%	20 31%	41 35%	30 35%	25 30%
Your landlord/housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place	86 31%	19 33%	50 33%	22 34%	47 32%	14 29%	14 33%	5 36%	53 32%	14 31%	3 22%	60 31%	22 33%	44 37%	21 25%	25 30%
Your landlord/housing association said that the Assessment had to be done and you did not have a choice	84 30%	7 12%	63 41% wy	8 12%	62 43% wy	25 55% wxy	4 11%	3 17%	50 30%	13 28%	3 26%	56 29%	21 32%	29 24%	29 34%	28 33%
Don't know	14 5%	5 8%	5 3%	5 7%	5 3%	1 3%	3 6%	2 11%	8 5%	3 7%	-	8 4%	3 4%	4 4%	5 6%	5 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 43

D1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

Base: All tenants

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	302	96	135	173	129	81	119	92	190	64	201	33
Weighted Base	277	82*	121	154	123	80*	112	78*	171	59*	181	29**
Effective base	271	86	122	156	115	72	108	83	171	57	181	30
You or your partner decided to have the assessment	92 33%	33 41% K	54 44% K	63 41% K	29 24%	30 37%	37 33%	23 30%	65 38%	14 24%	72 39%	5 17%
Your landlord/ housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place	86 31%	25 30%	40 33%	52 34%	34	27 34%	31 28%	26 33%	59 34%	14 24%	62 34%	10 36%
Your landlord/housing association said that the Assessment had to be done and you did not have a choice	84 30%	22 27%	24 20%	35 23%	49 40% IJ	19 24%	37 33%	24 31%	39 23%	28 47% L	38 21%	13 45%
Don't know	14 5%	2 3%	4 3%	4 3%	10 8% J	4 5%	6 5%	5 6%	9 5%	3 5%	9 5%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 43

D1 Thinking about the decision to have a Green Deal Assessment, which of these best describes how that decision was made?

Base: All tenants

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	302	212	32	29	87	215	123	43	162	78	20	86	20	32	66
Weighted Base	277	193	31**	26**	78*	199	107	36*	155	74*	17**	77*	18**	30**	61*
Effective base	271	189	30	27	78	193	111	39	146	71	17	77	18	29	59
You or your partner decided to have the assessment	92 33%	74 38%	8 26%	5 18%	18 22%	75 38% n	41 39%	17 46%	46 30%	19 25%	3 19%	19 24%	8 48%	14 48%	29 47% uw
Your landlord/ housing association suggested the Assessment and you were given a choice as to whether or not the Assessment took place	86 31%	62 32%	9 29%	7 27%	19 25%	67 34%	27 25%	9 26%	51 33%	22 29%	7 43%	26 34%	3 15%	10 33%	19 30%
Your landlord/housing association said that the Assessment had to be done and you did not have a choice	84 30%	47 24%	11 37%	14 52%	37 47% o	47 24%	32 30%	10 27%	51 33%	28 38% z	6 34%	28 37%	5 28%	4 12%	13 22%
Don't know	14 5%	10 5%	2 7%	1 3%	4 5%	10 5%	7 6%	1 2%	7 5%	6 7%	1 4%	4 5%	2 9%	2 8%	1 1%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	841	436	400	313	313	212	705	124	222	616	639	202	505	336	644	82	115	197
Weighted Base	847	429	413	297	325	222	729	107	221	623	616	231	437	410	669	66*	112	179
Effective base	776	402	370	286	291	198	653	115	204	569	583	195	474	322	600	75	104	177
To find out how to make property more energy efficient	190 22%	86 20%	104 25%	65 22%	83 25%	42 19%	162 22%	23 22%	38 17%	152 24% h	128 21%	61 27%	93 21%	97 24%	166 25% pq	11 16%	13 11%	23 13%
To save money on energy bills	440 52%	221 52%	218 53%	166 56%	165 51%	109 49%	376 52%	59 56%	108 49%	333 53%	311 51%	129 56%	217 50%	223 54%	345 52%	36 55%	58 52%	95 53%
To reduce energy use for environmental reasons	141 17%	69 16%	71 17%	45 15%	70 21% ce	26 12%	127 17%	12 11%	36 16%	105 17%	90 15%	51 22% j	64 15%	77 19%	116 17%	9 14%	16 15%	25 14%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 10%	46 11%	40 10%	24 8%	35 11%	29 13%	78 11%	8 8%	28 13%	60 10%	49 8%	39 17% j	47 11%	41 10%	78 12% q	4 6%	6 6%	10 6%
Because I was told we could have improvements made for free/at a greatly reduced price	195 23%	97 23%	98 24%	65 22%	84 26%	46 21%	173 24%	20 18%	48 22%	148 24%	144 23%	52 22%	107 25%	88 22%	164 25% p	14 22%	17 15%	31 18%
To make home warmer/more comfortable/home felt cold	312 37%	174 40% b	139 34%	126 42% e	138 42% e	49 22%	272 37%	36 34%	88 40%	224 36%	242 39% k	70 30%	168 38%	144 35%	241 36%	36 54% npq	35 32%	71 40% p
Concern about rising energy bills	266 31%	130 30%	137 33%	91 31%	119 37% e	57 25%	239 33% g	23 22%	72 33%	194 31%	190 31%	76 33%	125 29%	141 34%	223 33% pq	18 27%	25 22%	43 24%
Doing other work to property/having other building work done	26 3%	13 3%	12 3%	9 3%	15 5% e	1 1%	25 3% g	- -	4 2%	21 3%	18 3%	8 3%	10 2%	17 4%	24 4%	- -	2 2%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	847	429	413	297	325	222	729	107	221	623	616	231	437	410	669	66*	112	179
Effective base	776	402	370	286	291	198	653	115	204	569	583	195	474	322	600	75	104	177
Change in household (e.g. new baby / someone ill in household)	12 1%	8 2%	3 1%	6 2%	3 1%	1 1%	10 1%	-	3 1%	8 1%	8 1%	4 2%	9 2%	3 1%	10 1%	3 4% p	-	3 1%
The assessment was free	386 46%	201 47%	184 44%	144 49% e	160 49% e	82 37%	334 46%	48 45%	96 43%	290 47%	298 48% k	88 38%	198 45%	188 46%	310 46%	26 39%	50 45%	76 43%
Availability of cashback schemes/discounts to make improvements	112 13%	57 13%	55 13%	41 14%	49 15%	22 10%	105 14% g	3 3%	17 8%	95 15% h	45 7%	67 29% j	38 9%	75 18% l	111 17% opq	1 1%	1 1%	2 1%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	31 7%	32 8%	23 8%	28 9%	12 6%	59 8% g	3 3%	13 6%	50 8%	33 5%	30 13% j	30 7%	33 8%	60 9% opq	1 2%	2 2%	3 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 4%	6 1%	24 6% a	11 4%	14 4%	7 3%	28 4%	2 2%	3 1%	28 4%	20 3%	11 5%	9 2%	22 5% l	28 4%	1 1%	2 2%	3 2%
Recommendation by friend/relative/word of mouth	71 8%	29 7%	41 10%	23 8%	29 9%	20 9%	65 9%	6 5%	19 9%	52 8%	47 8%	24 10%	38 9%	34 8%	65 10% pq	2 3%	4 3%	6 3%
Recommendation by local authority/council	44 5%	25 6%	17 4%	16 5%	18 5%	9 4%	36 5%	7 6%	9 4%	33 5%	37 6%	7 3%	18 4%	26 6%	15 2%	6 9% n	23 20% no	28 16% no
Recommendation by landlord/housing association/other organisation	5 1%	3 1%	2 1%	3 1%	2 1%	-	5 1%	-	2 1%	3 1%	5 1%	-	2 1%	3 1%	3 1%	1 2%	1 1%	2 1%
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 7%	29 7%	27 7%	24 8%	24 7%	9 4%	49 7%	6 6%	15 7%	41 7%	39 6%	17 8%	19 4%	37 9% l	45 7%	5 7%	6 6%	11 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	847	429	413	297	325	222	729	107	221	623	616	231	437	410	669	66*	112	179
Effective base	776	402	370	286	291	198	653	115	204	569	583	195	474	322	600	75	104	177
Recommendation by energy company	70 8%	36 8%	34 8%	22 7%	36 11% e	12 6%	62 9%	8 7%	15 7%	55 9%	53 9%	17 7%	31 7%	39 10%	66 10% opq	2 2%	2 2%	4 2%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	3 1%	5 1%	5 2%	3 1%	-	5 1%	2 2%	3 1%	5 1%	6 1%	2 1%	7 2%	1 *	7 1%	1 1%	-	1 1%
Saw advertising about the Green Deal	58 7%	29 7%	29 7%	17 6%	31 9% e	10 4%	50 7%	6 6%	18 8%	40 6%	36 6%	21 9%	27 6%	31 7%	50 7%	2 3%	6 5%	8 4%
Other	34 4%	25 6% b	9 2%	9 3%	15 5%	9 4%	29 4%	5 4%	8 4%	26 4%	28 5%	6 3%	20 5%	13 3%	26 4%	1 1%	7 7%	8 5% o
Don't know/can't remember	19 2%	6 1%	12 3%	8 3%	4 1%	7 3%	14 2%	4 4%	5 2%	13 2%	15 2%	4 2%	12 3%	7 2%	14 2%	2 3%	3 3%	5 3%
NET: Reasons related to property	668 79%	343 80%	320 78%	240 81%	261 80%	165 74%	573 79%	86 80%	171 77%	495 79%	480 78%	189 82%	341 78%	327 80%	522 78%	59 89% npq	87 77%	146 82%
NET: Reasons related to finance	498 59%	247 58%	249 60%	179 60% e	209 64% e	110 50%	438 60% g	52 49%	112 57%	385 62% h	347 56%	151 65% j	234 53%	264 64% l	418 62% opq	27 40%	54 48%	80 45%
NET: Recommendation/arranged by others	282 33%	138 32%	141 34%	99 33%	125 38% e	56 25%	246 34%	30 28%	72 33%	208 33%	206 33%	76 33%	130 30%	152 37% l	226 34%	17 26%	38 34%	55 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	841	747	94	297	364	118	151	224	205	257	549	292
Weighted Base	847	731	117*	289	386	122	145	229	207	263	549	299
Effective base	776	693	88	273	339	109	136	206	190	241	506	271
To find out how to make property more energy efficient	190 22%	169 23%	21 18%	64 22%	93 24%	23 18%	39 27% O	54 23%	49 24%	48 18%	118 22%	71 24%
To save money on energy bills	440 52%	381 52%	59 51%	130 45%	221 57% †	63 52%	88 61% N	119 52%	97 47%	135 51%	295 54%	145 49%
To reduce energy use for environmental reasons	141 17%	128 18%	13 11%	46 16%	69 18%	24 19%	18 12%	46 20% O	42 20% O	34 13%	92 17%	49 17%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 10%	82 11%	6 5%	28 10%	42 11%	14 11%	17 12% M	11 5%	25 12% M	32 12% M	50 9%	38 13%
Because I was told we could have improvements made for free/at a greatly reduced price	195 23%	167 23%	29 25%	68 24%	95 25%	23 18%	23 16%	62 27% KN	36 17%	73 28% KN	132 24%	64 21%
To make home warmer/more comfortable/home felt cold	312 37%	269 37%	43 37%	107 37%	133 34%	45 37%	64 44% O	90 39% O	78 37%	79 30%	191 35%	121 41%
Concern about rising energy bills	266 31%	240 33% s	26 22%	82 29%	132 34%	43 35%	40 28%	83 36%	69 33%	74 28%	165 30%	101 34%
Doing other work to property/having other building work done	26 3%	24 3%	2 1%	15 5% u	8 2%	2 2%	5 4%	7 3%	8 4%	5 2%	16 3%	10 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	847	731	117*	289	386	122	145	229	207	263	549	299
Effective base	776	693	88	273	339	109	136	206	190	241	506	271
Change in household (e.g. new baby / someone ill in household)	12 1%	9 1%	3 2%	3 1%	7 2%	-	3 2%	4 2%	2 1%	2 1%	7 1%	5 2%
The assessment was free	386 46%	338 46%	48 41%	121 42%	177 46%	69 57% tu	60 42%	115 50% O	102 49%	106 40%	259 47%	128 43%
Availability of cashback schemes/discounts to make improvements	112 13%	107 15% s	5 4%	41 14%	50 13%	21 17%	12 8%	34 15%	31 15%	34 13%	74 13%	38 13%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	55 7%	9 8%	16 5%	34 9%	11 9%	10 7%	12 5%	24 11% M	17 7%	43 8%	20 7%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 4%	30 4%	1 1%	19 6% u	4 1%	9 7% u	7 5%	11 5% O	10 5% O	4 1%	17 3%	14 5%
Recommendation by friend/relative/word of mouth	71 8%	60 8%	12 10%	21 7%	41 11%	9 7%	7 5%	16 7%	22 11%	26 10%	46 8%	25 8%
Recommendation by local authority/council	44 5%	36 5%	7 6%	18 6% v	22 6% v	1 1%	7 5%	12 5%	12 6%	12 4%	34 6%	10 3%
Recommendation by landlord/housing association/other organisation	5 1%	5 1%	-	2 1%	2 *	1 1%	-	4 2%	1 *	1 *	3 1%	2 1%
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 7%	47 6%	9 8%	16 6%	26 7%	8 7%	11 7%	17 8%	15 7%	13 5%	36 7%	20 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	847	731	117*	289	386	122	145	229	207	263	549	299
Effective base	776	693	88	273	339	109	136	206	190	241	506	271
Recommendation by energy company	70 8%	65 9%	5 4%	22 8%	30 8%	14 12%	7 5%	25 11%	17 8%	21 8%	51 9%	19 6%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	8 1%	-	5 2% u	1	2 1%	1 1%	3 1%	3 1%	2 1%	2	6 2% w
Saw advertising about the Green Deal	58 7%	53 7%	5 4%	20 7%	26 7%	8 6%	10 7%	12 5%	13 6%	22 8%	29 5%	28 9% w
Other	34 4%	25 3%	9 8%	12 4%	17 4%	3 3%	3 2%	10 4%	11 5%	10 4%	22 4%	11 4%
Don't know/can't remember	19 2%	14 2%	5 4%	10 4% u	2 1%	2 2%	5 4%	5 2%	2 1%	7 3%	8 1%	11 4%
NET: Reasons related to property	668 79%	581 80%	87 75%	220 76%	312 81%	94 78%	121 83%	181 79%	159 77%	204 77%	438 80%	230 77%
NET: Reasons related to finance	498 59%	442 60% s	56 48%	167 58%	221 57%	88 72% tu	77 54%	143 63% o	134 65% ko	140 53%	331 60%	166 56%
NET: Recommendation/arranged by others	282 33%	245 34%	37 32%	97 34%	133 34%	37 30%	41 28%	80 35%	73 35%	86 33%	186 34%	96 32%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	841	488	138	179	59	706	79	507	50	94	111	557	284
Weighted Base	847	502	133	171	65*	697	88*	513	46*	98*	111	559	288
Effective base	776	453	130	162	54	652	73	469	46	87	103	515	261
To find out how to make property more energy efficient	190 22%	131 26% A	24 18%	26 15%	15 23%	149 21%	19 21%	123 24%	12 25%	26 26% J	20 18%	135 24%	55 19%
To save money on energy bills	440 52%	278 55% A	65 49%	78 46%	31 48%	372 53%	37 42%	269 52%	23 50%	60 61% J	53 48%	292 52%	148 51%
To reduce energy use for environmental reasons	141 17%	98 20% A	19 15%	19 11%	10 16%	112 16%	15 17%	90 18% H	7 16%	24 24% HJ	10 9%	97 17% H	44 15% H
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 10%	61 12%	12 9%	11 7%	4 6%	73 11%	6 7%	68 13% HJ	5 11% H	8 9%	4 3%	73 13% HJ	15 5%
Because I was told we could have improvements made for free/at a greatly reduced price	195 23%	126 25%	30 23%	38 22%	10 16%	159 23%	25 28%	121 24%	13 29%	26 26%	22 20%	134 24%	61 21%
To make home warmer/more comfortable/home felt cold	312 37%	184 37%	47 35%	80 47% yB	18 29%	263 38%	30 34%	208 40% J	17 37%	41 42% J	34 30%	225 40% J	87 30%
Concern about rising energy bills	266 31%	181 36% zA	32 24%	44 26%	16 25%	220 32%	28 31%	173 34%	15 32%	36 37% J	29 26%	187 33%	79 27%
Doing other work to property/having other building work done	26 3%	15 3%	5 4%	1 1%	5 7% A	13 2%	4 4%	10 2%	2 5%	9 10% EIJ	5 5%	12 2%	14 5% EI



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	847	502	133	171	65*	697	88*	513	46*	98*	111	559	288
Effective base	776	453	130	162	54	652	73	469	46	87	103	515	261
Change in household (e.g. new baby / someone ill in household)	12 1%	4 1%	3 2%	3 2%	2 3%	7 1%	2 3%	5 1%	1 2%	1 1%	2 1%	6 1%	6 2%
The assessment was free	386 46%	237 47% B	56 42%	83 49% B	18 28%	334 48%	41 47%	249 49%	17 38%	44 45%	48 43%	267 48%	119 41%
Availability of cashback schemes/discounts to make improvements	112 13%	87 17% zA	10 8%	6 4%	15 23% zA	84 12%	12 13%	64 12%	9 19%	17 17%	20 18%	73 13%	40 14%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	52 10% zA	3 2%	6 3%	3 4%	48 7%	10 11%	30 6%	2 5%	15 15% EI	14 12% EI	32 6%	31 11% EI
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 4%	13 3%	4 3%	4 2%	14 22% yzA	9 1%	4 5% C	9 2%	- -	11 11% EF1	10 9% EF1	9 2%	22 8% EI
Recommendation by friend/relative/word of mouth	71 8%	51 10% A	11 9%	6 3%	6 9%	54 8%	10 12%	41 8%	4 10%	10 11%	10 9%	46 8%	26 9%
Recommendation by local authority/council	44 5%	12 2%	10 7% y	22 13% y	3 4%	34 5%	6 7%	22 4%	3 6%	8 9%	7 6%	25 4%	19 7%
Recommendation by landlord/housing association/other organisation	5 1%	1 -	- -	4 2% y	- -	5 1%	- -	2 -	- -	1 1%	- -	2 -	3 1%
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 7%	28 6%	12 9%	15 9%	3 5%	48 7%	1 1%	34 7%	5 10%	5 5%	7 7%	39 7%	17 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 44

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	847	502	133	171	65*	697	88*	513	46*	98*	111	559	288
Effective base	776	453	130	162	54	652	73	469	46	87	103	515	261
Recommendation by energy company	70 8%	51 10% A	10 8%	6 4%	4 6%	57 8%	6 7%	48 9% J	7 15% HJ	8 8%	5 5%	55 10% J	15 5%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	4 1%	5 4% Y	3 2%	1 2%	8 1%	-	3 1%	1 2%	3 3% EI	-	4 1%	4 1%
Saw advertising about the Green Deal	58 7%	39 8%	8 6%	9 5%	6 10%	42 6%	7 8%	32 6%	-	15 16% EFIJ	9 8%	32 6%	26 9% F
Other	34 4%	21 4%	4 3%	7 4%	2 3%	25 4%	6 7%	18 4%	2 4%	3 3%	3 3%	20 4%	14 5%
Don't know/can't remember	19 2%	11 2%	3 2% A	-	2 4% A	14 2%	4 4%	7 1%	1 2%	1 1%	2 2%	8 1%	11 4% EGI
NET: Reasons related to property	668 79%	400 80%	102 77%	137 80%	50 77%	553 79%	64 73%	415 81%	36 79%	81 83% J	85 76%	451 81%	217 75%
NET: Reasons related to finance	498 59%	310 62% z	67 50%	94 55%	45 70% z	402 58%	53 61%	301 59%	26 58%	71 73% EIJ	70 63%	327 59%	171 59%
NET: Recommendation/arranged by others	282 33%	170 34%	47 35%	55 32%	20 30%	223 32%	28 31%	168 33%	18 40%	44 45% EHIJ	32 29%	186 33%	96 33%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	841	83	219	44	220	123	507	494	334	72	391	378	160	681	508	333
Weighted Base	847	86*	232	40*	208	127	513	499	334	75*	393	379	165	682	508	340
Effective base	776	77	203	41	203	115	469	457	307	66	362	348	147	629	472	305
To find out how to make property more energy efficient	190 22%	24 28%	56 24%	7 17%	54 26%	35 27%	123 24%	122 24%	66 20%	23 30%	92 23%	75 20%	64 39% m	125 18%	126 25% o	63 19%
To save money on energy bills	440 52%	47 55%	126 54%	18 45%	116 56%	62 49%	269 52%	263 53%	171 51%	42 56%	207 53%	192 51%	94 57%	346 51%	274 54%	166 49%
To reduce energy use for environmental reasons	141 17%	17 20%	43 19%	5 12%	32 15%	26 21%	90 18%	90 18%	51 15%	16 21%	69 17%	57 15%	41 25% m	100 15%	96 19% o	44 13%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 10%	48 56% bcdef gh	7 3%	4 10% b	13 6%	39 30% bcdf gh	68 13% bdh	65 13% bdh	20 6%	35 46% jk	27 7%	27 7%	37 22% m	51 7%	52 10%	36 10%
Because I was told we could have improvements made for free/at a greatly reduced price	195 23%	13 15%	69 30% acefg	3 7%	51 25% c	23 18%	121 24% ac	116 23% c	74 22% c	17 23%	87 22%	91 24%	42 25%	153 22%	146 29% o	49 15%
To make home warmer/more comfortable/home felt cold	312 37%	25 29%	100 43% ah	18 44%	94 45% ah	47 37%	208 40% ah	204 41% ah	104 31%	25 33%	164 42% k	123 33%	63 38%	250 37%	202 40% o	110 32%
Concern about rising energy bills	266 31%	31 36%	88 38% ch	8 21%	75 36%	44 35%	173 34%	166 33%	94 28%	26 34%	127 32%	114 30%	73 44% m	193 28%	177 35% o	89 26%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	847	86*	232	40*	208	127	513	499	334	75*	393	379	165	682	508	340
Effective base	776	77	203	41	203	115	469	457	307	66	362	348	147	629	472	305
Doing other work to property/having other building work done	26 3%	2 2%	5 2%	-	3 1%	5 4%	10 2%	8 2%	16 5%	2 3%	6 2%	18 5%	8 5%	18 3%	14 3%	12 3%
Change in household (e.g. new baby / someone ill in household)	12 1%	-	1	1 2%	1	4 3%	5 1%	5 1%	7 2%	1 1%	4 1%	8 2%	5 3%	7 1%	6 1%	6 2%
The assessment was free	386 46%	22 25%	137 59%	10 26%	113 55%	47 37%	249 49%	244 49%	137 41%	18 23%	210 53%	158 42%	56 34%	330 48%	255 50%	131 39%
Availability of cashback schemes/discounts to make improvements	112 13%	32 37%	14 6%	4 11%	15 7%	32 26%	64 12%	61 12%	48 14%	31 41%	28 7%	54 14%	56 34%	57 8%	64 13%	49 14%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	13 15%	7 3%	2 5%	7 3%	15 11%	30 6%	28 6%	34 10%	11 14%	15 4%	37 10%	34 21%	29 4%	31 6%	32 9%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 4%	1 1%	2 7%	-	2 7%	5 4%	9 2%	9 2%	22 7%	2 3%	7 2%	22 6%	17 10%	15 2%	13 3%	18 5%
Recommendation by friend/ relative/word of mouth	71 8%	8 9%	21 9%	4 10%	10 5%	10 8%	41 8%	36 7%	30 9%	3 5%	33 8%	35 9%	17 10%	54 8%	47 9%	24 7%
Recommendation by local authority/council	44 5%	-	13 6%	4 10%	7 3%	3 2%	22 4%	21 4%	22 6%	1 1%	19 5%	24 6%	4 2%	40 6%	23 4%	21 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	847	86*	232	40*	208	127	513	499	334	75*	393	379	165	682	508	340
Effective base	776	77	203	41	203	115	469	457	307	66	362	348	147	629	472	305
Recommendation by landlord/ housing association/other organisation	5 1%	-	1	-	2	-	2	2	3	-	2	3	-	5	3	1
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 7%	3	16	5	13	7	34	34	22	4	30	22	12	44	35	21
Recommendation by energy company	70 8%	16 18% bdefg h	16	2	16	14	48	48	22	18 24% jk	25	27	17	53	41	29
Saw demonstration somewhere e.g. show home, public building etc	8 1%	1	3	-	1	2	3	3	5	1	3	5	4	4	4	4
Saw advertising about the Green Deal	58 7%	8 10% b	6	2	13	14	32	31	26	7	20	31	21	37	39	19
Other	34 4%	2	11	2	8	4	18	18	15	4	13	17	3	31	16	18
Don't know/can't remember	19 2%	1	4	3	3	-	7	7	12	-	7	12	2	17	4	15
NET: Reasons related to property	668 79%	77 89% cdfgh	190	29	163	107	415	402	253	67 89% jk	307	294	140	528	414	254
			82%	73%	78%	85%	81%	80%	76%		78%	77%	85%	77%	82%	75%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	847	86*	232	40*	208	127	513	499	334	75*	393	379	165	682	508	340
Effective base	776	77	203	41	203	115	469	457	307	66	362	348	147	629	472	305
NET: Reasons related to finance	498 59%	46 54%	145 62% c	15 36%	124 60% c	74 58% c	301 59% c	294 59% c	197 59% c	41 54%	234 60%	223 59%	115 69% m	383 56%	310 61%	187 55%
NET: Recommendation/arranged by others	282 33%	34 39%	68 29%	15 39%	57 27%	47 37%	168 33% d	160 32%	114 34%	30 39%	121 31%	131 35%	64 39%	217 32%	172 34%	110 32%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	841	83	302	232	187	374	235	272	175	106	149	-	-	841	115	640	86	554
Weighted Base	847	82*	300	238	191	381	238	276	181	97*	152	**	**	847	125	632	83*	549
Effective base	776	76	279	215	172	347	216	249	163	97	138	-	-	776	107	590	79	511
To find out how to make property more energy efficient	190 22%	14 17%	52 17%	60 25% q	58 30% pq	83 22%	62 26%	64 23%	39 21% R	21 22% R	15 10%	-	-	190 22%	34 28% V	138 22%	12 14%	127 23%
To save money on energy bills	440 52%	43 52%	144 48%	127 53%	109 57%	198 52%	133 56%	149 54%	181 100% QR	45 47%	58 38%	-	-	440 52%	55 44%	344 54% V	35 42%	309 56% TUV
To reduce energy use for environmental reasons	141 17%	9 11%	45 15%	42 18%	41 22% p	72 19%	50 21%	48 17%	39 22% R	14 15%	14 9%	-	-	141 17%	26 21%	106 17%	15 18%	91 17%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 10%	5 6%	28 9%	22 9%	29 15%	26 7%	26 11%	48 17% MN	7 4%	3 3%	5 3%	-	-	88 10%	31 25% UVW	50 8%	5 6%	44 8%
Because I was told we could have improvements made for free/at a greatly reduced price	195 23%	20 24%	67 22%	52 22%	48 25%	101 26%	61 25%	64 23%	33 19%	19 20%	28 18%	-	-	195 23%	23 19%	158 26%	17 21%	141 26%
To make home warmer/more comfortable/home felt cold	312 37%	31 37%	105 35%	96 40%	67 35%	135 36%	108 45% M	105 38%	62 34%	97 100% PR	42 28%	-	-	312 37%	36 28%	251 40% T	36 44% T	215 39% T
Concern about rising energy bills	266 31%	19 23%	83 28%	87 37% pq	69 36% p	115 30%	94 40% M	95 34%	59 33% R	29 30%	30 20%	-	-	266 31%	37 29%	210 33%	25 30%	185 34%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Total	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	847	82*	300	238	191	381	238	276	181	97*	152	-**	-**	847	125	632	83*	549
Effective base	776	76	279	215	172	347	216	249	163	97	138	-	-	776	107	590	79	511
Doing other work to property/having other building work done	26 3%	1 2%	6 2%	9 4%	9 5%	8 2%	6 3%	12 4%	2 1%	-	2 1%	-	-	26 3%	12 10% UVW	11 2%	-	11 2%
Change in household (e.g. new baby / someone ill in household)	12 1%	3 3%	2 1%	-	6 3%	6 7%	3 1%	4 1%	-	4 4% PR	-	-	-	12 1%	2 2%	10 2%	1 2%	8 2%
The assessment was free	386 46%	37 46%	136 45%	119 50%	78 41%	199 52% O	113 47%	112 41%	74 41%	35 36%	152 100% PQ	-	-	386 46%	11 9%	342 54% TV	35 42% T	307 56% TUV
Availability of cashback schemes/discounts to make improvements	112 13%	4 5%	28 9%	45 19% pq	33 17% pq	45 12%	37 15%	45 16%	15 8%	5 5%	11 7%	-	-	112 13%	49 39% UVW	50 8%	2 3%	48 9%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	2 3%	18 6%	23 10%	18 10%	26 7%	21 9%	33 12% M	15 8% R	3 3%	3 2%	-	-	63 7%	23 19% UVW	33 5%	6 7%	27 5%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 4%	2 2%	4 1%	7 3%	15 8% qr	6 2%	8 3%	19 7% M	2 1%	1 1%	1 *	-	-	31 4%	21 17% UVW	8 1%	-	8 1%
Recommendation by friend/relative/word of mouth	71 8%	4 5%	24 8%	25 10%	19 10%	20 5%	12 5%	50 18% MN	18 10%	5 5%	7 5%	-	-	71 8%	13 10%	55 9%	5 7%	49 9%
Recommendation by local authority/council	44 5%	6 8% L	16 5% L	18 7% L	2 1%	9 2%	15 6% M	25 9% M	4 2%	3 3%	4 3%	-	-	44 5%	3 2%	37 6% W	19 23% TUW	18 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	847	82*	300	238	191	381	238	276	181	97*	152	-**	-**	847	125	632	83*	549
Effective base	776	76	279	215	172	347	216	249	163	97	138	-	-	776	107	590	79	511
Recommendation by landlord/housing association/other organisation	5 1%	1 1%	4 1%	-	-	1	1	3	-	-	-	-	-	5 1%	-	4 1%	1 1%	3 1%
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 7%	7 8%	16 5%	13 5%	17 9%	22 6%	22 9%	27 10%	12 7%	8 8%	8 5%	-	-	56 7%	13 10%	41 6%	6 8%	35 6%
Recommendation by energy company	70 8%	4 5%	15 5%	25 10% q	25 13% q	27 7%	22 9%	42 15% MN	12 6%	4 4%	10 7%	-	-	70 8%	15 12% V	50 8% V	-	50 9% UV
Saw demonstration somewhere e.g. show home, public building etc	8 1%	2 2% q	-	5 2% q	2 1%	2	5 2%	5 2%	2 1%	-	1 1%	-	-	8 1%	2 2%	5 1%	2 2%	3 1%
Saw advertising about the Green Deal	58 7%	4 5%	17 6%	25 10% q	11 6%	14 4%	40 17% MO	16 6%	8 5%	7 7% R	3 2%	-	-	58 7%	15 12% UW	37 6%	4 5%	34 6%
Other	34 4%	5 7%	12 4%	8 3%	7 4%	20 5%	5 2%	6 2%	-	-	3 2%	-	-	34 4%	4 3%	24 4%	2 2%	22 4%
Don't know/can't remember	19 2%	1 1%	4 1%	3 1%	5 3%	5 1%	4 2%	3 1%	-	-	-	-	-	19 2%	2 2%	8 1% W	3 4% W	5 1%
NET: Reasons related to property	668 79%	67 83%	228 76%	188 79%	160 83%	295 78%	199 83%	223 81%	181 100% R	97 100% R	80 53%	-	-	668 79%	102 82%	503 80%	61 74%	442 80%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	847	82*	300	238	191	381	238	276	181	97*	152	-**	-**	847	125	632	83*	549
Effective base	776	76	279	215	172	347	216	249	163	97	138	-	-	776	107	590	79	511
NET: Reasons related to finance	498 59%	43 53%	162 54%	155 65% q	119 62%	237 62%	149 63%	167 60%	92 51%	39 40%	152 100% PQ	-	-	498 59%	81 65% V	373 59% V	40 49%	333 61% V
NET: Recommendation/arranged by others	282 33%	25 31%	86 29%	94 40% q	68 35%	86 23%	95 40% M	151 55% MN	50 28%	23 24%	31 20%	-	-	282 33%	51 41%	210 33%	33 40%	177 32%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	841	337	342	386	293	35	251	80	304	214	122	386	407	303	346	230
Weighted Base	847	341	342	392	291	38*	254	81*	293	225	134	374	424	288	359	238
Effective base	776	311	315	357	269	31	232	73	279	198	113	353	379	280	322	212
To find out how to make property more energy efficient	190 22%	93 27% xz	69 20%	104 27% x	58 20%	9 23%	76 30% C	14 17%	50 17%	56 25% D	50 38% DE	69 19%	115 27% G	61 21%	75 21%	60 25%
To save money on energy bills	440 52%	179 52%	179 52% z	213 54%	145 50%	19 51%	128 50%	48 60%	148 50%	117 52%	83 62% D	183 49%	234 55%	154 53%	181 50%	123 52%
To reduce energy use for environmental reasons	141 17%	64 19%	56 16% z	78 20%	42 15%	7 18%	49 19%	14 18%	34 12%	42 19% D	41 30% DE	56 15%	78 18%	47 16%	49 14%	50 21% J
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 10%	52 15% xz	20 6%	57 15% xz	15 5%	2 6%	40 16%	12 15%	23 8%	17 8%	23 17% DE	41 11%	42 10%	27 9%	40 11%	23 10%
Because I was told we could have improvements made for free/at a greatly reduced price	195 23%	76 22%	90 26% z	96 25% w	70 24%	9 25%	57 23%	19 23%	64 22%	55 24%	37 28%	74 20%	117 28% G	56 20%	77 22%	71 30% J
To make home warmer/more comfortable/home felt cold	312 37%	137 40%	125 37%	155 40%	107 37%	12 33%	100 39%	36 44%	112 38%	90 40%	59 44%	153 41%	151 36%	110 38% J	103 29%	112 47% J
Concern about rising energy bills	266 31%	120 35%	106 31% z	143 37% z	83 29%	10 28%	93 37%	27 34%	76 26%	84 37% D	60 45% D	108 29%	150 35%	85 29%	100 28%	91 38% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

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Base: All who had a say in whether or not the assessment took place

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	847	341	342	392	291	38*	254	81*	293	225	134	374	424	288	359	238
Effective base	776	311	315	357	269	31	232	73	279	198	113	353	379	280	322	212
Doing other work to property/having other building work done	26 3%	17 5%	7 2%	20 5%	4 1%	1 2%	14 6%	3 3%	5 2%	4 2%	12 9%	9 2%	15 4%	8 3%	3 1%	15 6%
Change in household (e.g. new baby / someone ill in household)	12 1%	6 2%	4 1%	8 2%	3 1%	-	3 1%	3 4%	2 1%	3 2%	3 2%	6 2%	4 1%	6 2%	4 1%	2 1%
The assessment was free	386 46%	140 41%	168 49%	163 42%	144 50%	18 47%	89 35%	48 58%	124 42%	104 46%	71 53%	162 43%	203 48%	141 49%	143 40%	114 48%
Availability of cashback schemes/discounts to make improvements	112 13%	71 21%	32 9%	79 20%	24 8%	1 2%	57 22%	12 14%	18 6%	40 18%	36 27%	29 8%	75 18%	34 12%	43 12%	39 16%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	35 10%	22 7%	40 10%	18 6%	-	32 13%	3 4%	10 3%	23 10%	21 15%	21 6%	40 10%	20 7%	21 6%	22 9%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 4%	26 8%	5 1%	26 7%	4 1%	-	25 10%	1 1%	4 1%	11 5%	11 8%	10 3%	18 4%	10 3%	9 3%	12 5%
Recommendation by friend/relative/word of mouth	71 8%	25 7%	32 9%	30 8%	27 9%	4 10%	19 7%	6 7%	18 6%	19 9%	11 8%	16 4%	48 11%	24 8%	35 10%	17 7%
Recommendation by local authority/council	44 5%	15 4%	19 6%	19 5%	15 5%	6 17%	13 5%	2 2%	22 8%	11 5%	3 2%	26 7%	14 3%	19 6%	17 5%	12 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

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		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	847	341	342	392	291	38*	254	81*	293	225	134	374	424	288	359	238
Effective base	776	311	315	357	269	31	232	73	279	198	113	353	379	280	322	212
Recommendation by landlord/housing association/other organisation	5 1%	1 .	3 1%	1 .	3 1%	1 4% wy	1 .	- .	1 .	1 1%	1 1%	3 1%	1 .	2 1%	- .	3 1%
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 7%	36 11% xz	15 4%	37 10% xz	13 5%	1 4%	25 10%	11 13%	19 6%	15 7%	13 10%	32 9%	23 5%	20 7%	20 5%	19 8%
Recommendation by energy company	70 8%	41 12% xz	18 5%	44 11% xz	16 5%	1 3%	30 12%	11 13%	15 5%	16 7%	23 17% DE	23 6%	44 10% G	15 5%	27 7%	30 12% I
Saw demonstration somewhere e.g. show home, public building etc	8 1%	3 1%	5 2% z	5 1% w	3 1%	1 2%	2 1%	1 1%	2 1%	4 2%	1 1%	6 2% H	- .	5 2%	4 1%	1 .
Saw advertising about the Green Deal	58 7%	38 11% xz	17 5%	42 11% xz	12 4%	2 6%	31 12%	5 6%	16 6%	17 8%	13 10%	27 7%	28 7%	23 8%	20 6%	20 8%
Other	34 4%	10 3%	21 6% y	11 3%	20 7% wy	3 9%	5 2%	4 5%	14 5%	11 5%	4 3%	19 5%	13 3%	11 4%	17 5%	8 3%
Don't know/can't remember	19 2%	2 1%	6 2%	2 .	6 2%	2 5% wy	1 .	1 1%	5 2%	5 2%	3 2%	5 1%	8 2%	7 2%	9 2%	7 3%
NET: Reasons related to property	668 79%	286 84% xz	263 77% z	332 85% xz	217 75%	28 74%	212 84%	69 85%	229 78%	184 82%	113 84%	297 79%	336 79%	225 78%	277 77%	196 82%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 45

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	847	341	342	392	291	38*	254	81*	293	225	134	374	424	288	359	238
Effective base	776	311	315	357	269	31	232	73	279	198	113	353	379	280	322	212
NET: Reasons related to finance	498 59%	219 64%	195 57%	248 63%	165 57%	18 47%	162 64%	53 65%	141 48%	146 65% D	104 77% DE	196 52%	274 65% G	170 59%	189 53%	153 64% J
NET: Recommendation/arranged by others	282 33%	137 40% xz	103 30%	155 40% xz	85 29%	17 46% xz	103 41%	32 39%	85 29%	80 36%	55 41% D	119 32%	148 35%	97 34%	110 31%	88 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 46

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	841	350	508	635	206	372	311	138	597	160	663	101
Weighted Base	847	338	508	636	212	389	311	129	601	158	670	98*
Effective base	776	324	472	589	187	345	289	125	551	148	613	94
To find out how to make property more energy efficient	190 22%	82 24%	126 25%	150 24%	39 19%	88 23%	67 22%	29 23%	144 24%	30 19%	160 24%	18 18%
To save money on energy bills	440 52%	168 50%	274 54%	333 52%	107 50%	200 51%	157 50%	74 58%	338 56% M	65 41%	365 55%	46 47%
To reduce energy use for environmental reasons	141 17%	50 15%	96 19% HK	115 18% H	26 12%	67 17%	52 17%	22 17%	108 18%	20 13%	118 18%	12 12%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 10%	39 11%	52 10%	65 10%	22 11%	36 9%	34 11%	17 13%	72 12% M	8 5%	75 11%	7 7%
Because I was told we could have improvements made for free/at a greatly reduced price	195 23%	87 26% K	146 29% K	172 27% K	24 11%	85 22%	79 26%	30 23%	127 21%	48 31% L	147 22%	28 28%
To make home warmer/more comfortable/home felt cold	312 37%	110 32%	202 40% HJ	238 37% H	75 35%	125 32%	112 36%	66 51% kl	233 39%	52 33%	252 38%	38 39%
Concern about rising energy bills	266 31%	101 30%	177 35% HK	211 33%	55 26%	110 28%	101 32%	50 39% k	205 34% M	39 25%	223 33%	28 29%
Doing other work to property/having other building work done	26 3%	14 4%	14 3%	18 3%	8 4%	12 3%	11 4%	1 1%	19 3%	7 4%	20 3%	5 5%



Green Deal Assessment Experience Wave 2

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Weighted Base	847	338	508	636	212	389	311	129	601	158	670	98*
Effective base	776	324	472	589	187	345	289	125	551	148	613	94
Change in household (e.g. new baby / someone ill in household)	12 1%	4 1%	6 1%	8 1%	4 2%	6 1%	5 1%	2 1%	6 1%	5 3%	9 1%	2 2%
The assessment was free	386 46%	129 38%	255 50% HJ	296 47% H	90 43%	184 47%	134 43%	60 47%	285 47%	63 40%	314 47%	38 39%
Availability of cashback schemes/discounts to make improvements	112 13%	54 16% I	64 13%	86 14%	26 13%	59 15% m	43 14% m	6 5%	83 14%	21 13%	88 13%	18 19%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	35 10% I	31 6%	48 7% I	16 7%	33 8%	18 6%	10 7%	47 8%	15 9%	50 7%	10 10%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 4%	15 4% I	13 3%	22 3% I	9 4%	16 4%	11 4%	4 3%	26 4%	3 2%	25 4%	4 4%
Recommendation by friend/relative/word of mouth	71 8%	29 9%	47 9%	57 9%	14 7%	37 10%	27 9%	6 5%	57 9%	10 6%	61 9%	5 5%
Recommendation by local authority/council	44 5%	14 4%	23 4%	29 5%	14 7%	15 4%	13 4%	14 11% kl	34 6%	6 4%	36 5%	5 5%
Recommendation by landlord/housing association/other organisation	5 1%	1 *	3 1%	3 1%	1 1%	3 1%	2 1%	- -	2 *	3 2%	4 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 46

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	847	338	508	636	212	389	311	129	601	158	670	98*
Effective base	776	324	472	589	187	345	289	125	551	148	613	94
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 7%	15 4%	35 7% H	40 6% H	16 8%	22 6%	24 8%	8 6%	49 8% M	3 2%	50 7%	3 4%
Recommendation by energy company	70 8%	24 7%	41 8%	51 8%	19 9%	36 9%	26 8%	6 4%	55 9%	8 5%	61 9%	6 6%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	4 1%	4 1%	6 1%	2 1%	2 1%	1 *	3 3% I	5 1%	3 2%	5 1%	2 2%
Saw advertising about the Green Deal	58 7%	31 9% K	39 8%	49 8%	8 4%	24 6%	17 5%	13 10%	48 8%	9 6%	45 7%	9 10%
Other	34 4%	12 4%	16 3%	20 3%	14 7% J	15 4%	15 5%	3 2%	20 3%	11 7% L	19 3%	8 8% N
Don't know/can't remember	19 2%	6 2%	4 1%	9 1% I	10 5% HJ	7 2%	6 2%	4 3%	8 1%	3 2%	8 1%	1 1%
NET: Reasons related to property	668 79%	257 76%	414 82% HJ	508 80% H	160 76%	297 76%	248 80%	110 85% k	483 80%	122 78%	540 81%	78 80%
NET: Reasons related to finance	498 59%	192 57%	310 61%	380 60%	117 55%	242 62%	171 55%	73 56%	369 61%	85 54%	397 59%	61 63%
NET: Recommendation/arranged by others	282 33%	105 31%	172 34%	212 33%	70 33%	128 33%	103 33%	43 34%	224 37% M	38 24%	238 36%	27 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 46

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	841	625	79	92	222	619	545	261	267	173	63	158	92	144	211
Weighted Base	847	629	79*	93*	222	626	544	264	275	177	63*	149	94*	153	212
Effective base	776	578	73	85	205	572	504	242	247	160	59	145	85	133	195
To find out how to make property more energy efficient	190 22%	160 25% Q	10 12%	15 16%	41 18%	149 24%	147 27% r	79 30% r	39 14%	42 24% w	16 26% w	14 9%	28 30% wz	49 32% wz	40 19% w
To save money on energy bills	440 52%	354 56% QR	26 33%	41 44%	98 44%	342 55% n	297 55%	150 57%	133 48%	90 51% w	34 54% w	42 28%	53 56% w	101 66% uw	121 57% w
To reduce energy use for environmental reasons	141 17%	120 19% R	8 10%	5 6%	30 13%	111 18%	105 19% r	53 20% r	34 12%	36 20% vw	6 9% w	4 3%	26 27% vwz	41 27% vwz	29 14% w
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 10%	75 12%	4 5%	5 6%	15 7%	73 12% n	73 13% r	47 18% pr	14 5%	17 10%	11 17% w	11 7%	9 10%	14 9%	26 12%
Because I was told we could have improvements made for free/at a greatly reduced price	195 23%	153 24% Q	11 14%	25 27% Q	62 28% o	133 21%	131 24%	65 25%	63 23%	27 15% w	24 38% uw	11 7%	23 24% w	54 35% uw	58 27% uw
To make home warmer/more comfortable/home felt cold	312 37%	254 40% Q	20 26%	29 32%	82 37%	231 37%	219 40% r	112 42% r	89 32%	52 29% w	23 36% w	24 16%	35 37% w	89 59% uvwz	89 42% uw
Concern about rising energy bills	266 31%	222 35% QR	18 23%	19 21%	56 25%	211 34% n	192 35% r	105 40% pr	72 26%	44 25% w	20 32% w	17 12%	38 40% uw	78 51% uvwz	69 32% w
Doing other work to property/having other building work done	26 3%	16 3%	2 2%	6 7% P	11 5%	15 2%	24 4% r	8 3% r	1 *	6 3% w	5 7% wz	- -	5 5% w	7 4% w	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 46

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	847	629	79*	93*	222	626	544	264	275	177	63*	149	94*	153	212
Effective base	776	578	73	85	205	572	504	242	247	160	59	145	85	133	195
Change in household (e.g. new baby / someone ill in household)	12 1%	7 1%	3 4% P	2 2%	6 3%	6 1%	9 2%	3 1%	2 1%	1 1%	1 1%	4 3%	1 1%	5 3% z	1 1%
The assessment was free	386 46%	310 49% Q	28 35%	36 38%	96 43%	290 46%	244 45%	129 49%	134 49%	66 37%	27 43%	55 37%	45 48%	99 65% uvw z	94 44%
Availability of cashback schemes/discounts to make improvements	112 13%	79 13%	11 14%	18 20%	29 13%	83 13%	97 18% r	48 18% r	14 5%	16 9%	6 10%	10 7%	19 21% uw	31 21% uw	29 14% w
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	46 7%	3 3%	14 15% PQ	23 10%	40 6%	57 10% qr	20 7% r	6 2%	7 4%	4 7%	4 3%	17 18% uwy z	13 9% w	18 8% w
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 4%	26 4%	2 2%	4 4%	6 3%	25 4%	26 5% qr	5 2%	4 1%	10 6% w	1 1%	1 1%	7 7% wz	8 5% w	4 2%
Recommendation by friend/relative/word of mouth	71 8%	63 10%	5 6%	3 4%	11 5%	60 10% n	50 9%	21 8%	20 7%	14 8%	7 11% w	5 3%	13 14% w	18 12% w	15 7%
Recommendation by local authority/council	44 5%	32 5%	7 9%	2 3%	7 3%	37 6%	15 3%	4 2%	26 9% pq	5 3%	2 3%	12 8%	5 5%	12 8% u	8 4%
Recommendation by landlord/housing association/other organisation	5 1%	4 1%	-	-	3 1%	2 1%	1 1%	-	4 2% p	3 2%	-	1 1%	1 1%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 46

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	847	629	79*	93*	222	626	544	264	275	177	63*	149	94*	153	212
Effective base	776	578	73	85	205	572	504	242	247	160	59	145	85	133	195
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 7%	44 7%	5 7%	4 5%	11 5%	45 7%	42 8%	21 8%	12 4%	10 5%	3 5%	6 4%	10 10%	16 10% w	12 6%
Recommendation by energy company	70 8%	56 9%	8 10%	4 5%	16 7%	54 9%	57 10% r	32 12% r	11 4%	8 5%	7 12%	7 4%	7 7%	24 16% uwz	17 8%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	5 1%	2 2%	1 1%	4 2%	4 1%	8 1%	2 1%	-	-	-	1 1%	-	5 3% u	3 1%
Saw advertising about the Green Deal	58 7%	50 8% Q	1 1%	6 6%	13 6%	45 7%	52 10% r	21 8% r	6 2%	5 3%	1 1%	10 7%	14 15% uvwz	14 9% u	14 7%
Other	34 4%	17 3%	4 6%	7 8% P	13 6%	20 3%	17 3%	7 3%	16 6%	12 7% y	2 3%	5 3%	2 2%	3 2%	9 4%
Don't know/can't remember	19 2%	5 1%	6 7% P	1 2%	3 1%	16 3%	6 1%	2 1%	3 1%	4 2%	2 4% y	12 8% uxyz	-	-	1 1%
NET: Reasons related to property	668 79%	517 82% Q	50 64%	73 79% Q	174 78%	494 79%	448 82% r	223 84% r	203 74%	135 76% w	50 79% w	92 61%	77 82% w	137 90% uvw	178 84% w
NET: Reasons related to finance	498 59%	385 61% Q	38 49%	58 63%	132 59%	366 59%	341 63% r	161 61%	147 53%	91 52%	35 56%	63 42%	63 67% uw	120 79% uvwz	125 59% w
NET: Recommendation/arranged by others	282 33%	230 37% R	26 33% R	17 19%	56 25%	226 36% n	201 37% r	93 35% r	74 27%	44 25%	19 31%	37 25%	45 47% uvwz	77 51% uvwz	60 28%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
To find out how to make property more energy efficient	190 20%	86 17%	104 23% a	65 19%	83 23%	42 17%	162 20%	23 19%	38 15%	152 22% h	128 18%	61 25% j	93 19%	97 21%	166 25% opq	11 12%	13 7%	23 8%
To save money on energy bills	440 47%	221 45%	218 49%	166 49%	165 46%	109 45%	376 47%	59 48%	108 43%	333 48%	311 44%	129 53% j	217 45%	223 48%	345 52% pq	36 42%	58 31%	95 34%
To reduce energy use for environmental reasons	141 15%	69 14%	71 16%	45 13%	70 19% ce	26 11%	127 16%	12 10%	36 14%	105 15%	90 13%	51 21% j	64 13%	77 17%	116 17% pq	9 10%	16 9%	25 9%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 9%	46 9%	40 9%	24 7%	35 10%	29 12%	78 10%	8 7%	28 11%	60 9%	49 7%	39 16% j	47 10%	41 9%	78 12% opq	4 4%	6 3%	10 4%
Because I was told we could have improvements made for free/at a greatly reduced price	195 21%	97 20%	98 22%	65 19%	84 23%	46 19%	173 21%	20 16%	48 19%	148 21%	144 20%	52 21%	107 22%	88 19%	164 25% pq	14 16%	17 9%	31 11%
To make home warmer/more comfortable/home felt cold	312 33%	174 35%	139 31%	126 37% e	138 38% e	49 20%	272 34%	36 30%	88 35%	224 32%	242 34%	70 29%	168 35%	144 31%	241 36% pq	36 41% pq	35 19%	71 26% p
Concern about rising energy bills	266 28%	130 26%	137 31%	91 27%	119 33% e	57 23%	239 30% g	23 19%	72 29%	194 28%	190 27%	76 31%	125 26%	141 31%	223 33% opq	18 21%	25 13%	43 16%
Doing other work to property/having other building work done	26 3%	13 3%	12 3%	9 3%	15 4% e	1 1%	25 3% g	- -	4 2%	21 3%	18 3%	8 3%	10 2%	17 4%	24 4% q	- -	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Change in household (e.g. new baby / someone ill in household)	12 1%	8 2%	3 1%	6 2%	3 1%	1 1%	10 1%	-	3 1%	8 1%	8 1%	4 1%	9 2%	3 1%	10 1%	3 3% pq	-	3 1%
The assessment was free	386 41%	201 41%	184 41%	144 43% e	160 44% e	82 34%	334 41%	48 39%	96 38%	290 42%	298 42%	88 36%	198 41%	188 41%	310 46% opq	26 30%	50 26%	76 27%
Availability of cashback schemes/discounts to make improvements	112 12%	57 12%	55 12%	41 12%	49 13%	22 9%	105 13% g	3 3%	17 7%	95 14% h	45 6%	67 28% j	38 8%	75 16% l	111 17% opq	1 1%	1 1%	2 1%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	31 6%	32 7%	23 7%	28 8%	12 5%	59 7% g	3 2%	13 5%	50 7% g	33 5%	30 12% j	30 6%	33 7%	60 9% opq	1 2%	2 1%	3 1%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 3%	6 1%	24 5% a	11 3%	14 4%	7 3%	28 3%	2 2%	3 1%	28 4% h	20 3%	11 5%	9 2%	22 5% l	28 4% q	1 1%	2 1%	3 1%
Recommendation by friend/relative/word of mouth	71 8%	29 6%	41 9%	23 7%	29 8%	20 8%	65 8%	6 5%	19 8%	52 8%	47 7%	24 10%	38 8%	34 7%	65 10% opq	2 2%	4 2%	6 2%
Recommendation by local authority/council	44 5%	25 5%	17 4%	16 5%	18 5%	9 4%	36 4%	7 5%	9 4%	33 5%	37 5%	7 3%	18 4%	26 6%	15 2%	6 7% n	23 12% n	28 10% n
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 6%	29 6%	27 6%	24 7%	24 7%	9 4%	49 6%	6 5%	15 6%	41 6%	39 5%	17 7%	19 4%	37 8% l	45 7%	5 6%	6 3%	11 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Recommendation by energy company	70 7%	36 7%	34 8%	22 6%	36 10% e	12 5%	62 8%	8 6%	15 6%	55 8%	53 8%	17 7%	31 6%	39 8%	66 10% opq	2 2%	2 1%	4 1%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	3 1%	5 1%	5 1%	3 1%	-	5 1%	2 2%	3 1%	5 1%	6 1%	2 1%	7 1%	1 *	7 1%	1 1%	-	1 *
Saw advertising about the Green Deal	58 6%	29 6%	29 6%	17 5%	31 9% e	10 4%	50 6%	6 5%	18 7%	40 6%	36 5%	21 9%	27 6%	31 7%	50 7% pq	2 3%	6 3%	8 3%
Other	34 4%	25 5% b	9 2%	9 3%	15 4%	9 4%	29 4%	5 4%	8 3%	26 4%	28 4%	6 2%	20 4%	13 3%	26 4%	1 1%	7 4%	8 3%
Had no say in arranging the assessment	99 10%	65 13% b	33 7%	42 12%	36 10%	21 9%	79 10%	16 13%	30 12%	68 10%	86 12% k	13 5%	49 10%	50 11%	-	21 24% n	78 41% noq	99 36% no
Don't know/can't remember	24 3%	8 2%	14 3%	10 3%	6 2%	7 3%	19 2%	4 3%	7 3%	15 2%	20 3%	4 1%	13 3%	10 2%	17 2%	3 4%	4 2%	7 3%
NET: Reasons related to property	668 71%	343 70%	320 72%	240 71%	261 72%	165 68%	573 71%	86 70%	171 68%	495 72%	480 68%	189 77% j	341 70%	327 71%	522 78% opq	59 68% pq	87 46%	146 53% p
NET: Reasons related to finance	498 53%	247 50%	249 56%	179 53%	209 58% e	110 45%	438 54% g	52 43%	112 45%	385 56% h	347 49%	151 62% j	234 48%	264 57% l	418 62% opq	27 31%	54 28%	80 29%
NET: Recommendation/arranged by others	282 30%	138 28%	141 32%	99 29%	125 35% e	56 23%	246 30%	30 24%	72 29%	208 30%	206 29%	76 31%	130 27%	152 33% l	226 34% opq	17 20%	38 20%	55 20%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
To find out how to make property more energy efficient	190 20%	169 22% s	21 13%	64 21%	93 22%	23 17%	39 24%	54 20%	49 22%	48 17%	118 19%	71 22%
To save money on energy bills	440 47%	381 49% s	59 36%	130 42%	221 52% t	63 48%	88 53% N	119 45%	97 42%	135 47%	295 47%	145 46%
To reduce energy use for environmental reasons	141 15%	128 16% s	13 8%	46 15%	69 16%	24 18%	18 11%	46 17%	42 19% KO	34 12%	92 15%	49 16%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 9%	82 11% s	6 4%	28 9%	42 10%	14 11%	17 10% M	11 4%	25 11% M	32 11% M	50 8%	38 12%
Because I was told we could have improvements made for free/at a greatly reduced price	195 21%	167 21%	29 17%	68 22%	95 22%	23 17%	23 14%	62 24% KN	36 16%	73 26% KN	132 21%	64 20%
To make home warmer/more comfortable/home felt cold	312 33%	269 34%	43 26%	107 34%	133 31%	45 34%	64 38% O	90 34%	78 34%	79 28%	191 30%	121 38% w
Concern about rising energy bills	266 28%	240 31% s	26 16%	82 26%	132 31%	43 33%	40 24%	83 32%	69 30%	74 26%	165 26%	101 32%
Doing other work to property/having other building work done	26 3%	24 3%	2 1%	15 5% u	8 2%	2 2%	5 3%	7 3%	8 3%	5 2%	16 3%	10 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Change in household (e.g. new baby / someone ill in household)	12 1%	9 1%	3 2%	3 1%	7 2%	-	3 2%	4 2%	2 1%	2 1%	7 1%	5 2%
The assessment was free	386 41%	338 43% s	48 29%	121 39%	177 41%	69 53% tu	60 36%	115 44%	102 45%	106 37%	259 41%	128 40%
Availability of cashback schemes/discounts to make improvements	112 12%	107 14% s	5 3%	41 13%	50 12%	21 16%	12 7%	34 13%	31 14%	34 12%	74 12%	38 12%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	55 7%	9 5%	16 5%	34 8%	11 8%	10 6%	12 5%	24 10% M	17 6%	43 7%	20 6%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 3%	30 4%	1 1%	19 6% u	4 1%	9 7% u	7 4%	11 4%	10 4% O	4 1%	17 3%	14 4%
Recommendation by friend/relative/word of mouth	71 8%	60 8%	12 7%	21 7%	41 10%	9 7%	7 4%	16 6%	22 10%	26 9%	46 7%	25 8%
Recommendation by local authority/council	44 5%	36 5%	7 5%	18 6% v	22 5% v	1 1%	7 4%	12 5%	12 5%	12 4%	34 5%	10 3%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 6%	47 6%	9 5%	16 5%	26 6%	8 7%	11 6%	17 7%	15 7%	13 5%	36 6%	20 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Recommendation by energy company	70 7%	65 8% s	5 3%	22 7%	30 7%	14 11%	7 4%	25 9%	17 7%	21 7%	51 8%	19 6%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	8 1%	-	5 2% u	1	2 1%	1 1%	3 1%	3 1%	2 1%	2	6 2% w
Saw advertising about the Green Deal	58 6%	53 7%	5 3%	20 6%	26 6%	8 6%	10 6%	12 5%	13 6%	22 8%	29 5%	28 9% w
Other	34 4%	25 3%	9 5%	12 4%	17 4%	3 3%	3 2%	10 4%	11 5%	10 4%	22 4%	11 4%
Had no say in arranging the assessment	99 10%	50 6%	49 29% r	24 8%	41 10%	8 6%	21 13%	33 13%	21 9%	23 8%	79 13% x	20 6%
Don't know/can't remember	24 3%	19 2%	5 3%	12 4% u	4 1%	4 3%	5 3%	8 3%	3 1%	7 3%	11 2%	13 4%
NET: Reasons related to property	668 71%	581 74% s	87 53%	220 70%	312 73%	94 73%	121 73%	181 69%	159 70%	204 71%	438 70%	230 72%
NET: Reasons related to finance	498 53%	442 57% s	56 34%	167 53%	221 52%	88 68% tu	77 47%	143 55%	134 59% KO	140 49%	331 53%	166 52%
NET: Recommendation/arranged by others	282 30%	245 31% s	37 22%	97 31%	133 31%	37 28%	41 25%	80 31%	73 32%	86 30%	186 30%	96 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
To find out how to make property more energy efficient	190 20%	131 25% zA	24 17%	26 12%	15 21%	149 19%	19 19%	123 22%	12 25%	26 24% J	20 17%	135 22%	55 17%
To save money on energy bills	440 47%	278 52% A	65 46% A	78 35%	31 42%	372 47%	37 38%	269 47%	23 49%	60 56% J	53 45%	292 47%	148 45%
To reduce energy use for environmental reasons	141 15%	98 19% A	19 14%	19 9%	10 14%	112 14%	15 15%	90 16% H	7 15%	24 22% HJ	10 8%	97 16% H	44 13% H
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 9%	61 11% A	12 9%	11 5%	4 5%	73 9%	6 6%	68 12% HJ	5 11% H	8 8%	4 3%	73 12% HJ	15 4%
Because I was told we could have improvements made for free/at a greatly reduced price	195 21%	126 24%	30 21%	38 17%	10 14%	159 20%	25 25%	121 21%	13 28%	26 24%	22 19%	134 22%	61 19%
To make home warmer/more comfortable/home felt cold	312 33%	184 35%	47 33%	80 36%	18 25%	263 34%	30 30%	208 36% J	17 36%	41 38% J	34 28%	225 36% J	87 26%
Concern about rising energy bills	266 28%	181 34% zA	32 23%	44 20%	16 22%	220 28%	28 28%	173 30% J	15 31%	36 34% J	29 25%	187 30% J	79 24%
Doing other work to property/having other building work done	26 3%	15 3% A	5 3% A	1	5 7% A	13 2%	4 4%	10 2%	2 4%	9 9% EIJ	5 4%	12 2%	14 4% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Change in household (e.g. new baby / someone ill in household)	12 1%	4 1%	3 2%	3 2%	2 2%	7 1%	2 2%	5 1%	1 2%	1 1%	2 1%	6 1%	6 2%
The assessment was free	386 41%	237 45% B	56 40% B	83 37%	18 25%	334 43%	41 42%	249 44% J	17 37%	44 42%	48 40%	267 43% J	119 36%
Availability of cashback schemes/discounts to make improvements	112 12%	87 16% zA	10 7% A	6 3%	15 20% zA	84 11%	12 12%	64 11%	9 18%	17 16%	20 17%	73 12%	40 12%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	52 10% zA	3 2%	6 3%	3 3%	48 6%	10 10%	30 5%	2 5%	15 14% EI	14 12% EI	32 5%	31 9% EI
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 3%	13 3%	4 3%	4 2%	14 19% yzA	9 1%	4 4% C	9 2%	-	11 10% EFI	10 9% EFI	9 1%	22 7% EI
Recommendation by friend/relative/word of mouth	71 8%	51 10% A	11 8% A	6 3%	6 8% A	54 7%	10 11%	41 7%	4 9%	10 10%	10 8%	46 7%	26 8%
Recommendation by local authority/council	44 5%	12 2%	10 7% Y	22 10% Y	3 4%	34 4%	6 6%	22 4%	3 6%	8 8%	7 6%	25 4%	19 6%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 6%	28 5%	12 9%	15 7%	3 4%	48 6%	1 1%	34 6%	5 10%	5 5%	7 6%	39 6%	17 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 47

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Recommendation by energy company	70 7%	51 10% A	10 7%	6 3%	4 6%	57 7%	6 6%	48 8% J	7 15% HJ	8 7%	5 5%	55 9% J	15 5%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	4 1%	5 3% Y	3 1%	1 2%	8 1%	-	3 1%	1 2%	3 3% EI	-	4 1%	4 1%
Saw advertising about the Green Deal	58 6%	39 7%	8 5%	9 4%	6 8%	42 5%	7 7%	32 6%	-	15 14% EFIJ	9 8%	32 5%	26 8%
Other	34 4%	21 4%	4 3%	7 3%	2 3%	25 3%	6 7%	18 3%	2 3%	3 3%	3 3%	20 3%	14 4%
Had no say in arranging the assessment	99 10%	30 6%	9 7%	52 23% YZ	9 12%	87 11%	10 10%	56 10%	1 2%	9 8%	7 6%	57 9%	42 13% FH
Don't know/can't remember	24 3%	12 2%	3 2%	4 2%	2 3%	19 2%	4 4%	9 2%	1 2%	2 2%	2 1%	10 2%	13 4% EI
NET: Reasons related to property	668 71%	400 75% A	102 72%	137 62%	50 68%	553 70%	64 66%	415 73% J	36 77%	81 76% J	85 71%	451 73% J	217 66%
NET: Reasons related to finance	498 53%	310 58% ZA	67 47%	94 42%	45 61% A	402 51%	53 55%	301 53%	26 56%	71 67% EIJ	70 60% J	327 53%	171 52%
NET: Recommendation/arranged by others	282 30%	170 32%	47 33%	55 25%	20 27%	223 28%	28 28%	168 29%	18 39%	44 41% EHIJ	32 27%	186 30%	96 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
To find out how to make property more energy efficient	190 20%	24 28% ch	56 22%	7 13%	54 24% c	35 27% ch	123 22%	122 22%	66 18%	23 30% k	92 21%	75 18%	64 39% m	125 16%	126 24% o	63 15%
To save money on energy bills	440 47%	47 55% c	126 49% c	18 33%	116 51% c	62 47% c	269 47% c	263 47% c	171	42 56%	207 46%	192 45%	94 57% m	346 44%	274 51% o	166 40%
To reduce energy use for environmental reasons	141 15%	17 20%	43 17%	5 9%	32 14%	26 20% c	90 16%	90 16%	51 13%	16 21%	69 15%	57 13%	41 25% m	100 13%	96 18% o	44 11%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 9%	48 56% bcdef gh	7 3%	4 7%	13 6%	39 30% bcd fgh	68 12% bdh	65 12% bdh	20 5%	35 46% jk	27 6%	27 6%	37 22% m	51 7%	52 10%	36 9%
Because I was told we could have improvements made for free/at a greatly reduced price	195 21%	13 15%	69 27% acefg h	3 5%	51 23% c	23 18% c	121 21% c	116 21% c	74 20% c	17 23%	87 19%	91 22%	42 25%	153 20%	146 27% o	49 12%
To make home warmer/more comfortable/home felt cold	312 33%	25 29%	100 39% h	18 31%	94 41% afh	47 36%	208 36% h	204 37% h	104 28%	25 33%	164 37% k	123 29%	63 38%	250 32%	202 38% o	110 27%
Concern about rising energy bills	266 28%	31 36% ch	88 34% ch	8 15%	75 33% ch	44 34% c	173 30% c	166 30% c	94 25%	26 34%	127 28%	114 27%	73 44% m	193 25%	177 33% o	89 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Doing other work to property/having other building work done	26 3%	2 2%	5 2%	-	3 1%	5 4%	10 2%	8 1%	16 4%	2 3%	6 1%	18 4%	8 5%	18 2%	14 3%	12 3%
Change in household (e.g. new baby / someone ill in household)	12 1%	-	1	1 1%	1	4 3%	5 1%	5 1%	7 2%	1 1%	4 1%	8 2%	5 3%	7 1%	6 1%	6 1%
The assessment was free	386 41%	22 25%	137 53%	10 18%	113 50%	47 36%	249 44%	244 44%	137 36%	18 23%	210 47%	158 37%	56 34%	330 42%	255 48%	131 32%
Availability of cashback schemes/discounts to make improvements	112 12%	32 37%	14 6%	4 8%	15 7%	32 25%	64 11%	61 11%	48 13%	31 41%	28 6%	54 13%	56 34%	57 7%	64 12%	49 12%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	13 15%	7 3%	2 4%	7 3%	15 11%	30 5%	28 5%	34 9%	11 14%	15 3%	37 9%	34 21%	29 4%	31 6%	32 8%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 3%	1 1%	2 1%	-	2 1%	5 4%	9 2%	9 2%	22 6%	2 3%	7 2%	22 5%	17 10%	15 2%	13 2%	18 4%
Recommendation by friend/ relative/word of mouth	71 8%	8 9%	21 8%	4 7%	10 4%	10 7%	41 7%	36 7%	30 8%	3 5%	33 7%	35 8%	17 10%	54 7%	47 9%	24 6%
Recommendation by local authority/council	44 5%	-	13 5%	4 7%	7 3%	3 2%	22 4%	21 4%	22 6%	1 1%	19 4%	24 6%	4 2%	40 5%	23 4%	21 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Recommendation by landlord/ housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 6%	3 4%	16 6%	5 9%	13 6%	7 5%	34 6%	34 6%	22 6%	4 5%	30 7%	22 5%	12 7%	44 6%	35 7%	21 5%
Recommendation by energy company	70 7%	16 18% bcdef gh	16 6%	2 4%	16 7%	14 11%	48 8%	48 9%	22 6%	18 24% jk	25 6%	27 6%	17 10%	53 7%	41 8%	29 7%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	1 1%	3 1%	-	1 *	2 1%	3 1%	3 1%	5 1%	1 1%	3 1%	5 1%	4 3% m	4 *	4 1%	4 1%
Saw advertising about the Green Deal	58 6%	8 10% b	6 2%	2 4%	13 6% b	14 11% bfg	32 6% b	31 6% b	26 7% b	7 9%	20 4%	31 7%	21 12% m	37 5%	39 7%	19 5%
Other	34 4%	2 2%	11 4%	2 4%	8 3%	4 3%	18 3%	18 3%	15 4%	4 5%	13 3%	17 4%	3 2%	31 4%	16 3%	18 4%
Had no say in arranging the assessment	99 10%	-	24 9% ae	16 28% abdefgh	19 8% ae	4 3%	56 10% ae	56 10% ae	43 11% ae	-	55 12% i	44 10% i	-	99 13% i	28 5%	71 17% n
Don't know/can't remember	24 3%	1 1%	4 2%	3 5% e	5 2%	-	9 2%	9 2%	14 4% ef	-	9 2%	14 3%	2 1%	22 3%	7 1%	16 4% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Reasons related to property	668 71%	77 89% bcdf gh	190 74% c	29 53%	163 72% c	107 82% cdfg h	415 73% c	402 72% c	253 67% c	67 89% jk	307 69%	294 69%	140 85% m	528 68%	414 77% o	254 62%
NET: Reasons related to finance	498 53%	46 54% c	145 56% c	15 26%	124 55% c	74 57% c	301 53% c	294 53% c	197 52% c	41 54%	234 52%	223 53%	115 69% m	383 49%	310 58% o	187 46%
NET: Recommendation/arranged by others	282 30%	34 39% bdg	68 27%	15 28%	57 25%	47 36% d	168 29%	160 29%	114 30%	30 39% j	121 27%	131 31%	64 39% m	217 28%	172 32%	110 27%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
To find out how to make property more energy efficient	190 20%	14 15%	52 15%	60 24% q	58 29% pq	83 21%	62 24%	64 20%	39 21% RS	21 22% RS	15 10% S	- -	- -	190 22% u	34 27% V	138 20% V	12 9%	127 22% UV
To save money on energy bills	440 47%	43 46%	144 41%	127 51% q	109 54% q	198 49%	133 51%	149 46%	181 100% QRS	45 47% S	58 38% S	- -	- -	440 51% u	55 44% V	344 49% V	35 27%	309 53% UV
To reduce energy use for environmental reasons	141 15%	9 9%	45 13%	42 17%	41 21% pq	72 18%	50 19%	48 15%	39 22% RS	14 15% S	14 9% S	- -	- -	141 16% u	26 21%	106 15%	15 12%	91 16%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 9%	5 6%	28 8%	22 9%	29 14% pq	26 7%	26 10%	48 15% M	7 4%	3 3%	5 3%	- -	- -	88 10% u	31 24% UVW	50 7%	5 4%	44 8%
Because I was told we could have improvements made for free/at a greatly reduced price	195 21%	20 21%	67 19%	52 21%	48 24%	101 25%	61 23%	64 20%	33 19% S	19 20% S	28 18% S	- -	- -	195 23% u	23 18%	158 22% V	17 14%	141 24% UV
To make home warmer/more comfortable/home felt cold	312 33%	31 33%	105 30%	96 38% q	67 34%	135 34%	108 42% MO	105 32%	62 34% S	97 100% PRS	42 28% S	- -	- -	312 36% u	36 28%	251 36%	36 29%	215 37%
Concern about rising energy bills	266 28%	19 20%	83 24%	87 35% pq	69 35% pq	115 29%	94 36% M	95 29%	59 33% RS	29 30% S	30 20% S	- -	- -	266 31% u	37 29%	210 30% V	25 20%	185 32% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Doing other work to property/having other building work done	26 3%	1 1%	6 2%	9 4%	9 5%	8 2%	6 2%	12 4%	2 1%	-	2 1%	-	-	26 3%	12 9%	11 2%	-	11 2%
Change in household (e.g. new baby / someone ill in household)	12 1%	3 3%	2 1%	-	6 3%	6 7%	3 1%	4 1%	-	4 4%	-	-	-	12 1%	2 2%	10 1%	1 1%	8 1%
The assessment was free	386 41%	37 40%	136 39%	119 48%	78 39%	199 49%	113 43%	112 35%	74 41%	35 36%	152 100%	-	-	386 45%	11 9%	342 48%	35 27%	307 53%
Availability of cashback schemes/discounts to make improvements	112 12%	4 4%	28 8%	45 18%	33 17%	45 11%	37 14%	45 14%	15 8%	5 5%	11 7%	-	-	112 13%	49 39%	50 7%	2 2%	48 8%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	2 3%	18 5%	23 9%	18 9%	26 6%	21 8%	33 10%	15 8%	3 3%	3 2%	-	-	63 7%	23 19%	33 5%	6 5%	27 5%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 3%	2 2%	4 1%	7 3%	15 7%	6 2%	8 3%	19 6%	2 1%	1 1%	1 *	-	-	31 4%	21 17%	8 1%	-	8 1%
Recommendation by friend/relative/word of mouth	71 8%	4 4%	24 7%	25 10%	19 10%	20 5%	12 5%	50 15%	18 10%	5 5%	7 5%	-	-	71 8%	13 10%	55 8%	5 4%	49 9%
Recommendation by local authority/council	44 5%	6 7%	16 5%	18 7%	2 1%	9 2%	15 6%	25 8%	4 2%	3 3%	4 3%	-	-	44 5%	3 2%	37 5%	19 15%	18 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 6%	7 7%	16 5%	13 5%	17 9%	22 5%	22 8%	27 8%	12 7% S	8 8% S	8 5% S	-	-	56 6% u	13 10%	41 6%	6 5%	35 6%
Recommendation by energy company	70 7%	4 4%	15 4%	25 10% q	25 12% pq	27 7%	22 8%	42 13% M	12 6% S	4 4% S	10 7% S	-	-	70 8% u	15 12% V	50 7% V	-	50 9% UV
Saw demonstration somewhere e.g. show home, public building etc	8 1%	2 2% q	-	5 2% q	2 1%	2	5 2%	5 2%	2 1%	-	1 1%	-	-	8 1%	2 2%	5 1%	2 1%	3 1%
Saw advertising about the Green Deal	58 6%	4 5%	17 5%	25 10% q	11 6%	14 3%	40 15% MO	16 5%	8 5% S	7 7% RS	3 2%	-	-	58 7% u	15 12% UVW	37 5%	4 3%	34 6%
Other	34 4%	5 6%	12 3%	8 3%	7 4%	20 5% NO	5 2%	6 2%	-	-	3 2%	-	-	34 4%	4 3%	24 3%	2 2%	22 4%
Had no say in arranging the assessment	99 10%	12 13% rL	50 14% rL	13 5%	10 5%	22 6%	22 8%	47 14% MN	-	-	-	99 100% PQR	84 100% v	14 2%	2 1%	75 11% TW	45 35% TUW	30 5%
Don't know/can't remember	24 3%	1 1%	8 2%	3 1%	5 3%	6 1%	5 2%	7 2%	-	-	-	-	-	24 3%	2 1%	11 2%	4 3%	8 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Reasons related to property	67 72%	228 65%	188 75% q	160 79% q	295 73%	199 76% O	223 69%	181 100% RS	97 100% RS	80 53% S	-	-	668 78% u	102 81% UV	503 71% V	61 48%	442 76% UV
NET: Reasons related to finance	43 46%	162 46%	155 62% pq	119 59% pq	237 59%	149 57%	167 52%	92 51% S	39 40% S	152 100% PQS	-	-	498 58% u	81 64% UV	373 53% V	40 32%	333 57% UV
NET: Recommendation/arranged by others	25 27%	86 25%	94 38% q	68 34% q	86 21%	95 36% M	151 47% MN	50 28% S	23 24% S	31 20% S	-	-	282 33% u	51 41% UVW	210 30%	33 26%	177 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
To find out how to make property more energy efficient	190 20%	93 26% xzA	69 17%	104 26% xz	58 16%	9 13%	76 29% C	14 16%	50 14%	56 23% D	50 37% DE	69 16%	115 26% G	61 19%	75 19%	60 22%
To save money on energy bills	440 47%	179 51% zA	179 44% zA	213 53% xzA	145 40%	19 30%	128 49%	48 57%	148 42%	117 49%	83 60% DE	183 42%	234 52% G	154 48%	181 46%	123 45%
To reduce energy use for environmental reasons	141 15%	64 18% z	56 14% z	78 19% xz	42 12%	7 10%	49 19%	14 17%	34 10%	42 17% D	41 30% DE	56 13%	78 17%	47 15%	49 12%	50 19% J
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 9%	52 15% xzA	20 5%	57 14% xzA	15 4%	2 4%	40 15%	12 14%	23 7%	17 7%	23 17% DE	41 9%	42 9%	27 8%	40 10%	23 9%
Because I was told we could have improvements made for free/at a greatly reduced price	195 21%	76 22%	90 22% z	96 24% w	70 19%	9 14%	57 22%	19 22%	64 18%	55 23%	37 27% D	74 17%	117 26% G	56 18%	77 20%	71 26% I
To make home warmer/more comfortable/home felt cold	312 33%	137 39% xzA	125 31% A	155 38% xzA	107 30%	12 19%	100 38%	36 42%	112 32%	90 38%	59 43% D	153 35%	151 34%	110 34% J	103 26%	112 41% J
Concern about rising energy bills	266 28%	120 34% xzA	106 26% z	143 35% xzA	83 23%	10 16%	93 36%	27 32%	76 22%	84 35% D	60 44% D	108 25%	150 34% G	85 26%	100 25%	91 34% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Doing other work to property/having other building work done	26 3%	17 5% xz	7 2% z	20 5% xz	4 1%	1	14 5%	3 3%	5 1%	4 2%	12 9% DE	9 2%	15 3%	8 3%	3 1%	15 6% J
Change in household (e.g. new baby / someone ill in household)	12 1%	6 2%	4 1%	8 2%	3 1%	-	3 1%	3 4%	2 1%	3 1%	3 2%	6 1%	4 1%	6 2%	4 1%	2 1%
The assessment was free	386 41%	140 40%	168 41% A	163 40%	144 40% A	18 28%	89 34%	48 56% B	124 35%	104 43%	71 51% D	162 37%	203 45% G	141 44% J	143 36%	114 42%
Availability of cashback schemes/discounts to make improvements	112 12%	71 20% xzA	32 8% zA	79 19% xzA	24 7%	1 1%	57 22%	12 13%	18 5%	40 17% D	36 26% DE	29 7%	75 17% G	34 10%	43 11%	39 14%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	35 10% xzA	22 5%	40 10% xzA	18 5%	-	32 12% C	3 4%	10 3%	23 10% D	21 15% D	21 5%	40 9% G	20 6%	21 5%	22 8%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 3%	26 7% xzA	5 1%	26 7% xz	4 1%	-	25 10% C	1 1%	4 1%	11 5% D	11 8% D	10 2%	18 4%	10 3%	9 2%	12 5%
Recommendation by friend/relative/word of mouth	71 8%	25 7%	32 8%	30 8%	27 7%	4 6%	19 7%	6 7%	18 5%	19 8%	11 8%	16 4%	48 11% G	24 7%	35 9%	17 6%
Recommendation by local authority/council	44 5%	15 4%	19 5%	19 5%	15 4%	6 10% z	13 5%	2 2%	22 6%	11 5%	3 2%	26 6%	14 3%	19 6%	17 4%	12 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 6%	36 10% xz	15 4%	37 9% xz	13 4%	1 2%	25 10%	11 13%	19 5%	15 6%	13 10%	32 7%	23 5%	20 6%	20 5%	19 7%
Recommendation by energy company	70 7%	41 12% xzA	18 4%	44 11% xzA	16 4%	1 2%	30 12%	11 13%	15 4%	16 7%	23 17% DE	23 5%	44 10% G	15 5%	27 7%	30 11% I
Saw demonstration somewhere e.g. show home, public building etc	8 1%	3 1%	5 1% z	5 1% w	3 1%	1 1%	2 1%	1 1%	2 1%	4 2%	1 1%	6 1% H	-	5 1%	4 1%	1 *
Saw advertising about the Green Deal	58 6%	38 11% xz	17 4%	42 10% xz	12 3%	2 4%	31 12%	5 6%	16 5%	17 7%	13 9%	27 6%	28 6%	23 7%	20 5%	20 7%
Other	34 4%	10 3%	21 5%	11 3%	20 6%	3 5%	5 2%	4 5%	14 4%	11 5%	4 3%	19 4%	13 3%	11 3%	17 4%	8 3%
Had no say in arranging the assessment	99 10%	12 3%	68 17% wy	13 3%	67 19% wxy	27 41% wxyz	7 3%	4 5%	58 17% EF	16 7%	3 2%	64 15% H	24 5%	33 10%	34 9%	33 12%
Don't know/can't remember	24 3%	3 1%	8 2%	3 1%	8 2%	3 5% wy	2 1%	1 1%	7 2%	6 3%	4 3%	8 2%	9 2%	9 3%	9 2%	9 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 48

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Reasons related to property	668 71%	286 81% xzA	263 64% zA	332 82% xzA	217 61% A	28 43%	212 81%	69 81%	229 65%	184 77% D	113 82% D	297 68%	336 75% G	225 70%	277 70%	196 72%
NET: Reasons related to finance	498 53%	219 62% xzA	195 48% A	248 61% xzA	165 46% A	18 28%	162 62%	53 62%	141 40%	146 61% D	104 75% DE	196 45%	274 61% G	170 53%	189 48%	153 57% J
NET: Recommendation/arranged by others	282 30%	137 39% xz	103 26%	155 38% xz	85 24%	17 27%	103 39%	32 37%	85 24%	80 33% D	55 40% D	119 27%	148 33%	97 30%	110 28%	88 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 49

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
To find out how to make property more energy efficient	190 20%	82 23% K	126 24% K	150 22% K	39 15%	88 21%	67 19%	29 18%	144 22%	30 16%	160 22%	18 16%
To save money on energy bills	440 47%	168 46%	274 51% HK	333 49% K	107 39%	200 49%	157 44%	74 47%	338 52% M	65 34%	365 51%	46 41%
To reduce energy use for environmental reasons	141 15%	50 14%	96 18% HK	115 17% HK	26 9%	67 16%	52 15%	22 14%	108 17%	20 11%	118 16%	12 11%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 9%	39 11%	52 10%	65 10%	22 8%	36 9%	34 10%	17 11%	72 11% M	8 4%	75 10%	7 6%
Because I was told we could have improvements made for free/at a greatly reduced price	195 21%	87 24% K	146 27% JK	172 25% K	24 9%	85 21%	79 22%	30 19%	127 20%	48 25%	147 20%	28 25%
To make home warmer/more comfortable/home felt cold	312 33%	110 30%	202 38% HJK	238 35% HK	75 27%	125 30%	112 32%	66 42% kl	233 36% M	52 27%	252 35%	38 34%
Concern about rising energy bills	266 28%	101 28% K	177 33% HK	211 31% HK	55 20%	110 27%	101 28%	50 32%	205 32% M	39 21%	223 31%	28 25%
Doing other work to property/having other building work done	26 3%	14 4%	14 3%	18 3%	8 3%	12 3%	11 3%	1 1%	19 3%	7 3%	20 3%	5 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 49

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Change in household (e.g. new baby / someone ill in household)	12 1%	4 1%	6 1%	8 1%	4 2%	6 1%	5 1%	2 1%	6 1%	5 3%	9 1%	2 2%
The assessment was free	386 41%	129 36%	255 48% HJK	296 44% HK	90 33%	184 45%	134 38%	60 38%	285 44% M	63 33%	314 44%	38 34%
Availability of cashback schemes/discounts to make improvements	112 12%	54 15%	64 12%	86 13%	26 10%	59 14% m	43 12% m	6 4%	83 13%	21 11%	88 12%	18 16%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	35 10% I	31 6%	48 7% I	16 6%	33 8%	18 5%	10 6%	47 7%	15 8%	50 7%	10 9%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 3%	15 4% I	13 2%	22 3% I	9 3%	16 4%	11 3%	4 2%	26 4%	3 2%	25 3%	4 4%
Recommendation by friend/relative/word of mouth	71 8%	29 8%	47 9%	57 8%	14 5%	37 9% m	27 8%	6 4%	57 9%	10 5%	61 9%	5 5%
Recommendation by local authority/council	44 5%	14 4%	23 4%	29 4%	14 5%	15 4%	13 4%	14 9% kl	34 5%	6 3%	36 5%	5 4%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 49

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 6%	15 4%	35 7% H	40 6% H	16 6%	22 5%	24 7%	8 5%	49 8% M	3 2%	50 7%	3 3%
Recommendation by energy company	70 7%	24 7%	41 8%	51 8%	19 7%	36 9% m	26 7%	6 4%	55 8%	8 4%	61 9%	6 6%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	4 1%	4 1%	6 1%	2 1%	2 1%	1 .	3 2% l	5 1%	3 2%	5 1%	2 2%
Saw advertising about the Green Deal	58 6%	31 9% K	39 7% K	49 7% K	8 3%	24 6%	17 5%	13 8%	48 7%	9 5%	45 6%	9 8%
Other	34 4%	12 3%	16 3%	20 3%	14 5%	15 4%	15 4%	3 2%	20 3%	11 6%	19 3%	8 7% N
Had no say in arranging the assessment	99 10%	24 7%	28 5%	39 6%	59 22% HIJ	23 6%	43 12% k	29 18% k	48 7%	31 16% L	47 7%	14 12% N
Don't know/can't remember	24 3%	7 2%	7 1%	12 2%	12 4% IJ	10 2%	8 2%	4 3%	10 2%	6 3%	11 2%	1 1%
NET: Reasons related to property	668 71%	257 71% K	414 77% HJK	508 75% HK	160 59%	297 72%	248 70%	110 70%	483 74% M	122 65%	540 75%	78 70%
NET: Reasons related to finance	498 53%	192 53% K	310 58% HK	380 56% K	117 43%	242 59% lm	171 48%	73 46%	369 57% M	85 45%	397 55%	61 55%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 49

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Recommendation/arranged by others	282 30%	105 29%	172 32%	212 31%	70 26%	128 31%	103 29%	43 28%	224 35% M	38 20%	238 33%	27 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 49

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
To find out how to make property more energy efficient	190 20%	160 23% QR	10 10%	15 14%	41 16%	149 22% n	147 25% r	79 29% r	39 12%	42 20% w	16 23% w	14 8%	28 28% wz	49 31% uwz	40 18% w
To save money on energy bills	440 47%	354 52% QR	26 28%	41 38%	98 37%	342 50% n	297 51% r	150 55% r	133 40%	90 43% w	34 49% w	42 23%	53 52% w	101 64% uvw	121 54% uw
To reduce energy use for environmental reasons	141 15%	120 18% QR	8 8%	5 5%	30 11%	111 16%	105 18% r	53 20% r	34 10%	36 17% w	6 8% w	4 2%	26 26% vwz	41 26% vwz	29 13% w
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	88 9%	75 11%	4 4%	5 5%	15 6%	73 11% n	73 13% r	47 17% pr	14 4%	17 8%	11 16% w	11 6%	9 9%	14 9%	26 11%
Because I was told we could have improvements made for free/at a greatly reduced price	195 21%	153 22% Q	11 12%	25 24% Q	62 24%	133 19%	131 22%	65 24%	63 19%	27 13% w	24 34% uw	11 6%	23 22% uw	54 34% uw	58 26% uw
To make home warmer/more comfortable/home felt cold	312 33%	254 37% Q	20 22%	29 27%	82 31%	231 34%	219 38% r	112 41% r	89 27%	52 25% w	23 33% w	24 14%	35 35% w	89 56% uvwz	89 39% uw
Concern about rising energy bills	266 28%	222 32% QR	18 20%	19 18%	56 21%	211 31% n	192 33% r	105 38% pr	72 22%	44 21% w	20 29% w	17 10%	38 38% uw	78 49% uvwz	69 30% uw
Doing other work to property/having other building work done	26 3%	16 2%	2 2%	6 6%	11 4%	15 2%	24 4% r	8 3% r	1 *	6 3% w	5 7% wz	- -	5 5% w	7 4% w	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 49

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Change in household (e.g. new baby / someone ill in household)	12 1%	7 1%	3 3%	2 1%	6 2%	6 1%	9 2%	3 1%	2 1%	1	1 1%	4 2%	1 1%	5 3% uz	1
The assessment was free	386 41%	310 45% QR	28 30%	36 33%	96 36%	290 43%	244 42%	129 47% p	134 40%	66 31%	27 39%	55 30%	45 45% uw	99 63% uvw z	94 42% uw
Availability of cashback schemes/discounts to make improvements	112 12%	79 12%	11 12%	18 17%	29 11%	83 12%	97 17% r	48 17% r	14 4%	16 8%	6 9%	10 6%	19 19% uw	31 20% uvw	29 13% w
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	63 7%	46 7%	3 3%	14 13% PQ	23 9%	40 6%	57 10% r	20 7% r	6 2%	7 3%	4 6%	4 2%	17 17% uvwz	13 8% w	18 8% uw
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	31 3%	26 4%	2 2%	4 3%	6 2%	25 4%	26 5% qr	5 2%	4 1%	10 5% w	1 1%	1	7 7% wz	8 5% w	4 2%
Recommendation by friend/relative/word of mouth	71 8%	63 9% R	5 5%	3 3%	11 4%	60 9% n	50 9%	21 8%	20 6%	14 7%	7 10% w	5 3%	13 13% w	18 11% w	15 7%
Recommendation by local authority/council	44 5%	32 5%	7 7%	2 2%	7 3%	37 5%	15 3%	4 1%	26 8% pq	5 2%	2 3%	12 6%	5 5%	12 8% u	8 3%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 49

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Recommendation by Energy Saving Advice Service/Home Energy Scotland	56 6%	44 6%	5 6%	4 4%	11 4%	45 7%	42 7%	21 8%	12 3%	10 5%	3 4%	6 3%	10 9%	16 10%	12 5%
Recommendation by energy company	70 7%	56 8%	8 8%	4 4%	16 6%	54 8%	57 10%	32 12%	11 3%	8 4%	7 11%	7 4%	7 7%	24 15%	17 7%
Saw demonstration somewhere e.g. show home, public building etc	8 1%	5 1%	2 2%	1 1%	4 1%	4 1%	8 1%	2 1%	-	-	-	1	-	5 3%	3 1%
Saw advertising about the Green Deal	58 6%	50 7%	1 1%	6 5%	13 5%	45 7%	52 9%	21 8%	6 2%	5 2%	1 1%	10 5%	14 14%	14 9%	14 6%
Other	34 4%	17 2%	4 5%	7 7%	13 5%	20 3%	17 3%	7 3%	16 5%	12 6%	2 3%	5 3%	2 2%	3 2%	9 4%
Had no say in arranging the assessment	99 10%	57 8%	14 15%	14 13%	41 16%	57 8%	39 7%	10 4%	58 17%	34 16%	7 9%	32 18%	7 6%	6 4%	14 6%
Don't know/can't remember	24 3%	9 1%	6 6%	1 1%	6 2%	18 3%	7 1%	2 1%	8 2%	7 3%	2 3%	12 7%	1 1%	-	1 1%
NET: Reasons related to property	668 71%	517 75%	50 55%	73 68%	174 66%	494 72%	448 77%	223 81%	203 61%	135 64%	50 72%	92 51%	77 77%	137 87%	178 79%
NET: Reasons related to finance	498 53%	385 56%	38 41%	58 54%	132 50%	366 54%	341 58%	161 59%	147 44%	91 43%	35 51%	63 35%	63 63%	120 76%	125 55%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 49

D2 What were the reasons for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Recommendation/arranged by others	282 30%	230 34% R	26 28%	17 16%	56 21%	226 33% n	201 35% r	93 34% r	74 22%	44 21%	19 28%	37 20%	45 44% uvwz	77 49% uvwz	60 27%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	841	436	400	313	313	212	705	124	222	616	639	202	505	336	644	82	115	197
Weighted Base	847	429	413	297	325	222	729	107	221	623	616	231	437	410	669	66*	112	179
Effective base	776	402	370	286	291	198	653	115	204	569	583	195	474	322	600	75	104	177
To find out how to make property more energy efficient	42 5%	19 5%	23 6%	11 4%	14 4%	16 7%	36 5%	5 5%	6 3%	36 6%	28 5%	14 6%	21 5%	21 5%	39 6%	2 3%	1 1%	3 2%
To save money on energy bills	181 21%	91 21%	89 22%	85 29% d	44 14%	51 23% d	147 20%	33 31% f	40 18%	141 23%	132 21%	48 21%	91 21%	90 22%	130 19%	20 30% n	30 27%	50 28% n
To reduce energy use for environmental reasons	12 1%	2 *	10 2% a	4 1%	9 3% e	-	10 1%	2 2%	5 2%	7 1%	10 2%	2 1%	9 2%	3 1%	8 1%	2 3%	2 2%	4 2%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 6%	29 7%	18 4%	12 4%	19 6%	17 8%	42 6%	6 5%	15 7%	33 5%	27 4%	21 9% j	25 6%	23 6%	41 6%	2 4%	5 5%	7 4%
Because I was told we could have improvements made for free/at a greatly reduced price	65 8%	28 7%	37 9%	15 5%	32 10% c	18 8%	61 8%	4 4%	19 9%	46 7%	46 8%	19 8%	34 8%	32 8%	60 9% pq	2 3%	4 3%	6 3%
To make home warmer/more comfortable/home felt cold	97 11%	63 15% b	34 8%	42 14%	36 11%	19 8%	81 11%	15 14%	32 15%	64 10%	84 14% k	12 5%	61 14% m	36 9%	64 10%	18 27% npq	14 12%	32 18% np
Concern about rising energy bills	53 6%	28 7%	24 6%	13 4%	27 8%	12 5%	44 6%	5 4%	17 8%	35 6%	37 6%	16 7%	26 6%	26 6%	38 6%	3 4%	12 11% n	15 8%
Doing other work to property/having other building work done	6 1%	5 1%	2 *	2 1%	4 1%	-	6 1%	-	2 1%	5 1%	5 1%	1 1%	4 1%	2 1%	6 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	847	429	413	297	325	222	729	107	221	623	616	231	437	410	669	66*	112	179
Effective base	776	402	370	286	291	198	653	115	204	569	583	195	474	322	600	75	104	177
Change in household (e.g. new baby / someone ill in household)	1	1	-	1	-	-	1	-	-	1	1	-	1	-	1	-	-	-
The assessment was free	152 18%	73 17%	79 19%	53 18%	62 19%	37 17%	133 18%	19 18%	37 17%	115 18%	116 19%	35 15%	78 18%	74 18%	128 19%	7 11%	17 15%	24 14%
Availability of cashback schemes/discounts to make improvements	25 3%	15 3%	10 2%	9 3%	10 3%	6 3%	24 3%	1 1%	6 3%	19 3%	7 1%	18 8% j	13 3%	13 3%	25 4% q	-	1 1%	1 *
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	9 2%	3 1%	2 1%	9 3%	2 1%	12 2%	-	2 1%	10 2%	4 1%	8 4% j	5 1%	7 2%	12 2%	-	-	-
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	3 1%	17 4% a	5 2%	9 3%	6 3%	19 3%	1 1%	2 1%	18 3%	15 2%	5 2%	3 1%	17 4% l	20 3% q	-	-	-
Recommendation by friend/relative/word of mouth	17 2%	5 1%	13 3%	4 1%	6 2%	8 3%	15 2%	2 2%	7 3%	11 2%	12 2%	5 2%	10 2%	7 2%	16 2%	-	1 1%	1 1%
Recommendation by local authority/council	26 3%	13 3%	11 3%	12 4%	7 2%	5 2%	20 3%	3 3%	4 2%	20 3%	23 4% k	2 1%	12 3%	14 3%	6 1%	5 8% n	14 13% n	20 11% n
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	5 1%	3 1%	4 1%	4 1%	-	7 1%	2 2%	4 2%	5 1%	6 1%	3 1%	6 1%	3 1%	8 1%	1 1%	-	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	847	429	413	297	325	222	729	107	221	623	616	231	437	410	669	66*	112	179
Effective base	776	402	370	286	291	198	653	115	204	569	583	195	474	322	600	75	104	177
Recommendation by energy company	15 2%	8 2%	7 2%	5 2%	7 2%	3 1%	14 2%	2 2%	2 1%	14 2%	7 1%	8 4% j	5 1%	11 3%	15 2% q	-	-	-
Saw demonstration somewhere e.g. show home, public building etc	1	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-	-	-
Saw advertising about the Green Deal	12 1%	3 1%	9 2%	1	7 2%	4 2%	10 1%	1 1%	5 2%	8 1%	9 1%	4 2%	6 1%	6 2%	12 2%	-	-	-
Other	25 3%	19 4% b	6 1%	6 2%	10 3%	9 4%	24 3%	2 2%	7 3%	18 3%	21 3%	4 2%	14 3%	12 3%	19 3%	1 1%	6 6%	7 4%
Don't know/can't remember	27 3%	9 2%	17 4%	12 4%	7 2%	8 4%	22 3%	4 4%	9 4%	17 3%	22 4%	5 2%	15 3%	12 3%	20 3%	3 5%	5 4%	8 4%
NET: Reasons related to property	505 60%	266 62%	237 57%	185 62%	186 57%	134 60%	429 59%	70 66%	136 62%	369 59%	372 60%	133 58%	271 62%	234 57%	387 58%	50 75% nq	68 61%	118 66%
NET: Reasons related to finance	209 25%	100 23%	109 26%	69 23%	89 27%	51 23%	188 26%	20 19%	47 21%	161 26%	143 23%	67 29%	99 23%	111 27%	184 28% opq	7 11%	18 16%	25 14%
NET: Recommendation/arranged by others	85 10%	37 9%	47 11%	29 10%	35 11%	20 9%	71 10%	10 10%	23 11%	60 10%	63 10%	22 10%	41 9%	44 11%	62 9%	7 11%	16 14%	23 13%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	841	747	94	297	364	118	151	224	205	257	549	292
Weighted Base	847	731	117*	289	386	122	145	229	207	263	549	299
Effective base	776	693	88	273	339	109	136	206	190	241	506	271
To find out how to make property more energy efficient	42 5%	36 5%	6 5%	10 3%	25 6%	6 5%	6 4%	9 4%	9 4%	18 7%	29 5%	13 4%
To save money on energy bills	181 21%	149 20%	32 27%	60 21%	82 21%	29 23%	40 28% N	53 23%	34 17%	53 20%	128 23%	53 18%
To reduce energy use for environmental reasons	12 1%	10 1%	2 2%	3 1%	9 2%	-	2 1%	3 1%	6 3% O	1	9 2%	3 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 6%	45 6%	4 3%	17 6%	20 5%	8 6%	9 6% M	2 1%	15 7% M	22 8% M	32 6%	16 5%
Because I was told we could have improvements made for free/at a greatly reduced price	65 8%	58 8%	7 6%	24 8%	30 8%	9 7%	6 4%	19 8%	11 5%	28 11% K	38 7%	28 9%
To make home warmer/more comfortable/home felt cold	97 11%	84 12%	12 11%	36 13%	34 9%	13 11%	28 19% MNO	23 10%	22 11%	23 9%	57 10%	40 13%
Concern about rising energy bills	53 6%	45 6%	8 7%	11 4%	34 9% t	5 4%	3 2%	18 8% K	16 8% K	15 6%	38 7%	15 5%
Doing other work to property/having other building work done	6 1%	5 1%	2 1%	4 1%	2 1%	-	2 2% O	1 1%	3 1%	-	3 1%	3 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	847	731	117*	289	386	122	145	229	207	263	549	299
Effective base	776	693	88	273	339	109	136	206	190	241	506	271
Change in household (e.g. new baby / someone ill in household)	1	1	-	-	1	-	-	1	-	-	1	-
The assessment was free	152 18%	136 19%	15 13%	45 16%	75 20%	25 21%	18 13%	45 20%	42 20%	46 17%	96 18%	56 19%
Availability of cashback schemes/discounts to make improvements	25 3%	24 3%	2 1%	5 2%	13 3%	7 6% †	4 3%	7 3%	6 3%	8 3%	20 4%	6 2%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	12 2%	-	3 1%	8 2%	1 1%	-	3 1%	4 2%	6 2%	9 2%	3 1%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	20 3%	-	12 4% u	1 *	7 5% u	5 3%	7 3%	6 3%	2 1%	12 2%	8 3%
Recommendation by friend/relative/word of mouth	17 2%	15 2%	3 2%	5 2%	10 3%	2 2%	1 1%	5 2%	3 1%	9 3%	10 2%	7 2%
Recommendation by local authority/council	26 3%	19 3%	6 5%	10 3%	12 3%	1 1%	4 3%	11 5%	6 3%	4 2%	21 4%	4 1%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	6 1%	2 2%	4 1%	2 1%	1 1%	1 *	3 1%	3 1%	2 1%	3 *	6 2% w

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	847	731	117*	289	386	122	145	229	207	263	549	299
Effective base	776	693	88	273	339	109	136	206	190	241	506	271
Recommendation by energy company	15 2%	12 2%	3 3%	6 2%	8 2%	-	3 2%	4 2%	6 3%	2 1%	9 2%	6 2%
Saw demonstration somewhere e.g. show home, public building etc	1	1	-	1	-	-	-	-	1	-	-	1
Saw advertising about the Green Deal	12 1%	12 2%	-	8 3%	4 1%	-	1 1%	2 1%	2 1%	7 3%	5 1%	8 3%
Other	25 3%	18 2%	8 7% r	10 4%	10 3%	3 3%	3 2%	5 2%	9 4%	8 3%	15 3%	10 3%
Don't know/can't remember	27 3%	22 3%	5 4%	14 5% u	5 1%	4 3%	8 5% N	8 4%	3 1%	9 3%	15 3%	13 4%
NET: Reasons related to property	505 60%	432 59%	73 63%	166 57%	238 62%	70 57%	97 67%	129 57%	117 57%	160 61%	334 61%	171 57%
NET: Reasons related to finance	209 25%	192 26% s	17 15%	65 22%	98 25%	41 33% t	27 19%	61 27%	58 28%	62 24%	136 25%	73 25%
NET: Recommendation/arranged by others	85 10%	71 10%	14 12%	35 12% v	38 10%	6 5%	10 7%	28 12%	21 10%	25 10%	52 9%	34 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	841	488	138	179	59	706	79	507	50	94	111	557	284
Weighted Base	847	502	133	171	65*	697	88*	513	46*	98*	111	559	288
Effective base	776	453	130	162	54	652	73	469	46	87	103	515	261
To find out how to make property more energy efficient	42 5%	28 6%	3 2%	9 6%	2 3%	37 5%	2 3%	25 5%	1 2%	7 7%	9 8%	26 5%	16 6%
To save money on energy bills	181 21%	105 21%	40 30% yA	32 19%	12 18%	158 23%	12 13%	110 21%	10 21%	13 14%	25 22%	119 21%	61 21% G
To reduce energy use for environmental reasons	12 1%	4 1%	3 2%	5 3%	-	10 1%	3 3%	8 1%	-	-	1 1%	8 1%	4 2%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 6%	34 7%	6 5%	6 4%	2 3%	42 6%	5 6%	36 7% HJ	4 9% HJ	3 3%	2 2%	41 7% HJ	8 3%
Because I was told we could have improvements made for free/at a greatly reduced price	65 8%	48 9% A	9 7%	7 4%	4 6%	53 8%	8 9%	32 6%	5 11%	13 13% EI	10 9%	37 7%	29 10%
To make home warmer/more comfortable/home felt cold	97 11%	44 9%	12 9%	35 21% yZ	9 14%	82 12%	9 10%	70 14% J	6 14%	8 8%	8 8%	76 14% J	20 7%
Concern about rising energy bills	53 6%	32 6%	5 4%	10 6%	4 7%	40 6%	8 9%	36 7%	2 5%	7 7%	8 7%	38 7%	15 5%
Doing other work to property/having other building work done	6 1%	5 1%	-	-	1 2%	2	2 2%	2	1 3%	2 2%	2 1%	3 1%	3 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	847	502	133	171	65*	697	88*	513	46*	98*	111	559	288
Effective base	776	453	130	162	54	652	73	469	46	87	103	515	261
Change in household (e.g. new baby / someone ill in household)	1	1	-	-	-	-	1 C	-	-	-	1 1%	-	1
The assessment was free	152 18%	95 19%	24 18%	30 17%	6 10%	132 19%	18 20%	104 20% GJ	7 15%	10 10%	21 19%	111 20% G	41 14%
Availability of cashback schemes/discounts to make improvements	25 3%	20 4% A	2 2%	-	3 4% A	18 3%	5 6%	11 2%	2 5%	5 5%	5 5%	14 2%	12 4%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	9 2%	-	1	3 4% Z	10 1%	-	3 1%	1 2%	6 6% EI	3 3% EI	3 1%	9 3% EI
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	6 1%	3 2%	2 1%	14 22% yzA	2	2 2%	5 1%	-	8 8% EI	7 6% EI	5 1%	15 5% EI
Recommendation by friend/relative/word of mouth	17 2%	11 2%	6 5% A	1 1%	-	14 2%	2 2%	12 2%	1 2%	3 3%	1 1%	13 2%	5 2%
Recommendation by local authority/council	26 3%	6 1%	3 2%	15 9% yzB	-	20 3%	4 4%	11 2%	3 6%	5 5%	4 4%	13 2%	12 4%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	4 1%	2 2%	2 1%	1 1%	7 1%	-	4 1%	1 2%	-	1 1%	5 7%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 50

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	847	502	133	171	65*	697	88*	513	46*	98*	111	559	288
Effective base	776	453	130	162	54	652	73	469	46	87	103	515	261
Recommendation by energy company	15 2%	11 2%	4 3%	1 *	-	14 2%	-	11 2%	1 3%	1 1%	1 1%	12 2%	3 1%
Saw demonstration somewhere e.g. show home, public building etc	1 *	-	1 1%	-	-	1 *	-	-	-	1 1% EJ	-	-	1 *
Saw advertising about the Green Deal	12 1%	11 2%	1 1%	2 1%	1 2%	11 2%	-	9 2%	-	3 3% J	-	9 2%	3 1%
Other	25 3%	15 3%	3 3%	7 4%	-	20 3%	5 6%	14 3%	-	2 2%	2 1%	14 3%	11 4%
Don't know/can't remember	27 3%	13 3%	4 3%	6 4%	2 4%	22 3%	4 4%	11 2%	1 2%	2 2%	2 2%	12 2%	16 5% EHI
NET: Reasons related to property	505 60%	301 60%	79 59%	105 61%	34 53%	424 61%	49 55%	319 62% J	30 64%	53 54%	65 59%	348 62% J	157 55%
NET: Reasons related to finance	209 25%	129 26%	29 22%	32 19%	26 40% yzA	161 23%	25 28%	123 24%	10 22%	28 29%	36 33%	133 24%	76 26%
NET: Recommendation/arranged by others	85 10%	45 9%	18 13% B	24 14% B	2 3%	73 10%	6 7%	49 10%	5 12%	14 14%	7 6%	55 10%	31 11% H



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	841	83	219	44	220	123	507	494	334	72	391	378	160	681	508	333
Weighted Base	847	86*	232	40*	208	127	513	499	334	75*	393	379	165	682	508	340
Effective base	776	77	203	41	203	115	469	457	307	66	362	348	147	629	472	305
To find out how to make property more energy efficient	42 5%	7 9%	10 4%	3 7%	10 5%	6 4%	25 5%	25 5%	17 5%	7 9%	18 5%	17 4%	16 10% m	26 4%	27 5%	15 5%
To save money on energy bills	181 21%	12 14%	53 23%	9 23%	44 21%	22 17%	110 21%	108 22%	71 21%	11 14%	89 23%	81 21%	29 18%	152 22%	109 21%	72 21%
To reduce energy use for environmental reasons	12 7%	2 2%	5 2%	-	4 2%	1 1%	8 1%	8 2%	4 1%	1 1%	7 2%	4 1%	1 1%	11 2%	7 1%	5 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 6%	29 33% bcdef gh	1 *	-	6 3% b	23 18% bcdg h	36 7% bdgh	33 7% bd	12 4% b	18 24% jk	13 3%	18 5%	18 11% m	30 4%	30 6%	19 5%
Because I was told we could have improvements made for free/at a greatly reduced price	65 8%	1 1%	17 7%	1 2%	15 7%	6 5%	32 6% a	30 6%	33 10% ag	3 4%	22 6%	41 11% j	12 7%	54 8%	49 10% o	17 5%
To make home warmer/more comfortable/home felt cold	97 11%	6 7%	34 15% h	10 25% aefgh	31 15% h	14 11%	70 14% h	70 14% h	27 8%	6 9%	56 14% k	34 9%	14 8%	83 12%	59 12%	38 11%
Concern about rising energy bills	53 6%	2 3%	20 9%	2 5%	20 10% eh	5 4%	36 7%	34 7%	17 5%	3 4%	31 8%	18 5%	11 6%	42 6%	39 8% o	14 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	847	86*	232	40*	208	127	513	499	334	75*	393	379	165	682	508	340
Effective base	776	77	203	41	203	115	469	457	307	66	362	348	147	629	472	305
Doing other work to property/having other building work done	6 1%	-	1 1%	-	-	2 2%	2 *	2 *	4 1%	-	2 1%	4 1%	4 2% m	2 *	4 1%	3 1%
Change in household (e.g. new baby / someone ill in household)	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	-	1 *	-	1 *
The assessment was free	152 18%	7 8%	61 26% aefgh	5 12%	51 24% ah	21 16% a	104 20% ah	103 21% ah	48 14%	5 7%	93 24% lk	54 14%	13 8%	139 20% l	99 20%	53 16%
Availability of cashback schemes/discounts to make improvements	25 3%	6 7% bdfg	4 2%	-	1 *	5 4% d	11 2% d	11 2% d	14 4% d	7 9% j	4 1%	15 4% j	14 8% m	12 2%	11 2%	15 4%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	3 3% bfg	-	-	2 1%	-	3 1%	3 1%	10 3% bfg	1 2%	2 *	10 3% j	7 4% m	6 1%	6 1%	7 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	-	1 *	-	1 1%	3 2%	5 1%	5 1%	15 4% bdfg	1 2%	4 1%	15 4% j	9 5% m	11 2%	7 1%	13 4% n
Recommendation by friend/ relative/word of mouth	17 2%	1 1%	5 2%	2 5% d	2 1%	4 3%	12 2% dg	9 2%	5 2%	1 2%	8 2%	8 2%	2 1%	15 2%	13 2%	5 1%
Recommendation by local authority/council	26 3%	-	6 2%	3 6% ade	2 1%	1 1%	11 2%	11 2%	15 4% d	-	11 3%	15 4%	3 2%	23 3%	11 2%	15 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	847	86*	232	40*	208	127	513	499	334	75*	393	379	165	682	508	340
Effective base	776	77	203	41	203	115	469	457	307	66	362	348	147	629	472	305
Recommendation by landlord/ housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	-	2 1%	-	1 1%	1 1%	4 1%	4 1%	4 1%	-	4 1%	4 1%	1 1%	7 1%	5 1%	4 1%
Recommendation by energy company	15 2%	7 8% bdfgh	1 *	-	2 1%	8 6% bdfgh	11 2% bd	11 2% bd	4 1%	7 10% jk	4 1%	4 1%	6 3%	10 1%	6 1%	9 3%
Saw demonstration somewhere e.g. show home, public building etc	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 1%	-	1 *	-
Saw advertising about the Green Deal	12 1%	1 1%	-	1 3% b	5 3% b	3 3% b	9 2% g	8 2%	3 1%	-	8 2%	5 1%	1 1%	11 2%	6 1%	7 2%
Other	25 3%	1 1%	8 3%	2 5%	6 3%	2 1%	14 3%	13 3%	11 3%	4 5%	8 2%	13 4%	2 1%	24 3%	13 3%	13 4%
Don't know/can't remember	27 3%	1 1%	4 2%	3 6%	5 2%	1 1%	11 2%	11 2%	17 5% fg	-	11 3%	17 4%	2 1%	25 4%	9 2%	18 5% n
NET: Reasons related to property	505 60%	60 69% h	142 61%	25 62%	130 63%	78 62%	319 62%	310 62%	187 56%	49 65%	238 61%	218 58%	105 64%	400 59%	322 63% o	183 54%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	847	86*	232	40*	208	127	513	499	334	75*	393	379	165	682	508	340
Effective base	776	77	203	41	203	115	469	457	307	66	362	348	147	629	472	305
NET: Reasons related to finance	209 25%	16 19%	66 28% c	5 12%	54 26% c	28 22%	123 24%	122 24% c	86 26%	14 19%	101 26%	94 25%	43 26%	166 24%	122 24%	87 26%
NET: Recommendation/arranged by others	85 10%	9 10%	14 6%	6 15%	15 7%	18 14% bd	49 10% bg	45 9% b	36 11%	9 12%	37 9%	40 11%	14 8%	71 10%	44 9%	41 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	841	83	302	232	187	374	235	272	175	106	149	-	-	841	115	640	86	554
Weighted Base	847	82*	300	238	191	381	238	276	181	97*	152	**	**	847	125	632	83*	549
Effective base	776	76	279	215	172	347	216	249	163	97	138	-	-	776	107	590	79	511
To find out how to make property more energy efficient	42 5%	2 2%	21 7%	11 5%	9 5%	21 5%	17 7%	8 3%	-	-	-	-	-	42 5%	10 8%	26 4%	1 1%	25 5%
To save money on energy bills	181 21%	22 27%	64 21%	50 21%	37 19%	83 22%	56 24%	53 19%	181 100% QR	-	-	-	-	181 21%	19 15%	145 23%	16 19%	129 23%
To reduce energy use for environmental reasons	12 1%	2 3%	6 2%	1 0%	4 2%	10 3%	2 1%	-	-	-	-	-	-	12 1%	1 7%	9 1%	2 2%	7 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 6%	5 6%	18 6%	7 3%	18 9%	18 5%	16 7%	22 8%	-	-	-	-	-	48 6%	14 11% UW	29 5%	4 5%	26 5%
Because I was told we could have improvements made for free/at a greatly reduced price	65 8%	3 4%	20 7%	28 12%	14 7%	34 9%	16 7%	23 8%	-	-	-	-	-	65 8%	12 10% V	48 8% V	1 2%	47 9% UV
To make home warmer/more comfortable/home felt cold	97 11%	12 15%	37 12%	25 10%	18 10%	41 11%	26 11%	27 10%	-	97 100% PR	-	-	-	97 11%	5 4%	82 13% TW	16 20% TW	65 12% T
Concern about rising energy bills	53 6%	6 8%	15 5%	21 9%	11 5%	23 6%	16 7%	17 6%	-	-	-	-	-	53 6%	7 6%	44 7%	6 7%	38 7%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	847	82*	300	238	191	381	238	276	181	97*	152	-**	-**	847	125	632	83*	549
Effective base	776	76	279	215	172	347	216	249	163	97	138	-	-	776	107	590	79	511
Doing other work to property/having other building work done	6 1%	-	-	4 2%	3 1%	1 *	4 2%	3 1%	-	-	-	-	-	6 1%	4 3%	2 *	-	2 *
Change in household (e.g. new baby / someone ill in household)	1 *	-	-	-	-	-	1 *	-	-	-	-	-	-	1 *	1 1%	-	-	-
The assessment was free	152 18%	17 21%	56 19%	40 17%	31 16%	88 23% O	42 18%	34 12%	-	-	152 100% PQ	-	-	152 18%	-	141 22% TV	12 14% T	130 24% T
Availability of cashback schemes/discounts to make improvements	25 3%	2 2%	10 3%	7 3%	6 3%	10 3%	5 2%	10 4%	-	-	-	-	-	25 3%	11 9% UVW	9 1%	-	9 2%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	-	1 *	5 2%	6 3% q	4 1%	2 1%	8 3%	-	-	-	-	-	12 1%	5 4% UW	6 1%	2 3%	4 1%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	1 1%	4 1%	3 1%	10 5% qr	3 1%	5 2%	12 4% M	-	-	-	-	-	20 2%	16 13% UVW	3 *	-	3 1%
Recommendation by friend/relative/word of mouth	17 2%	-	8 3%	4 2%	5 2%	3 1%	1 *	14 5% MN	-	-	-	-	-	17 2%	1 1%	15 2%	4 5%	11 2%
Recommendation by local authority/council	26 3%	4 5% L	10 3% L	10 4% L	1 *	6 2%	7 3%	15 5% M	-	-	-	-	-	26 3%	1 1%	21 3% W	13 16% TUW	7 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	847	82*	300	238	191	381	238	276	181	97*	152	-**	-**	847	125	632	83*	549
Effective base	776	76	279	215	172	347	216	249	163	97	138	-	-	776	107	590	79	511
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	-	5 2%	1 *	2 1%	4 1%	2 1%	4 2%	-	-	-	-	-	9 1%	2 2%	7 1%	1 2%	5 1%
Recommendation by energy company	15 2%	1 1%	2 1%	6 3%	5 3%	6 2%	3 1%	10 4%	-	-	-	-	-	15 2%	6 5% UW	7 1%	-	7 1%
Saw demonstration somewhere e.g. show home, public building etc	1 *	-	-	1 *	-	-	1 *	1 *	-	-	-	-	-	1 *	-	1 *	-	1 *
Saw advertising about the Green Deal	12 1%	-	5 2%	6 2%	2 1%	2 *	7 3% M	2 1%	-	-	-	-	-	12 1%	5 4% UW	6 1%	-	6 1%
Other	25 3%	3 4%	10 3%	7 3%	5 3%	16 4%	4 2%	6 2%	-	-	-	-	-	25 3%	2 2%	18 3%	1 1%	17 3%
Don't know/can't remember	27 3%	1 2%	10 3%	3 1%	6 3%	8 2%	6 3%	7 2%	-	-	-	-	-	27 3%	2 2%	14 2%	4 4%	10 2%
NET: Reasons related to property	505 60%	53 64%	180 60%	145 61%	113 59%	230 61%	153 64% O	153 55%	181 100% R	97 100% R	-	-	-	505 60%	74 59%	385 61%	46 55%	339 62%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	847	82*	300	238	191	381	238	276	181	97*	152	-**	-**	847	125	632	83*	549
Effective base	776	76	279	215	172	347	216	249	163	97	138	-	-	776	107	590	79	511
NET: Reasons related to finance	209 25%	19 24%	71 24%	55 23%	52 27%	105 28%	54 23%	65 23%	-	-	152 100% PQ	-	-	209 25%	32 26%	159 25%	14 17%	146 27%
NET: Recommendation/arranged by others	85 10%	6 7%	34 11%	28 12%	14 8%	22 6%	22 9%	50 18% MN	-	-	-	-	-	85 10%	15 12%	60 9% W	19 23% TUW	40 7%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	841	337	342	386	293	35	251	80	304	214	122	386	407	303	346	230
Weighted Base	847	341	342	392	291	38*	254	81*	293	225	134	374	424	288	359	238
Effective base	776	311	315	357	269	31	232	73	279	198	113	353	379	280	322	212
To find out how to make property more energy efficient	42 5%	24 7% z	15 4% z	30 8% z	9 3%	1 3%	18 7%	4 5%	12 4%	15 7%	7 5%	15 4%	25 6%	11 4%	27 7% K	6 3%
To save money on energy bills	181 21%	53 16%	87 26% wy	67 17% w	73 25% wy	10 25%	40 16%	13 16%	61 21%	47 21%	26 19%	79 21%	89 21%	67 23%	77 21%	46 19%
To reduce energy use for environmental reasons	12 1%	5 1%	4 1%	6 1%	3 1%	-	4 2%	1 1%	5 2%	3 1%	1 1%	8 2%	4 1%	4 2%	2 1%	6 3%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 6%	26 8% x	13 4%	28 7% x	11 4%	1 3%	17 7%	9 11%	17 6%	7 3%	10 8%	24 6%	22 5%	15 5%	24 7%	11 4%
Because I was told we could have improvements made for free/at a greatly reduced price	65 8%	34 10%	23 7% z	41 10% z	16 6%	2 6%	27 11%	7 8%	20 7%	20 9%	13 10%	20 5%	44 10% G	16 6%	32 9%	21 9%
To make home warmer/more comfortable/home felt cold	97 11%	40 12%	39 11%	44 11%	35 12%	5 13%	30 12%	9 12%	50 17% EF	21 9%	12 9%	58 16% H	37 9%	37 13%	34 9%	29 12%
Concern about rising energy bills	53 6%	26 8%	19 6%	29 7%	17 6%	1 3%	22 9%	5 6%	17 6%	18 8%	3 3%	20 5%	30 7%	13 4%	22 6%	21 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	847	341	342	392	291	38*	254	81*	293	225	134	374	424	288	359	238
Effective base	776	311	315	357	269	31	232	73	279	198	113	353	379	280	322	212
Doing other work to property/having other building work done	6 1%	4 1%	2 1%	6 1%	1 *	1 2%	4 2%	-	2 1%	2 1%	3 2%	3 1%	3 1%	4 1%	-	3 1%
Change in household (e.g. new baby / someone ill in household)	1 *	-	1 *	1 *	-	-	-	-	-	1 *	-	-	1 *	1 *	-	-
The assessment was free	152 18%	51 15%	64 19%	57 15%	58 20%	3 8%	30 12%	19 23% B	53 18%	33 15%	21 16%	68 18%	76 18%	57 20%	62 17%	38 16%
Availability of cashback schemes/discounts to make improvements	25 3%	14 4%	6 2%	14 4%	6 2%	-	12 5%	2 2%	7 2%	7 3%	9 6%	10 3%	13 3%	10 3%	11 3%	5 2%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	7 2%	4 1%	7 2%	4 1%	-	6 2%	1 1%	2 1%	4 2%	5 4% D	4 1%	9 2%	2 1%	5 1%	6 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	18 5% xz	2 *	18 5% xz	2 1%	-	18 7% C	-	1 *	8 4% D	7 5% D	6 2%	13 3%	6 2%	6 2%	8 3%
Recommendation by friend/relative/word of mouth	17 2%	4 1%	8 2%	6 1%	6 2%	1 3%	1 1%	2 3%	2 1%	6 3%	2 2%	4 1%	10 2%	5 2%	11 3%	4 1%
Recommendation by local authority/council	26 3%	6 2%	14 4%	9 2%	11 4%	5 12% wxyz	6 2%	1 1%	14 5% F	8 4% F	-	17 4% H	7 2%	11 4%	6 2%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	847	341	342	392	291	38*	254	81*	293	225	134	374	424	288	359	238
Effective base	776	311	315	357	269	31	232	73	279	198	113	353	379	280	322	212
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	3 1%	5 1%	3 1%	5 2%	-	1 2%	2 2%	4 1%	2 1%	1 1%	5 1%	3 1%	3 1%	2 1%	4 2%
Recommendation by energy company	15 2%	7 2%	5 1%	8 2%	3 1%	-	5 2%	1 2%	4 1%	4 2%	5 4%	4 1%	12 3%	5 2%	6 2%	5 2%
Saw demonstration somewhere e.g. show home, public building etc	1	-	1	-	1	-	-	-	1	-	-	1	-	1	-	-
Saw advertising about the Green Deal	12 1%	6 2%	4 1%	7 2%	3 1%	-	5 2%	1 1%	3 1%	5 2%	1 1%	4 1%	7 2%	5 2%	8 2%	2 1%
Other	25 3%	8 2%	17 5% y	9 2%	16 5% wy	3 9% wy	4 1%	3 3%	10 4%	7 3%	3 2%	13 4%	10 2%	7 2%	15 4%	6 3%
Don't know/can't remember	27 3%	4 1%	10 3%	4 1%	10 3% y	4 12% wxyz	2 1%	2 2%	8 3%	7 3%	4 3%	11 3%	10 2%	10 3%	10 3%	11 5%
NET: Reasons related to property	505 60%	213 62%	203 59% z	250 64%	165 57%	21 56%	163 64%	48 58%	185 63%	133 59%	76 57%	226 60%	255 60%	167 58%	217 61%	142 60%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 51

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	847	341	342	392	291	38*	254	81*	293	225	134	374	424	288	359	238
Effective base	776	311	315	357	269	31	232	73	279	198	113	353	379	280	322	212
NET: Reasons related to finance	209 25%	91 27% yA	76 22% A	97 25% A	71 24% xA	3 8%	67 26%	22 27%	62 21%	52 23%	42 31% D	88 23%	111 26%	75 26%	84 23%	56 23%
NET: Recommendation/arranged by others	85 10%	27 8%	39 11%	33 9%	32 11%	7 19% w	20 8%	7 8%	29 10%	27 12%	11 8%	39 10%	40 9%	32 11%	33 9%	25 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 52

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	841	350	508	635	206	372	311	138	597	160	663	101
Weighted Base	847	338	508	636	212	389	311	129	601	158	670	98*
Effective base	776	324	472	589	187	345	289	125	551	148	613	94
To find out how to make property more energy efficient	42 5%	19 6%	27 5%	34 5%	8 4%	29 7%	9 3%	4 3%	33 6%	7 5%	37 6%	3 4%
To save money on energy bills	181 21%	65 19%	109 21%	133 21%	47 22%	78 20%	65 21%	35 28%	131 22%	28 18%	149 22%	16 16%
To reduce energy use for environmental reasons	12 1%	3 1%	7 1%	9 1%	3 2%	5 1%	7 2%	-	7 1%	4 3%	8 1%	3 3%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 6%	20 6%	30 6%	35 6%	13 6%	19 5%	20 6%	9 7%	35 6%	6 4%	38 6%	5 5%
Because I was told we could have improvements made for free/at a greatly reduced price	65 8%	34 10% K	49 10% K	59 9% K	6 3%	33 8%	28 9% m	4 3%	37 6%	24 16% L	45 7%	15 15% N
To make home warmer/more comfortable/home felt cold	97 11%	37 11%	59 12%	72 11%	25 12%	43 11%	27 9%	24 19% kl	74 12%	13 8%	81 12%	9 9%
Concern about rising energy bills	53 6%	19 6%	39 8%	43 7%	10 5%	19 5%	24 8%	8 6%	42 7%	7 4%	45 7%	4 4%
Doing other work to property/having other building work done	6 1%	5 1%	4 1%	6 1%	1 *	3 1%	2 1%	-	6 1%	1 *	6 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 52

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	847	338	508	636	212	389	311	129	601	158	670	98*
Effective base	776	324	472	589	187	345	289	125	551	148	613	94
Change in household (e.g. new baby / someone ill in household)	1	-	-	-	1	-	1	-	-	1	1	-
The assessment was free	152 18%	48 14%	99 20% H	115 18% H	37 17%	76 20%	51 16%	23 18%	102 17%	33 21%	123 18%	17 17%
Availability of cashback schemes/discounts to make improvements	25 3%	14 4% J	11 2%	18 3% I	7 3%	9 2%	13 4%	1 1%	19 3%	6 4%	19 3%	4 4%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	9 3% J	6 1%	10 2% I	2 1%	7 2%	5 1%	1 1%	9 2%	2 1%	9 1%	2 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	12 4% J	7 1%	14 2% I	6 3%	13 3%	5 2%	2 2%	17 3%	3 2%	16 2%	4 4%
Recommendation by friend/relative/word of mouth	17 2%	8 2%	13 2%	13 2%	4 2%	10 3%	6 2%	1 1%	14 2%	1 1%	15 2%	1 1%
Recommendation by local authority/council	26 3%	7 2%	11 2%	16 3%	9 4%	10 3%	9 3%	6 5%	20 3%	3 2%	21 3%	2 2%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	4 1%	5 1%	6 1%	2 1%	1	6 2% k	1	6 1%	1	8 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 52

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	847	338	508	636	212	389	311	129	601	158	670	98*
Effective base	776	324	472	589	187	345	289	125	551	148	613	94
Recommendation by energy company	15 2%	7 2%	6 1%	10 2%	5 3%	8 2%	6 2%	1 1%	13 2%	1 1%	14 2%	1 1%
Saw demonstration somewhere e.g. show home, public building etc	1	1	1	1	-	-	-	1 1%	1	-	1	-
Saw advertising about the Green Deal	12 1%	7 2%	6 1%	10 2%	3 1%	5 1%	6 2%	-	9 2%	3 2%	8 1%	3 3%
Other	25 3%	10 3%	13 3%	16 2%	10 5%	11 3%	10 3%	3 2%	13 2%	9 6% L	12 2%	7 7% N
Don't know/can't remember	27 3%	8 2%	9 2%	15 2%	12 6% HIJ	10 3%	11 4%	4 3%	12 2%	6 4%	13 2%	2 2%
NET: Reasons related to property	505 60%	202 60%	322 63% K	391 62%	114 54%	228 59%	183 59%	86 66%	366 61%	91 57%	410 61%	56 57%
NET: Reasons related to finance	209 25%	84 25%	122 24%	157 25%	52 25%	104 27%	74 24%	27 21%	146 24%	43 28%	167 25%	27 28%
NET: Recommendation/arranged by others	85 10%	35 10%	44 9%	60 9%	25 12%	37 10%	35 11%	10 7%	66 11%	11 7%	71 11%	7 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 52

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	841	625	79	92	222	619	545	261	267	173	63	158	92	144	211
Weighted Base	847	629	79*	93*	222	626	544	264	275	177	63*	149	94*	153	212
Effective base	776	578	73	85	205	572	504	242	247	160	59	145	85	133	195
To find out how to make property more energy efficient	42 5%	33 5%	4 5%	4 4%	9 4%	34 5%	32 6%	17 6%	9 3%	13 8% yz	5 8%	4 3%	9 10% wyz	4 2%	6 3%
To save money on energy bills	181 21%	142 23%	11 14%	16 18%	42 19%	139 22%	105 19%	53 20%	70 25%	38 21%	12 19%	22 15%	18 19%	32 21%	59 28% w
To reduce energy use for environmental reasons	12 1%	7 1%	1 1%	2 3%	4 2%	8 1%	8 1%	4 1%	3 1%	5 3%	1 1%	2 1%	1 1%	1 1%	2 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 6%	39 6%	3 4%	5 5%	10 4%	39 6%	41 8% r	27 10% pr	7 2%	9 5%	5 7%	9 6%	4 4%	6 4%	15 7%
Because I was told we could have improvements made for free/at a greatly reduced price	65 8%	46 7%	4 4%	14 15% PQ	29 13% o	37 6%	48 9%	17 6%	16 6%	5 3%	7 11% u	7 5%	9 10% u	21 14% uw	16 8%
To make home warmer/more comfortable/home felt cold	97 11%	78 12%	7 8%	10 10%	25 11%	72 12%	69 13%	40 15%	27 10%	19 11%	7 11%	18 12%	6 7%	17 11%	30 14%
Concern about rising energy bills	53 6%	45 7% R	5 7%	1 1%	10 4%	43 7%	35 6%	22 8%	17 6%	10 6%	2 3%	10 7%	7 7%	8 5%	15 7%
Doing other work to property/having other building work done	6 1%	6 1%	-	1 1%	2 1%	4 1%	6 1%	1 *	-	2 1%	-	-	1 1%	2 2%	2 1%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 52

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	847	629	79*	93*	222	626	544	264	275	177	63*	149	94*	153	212
Effective base	776	578	73	85	205	572	504	242	247	160	59	145	85	133	195
Change in household (e.g. new baby / someone ill in household)	1	-	1 1% P	-	1	-	1	-	-	-	-	1	-	-	-
The assessment was free	152 18%	114 18%	15 19%	17 18%	47 21%	105 17%	84 15%	44 17%	66 24% pq	29 17%	13 20%	38 25% xz	13 13%	32 21%	28 13%
Availability of cashback schemes/discounts to make improvements	25 3%	15 2%	4 5%	5 5%	7 3%	19 3%	20 4%	8 3%	5 2%	7 4% w	2 4% w	-	5 5% w	3 2%	8 4% w
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	8 1%	1 1%	3 3%	5 2%	7 1%	11 2%	3 1%	1 *	2 1%	2 3% w	-	2 3%	3 2%	3 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	15 2%	2 2%	4 4%	5 2%	15 2%	16 3% q	2 1%	3 1%	8 5% w	1 1%	-	4 4% w	4 2%	3 2%
Recommendation by friend/relative/word of mouth	17 2%	15 2%	2 3%	-	2 1%	16 3%	11 2%	2 1%	7 2%	3 2%	1 2%	1 1%	4 4%	6 4%	2 1%
Recommendation by local authority/council	26 3%	18 3%	5 7%	1 1%	3 2%	22 4%	9 2% q	1 *	14 5% pq	3 2%	-	7 5%	3 3%	5 4%	7 3%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	6 1%	2 3%	-	1 *	8 1%	5 1%	3 1%	3 1%	2 1%	2 3% z	3 2% z	1 1%	1 *	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 52

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All who had a say in whether or not the assessment took place

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	847	629	79*	93*	222	626	544	264	275	177	63*	149	94*	153	212
Effective base	776	578	73	85	205	572	504	242	247	160	59	145	85	133	195
Recommendation by energy company	15 2%	10 2%	3 4%	2 2%	3 1%	13 2%	12 2%	8 3%	3 1%	-	-	4 3% u	2 2%	6 4% u	4 2%
Saw demonstration somewhere e.g. show home, public building etc	1	1	-	-	-	1	1	-	-	-	-	-	-	-	1
Saw advertising about the Green Deal	12 1%	11 2%	-	1 1%	3 1%	9 1%	10 2%	5 2%	2 1%	2 1%	-	4 2%	3 3% z	3 2%	1
Other	25 3%	11 2%	3 4%	7 7% p	11 5%	15 2%	12 2%	5 2%	14 5% p	9 5% y	1 1%	5 3% y	2 2%	-	9 4% y
Don't know/can't remember	27 3%	11 2%	6 8% p	1 2%	6 3%	21 3%	9 2%	3 1%	9 3%	8 5% yz	2 4% y	14 10% xyz	1 1%	-	1 1%
NET: Reasons related to property	505 60%	394 63% q	35 44%	53 57%	130 59%	375 60%	344 63% r	180 68% pr	149 54%	102 58%	39 62%	73 49%	55 58%	91 60%	146 69% uw
NET: Reasons related to finance	209 25%	152 24%	21 27%	28 30%	63 29%	146 23%	132 24%	57 22%	75 27%	47 26%	18 29%	38 25%	24 25%	41 27%	42 20%
NET: Recommendation/arranged by others	85 10%	64 10%	13 17% r	4 4%	14 6%	71 11% n	49 9%	19 7%	33 12%	14 8%	3 5%	20 13% z	14 14% z	20 13%	14 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
To find out how to make property more energy efficient	42 4%	19 4%	23 5%	11 3%	14 4%	16 7%	36 4%	5 4%	6 2%	36 5%	28 4%	14 6%	21 4%	21 5%	39 6% pq	2 3%	1 1%	3 1%
To save money on energy bills	181 19%	91 18%	89 20%	85 25% d	44 12%	51 21% d	147 18%	33 27% f	40 16%	141 20%	132 19%	48 20%	91 19%	90 20%	130 19%	20 23%	30 16%	50 18%
To reduce energy use for environmental reasons	12 1%	2 *	10 2% a	4 1%	9 2% e	-	10 1%	2 2%	5 2%	7 1%	10 1%	2 1%	9 2%	3 1%	8 1%	2 2%	2 1%	4 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 5%	29 6%	18 4%	12 4%	19 5%	17 7%	42 5%	6 5%	15 6%	33 5%	27 4%	21 9% j	25 5%	23 5%	41 6% q	2 3%	5 3%	7 3%
Because I was told we could have improvements made for free/at a greatly reduced price	65 7%	28 6%	37 8%	15 5%	32 9% c	18 7%	61 8%	4 4%	19 8%	46 7%	46 7%	19 8%	34 7%	32 7%	60 9% opq	2 2%	4 2%	6 2%
To make home warmer/more comfortable/home felt cold	97 10%	63 13% b	34 8%	42 12%	36 10%	19 8%	81 10%	15 13%	32 13%	64 9%	84 12% k	12 5%	61 13% m	36 8%	64 10%	18 21% npq	14 7%	32 12% p
Concern about rising energy bills	53 6%	28 6%	24 5%	13 4%	27 8% c	12 5%	44 5%	5 4%	17 7%	35 5%	37 5%	16 6%	26 5%	26 6%	38 6%	3 3%	12 6%	15 5%
Doing other work to property/having other building work done	6 1%	5 1%	2 *	2 1%	4 1%	-	6 1%	-	2 1%	5 1%	5 1%	1 *	4 1%	2 1%	6 1%	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Change in household (e.g. new baby / someone ill in household)	1	1	-	1	-	-	1	-	-	1	1	-	1	-	1	-	-	-
The assessment was free	152 16%	73 15%	79 18%	53 15%	62 17%	37 15%	133 16%	19 15%	37 15%	115 17%	116 17%	35 15%	78 16%	74 16%	128 19% opq	7 8%	17 9%	24 9%
Availability of cashback schemes/discounts to make improvements	25 3%	15 3%	10 2%	9 3%	10 3%	6 2%	24 3%	1 1%	6 2%	19 3%	7 1%	18 7% j	13 3%	13 3%	25 4% pq	-	1 *	1 *
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	9 2%	3 1%	2 1%	9 2% c	2 1%	12 2%	-	2 1%	10 1%	4 1%	8 3% j	5 1%	7 2%	12 2% q	-	-	-
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	3 1%	17 4% a	5 1%	9 2%	6 3%	19 2%	1 1%	2 1%	18 3%	15 2%	5 2%	3 1%	17 4% l	20 3% pq	-	-	-
Recommendation by friend/relative/word of mouth	17 2%	5 1%	13 3% a	4 1%	6 2%	8 3%	15 2%	2 2%	7 3%	11 2%	12 2%	5 2%	10 2%	7 2%	16 2% q	-	1 1%	1 *
Recommendation by local authority/council	26 3%	13 3%	11 2%	12 3%	7 2%	5 2%	20 3%	3 3%	4 2%	20 3%	23 3%	2 1%	12 2%	14 3%	6 1%	5 6% n	14 8% n	20 7% n
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	5 1%	3 1%	4 1%	4 1%	-	7 1%	2 2%	4 1%	5 1%	6 1%	3 1%	6 1%	3 1%	8 1%	1 1%	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Recommendation by energy company	15 2%	8 2%	7 2%	5 1%	7 2%	3 1%	14 2%	2 2%	2 1%	14 2%	7 1%	8 3% j	5 1%	11 2%	15 2% pq	-	-	-
Saw demonstration somewhere e.g. show home, public building etc	1	-	1	-	1	-	1	-	1	-	1	-	1	-	1	-	-	-
Saw advertising about the Green Deal	12 1%	3 1%	9 2% a	1	7 2%	4 2%	10 1%	1 1%	5 2%	8 1%	9 1%	4 2%	6 1%	6 1%	12 2% q	-	-	-
Other	25 3%	19 4% b	6 1%	6 2%	10 3%	9 4%	24 3%	2 1%	7 3%	18 3%	21 3%	4 2%	14 3%	12 3%	19 3%	1 1%	6 3%	7 2%
Had no say in arranging the assessment	99 10%	65 13% b	33 7%	42 12%	36 10%	21 9%	79 10%	16 13%	30 12%	68 10%	86 12% k	13 5%	49 10%	50 11%	-	21 24% n	78 41% noq	99 36% no
Don't know/can't remember	27 3%	9 2%	17 4%	12 3%	7 2%	8 3%	22 3%	4 3%	9 4%	17 2%	22 3%	5 2%	15 3%	12 3%	20 3%	3 4%	5 2%	8 3%
NET: Reasons related to property	505 53%	266 54%	237 53%	185 55%	186 52%	134 55%	429 53%	70 57%	136 54%	369 53%	372 53%	133 55%	271 56%	234 51%	387 58% pq	50 57% pq	68 36%	118 42% p
NET: Reasons related to finance	209 22%	100 20%	109 24%	69 20%	89 25%	51 21%	188 23%	20 17%	47 19%	161 23%	143 20%	67 27% j	99 20%	111 24%	184 28% opq	7 8%	18 9%	25 9%
NET: Recommendation/arranged by others	85 9%	37 7%	47 10%	29 8%	35 10%	20 8%	71 9%	10 8%	23 9%	60 9%	63 9%	22 9%	41 8%	44 10%	62 9%	7 8%	16 9%	23 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
To find out how to make property more energy efficient	42 4%	36 5%	6 4%	10 3%	25 6%	6 5%	6 4%	9 4%	9 4%	18 6%	29 5%	13 4%
To save money on energy bills	181 19%	149 19%	32 19%	60 19%	82 19%	29 22%	40 24% N	53 20%	34 15%	53 19%	128 20%	53 17%
To reduce energy use for environmental reasons	12 1%	10 1%	2 1%	3 1%	9 2%	-	2 1%	3 1%	6 3% O	1	9 1%	3 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 5%	45 6%	4 2%	17 6%	20 5%	8 6%	9 5% M	2 1%	15 6% M	22 8% M	32 5%	16 5%
Because I was told we could have improvements made for free/at a greatly reduced price	65 7%	58 7%	7 4%	24 8%	30 7%	9 7%	6 4%	19 7%	11 5%	28 10% K	38 6%	28 9%
To make home warmer/more comfortable/home felt cold	97 10%	84 11%	12 7%	36 12%	34 8%	13 10%	28 17% MNO	23 9%	22 10%	23 8%	57 9%	40 12%
Concern about rising energy bills	53 6%	45 6%	8 5%	11 4%	34 8% t	5 4%	3 2%	18 7% K	16 7% K	15 5%	38 6%	15 5%
Doing other work to property/having other building work done	6 1%	5 1%	2 1%	4 1%	2 1%	-	2 1%	1	3 1%	-	3 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Change in household (e.g. new baby / someone ill in household)	1	1	-	-	1	-	-	1	-	-	1	-
The assessment was free	152 16%	136 17% s	15 9%	45 14%	75 18%	25 20%	18 11%	45 17%	42 18%	46 16%	96 15%	56 18%
Availability of cashback schemes/discounts to make improvements	25 3%	24 3%	2 1%	5 2%	13 3%	7 6% t	4 2%	7 3%	6 3%	8 3%	20 3%	6 2%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	12 2%	-	3 1%	8 2%	1 1%	-	3 1%	4 2%	6 2%	9 1%	3 1%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	20 3%	-	12 4% u	1	7 5% u	5 3%	7 3%	6 3%	2 1%	12 2%	8 3%
Recommendation by friend/relative/word of mouth	17 2%	15 2%	3 2%	5 2%	10 2%	2 2%	1 1%	5 2%	3 1%	9 3%	10 2%	7 2%
Recommendation by local authority/council	26 3%	19 2%	6 4%	10 3%	12 3%	1 1%	4 2%	11 4%	6 3%	4 1%	21 3%	4 1%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	6 1%	2 1%	4 1%	2	1 1%	1	3 1%	3 1%	2 1%	3	6 2% w

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Recommendation by energy company	15 2%	12 2%	3 2%	6 2%	8 2%	-	3 2%	4 2%	6 3%	2 1%	9 1%	6 2%
Saw demonstration somewhere e.g. show home, public building etc	1	1	-	1	-	-	-	-	1	-	-	1
Saw advertising about the Green Deal	12 1%	12 2%	-	8 3%	4 1%	-	1 1%	2 1%	2 1%	7 2%	5 1%	8 2% w
Other	25 3%	18 2%	8 5%	10 3%	10 2%	3 3%	3 2%	5 2%	9 4%	8 3%	15 2%	10 3%
Had no say in arranging the assessment	99 10%	50 6%	49 29% r	24 8%	41 10%	8 6%	21 13%	33 13%	21 9%	23 8%	79 13% x	20 6%
Don't know/can't remember	27 3%	22 3%	5 3%	14 5% u	5 1%	4 3%	8 5% N	8 3%	3 1%	9 3%	15 2%	13 4%
NET: Reasons related to property	505 53%	432 55% s	73 44%	166 53%	238 56%	70 54%	97 58%	129 49%	117 51%	160 56%	334 53%	171 54%
NET: Reasons related to finance	209 22%	192 25% s	17 10%	65 21%	98 23%	41 31% t	27 16%	61 23%	58 25% K	62 22%	136 22%	73 23%
NET: Recommendation/arranged by others	85 9%	71 9%	14 9%	35 11% v	38 9%	6 4%	10 6%	28 11%	21 9%	25 9%	52 8%	34 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
To find out how to make property more energy efficient	42 4%	28 5%	3 2%	9 4%	2 2%	37 5%	2 2%	25 4%	1 2%	7 7%	9 8%	26 4%	16 5%
To save money on energy bills	181 19%	105 20%	40 28% yA	32 14%	12 16%	158 20%	12 12%	110 19%	10 21%	13 12%	25 21%	119 19%	61 19%
To reduce energy use for environmental reasons	12 1%	4 1%	3 2%	5 2%	-	10 1%	3 3%	8 1%	-	-	1 1%	8 1%	4 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 5%	34 6%	6 4%	6 3%	2 3%	42 5%	5 5%	36 6% HJ	4 9% HJ	3 3%	2 2%	41 7% HJ	8 2%
Because I was told we could have improvements made for free/at a greatly reduced price	65 7%	48 9% A	9 7%	7 3%	4 5%	53 7%	8 8%	32 6%	5 10%	13 12% EI	10 9%	37 6%	29 9%
To make home warmer/more comfortable/home felt cold	97 10%	44 8%	12 9%	35 16% yz	9 13%	82 10%	9 9%	70 12% J	6 13%	8 7%	8 7%	76 12% J	20 6%
Concern about rising energy bills	53 6%	32 6%	5 4%	10 4%	4 6%	40 5%	8 8%	36 6%	2 5%	7 6%	8 7%	38 6%	15 4%
Doing other work to property/having other building work done	6 1%	5 1%	-	-	1 2%	2	2 2%	2	1 2%	2 2%	2 1%	3 1% E	3 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Change in household (e.g. new baby / someone ill in household)	1	1	-	-	-	-	1 C	-	-	-	1 1%	-	1
The assessment was free	152 16%	95 18%	24 17%	30 13%	6 9%	132 17%	18 18%	104 18% GJ	7 15%	10 9%	21 18% J	111 18% GJ	41 12%
Availability of cashback schemes/discounts to make improvements	25 3%	20 4% A	2 2%	-	3 4% A	18 2%	5 6%	11 2%	2 5%	5 5%	5 5%	14 2%	12 4%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	9 2%	-	1	3 3% zA	10 1%	-	3	1 2%	6 6% EI	3 3% EI	3 1%	9 3% EI
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	6 1%	3 2%	2 1%	14 19% yzA	2	2 2%	5 1%	-	8 7% EI	7 6% EI	5 1%	15 5% EI
Recommendation by friend/relative/word of mouth	17 2%	11 2%	6 4% A	1 1%	-	14 2%	2 2%	12 2%	1 2%	3 2%	1 1%	13 2%	5 1%
Recommendation by local authority/council	26 3%	6 1%	3 2%	15 7% yB	-	20 3%	4 4%	11 2%	3 6%	5 5%	4 4%	13 2%	12 4%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	4 1%	2 2%	2 1%	1 1%	7 1%	-	4 1%	1 2%	-	1 1%	5 1%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 53

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Recommendation by energy company	15 2%	11 2%	4 3%	1 *	-	14 2%	-	11 2%	1 2%	1 1%	1 1%	12 2%	3 1%
Saw demonstration somewhere e.g. show home, public building etc	1 *	-	1 1%	-	-	1 *	-	-	-	1 1% EI	-	-	1 *
Saw advertising about the Green Deal	12 1%	11 2%	1 1%	2 1%	1 2%	11 1%	-	9 2%	-	3 3% J	-	9 1%	3 1%
Other	25 3%	15 3%	3 2%	7 3%	-	20 3%	5 5%	14 3%	-	2 2%	2 1%	14 2%	11 3%
Had no say in arranging the assessment	99 10%	30 6%	9 7%	52 23% yz	9 12%	87 11%	10 10%	56 10%	1 2%	9 8%	7 6%	57 9%	42 13% FH
Don't know/can't remember	27 3%	13 2%	4 3%	6 3%	2 3%	22 3%	4 4%	11 2%	1 2%	2 2%	2 1%	12 2%	16 5% EHI
NET: Reasons related to property	505 53%	301 57% A	79 55%	105 47%	34 46%	424 54%	49 50%	319 56% J	30 63% J	53 50%	65 55% J	348 57% J	157 48%
NET: Reasons related to finance	209 22%	129 24% A	29 20%	32 14%	26 36% zA	161 21%	25 25%	123 22%	10 22%	28 27%	36 31% EU	133 22%	76 23%
NET: Recommendation/arranged by others	85 9%	45 8%	18 13% B	24 11% B	2 3%	73 9%	6 6%	49 9%	5 11%	14 13%	7 6%	55 9%	31 9%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
To find out how to make property more energy efficient	42 4%	7 9%	10 4%	3 5%	10 4%	6 4%	25 4%	25 5%	17 4%	7 9%	18 4%	17 4%	16 10% m	26 3%	27 5%	15 4%
To save money on energy bills	181 19%	12 14%	53 21%	9 16%	44 19%	22 17%	110 19%	108 20%	71 19%	11 14%	89 20%	81 19%	29 18%	152 19%	109 20%	72 18%
To reduce energy use for environmental reasons	12 7%	2 2%	5 2%	-	4 2%	1 1%	8 1%	8 1%	4 1%	1 1%	7 2%	4 1%	1 1%	11 1%	7 1%	5 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 5%	29 33% bcdef gh	1 *	-	6 3% b	23 17% bcdg h	36 6% bcdgh	33 6% bd	12 3% b	18 24% jk	13 3%	18 4%	18 11% m	30 4%	30 6%	19 5%
Because I was told we could have improvements made for free/at a greatly reduced price	65 7%	1 1%	17 7%	1 1%	15 7%	6 5%	32 6%	30 5%	33 9% acg	3 4%	22 5%	41 10% j	12 7%	54 7%	49 9% o	17 4%
To make home warmer/more comfortable/home felt cold	97 10%	6 7%	34 13% h	10 18% ah	31 14% h	14 11%	70 12% h	70 13% h	27 7%	6 9%	56 13% k	34 8%	14 8%	83 11%	59 11%	38 9%
Concern about rising energy bills	53 6%	2 3%	20 8%	2 4%	20 9% gh	5 4%	36 6%	34 6%	17 4%	3 4%	31 7%	18 4%	11 6%	42 5%	39 7% o	14 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Doing other work to property/having other building work done	6 1%	-	1 1%	-	-	2 2%	2*	2*	4 1%	-	2*	4 1%	4 2% m	2*	4 1%	3 1%
Change in household (e.g. new baby / someone ill in household)	1 *	-	-	-	-	-	-	-	1*	-	-	1*	-	1*	-	1*
The assessment was free	152 16%	7 8%	61 24% acfgh	5 9%	51 22% acfh	21 16% a	104 18% ach	103 19% ach	48 13%	5 7%	93 21% lk	54 13%	13 8%	139 18% l	99 19% o	53 13%
Availability of cashback schemes/discounts to make improvements	25 3%	6 7% bcdfg	4 1%	-	1*	5 3% d	11 2% d	11 2% d	14 4% d	7 9% jk	4 1%	15 4% j	14 8% m	12 1%	11 2%	15 4%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	3 3% bfg	-	-	2 1%	-	3*	3*	10 3% bfg	1 2%	2*	10 2% j	7 4% m	6 1%	6 1%	7 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	-	1*	-	1 1%	3 2%	5 1%	5 1%	15 4% bdfg	1 2%	4 1%	15 4% j	9 5% m	11 1%	7 1%	13 3%
Recommendation by friend/ relative/word of mouth	17 2%	1 1%	5 2%	2 4%	2 1%	4 3%	12 2% dg	9 2%	5 1%	1 2%	8 2%	8 2%	2 1%	15 2%	13 2%	5 1%
Recommendation by local authority/council	26 3%	-	6 2%	3 5%	2 1%	1 1%	11 2%	11 2%	15 4% d	-	11 2%	15 4%	3 2%	23 3%	11 2%	15 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Recommendation by landlord/ housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	-	2 1%	-	1 1%	1 1%	4 1%	4 1%	4 1%	-	4 1%	4 1%	1 1%	7 1%	5 1%	4 1%
Recommendation by energy company	15 2%	7 8% bcdfgh	1 *	-	2 1%	8 6% bdfgh	11 2% bd	11 2% bd	4 1%	7 10% jk	4 1%	4 1%	6 3%	10 1%	6 1%	9 2%
Saw demonstration somewhere e.g. show home, public building etc	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 1%	-	1 *	-
Saw advertising about the Green Deal	12 1%	1 1%	-	1 2% b	5 2% b	3 2% b	9 2% g	8 1%	3 1%	-	8 2%	5 1%	1 1%	11 1%	6 1%	7 2%
Other	25 3%	1 1%	8 3%	2 4%	6 3%	2 1%	14 3%	13 2%	11 3%	4 5%	8 2%	13 3%	2 1%	24 3%	13 2%	13 3%
Had no say in arranging the assessment	99 10%	-	24 9% ae	16 28% abdefgh	19 8% ae	4 3%	56 10% ae	56 10% ae	43 11% ae	-	55 12% i	44 10% i	-	99 13% i	28 5%	71 17% n
Don't know/can't remember	27 3%	1 1%	4 2%	3 5%	5 2%	1 1%	11 2%	11 2%	17 4% fg	-	11 2%	17 4%	2 1%	25 3%	9 2%	18 4% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Reasons related to property	505 53%	60 69% bcfgh	142 55%	25 45%	130 57%	78 60% ch	319 56%	310 56%	187 49%	49 65%	238 53%	218 52%	105 64% m	400 51%	322 60% o	183 45%
NET: Reasons related to finance	209 22%	16 19%	66 26% c	5 9%	54 24% c	28 22% c	123 22% c	122 22% c	86 23% c	14 19%	101 23%	94 22%	43 26%	166 21%	122 23%	87 21%
NET: Recommendation/arranged by others	85 9%	9 10%	14 5%	6 11%	15 6%	18 13% bdfg	49 9% bg	45 8% b	36 10%	9 12%	37 8%	40 9%	14 8%	71 9%	44 8%	41 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
To find out how to make property more energy efficient	42 4%	2 2%	21 6%	11 4%	9 5%	21 5%	17 6%	8 3%	-	-	-	-	-	42 5% u	10 8% UV	26 4% V	1 1%	25 4% V
To save money on energy bills	181 19%	22 24%	64 18%	50 20%	37 18%	83 21%	56 22%	53 16%	181 100% QRS	-	-	-	-	181 21% u	19 15%	145 20% V	16 13%	129 22% UV
To reduce energy use for environmental reasons	12 1%	2 2%	6 2%	1 *	4 2%	10 2% O	2 1%	-	-	-	-	-	-	12 1%	1 1%	9 1%	2 1%	7 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 5%	5 5%	18 5%	7 3%	18 9% r	18 4%	16 6%	22 7%	-	-	-	-	-	48 6% u	14 11% UVW	29 4%	4 3%	26 4%
Because I was told we could have improvements made for free/at a greatly reduced price	65 7%	3 4%	20 6%	28 11% pq	14 7%	34 8%	16 6%	23 7%	-	-	-	-	-	65 8% u	12 10% V	48 7% V	1 1%	47 8% UV
To make home warmer/more comfortable/home felt cold	97 10%	12 13%	37 10%	25 10%	18 9%	41 10%	26 10%	27 8%	-	97 100% PRS	-	-	-	97 11% u	5 4%	82 12% T	16 13% T	65 11% T
Concern about rising energy bills	53 6%	6 7%	15 4%	21 8%	11 5%	23 6%	16 6%	17 5%	-	-	-	-	-	53 6% u	7 5%	44 6%	6 5%	38 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Doing other work to property/having other building work done	6 1%	-	-	4 2% q	3 1% q	1 *	4 1%	3 1%	-	-	-	-	-	6 1%	4 3% UVW	2 *	-	2 *
Change in household (e.g. new baby / someone ill in household)	1 *	-	-	-	-	-	1 *	-	-	-	-	-	-	1 *	1 1%	-	-	-
The assessment was free	152 16%	17 18%	56 16%	40 16%	31 15%	88 22% O	42 16% O	34 11%	-	-	152 100% PQS	-	-	152 18% u	-	141 20% TV	12 9% T	130 22% TUV
Availability of cashback schemes/discounts to make improvements	25 3%	2 2%	10 3%	7 3%	6 3%	10 2%	5 2%	10 3%	-	-	-	-	-	25 3%	11 9% UVW	9 1%	-	9 2%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	-	1 *	5 2% q	6 3% q	4 1%	2 1%	8 3%	-	-	-	-	-	12 1%	5 4% UW	6 1%	2 2%	4 1%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	1 1%	4 1%	3 1%	10 5% qr	3 1%	5 2%	12 4% M	-	-	-	-	-	20 2%	16 13% UVW	3 *	-	3 1%
Recommendation by friend/relative/word of mouth	17 2%	-	8 2%	4 2%	5 2%	3 1%	1 *	14 4% MN	-	-	-	-	-	17 2%	1 1%	15 2%	4 3%	11 2%
Recommendation by local authority/council	26 3%	4 5% L	10 3%	10 4% L	1 *	6 1%	7 3%	15 5% M	-	-	-	-	-	26 3%	1 1%	21 3% W	13 10% TUW	7 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	-	5 2%	1 *	2 7%	4 7%	2 7%	4 7%	-	-	-	-	-	9 1%	2 7%	7 1%	1 7%	5 7%
Recommendation by energy company	15 2%	1 7%	2 7%	6 3%	5 2%	6 2%	3 7%	10 3%	-	-	-	-	-	15 2%	6 5% UVW	7 1%	-	7 1%
Saw demonstration somewhere e.g. show home, public building etc	1 *	-	-	1 *	-	-	1 *	1 *	-	-	-	-	-	1 *	-	1 *	-	1 *
Saw advertising about the Green Deal	12 1%	-	5 7%	6 2%	2 7%	2 *	7 3% M	2 7%	-	-	-	-	-	12 7%	5 4% UVW	6 7%	-	6 7%
Other	25 3%	3 3%	10 3%	7 3%	5 3%	16 4%	4 2%	6 2%	-	-	-	-	-	25 3%	2 2%	18 2%	1 7%	17 3%
Had no say in arranging the assessment	99 10%	12 7% rL	50 7% rL	13 5%	10 5%	22 6%	22 8%	47 7% MN	-	-	-	99 100% PQR	84 100% v	14 2%	2 7%	75 7% TW	45 35% TUW	30 5%
Don't know/can't remember	27 3%	1 7%	10 3%	3 7%	6 3%	8 2%	6 2%	7 2%	-	-	-	-	-	27 3%	2 7%	14 2%	4 3%	10 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Reasons related to property	505 53%	53 56%	180 51%	145 58%	113 56%	230 57% O	153 59% O	153 47%	181 100% RS	97 100% RS	-	-	-	505 59% u	74 58% V	385 54% V	46 36%	339 59% UV
NET: Reasons related to finance	209 22%	19 21%	71 20%	55 22%	52 26%	105 26%	54 21%	65 20%	-	-	152 100% PQS	-	-	209 24% u	32 26% V	159 23% V	14 11%	146 25% UV
NET: Recommendation/arranged by others	85 9%	6 6%	34 10%	28 11%	14 7%	22 5%	22 8%	50 15% MN	-	-	-	-	-	85 10% u	15 12%	60 8% W	19 15% UW	40 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
To find out how to make property more energy efficient	42 4%	24 7% z	15 4% z	30 7% xz	9 3%	1 2%	18 7%	4 5%	12 3%	15 6%	7 5%	15 3%	25 6%	11 4%	27 7% IK	6 2%
To save money on energy bills	181 19%	53 15%	87 21% w	67 17% w	73 20%	10 15%	40 15%	13 15%	61 17%	47 19%	26 19%	79 18%	89 20%	67 21%	77 19%	46 17%
To reduce energy use for environmental reasons	12 1%	5 1%	4 1%	6 1%	3 1%	-	4 2%	1 1%	5 1%	3 1%	1 1%	8 2%	4 1%	4 1%	2 1%	6 2%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 5%	26 7% xz	13 3%	28 7% xz	11 3%	1 2%	17 7%	9 10%	17 5%	7 3%	10 7%	24 5%	22 5%	15 5%	24 6%	11 4%
Because I was told we could have improvements made for free/at a greatly reduced price	65 7%	34 10% xz	23 6% z	41 10% xz	16 5%	2 4%	27 10%	7 8%	20 6%	20 8%	13 10%	20 4%	44 10% G	16 5%	32 8%	21 8%
To make home warmer/more comfortable/home felt cold	97 10%	40 11%	39 9%	44 11%	35 10%	5 8%	30 11%	9 11%	50 14%	21 9%	12 9%	58 13% H	37 8%	37 11%	34 9%	29 11%
Concern about rising energy bills	53 6%	26 8%	19 5%	29 7%	17 5%	1 2%	22 8%	5 5%	17 5%	18 7%	3 2%	20 5%	30 7%	13 4%	22 6%	21 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Doing other work to property/having other building work done	6 1%	4 1%	2 1%	6 1%	1 *	1 1%	4 2%	-	2 *	2 1%	3 2%	3 1%	3 1%	4 1%	-	3 1%
Change in household (e.g. new baby / someone ill in household)	1 *	-	1 *	1 *	-	-	-	-	-	1 *	-	-	1 *	1 *	-	-
The assessment was free	152 16%	51 15%	64 16% A	57 14%	58 16% A	3 5%	30 12%	19 22% B	53 15%	33 14%	21 15%	68 16%	76 17%	57 18%	62 16%	38 14%
Availability of cashback schemes/discounts to make improvements	25 3%	14 4%	6 2%	14 3%	6 2%	-	12 5%	2 2%	7 2%	7 3%	9 6% D	10 2%	13 3%	10 3%	11 3%	5 2%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	7 2%	4 1%	7 2%	4 1%	-	6 2%	1 1%	2 *	4 2%	5 4% D	4 1%	9 2%	2 1%	5 1%	6 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	18 5% xz	2 *	18 5% xz	2 *	-	18 7% C	-	1 *	8 3% D	7 5% D	6 1%	13 3%	6 2%	6 2%	8 3%
Recommendation by friend/relative/word of mouth	17 2%	4 1%	8 2%	6 1%	6 2%	1 2%	1 *	2 3%	2 1%	6 2%	2 1%	4 1%	10 2%	5 1%	11 3%	4 1%
Recommendation by local authority/council	26 3%	6 2%	14 3%	9 2%	11 3%	5 7% wy	6 2%	1 1%	14 4% F	8 4% F	-	17 4% H	7 1%	11 3%	6 2%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	3 1%	5 1%	3 1%	5 1%	-	1 *	2 2%	4 1%	2 1%	1 1%	5 1%	3 1%	3 1%	2 1%	4 1%
Recommendation by energy company	15 2%	7 2%	5 1%	8 2%	3 1%	-	5 2%	1 2%	4 1%	4 2%	5 4%	4 1%	12 3%	5 2%	6 2%	5 2%
Saw demonstration somewhere e.g. show home, public building etc	1 *	-	1 *	-	1 *	-	-	-	1 *	-	-	1 *	-	1 *	-	-
Saw advertising about the Green Deal	12 1%	6 2%	4 1%	7 2%	3 1%	-	5 2%	1 1%	3 1%	5 2%	1 1%	4 1%	7 1%	5 1%	8 2%	2 1%
Other	25 3%	8 2%	17 4%	9 2%	16 4%	3 5%	4 1%	3 3%	10 3%	7 3%	3 2%	13 3%	10 2%	7 2%	15 4%	6 2%
Had no say in arranging the assessment	99 10%	12 3%	68 17% wy	13 3%	67 19% wxy	27 41% wxyz	7 3%	4 5%	58 17% EF	16 7%	3 2%	64 15% H	24 5%	33 10%	34 9%	33 12%
Don't know/can't remember	27 3%	4 1%	10 2%	4 1%	10 3%	4 7% wxy	2 1%	2 2%	8 2%	7 3%	4 3%	11 3%	10 2%	10 3%	10 3%	11 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 54

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Reasons related to property	505 53%	213 60% xzA	203 49% zA	250 62% xzA	165 46% A	21 33%	163 62%	48 56%	185 53%	133 55%	76 55%	226 52%	255 57%	167 52%	217 55%	142 53%
NET: Reasons related to finance	209 22%	91 26% xyA	76 19% A	97 24% A	71 20% A	3 5%	67 26%	22 26%	62 18%	52 22%	42 30% D	88 20%	111 25%	75 23%	84 21%	56 21%
NET: Recommendation/arranged by others	85 9%	27 8%	39 9%	33 8%	32 9%	7 11%	20 8%	7 8%	29 8%	27 11%	11 8%	39 9%	40 9%	32 10%	33 8%	25 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 55

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
To find out how to make property more energy efficient	42 4%	19 5%	27 5%	34 5%	8 3%	29 7%	9 3%	4 3%	33 5%	7 4%	37 5%	3 3%
To save money on energy bills	181 19%	65 18%	109 20%	133 20%	47 17%	78 19%	65 18%	35 23%	131 20%	28 15%	149 21%	16 14%
To reduce energy use for environmental reasons	12 1%	3 1%	7 1%	9 1%	3 1%	5 1%	7 2%	-	7 1%	4 2%	8 1%	3 3%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 5%	20 6%	30 6%	35 5%	13 5%	19 5%	20 6%	9 6%	35 5%	6 3%	38 5%	5 4%
Because I was told we could have improvements made for free/at a greatly reduced price	65 7%	34 9%	49 9%	59 9%	6 2%	33 8%	28 8%	4 3%	37 6%	24 13%	45 6%	15 13%
To make home warmer/more comfortable/home felt cold	97 10%	37 10%	59 11%	72 11%	25 9%	43 10%	27 8%	24 15%	74 11%	13 7%	81 11%	9 8%
Concern about rising energy bills	53 6%	19 5%	39 7%	43 6%	10 4%	19 5%	24 7%	8 5%	42 7%	7 4%	45 6%	4 3%
Doing other work to property/having other building work done	6 1%	5 1%	4 1%	6 1%	1 *	3 1%	2 1%	-	6 1%	1 *	6 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 55

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Change in household (e.g. new baby / someone ill in household)	1	-	-	-	1	-	1	-	-	1	1	-
The assessment was free	152 16%	48 13%	99 19% H	115 17% H	37 14%	76 18%	51 14%	23 15%	102 16%	33 17%	123 17%	17 15%
Availability of cashback schemes/discounts to make improvements	25 3%	14 4% J	11 2%	18 3% I	7 3%	9 2%	13 4%	1 1%	19 3%	6 3%	19 3%	4 4%
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	9 3% J	6 1%	10 1%	2 1%	7 2%	5 1%	1	9 1%	2 1%	9 1%	2 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	12 3% J	7 1%	14 2% I	6 2%	13 3%	5 1%	2 1%	17 3%	3 2%	16 2%	4 4%
Recommendation by friend/relative/word of mouth	17 2%	8 2%	13 2%	13 2%	4 2%	10 2%	6 2%	1 1%	14 2%	1	15 2%	1 1%
Recommendation by local authority/council	26 3%	7 2%	11 2%	16 2%	9 3%	10 2%	9 3%	6 4%	20 3%	3 1%	21 3%	2 2%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	4 1%	5 1%	6 1%	2 1%	1	6 2%	1	6 1%	1	8 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 55

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Recommendation by energy company	15 2%	7 2%	6 1%	10 1%	5 2%	8 2%	6 2%	1 *	13 2%	1 *	14 2%	1 1%
Saw demonstration somewhere e.g. show home, public building etc	1 *	1 *	1 *	1 *	- -	- -	- -	1 1%	1 *	- -	1 *	- -
Saw advertising about the Green Deal	12 1%	7 2%	6 1%	10 1%	3 1%	5 1%	6 2%	- -	9 1%	3 2%	8 1%	3 3%
Other	25 3%	10 3%	13 2%	16 2%	10 4%	11 3%	10 3%	3 2%	13 2%	9 5% L	12 2%	7 6% N
Had no say in arranging the assessment	99 10%	24 7%	28 5%	39 6%	59 22% HIJ	23 6%	43 12% k	29 18% k	48 7%	31 16% L	47 7%	14 12% N
Don't know/can't remember	27 3%	8 2%	9 2%	15 2%	12 5% I	10 2%	11 3%	4 3%	12 2%	6 3%	13 2%	2 2%
NET: Reasons related to property	505 53%	202 56% K	322 60% JK	391 58% K	114 42%	228 55%	183 52%	86 54%	366 56% M	91 48%	410 57%	56 50%
NET: Reasons related to finance	209 22%	84 23%	122 23%	157 23%	52 19%	104 25% m	74 21%	27 17%	146 23%	43 23%	167 23%	27 24%
NET: Recommendation/arranged by others	85 9%	35 10%	44 8%	60 9%	25 9%	37 9%	35 10%	10 6%	66 10%	11 6%	71 10%	7 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 55

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
To find out how to make property more energy efficient	42 4%	33 5%	4 5%	4 4%	9 3%	34 5%	32 5%	17 6%	9 3%	13 6%	5 8%	4 2%	9 9% wyz	4 2%	6 3%
To save money on energy bills	181 19%	142 21% Q	11 12%	16 15%	42 16%	139 20%	105 18%	53 19%	70 21%	38 18%	12 17%	22 12%	18 18%	32 20%	59 26% uw
To reduce energy use for environmental reasons	12 1%	7 1%	1 1%	2 2%	4 2%	8 1%	8 1%	4 1%	3 1%	5 3%	1 1%	2 1%	1 1%	1 1%	2 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace it	48 5%	39 6%	3 3%	5 4%	10 4%	39 6%	41 7% r	27 10% pr	7 2%	9 4%	5 7%	9 5%	4 4%	6 4%	15 7%
Because I was told we could have improvements made for free/at a greatly reduced price	65 7%	46 7%	4 4%	14 13% PQ	29 11% o	37 5%	48 8%	17 6%	16 5%	5 3%	7 10% u	7 4%	9 9% u	21 13% uw	16 7% u
To make home warmer/more comfortable/home felt cold	97 10%	78 11%	7 7%	10 9%	25 9%	72 11%	69 12%	40 15% r	27 8%	19 9%	7 10%	18 10%	6 6%	17 11%	30 13%
Concern about rising energy bills	53 6%	45 7% R	5 6%	1 1%	10 4%	43 6%	35 6%	22 8%	17 5%	10 5%	2 3%	10 6%	7 7%	8 5%	15 7%
Doing other work to property/having other building work done	6 1%	6 1%	-	1 1%	2 1%	4 1%	6 1%	1 *	-	2 1%	-	-	1 1%	2 2%	2 1%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 55

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Change in household (e.g. new baby / someone ill in household)	1	-	1 P	-	1	-	1	-	-	-	-	1	-	-	-
The assessment was free	152 16%	114 17%	15 16%	17 16%	47 18%	105 15%	84 14%	44 16%	66 20% p	29 14%	13 19%	38 21% z	13 13%	32 20%	28 12%
Availability of cashback schemes/discounts to make improvements	25 3%	15 2%	4 5%	5 4%	7 3%	19 3%	20 3%	8 3%	5 1%	7 3% w	2 3% w	-	5 4% w	3 2%	8 4% w
To allow you to pay for improvements using the Green Deal finance/cashback schemes (i.e. pay back through your energy bills)	12 1%	8 1%	1 1%	3 2%	5 2%	7 1%	11 2% r	3 1%	1 *	2 1%	2 3% w	-	2 2% w	3 2%	3 2%
To meet Renewable Heat Incentive/Renewable Heat Premium Payment criteria	20 2%	15 2%	2 2%	4 3%	5 2%	15 2%	16 3% q	2 1%	3 1%	8 4% w	1 1%	-	4 4% w	4 2%	3 1%
Recommendation by friend/relative/word of mouth	17 2%	15 2%	2 2%	-	2 1%	16 2%	11 2%	2 1%	7 2%	3 1%	1 2%	1 1%	4 4%	6 4%	2 1%
Recommendation by local authority/council	26 3%	18 3%	5 6%	1 1%	3 1%	22 3%	9 2% q	1 *	14 4% pq	3 2%	-	7 4%	3 3%	5 3%	7 3%
Recommendation by landlord/housing association/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendation by Energy Saving Advice Service/Home Energy Scotland	9 1%	6 1%	2 2%	-	1 *	8 1%	5 1%	3 1%	3 1%	2 1%	2 2% z	3 2%	1 1%	1 *	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 55

D2/D3 Which one of these would you say was the MAIN reason for you having/agreeing to have a Green Deal assessment?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Recommendation by energy company	15 2%	10 2%	3 4%	2 2%	3 1%	13 2%	12 2%	8 3%	3 1%	-	-	4 2% u	2 2%	6 4% u	4 2%
Saw demonstration somewhere e.g. show home, public building etc	1	1	-	-	-	1	1	-	-	-	-	-	-	-	1
Saw advertising about the Green Deal	12 1%	11 2%	-	1 1%	3 1%	9 1%	10 2%	5 2%	2 1%	2 1%	-	4 2%	3 3% z	3 2%	1
Other	25 3%	11 2%	3 4%	7 6% p	11 4%	15 2%	12 2%	5 2%	14 4%	9 4% y	1 1%	5 3% y	2 2%	-	9 4% y
Had no say in arranging the assessment	99 10%	57 8%	14 15%	14 13%	41 16% o	57 8%	39 7% q	10 4%	58 17% pq	34 16% xyz	7 9%	32 18% xyz	7 6%	6 4%	14 6%
Don't know/can't remember	27 3%	11 2%	6 7% p	1 1%	6 2%	21 3%	9 2%	3 1%	9 3%	8 4% yz	2 3% y	14 8% xyz	1 1%	-	1 1%
NET: Reasons related to property	505 53%	394 57% Q	35 38%	53 49%	130 49%	375 55%	344 59% r	180 66% pr	149 45%	102 48%	39 56% w	73 41%	55 54% w	91 58% w	146 64% uw
NET: Reasons related to finance	209 22%	152 22%	21 23%	28 26%	63 24%	146 21%	132 23%	57 21%	75 22%	47 22%	18 26%	38 21%	24 23%	41 26%	42 19%
NET: Recommendation/arranged by others	85 9%	64 9%	13 14% R	4 4%	14 5%	71 10% n	49 8%	19 7%	33 10%	14 7%	3 4%	20 11%	14 13% z	20 13% z	14 6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 56

D4_a Before the Green Deal Assessment was done, how much did you know about each of these things?: Why you were asked if you wanted to have an Assessment

Base: All who were approached to have the assessment

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	404	218	184	141	148	114	340	58	115	288	310	94	240	164	280	44	80	124
Weighted Base	413	220	192	136	157	119	356	51*	117	295	303	109*	211	201	294	38*	82*	119
Effective base	373	201	171	128	137	107	316	53	105	267	283	91	225	158	261	39	74	112
Knew a lot	11 3%	3 1%	9 4%	2 1%	4 2%	6 5%	10 3%	2 3%	4 3%	8 3%	9 3%	3 3%	7 3%	4 2%	9 3%	1 2%	2 2%	2 2%
Knew a little	146 35%	73 33%	74 38%	52 38%	49 32%	45 37%	128 36%	17 32%	38 32%	109 37%	110 36%	36 33%	86 40% m	61 30%	113 39% q	12 31%	21 26%	33 28%
Didn't know anything at all	217 52%	125 57%	91 47%	69 51%	87 56%	60 50%	185 52%	30 58%	64 55%	153 52%	158 52%	58 53%	106 50%	110 55%	151 51%	18 47%	48 59%	66 55%
Don't know	39 9%	19 9%	19 10%	13 10%	16 10%	9 7%	34 9%	4 7%	12 10%	26 9%	27 9%	12 11%	13 6%	26 13% l	21 7%	8 21% n	10 12%	18 15% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 56

D4_a Before the Green Deal Assessment was done, how much did you know about each of these things?: Why you were asked if you wanted to have an Assessment

Base: All who were approached to have the assessment

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	404	342	62	118	184	66	66	105	99	132	274	130
Weighted Base	413	338	75*	107	203	70*	63*	109*	105*	135	278	135
Effective base	373	316	59	108	173	62	60	96	92	123	253	120
Knew a lot	11 3%	11 3%	1 1%	2 2%	8 4%	1 1%	2 2%	2 2%	2 1%	6 5%	9 3%	3 2%
Knew a little	146 35%	120 36%	26 35%	38 35%	78 38%	25 35%	22 35%	40 37%	37 35%	47 35%	100 36%	46 34%
Didn't know anything at all	217 52%	174 51%	43 57%	55 51%	101 50%	41 59%	30 48%	58 54%	59 56%	68 51%	140 50%	76 57%
Don't know	39 9%	33 10%	5 7%	13 12%	17 8%	3 4%	9 15%	8 7%	8 7%	13 10%	29 10%	10 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 56

D4_a Before the Green Deal Assessment was done, how much did you know about each of these things?: Why you were asked if you wanted to have an Assessment

Base: All who were approached to have the assessment

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	404	227	68	91	25	346	44	247	17	36	63	264	140
Weighted Base	413	242	66*	87*	26**	351	49*	255	16**	37*	62*	270	142
Effective base	373	212	64	82	23	320	41	229	15	33	59	244	129
Knew a lot	11 3%	8 3%	1 1%	2 2%	1 3%	11 3%	-	6 2%	-	1 4%	3 5%	6 2%	5 4%
Knew a little	146 35%	99 41% A	21 33%	21 25%	6 23%	128 37%	14 29%	106 42% GJ	3 21%	8 22%	21 33%	110 41% GJ	36 26%
Didn't know anything at all	217 52%	116 48%	39 60%	53 61% y	15 58%	182 52%	30 61%	125 49%	11 71%	18 49%	33 53%	136 50%	80 57%
Don't know	39 9%	19 8%	4 6%	10 12%	4 16%	30 9%	5 10%	17 7%	1 8%	9 24% EI	6 9%	18 7%	20 14% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 57

D4_a Before the Green Deal Assessment was done, how much did you know about each of these things?: Why you were asked if you wanted to have an Assessment

Base: All who were approached to have the assessment

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	404	19	135	16	107	43	247	244	157	21	215	168	53	351	252	152
Weighted Base	413	22**	148	14**	105*	45*	255	252	158	23**	222	167	57*	356	260	153
Effective base	373	18	126	15	98	40	229	226	144	20	199	155	49	324	233	140
Knew a lot	11 3%	2 7%	3 2%	1 8%	1 7%	1 2%	6 2%	6 3%	5 3%	1 4%	6 2%	5 3%	4 6%	8 2%	6 2%	6 4%
Knew a little	146 35%	16 70%	57 38% h	4 29%	45 43% h	23 52% h	106 42% h	106 42% h	40 25%	16 71%	86 39% k	44 26%	26 45%	120 34%	102 39%	45 29%
Didn't know anything at all	217 52%	4 17%	76 51%	7 53%	55 53%	19 41%	125 49%	123 49%	92 58%	5 20%	116 52%	96 57%	22 38%	195 55% l	132 51%	85 56%
Don't know	39 9%	1 5%	12 8%	1 10%	4 4%	3 6%	17 7%	17 7%	22 14% dfg	1 5%	15 7%	23 14% j	6 11%	32 9%	21 8%	18 12%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 57

D4_a Before the Green Deal Assessment was done, how much did you know about each of these things?: Why you were asked if you wanted to have an Assessment

Base: All who were approached to have the assessment

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	404	51	154	106	77	314	126	40	79	51	99	26	20	384	29	341	49	292
Weighted Base	413	51*	153	111*	81*	321	132	45*	81*	48*	104*	27**	21**	392	32**	345	51*	295
Effective base	373	47	143	98	71	292	114	36	73	46	92	24	19	354	27	315	46	269
Knew a lot	11 3%	2 3%	4 3%	3 2%	3 4%	7 2%	5 4%	- -	1 2%	1 1%	2 2%	1 4%	1 5%	10 3%	2 7%	9 3%	- -	9 3%
Knew a little	146 35%	22 42%	47 30%	40 36%	36 44% q	112 35%	49 37%	15 34%	33 41%	18 37%	40 38%	4 14%	3 16%	143 36%	13 41%	120 35%	18 35%	102 35%
Didn't know anything at all	217 52%	27 52%	87 57% L	58 53%	34 42%	171 53%	61 46%	20 44%	38 47%	29 61%	55 53%	16 61%	15 71%	202 52%	11 33%	189 55%	29 57%	160 54%
Don't know	39 9%	1 3%	16 10%	10 9%	8 10%	30 9%	17 13%	10 22% M	9 11%	1 1%	7 6%	6 21%	2 8%	37 9%	6 20%	27 8%	4 8%	23 8%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 57

D4_a Before the Green Deal Assessment was done, how much did you know about each of these things?: Why you were asked if you wanted to have an Assessment

Base: All who were approached to have the assessment

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	404	136	190	162	164	13	94	39	169	98	45	190	193	124	179	112
Weighted Base	413	139	191	166	164	13**	94*	41*	166	103*	53*	186	205	122	185	115
Effective base	373	126	175	150	151	12	87	36	155	91	42	174	180	114	167	103
Knew a lot	11 3%	4 3%	5 3%	5 3%	4 2%	1 8%	3 3%	1 2%	2 7%	5 5%	2 3%	5 3%	5 2%	2 7%	8 4%	2 2%
Knew a little	146 35%	52 38%	73 38%	64 39%	61 37%	4 26%	39 42%	12 29%	54 33%	33 32%	25 46%	59 32%	82 40%	39 32%	67 36%	43 38%
Didn't know anything at all	217 52%	69 50%	103 54%	80 48%	92 56%	9 66%	44 46%	23 56%	93 56%	56 54%	21 40%	106 57%	101 49%	70 58%	93 50%	60 52%
Don't know	39 9%	14 10%	10 5% z	17 10% z	7 4%	-	8 9%	5 13%	16 9%	10 9%	6 11%	16 9%	18 9%	11 9%	19 10%	10 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 58

D4_a Before the Green Deal Assessment was done, how much did you know about each of these things?: Why you were asked if you wanted to have an Assessment

Base: All who were approached to have the assessment

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	404	139	252	289	115	175	152	69	270	94	313	53
Weighted Base	413	133	260	297	116	186	156	64*	275	94*	322	52*
Effective base	373	129	233	268	106	163	141	63	250	87	290	49
Knew a lot	11 3%	7 5% 	6 2%	9 3% 	3 2%	7 4%	4 2%	1 1%	9 3%	2 2%	10 3%	2 3%
Knew a little	146 35%	57 43% K	102 39% K	115 39% K	31 27%	76 41% 	47 30%	22 34%	101 37%	30 33%	121 38%	13 24%
Didn't know anything at all	217 52%	57 43%	132 51% H	149 50% H	68 59% H	87 47%	93 60% k	31 48%	140 51%	54 58%	162 50%	31 61%
Don't know	39 9%	13 10%	21 8%	25 8%	14 12%	15 8%	12 8%	10 16%	25 9%	7 8%	29 9%	6 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 58

D4_a Before the Green Deal Assessment was done, how much did you know about each of these things?: Why you were asked if you wanted to have an Assessment

Base: All who were approached to have the assessment

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	404	287	41	57	128	276	226	110	166	84	31	87	42	73	87
Weighted Base	413	291	42*	59*	130	283	226	114	175	86*	32**	82*	45*	80*	88*
Effective base	373	264	39	53	118	255	208	102	155	78	29	81	39	67	81
Knew a lot	11 3%	8 3%	1 2%	3 4%	6 5%	5 2%	11 5%	4 3%	-	4 5%	1 3%	4 5%	-	1 1%	2 2%
Knew a little	146 35%	116 40% QR	9 23%	15 25%	38 29%	108 38%	93 41% r	61 54% pr	51 29%	25 29%	14 43%	20 24%	18 41%	35 44% w	35 39% w
Didn't know anything at all	217 52%	142 49%	29 69% P	37 63%	76 59%	140 50%	106 47%	46 41%	106 60% pq	53 61%	12 38%	51 62% x	19 42%	38 48%	43 49%
Don't know	39 9%	26 9%	3 7%	5 8%	9 7%	29 10%	15 7% q	3 2%	18 10% q	5 5%	5 16%	7 9%	8 17% u	6 7%	8 9%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 59

D4_b Before the Green Deal Assessment was done, how much did you know about each of these things?: What would happen during the Assessment

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Knew a lot	57 6%	27 6%	30 7%	19 6%	19 5%	19 8%	50 6%	7 6%	16 6%	42 6%	43 6%	14 6%	33 7%	25 5%	43 6%	5 6%	9 5%	14 5%
Knew a little	383 40%	193 39%	189 42%	148 44% e	148 41%	86 35%	322 40%	52 42%	85 34%	298 43% h	285 41%	98 40%	203 42%	179 39%	289 43% pq	39 45% pq	54 29%	94 34% p
Didn't know anything at all	474 50%	259 52%	212 47%	158 47%	181 50%	133 55%	412 51%	58 47%	143 57% i	329 48%	349 50%	126 52%	231 48%	243 53%	320 48%	38 43%	117 61% noq	155 56% no
Don't know	32 3%	14 3%	15 3%	13 4%	12 3%	5 2%	23 3%	6 5%	7 3%	22 3%	25 4%	6 2%	19 4%	13 3%	17 3%	5 6%	9 5%	15 5% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 59

D4_b Before the Green Deal Assessment was done, how much did you know about each of these things?: What would happen during the Assessment

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Knew a lot	57 6%	47 6%	11 6%	15 5%	30 7%	9 7%	9 5%	17 7%	16 7%	15 5%	45 7%	13 4%
Knew a little	383 40%	331 42% s	51 31%	149 48% u	162 38%	48 37%	70 42%	111 42%	93 41%	108 38%	250 40%	132 42%
Didn't know anything at all	474 50%	381 49%	93 56%	141 45%	224 52%	68 52%	82 50%	121 46%	115 50%	155 54%	312 50%	162 51%
Don't know	32 3%	22 3%	10 6%	7 2%	12 3%	5 4%	5 3%	13 5%	5 2%	8 3%	21 3%	11 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 59

D4_b Before the Green Deal Assessment was done, how much did you know about each of these things?: What would happen during the Assessment

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Knew a lot	57 6%	36 7%	4 3%	10 5%	9 12% zA	42 5%	8 8%	33 6%	3 7%	5 5%	12 10% J	36 6%	21 6%
Knew a little	383 40%	232 44% A	60 42%	76 34%	29 40%	321 41%	32 32%	247 43% J	16 33%	46 43%	44 37%	263 43%	120 36%
Didn't know anything at all	474 50%	254 48%	71 50%	126 56% y	33 45%	398 51%	51 53%	274 48%	26 56%	49 46%	61 51%	301 49%	174 53%
Don't know	32 3%	9 2%	7 5% y	11 5% y	2 2%	23 3%	7 7% C	14 3%	2 4%	6 6%	2 1%	16 3%	15 5% H

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 60

D4_b Before the Green Deal Assessment was done, how much did you know about each of these things?: What would happen during the Assessment

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Knew a lot	57 6%	5 5%	11 4%	5 9%	12 5%	13 10% bg	33 6%	31 6%	24 6%	4 6%	25 5%	29 7%	16 9%	42 5%	34 6%	23 6%
Knew a little	383 40%	40 46%	108 42%	20 36%	105 46% h	68 52% cfgh	247 43% h	242 44% h	135 36%	35 47%	195 44% k	152 36%	82 50% m	301 38%	241 45% o	142 34%
Didn't know anything at all	474 50%	38 45%	130 51% e	29 53% e	107 47%	50 38%	274 48% e	268 48% e	200 53% e	33 43%	217 48%	224 53%	64 39%	411 53% l	248 46%	227 55% n
Don't know	32 3%	4 4%	8 3%	1 2%	3 1%	1 *	14 3%	14 3%	17 5% de	3 5%	11 2%	17 4%	4 2%	28 4%	12 2%	19 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 60

D4_b Before the Green Deal Assessment was done, how much did you know about each of these things?: What would happen during the Assessment

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Knew a lot	57 6%	8 9%	21 6%	11 4%	18 9%	18 5%	17 7%	21 7%	10 5%	6 6%	9 6%	4 4%	4 5%	54 6%	10 8%	42 6%	7 5%	36 6%
Knew a little	383 40%	27 29%	150 43% p	112 45% p	85 42% p	138 34%	125 48% M	146 45% M	82 45% S	39 41%	67 44% S	27 28%	23 27%	360 42% u	68 53% UVW	282 40%	42 33%	240 41%
Didn't know anything at all	474 50%	53 57%	170 49%	121 48%	95 47%	230 57% NO	110 42%	149 46%	85 47%	49 50%	72 47%	63 64% PR	55 66% v	419 49%	48 38%	366 52% T	75 59% T	290 50% T
Don't know	32 3%	5 6%	10 3%	7 3%	4 2%	17 4%	8 3%	7 2%	5 3%	3 3%	4 3%	5 5%	2 3%	29 3%	1 1%	17 2%	3 2%	14 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 60

D4_b Before the Green Deal Assessment was done, how much did you know about each of these things?: What would happen during the Assessment

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Knew a lot	57 6%	28 8%	23 6%	29 7%	21 6%	4 6%	21 8%	6 7%	17 5%	17 7%	12 9%	26 6%	27 6%	20 6%	25 6%	16 6%
Knew a little	383 40%	167 47% xzA	158 39% zA	198 49% xzA	127 36%	16 26%	127 49%	39 46%	112 32%	110 46% D	72 52% D	161 37%	194 43%	138 43%	161 41%	101 37%
Didn't know anything at all	474 50%	148 42%	220 54% wy	167 41%	201 56% wxy	43 67% wxy	108 41%	36 42%	204 58% EF	108 45%	52 38%	233 53%	220 49%	155 48%	197 50%	140 52%
Don't know	32 3%	9 3%	10 2%	11 3%	8 2%	1 1%	6 2%	4 5%	18 5%	5 2%	2 1%	19 4% H	6 1%	9 3%	10 3%	14 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 61

D4_b Before the Green Deal Assessment was done, how much did you know about each of these things?: What would happen during the Assessment

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Knew a lot	57 6%	30 8% K	34 6%	48 7% K	9 3%	31 8%	15 4%	9 6%	42 6%	11 6%	50 7%	3 3%
Knew a little	383 40%	184 51% IJK	241 45% K	305 45% K	77 29%	176 43%	145 41%	55 35%	286 44% M	57 30%	315 44% O	34 30%
Didn't know anything at all	474 50%	138 38%	248 46% H	303 45% H	172 63% HIJ	193 47%	185 52%	85 54%	305 47%	115 67% L	331 46%	72 65% N
Don't know	32 3%	9 3%	12 2%	19 3%	13 5%	12 3%	9 3%	9 5%	16 2%	6 3%	20 3%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 61

D4_b Before the Green Deal Assessment was done, how much did you know about each of these things?: What would happen during the Assessment

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Knew a lot	57 6%	44 6%	5 5%	7 6%	15 6%	42 6%	38 7%	13 5%	18 5%	16 8%	2 3%	10 5%	8 8%	7 5%	14 6%
Knew a little	383 40%	298 43% R	35 38%	31 29%	86 33%	296 43% n	273 47% r	138 50% r	104 31%	82 39%	23 33%	63 35%	43 43%	75 47% vw	96 42%
Didn't know anything at all	474 50%	327 48%	50 54%	69 64% p	152 58% o	323 47%	255 44%	117 43%	203 61% pq	103 49%	41 59%	98 54%	48 48%	73 46%	112 49%
Don't know	32 3%	18 3%	2 2%	1 1%	10 4%	22 3%	16 3%	7 2%	8 2%	10 5%	4 5%	9 5%	1 1%	3 2%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 62

D4_c Before the Green Deal Assessment was done, how much did you know about each of these things?: What the Green Deal is and how it might apply to your home

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Knew a lot	44 5%	16 3%	28 6% a	18 5%	12 3%	14 6%	36 4%	8 7%	7 3%	37 5%	31 4%	13 5%	24 5%	20 4%	34 5%	2 3%	7 4%	10 4%
Knew a little	400 42%	201 41%	197 44%	155 46% e	155 43%	89 37%	343 43%	47 38%	105 42%	295 43%	302 43%	98 40%	215 44%	185 40%	306 46% pq	40 46% pq	53 28%	94 34% p
Didn't know anything at all	475 50%	262 53%	211 47%	153 45%	187 52%	134 55% c	408 51%	63 52%	130 52%	343 50%	349 50%	126 52%	232 48%	243 53%	314 47%	39 44%	123 65% noq	161 58% no
Don't know	27 3%	14 3%	11 2%	13 4%	7 2%	6 2%	20 3%	5 4%	9 4%	16 2%	21 3%	6 3%	14 3%	13 3%	15 2%	6 7% n	7 3%	12 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 62

D4_c Before the Green Deal Assessment was done, how much did you know about each of these things?: What the Green Deal is and how it might apply to your home

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Knew a lot	44 5%	40 5%	4 2%	14 4%	23 5%	6 4%	10 6%	10 4%	12 5%	11 4%	30 5%	14 4%
Knew a little	400 42%	344 44% s	56 34%	146 47%	177 41%	52 40%	69 42%	109 42%	104 46%	117 41%	264 42%	136 43%
Didn't know anything at all	475 50%	376 48%	99 60% r	143 46%	220 51%	70 54%	81 49%	132 50%	109 48%	152 53%	313 50%	162 51%
Don't know	27 3%	21 3%	6 4%	10 3%	8 2%	3 2%	5 3%	10 4%	4 2%	6 2%	21 3%	6 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 62

D4_c Before the Green Deal Assessment was done, how much did you know about each of these things?: What the Green Deal is and how it might apply to your home

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Knew a lot	44 5%	25 5%	6 5%	8 3%	9 12% yzA	29 4%	2 3%	23 4%	2 4%	8 8%	7 6%	25 4%	19 6%
Knew a little	400 42%	243 46%	57 40%	84 38%	32 44%	333 42%	41 42%	260 46% J	19 40%	41 39%	51 43%	279 45% J	120 36%
Didn't know anything at all	475 50%	254 48%	76 53%	119 53%	32 44%	400 51%	53 55%	274 48%	25 53%	54 50%	55 46%	299 49%	176 53%
Don't know	27 3%	9 2%	4 3%	12 5% y	- -	23 3%	1 1%	11 2%	1 2%	3 3%	5 4%	12 2%	15 5% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 63

D4_c Before the Green Deal Assessment was done, how much did you know about each of these things?: What the Green Deal is and how it might apply to your home

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Knew a lot	44 5%	4 4%	7 3%	2 3%	11 5%	9 7%	23 4%	22 4%	21 6%	1 2%	20 4%	23 5%	14 9% m	30 4%	26 5%	19 5%
Knew a little	400 42%	46 54% ch	113 44%	19 35%	104 46% h	65 50% ch	260 46% h	252 45% h	139 37%	38 51%	199 44%	162 38%	92 56% m	308 39%	247 46% o	152 37%
Didn't know anything at all	475 50%	32 37%	131 51% a	33 59% ae	110 48%	53 41%	274 48% a	270 49% a	201 53% ae	33 44%	221 49%	221 52%	53 32%	422 54% l	254 47%	221 54%
Don't know	27 3%	5 5% dfg	6 2%	2 3%	2 7%	3 2%	11 2%	11 2%	16 4% df	3 4%	8 2%	16 4%	6 3%	21 3%	9 2%	18 4% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 63

D4_c Before the Green Deal Assessment was done, how much did you know about each of these things?: What the Green Deal is and how it might apply to your home

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Knew a lot	44 5%	4 4%	13 4%	9 4%	15 8%	11 3%	13 5%	20 6% M	6 4%	2 2%	4 3%	3 3%	2 2%	42 5%	14 11% UVW	26 4%	4 3%	22 4%
Knew a little	400 42%	33 36%	159 45%	109 44%	92 46%	146 36%	130 50% M	160 50% M	84 46% S	36 37%	60 39%	27 28%	24 28%	376 44% u	72 57% UVW	297 42%	45 35%	252 43%
Didn't know anything at all	475 50%	54 57%	172 49%	123 49%	91 45%	237 59% NO	113 43%	131 40%	87 48%	56 58%	84 56%	66 67% P	58 69% v	417 48%	41 32%	370 52% T	74 58% T	296 51% T
Don't know	27 3%	3 3%	7 2%	9 4%	2 1%	9 2%	4 1%	12 4%	4 2%	3 3%	4 2%	3 3%	1 1%	26 3%	-	15 2%	5 4% T	10 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 63

D4_c Before the Green Deal Assessment was done, how much did you know about each of these things?: What the Green Deal is and how it might apply to your home

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Knew a lot	44 5%	23 7%	17 4%	26 6%	14 4%	2 4%	16 6%	6 7%	12 3%	13 6%	11 8% D	20 5%	21 5%	19 6%	19 5%	9 3%
Knew a little	400 42%	180 51% xzA	167 41% z	208 51% xzA	138 39%	19 29%	146 56% C	31 37%	118 33%	116 48% D	79 57% D	171 39%	204 46%	137 43%	154 39%	122 45%
Didn't know anything at all	475 50%	143 41%	216 53% wy	161 40%	198 55% wxy	41 64% wy	95 36%	46 54% B	208 59% EF	107 44%	47 34%	233 53%	214 48%	153 48%	211 54%	130 48%
Don't know	27 3%	7 2%	10 3%	9 2%	7 2%	3 4%	4 2%	2 3%	14 4% F	4 2%	-	14 3%	8 2%	12 4%	9 2%	9 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 64

D4_c Before the Green Deal Assessment was done, how much did you know about each of these things?: What the Green Deal is and how it might apply to your home

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Knew a lot	44 5%	29 8% LJK	26 5%	38 6% IK	6 2%	28 7% I	9 3%	7 4%	34 5%	7 4%	38 5%	6 5%
Knew a little	400 42%	195 54% LJK	247 46% K	317 47% K	83 30%	183 44%	149 42%	63 40%	292 45% M	65 34%	322 45%	39 35%
Didn't know anything at all	475 50%	132 36%	254 47% H	307 45% H	168 62% HIJ	188 46%	187 53%	85 54%	308 47%	112 59% L	343 48%	66 59% N
Don't know	27 3%	7 2%	9 2%	13 2%	14 5% HIJ	13 3%	10 3%	2 2%	15 2%	5 2%	15 2%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 64

D4_c Before the Green Deal Assessment was done, how much did you know about each of these things?: What the Green Deal is and how it might apply to your home

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Knew a lot	44 5%	35 5%	4 4%	4 4%	12 5%	32 5%	36 6%	12 4%	7 2%	17 8%	2 2%	4 2%	7 7%	4 2%	10 5%
Knew a little	400 42%	313 46% R	34 37%	32 30%	96 36%	304 44% n	285 49% r	137 50% r	113 34%	85 40%	19 27%	59 32%	52 52% vw	84 53% uvw	101 45% vw
Didn't know anything at all	475 50%	326 47%	49 53%	69 64% P	146 56% o	329 48%	246 42%	119 43%	210 63% pq	102 49%	45 65% xyz	110 61% xyz	41 41%	65 41%	111 49%
Don't know	27 3%	12 2%	5 6% P	2 2%	9 3%	18 3%	16 3%	6 2%	4 1%	6 3%	4 5% x	8 5% x	- -	5 3%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 65

D4_d Before the Green Deal Assessment was done, how much did you know about each of these things?: What improvements could be made

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Knew a lot	67 7%	26 5%	42 9% a	31 9%	22 6%	14 6%	54 7%	12 10%	10 4%	57 8% h	52 7%	15 6%	34 7%	33 7%	56 8% pq	4 4%	7 4%	11 4%
Knew a little	466 49%	237 48%	227 51%	162 48%	190 53%	113 47%	407 50% g	49 40%	122 48%	343 50%	339 48%	126 52%	231 48%	234 51%	357 53% pq	43 49% pq	66 35%	109 39% p
Didn't know anything at all	387 41%	216 44%	168 38%	135 40%	142 39%	108 44%	328 41%	55 45%	110 44%	275 40%	289 41%	97 40%	201 41%	186 40%	239 36%	37 43%	110 58% noq	147 53% no
Don't know	27 3%	16 3%	10 2%	10 3%	7 2%	8 3%	17 2%	7 6% f	9 4%	16 2%	22 3%	5 2%	20 4% m	7 2%	16 2%	4 4%	7 4%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 65

D4_d Before the Green Deal Assessment was done, how much did you know about each of these things?: What improvements could be made

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Knew a lot	67 7%	60 8%	7 4%	26 8%	29 7%	10 8%	17 10% O	22 8%	14 6%	14 5%	43 7%	25 8%
Knew a little	466 49%	406 52% s	60 36%	169 54% u	198 46%	69 53%	78 47%	118 45%	124 54%	145 51%	318 51%	147 46%
Didn't know anything at all	387 41%	294 38%	92 56% r	110 35%	189 44% t	49 38%	65 39%	115 44%	84 37%	122 43%	247 39%	140 44%
Don't know	27 3%	21 3%	6 4%	7 2%	11 3%	2 2%	6 3%	6 2%	7 3%	6 2%	20 3%	7 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 65

D4_d Before the Green Deal Assessment was done, how much did you know about each of these things?: What improvements could be made

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Knew a lot	67 7%	35 7%	8 6%	17 7%	13 17% yzA	45 6%	8 8%	33 6%	4 8%	14 13% EI	13 11% E	37 6%	31 9%
Knew a little	466 49%	286 54% A	70 49%	92 41%	31 42%	397 51%	39 40%	303 53% J	21 45%	49 46%	59 50%	324 53% J	142 43%
Didn't know anything at all	387 41%	200 38%	59 42%	106 47% y	29 39%	321 41%	48 49%	223 39%	21 45%	40 37%	41 35%	244 40%	143 43% H
Don't know	27 3%	11 2%	5 3%	9 4%	1 1%	21 3%	3 3%	11 2%	1 2%	4 3%	5 4%	12 2%	15 4% EI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 66

D4_d Before the Green Deal Assessment was done, how much did you know about each of these things?: What improvements could be made

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Knew a lot	67 7%	6 7%	17 7% c	- -	15 7% c	9 7% c	33 6%	31 6%	35 9% c	4 5%	25 5%	39 9% j	21 13% m	47 6%	42 8%	25 6%
Knew a little	466 49%	53 62% ch	127 50%	24 43%	124 55% h	78 60% ch	303 53% h	293 53% h	163 43%	48 63% k	225 50%	193 46%	96 58% m	369 47%	293 55% o	172 42%
Didn't know anything at all	387 41%	25 29%	108 42% ae	30 54% adefg	82 36%	41 32%	223 39%	220 40% ae	164 44% ae	23 30%	188 42%	175 42%	45 27%	341 44% l	190 36%	196 48% n
Don't know	27 3%	2 3%	5 2%	1 2%	5 2%	2 2%	11 2%	11 2%	15 4%	1 2%	10 2%	15 4%	3 2%	24 3%	10 2%	16 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 66

D4_d Before the Green Deal Assessment was done, how much did you know about each of these things?: What improvements could be made

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Knew a lot	67 7%	8 8%	23 6%	13 5%	22 11% r	18 4%	23 9% M	27 8% M	8 4%	6 6%	10 7%	4 4%	2 3%	65 8% UVW	21 17% UVW	44 6%	6 4%	39 7%
Knew a little	466 49%	31 33%	175 50% p	136 54% p	110 55% p	176 44%	144 55% M	171 53% M	98 54% S	46 47%	72 47%	37 37%	32 38%	433 50% u	81 64% UVW	329 46% V	49 38%	280 48% UV
Didn't know anything at all	387 41%	51 54% q/L	144 41%	95 38%	66 33%	198 49% NO	88 34%	117 36%	71 39%	42 44%	65 43%	53 54% P	47 56% v	339 39%	24 19%	319 45% TW	72 56% TUW	247 43% T
Don't know	27 3%	4 4%	9 2%	6 2%	3 2%	11 3%	5 2%	8 3%	3 2%	3 3%	5 3%	5 5%	3 3%	24 3%	1 1%	16 2%	1 1%	14 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 66

D4_d Before the Green Deal Assessment was done, how much did you know about each of these things?: What improvements could be made

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Knew a lot	67 7%	36 10% xz	23 6%	39 10% xz	20 6%	2 3%	25 10%	9 11%	18 5%	28 12% D	12 8%	31 7%	33 7%	27 8%	25 6%	18 7%
Knew a little	466 49%	203 57% xzA	197 48%	233 57% xzA	167 47%	25 39%	160 61% C	41 47%	135 38%	120 50% D	91 66% DE	197 45%	237 53% G	154 48%	200 51%	130 48%
Didn't know anything at all	387 41%	109 31%	180 44% wy	125 31%	163 46% wy	37 58% wxy	73 28%	34 40% B	184 52% EF	87 36%	35 26%	198 45% H	168 37%	129 40%	158 40%	115 43%
Don't know	27 3%	6 2%	10 2%	8 2%	8 2%	-	3 1%	2 2%	15 4% F	5 2%	-	12 3%	9 2%	12 4%	10 2%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 67

D4_d Before the Green Deal Assessment was done, how much did you know about each of these things?: What improvements could be made

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Knew a lot	67 7%	38 10% K	42 8% K	58 9% K	9 3%	36 9% I	18 5%	13 9%	51 8%	13 7%	61 9%	6 6%
Knew a little	466 49%	225 62% IJK	293 55% K	371 55% K	94 35%	208 50%	179 50%	69 44%	338 52% M	79 42%	365 51%	51 46%
Didn't know anything at all	387 41%	91 25%	190 36% H	231 34% H	155 57% HIJ	157 38%	148 42%	72 46%	245 38%	88 47% L	276 38%	50 45%
Don't know	27 3%	8 2%	10 2%	14 2%	12 5% I	11 3%	10 3%	3 2%	15 2%	7 4%	15 2%	4 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 67

D4_d Before the Green Deal Assessment was done, how much did you know about each of these things?: What improvements could be made

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Knew a lot	67 7%	49 7%	5 6%	11 11%	20 8%	47 7%	56 10% qr	19 7%	11 3%	21 10% v	1 1%	9 5%	9 9% v	14 9% v	13 6%
Knew a little	466 49%	360 52% R	43 47%	41 39%	113 43%	352 52% n	330 57% r	169 62% pr	128 38%	92 44%	33 48%	70 39%	57 57% uw	96 61% uw	117 52% w
Didn't know anything at all	387 41%	265 39%	38 42%	54 51% P	118 45%	268 39%	181 31%	82 30%	189 57% pq	91 43% y	31 45% y	91 50% xy	34 34%	45 28%	95 42% y
Don't know	27 3%	12 2%	5 6% PR	- -	11 4%	15 2%	16 3%	5 2%	5 2%	7 3%	5 7% xz	10 6% xz	- -	3 2%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 68

D4_SUM Before the Green Deal Assessment was done, how much did you know about each of these things?

Base: All respondents

	Summary table			
	Why you were asked if you wanted to have an Assessment	What would happen during the Assessment	What the Green Deal is and how it might apply to your home	What improvements could be made
Unweighted Base	404	946	946	946
Weighted Base	413	946	946	946
Effective base	373	870	870	870
Knew a lot	11 3%	57 6%	44 5%	67 7%
Knew a little	146 35%	383 40%	400 42%	466 49%
Didn't know anything at all	217 52%	474 50%	475 50%	387 41%
Don't know	39 9%	32 3%	27 3%	27 3%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 69

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
No - did not ask for, read or look up any information	539 57%	286 58%	251 56%	181 53%	215 59%	142 58%	466 58%	65 53%	147 59%	390 56%	406 58%	133 54%	262 54%	276 60%	353 53%	48 55%	138 72% noq	186 67% no
The company doing the Assessment	98 10%	53 11%	45 10%	39 12%	30 8%	29 12%	81 10%	15 12%	30 12%	68 10%	71 10%	27 11%	56 12%	41 9%	79 12% pq	9 10%	9 5%	18 7%
Friend/relative	71 7%	43 9%	28 6%	30 9%	21 6%	20 8%	58 7%	12 10%	14 6%	56 8%	46 7%	25 10%	43 9%	28 6%	57 8%	4 4%	10 5%	14 5%
Landlord/housing association	39 4%	23 5%	15 3%	16 5%	10 3%	11 5%	31 4%	7 5%	11 4%	27 4%	31 4%	7 3%	17 3%	22 5%	8 7%	14 16% n	16 9% n	30 17% n
Energy Saving Advice Service/Home Energy Scotland	45 5%	19 4%	26 6%	18 5%	18 5%	9 4%	40 5%	3 2%	10 4%	35 5%	22 3%	23 9% j	19 4%	27 6%	42 6% opq	-	3 1%	3 1%
Energy company	33 4%	17 3%	16 4%	11 3%	18 5%	5 2%	28 3%	5 4%	11 4%	23 3%	27 4%	6 2%	18 4%	16 3%	33 5% pq	1 1%	-	1 *
Charity/community group (e.g. Age Concern)	4 *	2 *	1 *	1 *	3 1%	-	3 *	1 1%	2 1%	2 *	1 *	3 1% j	1 *	3 1%	4 1%	-	-	-
Local builder/someone who works in the trade	5 *	2 *	2 1%	1 *	2 1%	1 1%	5 1%	-	1 *	4 1%	5 1%	-	5 1% m	-	5 1%	-	-	-
The internet	176 19%	76 15%	100 22% a	73 22% e	78 22% e	25 10%	156 19%	16 13%	33 13%	143 21% h	127 18%	49 20%	90 19%	86 19%	159 24% opq	10 12% pq	7 4%	17 6% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 69

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Newspaper/magazine	20 2%	11 2%	8 2%	7 2%	8 2%	4 2%	18 2%	1 1%	6 2%	14 2%	12 2%	7 3%	13 3%	6 1%	15 2%	2 2%	2 1%	4 2%
Leaflet	41 4%	23 5%	16 4%	9 3%	20 6%	12 5%	27 3%	11 9% f	11 4%	29 4%	32 5%	9 4%	23 5%	18 4%	30 5%	4 5%	6 3%	11 4%
Somewhere else	3 .	1 .	2 1%	1 .	2 1%	-	3 .	-	-	3 .	3 .	-	2 .	2 .	3 .	-	-	-
Don't know / Can't remember	44 5%	22 4%	20 5%	17 5%	10 3%	16 7% d	31 4%	12 10% f	13 5%	30 4%	36 5%	8 3%	33 7% m	11 2%	28 4%	3 3%	14 7%	17 6%
NET: Any information	363 38%	187 38%	175 39%	141 42%	136 38%	85 35%	310 38%	46 37%	91 36%	271 39%	260 37%	103 42%	190 39%	172 37%	288 43% pq	36 42% pq	39 20%	75 27% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 69

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
No - did not ask for, read or look up any information	539 57%	431 55%	107 65%	166 53%	256 60%	76 58%	90 54%	152 58%	128 56%	168 59%	385 61%	154 48%
The company doing the Assessment	98 10%	84 11%	13 8%	31 10%	43 10%	20 15%	16 10%	31 12%	22 10%	28 10%	56 9%	42 13%
Friend/relative	71 7%	58 7%	13 8%	23 7%	35 8%	9 7%	10 6%	16 6%	22 10%	23 8%	41 7%	29 9%
Landlord/housing association	39 4%	20 3%	19 12%	7 2%	18 4%	5 4%	10 6%	15 6%	7 3%	7 2%	22 3%	17 5%
Energy Saving Advice Service/Home Energy Scotland	45 5%	41 5%	4 2%	15 5%	23 5%	6 4%	5 3%	18 7%	12 5%	10 3%	26 4%	20 6%
Energy company	33 4%	29 4%	4 2%	18 6%	10 2%	4 3%	3 2%	9 4%	5 2%	14 5%	24 4%	9 3%
Charity/community group (e.g. Age Concern)	4	2	2 1%	1	3 1%	-	-	2 1%	1	1	2	2 1%
Local builder/someone who works in the trade	5	3	1 1%	3 1%	1	-	1	-	1	3 1%	3	2 1%
The internet	176 19%	161 21%	15 9%	63 20%	87 20%	21 16%	40 24%	50 19%	43 19%	41 14%	98 16%	78 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 69

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Newspaper/magazine	20 2%	16 2%	3 2%	6 2%	9 2%	1 1%	3 2%	4 2%	6 2%	6 2%	10 2%	9 3%
Leaflet	41 4%	36 5%	5 3%	12 4%	17 4%	6 4%	2 2%	10 4%	9 4%	18 6% K	26 4%	15 5%
Somewhere else	3	3	-	1	2	1 1%	-	-	2 1%	1	2	1
Don't know / Can't remember	44 5%	34 4%	10 6%	14 4%	12 3%	7 5%	11 7%	8 3%	10 4%	15 5%	29 5%	15 5%
NET: Any information	363 38%	315 40% s	48 29%	133 43%	160 37%	47 36%	64 39%	102 39%	91 40%	103 36%	214 34%	149 47% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 69

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
No - did not ask for, read or look up any information	539 57%	294 55%	86 60%	135 61%	35 48%	461 59%	55 56%	337 59%	23 48%	53 49%	59 49%	360 58%	179 54%
The company doing the Assessment	98 10%	61 11%	13 9%	20 9%	7 9%	74 9%	19 19% C	58 10%	6 14%	10 9%	14 12%	64 10%	34 10%
Friend/relative	71 7%	48 9%	10 7%	13 6%	5 7%	58 7%	9 9%	43 8%	3 6%	8 8%	12 10%	46 7%	25 7%
Landlord/housing association	39 4%	16 3%	6 4%	12 5%	5 7%	27 3%	10 10% C	17 3%	-	9 8% EFHI	3 2%	17 3%	22 7% EHI
Energy Saving Advice Service/Home Energy Scotland	45 5%	27 5%	7 5%	6 3%	7 10% A	32 4%	3 3%	26 5%	3 6%	6 6%	10 8%	29 5%	16 5%
Energy company	33 4%	25 5% zA	1 1%	3 1%	5 7% zA	25 3%	3 3%	25 4%	2 4%	2 2%	5 4%	27 4%	6 2%
Charity/community group (e.g. Age Concern)	4	2	-	2 1%	-	2	-	2	-	1 1%	-	2	1
Local builder/someone who works in the trade	5	5 1%	-	-	-	5 1%	-	4 1%	-	1 1%	-	4 1%	1
The internet	176 19%	109 21%	22 15%	35 16%	23 31% zA	133 17%	19 19%	105 18%	13 28%	26 24% J	29 24% J	118 19%	58 18%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 69

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Newspaper/magazine	20 2%	10 2%	5 4%	5 2%	1 1%	17 2%	1 1%	8 1%	-	2 2%	7 6% EI	8 1%	11 3% I
Leaflet	41 4%	25 5%	3 2%	12 5%	1 1%	31 4%	6 6%	26 5%	3 6%	8 8% HJ	1 1%	29 5%	12 4% H
Somewhere else	3	2	-	1	-	3	-	2	1 2% J	-	-	3 1%	-
Don't know / Can't remember	44 5%	19 4%	8 5%	15 7%	1 1%	40 5%	2 2%	24 4%	2 5%	4 4%	5 4%	26 4%	18 6%
NET: Any information	363 38%	219 41% A	49 34%	73 33%	37 51% ZA	283 36%	41 42%	208 37%	22 47%	50 47%	55 46%	230 37%	133 40%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 70

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
No - did not ask for, read or look up any information	539 57%	42 49%	157 61%	32 57%	128 57%	70 54%	337 59% a	327 59%	201 53%	36 48%	274 61% ik	229 54%	61 37%	477 61% l	295 55%	244 59%
The company doing the Assessment	98 10%	8 10%	27 10%	6 11%	26 12%	11 8%	58 10%	58 10%	40 11%	11 15%	46 10%	41 10%	26 16% m	72 9%	62 12%	36 9%
Friend/relative	71 7%	4 5%	25 10%	6 10%	20 9%	6 4%	43 8%	42 8%	27 7%	4 5%	38 8%	29 7%	17 10%	54 7%	43 8%	27 7%
Landlord/housing association	39 4%	2 2%	9 4%	4 7% fg	6 3%	3 2%	17 3%	16 3%	22 6% fg	-	15 3%	24 6% i	3 2%	36 5%	16 3%	22 5%
Energy Saving Advice Service/Home Energy Scotland	45 5%	6 7%	14 5%	1 2%	13 6%	10 8%	26 5%	26 5%	19 5%	5 7%	21 5%	19 5%	23 14% m	22 3%	28 5%	17 4%
Energy company	33 4%	11 12% bcd fg h	5 2%	2 3%	8 4%	11 8% b fgh	25 4% b	25 4% b	9 2%	9 12% jk	15 3%	9 2%	13 8% m	20 3%	20 4%	13 3%
Charity/community group (e.g. Age Concern)	4 *	-	2 1%	-	-	-	2 *	2 *	1 *	-	2 1%	1 *	1 1%	2 *	2 *	1 *
Local builder/someone who works in the trade	5 *	-	1 1%	1 1%	2 1%	-	4 1%	4 1%	1 *	-	4 1%	1 *	1 1%	4 *	3 1%	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 70

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
The internet	176 19%	24 28% cfg	49 19%	6 10%	41 18%	30 23% c	105 18%	103 19%	71 19%	20 27% j	72 16%	83 20%	65 39% m	111 14%	117 22% o	59 14%
Newspaper/magazine	20 2%	2 2%	4 2%	-	5 2%	1 1%	8 1%	8 2%	11 3%	2 2%	6 1%	12 3%	6 4%	13 2%	10 2%	9 2%
Leaflet	41 4%	6 7%	14 6%	2 4%	13 6%	5 4%	26 5%	25 5%	15 4%	6 8%	18 4%	17 4%	12 7%	29 4%	32 6% o	9 2%
Somewhere else	3 *	-	2 1%	-	-	-	2 *	2 *	1 *	-	2 1%	1 *	-	3 *	3 1%	-
Don't know / Can't remember	44 5%	3 4%	9 4%	3 6%	8 4%	4 3%	24 4%	24 4%	21 5%	2 3%	21 5%	21 5%	1 *	44 6% l	19 4%	25 6%
NET: Any information	363 38%	41 47% fg	91 35%	21 38%	90 40%	56 43%	208 37%	204 37%	155 41%	38 50% j	153 34%	172 41%	103 63% m	259 33%	221 41% o	142 34%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 70

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
No - did not ask for, read or look up any information	539 57%	61 65% r	217 62% r	126 50%	107 53%	258 64% NO	112 43%	171 53% N	101 56%	55 57%	102 67% P	68 69% P	61 72% v	478 55%	42 33%	429 61% T	78 62% T	351 60% T
The company doing the Assessment	98 10%	13 13%	32 9%	29 12%	22 11%	43 11%	40 15%	33 10%	24 13% S	10 11%	12 8%	5 5%	2 3%	95 11% u	27 22% UVW	65 9%	10 8%	56 10%
Friend/relative	71 7%	8 8%	25 7%	24 9%	11 5%	26 7%	25 10%	34 10%	11 6%	7 7%	10 7%	4 4%	4 5%	67 8%	12 10%	50 7%	13 10%	37 6%
Landlord/housing association	39 4%	7 8% L	12 4%	12 5%	5 2%	11 3%	15 6%	19 6% M	5 3%	3 3%	3 2%	11 11% PR	7 9% v	31 4%	1 1%	28 4% W	10 8% TUW	18 3%
Energy Saving Advice Service/Home Energy Scotland	45 5%	1 1%	13 4%	11 5%	19 9% pq	15 4%	20 8% M	23 7% M	9 5%	6 6%	4 2%	1 1%	1 2%	44 5%	18 14% UVW	26 4%	3 2%	23 4%
Energy company	33 4%	1 1%	8 2%	10 4%	14 7% pq	14 3%	12 5%	19 6%	5 3%	2 2%	3 2%	-	-	33 4%	9 7% V	22 3% V	-	22 4% UV
Charity/community group (e.g. Age Concern)	4	-	4 1%	-	-	2	4 1%	1	-	2 2%	-	-	-	4	1 1%	2	-	2
Local builder/someone who works in the trade	5	1 2%	1	2 1%	-	3 1%	2 1%	2	2 1%	1 1%	-	-	-	5 1%	-	5 1%	-	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 70

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
The internet	176 19%	9 9%	53 15%	59 24% pq	49 24% pq	56 14%	71 27% MO	57 18%	34 19% S	16 17% S	18 12% S	3 3%	2 2%	174 20% u	50 40% UVW	109 15%	14 11%	96 17%
Newspaper/magazine	20 2%	2 3%	8 2%	6 2%	3 1%	6 2%	13 5% MO	7 2%	4 2%	3 3%	2 1%	3 3%	3 4%	16 2%	5 4%	13 2% W	5 4% W	8 1%
Leaflet	41 4%	5 6%	16 5%	9 4%	10 5%	20 5%	21 8%	15 5%	6 3%	6 6%	6 4%	2 2%	1 1%	40 5%	7 5%	33 5%	3 3%	29 5%
Somewhere else	3 0%	-	1 0%	2 1%	1 0%	-	3 1% M	-	-	-	2 2%	-	-	3 0%	1 1%	2 0%	-	2 0%
Don't know / Can't remember	44 5%	2 2%	16 5%	13 5%	5 3%	15 4%	6 2%	19 6% N	7 4%	3 3%	10 7%	9 9%	8 9%	37 4%	1 1%	37 5% T	10 8% T	26 5%
NET: Any information	363 38%	31 33%	117 34%	112 45% q	89 44% q	130 32%	143 55% MO	134 41% M	72 40% RS	39 40% RS	39 26%	21 21%	16 19%	347 40% u	84 66% UVW	242 34%	39 30%	203 35%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 70

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
No - did not ask for, read or look up any information	539 57%	164 47%	253 62% wy	184 45%	233 65% wxy	47 73% wy	105 40%	55 65% B	214 61% F	129 54%	59 43%	265 60% H	238 53%	176 55%	233 59%	152 56%
The company doing the Assessment	98 10%	52 15% xzA	35 9%	57 14% xzA	29 8%	2 3%	40 15%	11 13%	32 9%	32 13%	18 13%	39 9%	55 12%	29 9%	41 10%	30 11%
Friend/relative	71 7%	34 10% z	27 7% z	45 11% wxzA	16 5%	1 2%	29 11%	5 5%	28 8%	17 7%	11 8%	30 7%	36 8%	28 9%	34 9%	16 6%
Landlord/housing association	39 4%	7 2%	19 5% y	7 2%	19 5% wy	7 12% wxyz	4 2%	3 4%	19 5%	9 4%	3 2%	16 4%	18 4%	14 4%	14 3%	11 4%
Energy Saving Advice Service/Home Energy Scotland	45 5%	23 7% z	17 4% z	30 7% xz	10 3%	1 1%	23 9% C	-	9 3%	16 7% D	16 12% D	11 3%	31 7% G	15 5%	16 4%	14 5%
Energy company	33 4%	22 6% xz	8 2% z	27 7% xzA	2 1%	-	18 7%	3 3%	8 2%	8 3%	12 9% DE	11 3%	20 5%	9 3%	13 3%	12 4%
Charity/community group (e.g. Age Concern)	4 *	1 *	1 *	1 *	1 *	-	1 *	-	2 *	-	1 1%	2 1%	1 *	2 1%	1 *	2 1%
Local builder/someone who works in the trade	5 *	1 *	2 1%	1 *	2 1%	1 1%	1 1%	-	2 1%	1 *	2 1%	2 *	3 1%	2 1%	2 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 70

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
The internet	176 19%	102 29% xzA	61 15% zA	118 29% xzA	45 13% A	3 4%	88 34% C	13 15%	40 11%	60 25% D	49 35% DE	66 15%	104 23% G	68 21% J	48 12%	67 25% J
Newspaper/magazine	20 2%	10 3%	8 2%	12 3%	7 2%	3 4%	10 4%	-	8 2%	6 3%	4 3%	8 2%	11 3%	8 3%	6 2%	7 2%
Leaflet	41 4%	22 6% z	13 3% z	27 7% xz	8 2%	-	17 6%	4 5%	16 5%	9 4%	10 7%	17 4%	21 5%	15 5%	18 5%	12 4%
Somewhere else	3 ·	3 1%	-	3 1%	-	-	3 1%	-	-	2 1%	1 1%	2 1%	1 ·	2 ·	2 ·	-
Don't know / Can't remember	44 5%	7 2%	22 5% wy	9 2%	20 6% wy	4 6%	7 2%	1 1%	22 6% EF	5 2%	2 1%	21 5%	17 4%	14 4%	22 5%	12 4%
NET: Any information	363 38%	181 51% xzA	135 33% z	212 52% xzA	105 29%	14 21%	149 57% C	29 34%	115 33%	106 44% D	77 56% DE	153 35%	193 43% G	131 41%	138 35%	107 40%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 71

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
No - did not ask for, read or look up any information	539 57%	175 48%	295 55% H	360 53% H	178 66% HIJ	236 57%	213 60%	81 52%	357 55%	120 64% L	395 55%	64 58%
The company doing the Assessment	98 10%	52 14% K	62 12% K	81 12% K	16 6%	39 10%	38 11%	17 11%	71 11%	17 9%	82 11%	9 8%
Friend/relative	71 7%	35 10% K	43 8%	58 9%	13 5%	37 9%	22 6%	8 5%	53 8%	7 4%	61 9%	4 3%
Landlord/housing association	39 4%	10 3%	16 3%	24 3%	15 6%	15 4%	12 3%	10 6%	23 3%	4 2%	25 4%	6 6%
Energy Saving Advice Service/Home Energy Scotland	45 5%	23 6% K	28 5%	38 6%	7 3%	19 5%	16 5%	8 5%	36 6%	4 2%	36 5%	8 7%
Energy company	33 4%	15 4%	20 4%	23 3%	11 4%	20 5%	9 2%	3 2%	28 4%	3 2%	31 4%	2 2%
Charity/community group (e.g. Age Concern)	4 *	1 *	2 *	4 1%	- -	1 *	1 *	2 1%	4 1%	- -	2 *	2 1%
Local builder/someone who works in the trade	5 *	1 *	3 1%	3 *	2 1%	2 1%	2 *	1 *	3 *	1 1%	5 1%	- -
The internet	176 19%	87 24% K	117 22% K	149 22% K	27 10%	73 18%	63 18%	37 23%	132 20%	32 17%	146 20%	23 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 71

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Newspaper/magazine	20 2%	10 3%	10 2%	14 2%	6 2%	9 2%	6 2%	4 3%	14 2%	3 2%	13 2%	3 3%
Leaflet	41 4%	20 6% K	32 6% K	36 5% K	5 2%	22 5%	11 3%	9 5%	33 5%	4 2%	34 5%	6 5%
Somewhere else	3 *	-	3 1%	3 *	-	2 *	2 *	-	3 *	-	3 *	-
Don't know / Can't remember	44 5%	22 6% U	19 4%	28 4%	16 6%	15 4%	20 6%	7 5%	24 4%	12 6%	27 4%	4 3%
NET: Any information	363 38%	165 46% K	221 41% K	286 42% K	77 28%	162 39%	121 34%	69 44% I	267 41% M	57 30%	295 41%	44 39%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 71

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
No - did not ask for, read or look up any information	539 57%	383 56%	63 68% PR	57 53%	162 62%	377 55%	292 50%	139 51%	231 69% pq	118 56%	45 64%	124 68% uxyz	51 51%	80 51%	121 53%
The company doing the Assessment	98 10%	78 11%	6 7%	11 10%	22 8%	76 11%	71 12% r	38 14% r	25 7%	18 9%	6 8%	16 9%	10 10%	17 11%	31 14%
Friend/relative	71 7%	54 8%	4 5%	7 7%	13 5%	57 8%	44 8%	15 5%	24 7%	18 8%	5 8%	9 5%	4 4%	17 11% w	17 7%
Landlord/housing association	39 4%	31 4%	2 2%	1 1%	8 3%	30 4%	12 2% q	2 1%	24 7% pq	10 5%	4 5%	9 5%	4 4%	3 2%	9 4%
Energy Saving Advice Service/Home Energy Scotland	45 5%	35 5%	4 4%	5 5%	11 4%	34 5%	40 7% r	19 7% r	5 2%	5 2%	1 1%	3 1%	7 7% uw	14 9% uvw	16 7% uw
Energy company	33 4%	29 4%	1 1%	3 3%	6 2%	28 4%	30 5% r	16 6% r	4 1%	4 2%	2 4%	1 *	10 10% uwz	12 8% uwz	3 1%
Charity/community group (e.g. Age Concern)	4 *	4 1%	-	-	2 1%	2 *	3 *	-	1 *	1 *	-	-	1 1%	-	2 1%
Local builder/someone who works in the trade	5 *	2 *	-	2 2% P	2 1%	2 *	3 1%	2 1%	1 *	2 1%	-	-	2 2%	1 1%	-
The internet	176 19%	135 20% Q	10 11%	28 26% Q	46 17%	130 19%	146 25% r	70 26% r	29 9%	40 19% w	8 11%	8 5%	26 25% vw	41 26% vw	54 24% vw



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 71

D5 And before the Assessment was done, did you ask for, read or look up any information about Green Deal Assessments in any of these places?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Newspaper/magazine	20 2%	15 2%	2 2%	3 3%	5 2%	15 2%	14 2%	4 1%	5 2%	4 2%	-	3 2%	1 1%	7 5%	4 2%
Leaflet	41 4%	35 5%	1 2%	3 3%	10 4%	31 5%	34 6%	17 6%	6 2%	5 2%	4 6%	8 4%	6 5%	10 6%	8 4%
Somewhere else	3	2	-	-	-	3	2	2 1%	2	1	-	-	1 1%	2 1%	-
Don't know / Can't remember	44 5%	23 3%	7 8% P	7 6%	15 6%	29 4%	22 4%	8 3%	17 5%	9 4%	6 9% x	16 9% xyz	2 2%	5 3%	7 3%
NET: Any information	363 38%	280 41% Q	22 24%	44 41% Q	86 33%	277 41% n	270 46% r	127 46% r	86 26%	84 40% w	19 27%	42 23%	47 47% vw	73 46% vw	98 43% vw



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 72

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Paid assessment fee in full myself	72 8%	21 4%	51 11% a	13 4%	35 10% c	24 10% c	69 9% g	3 2%	18 7%	54 8%	43 6%	29 12% j	23 5%	49 11% l	72 11% opq	-	-	-
Paid assessment fee in full, but the fee will be refunded if the improvements are made	50 5%	26 5%	24 5%	11 3%	16 4%	22 9% cd	48 6% g	1 1%	12 5%	38 6%	8 1%	42 17% j	16 3%	34 7% l	49 7% opq	1 1%	*	1 *
Paid assessment fee partially myself and partially paid for by landlord/local authority/ other organisation	7 1%	3 1%	4 1%	3 1%	2 *	2 1%	6 1%	1 1%	1 1%	6 1%	5 1%	2 1%	3 1%	4 1%	3 *	-	4 2%	4 1%
Assessment fee paid in full by landlord/local authority/ other organisation	131 14%	94 19% b	37 8%	55 16% e	51 14%	24 10%	109 13%	20 16%	42 17%	89 13%	109 15% k	22 9%	73 15%	58 13%	37 5%	17 19% n	77 41% noq	94 34% no
Company who carried out the assessment did not charge a fee	591 62%	305 62%	284 64%	217 64%	224 62%	149 61%	492 61%	91 74% f	151 60%	438 63%	468 67% k	123 51%	334 69% m	257 56%	451 67% pq	53 61% pq	87 46%	140 50% p
Other	6 1%	4 1%	2 *	4 1%	-	2 1%	6 1%	-	2 1%	4 1%	4 1%	2 1%	2 1%	3 1%	5 1%	1 1%	-	1 *
Don't know	90 10%	42 8%	45 10%	35 10%	34 9%	19 8%	79 10%	7 6%	26 10%	62 9%	66 9%	24 10%	34 7%	55 12% l	52 8%	16 18% n	22 12%	38 14% n
NET: Paid at all	129 14%	50 10%	79 18% a	28 8%	53 15% c	48 20% c	122 15% g	5 4%	31 12%	98 14%	56 8%	73 30% j	43 9%	86 19% l	124 19% opq	1 1%	4 2%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 72

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Paid assessment fee in full myself	72 8%	69 9% s	3 2%	32 10%	28 6%	11 8%	11 6%	18 7%	17 7%	27 9%	44 7%	28 9%
Paid assessment fee in full, but the fee will be refunded if the improvements are made	50 5%	48 6% s	2 1%	16 5%	23 5%	10 8%	4 3%	8 3%	20 9% KM	18 6%	28 4%	22 7%
Paid assessment fee partially myself and partially paid for by landlord/local authority/ other organisation	7 1%	6 1%	1 1%	3 1%	2 1%	1 1%	2 1%	1 1%	*	4 1%	4 1%	3 1%
Assessment fee paid in full by landlord/local authority/ other organisation	131 14%	85 11%	45 27% r	31 10%	67 16% t	14 11%	27 16% O	44 17% O	33 14%	27 9%	101 16% x	30 9%
Company who carried out the assessment did not charge a fee	591 62%	503 64% s	88 53%	199 64%	267 62%	78 60%	98 59%	162 62%	140 61%	188 66%	386 61%	205 65%
Other	6 1%	6 1%	-	1 1%	4 1%	1 1%	1 1%	2 1%	2 1%	1 1%	4 1%	2 1%
Don't know	90 10%	63 8%	26 16% r	29 9%	37 9%	14 11%	23 14% NO	27 10%	17 7%	22 8%	62 10%	28 9%
NET: Paid at all	129 14%	123 16% s	5 3%	51 16%	53 12%	22 17%	17 10%	27 10%	37 16%	49 17% M	76 12%	53 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 72

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Paid assessment fee in full myself	72 8%	53 10% A	8 6% A	3 1%	14 19% yzA	45 6%	4 5%	26 5%	7 14% EI	20 18% EIJ	18 15% EI	32 5% E	40 12% EI
Paid assessment fee in full, but the fee will be refunded if the improvements are made	50 5%	36 7% A	5 3%	3 1%	5 7% A	35 5%	7 7%	31 5%	6 12% GJ	4 3%	9 8% J	37 6%	13 4%
Paid assessment fee partially myself and partially paid for by landlord/local authority/ other organisation	7 1%	2	3 2%	4 2%	2 2%	3	4 4% C	4 1%	-	-	1 1%	4 1%	3 1%
Assessment fee paid in full by landlord/local authority/ other organisation	131 14%	44 8%	14 10%	63 28% yz	14 19% y	116 15%	9 9%	81 14%	5 11%	12 12%	14 12%	87 14%	44 13%
Company who carried out the assessment did not charge a fee	591 62%	347 65% AB	98 69% AB	124 56%	35 48%	510 65%	56 58%	376 66% J	25 53%	60 56%	73 61%	400 65% J	191 58%
Other	6 1%	1	2 1%	2 1%	1 1%	4 1%	1 1%	4 1%	-	1 1%	1 1%	4 1%	2 1%
Don't know	90 10%	48 9%	13 9%	24 11%	3 4%	71 9%	16 16% C	47 8% H	4 9%	10 10% H	3 3%	52 8% H	38 12% H
NET: Paid at all	129 14%	92 17% A	16 11% A	10 5%	20 28% yzA	83 11%	16 16%	61 11%	12 26% EI	23 22% EI	28 23% EIJ	74 12% E	55 17% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 73

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Paid assessment fee in full myself	72 8%	14 16% bdfg	- -	3 6% bd	4 2% b	14 10% bdfg	26 5% bd	26 5% bd	46 12% bdfg	13 17% j	12 3% j	47 11% j	30 18% m	42 5% m	33 6% m	39 10% m
Paid assessment fee in full, but the fee will be refunded if the improvements are made	50 5%	19 23% bcdef gh	5 2%	3 5%	4 2%	18 14% bdfgh	31 5% bd	30 5% bd	19 5%	17 23% jk	12 3%	21 5%	29 18% m	21 3%	26 5% m	24 6% m
Paid assessment fee partially myself and partially paid for by landlord/local authority/ other organisation	7 1%	-	2 1%	-	*	2 1%	4 1%	4 1%	3 1%	1 1%	3 1%	3 1%	5 3% m	2 *	-	7 2% n
Assessment fee paid in full by landlord/local authority/ other organisation	131 14%	2 3%	48 19% adef g	12 21% ade	23 10% a	8 6%	81 14% ade	80 14% ade	49 13% ae	-	78 17% i	53 13% i	7 4%	123 16% i	53 10% i	77 19% n
Company who carried out the assessment did not charge a fee	591 62%	41 48%	181 71% aceh	24 43%	179 79% abce fgh	76 58% c	376 66% aceh	366 66% aceh	215 57% c	38 51%	304 68% ik	249 59%	83 50%	508 65% i	393 73% o	198 48% o
Other	6 1%	2 2% b	-	2 4% bdfgh	*	2 1%	4 1%	4 1%	2 *	-	4 1%	2 *	2 1%	4 1%	4 1% i	2 1% i
Don't know	90 10%	8 9%	20 8%	11 19% bdefg	15 7%	11 9%	47 8%	45 8%	43 11%	6 8%	36 8%	48 11%	9 5%	81 10%	27 5% i	63 15% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 73

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Paid at all	129 14%	33 38% bcdef gh	7 3%	6 12% bd	9 4%	34 26% bcdf g	61 11% bd	60 11% bd	68 18% bdfg	31 41% jk	27 6%	71 17% j	64 39% m	65 8%	59 11%	70 17% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 73

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment					
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)		
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541	
Paid assessment fee in full myself	72 8%	2 2%	16 4%	20 8%	32 16% pqr	23 6%	31 12% M	35 11% M	10 5% RS	2 2%	-	-	-	72 8% u	72 57% UVW	-	-	-	-
Paid assessment fee in full, but the fee will be refunded if the improvements are made	50 5%	-	18 5% p	14 5% p	17 8% p	15 4%	11 4%	23 7% M	8 5% RS	3 3% R	-	-	-	50 6% u	48 38% UVW	-	-	-	-
Paid assessment fee partially myself and partially paid for by landlord/local authority/other organisation	7 1%	1 1%	4 1%	1 1%	-	2 *	4 1%	2 7%	1 1%	1 1%	-	2 2%	2 2%	5 1%	7 6% UVW	-	-	-	-
Assessment fee paid in full by landlord/local authority/other organisation	131 14%	23 24% rL	56 16% L	29 11%	14 7%	40 10%	32 12%	63 20% MN	16 9%	17 18% PR	12 8%	47 48% PQR	44 52% v	87 10%	-	127 18% TW	127 100% TUV	-	-
Company who carried out the assessment did not charge a fee	591 62%	59 63%	221 63%	159 64%	127 63%	296 73% NO	165 63% O	164 51%	130 72% S	66 68% S	134 88% PQS	30 31%	23 27%	568 66% u	-	580 82% TV	-	580 100% TUV	
Other	6 1%	-	3 1%	2 1%	1 *	2 *	3 1%	-	3 2%	2 2%	-	-	-	6 1%	-	-	-	-	-
Don't know	90 10%	9 10%	32 9%	26 10% L	10 5%	26 6%	14 5%	36 11% MN	13 7%	7 7%	7 4%	19 20% PQR	16 19% v	74 9%	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 73

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Paid at all	129 14%	3 3%	37 11% p	35 14% p	49 24% pqr	40 10%	46 18% M	61 19% M	19 11% RS	5 6% R	- -	2 2%	2 2%	127 15% u	127 100% UVW	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 73

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Paid assessment fee in full myself	72 8%	60 17% xyzA	7 2%	62 15% xzA	5 1%	-	56 21% C	3 4%	11 3%	20 8% D	24 17% DE	22 5% G	47 11% G	17 5%	40 10% I	19 7%
Paid assessment fee in full, but the fee will be refunded if the improvements are made	50 5%	37 10% xzA	12 3%	40 10% xzA	9 3%	-	32 12%	5 6%	5 1%	20 8% D	14 10% D	13 3%	32 7% G	10 3%	25 6%	15 6%
Paid assessment fee partially myself and partially paid for by landlord/local authority/other organisation	7 1%	4 1%	2 *	5 1%	1 *	-	4 1%	-	4 1%	2 1%	1 1%	3 1%	4 1%	3 1%	2 1%	1 *
Assessment fee paid in full by landlord/local authority/other organisation	131 14%	38 11%	71 17% wy	43 11%	65 18% wy	26 40% wxyz	26 10%	12 14%	71 20% EF	23 10%	10 7%	82 19% H	41 9%	51 16% J	38 10%	44 16% J
Company who carried out the assessment did not charge a fee	591 62%	196 55% A	271 66% wyA	232 57% A	235 66% wyA	24 38%	130 50%	61 71% B	226 64%	155 65%	75 54%	273 62%	285 64%	204 63%	250 64%	163 60%
Other	6 1%	2 1%	2 *	3 1%	1 *	-	1 *	1 1%	2 *	-	2 2%	2 1%	3 1%	5 2%	2 1%	1 *
Don't know	90 10%	17 5%	45 11% wy	20 5%	42 12% wy	14 22% wxyz	13 5%	3 4%	32 9%	20 8%	13 9%	43 10%	34 8%	31 10%	36 9%	27 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 73

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Paid at all	129 14%	101 29% xyzA	21 5% z	107 26% xzA	15 4%	-	91 35% C	8 10%	21 6%	42 17% D	39 28% DE	38 9%	84 19% G	30 9%	67 17% I	36 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 74

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Paid assessment fee in full myself	72 8%	46 13% JK	33 6%	57 8% I	15 5%	40 10% m	23 7%	6 4%	48 7%	22 12%	48 7%	21 18% N
Paid assessment fee in full, but the fee will be refunded if the improvements are made	50 5%	30 8% JK	26 5%	40 6% I	10 4%	25 6%	19 5%	4 3%	40 6%	7 4%	44 6%	5 4%
Paid assessment fee partially myself and partially paid for by landlord/local authority/ other organisation	7 1%	4 1% I	-	4 1%	3 1% I	3 1%	3 1%	1 1%	5 1%	2 1%	5 1%	1 1%
Assessment fee paid in full by landlord/local authority/ other organisation	131 14%	33 9%	53 10%	70 10%	61 22% HIJ	55 13%	45 13%	29 18%	85 13%	24 13%	83 12%	10 9%
Company who carried out the assessment did not charge a fee	591 62%	219 60% K	393 73% HJK	452 67% HK	139 51%	253 61%	225 64%	103 65%	418 64%	116 61%	477 67%	68 61%
Other	6 1%	3 1%	4 1%	5 1%	1 *	1 *	2 1%	2 2%	2 *	2 1%	2 *	1 1%
Don't know	90 10%	27 8% I	27 5%	47 7% I	43 16% HIJ	35 9%	36 10%	13 8%	51 8%	16 9%	57 8%	6 6%
NET: Paid at all	129 14%	80 22% JK	59 11%	102 15% I	27 10%	68 16% m	46 13%	11 7%	92 14%	31 16%	97 14%	26 23% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 74

D6 Which of the following best describes how the assessment was paid for?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Paid assessment fee in full myself	72 8%	40 6%	9 10%	20 19% P	35 13% o	37 5%	58 10% qr	16 6%	13 4%	18 8%	2 3%	7 4%	17 17% uvwxyz	9 5%	19 8%
Paid assessment fee in full, but the fee will be refunded if the improvements are made	50 5%	35 5%	8 9%	5 5%	12 4%	38 6%	47 8% r	25 9% r	2 1%	10 5%	3 4%	8 5%	4 4%	11 7%	13 6%
Paid assessment fee partially myself and partially paid for by landlord/local authority/other organisation	7 1%	3 1%	3 3% P	1 1%	2 1%	5 1%	5 1%	-	2 1%	2 1%	-	3 2%	-	2 1%	1 *
Assessment fee paid in full by landlord/local authority/other organisation	131 14%	89 13%	16 18%	14 14%	35 13%	95 14%	60 10%	22 8%	65 20% pq	32 15%	9 13%	37 20% xyz	10 10%	19 12%	24 11%
Company who carried out the assessment did not charge a fee	591 62%	454 66% R	52 56%	60 56%	156 59%	435 64%	365 63%	190 69% p	216 65%	127 61%	47 67%	100 55%	64 63%	106 67% w	148 65% w
Other	6 1%	5 1%	-	1 1%	2 1%	4 1%	2 *	1 *	3 1%	-	-	2 1%	1 1%	1 1%	2 1%
Don't know	90 10%	60 9%	4 4%	6 5%	21 8%	69 10%	45 8%	20 7%	32 10%	21 10%	9 12%	25 14% x	4 4%	12 7%	19 8%
NET: Paid at all	129 14%	78 11%	20 21% P	26 25% P	49 19% o	80 12%	110 19% qr	41 15% r	17 5%	30 14%	5 7%	18 10%	22 22% vw	21 14%	33 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	117	46	71	26	47	44	110	5	30	87	54	63	50	67	111	1	5	6
Weighted Base	127	48*	79*	28**	51*	48*	120	5**	31**	96*	56*	71*	42*	85*	122	1**	4**	5**
Effective base	109	43	66	23	44	42	103	4	27	81	48	61	47	65	104	1	4	5
30	1 1%	1 3%	-	-	1 2%	-	1 1%	-	1 4%	-	-	1 2%	-	1 1%	1 1%	-	-	-
50	1 1%	1 2%	-	-	1 2%	-	1 1%	-	1 1%	1 1%	1 1%	-	1 2%	-	1 1%	-	-	-
55	1 1%	1 3%	-	-	1 2%	-	1 1%	-	1 1%	1 1%	1 2%	-	1 1%	1 1%	1 1%	-	-	-
70	2 1%	-	2 2%	-	4 4%	-	-	2 38%	-	2 2%	3 3%	-	-	2 2%	2 2%	-	-	-
95	1 1%	1 2%	-	-	1 2%	-	1 1%	-	1 1%	1 1%	1 1%	-	1 2%	-	1 1%	-	-	-
99	4 3%	-	4 5%	2 6%	1 1%	1 3%	4 3%	-	1 2%	3 3%	2 3%	2 3%	1 2%	3 3%	4 3%	-	-	-
100	11 9%	5 9%	7 9%	3 10%	3 6%	5 11%	10 8%	1 25%	2 7%	9 10%	5 9%	6 9%	7 16% m	5 5%	9 7%	-	2 52%	2 45%
120	2 2%	1 2%	1 2%	1 3%	1 2%	-	2 2%	-	-	2 2%	2 4%	-	1 2%	1 2%	2 2%	-	-	-
125	1 1%	-	1 1%	-	1 1%	-	1 1%	-	-	1 1%	1 1%	-	1 2%	-	1 1%	-	-	-
129	6 5%	2 4%	5 6%	2 6%	5 9% e	-	6 5%	-	-	6 7%	1 1%	6 8%	4 10%	2 3%	6 5%	-	-	-
138	1 1%	-	1 1%	-	1 2%	-	-	-	-	1 1%	-	1 2%	-	1 1%	1 1%	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	127	48*	79*	28**	51*	48*	120	5**	31**	96*	56*	71*	42*	85*	122	1**	4**	5**
Effective base	109	43	66	23	44	42	103	4	27	81	48	61	47	65	104	1	4	5
140	1 1%	-	1 1%	-	1 2%	-	1 1%	-	1 3%	-	1 2%	-	-	1 1%	1 1%	-	-	-
149	4 3%	2 3%	2 2%	1 3%	2 4%	1 2%	4 3%	-	1 4%	2 3%	3 5%	1 1%	2 6%	1 1%	4 3%	-	-	-
150	39 31%	13 27%	26 33%	7 27%	17 34%	14 29%	39 32%	-	6 21%	32 34%	13 22%	26 37%	9 21%	30 36%	39 32%	-	-	-
160	1 1%	-	1 1%	-	-	1 2%	1 1%	-	-	1 1%	1 2%	-	-	1 1%	1 1%	-	-	-
175	2 2%	2 3%	1 1%	2 6%	1 2%	-	2 2%	-	-	2 3%	2 4%	-	1 2%	2 2%	2 2%	-	-	-
180	5 4%	-	5 6%	1 3%	1 3%	2 5%	5 4%	-	1 4%	4 4%	1 3%	3 5%	1 2%	4 5%	5 4%	-	-	-
189	1 1%	-	2 2%	5 5%	-	-	1 1%	-	4 4%	-	-	2 2%	-	1 1%	1 1%	-	-	-
190	1 1%	-	1 2%	-	-	1 3%	1 1%	-	-	1 1%	1 2%	-	-	1 2%	1 1%	-	-	-
199	1 1%	1 2%	-	-	-	1 2%	1 1%	-	-	1 1%	-	1 1%	1 2%	-	1 1%	-	-	-
200	4 3%	1 3%	3 4%	1 3%	3 6%	-	4 4%	-	-	4 4%	3 5%	1 2%	2 5%	2 3%	4 3%	-	-	-
203	2 1%	-	2 2%	-	-	2 3%	2 1%	-	2 5%	-	-	2 2%	-	2 2%	2 1%	-	-	-
204	1 1%	-	1 1%	1 3%	-	-	-	-	-	1 1%	1 1%	-	1 2%	-	1 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	127	48*	79*	28**	51*	48*	120	5**	31**	96*	56*	71*	42*	85*	122	1**	4**	5**
Effective base	109	43	66	23	44	42	103	4	27	81	48	61	47	65	104	1	4	5
209	1 1%	-	1	-	-	1	1	-	-	1	-	1	1	-	1	-	-	-
240	1 1%	1 3%	-	-	-	1 3%	1 1%	-	-	1 1%	-	1 2%	-	1 1%	1 1%	-	-	-
249	3 3%	-	3 4%	-	1 2%	2 4%	3 3%	-	1 3%	2 3%	2 4%	1 2%	1 2%	2 3%	3 3%	-	-	-
300	6 5%	3 7%	3 3%	-	3 5%	3 7%	6 5%	-	6 19%	-	6 10% k	-	3 6%	3 4%	6 5%	-	-	-
463	1 1%	1 2%	-	-	-	1 2%	1 1%	-	1 3%	-	1 1%	-	1 2%	-	1 1%	-	-	-
Don't know	22 17%	13 28% b	8 11%	7 25%	4 8%	11 23%	20 17%	2 37%	7 22%	15 16%	7 12%	15 22%	5 13%	17 19%	19 16%	1 100%	2 48%	3 55%
£1-100	21 16%	9 18%	12 16%	5 16%	10 19%	6 14%	18 15%	3 63%	4 13%	17 18%	11 20%	9 13%	9 22%	12 14%	19 15%	-	2 52%	2 45%
£101-150	54 42%	17 36%	37 46%	11 38%	28 55% e	15 31%	52 44%	-	8 28%	45 47%	20 35%	34 48%	17 40%	37 44%	54 44%	-	-	-
More than £150	32 25%	9 19%	23 29%	6 20%	9 18%	17 35%	31 26%	-	11 37%	20 21%	18 33%	13 19%	11 25%	21 25%	32 26%	-	-	-
Mean	157.43	158.74	156.78	146.27	145.95	178.52 d	159.64	82.05	194.70	146.45	166.96	148.91	160.53	155.78	158.67	-	100.00	100.00
Standard Deviation	59.78	79.56	47.81	32.64	55.51	71.34	59.54	17.82	93.61	40.00	76.08	38.83	72.42	52.38	59.82	-	0.02	0.02



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	117	113	4	45	50	19	15	24	35	43	72	45
Weighted Base	127	121	5**	49*	53*	22**	17**	27**	35*	48*	76*	51*
Effective base	109	105	4	41	47	18	13	22	33	41	67	42
30	1 1%	1 1%	-	1 3%	-	-	-	-	1 4%	-	1 2%	-
50	1 1%	1 1%	-	1 2%	-	-	-	-	1 2%	-	1 1%	-
55	1 1%	1 1%	-	1 2%	-	-	-	1 5%	-	-	1 2%	-
70	2 1%	2 2%	-	-	-	2 8%	-	-	-	2 4%	2 2%	-
95	1 1%	1 1%	-	1 2%	-	-	-	-	-	1 2%	-	1 2%
99	4 3%	4 3%	-	2 5%	1 2%	-	2 10%	-	-	2 4%	1 1%	3 6%
100	11 9%	10 8%	1 23%	2 5%	6 11%	2 9%	1 5%	3 11%	6 16%	2 4%	8 10%	4 7%
120	2 2%	2 2%	-	1 3%	1 1%	-	1 4%	1 5%	-	-	1 1%	1 3%
125	1 1%	1 1%	-	-	1 1%	-	-	-	1 2%	-	1 1%	-
129	6 5%	6 5%	-	2 3%	2 5%	2 10%	2 12%	1 3%	3 7%	1 2%	6 7%	1 2%
138	1 1%	1 1%	-	-	1 2%	-	-	-	1 3%	-	1 2%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	127	121	5**	49*	53*	22**	17**	27**	35*	48*	76*	51*
Effective base	109	105	4	41	47	18	13	22	33	41	67	42
140	1 1%	1 1%	-	1 2%	-	-	-	1 3%	-	-	-	1 2%
149	4 3%	4 3%	-	1 2%	1 1%	2 9%	1 7%	1 3%	-	2 3%	3 4%	1 2%
150	39 31%	37 31%	2 30%	11 22%	17 32%	11 50%	6 34%	6 23%	15 42%	12 25%	23 30%	16 32%
160	1 1%	1 1%	-	-	1 2%	-	-	-	-	1 2%	1 1%	-
175	2 2%	2 2%	-	2 5%	-	-	-	2 6%	1 2%	-	2 2%	1 2%
180	5 4%	5 4%	-	3 7%	1 2%	-	1 5%	1 5%	-	2 5%	4 5%	1 2%
189	1 1%	1 1%	-	-	-	1 6%	-	1 5%	-	-	1 2%	-
190	1 1%	1 1%	-	-	1 2%	-	-	-	-	1 3%	1 2%	-
199	1 1%	1 1%	-	1 2%	-	-	-	-	-	1 2%	-	1 2%
200	4 3%	4 3%	-	3 6%	1 3%	-	-	1 3%	1 3%	2 4%	2 3%	2 4%
203	2 1%	-	2 28%	-	2 3%	-	-	-	2 4%	-	2 2%	-
204	1 1%	1 1%	-	1 2%	-	-	-	1 3%	-	-	-	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	127	121	5**	49*	53*	22**	17**	27**	35*	48*	76*	51*
Effective base	109	105	4	41	47	18	13	22	33	41	67	42
209	1 1%	-	1 19%	-	1 2%	-	-	-	-	1 2%	1 1%	-
240	1 1%	1 1%	-	1 3%	-	-	-	-	-	1 3%	1 2%	-
249	3 3%	3 3%	-	1 3%	2 4%	-	-	2 9%	-	1 2%	1 2%	2 4%
300	6 5%	6 5%	-	3 5%	3 5%	-	-	-	1 2%	5 11%	-	6 12% w
463	1 1%	1 1%	-	1 2%	-	-	-	-	-	1 2%	-	1 2%
Don't know	22 17%	22 18%	-	8 17%	11 21%	2 8%	4 23%	4 16%	4 12%	10 20%	13 17%	9 18%
£1-100	21 16%	20 16%	1 23%	9 18%	7 13%	4 18%	2 15%	4 15%	8 21%	7 14%	13 18%	7 15%
£101-150	54 42%	52 43%	2 30%	15 32%	23 43%	15 69%	10 57%	10 37%	19 55% o	15 31%	34 44%	20 39%
More than £150	32 25%	29 24%	3 47%	16 33%	13 25%	1 6%	1 5%	9 32%	4 12%	18 37% n	16 21%	16 31%
Mean	157.43	157.04	164.52	163.61	160.67	137.57	137.32	156.43	139.51	179.60	144.50	176.96 w
Standard Deviation	59.78	60.57	47.07	74.12	51.89	29.38	23.53	48.99	44.64	76.78	42.99	75.11



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	117	85	14	10	16	79	13	54	12	21	26	66	51
Weighted Base	127	91*	15**	10**	20**	81*	16**	59*	12**	23**	28**	71*	55*
Effective base	109	79	13	8	15	74	12	51	11	19	24	62	47
30	1 1%	1 1%	-	-	-	1 2%	-	1 2%	-	-	-	1 2%	-
50	1 1%	1 1%	-	-	-	1 1%	-	-	1 6%	-	-	1 1%	-
55	1 1%	-	-	-	1 6%	-	-	-	-	1 5%	-	-	1 2%
70	2 1%	2 2%	-	-	-	-	2 12%	2 3%	-	-	-	2 3%	-
95	1 1%	-	-	1 8%	-	1 1%	-	-	1 6%	-	-	1 1%	-
99	4 3%	2 3%	-	2 16%	3 14%	1 1%	2 11%	3 5%	-	-	1 3%	3 4%	1 1%
100	11 9%	7 8%	3 20%	1 12%	1 3%	8 10%	3 20%	4 6%	2 16%	1 6%	1 3%	6 8%	6 10%
120	2 2%	2 2%	-	-	-	1 2%	-	2 3%	-	-	-	2 3%	-
125	1 1%	1 1%	-	-	-	1 1%	-	1 1%	-	-	-	1 1%	-
129	6 5%	6 6%	1 5%	-	-	6 8%	-	6 9%	-	1 4%	-	6 8%	1 1%
138	1 1%	1 1%	-	-	-	-	-	1 2%	-	-	-	1 2%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	127	91*	15**	10**	20**	81*	16**	59*	12**	23**	28**	71*	55*
Effective base	109	79	13	8	15	74	12	51	11	19	24	62	47
140	1 1%	-	-	1 9%	-	-	1 6%	-	-	1 4%	-	-	1 2%
149	4 3%	2 3%	2 13%	-	-	2 3%	-	1 1%	1 6%	-	2 7%	2 2%	2 4%
150	39 31%	29 32%	3 22%	-	8 39%	18 22%	6 39%	17 28%	2 17%	7 31%	13 46%	19 26%	20 36%
160	1 1%	-	-	-	1 4%	-	-	-	-	-	1 3%	-	1 2%
175	2 2%	1 1%	-	-	2 8%	-	-	-	-	2 11%	-	-	2 4%
180	5 4%	3 4%	-	-	1 7%	3 4%	-	2 4%	-	2 10%	-	2 3%	2 4%
189	1 1%	1 1%	-	-	-	1 2%	-	-	1 10%	-	-	1 2%	-
190	1 1%	1 1%	-	-	-	1 2%	-	1 2%	-	-	-	1 2%	-
199	1 1%	1 1%	-	-	-	1 1%	-	-	-	-	1 3%	-	1 2%
200	4 3%	4 5%	-	-	-	3 4%	-	1 2%	1 7%	-	2 7%	2 3%	2 4%
203	2 1%	2 2%	-	-	-	2 2%	-	2 3%	-	-	-	2 2%	-
204	1 1%	1 1%	-	-	-	1 1%	-	-	-	1 4%	-	-	1 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 75

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	127	91*	15**	10**	20**	81*	16**	59*	12**	23**	28**	71*	55*
Effective base	109	79	13	8	15	74	12	51	11	19	24	62	47
209	1 1%	1 1%	-	-	-	1 1%	-	-	-	-	1 4%	-	1 2%
240	1 1%	1 1%	-	-	-	1 2%	-	1 2%	-	-	-	1 2%	-
249	3 3%	2 2%	-	-	1 6%	2 2%	-	-	1 10%	2 8%	-	1 2%	2 4%
300	6 5%	3 3%	1 10%	2 17%	-	6 7%	-	3 6%	2 14%	-	1 3%	5 7%	1 1%
463	1 1%	1 1%	-	-	-	1 1%	-	1 1%	-	-	-	1 1%	-
Don't know	22 17%	15 16%	5 30%	4 38%	3 13%	18 22%	2 13%	10 17%	1 7%	4 17%	6 21%	11 15%	11 20%
£1-100	21 16%	13 15%	3 20%	4 36%	5 23%	11 14%	7 42%	10 17%	4 28%	3 11%	2 6%	13 19%	8 14%
£101-150	54 42%	41 45%	6 40%	1 9%	8 39%	29 36%	7 45%	27 46%	3 23%	9 39%	15 53%	30 42%	24 43%
More than £150	32 25%	23 25%	1 10%	2 17%	5 25%	25 30%	-	13 23%	5 42%	8 33%	5 20%	18 26%	13 24%
Mean	157.43	157.14	154.69	160.02	145.72	167.94	120.97	155.80	172.76	158.20	161.23	159.03	155.25
Standard Deviation	59.78	58.63	65.65	95.35	45.23	69.19	31.49	68.31	78.58	46.25	37.59	70.00	42.84



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	117	28	7	6	10	29	54	53	63	27	24	66	56	61	52	65
Weighted Base	127	31**	7**	6**	9**	31**	59*	58*	68*	30**	26**	71*	63*	63*	58*	69*
Effective base	109	26	6	6	9	28	51	50	58	26	22	61	52	57	49	60
30	1 1%	-	-	-	-	1 4%	1 2%	-	-	-	-	1 2%	1 2%	-	-	1 2%
50	1 1%	-	-	-	-	-	-	-	1 1%	-	-	1 1%	-	1 1%	1 1%	-
55	1 1%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	-	1 2%	-	1 2%
70	2 1%	2 6%	-	-	-	-	2 3%	2 3%	-	2 6%	-	-	2 3%	-	2 3%	-
95	1 1%	-	-	-	-	-	-	-	1 1%	-	-	1 1%	-	1 1%	1 1%	-
99	4 3%	-	1 17%	-	-	2 5%	3 5%	3 5%	1 1%	1 4%	2 6%	1 1%	4 6%	-	1 1%	3 4%
100	11 9%	1 3%	1 17%	1 13%	-	2 5%	4 6%	4 6%	8 11%	2 6%	1 5%	8 12%	4 6%	8 12%	2 3%	10 14% n
120	2 2%	-	-	1 20%	-	1 2%	2 3%	2 3%	-	1 4%	1 3%	-	1 1%	1 2%	1 2%	1 1%
125	1 1%	1 2%	-	-	-	-	1 1%	1 1%	-	1 2%	-	-	-	1 1%	-	1 1%
129	6 5%	5 15%	1 11%	-	1 9%	4 14%	6 9%	6 10%	1 1%	5 16%	1 3%	1 1%	6 10% m	-	5 8%	2 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	127	31**	7**	6**	9**	31**	59*	58*	68*	30**	26**	71*	63*	63*	58*	69*
Effective base	109	26	6	6	9	28	51	50	58	26	22	61	52	57	49	60
138	1 1%	-	-	-	1 13%	-	1 2%	1 2%	-	1 4%	-	-	1 2%	-	-	1 2%
140	1 1%	-	-	-	-	-	-	-	1 1%	-	-	1 1%	-	1 1%	1 2%	-
149	4 3%	1 3%	-	-	-	1 3%	1 1%	1 1%	3 4%	-	1 3%	3 4%	1 1%	3 4%	1 1%	3 4%
150	39 31%	8 24%	1 16%	-	4 50%	10 31%	17 28%	17 29%	22 33%	8 26%	9 35%	22 31%	24 37%	15 24%	20 35%	19 27%
160	1 1%	-	-	-	-	-	-	-	1 1%	-	-	1 1%	-	1 1%	-	1 1%
175	2 2%	-	-	-	-	-	-	-	2 4%	-	-	2 3%	2 4%	-	2 4%	-
180	5 4%	2 8%	-	1 19%	-	2 8%	2 4%	2 4%	3 3%	-	2 9%	2 3%	1 1%	4 6%	2 2%	3 5%
189	1 1%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	-	1 2%	1 2%	-
190	1 1%	-	-	-	-	1 4%	1 2%	1 2%	-	-	-	1 2%	1 2%	-	-	1 2%
199	1 1%	-	-	-	-	-	-	-	1 1%	-	-	1 1%	1 1%	-	-	1 1%
200	4 3%	1 4%	-	-	-	-	1 2%	1 2%	3 4%	1 4%	-	3 4%	1 1%	3 6%	3 6%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	127	31**	7**	6**	9**	31**	59*	58*	68*	30**	26**	71*	63*	63*	58*	69*
Effective base	109	26	6	6	9	28	51	50	58	26	22	61	52	57	49	60
203	2 1%	-	2 21%	-	-	-	2 3%	2 3%	-	-	2 6%	-	2 2%	-	2 3%	-
204	1 1%	-	-	-	-	-	-	-	1 1%	-	-	1 1%	1 1%	-	-	1 1%
209	1 1%	-	-	-	-	-	-	-	1 2%	-	-	1 1%	-	1 2%	-	1 1%
240	1 1%	1 4%	-	-	-	-	1 2%	1 2%	-	-	1 5%	-	-	1 2%	-	1 2%
249	3 3%	-	-	-	-	-	-	-	3 5%	-	-	3 5%	-	3 5%	1 2%	2 3%
300	6 5%	1 4%	-	2 33%	1 7%	1 4%	3 6%	3 6%	3 4%	1 4%	2 8%	3 4%	3 5%	3 5%	5 8%	1 2%
463	1 1%	-	1 11%	-	-	-	1 1%	1 1%	-	1 3%	-	-	1 1%	-	-	1 1%
Don't know	22 17%	8 26%	* 7%	1 15%	2 20%	6 20%	10 17%	10 18%	12 17%	6 20%	4 16%	12 17%	8 12%	14 23%	8 14%	14 20%
£1-100	21 16%	3 9%	3 34%	1 13%	-	5 14%	10 17%	9 15%	11 16%	5 16%	3 11%	13 19%	11 17%	10 16%	6 10%	15 22%
£101-150	54 42%	14 45%	2 27%	1 20%	6 73%	16 50%	27 46%	27 47%	27 39%	16 53%	11 44%	27 37%	33 52%	21 33%	28 48%	26 37%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	127	31**	7**	6**	9**	31**	59*	58*	68*	30**	26**	71*	63*	63*	58*	69*
Effective base	109	26	6	6	9	28	51	50	58	26	22	61	52	57	49	60
More than £150	32 25%	8 24%	2 32%	3 52%	1 7%	6 20%	13 23%	13 23%	18 27%	3 11%	9 34%	20 27%	12 20%	19 30%	16 28%	16 23%
Mean	157.43	155.50	176.43	200.07	159.16	145.10	155.80	159.10	158.85	151.07	168.42	155.99	153.41	161.98	163.73	151.72
Standard Deviation	59.78	52.10	118.77	92.34	48.59	49.84	68.31	66.00	51.79	75.39	56.34	54.27	61.95	57.51	56.53	62.54



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	117	3	34	29	46	34	43	52	16	5	-	2	2	115	117	-	-	-
Weighted Base	127	3**	36*	34**	49*	38*	46*	61*	19**	5**	**	2**	2**	125	127	**	**	**
Effective base	109	3	32	27	43	32	40	49	15	4	-	2	2	107	109	-	-	-
30	1 1%	-	-	1 4%	-	-	1 3%	-	-	-	-	-	-	1 1%	1 1%	-	-	-
50	1 1%	-	1 2%	-	-	-	-	-	-	-	-	-	-	1 1%	1 1%	-	-	-
55	1 1%	-	-	1 4%	-	-	-	-	-	-	-	-	-	1 1%	1 1%	-	-	-
70	2 1%	-	-	-	2 4%	2 5%	2 4%	2 3%	-	-	-	-	-	2 1%	2 1%	-	-	-
95	1 1%	-	-	-	1 2%	-	1 2%	-	-	-	-	-	-	1 1%	1 1%	-	-	-
99	4 3%	-	2 7%	-	1 3%	1 2%	2 4%	1 2%	2 10%	-	-	-	-	4 3%	4 3%	-	-	-
100	11 9%	3 100%	3 7%	3 10%	2 5%	4 12%	8 18% O	2 3%	3 15%	-	-	-	-	11 9%	11 9%	-	-	-
120	2 2%	-	1 4%	-	1 7%	-	1 2%	1 2%	-	-	-	-	-	2 2%	2 2%	-	-	-
125	1 1%	-	1 2%	-	-	-	1 2%	-	-	-	-	-	-	1 1%	1 1%	-	-	-
129	6 5%	-	2 6%	1 3%	3 7%	1 3%	2 3%	5 8%	-	1 13%	-	-	-	6 5%	6 5%	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
		Weighted Base	127	3**	36*	34**	49*	38*	46*	61*	19**	5**	-.**	2**	2**	125	127	-.**
Effective base	109	3	32	27	43	32	40	49	15	4	-	2	2	107	109	-	-	-
138	1 1%	-	-	-	2%	-	-	1 2%	-	-	-	-	-	1 1%	1 1%	-	-	-
140	1 1%	-	1 3%	-	-	-	-	1 2%	-	-	-	-	-	1 1%	1 1%	-	-	-
149	4 3%	-	2 5%	-	1 2%	2 4%	-	1 1%	-	-	-	-	-	4 3%	4 3%	-	-	-
150	39 31%	-	9 24%	8 25%	20 41%	7 19%	13 28%	26 42% M	9 48%	1 16%	-	-	-	39 31%	39 31%	-	-	-
160	1 1%	-	-	-	1 2%	-	1 2%	-	-	-	-	-	-	1 1%	1 1%	-	-	-
175	2 2%	-	-	2 5%	1 2%	-	2 4%	2 4%	-	-	-	-	-	2 2%	2 2%	-	-	-
180	5 4%	-	2 6%	-	3 5%	-	-	3 4%	-	-	-	-	-	5 4%	5 4%	-	-	-
189	1 1%	-	-	1 4%	-	-	1 3%	2 2%	-	-	-	-	-	1 1%	1 1%	-	-	-
190	1 1%	-	-	1 4%	-	-	1 3%	-	-	-	-	-	-	1 1%	1 1%	-	-	-
199	1 1%	-	-	1 3%	-	-	1 2%	-	-	-	-	-	-	1 1%	1 1%	-	-	-
200	4 3%	-	1 4%	-	3 6%	3 7%	1 2%	1 2%	1 5%	-	-	-	-	4 3%	4 3%	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	127	3**	36*	34**	49*	38*	46*	61*	19**	5**	..*	2**	2**	125	127	..*	..*	..*
Effective base	109	3	32	27	43	32	40	49	15	4	-	2	2	107	109	-	-	-
203	2 1%	-	4%	-	-	4%	-	3%	-	-	-	-	-	7%	2 1%	-	-	-
204	1 1%	-	-	1 2%	-	-	1 2%	-	-	-	-	-	-	7%	1 7%	-	-	-
209	1 1%	-	-	1 3%	-	1 3%	-	-	-	-	-	-	-	7%	1 7%	-	-	-
240	1 1%	-	-	-	1 3%	-	-	1 2%	-	-	-	-	-	7%	1 7%	-	-	-
249	3 3%	-	-	1 4%	2 4%	2 7%	-	1 7%	-	-	-	-	-	3 3%	3 3%	-	-	-
300	6 5%	-	2 5%	2 5%	2 5%	4 10%	3 6%	1 2%	1 8%	2 32%	-	-	-	6 5%	6 5%	-	-	-
463	1 1%	-	1 2%	-	-	-	-	1 7%	-	-	-	-	-	7%	1 7%	-	-	-
Don't know	22 17%	-	7 20%	9 25%	4 8%	9 25%	6 13%	8 13%	3 13%	2 38%	-	2 100%	2 100%	20 16%	22 17%	-	-	-
£1-100	21 16%	3 100%	6 16%	6 17%	6 13%	7 19%	14 30% O	5 8%	5 26%	-	-	-	-	21 17%	21 16%	-	-	-
£101-150	54 42%	-	16 43%	10 28%	26 53%	10 26%	16 35%	35 57% MN	9 48%	2 30%	-	-	-	54 43%	54 42%	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	127	3**	36*	34**	49*	38*	46*	61*	19**	5**	-**	2**	2**	125	127	-**	-**	-**
Effective base	109	3	32	27	43	32	40	49	15	4	-	2	2	107	109	-	-	-
More than £150	32 25%	-	9 25%	10 29%	13 26%	11 30%	11 25%	13 22%	2 12%	2 32%	-	-	-	32 25%	32 25%	-	-	-
Mean	157.43	100.00	160.15	158.45	159.30	172.65	143.96	159.56	150.96	223.70	-	-	-	157.43	157.43	-	-	-
Standard Deviation	59.78	0.04	72.69	64.24	50.72	70.04	57.34	55.22	55.54	95.52	-	-	-	59.78	59.78	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	117	90	19	96	13	-	80	9	22	36	34	36	75	30	61	30
Weighted Base	127	100*	20**	106*	13**	-**	90*	8**	21**	42*	37*	38*	81*	30**	66*	34**
Effective base	109	84	18	89	12	-	75	8	20	34	32	32	71	27	58	28
30	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	1 3%	-	1 3%	-	-	-	1 4%
50	1 1%	-	1 4%	-	1 6%	-	-	-	-	1 2%	-	1 2%	-	1 3%	-	-
55	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	-	-	1 3%	-	1 4%	-	-
70	2 1%	2 2%	-	2 2%	-	-	2 2%	-	-	-	2 5%	-	2 2%	-	-	2 5%
95	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	-	1 2%	-	1 1%	1 3%	-	-
99	4 3%	3 3%	1 4%	3 3%	1 6%	-	3 3%	-	-	3 7%	-	2 6%	1 2%	2 5%	2 3%	-
100	11 9%	7 7%	2 11%	7 6%	2 16%	-	7 8%	-	5 23%	1 2%	3 9%	2 5%	9 11%	3 9%	6 9%	3 10%
120	2 2%	2 2%	-	2 2%	-	-	2 2%	-	-	2 5%	-	1 2%	1 2%	2 7%	-	-
125	1 1%	1 1%	-	1 1%	-	-	-	1 9%	-	1 2%	-	1 2%	-	-	1 1%	-
129	6 5%	6 6%	1 4%	6 5%	1 6%	-	4 5%	1 14%	1 6%	-	4 12% E	-	6 8%	2 5%	-	5 14%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	127	100*	20**	106*	13**	-**	90*	8**	21**	42*	37*	38*	81*	30**	66*	34**
Effective base	109	84	18	89	12	-	75	8	20	34	32	32	71	27	58	28
138	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	-	-	-	1 1%	-	-	1 3%
140	1 1%	-	1 5%	-	1 7%	-	-	-	1 4%	-	-	1 2%	-	-	-	1 3%
149	4 3%	4 4%	-	4 3%	-	-	4 4%	-	1 4%	1 2%	1 3%	1 2%	3 3%	-	1 7%	3 8%
150	39 31%	34 34%	4 19%	37 35%	1 10%	-	32 35%	2 29%	4 21%	15 35%	14 38%	12 32%	27 33%	8 26%	21 31%	12 34%
160	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	1 2%	-	-	1 1%	-	1 1%	-
175	2 2%	2 2%	-	2 2%	-	-	2 3%	-	-	-	1 2%	-	1 1%	1 3%	2 2%	-
180	5 4%	3 3%	1 6%	3 3%	1 9%	-	3 4%	-	-	4 9%	1 2%	-	5 6%	-	2 4%	2 7%
189	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	-	1 3%	-	1 2%	-	-	1 4%
190	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	-	-	-	1 2%	-	1 2%	-
199	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	-	-	-	1 1%	-	1 1%	-
200	4 3%	3 3%	-	3 3%	-	-	2 2%	-	-	-	2 5%	-	4 5%	2 5%	3 5%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

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Weighted Base	127	100*	20**	106*	13**	-**	90*	8**	21**	42*	37*	38*	81*	30**	66*	34**
Effective base	109	84	18	89	12	-	75	8	20	34	32	32	71	27	58	28
203	2 1%	-	2 8%	-	2 12%	-	-	-	-	-	2 4%	2 4%	-	-	2 2%	-
204	1 1%	-	1 4%	1 1%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%	-	-
209	1 1%	1 1%	-	1 1%	-	-	1 1%	-	-	1 2%	-	1 3%	-	-	1 2%	-
240	1 1%	1 1%	-	1 1%	-	-	1 1%	-	1 6%	-	-	-	1 2%	-	1 2%	-
249	3 3%	3 3%	-	3 3%	-	-	3 4%	-	1 4%	1 3%	1 3%	-	3 4%	-	3 5%	-
300	6 5%	5 5%	1 3%	5 5%	1 5%	-	5 6%	-	1 4%	4 9%	-	3 9%	3 3%	-	4 6%	2 5%
463	1 1%	-	1 4%	1 1%	-	-	-	-	1 4%	-	-	-	1 1%	-	1 1%	-
Don't know	22 17%	13 13%	5 27%	15 15%	3 24%	-	9 10%	4 49%	5 24%	6 15%	4 10%	8 22%	8 10%	8 28%	14 21%	1 4%
£1-100	21 16%	15 15%	4 19%	15 14%	4 27%	-	15 16%	-	5 23%	6 14%	6 16%	8 20%	13 16%	7 23%	8 12%	7 19%
£101-150	54 42%	47 47%	6 28%	50 47%	3 23%	-	43 48%	4 51%	7 35%	18 44%	20 53%	15 40%	38 47%	11 38%	22 34%	21 62%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 76

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	127	100*	20**	106*	13**	-**	90*	8**	21**	42*	37*	38*	81*	30**	66*	34**
Effective base	109	84	18	89	12	-	75	8	20	34	32	32	71	27	58	28
More than £150	32 25%	24 24%	6 33%	26 24%	5 36%	-	23 26%	-	4 17%	11 28%	8 20%	8 21%	22 27%	3 11%	24 36%	5 15%
Mean	157.43	156.94	167.83	159.81	146.69	-	157.18	140.11	167.59	161.35	148.07	152.45	159.05	131.79	176.42	143.39
Standard Deviation	59.78	54.15	90.86	60.20	62.06	-	55.54	12.84	90.11	62.85	38.72	68.43	56.96	40.56	65.01	50.76



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 77

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	117	75	52	94	23	62	42	9	81	31	87	25
Weighted Base	127	79*	58*	101*	26**	68*	45*	10**	91*	29**	97*	25**
Effective base	109	69	49	87	22	58	39	8	76	29	81	23
30	1 1%	-	-	-	1 5%	-	1 3%	-	1 1%	-	1 1%	-
50	1 1%	1 1%	1 1%	1 1%	-	-	1 2%	-	-	-	1 1%	-
55	1 1%	-	-	-	1 5%	1 2%	-	-	-	1 4%	-	1 5%
70	2 1%	2 2%	2 3%	2 2%	-	2 3%	-	-	2 2%	-	2 2%	-
95	1 1%	-	1 1%	1 1%	-	1 1%	-	-	1 1%	-	1 1%	-
99	4 3%	2 3%	1 1%	2 2%	1 5%	2 2%	2 4%	-	3 3%	1 3%	4 4%	-
100	11 9%	9 12% 1	2 3%	9 9% 1	2 8%	7 11%	3 7%	-	6 7%	4 14%	7 7%	3 14%
120	2 2%	1 1%	1 2%	2 2%	-	2 3%	-	-	1 1%	1 2%	1 1%	1 3%
125	1 1%	1 1%	-	1 1%	-	1 1%	-	-	-	1 2%	-	1 3%
129	6 5%	6 8%	5 8%	6 6%	-	6 8%	1 2%	-	6 6%	1 3%	6 7%	-
138	1 1%	-	-	-	1 5%	-	1 3%	-	1 1%	-	1 1%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All who paid towards their assessment

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	127	79*	58*	101*	26**	68*	45*	10**	91*	29**	97*	25**
Effective base	109	69	49	87	22	58	39	8	76	29	81	23
140	1 1%	1 1%	1 2%	1 1%	-	-	1 2%	-	-	1 3%	-	-
149	4 3%	2 2%	1 1%	2 2%	1 4%	2 3%	2 4%	-	2 2%	2 7%	2 2%	2 8%
150	39 31%	26 33%	20 35%	33 33%	6 23%	26 39% 1	6 13%	4 45%	31 33%	7 24%	30 31%	7 28%
160	1 1%	1 1%	-	1 1%	-	1 1%	-	-	1 1%	-	-	1 3%
175	2 2%	2 2%	2 4%	2 2%	-	1 1%	2 4%	-	2 3%	-	2 3%	-
180	5 4%	3 4%	1 2%	3 3%	1 5%	2 3%	3 6%	-	5 5%	-	5 5%	-
189	1 1%	-	1 2%	1 1%	-	1 2%	-	-	1 1%	-	1 1%	-
190	1 1%	1 2%	-	1 1%	-	1 2%	-	-	-	1 4%	-	1 5%
199	1 1%	1 1%	-	1 1%	-	-	1 2%	-	1 1%	-	1 1%	-
200	4 3%	1 2%	3 6%	3 3% H	1 3%	1 2%	2 5%	1 9%	3 3%	1 4%	3 4%	1 3%
203	2 1%	-	2 3%	2 2%	-	-	2 3%	-	2 2%	-	2 2%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 77

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	127	79*	58*	101*	26**	68*	45*	10**	91*	29**	97*	25**
Effective base	109	69	49	87	22	58	39	8	76	29	81	23
204	1 1%	1 1%	-	1 1%	-	1 1%	-	-	1 1%	-	1 1%	-
209	1 1%	1 1%	-	1 1%	-	-	1 2%	-	-	1 3%	1 1%	-
240	1 1%	1 2%	-	1 1%	-	-	1 3%	-	-	1 4%	-	1 5%
249	3 3%	2 3%	1 2%	2 2%	1 3%	2 4%	1 2%	-	3 4%	-	1 1%	2 8%
300	6 5%	1 1%	5 8% H	5 5% H	1 5%	1 2%	4 10%	-	4 5%	1 5%	5 5%	1 3%
463	1 1%	-	-	-	1 3%	-	1 2%	-	1 1%	-	1 1%	-
Don't know	22 17%	13 16%	8 14%	15 15%	7 28%	6 9%	10 22%	4 45%	14 16%	5 17%	18 18%	3 12%
£1-100	21 16%	14 18%	6 10%	15 15%	6 23%	13 19%	7 16%	-	13 14%	6 20%	15 16%	5 19%
£101-150	54 42%	36 46%	28 48%	46 45%	8 31%	36 54% l	10 23%	4 45%	40 44%	12 42%	40 42%	10 42%
More than £150	32 25%	17 22%	16 28%	27 27% H	5 18%	12 18%	17 38% k	2 23%	24 26%	6 21%	23 24%	7 28%
Mean	157.43	148.42	163.73 H	157.58 H	156.74	146.71	178.17	158.60	160.89	153.08	158.06	159.12



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 77

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	127	79*	58*	101*	26**	68*	45*	10**	91*	29**	97*	25**
Effective base	109	69	49	87	22	58	39	8	76	29	81	23
Standard Deviation	59.78	43.29	56.53	50.86	92.30	44.50	81.69	20.93	60.82	56.64	61.75	58.00



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 77

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	117	68	19	25	47	70	98	36	16	29	6	17	20	17	28
Weighted Base	127	77*	18**	26**	48*	79*	108*	39*	17**	30**	5**	17**	22**	20**	33**
Effective base	109	63	18	23	43	66	91	34	15	27	6	16	19	16	26
30	1 1%	1 2%	-	-	-	1 2%	1 1%	-	-	-	-	-	-	1 6%	-
50	1 1%	1 1%	-	-	-	1 1%	-	-	1 5%	-	-	-	-	-	1 2%
55	1 1%	-	-	1 5%	1 3%	-	1 1%	-	-	1 4%	-	-	-	-	-
70	2 1%	2 2%	-	-	-	2 2%	2 2%	2 5%	-	-	-	-	2 9%	-	-
95	1 1%	-	-	-	-	1 1%	-	-	1 5%	-	-	-	1 4%	-	-
99	4 3%	1 2%	2 9%	1 3%	1 2%	3 4%	4 3%	1 3%	-	2 8%	-	-	-	-	1 4%
100	11 9%	4 5%	2 11%	3 13%	5 11%	6 8%	8 7%	2 6%	4 21%	2 6%	1 16%	5 27%	1 4%	2 9%	2 5%
120	2 2%	1 2%	-	1 3%	1 2%	1 2%	1 1%	-	1 8%	1 2%	-	-	1 6%	-	-
125	1 1%	-	1 4%	-	1 2%	-	1 1%	1 2%	-	-	-	-	1 3%	-	-
129	6 5%	4 5%	3 16%	-	1 2%	6 7%	6 6%	6 14% p	-	5 16%	-	1 5%	1 3%	-	-
138	1 1%	1 2%	-	-	-	1 1%	1 1%	1 3%	-	-	-	-	-	1 6%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 77

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	127	77*	18**	26**	48*	79*	108*	39*	17**	30**	5**	17**	22**	20**	33**
Effective base	109	63	18	23	43	66	91	34	15	27	6	16	19	16	26
140	1 1%	-	-	-	1 2%	-	1 1%	-	-	-	1 18%	-	-	-	-
149	4 3%	1 1%	-	3 10%	3 6%	1 1%	2 2%	1 2%	2 11%	-	-	-	2 9%	-	2 5%
150	39 31%	31 40%	2 11%	6 23%	14 29%	25 32%	34 32%	11 29%	5 28%	6 20%	1 24%	6 34%	8 36%	8 38%	10 32%
160	1 1%	-	-	1 3%	1 2%	-	1 1%	-	-	1 3%	-	-	-	-	-
175	2 2%	2 3%	-	-	-	2 3%	2 2%	-	-	1 3%	-	-	-	-	2 5%
180	5 4%	5 6%	-	-	-	5 6%	5 4%	2 6%	-	-	1 17%	-	4 18%	-	-
189	1 1%	-	1 7%	-	1 3%	-	1 1%	-	-	-	-	-	-	-	1 4%
190	1 1%	-	-	1 5%	1 3%	-	1 1%	-	-	-	-	1 8%	-	-	-
199	1 1%	-	1 5%	-	-	1 1%	1 1%	-	-	1 3%	-	-	-	-	-
200	4 3%	3 4%	-	1 5%	2 4%	2 3%	4 4%	1 3%	-	3 9%	-	-	-	-	2 5%
203	2 1%	2 2%	-	-	-	2 2%	2 1%	-	-	-	-	-	-	-	2 5%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 77

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	127	77*	18**	26**	48*	79*	108*	39*	17**	30**	5**	17**	22**	20**	33**
Effective base	109	63	18	23	43	66	91	34	15	27	6	16	19	16	26
204	1 1%	1 1%	-	-	-	1 1%	1 1%	-	-	-	-	-	-	-	1 3%
209	1 1%	-	1 6%	-	1 2%	-	1 1%	-	-	-	-	-	-	-	1 3%
240	1 1%	-	-	1 5%	1 3%	-	1 1%	1 3%	-	-	-	-	-	-	1 4%
249	3 3%	1 2%	-	2 8%	2 4%	1 2%	3 3%	-	-	1 3%	-	-	-	2 12%	-
300	6 5%	3 4%	1 3%	3 10%	3 7%	3 3%	3 3%	1 4%	2 12%	2 6%	-	-	1 4%	-	3 10%
463	1 1%	1 1%	-	-	-	1 1%	-	-	1 5%	-	-	1 5%	-	-	-
Don't know	22 17%	13 17%	5 29%	2 8%	8 17%	14 18%	19 18%	7 19%	1 6%	5 18%	1 24%	4 22%	1 6%	6 29%	5 14%
£1-100	21 16%	9 12%	4 20%	5 20%	7 15%	14 17%	16 15%	6 14%	5 31%	5 18%	1 16%	5 27%	3 16%	3 15%	4 11%
£101-150	54 42%	37 49%	6 30%	10 37%	20 41%	34 43%	46 42%	19 50%	8 47%	12 39%	2 42%	7 39%	12 57%	9 44%	12 37%
More than £150	32 25%	17 22%	4 20%	9 35%	13 27%	19 24%	28 26%	8 20%	3 17%	8 26%	1 17%	2 12%	5 21%	2 12%	14 42%
Mean	157.43	157.60	148.60	169.12	164.46	153.16	155.44	149.48	162.79	154.65	143.80	153.58	146.28	149.01	176.03



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 77

D7 And how much did your household pay for the assessment?

Base: All who paid towards their assessment

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	127	77*	18**	26**	48*	79*	108*	39*	17**	30**	5**	17**	22**	20**	33**
Effective base	109	63	18	23	43	66	91	34	15	27	6	16	19	16	26
Standard Deviation	59.78	58.98	52.29	67.30	58.69	60.48	50.00	48.99	96.83	59.08	31.28	85.19	44.66	59.18	59.53



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 78

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I/my partner found the Assessor ourselves	102 11%	42 9%	60 13% a	46 14%	34 9%	22 9%	87 11%	15 12%	21 8%	81 12%	75 11%	27 11%	51 11%	51 11%	84 13% pq	11 13% pq	7 4%	18 7% p
Someone else passed on details of an Assessor and we arranged the Assessment visit	83 9%	35 7%	47 11%	24 7%	31 9%	28 12%	70 9%	11 9%	23 9%	60 9%	51 7%	32 13% j	33 7%	51 11% l	70 11% oq	2 3%	11 6%	13 5%
The Assessor contacted us	335 35%	184 37%	149 33%	120 35%	132 37%	81 34%	278 34%	53 43%	89 35%	244 35%	242 34%	93 38%	184 38%	151 33%	234 35%	35 41%	65 34%	101 36%
The Assessment visit was arranged for us but we booked the date and time	222 24%	119 24%	103 23%	73 22%	96 27%	53 22%	195 24%	24 20%	55 22%	167 24%	167 24%	56 23%	118 24%	105 23%	172 26% pq	18 21%	32 17%	50 18%
We were told when the Assessment would take place and had no part in making arrangements	149 16%	87 18%	62 14%	51 15%	56 15%	42 17%	135 17%	14 11%	47 19%	102 15%	123 18% k	26 11%	69 14%	79 17%	73 11%	15 18%	61 32% noq	76 27% no
Cold caller	13 1%	8 2%	5 1%	2 *	3 1%	8 3% c	13 2%	- -	6 2%	7 1%	11 2%	2 1%	4 1%	9 2%	7 1%	1 1%	5 3%	5 2%
Through Management Company / Landlord	4 *	1 *	3 1%	3 1%	1 *	- -	3 *	1 1%	2 1%	2 *	4 1%	- -	4 1%	- -	2 *	- -	2 1%	2 1%
Other	4 *	1 *	3 1%	1 *	1 *	1 1%	2 *	- -	- -	4 1%	2 *	1 *	2 1%	1 *	4 1%	- -	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 78

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Don't know	34 4%	17 4%	15 3%	19 6% d	6 2%	7 3%	25 3%	6 5%	8 3%	25 4%	27 4%	7 3%	21 4%	14 3%	23 3%	4 5%	7 4%	11 4%
NET: Had any part in arranging the assessment	742 78%	380 77%	359 80%	263 77%	293 81%	185 76%	630 78%	102 83%	189 75%	552 80%	534 76%	208 85% j	386 79%	357 78%	560 84% pq	67 77% pq	115 61%	182 66% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 78

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
I/my partner found the Assessor ourselves	102 11%	94 12% s	7 4%	53 17% uv	34 8%	11 9%	34 20% MNO	33 13% O	22 10% O	13 5%	66 11%	36 11%
Someone else passed on details of an Assessor and we arranged the Assessment visit	83 9%	72 9%	11 7%	31 10%	40 9%	11 8%	9 5%	21 8%	18 8%	35 12% K	49 8%	34 11%
The Assessor contacted us	335 35%	288 37%	47 29%	96 31%	155 36%	50 38%	55 33%	78 30%	92 40% M	110 38% M	216 34%	119 37%
The Assessment visit was arranged for us but we booked the date and time	222 24%	188 24%	35 21%	71 23%	102 24%	35 27%	28 17%	63 24%	53 23%	78 27% K	147 23%	76 24%
We were told when the Assessment would take place and had no part in making arrangements	149 16%	102 13%	47 28% r	49 16%	73 17%	14 11%	31 18%	52 20% O	30 13%	36 13%	114 18% x	35 11%
Cold caller	13 1%	8 1%	5 3% r	1 .	11 3% t	1 1%	- .	1 .	5 2%	7 3% KM	10 2%	2 1%
Through Management Company / Landlord	4 .	3 .	2 1%	2 1%	1 .	- .	2 1%	2 1%	- .	- .	3 1%	1 .
Other	4 .	4 .	- .	1 .	2 1%	- .	- .	1 .	1 1%	1 .	2 .	2 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 78

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Don't know	34 4%	23 3%	11 7% r	9 3%	10 2%	9 7% u	8 5%	10 4%	8 3%	6 2%	21 3%	13 4%
NET: Had any part in arranging the assessment	742 78%	642 82% s	101 61%	251 80%	331 77%	106 82%	126 76%	195 74%	185 81%	236 82% M	478 76%	265 83% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 78

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I/my partner found the Assessor ourselves	102 11%	58 11%	20 14% A	17 8%	16 21% yA	79 10%	7 7%	54 9%	7 14%	14 13%	21 18% EIJ	61 10%	41 13%
Someone else passed on details of an Assessor and we arranged the Assessment visit	83 9%	57 11% A	9 6%	9 4%	12 17% zA	60 8%	10 10%	44 8%	1 2%	18 17% EFHI	9 7%	45 7%	38 12% FI
The Assessor contacted us	335 35%	179 34% B	57 40% B	88 39% B	15 21%	290 37%	29 30%	214 38%	16 34%	30 28%	43 36%	230 37%	104 32%
The Assessment visit was arranged for us but we booked the date and time	222 24%	144 27% A	31 22%	36 16%	16 22%	188 24%	21 22%	136 24%	13 28%	26 25%	27 23%	149 24%	74 22%
We were told when the Assessment would take place and had no part in making arrangements	149 16%	70 13%	18 13%	56 25% yzB	9 13%	123 16%	24 25% C	87 15%	9 18%	14 13%	16 14%	96 16%	53 16%
Cold caller	13 1%	6 1%	2 1%	5 2%	3 3%	10 1%	3 3%	9 2%	1 2%	-	-	9 2%	4 1%
Through Management Company / Landlord	4 *	-	-	3 1% Y	1 1% Y	4 1%	-	3 *	-	-	-	3 *	1 *
Other	4 *	3 *	-	1 *	-	2 *	-	3 1%	-	-	-	3 *	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 78

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Don't know	34 4%	16 3%	5 4%	8 4%	2 2%	27 4%	4 4%	19 3%	1 2%	5 4%	2 2%	20 3%	14 4%
NET: Had any part in arranging the assessment	742 78%	438 82% A	118 83% A	150 67%	59 80% A	617 79% D	67 68%	448 79%	37 78%	88 82%	100 84% J	485 79%	257 78%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 79

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I/my partner found the Assessor ourselves	102 11%	10 12%	15 6%	10 18% bfg	29 13% bfg	17 13% b	54 9% b	53 10% b	48 13% b	7 9%	41 9%	54 13%	27 16% m	75 10%	52 10%	49 12%
Someone else passed on details of an Assessor and we arranged the Assessment visit	83 9%	11 13% bd	14 6%	6 11%	13 6%	18 14% bdfg	44 8%	43 8%	39 10% bd	12 16% j	28 6%	43 10% j	29 18% m	54 7%	45 8%	38 9%
The Assessor contacted us	335 35%	22 26%	116 45% acde fgh	15 27%	79 35%	43 33%	214 38% a	208 37% a	120 32%	22 30%	177 40% k	135 32%	64 39%	271 35%	207 39% o	128 31%
The Assessment visit was arranged for us but we booked the date and time	222 24%	34 39% bcef gh	49 19%	8 14%	64 28% bcfg	34 26% c	136 24% b	133 24% b	87 23%	28 37% jk	96 21%	98 23%	37 23%	185 24%	146 27% o	76 19%
We were told when the Assessment would take place and had no part in making arrangements	149 16%	5 5%	49 19% ade	12 21% ae	28 12%	12 9%	87 15% ae	86 16% ae	61 16% a	5 6%	77 17% i	67 16% i	6 4%	142 18% l	64 12%	85 21% n
Cold caller	13 1%	-	2 1%	2 3%	4 2%	1 1%	9 2%	8 1%	4 1%	-	5 1%	8 2%	-	13 2%	4 1%	9 2%
Through Management Company / Landlord	4 *	-	-	1 1%	2 1%	-	3 *	3 *	1 *	-	3 1%	1 *	-	4 1%	3 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 79

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Other	4 *	-	1	-	2 1%	1	3 1%	3 1%	1	1 2%	2	1	2 1%	2	1	3 1%
Don't know	34 4%	4 5%	11 4%	2 4%	6 3%	5 4%	19 3%	19 3%	15 4%	-	19 4%	15 4%	-	34 4% 1	12 2%	22 5% n
NET: Had any part in arranging the assessment	742 78%	78 90% bcfg h	194 76%	39 70%	185 82% c	112 86% bcfg	448 79%	436 79%	294 78%	70 92% jk	342 76%	330 78%	157 95% m	585 75%	451 84% o	291 71%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 79

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I/my partner found the Assessor ourselves	102 11%	2 2%	33 9% p	34 13% p	31 15% pq	13 3%	44 17% M	39 12% M	26 15% RS	12 12% S	9 6%	3 3%	1 1%	101 12% u	35 28% UVW	53 8% V	4 3%	50 9% UV
Someone else passed on details of an Assessor and we arranged the Assessment visit	83 9%	4 4%	27 8%	27 11%	22 11%	18 4%	20 8%	42 13% MN	13 7%	9 9% S	10 6%	2 2%	2 3%	81 9% 9%	34 27% UVW	40 6% 6%	5 4%	35 6% 6%
The Assessor contacted us	335 35%	33 35%	141 40% L	91 36%	60 30%	205 51% NO	84 32% O	78 24%	72 40% S	41 42% S	63 42% S	22 22%	19 23%	315 37% u	33 26%	280 40% T	49 38% T	231 40% T
The Assessment visit was arranged for us but we booked the date and time	222 24%	25 27%	71 20%	67 27%	55 27%	98 24%	71 27%	81 25%	44 24%	17 17%	41 27%	20 21%	17 20%	206 24%	18 14%	179 25% TV	23 18%	156 27% TUV
We were told when the Assessment would take place and had no part in making arrangements	149 16%	17 19% r	66 19% r	24 10%	26 13%	46 11%	31 12%	61 19% MN	20 11%	12 12%	24 16%	43 43% PQR	42 49% v	107 12% 12%	5 4%	127 18% TW	38 30% TUW	89 15% T
Cold caller	13 1%	3 3% L	7 2%	2 1%	-	10 2% N	-	3 1%	-	-	3 2%	3 3% P	2 2%	11 1%	1 1%	8 1%	3 2%	5 1%
Through Management Company / Landlord	4	1 1%	1	2 1%	-	-	1	3 1%	-	1 1%	-	2 2%	1 1%	3	-	3	1 1%	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 79

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Other	4	-	-	1	3	1	2	4	-	-	-	-	-	4	1	2	-	2
Don't know	34 4%	8 9% q/L	4 1%	3 1%	4 2%	11 3%	7 3%	12 4%	6 4%	7 7% R	2 1%	3 3%	1 1%	33 4%	-	15 2%	5 4% T	10 2%
NET: Had any part in arranging the assessment	742 78%	64 68%	272 78%	218 87% p/q	168 83% p	335 83% O	220 85% O	240 74%	154 86% S	78 81% S	123 81% S	48 48%	39 46%	703 82% u	120 95% UVW	553 78% V	80 63%	472 81% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 79

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I/my partner found the Assessor ourselves	102 11%	65 xyzA	22 5%	66 xzA	20 6%	1 1%	54 21%	9 11%	30 8%	29 12%	22 16% D	45 10%	50 11%	49 15% JK	35 9%	25 9%
Someone else passed on details of an Assessor and we arranged the Assessment visit	83 9%	41 12% z	34 8% z	52 13% wxz	23 6%	4 5%	34 13%	7 8%	27 8%	21 9%	13 9%	30 7%	41 9%	21 7%	45 12% I	23 8%
The Assessor contacted us	335 35%	111 31% A	148 36% A	136 33% wA	123 34% A	10 15%	81 31%	27 32%	132 38%	88 37%	38 28%	165 38%	159 36%	116 36%	140 36%	90 33%
The Assessment visit was arranged for us but we booked the date and time	222 24%	87 25%	97 24%	99 24%	85 24%	15 24%	62 24%	25 29%	62 18%	59 25% D	43 32% D	87 20%	121 27% G	71 22%	89 23%	71 26%
We were told when the Assessment would take place and had no part in making arrangements	149 16%	36 10%	88 22% wy	38 9%	86 24% wxy	28 44% wxyz	20 8%	13 16% B	77 22% EF	35 15%	14 10%	82 19% H	60 13%	46 14%	62 16%	45 17%
Cold caller	13 1%	4 1%	6 2%	4 1%	6 2%	-	3 1%	1 1%	8 2% E	-	1 1%	12 3% H	1 *	1 *	8 2%	4 1%
Through Management Company / Landlord	4 *	2 *	2 *	2 *	2 *	1 2%	1 *	1 1%	3 1%	1 *	-	4 1%	-	3 1%	1 *	1 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 79

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Other	4	2	1	2	1	-	2	-	1	1	-	1	3	1	1	1
	4%	1%	1%	1%	1%	-	1%	-	1%	1%	-	1%	1%	1%	1%	1%
Don't know	34	6	12	6	12	6	4	1	12	6	5	13	13	14	12	11
	4%	2%	3%	2%	3%	9%	2%	2%	3%	3%	4%	3%	3%	4%	3%	4%
NET: Had any part in arranging the assessment	742	303	301	353	251	29	231	69	251	197	117	326	371	257	309	208
	78%	86%	73%	87%	70%	45%	89%	80%	71%	82%	85%	74%	83%	80%	79%	77%
		xzA	zA	xzA	A				D	D		G				



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 80

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I/my partner found the Assessor ourselves	102 11%	53 15% JK	52 10%	77 11% I	24 9%	41 10%	33 9%	23 14%	75 12%	15 8%	81 11%	14 12%
Someone else passed on details of an Assessor and we arranged the Assessment visit	83 9%	42 11% IJ	45 8%	63 9%	20 7%	40 10%	29 8%	13 8%	64 10% M	9 5%	66 9%	5 4%
The Assessor contacted us	335 35%	117 32%	207 39% HJ	241 36%	94 35%	144 35%	127 36%	55 35%	240 37%	64 34%	270 38%	43 38%
The Assessment visit was arranged for us but we booked the date and time	222 24%	88 24% K	146 27% K	176 26% K	46 17%	110 27% m	85 24% m	24 15%	158 24%	42 22%	177 25%	23 21%
We were told when the Assessment would take place and had no part in making arrangements	149 16%	43 12%	64 12%	87 13%	61 23% HIJ	61 15%	55 15%	31 20%	84 13%	41 22% L	93 13%	19 17%
Cold caller	13 1%	4 1%	4 1%	6 1%	6 2%	6 1%	5 1%	3 2%	3 1%	9 5% L	7 1%	2 2%
Through Management Company / Landlord	4 *	2 1%	3 1%	3 *	1 *	1 *	1 *	2 2%	2 *	2 1%	2 *	1 1%
Other	4 *	1 *	1 *	1 *	3 1%	1 *	2 1%	1 1%	4 1%	- -	3 *	1 1%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 80

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Don't know	34 4%	11 3%	12 2%	19 3%	15 6% I	8 2%	17 5% k	7 4%	18 3%	7 4%	18 3%	4 3%
NET: Had any part in arranging the assessment	742 78%	300 83% K	451 84% JK	557 83% K	185 68%	335 81% m	275 78%	114 72%	537 83% M	130 69%	594 83%	85 76%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 80

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I/my partner found the Assessor ourselves	102 11%	72 10%	8 9%	17 16%	25 10%	76 11%	78 13% r	32 12% r	21 6%	25 12%	3 4%	11 6%	16 16% vwy	11 7%	35 16% vwy
Someone else passed on details of an Assessor and we arranged the Assessment visit	83 9%	65 9%	6 6%	6 6%	17 6%	67 10%	63 11% r	23 9%	16 5%	29 14% vwz	2 3%	13 7%	11 11%	17 11% v	12 5%
The Assessor contacted us	335 35%	260 38%	28 31%	40 37%	91 35%	243 36%	196 34%	88 32%	130 39%	66 31%	26 37%	67 37%	36 36%	53 34%	87 38%
The Assessment visit was arranged for us but we booked the date and time	222 24%	167 24% R	27 29% R	14 13%	56 21%	166 24%	150 26%	86 32% pr	70 21%	51 24%	23 33% w	29 16%	20 20%	46 29% w	53 24%
We were told when the Assessment would take place and had no part in making arrangements	149 16%	95 14%	17 19%	20 19%	48 18%	101 15%	65 11%	28 10%	79 24% pq	28 13%	8 12%	47 26% vwyz	16 16%	23 14%	27 12%
Cold caller	13 1%	3 *	2 2%	4 4% P	9 4% o	3 1%	7 1%	3 1%	6 2%	4 2%	1 2%	3 1%	1 1%	1 1%	3 1%
Through Management Company / Landlord	4 *	3 1%	-	1 1%	2 1%	2 *	2 *	-	2 1%	1 *	-	1 *	-	1 *	1 1%
Other	4 *	4 1%	-	-	1 *	3 *	3 *	1 *	1 *	-	1 2%	1 *	1 1%	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 80

E1 Which of these best describes how the Green Deal Assessment was arranged?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Don't know	34 4%	17 2%	4 4%	5 5%	13 5%	21 3%	18 3%	12 4%	8 3%	7 3%	5 8% x	10 5%	1 1%	4 3%	7 3%
NET: Had any part in arranging the assessment	742 78%	564 82% R	69 75%	78 72%	190 72%	553 81% n	487 84% r	230 84% r	238 71%	171 81% w	54 77%	120 66%	82 82% w	128 81% w	188 83% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 81

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	97	39	58	46	32	19	80	16	20	77	72	25	57	40	78	11	8	19
Weighted Base	97	39*	58*	45*	32*	20**	83*	14**	19**	78*	70*	27**	48*	49*	81*	9**	7**	16**
Effective base	90	36	54	42	30	18	74	15	18	71	66	24	54	39	73	10	7	17
Through energy company	19 20%	8 21%	11 19%	8 18%	7 23%	4 20%	16 19%	4 28%	4 21%	15 20%	19 28%	-	12 25%	7 15%	18 22%	1 7%	1 9%	1 8%
Local council/housing association/landlord	6 7%	2 6%	4 7%	3 7%	1 2%	2 12%	6 7%	1 5%	2 13%	4 5%	4 6%	2 9%	1 2%	6 11%	3 4%	1 8%	2 33%	3 19%
Energy Saving Advice Service	14 15%	5 11%	10 17%	9 20% d	-	5 27%	13 16%	1 9%	5 28%	9 11%	7 11%	7 25%	5 10%	9 19%	13 16%	1 9%	* 7%	1 8%
Green Deal/ORB/ DECC/ Department of Energy and Climate Change (Gov.uk) website - Find an Assessor tool	13 13%	5 14%	8 13%	3 8%	8 25% c	1 7%	12 15%	1 6%	6 30%	7 9%	8 12%	5 18%	9 19%	4 8%	13 16%	-	-	-
Other internet/on-line/google search	19 20%	9 22%	11 18%	7 16%	11 34%	1 4%	14 17%	4 29%	5 27%	14 18%	15 21%	4 15%	10 21%	9 18%	18 22%	2 17%	-	2 10%
Yellow Pages/telephone book	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	10 10%	2 5%	8 14%	6 13%	4 13%	-	8 10%	2 12%	1 4%	9 12%	4 6%	5 20%	5 10%	5 10%	10 12%	-	-	-
Saw poster/advertisement for Assessor	6 6%	3 6%	4 6%	-	2 6%	4 21%	5 7%	1 5%	2 9%	4 6%	5 7%	1 5%	1 3%	5 10%	5 6%	1 15%	-	1 8%
Other	8 9%	4 9%	5 8%	2 4%	3 9%	4 20%	8 10%	-	-	8 11%	5 7%	3 12%	1 2%	8 15% l	8 9%	1 9%	-	1 5%
Didn't have to find an Assessor, they came to me	9 10%	7 18% b	2 4%	6 15%	1 4%	2 8%	7 9%	2 17%	-	9 12%	9 13%	-	9 20% m	-	4 5%	3 32%	3 41%	6 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 81

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	97	39*	58*	45*	32*	20**	83*	14**	19**	78*	70*	27**	48*	49*	81*	9**	7**	16**
Effective base	90	36	54	42	30	18	74	15	18	71	66	24	54	39	73	10	7	17
Don't know/can't remember	2	-	2	2	-	-	1	1	-	2	2	-	1	1	-	1	1	2
	2%	-	3%	4%	-	-	7%	5%	-	2%	2%	-	1%	2%	-	11%	9%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 81

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	97	91	6	50	33	10	31	32	20	14	63	34
Weighted Base	97	90*	7**	49*	33*	11**	30**	32**	22**	13**	63*	34*
Effective base	90	85	6	46	31	9	29	30	19	13	58	32
Through energy company	19 20%	19 22%	-	10 20%	9 26%	1 8%	7 25%	7 22%	1 7%	4 28%	12 19%	8 22%
Local council/housing association/landlord	6 7%	5 6%	1 17%	4 8%	2 7%	-	1 2%	2 6%	2 11%	1 11%	2 4%	4 12%
Energy Saving Advice Service	14 15%	13 15%	1 17%	6 13%	4 12%	4 35%	6 20%	4 13%	2 11%	1 9%	11 17%	3 10%
Green Deal/ORB/ DECC/ Department of Energy and Climate Change (Gov.uk) website - Find an Assessor tool	13 13%	11 13%	2 22%	5 11%	5 16%	2 18%	5 17%	2 5%	3 14%	3 24%	4 7%	9 25% w
Other internet/on-line/ google search	19 20%	16 18%	3 44%	11 22%	6 18%	1 7%	8 26%	5 17%	5 24%	1 6%	11 18%	8 23%
Yellow Pages/telephone book	-	-	-	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	10 10%	10 11%	-	6 13%	2 6%	1 8%	1 3%	5 17%	2 9%	2 12%	7 10%	3 10%
Saw poster/advertisement for Assessor	6 6%	6 7%	-	3 5%	2 7%	1 12%	2 7%	1 5%	2 8%	1 6%	5 9%	1 2%
Other	8 9%	8 9%	-	4 7%	2 6%	3 27%	2 5%	-	5 22%	2 15%	6 10%	2 7%
Didn't have to find an Assessor, they came to me	9 10%	7 8%	2 28%	4 8%	3 9%	1 8%	3 11%	4 13%	1 6%	1 6%	7 11%	2 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 81

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Total	90*	7**	49*	33*	11**	30**	32**	22**	13**	63*	34*
Weighted Base	97										
Effective base	90	6	46	31	9	29	30	19	13	58	32
Don't know/can't remember	2 2%	-	1 1%	1 3%	-	-	2 5%	-	-	2 3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 81

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	97	54	18	17	13	78	6	51	7	12	20	58	39
Weighted Base	97	55*	18**	16**	16**	75*	7**	50*	7**	13**	21**	57*	40*
Effective base	90	50	17	15	12	72	5	47	7	11	18	54	36
Through energy company	19 20%	9 16%	7 40%	3 18%	1 9%	16 22%	1 13%	11 22%	2 37%	1 11%	3 13%	14 24%	6 14%
Local council/housing association/landlord	6 7%	3 6%	1 8%	1 6%	1 5%	5 7%	1 14%	2 4%	-	8%	2 9%	2 4%	4 10%
Energy Saving Advice Service	14 15%	9 17%	2 12%	2 11%	4 27%	10 13%	1 12%	7 14%	1 19%	3 27%	2 12%	8 15%	6 15%
Green Deal/ORB/ DECC/ Department of Energy and Climate Change (Gov.uk) website - Find an Assessor tool	13 13%	9 16%	3 20%	1 5%	-	10 13%	2 25%	7 14%	1 12%	1 7%	4 19%	8 14%	5 12%
Other internet/on-line/google search	19 20%	12 22%	1 4%	4 23%	2 15%	14 18%	2 25%	10 19%	1 13%	4 31%	5 21%	10 19%	9 21%
Yellow Pages/telephone book	-	-	-	-	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	10 10%	6 10%	2 9%	-	2 16%	7 9%	1 12%	4 7%	-	2 16%	2 10%	4 6%	6 15%
Saw poster/advertisement for Assessor	6 6%	3 5%	1 7%	1 4%	2 10%	5 7%	-	3 5%	1 20%	-	2 11%	4 7%	2 6%
Other	8 9%	5 10%	-	3 18%	4 23%	5 7%	2 25%	4 7%	-	-	5 23%	4 6%	5 12%
Didn't have to find an Assessor, they came to me	9 10%	5 10%	2 12%	2 12%	-	9 12%	-	6 12%	1 13%	-	* 2%	7 12%	3 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 81

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	97	55*	18**	16**	16**	75*	7**	50*	7**	13**	21**	57*	40*
Effective base	90	50	17	15	12	72	5	47	7	11	18	54	36
Don't know/can't remember	2	1	-	1	-	2	-	2	-	-	-	2	-
	2%	2%	-	4%	-	2%	-	3%	-	-	-	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 82

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	97	10	14	10	29	18	51	50	46	6	40	51	23	74	50	47
Weighted Base	97	9**	14**	10**	27**	16**	50*	49*	47*	7**	38*	52*	25**	72*	49*	48*
Effective base	90	9	13	9	27	17	47	46	43	6	37	47	21	69	46	44
Through energy company	19 20%	2 17%	4 25%	1 13%	8 28%	2 10%	11 22%	11 23%	8 17%	-	10 26%	10 18%	-	19 27%	14 28%	6 12%
Local council/housing association/landlord	6 7%	-	-	2 22%	1 3%	1 4%	2 4%	2 5%	4 9%	-	2 6%	4 8%	1 4%	5 8%	3 6%	3 7%
Energy Saving Advice Service	14 15%	2 22%	3 20%	-	3 10%	3 18%	7 14%	7 14%	7 15%	2 30%	5 13%	7 14%	5 18%	10 13%	7 14%	7 15%
Green Deal/ORB/ DECC/ Department of Energy and Climate Change (Gov.uk) website - Find an Assessor tool	13 13%	2 26%	1 6%	1 15%	2 6%	4 25%	7 14%	7 15%	6 12%	1 11%	6 15%	7 13%	7 28%	6 8%	8 16%	5 11%
Other internet/on-line/ google search	19 20%	2 26%	2 11%	1 13%	8 28%	2 10%	10 19%	10 20%	9 20%	3 40%	6 16%	10 20%	5 19%	14 20%	8 17%	11 22%
Yellow Pages/telephone book	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	10 10%	1 8%	-	3 29%	2 6%	1 5%	4 7%	4 8%	6 13%	1 19%	2 6%	6 12%	3 13%	6 9%	5 10%	5 10%
Saw poster/advertisement for Assessor	6 6%	-	-	1 13%	1 5%	3 16%	3 5%	1 3%	4 8%	-	1 3%	5 9%	3 13%	3 4%	2 4%	4 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 82

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	97	9**	14**	10**	27**	16**	50*	49*	47*	7**	38*	52*	25**	72*	49*	48*
Effective base	90	9	13	9	27	17	47	46	43	6	37	47	21	69	46	44
Other	8 9%	1 9%	-	1 12%	-	2 15%	4 7%	4 8%	5 10%	-	4 10%	5 9%	4 15%	5 7%	3 7%	5 11%
Didn't have to find an Assessor, they came to me	9 10%	-	4 31%	-	5 17%	-	6 12%	6 12%	4 8%	-	5 14%	4 8%	-	9 13%	7 13%	3 6%
Don't know/can't remember	2 2%	-	1 7%	1 6%	2 6%	1 6%	2 3%	2 3%	-	-	2 4%	-	-	2 2%	-	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 82

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	97	3	33	30	28	13	39	37	26	12	9	3	1	96	30	55	4	51
Weighted Base	97	2**	31*	33**	28**	13**	41*	39*	26**	10**	8**	3**	1**	96*	34**	49*	4**	45*
Effective base	90	3	30	28	26	12	36	34	24	11	9	3	1	89	28	51	4	48
Through energy company	19 20%	1 39%	4 14%	6 20%	7 25%	3 24%	9 22%	7 19%	6 25%	3 25%	4 53%	-	-	19 20%	1 4%	15 30%	-	15 32%
Local council/housing association/landlord	6 7%	-	1 2%	4 13%	1 5%	1 8%	3 7%	3 8%	3 12%	-	-	-	-	6 7%	1 4%	5 10% W	2 52%	3 7%
Energy Saving Advice Service	14 15%	-	3 8%	7 20%	5 18%	3 23%	8 20%	9 23%	7 27%	1 13%	-	-	-	14 15%	10 29%	4 9%	* 14%	4 8%
Green Deal/ORB/ DECC/ Department of Energy and Climate Change (Gov.uk) website - Find an Assessor tool	13 13%	-	4 12%	3 10%	6 21%	1 6%	5 12%	4 9%	3 12%	1 7%	2 27%	-	-	13 13%	9 26%	4 8%	-	4 8%
Other internet/on-line/google search	19 20%	-	8 25%	7 22%	3 11%	2 12%	9 21%	6 14%	4 14%	2 16%	1 10%	2 51%	-	19 20%	7 21%	9 18%	-	9 20%
Yellow Pages/telephone book	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	10 10%	-	3 9%	3 9%	4 14%	-	1 2%	9 23% N	-	1 8%	-	-	-	10 10%	3 10%	4 8%	-	4 9%
Saw poster/advertisement for Assessor	6 6%	1 28%	2 6%	1 4%	2 8%	-	6 15% O	1 2%	1 3%	1 6%	-	-	-	6 6%	2 6%	3 6%	-	3 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 82

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	97	2**	31*	33**	28**	13**	41*	39*	26**	10**	8**	3**	1**	96*	34**	49*	4**	45*
Weighted Base	97	2**	31*	33**	28**	13**	41*	39*	26**	10**	8**	3**	1**	96*	34**	49*	4**	45*
Effective base	90	3	30	28	26	12	36	34	24	11	9	3	1	89	28	51	4	48
Other	8	-	3	3	3	-	4	4	4	-	-	-	-	8	5	2	-	2
	9%	-	9%	9%	10%	-	9%	10%	16%	-	-	-	-	9%	15%	4%	-	4%
Didn't have to find an Assessor, they came to me	9	1	6	1	*	6	2	-	3	3	1	1	1	9	-	9	1	7
	10%	32%	20%	4%	2%	46%	5%	-	13%	25%	10%	28%	100%	9%	-	17%	35%	16%
Don't know/can't remember	2	-	2	-	-	-	-	1	1	-	-	1	-	2	-	-	-	-
	2%	-	5%	-	-	-	-	2%	4%	-	-	21%	-	2%	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 82

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	97	60	21	62	19	1	49	10	27	26	23	43	48	48	32	24
Weighted Base	97	63*	19**	65*	18**	1**	52*	9**	26**	28**	22**	41*	48*	47*	34**	24**
Effective base	90	55	20	57	18	1	45	9	24	24	22	39	45	44	30	22
Through energy company	19 20%	9 14%	6 33%	10 15%	6 32%	-	4 7%	5 52%	5 19%	7 24%	1 6%	7 17%	11 24%	9 20%	6 19%	6 26%
Local council/housing association/landlord	6 7%	3 5%	1 7%	3 5%	1 7%	-	3 6%	-	3 11%	1 3%	1 4%	4 11%	2 4%	4 8%	2 7%	-
Energy Saving Advice Service	14 15%	12 19%	2 10%	12 19%	2 11%	-	12 23%	-	2 8%	6 20%	3 15%	2 5%	7 15%	4 9%	8 25%	3 12%
Green Deal/ORB/ DECC/ Department of Energy and Climate Change (Gov.uk) website - Find an Assessor tool	13 13%	10 16%	2 11%	10 15%	2 12%	-	10 19%	-	4 15%	2 9%	5 23%	6 15%	6 13%	3 7%	3 8%	7 28%
Other internet/on-line/google search	19 20%	15 24%	3 17%	16 24%	2 14%	-	13 24%	2 25%	6 21%	3 11%	6 27%	10 24%	8 16%	9 18%	4 13%	7 29%
Yellow Pages/telephone book	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	10 10%	6 10%	2 8%	6 9%	2 9%	-	5 9%	2 17%	2 6%	1 5%	4 16%	4 9%	6 13%	9 18%	2 6%	1 5%
Saw poster/advertisement for Assessor	6 6%	4 7%	-	4 6%	-	-	4 7%	1 6%	3 10%	3 12%	-	3 6%	4 7%	1 2%	4 12%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 82

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	97	63*	19**	65*	18**	1**	52*	9**	26**	28**	22**	41*	48*	47*	34**	24**
Effective base	90	55	20	57	18	1	45	9	24	24	22	39	45	44	30	22
Other	8 9%	7 12%	-	7 11%	-	-	7 14%	-	2 9%	3 12%	3 12%	4 10%	4 9%	4 8%	5 14%	1 5%
Didn't have to find an Assessor, they came to me	9 10%	3 4%	3 18%	3 4%	3 19%	-	2 3%	-	4 15%	4 14%	-	6 14%	3 7%	5 11%	3 9%	2 6%
Don't know/can't remember	2 2%	-	2 8%	-	2 9%	1 100%	-	-	-	1 4%	-	2 4%	-	2 3%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 83

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	97	51	50	74	23	38	32	24	74	14	79	13
Weighted Base	97	51*	49*	73*	24**	39*	33*	21**	74*	14**	78*	13**
Effective base	90	47	46	68	22	35	30	22	68	13	73	12
Through energy company	19 20%	11 22%	14 28%	17 23%	2 10%	5 14%	10 30%	4 19%	13 18%	3 21%	17 22%	1 6%
Local council/housing association/landlord	6 7%	3 6%	3 6%	5 7%	1 4%	1 3%	3 10%	2 8%	4 6%	- -	4 5%	1 7%
Energy Saving Advice Service	14 15%	8 15%	7 14%	9 13%	5 20%	5 13%	4 11%	4 20%	11 15%	3 21%	11 14%	3 22%
Green Deal/ORB/ DECC/ Department of Energy and Climate Change (Gov.uk) website - Find an Assessor tool	13 13%	7 14%	8 16%	12 16%	1 5%	6 17%	4 12%	1 4%	11 15%	2 14%	11 14%	2 15%
Other internet/on-line/ google search	19 20%	13 25%	8 17%	14 20%	5 20%	7 18%	3 10%	6 30%	15 20%	4 30%	14 18%	5 37%
Yellow Pages/telephone book	-	-	-	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	10 10%	6 11%	5 10%	7 9%	3 12%	7 17%	2 7%	1 4%	7 9%	2 12%	9 11%	- -
Saw poster/advertisement for Assessor	6 6%	2 3%	2 4%	3 4%	3 14%	3 8%	3 8%	1 3%	5 7%	- -	4 5%	1 7%
Other	8 9%	6 12%	3 7%	7 10%	1 5%	6 16%	1 4%	1 6%	7 9%	2 12%	7 9%	2 12%
Didn't have to find an Assessor, they came to me	9 10%	1 3%	7 13% H	7 9% H	3 12%	*	4 12%	5 23%	7 9%	1 8%	8 10%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 83

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	97	51*	49*	73*	24**	39*	33*	21**	74*	14**	78*	13**
Effective base	90	47	46	68	22	35	30	22	68	13	73	12
Don't know/can't remember	2 2%	1 2%	-	1 1%	1 3%	-	1 3%	1 3%	2 2%	-	2 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 83

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	97	69	8	15	23	74	75	31	20	25	3	10	15	12	32
Weighted Base	97	69*	8**	16**	24**	73*	75*	30**	20**	24**	3**	10**	14**	11**	34**
Effective base	90	64	7	14	21	69	69	29	19	23	3	9	14	11	30
Through energy company	19 20%	14 20%	-	3 18%	5 21%	14 20%	15 20%	7 24%	4 22%	1 2%	-	2 24%	3 21%	4 33%	10 28%
Local council/housing association/landlord	6 7%	4 6%	-	2 14%	2 9%	4 6%	4 5%	1 5%	3 13%	1 5%	-	-	1 5%	-	4 13%
Energy Saving Advice Service	14 15%	7 10%	2 25%	5 31%	6 26%	8 11%	14 19%	7 24%	-	2 10%	-	-	3 18%	3 23%	7 19%
Green Deal/ORB/ DECC/ Department of Energy and Climate Change (Gov.uk) website - Find an Assessor tool	13 13%	9 12%	2 20%	2 12%	4 18%	9 12%	11 15%	6 21%	2 9%	2 7%	1 30%	-	4 30%	-	6 18%
Other internet/on-line/google search	19 20%	14 21%	-	4 26%	7 27%	12 17%	18 24%	6 20%	1 6%	8 34%	1 42%	-	3 22%	-	6 19%
Yellow Pages/telephone book	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	10 10%	7 10%	2 25%	1 5%	2 7%	8 11%	6 9%	2 5%	2 11%	2 8%	-	1 13%	2 15%	2 18%	2 7%
Saw poster/advertisement for Assessor	6 6%	5 8%	-	1 5%	1 4%	5 7%	4 5%	-	2 11%	2 9%	-	2 20%	1 5%	1 11%	-
Other	8 9%	5 8%	2 20%	2 10%	2 7%	7 9%	7 10%	1 3%	1 6%	4 15%	-	1 13%	-	1 7%	3 8%
Didn't have to find an Assessor, they came to me	9 10%	8 12%	1 8%	* 3%	1 5%	8 11%	5 7%	3 10%	3 17%	3 13%	1 28%	3 31%	-	-	2 7%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 83

E2 How did you go about finding an Assessor?

Base: All who found the assessor themselves

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	97	69*	8**	16**	24**	73*	75*	30**	20**	24**	3**	10**	14**	11**	34**
Weighted Base	90	64	7	14	21	69	69	29	19	23	3	9	14	11	30
Effective base	2	2	-	-	-	2	-	-	2	-	-	-	-	1	1
Don't know/can't remember	2%	2%	-	-	-	2%	-	-	8%	-	-	-	-	9%	2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 84

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	97	39	58	46	32	19	80	16	20	77	72	25	57	40	78	11	8	19
Weighted Base	97	39*	58*	45*	32*	20**	83*	14**	19**	78*	70*	27**	48*	49*	81*	9**	7**	16**
Effective base	90	36	54	42	30	18	74	15	18	71	66	24	54	39	73	10	7	17
How much the Assessment cost	17 18%	7 18%	10 18%	9 21%	6 18%	2 10%	15 18%	2 17%	3 16%	14 18%	13 19%	4 16%	10 21%	7 14%	16 19%	1 8%	1 9%	1 8%
How quickly they could do the Assessment	12 12%	3 7%	9 15%	9 20%	3 8%	-	10 13%	1 9%	4 23%	7 9%	6 8%	6 22%	7 14%	5 10%	10 13%	1 15%	-	1 9%
Availability of convenient appointment times	11 11%	3 7%	8 14%	8 19%	2 5%	1 4%	9 11%	2 15%	3 17%	8 10%	5 7%	6 22%	7 15%	4 8%	11 13%	-	-	-
How friendly/professional the Assessor was when you made an enquiry	9 10%	6 15%	3 6%	5 11%	3 10%	1 6%	7 9%	2 15%	5 23%	5 6%	5 7%	5 17%	6 12%	4 8%	9 11%	-	* 7%	* 3%
Recommendation by friend/family	11 12%	2 6%	9 16%	6 14%	3 10%	2 10%	9 11%	2 17%	- 11%	11 15%	8 12%	3 11%	5 10%	6 13%	10 12%	2 17%	-	2 10%
Recommendation by local council/housing association/landlord	8 9%	5 13%	3 6%	5 12%	2 6%	1 5%	5 7%	3 22%	2 10%	7 8%	5 7%	4 13%	1 3%	7 14%	4 5%	2 17%	3 43%	4 28%
Someone I had used before	4 4%	1 2%	3 6%	- -	1 3%	3 17%	4 5%	- -	1 8%	3 4%	3 4%	1 4%	2 3%	3 5%	3 4%	1 9%	-	1 5%
Green Deal Accreditation	22 23%	10 25%	13 22%	10 23%	9 26%	4 18%	19 23%	4 27%	9 44%	14 18%	11 15%	12 43%	12 25%	11 22%	22 28%	-	-	-
Well known company/company you trust	18 19%	8 21%	10 17%	9 20%	6 17%	4 20%	16 19%	2 18%	4 23%	14 18%	14 20%	4 16%	8 16%	11 22%	16 19%	2 18%	1 15%	3 17%
Wanted someone local/small company/independent assessor	7 7%	3 7%	4 7%	1 2%	3 10%	3 14%	6 7%	- -	2 9%	5 7%	3 4%	4 15%	4 8%	3 6%	7 8%	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 84

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	97	39*	58*	45*	32*	20**	83*	14**	19**	78*	70*	27**	48*	49*	81*	9**	7**	16**
Effective base	90	36	54	42	30	18	74	15	18	71	66	24	54	39	73	10	7	17
Something else	5 5%	-	5	1	3	1	5	-	-	5	4	1	3	2	5	-	-	-
		-	9%	2%	11%	4%	6%	-	-	7%	6%	3%	6%	5%	6%	-	-	-
Nothing	14 14%	6	8	8	3	3	11	3	-	14	13	1	9	5	10	2	2	4
		16%	13%	18%	8%	15%	13%	24%	-	18%	18%	5%	18%	10%	12%	22%	31%	26%
Don't know	7 7%	4	3	4	3	-	6	1	3	4	7	-	4	3	5	2	1	2
		10%	5%	9%	9%	-	7%	9%	15%	5%	10%	-	8%	6%	6%	18%	10%	15%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 84

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	97	91	6	50	33	10	31	32	20	14	63	34
Weighted Base	97	90*	7**	49*	33*	11**	30**	32**	22**	13**	63*	34*
Effective base	90	85	6	46	31	9	29	30	19	13	58	32
How much the Assessment cost	17 18%	17 19%	-	6 13%	8 23%	3 30%	8 27%	5 16%	2 9%	2 16%	12 19%	5 16%
How quickly they could do the Assessment	12 12%	12 13%	-	6 13%	2 6%	3 30%	7 24%	4 11%	1 4%	-	7 12%	4 13%
Availability of convenient appointment times	11 11%	11 12%	-	7 13%	2 7%	2 20%	6 21%	4 11%	1 4%	-	6 10%	4 13%
How friendly/professional the Assessor was when you made an enquiry	9 10%	9 10%	-	5 9%	5 14%	-	3 9%	2 6%	2 11%	2 15%	7 10%	3 8%
Recommendation by friend/family	11 12%	11 13%	-	6 13%	2 5%	1 8%	1 3%	5 17%	2 11%	3 21%	8 13%	3 9%
Recommendation by local council/housing association/landlord	8 9%	7 8%	1 17%	5 10%	2 6%	-	-	3 8%	5 23%	1 6%	7 10%	2 6%
Someone I had used before	4 4%	3 4%	1 11%	-	3 9% †	1 11%	2 5%	-	1 5%	1 11%	2 3%	2 7%
Green Deal Accreditation	22 23%	22 25%	-	12 25%	4 13%	6 53%	6 19%	7 23%	7 32%	2 19%	17 27%	5 16%
Well known company/company you trust	18 19%	18 21%	-	7 15%	8 25%	3 24%	7 23%	7 22%	4 17%	1 6%	13 21%	5 15%
Wanted someone local/small company/independent assessor	7 7%	7 8%	-	4 9%	2 5%	1 8%	2 7%	2 6%	-	3 21%	6 10%	1 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 84

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	97	90*	7**	49*	33*	11**	30**	32**	22**	13**	63*	34*
Effective base	90	85	6	46	31	9	29	30	19	13	58	32
Something else	5 5%	5 6%	-	2 5%	3 9%	-	1 3%	1 5%	2 9%	1 6%	4 7%	1 2%
Nothing	14 14%	12 13%	2 28%	7 14%	5 16%	1 8%	6 19%	5 16%	1 6%	2 12%	9 14%	5 15%
Don't know	7 7%	4 4%	3 44%	2 4%	4 13%	-	2 5%	4 11%	2 7%	-	4 6%	3 9%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 84

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	97	54	18	17	13	78	6	51	7	12	20	58	39
Weighted Base	97	55*	18**	16**	16**	75*	7**	50*	7**	13**	21**	57*	40*
Effective base	90	50	17	15	12	72	5	47	7	11	18	54	36
How much the Assessment cost	17 18%	10 18%	5 27%	1 8%	1 8%	14 19%	1 13%	10 21%	2 32%	1 9%	4 17%	12 22%	5 12%
How quickly they could do the Assessment	12 12%	10 18%	1 6%	1 4%	-	11 14%	-	7 14%	1 19%	2 13%	1 5%	8 15%	3 9%
Availability of convenient appointment times	11 11%	10 19%	2 12%	1 8%	1 9%	11 14%	-	6 12%	1 19%	4 30%	-	7 12%	4 10%
How friendly/professional the Assessor was when you made an enquiry	9 10%	5 9%	2 13%	2 11%	1 8%	7 10%	1 12%	7 14%	-	* 4%	2 10%	7 12%	3 6%
Recommendation by friend/family	11 12%	8 14%	4 21%	-	-	10 13%	2 25%	8 17%	-	1 6%	1 4%	8 15%	3 7%
Recommendation by local council/housing association/landlord	8 9%	6 10%	-	3 17%	-	8 10%	1 14%	2 4%	-	1 8%	3 15%	2 4%	6 15%
Someone I had used before	4 4%	1 2%	1 8%	-	1 7%	2 3%	1 12%	3 6%	-	-	1 6%	3 5%	1 3%
Green Deal Accreditation	22 23%	17 31%	2 14%	-	4 25%	18 23%	1 12%	13 26%	1 19%	2 19%	5 23%	14 25%	8 20%
Well known company/company you trust	18 19%	11 19%	5 27%	3 17%	1 7%	17 23%	-	11 23%	5 76%	2 17%	-	16 29%	2 5%
Wanted someone local/small company/independent assessor	7 7%	3 5%	2 12%	1 5%	1 7%	4 5%	-	3 6%	1 12%	1 9%	2 10%	4 6%	3 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 84

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	97	55*	18**	16**	16**	75*	7**	50*	7**	13**	21**	57*	40*
Effective base	90	50	17	15	12	72	5	47	7	11	18	54	36
Something else	5 5%	2 4%	-	1 5%	2 15%	3 4%	-	1 2%	-	1 11%	3 14%	1 1%	4 11%
Nothing	14 14%	7 12%	2 12%	4 23%	4 28%	10 13%	2 25%	7 13%	1 13%	-	5 22%	7 13%	6 16%
Don't know	7 7%	3 6%	1 3%	3 18%	-	5 7%	2 25%	4 8%	-	-	2 17%	4 7%	3 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 85

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	97	10	14	10	29	18	51	50	46	6	40	51	23	74	50	47
Weighted Base	97	9**	14**	10**	27**	16**	50*	49*	47*	7**	38*	52*	25**	72*	49*	48*
Effective base	90	9	13	9	27	17	47	46	43	6	37	47	21	69	46	44
How much the Assessment cost	17 18%	2 22%	3 23%	1 13%	5 20%	4 27%	10 21%	10 21%	7 15%	1 12%	8 21%	8 16%	1 3%	16 23%	7 15%	10 21%
How quickly they could do the Assessment	12 12%	2 22%	1 6%	-	4 15%	2 13%	7 14%	7 14%	5 10%	-	5 13%	7 13%	3 10%	9 13%	7 14%	5 10%
Availability of convenient appointment times	11 11%	2 26%	1 5%	-	3 10%	2 15%	6 12%	6 12%	5 11%	-	4 12%	7 13%	3 10%	8 12%	7 14%	4 8%
How friendly/professional the Assessor was when you made an enquiry	9 10%	1 8%	2 14%	-	3 10%	2 13%	7 14%	6 11%	3 5%	1 18%	4 11%	4 7%	5 18%	5 7%	6 12%	3 7%
Recommendation by friend/ family	11 12%	1 8%	2 17%	4 41%	5 19%	2 10%	8 17%	8 17%	3 6%	1 19%	7 19%	3 6%	2 8%	9 13%	5 11%	6 13%
Recommendation by local council/housing association/ landlord	8 9%	-	2 11%	1 6%	2 8%	-	2 4%	2 4%	6 13%	-	2 6%	6 12%	2 9%	6 9%	5 9%	4 8%
Someone I had used before	4 4%	-	2 12%	1 15%	1 3%	-	3 6%	3 6%	1 2%	-	3 8%	1 2%	1 3%	3 5%	3 7%	1 2%
Green Deal Accreditation	22 23%	4 48%	1 6%	-	6 24%	9 55%	13 26%	12 24%	9 20%	3 40%	8 21%	12 22%	10 40%	12 17%	14 29%	8 17%
Well known company/company you trust	18 19%	2 25%	4 26%	2 19%	7 25%	4 24%	11 23%	11 23%	7 15%	2 23%	8 22%	9 16%	2 8%	16 23%	10 20%	9 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 85

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	97	9**	14**	10**	27**	16**	50*	49*	47*	7**	38*	52*	25**	72*	49*	48*
Effective base	90	9	13	9	27	17	47	46	43	6	37	47	21	69	46	44
Wanted someone local/small company/independent assessor	7 7%	1 9%	1 6%	-	1 4%	1 5%	3 6%	3 6%	4 9%	1 17%	2 4%	4 8%	1 5%	6 8%	4 8%	3 6%
Something else	5 5%	1 9%	-	-	-	1 5%	1 2%	1 2%	4 9%	-	1 2%	4 8%	1 3%	4 6%	2 5%	3 6%
Nothing	14 14%	-	3 23%	1 7%	4 13%	2 15%	7 13%	7 13%	7 15%	-	7 17%	7 14%	4 17%	9 13%	7 14%	7 14%
Don't know	7 7%	2 17%	1 7%	1 13%	3 10%	-	4 8%	4 8%	3 6%	2 23%	2 6%	3 6%	3 12%	4 5%	3 7%	4 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 85

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	97	3	33	30	28	13	39	37	26	12	9	3	1	96	30	55	4	51
Weighted Base	97	2**	31*	33**	28**	13**	41*	39*	26**	10**	8**	3**	1**	96*	34**	49*	4**	45*
Effective base	90	3	30	28	26	12	36	34	24	11	9	3	1	89	28	51	4	48
How much the Assessment cost	17 18%	1 32%	6 19%	8 23%	3 10%	3 22%	9 23%	5 12%	7 26%	2 21%	2 19%	-	-	17 18%	7 20%	9 18%	-	9 20%
How quickly they could do the Assessment	12 12%	1 32%	6 18%	3 10%	2 7%	2 15%	3 8%	7 17%	3 12%	3 28%	-	-	-	12 12%	5 15%	6 13%	-	6 14%
Availability of convenient appointment times	11 11%	-	2 8%	4 12%	4 16%	-	5 12%	6 16%	1 5%	1 13%	1 9%	-	-	11 11%	6 17%	5 10%	-	5 11%
How friendly/professional the Assessor was when you made an enquiry	9 10%	-	2 7%	3 10%	4 14%	1 6%	5 11%	5 12%	5 21%	* 5%	1 9%	-	-	9 10%	3 10%	6 12%	*	6 12%
Recommendation by friend/family	11 12%	-	6 18%	5 15%	1 3%	2 19%	3 7%	9 24% N	1 5%	1 8%	2 24%	2 51%	-	11 12%	2 6%	6 11%	-	6 12%
Recommendation by local council/housing association/landlord	8 9%	-	2 7%	5 17%	1 3%	3 20%	6 14%	3 8%	2 9%	-	-	2 72%	-	8 9%	-	8 16% W	2 52%	6 13%
Someone I had used before	4 4%	-	-	1 2%	3 9%	-	-	3 9%	1 6%	1 8%	1 10%	-	-	4 4%	3 8%	1 2%	-	1 2%
Green Deal Accreditation	22 23%	-	5 14%	8 25%	10 34%	2 16%	13 32%	15 38%	7 25%	1 7%	2 27%	-	-	22 23%	14 41%	8 17%	-	8 18%
Well known company/company you trust	18 19%	1 68%	5 17%	7 22%	5 16%	1 8%	11 26%	8 20%	5 18%	3 26%	3 33%	-	-	18 19%	3 8%	10 20%	-	10 21%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 85

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	97	2**	31*	33**	28**	13**	41*	39*	26**	10**	8**	3**	1**	96*	34**	49*	4**	45*
Effective base	90	3	30	28	26	12	36	34	24	11	9	3	1	89	28	51	4	48
Wanted someone local/small company/independent assessor	7 7%	-	1	1	5	1	3	3	1	1	-	-	-	7	3	4	-	4
Something else	5 5%	-	-	1	3	-	2	1	2	-	-	-	-	5	4	1	-	1
Nothing	14 14%	-	7	1	5	4	7	2	3	1	2	1	1	13	3	10	1	9
Don't know	7 7%	-	4	3	-	2	2	-	1	1	-	-	-	7	2	2	-	2
		-	11%	10%	-	13%	4%	-	5%	10%	-	-	-	7%	5%	5%	-	5%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 85

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	97	60	21	62	19	1	49	10	27	26	23	43	48	48	32	24
Weighted Base	97	63*	19**	65*	18**	1**	52*	9**	26**	28**	22**	41*	48*	47*	34**	24**
Effective base	90	55	20	57	18	1	45	9	24	24	22	39	45	44	30	22
How much the Assessment cost	17 18%	14 22%	3 15%	14 22%	2 12%	-	11 21%	3 30%	2 8%	5 18%	7 29%	6 16%	10 20%	8 18%	5 14%	5 20%
How quickly they could do the Assessment	12 12%	8 13%	3 15%	9 14%	2 12%	-	7 13%	1 15%	2 8%	4 13%	4 18%	3 7%	7 16%	5 12%	1 2%	6 23%
Availability of convenient appointment times	11 11%	8 13%	3 15%	9 14%	2 12%	-	6 11%	2 23%	2 8%	2 6%	5 23%	3 7%	5 11%	6 14%	3 9%	4 16%
How friendly/professional the Assessor was when you made an enquiry	9 10%	7 10%	3 14%	7 11%	2 11%	-	6 11%	1 8%	2 7%	4 15%	1 4%	5 13%	3 6%	4 9%	2 6%	3 14%
Recommendation by friend/family	11 12%	6 10%	2 8%	6 9%	2 9%	-	3 6%	3 34%	2 7%	4 14%	2 11%	2 4%	7 15%	10 22%	3 10%	-
Recommendation by local council/housing association/landlord	8 9%	5 7%	2 10%	5 7%	2 11%	1 100%	3 6%	2 17%	4 17%	2 9%	1 4%	5 12%	2 4%	6 13%	2 6%	1 5%
Someone I had used before	4 4%	3 5%	-	3 5%	-	-	3 7%	-	1 3%	1 3%	1 5%	3 8%	-	-	3 10%	1 3%
Green Deal Accreditation	22 23%	16 25%	5 26%	17 26%	4 23%	-	15 29%	1 8%	4 15%	7 26%	8 34%	8 20%	11 24%	6 12%	9 27%	8 35%
Well known company/company you trust	18 19%	10 15%	5 24%	10 16%	4 22%	-	5 9%	5 52%	3 11%	6 21%	5 23%	6 14%	13 27%	8 16%	5 15%	7 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 85

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	97	63*	19**	65*	18**	1**	52*	9**	26**	28**	22**	41*	48*	47*	34**	24**
Effective base	90	55	20	57	18	1	45	9	24	24	22	39	45	44	30	22
Wanted someone local/small company/independent assessor	7 7%	5 8%	1 6%	5 7%	1 7%	-	5 9%	-	2 8%	1 3%	3 14%	2 5%	5 10%	3 6%	3 9%	1 5%
Something else	5 5%	5 8%	-	5 8%	-	-	5 10%	-	-	2 8%	2 9%	-	5 11% G	1 2%	2 6%	2 9%
Nothing	14 14%	7 11%	5 26%	7 11%	5 28%	-	6 11%	-	5 20%	6 21%	1 3%	7 18%	6 13%	8 17%	5 15%	1 4%
Don't know	7 7%	5 8%	-	5 8%	-	-	5 9%	1 6%	5 19%	-	-	7 16% H	-	4 8%	-	3 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 86

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	97	51	50	74	23	38	32	24	74	14	79	13
Weighted Base	97	51*	49*	73*	24**	39*	33*	21**	74*	14**	78*	13**
Effective base	90	47	46	68	22	35	30	22	68	13	73	12
How much the Assessment cost	17 18%	7 14%	7 15%	11 15%	6 27%	9 23%	5 15%	2 11%	10 14%	6 41%	12 15%	4 33%
How quickly they could do the Assessment	12 12%	5 11%	7 14%	9 13%	2 10%	5 14%	4 11%	3 13%	8 11%	3 25%	8 11%	3 26%
Availability of convenient appointment times	11 11%	7 14%	7 14%	10 13%	1 6%	5 14%	3 9%	1 6%	8 11%	3 22%	8 10%	3 23%
How friendly/professional the Assessor was when you made an enquiry	9 10%	6 13%	6 12%	7 9%	2 11%	2 6%	3 10%	4 18%	9 13%	-	9 12%	-
Recommendation by friend/family	11 12%	6 12%	5 11%	7 10%	4 17%	4 11%	4 12%	3 15%	8 11%	1 6%	10 13%	-
Recommendation by local council/housing association/landlord	8 9%	6 12%	5 9%	7 9%	2 7%	1 3%	3 9%	4 20%	5 7%	1 6%	6 8%	1 7%
Someone I had used before	4 4%	1 2%	3 7%	3 5% H	1 4%	1 3%	2 7%	1 4%	4 6%	-	4 5%	-
Green Deal Accreditation	22 23%	15 29%	14 29%	20 27%	2 11%	12 32%	8 25%	2 9%	19 26%	3 24%	20 26%	2 19%
Well known company/company you trust	18 19%	9 18%	10 20%	17 23%	2 7%	7 19%	9 29%	2 8%	13 17%	-	16 20%	-
Wanted someone local/small company/independent assessor	7 7%	5 10%	4 8%	6 8%	1 4%	3 8%	2 6%	2 8%	5 7%	2 15%	6 8%	1 6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 86

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	97	51*	49*	73*	24**	39*	33*	21**	74*	14**	78*	13**
Weighted Base	90	47	46	68	22	35	30	22	68	13	73	12
Effective base	5	4	2	4	1	3	2	-	4	1	3	2
Something else	5%	8%	5%	5%	5%	8%	7%	-	5%	9%	4%	16%
Nothing	14	7	7	10	4	6	4	3	12	1	11	2
	14%	13%	14%	14%	15%	17%	13%	15%	16%	10%	15%	13%
Don't know	7	4	3	5	2	1	1	3	6	-	7	-
	7%	8%	7%	7%	8%	2%	4%	15%	8%	-	9%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 86

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	97	69	8	15	23	74	75	31	20	25	3	10	15	12	32
Weighted Base	97	69*	8**	16**	24**	73*	75*	30**	20**	24**	3**	10**	14**	11**	34**
Effective base	90	64	7	14	21	69	69	29	19	23	3	9	14	11	30
How much the Assessment cost	17 18%	7 11%	3 36%	6 38%	8 34%	9 12%	12 16%	7 23%	6 28%	4 15%	1 42%	1 7%	5 34%	2 13%	5 16%
How quickly they could do the Assessment	12 12%	6 8%	3 34%	3 20%	7 30%	4 6%	10 13%	5 19%	2 9%	2 6%	1 30%	1 7%	3 22%	1 11%	4 12%
Availability of convenient appointment times	11 11%	7 10%	1 15%	3 19%	6 23%	5 7%	11 15%	5 17%	-	2 7%	1 30%	-	1 6%	4 36%	3 10%
How friendly/professional the Assessor was when you made an enquiry	9 10%	8 11%	1 10%	1 5%	1 3%	9 12%	9 12%	5 16%	-	-	-	1 13%	2 15%	5 42%	1 4%
Recommendation by friend/family	11 12%	7 11%	2 25%	-	1 3%	11 14%	6 7%	2 8%	5 23%	1 3%	-	1 13%	4 31%	1 7%	4 12%
Recommendation by local council/housing association/landlord	8 9%	5 8%	-	3 19%	3 13%	5 7%	6 8%	-	3 13%	1 5%	-	1 13%	2 17%	-	4 13%
Someone I had used before	4 4%	4 6%	-	-	-	4 6%	4 6%	3 10%	-	2 8%	-	1 9%	-	-	1 4%
Green Deal Accreditation	22 23%	13 20%	4 46%	5 33%	7 27%	16 22%	22 30%	11 37%	-	4 18%	-	-	4 31%	4 35%	10 28%
Well known company/company you trust	18 19%	15 22%	2 25%	-	3 11%	16 22%	14 19%	6 19%	4 22%	2 8%	-	3 28%	1 5%	4 35%	9 26%
Wanted someone local/small company/independent assessor	7 7%	4 6%	1 10%	1 8%	2 9%	5 7%	5 6%	1 4%	2 10%	2 8%	-	-	2 17%	-	3 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 86

E3 Which of these things were important to you in deciding which Assessor to use?

Base: All who found the assessor themselves

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	97	69*	8**	16**	24**	73*	75*	30**	20**	24**	3**	10**	14**	11**	34**
Weighted Base	97	69*	8**	16**	24**	73*	75*	30**	20**	24**	3**	10**	14**	11**	34**
Effective base	90	64	7	14	21	69	69	29	19	23	3	9	14	11	30
Something else	5 5%	2 3%	-	2 13%	2 9%	3 4%	4 5%	1 3%	1 6%	3 10%	1 42%	-	1 10%	-	-
Nothing	14 14%	11 16%	2 20%	* 3%	2 9%	12 16%	9 12%	2 7%	4 21%	6 27%	1 28%	1 13%	1 5%	3 25%	2 5%
Don't know	7 7%	7 10%	-	-	2 7%	5 7%	6 7%	3 9%	1 6%	2 9%	-	1 11%	-	-	4 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 87

E4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

Base: All who found the assessor themselves

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	97	39	58	46	32	19	80	16	20	77	72	25	57	40	78	11	8	19
Weighted Base	97	39*	58*	45*	32*	20**	83*	14**	19**	78*	70*	27**	48*	49*	81*	9**	7**	16**
Effective base	90	36	54	42	30	18	74	15	18	71	66	24	54	39	73	10	7	17
1	72 75%	29 73%	44 76%	32 72%	24 74%	16 81%	64 77%	9 64%	11 54%	62 80%	54 77%	18 69%	32 67%	41 82%	59 73%	6 70%	7 100%	13 83%
2	9 9%	4 11%	5 8%	2 4%	4 13%	3 15%	6 7%	2 16%	5 25%	4 5%	6 8%	3 11%	7 14%	2 4%	8 10%	1 12%	-	1 7%
3	9 9%	4 10%	5 8%	5 10%	3 10%	1 4%	7 9%	1 9%	2 11%	7 8%	6 9%	2 9%	6 12%	3 6%	9 11%	-	-	-
4	3 3%	-	3 6%	2 5%	1 3%	-	3 4%	-	1 6%	2 3%	1 2%	2 8%	1 2%	2 5%	3 4%	-	-	-
6	1 1%	-	1 2%	1 2%	-	-	1 1%	-	-	1 1%	-	1 3%	1 2%	-	1 1%	-	-	-
10	1 1%	1 2%	-	1 2%	-	-	1 1%	-	1 4%	-	1 1%	-	1 2%	-	1 1%	-	-	-
Don't know/can't remember	2 2%	2 4%	1 1%	2 5%	-	-	1 1%	2 11%	-	2 3%	2 3%	-	1 2%	2 3%	1 1%	2 17%	-	2 10%
NET - more than one	22 23%	9 23%	13 23%	10 23%	8 26%	4 19%	18 22%	3 25%	9 46%	13 17%	14 20%	8 31%	15 32%	7 15%	21 26%	1 12%	-	1 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 87

E4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

Base: All who found the assessor themselves

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	97	91	6	50	33	10	31	32	20	14	63	34
Weighted Base	97	90*	7**	49*	33*	11**	30**	32**	22**	13**	63*	34*
Effective base	90	85	6	46	31	9	29	30	19	13	58	32
1	72 75%	67 74%	6 78%	36 74%	27 80%	7 66%	18 60%	26 81%	18 84%	10 78%	45 72%	27 79%
2	9 9%	7 8%	2 22%	3 5%	4 11%	2 23%	4 12%	2 7%	-	3 22%	5 8%	4 11%
3	9 9%	9 10%	-	8 16%	1 2%	-	3 10%	4 12%	2 9%	-	8 12%	1 2%
4	3 3%	3 4%	-	-	2 6%	1 11%	3 10%	-	-	-	3 5%	-
6	1 1%	1 1%	-	1 2%	-	-	1 3%	-	-	-	-	1 3%
10	1 1%	1 1%	-	1 2%	-	-	1 3%	-	-	-	-	1 2%
Don't know/can't remember	2 2%	2 3%	-	1 2%	-	-	1 3%	-	2 7%	-	2 2%	2 2%
NET - more than one	22 23%	21 23%	2 22%	12 25%	7 20%	4 34%	11 38%	6 19%	2 9%	3 22%	16 26%	6 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 87

E4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

Base: All who found the assessor themselves

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	97	54	18	17	13	78	6	51	7	12	20	58	39
Weighted Base	97	55*	18**	16**	16**	75*	7**	50*	7**	13**	21**	57*	40*
Effective base	90	50	17	15	12	72	5	47	7	11	18	54	36
1	72 75%	39 71%	14 81%	15 92%	12 74%	58 77%	5 75%	37 74%	7 100%	7 58%	16 74%	44 77%	29 71%
2	9 9%	5 9%	2 13%	* 3%	1 8%	5 7%	2 25%	4 9%	-	-	4 17%	4 8%	4 11%
3	9 9%	6 11%	-	-	3 18%	6 8%	-	4 8%	-	5 35%	-	4 7%	5 11%
4	3 3%	2 4%	1 6%	-	-	2 3%	-	2 4%	-	-	1 5%	2 4%	1 3%
6	1 1%	1 2%	-	-	-	1 1%	-	-	-	1 7%	-	-	1 2%
10	1 1%	1 1%	-	-	-	1 1%	-	1 2%	-	-	-	1 1%	-
Don't know/can't remember	2 2%	2 3%	-	1 5%	-	2 3%	-	2 3%	-	-	1 4%	2 3%	1 2%
NET - more than one	22 23%	14 26%	3 19%	* 3%	4 26%	15 19%	2 25%	11 23%	-	5 42%	5 22%	11 20%	11 27%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 88

E4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

Base: All who found the assessor themselves

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	97	10	14	10	29	18	51	50	46	6	40	51	23	74	50	47
Weighted Base	97	9**	14**	10**	27**	16**	50*	49*	47*	7**	38**	52*	25**	72*	49*	48*
Effective base	90	9	13	9	27	17	47	46	43	6	37	47	21	69	46	44
1	72 75%	6 60%	8 60%	10 100%	20 74%	11 67%	37 74%	36 73%	35 75%	5 70%	28 74%	39 76%	17 69%	55 77%	36 73%	37 76%
2	9 9%	2 18%	1 9%	-	2 6%	2 15%	4 9%	4 9%	4 9%	1 18%	2 6%	5 10%	4 15%	5 7%	5 11%	4 8%
3	9 9%	1 9%	2 15%	-	3 12%	2 10%	4 8%	4 8%	5 10%	1 12%	3 9%	5 9%	3 13%	5 7%	6 12%	3 6%
4	3 3%	1 13%	1 6%	-	-	1 8%	2 4%	2 4%	1 2%	-	2 5%	1 2%	-	3 4%	-	3 7%
6	1 1%	-	-	-	-	-	-	-	2%	-	-	2%	1 3%	-	-	1 2%
10	1 1%	-	-	-	1 3%	-	1 2%	1 2%	-	-	1 2%	-	-	1 1%	1 2%	-
Don't know/can't remember	2 2%	-	2 17%	-	2 6%	-	2 3%	2 3%	1 2%	-	2 4%	1 2%	-	2 3%	2 3%	1 2%
NET - more than one	22 23%	4 40%	4 29%	-	6 21%	5 33%	11 23%	11 23%	11 23%	2 30%	9 22%	12 23%	8 31%	14 20%	12 24%	11 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 88

E4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

Base: All who found the assessor themselves

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	97	3	33	30	28	13	39	37	26	12	9	3	1	96	30	55	4	51
Weighted Base	97	2**	31*	33**	28**	13**	41*	39*	26**	10**	8**	3**	1**	96*	34**	49*	4**	45*
Effective base	90	3	30	28	26	12	36	34	24	11	9	3	1	89	28	51	4	48
1	72 75%	2 100%	23 73%	26 78%	20 72%	6 51%	29 70%	29 74%	18 70%	10 100%	8 100%	1 49%	1 100%	72 74%	22 64%	37 75%	4 100%	33 73%
2	9 9%	-	2 7%	2 7%	4 15%	1 11%	3 8%	3 7%	3 14%	-	-	-	-	9 9%	4 11%	5 10%	-	5 11%
3	9 9%	-	1 3%	4 12%	4 13%	1 10%	5 13%	5 12%	1 5%	-	-	-	-	9 9%	5 15%	3 7%	-	3 7%
4	3 3%	-	2 8%	1 3%	-	1 10%	1 3%	1 3%	1 5%	-	-	-	-	3 3%	2 7%	1 2%	-	1 2%
6	1 1%	-	1 3%	-	-	-	-	-	-	-	-	-	-	1 1%	1 3%	-	-	-
10	1 1%	-	1 2%	-	-	1 6%	1 2%	-	1 3%	-	-	-	-	1 1%	-	1 2%	-	1 2%
Don't know/can't remember	2 2%	-	2 5%	-	-	2 12%	2 4%	2 4%	1 3%	-	-	2 51%	-	2 2%	-	2 5%	-	2 5%
NET - more than one	22 23%	-	7 22%	7 22%	8 28%	5 37%	11 26%	9 22%	7 26%	-	-	-	-	22 23%	12 36%	10 20%	-	10 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 88

E4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

Base: All who found the assessor themselves

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	97	60	21	62	19	1	49	10	27	26	23	43	48	48	32	24
Weighted Base	97	63*	19**	65*	18**	1**	52*	9**	26**	28**	22**	41*	48*	47*	34**	24**
Effective base	90	55	20	57	18	1	45	9	24	24	22	39	45	44	30	22
1	72 75%	43 69%	16 83%	45 69%	15 81%	1 100%	37 70%	6 69%	21 80%	19 70%	18 80%	33 79%	37 76%	37 79%	25 73%	16 68%
2	9 9%	7 11%	* 3%	7 10%	* 3%	-	5 10%	1 15%	5 17%	3 10%	-	5 12%	4 8%	3 6%	5 14%	2 10%
3	9 9%	7 10%	2 11%	7 10%	2 12%	-	5 10%	-	1 3%	1 4%	2 11%	2 5%	4 8%	3 7%	5 13%	2 7%
4	3 3%	3 5%	-	3 5%	-	-	3 6%	-	-	2 7%	1 5%	1 2%	2 5%	2 4%	-	1 5%
6	1 1%	1 1%	-	1 1%	-	-	1 2%	-	-	-	1 4%	-	1 2%	-	-	1 4%
10	1 1%	-	1 4%	-	1 4%	-	-	-	-	1 3%	-	1 2%	-	-	-	1 3%
Don't know/can't remember	2 2%	2 4%	-	2 4%	-	-	1 2%	2 17%	-	2 6%	-	-	1 2%	2 3%	-	1 3%
NET - more than one	22 23%	17 28%	3 17%	17 27%	3 19%	-	15 28%	1 15%	5 20%	7 25%	4 20%	9 21%	11 22%	8 17%	9 27%	7 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 89

E4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

Base: All who found the assessor themselves

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	97	51	50	74	23	38	32	24	74	14	79	13
Weighted Base	97	51*	49*	73*	24**	39*	33*	21**	74*	14**	78*	13**
Effective base	90	47	46	68	22	35	30	22	68	13	73	12
1	72 75%	34 66%	36 73%	54 74% H	18 76%	30 77%	25 75%	15 72%	55 75%	8 56%	58 74%	8 64%
2	9 9%	6 12%	5 11%	7 9%	2 9%	2 5%	3 9%	2 12%	8 10%	1 10%	9 11%	-
3	9 9%	6 12%	6 12%	7 10%	1 5%	4 10%	4 11%	1 6%	6 8%	3 21%	6 7%	3 22%
4	3 3%	1 2%	-	1 1%	2 10%	2 6%	1 2%	-	1 2%	2 14%	1 2%	2 15%
6	1 1%	1 2%	-	1 1%	-	1 2%	-	-	1 1%	-	1 1%	-
10	1 1%	1 2%	1 2%	1 1%	-	-	-	1 4%	1 1%	-	1 1%	-
Don't know/can't remember	2 2%	2 5%	2 3%	2 3%	-	-	1 3%	2 7%	2 3%	-	2 3%	-
NET - more than one	22 23%	15 29%	12 24%	17 23%	6 24%	9 23%	7 22%	4 21%	16 22%	6 44%	18 22%	5 36%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 89

E4 How many Assessors or companies did you contact or attempt to contact to book the Assessment?

Base: All who found the assessor themselves

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	97	69	8	15	23	74	75	31	20	25	3	10	15	12	32
Weighted Base	97	69*	8**	16**	24**	73*	75*	30**	20**	24**	3**	10**	14**	11**	34**
Effective base	90	64	7	14	21	69	69	29	19	23	3	9	14	11	30
1	72 75%	54 78%	6 80%	9 54%	14 59%	58 80%	52 69%	20 67%	18 91%	17 69%	2 70%	10 100%	7 50%	10 89%	26 77%
2	9 9%	8 11%	-	1 8%	3 12%	6 8%	8 11%	4 12%	1 3%	2 8%	-	-	1 5%	-	6 18%
3	9 9%	5 7%	1 10%	3 18%	3 12%	6 8%	9 12%	4 14%	-	5 20%	-	-	1 6%	1 11%	2 5%
4	3 3%	-	1 10%	2 15%	3 13%	-	2 3%	1 4%	1 6%	-	-	-	3 22%	-	-
6	1 1%	1 1%	-	-	-	1 1%	1 1%	-	-	-	1 30%	-	-	-	-
10	1 1%	-	-	1 5%	1 3%	-	1 1%	1 3%	-	-	-	-	1 5%	-	-
Don't know/can't remember	2 2%	2 2%	-	-	-	2 3%	2 3%	-	-	1 3%	-	-	2 17%	-	-
NET - more than one	22 23%	13 19%	2 20%	7 46%	10 41%	13 17%	21 27%	10 33%	2 9%	7 28%	1 30%	-	6 39%	1 11%	8 23%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 90

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	799	417	377	308	295	193	654	128	205	591	607	192	487	312	574	88	137	225
Weighted Base	801	411	385	291	305	201	676	109	204	594	583	218	420	382	597	73*	131	204
Effective base	737	385	348	280	274	181	606	118	189	545	554	185	458	299	536	79	125	203
Very satisfied	282 35%	142 35%	138 36%	95 33%	109 36%	76 38%	242 36%	35 32%	62 30%	218 37%	202 35%	79 36%	148 35%	134 35%	228 38% p q	25 34%	29 22%	54 26%
Fairly satisfied	202 25%	95 23%	107 28%	84 29%	75 25%	43 22%	153 23%	45 42% f	61 30%	141 24%	148 25%	54 25%	125 30% m	78 20%	142 24%	18 25%	42 32%	60 30%
Neither satisfied nor dissatisfied	85 11%	45 11%	40 10%	28 10%	32 10%	25 12%	75 11%	9 8%	19 9%	65 11%	53 9%	32 15% j	30 7%	54 14% i	62 10%	6 9%	16 12%	22 11%
Fairly dissatisfied	33 4%	19 5%	14 4%	12 4%	16 5%	5 3%	28 4%	4 4%	6 3%	27 5%	27 5%	6 3%	15 4%	18 5%	23 4%	5 7%	5 4%	11 5%
Very dissatisfied	27 3%	14 3%	13 3%	8 3%	9 3%	9 5%	25 4%	2 2%	8 4%	19 3%	18 3%	8 4%	12 3%	14 4%	25 4% q	1 1%	1 1%	2 1%
Don't know/not applicable	173 22%	96 23%	74 19%	64 22%	64 21%	43 22%	154 23% g	14 13%	48 23%	123 21%	135 23%	38 17%	90 21%	83 22%	118 20%	17 24%	38 29% n	55 27% n
NET: All satisfied	484 60%	237 58%	245 63%	179 61%	184 60%	119 59%	395 58%	80 73% f	123 60%	359 60%	351 60%	133 61%	272 65% m	212 55%	370 62%	43 59%	71 54%	114 56%
NET: All dissatisfied	60 7%	33 8%	27 7%	21 7%	25 8%	14 7%	53 8%	6 6%	14 7%	46 8%	45 8%	15 7%	28 7%	32 8%	47 8%	6 8%	6 5%	13 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 90

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	799	697	102	271	340	113	146	209	197	243	520	279
Weighted Base	801	681	121*	264	357	116	137	211	199	250	516	285
Effective base	737	645	95	248	317	106	133	190	183	227	479	259
Very satisfied	282 35%	248 36%	34 28%	94 35%	133 37%	38 33%	52 38%	63 30%	71 35%	96 38%	171 33%	111 39%
Fairly satisfied	202 25%	177 26%	25 21%	75 28%	82 23%	29 25%	36 26%	58 27%	46 23%	61 24%	145 28% x	58 20%
Neither satisfied nor dissatisfied	85 11%	73 11%	11 9%	28 11%	39 11%	10 9%	12 9%	22 10%	29 15%	22 9%	54 11%	30 11%
Fairly dissatisfied	33 4%	32 5%	2 1%	10 4%	17 5%	1 1%	2 2%	15 7% KO	11 5%	6 2%	17 3%	16 6%
Very dissatisfied	27 3%	25 4%	2 1%	7 3%	12 3%	5 5%	3 2%	7 3%	6 3%	10 4%	16 3%	10 4%
Don't know/not applicable	173 22%	126 19%	46 38% r	50 19%	74 21%	32 28%	33 24%	48 23%	36 18%	56 22%	112 22%	61 21%
NET: All satisfied	484 60%	424 62% s	60 50%	169 64%	215 60%	67 58%	87 63%	121 57%	117 58%	157 63%	316 61%	168 59%
NET: All dissatisfied	60 7%	57 8% s	3 3%	17 6%	29 8%	6 5%	5 4%	21 10% K	17 9%	16 6%	34 7%	26 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 90

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	799	451	130	179	59	676	67	485	42	90	102	527	272
Weighted Base	801	463	125	168	65*	665	74*	485	38*	94*	102*	523	279
Effective base	737	419	122	162	55	624	62	449	39	83	95	488	250
Very satisfied	282 35%	178 38% A	45 36%	42 25%	26 39% A	229 34%	25 34%	178 37%	12 32%	29 31%	34 34%	190 36%	91 33%
Fairly satisfied	202 25%	109 24%	37 30%	46 27%	15 22%	175 26%	12 17%	122 25%	12 30%	25 27%	30 30%	133 25%	69 25%
Neither satisfied nor dissatisfied	85 11%	49 11%	16 13%	18 11%	6 10%	68 10%	12 17%	32 7%	2 6%	18 19% EI	14 13% EI	35 7%	50 18% EI
Fairly dissatisfied	33 4%	19 4%	5 4%	6 4%	4 6%	26 4%	3 5%	21 4%	3 7%	5 5%	5 5%	24 5%	9 3%
Very dissatisfied	27 3%	16 3%	2 2%	9 5%	1 1%	25 4%	-	14 3%	5 12% EGJ	-	5 5% G	19 4% E	8 3%
Don't know/not applicable	173 22%	92 20%	20 16%	47 28% yz	14 22%	142 21%	21 28%	117 24% H	5 13%	17 18%	14 14%	122 23% H	51 18%
NET: All satisfied	484 60%	287 62% A	82 66% A	88 52%	40 62%	404 61%	37 51%	300 62%	24 62%	55 58%	65 63%	324 62%	160 57%
NET: All dissatisfied	60 7%	35 7%	7 6%	15 9%	5 7%	51 8%	3 5%	36 7%	7 18% EGJ	5 5%	10 10%	43 8% E	17 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 91

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	799	79	201	51	210	116	485	473	314	68	378	353	154	645	475	324
Weighted Base	801	82*	209	45*	200	118	485	472	317	71*	374	357	159	643	473	328
Effective base	737	73	187	48	192	109	449	438	288	63	350	325	142	595	441	297
Very satisfied	282 35%	36 44%	66 32%	16 35%	77 39%	52 44% bh	178 37%	173 37%	104 33%	36 51% jk	126 34%	119 34%	73 46% m	209 33%	185 39% o	97 30%
Fairly satisfied	202 25%	20 25%	55 26%	11 25%	53 26%	29 25%	122 25%	118 25%	80 25%	15 21%	96 26%	92 26%	41 26%	161 25%	118 25%	84 26%
Neither satisfied nor dissatisfied	85 11%	7 8%	14 7%	2 4%	11 5%	10 9%	32 7%	31 7%	52 17% bcdef g	2 3%	29 8%	54 15% ij	14 9%	71 11%	33 7%	52 16% n
Fairly dissatisfied	33 4%	1 1%	11 5%	5 11% aefgh	11 6%	4 3%	21 4%	21 5%	12 4%	4 6%	17 5%	12 3%	7 4%	26 4%	21 4%	13 4%
Very dissatisfied	27 3%	4 4%	4 2%	3 6%	6 3%	6 5%	14 3%	14 3%	12 4%	2 3%	12 3%	12 3%	7 4%	19 3%	17 4%	10 3%
Don't know/not applicable	173 22%	14 17%	58 28% eh	8 18%	43 21%	17 15%	117 24% eh	114 24% eh	56 18%	12 17%	94 25%	67 19%	18 11%	155 24% l	100 21%	73 22%
NET: All satisfied	484 60%	56 69%	121 58%	27 60%	130 65%	81 69%	300 62%	291 62%	184 58%	50 71%	222 59%	212 59%	114 71% m	370 58%	303 64% o	181 55%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 91

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	82*	209	45*	200	118	485	472	317	71*	374	357	159	643	473	328	
Weighted Base	82*	209	45*	200	118	485	472	317	71*	374	357	159	643	473	328	
Effective base	73	187	48	192	109	449	438	288	63	350	325	142	595	441	297	
NET: All dissatisfied	60 7%	4 5%	15 7%	8 17% abdfgh	17 8%	10 8%	36 7%	36 8%	24 8%	7 9%	29 8%	24 7%	14 9%	46 7%	38 8%	22 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 91

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	799	79	289	222	169	352	226	260	156	93	126	61	47	752	112	594	95	499
Weighted Base	801	76*	286	226	175	357	229	263	161	85*	128	59*	45*	756	122	583	91*	493
Effective base	737	72	269	205	155	327	207	238	145	85	117	55	43	694	104	549	88	461
Very satisfied	282 35%	21 27%	99 35%	81 36%	72 41% p	118 33%	90 39%	92 35%	66 41% s	28 33% s	40 31%	10 17%	8 17%	274 36% u	45 37%	211 36%	29 32%	182 37%
Fairly satisfied	202 25%	18 24%	76 27%	61 27%	40 23%	86 24%	63 28%	66 25%	45 28%	26 31%	29 23%	13 22%	11 24%	191 25%	37 30%	143 25%	27 30%	116 24%
Neither satisfied nor dissatisfied	85 11%	8 11%	34 12%	24 11%	16 9%	44 12%	20 9%	28 10%	19 12% Q	1 1%	11 9% Q	10 17% Q	6 14%	78 10%	16 13%	58 10%	10 11%	48 10%
Fairly dissatisfied	33 4%	3 4%	12 4%	8 4%	10 6%	9 3%	14 6% M	16 6% M	6 4%	2 3%	9 7%	3 5%	1 3%	32 4%	5 4%	26 5%	3 3%	24 5%
Very dissatisfied	27 3%	3 4%	6 2%	8 4%	10 6% q	11 3%	9 4%	9 3%	3 2%	7 8% p	5 4%	1 1%	1 1%	26 3%	12 10% UVW	12 2%	1 1%	11 2%
Don't know/not applicable	173 22%	23 30% L	59 21%	44 19%	26 15%	90 25% N	33 14%	53 20%	22 14%	21 25% P	34 27% P	22 37% P	19 41% v	154 20%	7 6%	133 23% T	21 24% T	111 23% T
NET: All satisfied	484 60%	39 51%	175 61%	142 63%	112 64%	204 57%	154 67% M	158 60%	110 69% RS	54 64% S	69 54%	23 40%	19 41%	465 62% u	81 67%	355 61%	56 62%	298 61%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 91

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	801	76*	286	226	175	357	229	263	161	85*	128	59*	45*	756	122	583	91*	493
Effective base	737	72	269	205	155	327	207	238	145	85	117	55	43	694	104	549	88	461
NET: All dissatisfied	60 7%	6 8%	18 6%	16 7%	20 12%	20 6%	24 10% M	25 9%	9 6%	9 11%	14 11%	4 6%	2 5%	58 8%	18 14% UVW	38 6%	3 4%	35 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 91

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	799	318	325	366	277	36	242	71	289	196	114	373	374	293	321	221
Weighted Base	801	317	324	367	275	38*	241	72*	276	207	125	360	387	278	332	227
Effective base	737	294	300	339	255	33	224	65	266	182	105	341	348	269	300	203
Very satisfied	282 35%	131 41% xz	104 32% z	157 43% xz	78 28%	15 39%	100 41%	31 43%	88 32%	77 37%	45 36%	104 29%	161 42% G	95 34%	125 38%	74 33%
Fairly satisfied	202 25%	89 28% yA	73 23%	96 26% A	66 24% A	4 10%	66 27%	21 29%	73 27%	48 23%	27 22%	101 28%	86 22%	76 27%	69 21%	65 29% J
Neither satisfied nor dissatisfied	85 11%	22 7%	44 14% wy	24 7%	42 15% wxy	6 15%	16 7%	6 9%	31 11%	18 9%	14 11%	34 9%	43 11%	25 9%	38 12%	25 11%
Fairly dissatisfied	33 4%	19 6%	11 3%	22 6% z	7 3%	-	14 6%	5 7%	13 5%	9 5%	4 3%	22 6% H	10 3%	12 4%	14 4%	9 4%
Very dissatisfied	27 3%	17 5% xz	7 2%	18 5% x	6 2%	-	15 6%	2 3%	5 2%	8 4%	7 5%	9 3%	17 4%	11 4%	14 4%	3 2%
Don't know/not applicable	173 22%	38 12%	85 26% wy	49 13%	75 27% wy	14 37% wy	31 13%	6 9%	66 24%	46 22%	27 22%	91 25% H	71 18%	59 21%	71 21%	50 22%
NET: All satisfied	484 60%	221 70% zxA	177 55%	253 69% xzA	145 53%	18 48%	166 69%	52 72%	161 59%	125 61%	72 58%	205 57%	247 64%	171 61%	194 59%	139 61%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 91

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	801	317	324	367	275	38*	241	72*	276	207	125	360	387	278	332	227
Effective base	737	294	300	339	255	33	224	65	266	182	105	341	348	269	300	203
NET: All dissatisfied	60	36	18	41	13	-	29	7	18	18	11	31	27	22	28	13
	7%	11%	5%	11%	5%	-	12%	10%	7%	9%	9%	9%	7%	8%	8%	6%
		xzA		xzA												



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 92

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	799	332	475	591	208	339	301	138	564	151	620	96
Weighted Base	801	320	473	590	211	352	302	127	567	149	625	93*
Effective base	737	306	441	548	190	314	279	126	520	140	572	89
Very satisfied	282 35%	125 39% K	185 39% K	222 38% K	59 28%	142 40% l	88 29%	45 36%	223 39% M	27 18%	247 39% O	15 16%
Fairly satisfied	202 25%	89 28%	118 25%	148 25%	54 26%	79 23%	83 27%	37 29%	147 26%	37 25%	158 25%	28 30%
Neither satisfied nor dissatisfied	85 11%	32 10% l	33 7%	51 9% l	34 16% HIJ	33 9%	41 14% m	7 5%	38 7%	37 25% L	45 7%	27 29% N
Fairly dissatisfied	33 4%	11 3%	21 4%	24 4%	9 4%	10 3%	15 5%	9 7% k	27 5%	7 5%	29 5%	5 5%
Very dissatisfied	27 3%	12 4%	17 4%	23 4%	4 2%	12 3%	10 3%	5 4%	22 4%	3 2%	21 3%	5 5%
Don't know/not applicable	173 22%	52 16%	100 21% H	122 21% H	50 24% H	77 22%	65 21%	25 19%	110 19%	37 25%	126 20%	14 15%
NET: All satisfied	484 60%	213 67% JK	303 64% K	370 63% K	114 54%	221 63%	171 57%	82 64%	370 65% M	65 43%	405 65% O	43 46%
NET: All dissatisfied	60 7%	24 7%	38 8%	47 8%	13 6%	21 6%	25 8%	14 11%	48 8%	10 7%	49 8%	10 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 92

E5_a How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How easy it was to find an Assessor

Base: All who had any part in arranging the assessment

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	799	595	74	86	217	582	516	244	256	180	61	144	83	130	201
Weighted Base	801	595	75*	87*	216	585	518	246	259	184	61*	135	84*	137	200
Effective base	737	549	69	80	200	537	477	226	236	166	56	135	76	120	186
Very satisfied	282 35%	247 42% QR	17 22%	9 10%	41 19%	241 41% n	209 40% r	112 46% pr	69 27%	68 37%	20 32%	42 31%	30 36%	54 39%	67 34%
Fairly satisfied	202 25%	141 24%	23 31%	25 29%	60 28%	142 24%	130 25%	57 23%	64 25%	47 26%	11 18%	34 25%	16 19%	37 27%	57 28%
Neither satisfied nor dissatisfied	85 11%	38 6%	23 30% P	18 21% P	41 19% o	43 7%	49 10%	19 8%	31 12%	16 9%	9 14%	20 15%	9 11%	11 8%	20 10%
Fairly dissatisfied	33 4%	24 4%	-	7 7% Q	10 5%	23 4%	21 4%	9 4%	11 4%	7 4%	1 2%	4 3%	5 6%	8 6%	9 4%
Very dissatisfied	27 3%	17 3%	2 3%	6 7%	11 5%	16 3%	22 4%	10 4%	4 2%	6 3%	2 3%	3 2%	3 3%	2 2%	11 6%
Don't know/not applicable	173 22%	127 21%	11 14%	22 26%	53 25%	119 20%	87 17%	39 16%	78 30% pq	40 22%	19 31% yz	32 24%	21 25%	24 18%	36 18%
NET: All satisfied	484 60%	388 65% R	40 53%	34 39%	101 47%	383 65% n	339 65% r	169 69% r	134 52%	116 63%	31 50%	76 57%	46 55%	91 67% v	124 62%
NET: All dissatisfied	60 7%	42 7%	2 3%	13 14% PQ	21 9%	39 7%	42 8%	19 8%	15 6%	13 7%	3 4%	7 5%	8 9%	10 7%	20 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 96

E5_c How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How long you had to wait for an Assessment appointment

Base: All who had any part in arranging the assessment

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	799	417	377	308	295	193	654	128	205	591	607	192	487	312	574	88	137	225
Weighted Base	801	411	385	291	305	201	676	109	204	594	583	218	420	382	597	73*	131	204
Effective base	737	385	348	280	274	181	606	118	189	545	554	185	458	299	536	79	125	203
Very satisfied	359 45%	184 45%	173 45%	121 41%	138 45%	99 49%	320 47% g	36 33%	82 40%	276 46%	261 45%	98 45%	183 44%	176 46%	294 49% pq	30 41% pq	36 28%	66 32%
Fairly satisfied	247 31%	128 31%	116 30%	92 32%	102 33%	51 25%	186 28%	53 48% f	72 35%	174 29%	182 31%	65 30%	152 36% m	94 25%	165 28%	25 35%	56 43% n	82 40% n
Neither satisfied nor dissatisfied	55 7%	25 6%	30 8%	24 8%	19 6%	12 6%	47 7%	7 6%	15 7%	40 7%	39 7%	16 7%	21 5%	33 9%	36 6%	9 12% n	10 8%	19 9%
Fairly dissatisfied	51 6%	25 6%	26 7%	20 7%	21 7%	10 5%	43 6%	9 8%	11 5%	40 7%	35 6%	16 7%	24 6%	28 7%	36 6%	6 8%	10 8%	16 8%
Very dissatisfied	44 5%	21 5%	23 6%	14 5%	19 6%	11 5%	39 6%	3 3%	9 4%	35 6%	31 5%	13 6%	21 5%	23 6%	42 7% opq	1 1%	1 1%	2 1%
Don't know/not applicable	45 6%	28 7%	17 4%	20 7% d	6 2%	18 9% d	41 6%	2 2%	16 8%	29 5%	35 6%	10 5%	18 4%	28 7%	25 4%	3 4%	18 13% no	20 10% no
NET: All satisfied	606 76%	312 76%	289 75%	213 73%	240 79%	151 75%	507 75%	88 81%	154 75%	449 76%	443 76%	163 75%	336 80% m	270 71%	459 77%	55 75%	93 70%	147 72%
NET: All dissatisfied	95 12%	46 11%	49 13%	34 12%	40 13%	21 10%	82 12%	12 11%	20 10%	75 13%	66 11%	29 13%	45 11%	50 13%	78 13%	6 9%	11 8%	17 9%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 96

E5_c How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How long you had to wait for an Assessment appointment

Base: All who had any part in arranging the assessment

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	799	697	102	271	340	113	146	209	197	243	520	279
Weighted Base	801	681	121*	264	357	116	137	211	199	250	516	285
Effective base	737	645	95	248	317	106	133	190	183	227	479	259
Very satisfied	359 45%	311 46%	48 40%	114 43%	172 48%	51 44%	66 48%	82 39%	81 41%	130 52% MN	229 44%	130 46%
Fairly satisfied	247 31%	210 31%	37 31%	89 34%	100 28%	36 31%	42 31%	62 29%	70 35%	70 28%	160 31%	86 30%
Neither satisfied nor dissatisfied	55 7%	44 6%	10 9%	19 7%	21 6%	7 6%	11 8% O	19 9% O	19 10% O	5 2%	39 8%	16 5%
Fairly dissatisfied	51 6%	48 7%	4 3%	13 5%	27 8%	7 6%	7 5%	18 9%	13 7%	13 5%	29 6%	23 8%
Very dissatisfied	44 5%	39 6%	5 4%	14 5%	19 5%	10 8%	3 2%	13 6%	11 5%	17 7%	25 5%	20 7%
Don't know/not applicable	45 6%	29 4%	17 14% r	16 6%	19 5%	6 5%	8 6%	17 8% N	5 3%	15 6%	34 7%	11 4%
NET: All satisfied	606 76%	521 76%	85 71%	202 77%	271 76%	86 75%	108 79% M	144 68%	151 76%	200 80% M	390 76%	216 76%
NET: All dissatisfied	95 12%	87 13%	8 7%	27 10%	46 13%	17 14%	11 8%	31 15%	24 12%	30 12%	53 10%	42 15%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 96

E5_c How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How long you had to wait for an Assessment appointment

Base: All who had any part in arranging the assessment

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	799	451	130	179	59	676	67	485	42	90	102	527	272
Weighted Base	801	463	125	168	65*	665	74*	485	38*	94*	102*	523	279
Effective base	737	419	122	162	55	624	62	449	39	83	95	488	250
Very satisfied	359 45%	217 47%	54 43%	65 39%	33 51%	296 44%	30 40%	241 50% GHJ	15 40%	36 38%	38 37%	257 49% HJ	103 37%
Fairly satisfied	247 31%	140 30%	38 31%	54 32%	18 27%	204 31%	26 36%	138 28%	12 32%	36 38%	36 36%	150 29%	96 35%
Neither satisfied nor dissatisfied	55 7%	27 6%	9 7%	18 11% y	4 7%	45 7%	6 9%	21 4%	1 2%	8 9%	10 10% EI	22 4%	33 12% EI
Fairly dissatisfied	51 6%	37 8%	9 7%	7 4%	2 3%	41 6%	6 8%	33 7%	4 10%	7 8%	7 7%	37 7%	15 5%
Very dissatisfied	44 5%	28 6%	3 2%	10 6%	4 6%	40 6%	1 1%	27 6%	4 12% G	2 2%	5 5%	32 6%	12 4%
Don't know/not applicable	45 6%	15 3%	12 9% y	15 9% y	4 6%	39 6%	4 6%	24 5%	1 4%	5 5%	6 5%	26 5%	20 7%
NET: All satisfied	606 76%	356 77%	92 74%	119 71%	51 78%	500 75%	56 76%	379 78% J	28 72%	71 76%	75 73%	407 78%	199 71%
NET: All dissatisfied	95 12%	65 14%	12 9%	17 10%	6 9%	81 12%	7 9%	60 12%	8 22% J	9 10%	12 12%	68 13%	27 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 97

E5_c How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How long you had to wait for an Assessment appointment

Base: All who had any part in arranging the assessment

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	799	79	201	51	210	116	485	473	314	68	378	353	154	645	475	324
Weighted Base	801	82*	209	45*	200	118	485	472	317	71*	374	357	159	643	473	328
Effective base	737	73	187	48	192	109	449	438	288	63	350	325	142	595	441	297
Very satisfied	359 45%	50 67% cfgh	100 48% h	18 39%	106 53% h	60 50% h	241 50% h	234 50% h	118 37%	41 58% k	178 48% k	140 39%	79 50%	280 44%	231 49% o	128 39%
Fairly satisfied	247 31%	15 18%	57 27%	15 34%	59 30% a	32 27%	138 28% a	135 29% a	109 34% a	15 21%	109 29%	122 34% i	54 34%	193 30%	144 30%	103 31%
Neither satisfied nor dissatisfied	55 7%	4 5%	11 5%	4 10%	7 4%	3 3%	21 4%	21 4%	34 11% bdefg	3 4%	18 5%	34 9% j	7 5%	47 7%	23 5%	32 10% n
Fairly dissatisfied	51 6%	4 5%	15 7%	5 12%	13 7%	11 9%	33 7%	33 7%	19 6%	4 6%	29 8%	19 5%	8 5%	43 7%	33 7%	19 6%
Very dissatisfied	44 5%	7 9% c	12 6%	-	10 5%	8 7%	27 6%	27 6%	17 5%	7 10%	19 5%	18 5%	10 6%	34 5%	26 5%	18 6%
Don't know/not applicable	45 6%	2 2%	14 7% d	3 6%	4 2%	5 4%	24 5% dg	22 5% d	21 7% d	1 1%	21 6%	24 7%	1 1%	45 7% l	17 4%	28 9% n
NET: All satisfied	606 76%	64 79%	158 75%	33 72%	165 83% bgh	91 77%	379 78% h	369 78% h	227 71%	56 79%	287 77%	263 74%	133 84% m	473 74%	375 79% o	231 70%
NET: All dissatisfied	95 12%	11 14%	26 13%	5 12%	23 12%	19 16%	60 12%	60 13%	36 11%	11 15%	48 13%	37 10%	18 11%	78 12%	58 12%	37 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 97

E5_c How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How long you had to wait for an Assessment appointment

Base: All who had any part in arranging the assessment

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	799	79	289	222	169	352	226	260	156	93	126	61	47	752	112	594	95	499
Weighted Base	801	76*	286	226	175	357	229	263	161	85*	128	59*	45*	756	122	583	91*	493
Effective base	737	72	269	205	155	327	207	238	145	85	117	55	43	694	104	549	88	461
Very satisfied	359 45%	27 36%	135 47%	97 43%	92 52% p	159 44%	118 51%	123 47%	81 50% s	35 41% s	67 52% s	12 21%	10 22%	349 46% u	53 44%	275 47%	39 43%	236 48%
Fairly satisfied	247 31%	24 31%	90 31%	79 35% L	43 25%	105 29%	62 27%	80 30%	51 32%	30 35% R	27 21%	22 38% R	18 39%	229 30%	38 31%	178 31%	27 30%	151 31%
Neither satisfied nor dissatisfied	55 7%	5 6%	22 8%	12 5%	13 7%	21 6%	12 5%	19 7%	10 6%	7 8%	4 3%	10 17% PR	8 18% v	46 6%	9 7%	36 6%	9 10%	27 5%
Fairly dissatisfied	51 6%	8 10%	19 7%	10 4%	14 8%	20 5%	21 9%	23 9%	10 6%	5 6%	9 7%	6 9%	4 9%	47 6%	8 7%	40 7%	6 6%	34 7%
Very dissatisfied	44 5%	4 6%	13 5%	16 7%	11 6%	31 9% O	10 5%	6 2%	6 3%	6 8% S	10 8% S	- -	- -	44 6%	13 11% UVW	24 4%	1 1%	23 5%
Don't know/not applicable	45 6%	8 11% qL	8 3%	11 5%	2 1%	22 6%	6 3%	12 5%	3 2%	2 3%	11 8% P	9 15% PQ	6 12%	40 5%	1 1%	31 5% T	9 10% T	22 5%
NET: All satisfied	606 76%	51 67%	225 78% p	176 78%	135 77%	263 74%	180 79%	203 77%	133 82% s	65 76% s	95 74% s	34 59%	28 61%	578 77% u	91 75%	453 78%	66 73%	386 78%
NET: All dissatisfied	95 12%	12 16%	32 11%	26 11%	25 14%	50 14%	31 14%	29 11%	15 9%	11 13%	19 15%	6 9%	4 9%	92 12%	21 17% v	64 11%	7 8%	57 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 97

E5_c How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How long you had to wait for an Assessment appointment

Base: All who had any part in arranging the assessment

	Total	Received/seen GDAR				Report sent straight to landlord/housing association (A)	Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)		Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	799	318	325	366	277	36	242	71	289	196	114	373	374	293	321	221
Weighted Base	801	317	324	367	275	38*	241	72*	276	207	125	360	387	278	332	227
Effective base	737	294	300	339	255	33	224	65	266	182	105	341	348	269	300	203
Very satisfied	359 45%	166 52% xz	131 40% z	194 53% xz	103 38%	15 41%	126 52%	38 52%	103 37%	104 50% D	64 51% D	142 39%	201 52% G	119 43%	160 48%	93 41%
Fairly satisfied	247 31%	91 29%	99 30%	99 27%	91 33% x	13 33%	72 30%	18 25%	102 37% E	56 27%	36 29%	132 37% H	99 26%	90 33%	85 26%	82 36% J
Neither satisfied nor dissatisfied	55 7%	12 4%	28 9% wy	15 4%	24 9% wy	3 8%	9 4%	3 4%	20 7%	8 4%	11 8%	24 7%	21 5%	22 8%	19 6%	19 8%
Fairly dissatisfied	51 6%	26 8%	20 6%	28 8%	18 6%	1 3%	16 7%	10 14%	16 6%	17 8%	6 5%	25 7%	21 6%	17 6%	23 7%	13 6%
Very dissatisfied	44 5%	18 6%	21 6% z	25 7% w	14 5%	-	14 6%	3 5%	13 5%	14 7%	4 3%	11 3%	30 8% G	18 7%	20 6%	8 3%
Don't know/not applicable	45 6%	4 1%	26 8% wy	6 2%	25 9% wy	6 15% wy	4 2%	-	21 8%	8 4%	4 3%	26 7%	15 4%	12 4%	25 8%	12 5%
NET: All satisfied	606 76%	258 81% xz	230 71%	293 80% xz	194 71%	28 74%	198 82%	56 77%	205 74%	161 78%	101 81%	274 76%	300 78%	209 75%	245 74%	175 77%
NET: All dissatisfied	95 12%	44 14%	41 13%	53 14%	32 11%	1 3%	30 13%	14 19%	30 11%	30 15%	10 8%	36 10%	51 13%	35 13%	43 13%	21 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 98

E5_c How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How long you had to wait for an Assessment appointment

Base: All who had any part in arranging the assessment

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	799	332	475	591	208	339	301	138	564	151	620	96
Weighted Base	801	320	473	590	211	352	302	127	567	149	625	93*
Effective base	737	306	441	548	190	314	279	126	520	140	572	89
Very satisfied	359 45%	151 47% K	231 49% K	283 48% K	76 36%	177 50% I	121 40%	57 45%	279 49% M	36 24%	311 50% O	21 22%
Fairly satisfied	247 31%	99 31%	144 30%	178 30%	68 32%	92 26%	98 32%	47 37% k	178 31%	52 35%	191 30%	36 39%
Neither satisfied nor dissatisfied	55 7%	18 6%	23 5%	33 6%	21 10% IJ	27 8%	21 7%	4 3%	23 4%	23 15% L	25 4%	17 18% N
Fairly dissatisfied	51 6%	21 7%	33 7%	37 6%	14 7%	20 6%	24 8%	8 6%	35 6%	13 9%	42 7%	8 8%
Very dissatisfied	44 5%	18 6%	26 5%	36 6%	8 4%	20 6%	18 6%	6 4%	32 6%	8 5%	35 6%	6 7%
Don't know/not applicable	45 6%	13 4%	17 4%	23 4%	23 11% HIJ	17 5%	19 6%	5 4%	19 3%	18 12% L	21 3%	5 6%
NET: All satisfied	606 76%	250 78% K	375 79% K	461 78% K	144 68%	269 76%	219 73%	105 82% I	457 81% M	88 59%	502 80% O	57 61%
NET: All dissatisfied	95 12%	39 12%	58 12%	73 12%	22 11%	40 11%	42 14%	14 11%	67 12%	21 14%	77 12%	14 15%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 98

E5_c How satisfied or dissatisfied were you with these aspects of arranging the Assessment?: How long you had to wait for an Assessment appointment

Base: All who had any part in arranging the assessment

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	799	595	74	86	217	582	516	244	256	180	61	144	83	130	201
Weighted Base	801	595	75*	87*	216	585	518	246	259	184	61*	135	84*	137	200
Effective base	737	549	69	80	200	537	477	226	236	166	56	135	76	120	186
Very satisfied	359 45%	315 53% QR	20 27%	13 15%	50 23%	310 53% n	249 48% r	136 55% pr	103 40%	84 45%	28 46%	57 42%	40 47%	67 49%	84 42%
Fairly satisfied	247 31%	179 30%	26 35%	29 33%	77 35%	170 29%	158 30% q	59 24%	80 31%	57 31%	17 28%	34 25%	23 27%	40 29%	75 38% w
Neither satisfied nor dissatisfied	55 7%	21 4%	17 23% P	13 14% P	25 12% o	29 5%	32 6%	13 5%	18 7%	11 6%	5 8% z	17 13% uyz	11 13% yz	7 5%	4 2%
Fairly dissatisfied	51 6%	33 6%	4 6%	9 10%	23 11% o	29 5%	34 6%	19 8%	17 7%	12 7%	5 8%	8 6%	5 6%	9 6%	13 7%
Very dissatisfied	44 5%	28 5%	2 3%	12 13% PQ	20 9% o	24 4%	32 6%	14 6%	12 5%	9 5%	1 2%	6 5%	3 3%	11 8%	14 7%
Don't know/not applicable	45 6%	19 3%	5 6%	12 14% P	22 10% o	24 4%	13 3%	5 2%	29 11% pq	12 6%	5 8%	13 10% y	3 3%	3 2%	10 5%
NET: All satisfied	606 76%	493 83% QR	47 62%	42 48%	126 58%	479 82% n	407 79% r	195 79% r	183 71%	141 76%	46 75%	90 67%	63 74%	107 78% w	159 79% w
NET: All dissatisfied	95 12%	61 10%	7 9%	21 24% PQ	43 20% o	52 9%	66 13%	33 13%	29 11%	21 12%	6 10%	14 10%	8 9%	20 14%	27 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 102

E5_SUM How satisfied or dissatisfied were you with these aspects of arranging the Assessment?

Base: All who had any part in arranging the assessment

Summary table		
	How easy it was to find an Assessor	How long you had to wait for an Assessment appointment
Unweighted Base	799	799
Weighted Base	801	801
Effective base	737	737
Very satisfied	282 35%	359 45%
Fairly satisfied	202 25%	247 31%
Neither satisfied nor dissatisfied	85 11%	55 7%
Fairly dissatisfied	33 4%	51 6%
Very dissatisfied	27 3%	44 5%
Don't know/not applicable	173 22%	45 6%
NET: All satisfied	484 60%	606 76%
NET: All dissatisfied	60 7%	95 12%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 103

E6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Took a long time	13 1%	3 1%	11 2% a	6 2%	4 1%	4 2%	11 1%	1 1%	2 1%	12 2%	12 2%	2 1%	8 2%	6 1%	12 2%	1 1%	1 1%	2 1%
Date/time changed/cancelled/rearranged	7 1%	3 1%	4 1%	2 *	6 2%	-	6 1%	-	-	7 1%	7 1%	-	5 1%	2 *	6 1%	1 1%	-	1 *
Assessor didn't turn up / assessor was late	5 *	4 1%	1 *	2 1%	1 *	1 1%	5 1%	-	-	5 1%	5 1%	-	1 *	4 1%	3 *	1 2%	-	1 *
Didn't hear anything / no follow up	10 1%	8 2%	2 *	1 *	7 2%	1 *	8 1%	2 2%	2 1%	7 1%	9 1%	1 1%	5 1%	5 1%	9 1%	-	1 *	1 *
Work not started / finished	3 *	2 *	1 *	1 *	2 *	-	3 *	-	-	3 *	1 *	2 1%	1 *	2 *	2 *	1 2%	-	1 *
Others	34 4%	19 4%	15 3%	9 3%	15 4%	11 5%	29 4%	5 4%	12 5%	22 3%	22 3%	13 5%	13 3%	21 5%	26 4%	4 4%	5 3%	9 3%
None	51 5%	21 4%	29 7%	23 7%	18 5%	10 4%	43 5%	7 6%	13 5%	38 5%	37 5%	13 5%	21 4%	29 6%	35 5%	7 8%	8 4%	16 6%
Don't know / not stated	824 87%	435 88%	384 86%	296 87%	309 86%	215 89%	703 87%	107 87%	222 88%	599 87%	611 87%	213 87%	432 89%	392 85%	576 86%	72 83%	175 92% noq	247 89% o



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 103

E6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Took a long time	13 1%	13 2%	-	8 3%	4 1%	2 1%	4 2%	4 1%	3 1%	3 1%	7 1%	6 2%
Date/time changed/cancelled/ rearranged	7 1%	7 1%	-	2 1%	4 1%	2 1%	1 *	4 1%	1 1%	1 *	3 1%	4 1%
Assessor didn't turn up / assessor was late	5 *	3 *	1 1%	-	2 1%	2 1%	1 1%	1 *	-	3 1%	4 1%	1 *
Didn't hear anything / no follow up	10 1%	10 1%	-	5 2%	3 1%	1 1%	1 1%	2 1%	2 1%	5 2%	4 1%	6 2%
Work not started / finished	3 *	1 *	2 1%	1 *	2 *	-	1 *	2 1%	-	-	3 *	-
Others	34 4%	30 4%	4 2%	17 6%	8 2%	5 4%	7 4%	8 3%	9 4%	11 4%	19 3%	15 5%
None	51 5%	40 5%	11 7%	17 5%	26 6%	5 4%	9 5%	14 5%	15 6%	13 5%	40 6%	11 3%
Don't know / not stated	824 87%	677 87%	147 89%	263 84%	381 89%	113 87%	143 86%	228 87%	199 87%	251 88%	548 87%	276 87%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 103

E6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Took a long time	13 1%	9 2%	2 1%	* *	3 4% A	10 1%	1 1%	7 1%	1 2%	3 2%	3 3%	8 1%	6 2%
Date/time changed/cancelled/ rearranged	7 1%	6 1%	1 1%	- -	1 1%	7 1%	- -	5 1%	- -	1 1%	2 1%	5 1%	2 1%
Assessor didn't turn up / assessor was late	5 *	3 1%	3 2% A	- -	- -	5 1%	- -	4 1%	- -	- -	1 1%	4 1%	1 *
Didn't hear anything / no follow up	10 1%	4 1%	1 1%	4 2%	1 1%	8 1%	1 1%	4 1%	2 4% EI	*	2 1%	6 1% E	3 1%
Work not started / finished	3 *	2 *	- -	1 1%	- -	3 *	- -	- -	- -	2 2% EI	- -	- -	3 1% EI
Others	34 4%	17 3%	7 5%	9 4%	3 4%	28 4%	1 1%	16 3%	7 14% EGHU	3 3%	4 3%	22 4% E	12 4%
None	51 5%	27 5%	10 7%	13 6%	1 1%	44 6%	6 7%	24 4%	4 8%	4 4%	7 6%	28 5%	23 7%
Don't know / not stated	824 87%	465 88%	119 83%	195 87%	65 89%	682 87%	88 90%	510 90% FU	34 72%	94 88% F	100 84%	544 88% F	280 85% F



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 104

E6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Took a long time	13 1%	1 1%	3 1%	1 2%	4 2%	2 1%	7 1%	7 1%	7 2%	1 1%	6 1%	7 2%	3 2%	10 1%	8 1%	6 1%
Date/time changed/cancelled/ rearranged	7 1%	-	4 2%	-	1 1%	-	5 1%	5 1%	2 1%	-	5 1%	2 1%	-	7 1%	5 1%	2 1%
Assessor didn't turn up / assessor was late	5 *	-	2 1%	-	1 1%	-	4 1%	4 1%	1 *	-	4 1%	1 *	-	5 1%	3 1%	1 *
Didn't hear anything / no follow up	10 1%	-	1 *	-	3 2%	-	4 1%	4 1%	5 1%	-	4 1%	5 1%	1 1%	9 1%	6 1%	4 1%
Work not started / finished	3 *	-	-	-	-	-	-	-	3 1% fg	-	-	3 1%	-	3 *	1 *	2 1%
Others	34 4%	2 2%	7 3%	1 1%	7 3%	5 3%	16 3%	14 3%	19 5%	2 3%	10 2%	22 5% j	8 5%	26 3%	23 4%	11 3%
None	51 5%	4 5%	12 5%	3 5%	10 4%	4 3%	24 4%	24 4%	27 7%	2 3%	18 4%	30 7%	8 5%	43 6%	24 4%	27 7%
Don't know / not stated	824 87%	79 92%	227 89%	51 92%	200 88%	121 93%	510 90%	498 90%	313 83%	70 93%	402 90%	352 83%	145 88%	679 87%	466 87%	357 87%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 104

E6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Took a long time	13 1%	1 1%	2 1%	5 2%	6 3%	2 1%	9 4%	4 1%	2 1%	-	2 1%	1 1%	1 1%	12 1%	5 4%	6 1%	-	6 1%
Date/time changed/cancelled/rearranged	7 1%	-	4 1%	2 1%	1 1%	3 1%	3 1%	-	1 1%	1 1%	2 2%	-	-	7 1%	1 1%	7 1%	-	7 1%
Assessor didn't turn up / assessor was late	5 *	-	2 1%	-	2 1%	3 1%	1 1%	-	1 1%	1 1%	1 1%	-	-	5 1%	-	5 1%	-	5 1%
Didn't hear anything / no follow up	10 1%	-	3 1%	3 1%	3 2%	5 1%	3 1%	-	3 2%	* 1%	1 1%	-	-	10 1%	1 1%	8 1%	* 1%	7 1%
Work not started / finished	3 *	2 2%	1 *	-	-	2 *	1 *	-	-	-	-	1 1%	1 1%	2 *	-	2 *	-	2 *
Others	34 4%	2 3%	12 3%	6 2%	11 5%	13 3%	11 4%	8 2%	2 1%	6 6%	2 1%	4 4%	4 4%	31 4%	9 7%	19 3%	3 2%	16 3%
None	51 5%	7 8%	15 4%	17 7%	9 4%	25 6%	18 7%	14 4%	11 6%	3 3%	16 10%	4 4%	3 3%	48 6%	8 6%	36 5%	10 7%	26 5%
Don't know / not stated	824 87%	81 86%	312 89%	217 87%	169 84%	350 87%	214 82%	298 92%	163 90%	85 88%	128 85%	88 90%	76 90%	748 87%	103 81%	626 89%	115 90%	512 88%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 104

E6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Took a long time	13 1%	6 2%	5 1%	7 2%	4 1%	1 2%	5 2%	-	1	5 D	2 2%	2 1%	9 2%	6 2%	6 1%	3 1%
Date/time changed/cancelled/rearranged	7 1%	4 1%	1	4 1%	1	-	4 2%	-	1	3 1%	2 1%	2 1%	4 1%	2 1%	-	5 2% J
Assessor didn't turn up / assessor was late	5	2 1%	2 1%	3 1%	1	-	2 1%	-	-	5 D	-	-	5 G	1	1	2 1%
Didn't hear anything / no follow up	10 1%	3 1%	7 2%	3 1%	7 2%	-	3 1%	-	6 2%	2 1%	-	8 2%	2 1%	4 1%	6 2%	1
Work not started / finished	3	-	3 1%	-	3 1%	-	-	-	2 1%	-	-	2 1%	-	-	2 1%	1
Others	34 4%	10 3%	19 5%	10 3%	19 5%	4 7%	9 3%	1 1%	10 3%	16 D	2 2%	16 4%	15 3%	11 3%	16 4%	13 5%
None	51 5%	19 5%	23 6%	23 6%	19 5%	2 3%	14 5%	5 6%	20 6%	14 6%	6 5%	23 5%	26 6%	22 7%	22 6%	10 4%
Don't know / not stated	824 87%	308 87%	350 85%	354 87%	304 85%	57 89%	224 86%	79 93%	312 E	196 82%	125 91% E	385 88%	387 86%	277 86%	339 86%	236 87%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 105

E6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Took a long time	13 1%	9 2%	8 1%	12 2%	1 *	7 2%	6 2%	1 1%	8 1%	4 2%	10 1%	4 3%
Date/time changed/cancelled/rearranged	7 1%	1 *	5 1%	5 1% H	2 1%	2 1%	5 1%	- -	5 1%	3 1%	6 1%	1 1%
Assessor didn't turn up / assessor was late	5 *	2 1%	3 1%	3 *	1 *	3 1%	1 *	- -	4 1%	1 1%	4 1%	1 1%
Didn't hear anything / no follow up	10 1%	5 1%	6 1%	7 1%	3 1%	3 1%	5 1%	2 1%	3 *	5 3% L	5 1%	5 4% N
Work not started / finished	3 *	1 *	1 *	1 *	2 1%	1 *	2 1%	- -	1 *	2 1% L	1 *	2 2% N
Others	34 4%	14 4%	23 4%	27 4%	8 3%	14 3%	13 4%	7 5%	21 3%	9 5%	22 3%	8 7% N
None	51 5%	17 5%	24 4%	35 5%	16 6%	25 6%	16 4%	10 6%	35 5%	10 5%	37 5%	7 6%
Don't know / not stated	824 87%	313 87%	466 87%	585 87%	239 88%	357 87%	307 87%	137 87%	573 88% M	155 82%	634 88% O	85 76%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 105

E6 If you had any problems or issues with arranging or booking the Assessment, please write them in below.

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Took a long time	13 1%	7 1%	1 1%	4 4% P	5 2%	9 1%	11 2%	6 2%	1	7 3% w	1 1%	-	2 2%	1 1%	3 1%
Date/time changed/cancelled/rearranged	7 1%	4 1%	-	3 3% P	4 2%	3	5 1%	3 1%	2 1%	3 1%	-	1	-	2 1%	1 1%
Assessor didn't turn up / assessor was late	5	3	-	2 2%	2 1%	3	3 1%	1 1%	1	1	1 1%	-	1 1%	-	1 1%
Didn't hear anything / no follow up	10 1%	7 1%	-	3 3%	6 2% o	4 1%	7 1%	4 1%	3 1%	-	-	1	1 1%	4 2% u	4 2%
Work not started / finished	3	1	-	2 2% P	2 1%	1	3 1%	-	-	1 1%	-	-	-	-	2 1%
Others	34 4%	19 3%	5 6%	6 6%	16 6% o	18 3%	26 5% r	9 3%	6 2%	7 3%	1 2%	8 5%	6 6%	5 3%	7 3%
None	51 5%	33 5%	9 10% P	6 6%	12 5%	39 6%	28 5%	13 5%	20 6%	10 5%	5 7% z	16 9% z	4 4%	13 8% z	3 1%
Don't know / not stated	824 87%	613 89% R	77 83%	81 75%	215 82%	609 89% n	499 86%	239 87%	300 90%	183 87%	62 89%	155 86%	86 85%	134 85%	205 90%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 109

F1_NEW Did the assessor contact you before the assessment for either of the following reasons?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
They asked for/discussed my Energy Performance (EPC) details	150 16%	59 12%	91 20% a	50 15%	65 18%	35 14%	130 16%	19 15%	40 16%	109 16%	111 16%	39 16%	70 14%	80 17%	121 18% pq	14 16%	15 8%	29 10%
They discussed my energy use or how I heat my home	327 35%	168 34%	158 35%	120 36%	121 34%	85 35%	284 35%	38 31%	87 35%	240 35%	224 32%	103 42% j	169 35%	157 34%	238 36%	35 40% q	54 28%	89 32%
Neither of these	435 46%	240 49%	194 43%	150 44%	166 46%	117 48%	370 46%	61 50%	113 45%	321 46%	341 49% k	95 39%	227 47%	208 45%	292 44%	39 45%	104 55% n	143 52% n
Don't know/can't remember	133 14%	63 13%	67 15%	54 16%	50 14%	28 11%	113 14%	15 12%	40 16%	92 13%	99 14%	35 14%	67 14%	67 15%	97 14%	9 11%	27 14%	37 13%
NET: Yes ~ either	377 40%	191 39%	185 42%	135 40%	145 40%	98 40%	325 40%	47 38%	99 39%	279 40%	263 37%	114 47% j	192 40%	185 40%	280 42% p	39 44% pq	59 31%	98 35% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 109

F1_NEW Did the assessor contact you before the assessment for either of the following reasons?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
They asked for/discussed my Energy Performance (EPC) details	150 16%	135 17% s	15 9%	58 18%	70 16%	17 13%	26 16%	40 15%	36 16%	46 16%	86 14%	64 20% w
They discussed my energy use or how I heat my home	327 35%	271 35%	55 34%	107 34%	162 38%	37 29%	50 30%	101 38%	79 34%	98 34%	218 35%	109 34%
Neither of these	435 46%	359 46%	76 46%	131 42%	189 44%	78 60% tu	75 45%	112 43%	104 46%	142 50%	299 48%	136 43%
Don't know/can't remember	133 14%	103 13%	31 19%	53 17% v	53 12%	11 9%	35 21% NO	36 14%	30 13%	32 11%	85 13%	49 15%
NET: Yes ~ either	377 40%	319 41%	58 35%	129 41%	186 43% v	41 31%	56 34%	114 44%	94 41%	112 39%	244 39%	133 42%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 109

F1_NEW Did the assessor contact you before the assessment for either of the following reasons?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
They asked for/discussed my Energy Performance (EPC) details	150 16%	91 17%	29 20% A	27 12%	14 19%	125 16%	9 9%	92 16%	8 16%	19 18%	18 15%	99 16%	51 15%
They discussed my energy use or how I heat my home	327 35%	201 38%	43 30%	68 31%	30 41%	267 34%	34 35%	196 35%	20 43%	45 42% J	45 38%	216 35%	110 33%
Neither of these	435 46%	241 45%	65 45%	110 49%	30 41%	367 47%	46 47%	265 47%	20 44%	38 36%	50 42%	286 46%	150 45% G
Don't know/can't remember	133 14%	65 12%	21 14%	37 17%	12 16%	107 14%	16 17%	79 14%	5 10%	17 16%	17 14%	83 13%	50 15%
NET: Yes ~ either	377 40%	226 42% A	57 40%	76 34%	32 44%	311 40%	35 36%	225 40%	22 47%	52 48% J	52 44%	247 40%	130 39%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 110

F1_NEW Did the assessor contact you before the assessment for either of the following reasons?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
They asked for/discussed my Energy Performance (EPC) details	150 16%	18 21%	40 16%	9 16%	32 14%	23 18%	92 16%	89 16%	58 15%	14 18%	70 16%	66 16%	36 22% m	114 15%	102 19% o	48 12%
They discussed my energy use or how I heat my home	327 35%	35 41% c	90 35% c	11 20%	79 35% c	50 39% c	196 35% c	192 35% c	130 35% c	29 38%	155 35%	143 34%	70 42% m	257 33%	213 40% o	114 28%
Neither of these	435 46%	35 41%	119 46%	30 54%	110 48%	53 40%	265 47%	257 46%	170 45%	32 42%	207 46%	196 46%	68 41%	368 47%	232 43%	204 50%
Don't know/can't remember	133 14%	12 14%	37 14%	9 16%	29 13%	19 15%	79 14%	79 14%	55 15%	9 11%	66 15%	59 14%	21 12%	113 14%	58 11%	76 18% n
NET: Yes ~ either	377 40%	39 46%	101 39%	17 30%	88 39%	59 45% c	225 40%	219 40%	152 40%	35 46%	175 39%	168 40%	77 47%	300 38%	246 46% o	131 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 110

F1_NEW Did the assessor contact you before the assessment for either of the following reasons?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
They asked for/discussed my Energy Performance (EPC) details	150 16%	7 7%	48 14%	49 20% p	44 22% pq	65 16%	54 21%	57 18%	28 16%	19 20% S	19 13%	7 7%	7 8%	143 17% u	30 24%	114 16%	21 16%	93 16%
They discussed my energy use or how I heat my home	327 35%	30 32%	109 31%	104 41% q	80 40%	142 35%	98 37%	134 41%	53 29%	33 34%	55 36% S	21 21%	17 20%	310 36% u	46 36%	256 36%	41 32%	216 37%
Neither of these	435 46%	50 53% r	171 49% r	96 38%	94 47%	180 45%	114 44%	136 42%	75 41%	46 47%	72 47%	64 65% PQR	59 70% v	377 44%	52 41%	330 47%	69 54% T	260 45%
Don't know/can't remember	133 14%	11 12%	47 13%	36 14%	19 9%	58 14%	34 13%	37 11%	43 24% QRS	12 12%	18 12%	11 11%	7 8%	127 15%	20 15%	83 12%	12 9%	71 12%
NET: Yes ~ either	377 40%	33 35%	133 38%	118 47% q	89 44%	165 41%	112 43%	150 46%	63 35%	39 41% S	62 41% S	24 24%	19 22%	359 42% u	55 44%	294 42%	47 37%	248 43%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 110

F1_NEW Did the assessor contact you before the assessment for either of the following reasons?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
They asked for/discussed my Energy Performance (EPC) details	150 16%	82 23% xzA	51 12%	91 23% xzA	42 12%	6 9%	69 27% C	12 14%	44 12%	42 17%	32 23% D	57 13%	85 19% G	50 15%	64 16%	44 16%
They discussed my energy use or how I heat my home	327 35%	160 45% xz	117 29%	176 44% xz	101 28%	22 34%	123 47%	33 38%	117 33%	85 35%	60 44% D	139 32%	168 38%	111 35%	145 37%	82 30%
Neither of these	435 46%	128 36%	229 56% wy	152 37%	205 57% wy	35 54% wy	88 34%	39 45%	171 49% F	112 47%	49 36%	213 49%	201 45%	136 42%	178 45%	137 51% I
Don't know/can't remember	133 14%	38 11%	45 11%	45 11%	38 11%	7 10%	28 11%	10 12%	50 14%	31 13%	21 15%	67 15%	50 11%	56 17%	48 12%	38 14%
NET: Yes ~ either	377 40%	187 53% xzA	136 33%	208 51% xzA	115 32%	23 35%	145 56%	37 43%	130 37%	97 40%	68 49% D	157 36%	197 44% G	130 40%	167 42%	95 35%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 111

F1_NEW Did the assessor contact you before the assessment for either of the following reasons?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
They asked for/discussed my Energy Performance (EPC) details	150 16%	60 16%	102 19% JK	118 17% K	32 12%	72 17%	53 15%	20 13%	121 19% M	21 11%	132 18% O	11 10%
They discussed my energy use or how I heat my home	327 35%	124 34%	213 40% HJK	249 37% K	78 29%	138 33%	127 36%	57 36%	255 39% M	48 25%	279 39% O	29 26%
Neither of these	435 46%	174 48% I	232 43%	302 45%	134 49%	211 51% lm	150 42%	64 41%	268 41%	115 61% L	293 41%	68 61% N
Don't know/can't remember	133 14%	49 13%	58 11%	86 13% I	48 18% I	40 10%	60 17% k	28 18% k	85 13%	19 10%	101 14%	10 9%
NET: Yes ~ either	377 40%	139 38%	246 46% HJK	287 43% HK	90 33%	161 39%	145 41%	65 41%	296 46% M	55 29%	323 45% O	34 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 111

F1_NEW Did the assessor contact you before the assessment for either of the following reasons?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
They asked for/discussed my Energy Performance (EPC) details	150 16%	129 19% Q	6 6%	14 13%	33 12%	117 17%	114 20% r	58 21% r	35 10%	35 16% w	12 17%	17 9%	17 17%	33 21% w	36 16%
They discussed my energy use or how I heat my home	327 35%	262 38% R	28 31%	28 26%	70 26%	257 38% n	221 38% r	106 39%	102 31%	68 32%	27 38%	51 28%	44 43% w	62 39% w	76 34%
Neither of these	435 46%	289 42%	52 57% P	62 58% P	148 56% o	287 42%	246 42%	112 41%	177 53% pq	100 47%	27 39%	98 54% vxy	40 40%	65 41%	106 47%
Don't know/can't remember	133 14%	93 14%	9 10%	12 12%	32 12%	102 15%	79 14%	39 14%	41 12%	34 16%	12 17%	21 12%	13 13%	24 15%	30 13%
NET: Yes ~ either	377 40%	304 44% QR	30 33%	33 30%	83 32%	294 43% n	257 44% r	123 45% r	115 35%	77 37%	31 45%	61 34%	47 47% w	69 44%	91 40%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 112

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Less than 20 minutes	94 10%	54 11%	38 8%	44 13% d	24 7%	24 10%	76 9%	16 13%	25 10%	67 10%	76 11%	18 7%	63 13% m	31 7%	47 7%	13 14% n	34 18% n	46 17% n
20 to 40 minutes	350 37%	201 41% b	149 33%	121 36%	146 40%	83 34%	298 37%	49 40%	108 43% i	243 35%	260 37%	91 37%	190 39%	161 35%	223 33%	38 43%	90 47% n	128 46% n
40 minutes to 1 hour	250 26%	126 25%	123 27%	88 26%	98 27%	64 26%	221 27%	25 20%	59 23%	191 28%	181 26%	69 28%	110 23%	140 31% l	194 29% pq	21 24%	35 19%	56 20%
1-1.5 hours	118 12%	46 9%	72 16% a	43 13%	42 12%	32 13%	102 13%	16 13%	28 11%	90 13%	84 12%	34 14%	55 11%	63 14%	102 15% opq	5 6%	11 6%	16 6%
1.5-2 hours	56 6%	24 5%	32 7%	8 3%	30 8% c	17 7% c	48 6%	6 5%	7 3%	49 7% h	36 5%	20 8%	20 4%	35 8% l	51 8% pq	5 6% pq	-	5 2%
More than 2 hours	27 3%	14 3%	13 3%	7 2%	10 3%	11 4%	24 3%	3 2%	11 4%	16 2%	23 3%	4 2%	13 3%	14 3%	22 3%	2 2%	4 2%	5 2%
Don't know/can't remember	51 5%	29 6%	21 5%	27 8% d	11 3%	11 5%	39 5%	8 6%	13 5%	36 5%	43 6%	8 3%	35 7% m	16 4%	30 5%	4 5%	16 9% n	20 7%
NET: Up to 1 hour	694 73%	381 77% b	309 69%	253 75%	268 74%	171 71%	594 74%	90 73%	192 76%	500 72%	517 74%	178 73%	362 75%	332 72%	464 69%	71 82% n	159 84% n	230 83% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 112

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: 1 hour or more	201	84	117	59	82	60	174	25	46	155	143	58	89	112	174	12	15	27
	21%	17%	26% a	17%	23%	25% c	22%	20%	18%	22%	20%	24%	18%	24% l	26% opq	14%	8%	10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 112

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Less than 20 minutes	94 10%	56 7%	38 23% r	21 7%	50 12% t	10 7%	17 10%	34 13% o	19 8%	22 8%	64 10%	30 9%
20 to 40 minutes	350 37%	278 36%	73 44%	103 33%	166 39%	51 39%	57 35%	102 39%	87 38%	103 36%	237 38%	113 36%
40 minutes to 1 hour	250 26%	220 28% s	30 18%	91 29%	113 26%	33 26%	38 23%	73 28%	59 26%	80 28%	168 27%	83 26%
1-1.5 hours	118 12%	113 14% s	5 3%	47 15%	48 11%	18 14%	23 14%	31 12%	33 14%	31 11%	74 12%	44 14%
1.5-2 hours	56 6%	52 7%	4 2%	20 7%	24 6%	10 8%	4 3%	5 2%	16 7% m	31 11% km	35 6%	21 7%
More than 2 hours	27 3%	27 3% s	- -	13 4%	10 2%	3 2%	5 3%	6 2%	7 3%	9 3%	16 3%	11 3%
Don't know/can't remember	51 5%	35 5%	15 9% r	16 5%	16 4%	5 4%	21 13% mno	10 4%	8 4%	11 4%	34 5%	17 5%
NET: Up to 1 hour	694 73%	553 71%	141 85% r	216 69%	329 77% t	93 72%	113 68%	210 80% kno	164 72%	204 71%	469 75%	226 71%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 112

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Total											
Weighted Base	946										
Effective base	870										
NET: 1 hour or more	201 21%										

Weighted Base

Effective base

NET: 1 hour or more



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 112

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Less than 20 minutes	94 10%	46 9%	14 10%	29 13%	5 7%	74 9%	16 17% C	49 9%	9 19% EHI	8 8%	8 6%	58 9% E	36 11% H
20 to 40 minutes	350 37%	185 35%	52 37%	105 47% yzB	18 24%	306 39%	34 35%	228 40% J	15 32%	39 37%	36 31%	243 39% J	107 33%
40 minutes to 1 hour	250 26%	153 29% A	35 24%	48 22%	21 28%	208 26%	24 24%	141 25%	13 29%	32 30%	36 30%	155 25%	96 29%
1-1.5 hours	118 12%	73 14% A	20 14% A	16 7%	12 16% A	94 12%	9 10%	74 13%	3 6%	13 12%	18 15%	77 13%	41 12%
1.5-2 hours	56 6%	32 6%	5 4%	6 3%	13 17% yzA	38 5%	7 7%	28 5%	5 11%	5 5%	11 9%	33 5%	23 7%
More than 2 hours	27 3%	19 4%	7 5%	4 2%	2 3%	22 3%	2 2%	21 4%	1 2%	1 1%	4 3%	22 4%	5 2%
Don't know/can't remember	51 5%	22 4%	9 6%	15 7%	3 5%	43 5%	5 5%	28 5%	1 2%	8 7%	6 5%	28 5%	22 7%
NET: Up to 1 hour	694 73%	385 72% B	101 71%	182 82% yzB	44 60%	588 75%	74 76%	418 73%	37 79%	80 75%	80 68%	455 74%	239 72%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 112

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base 946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base 870	478	140	214	63	735	83	523	47	95	111	570	300
NET: 1 hour or more 201 21%	125 23% A	33 23% A	26 12%	26 36% yA	154 20%	19 19%	123 22%	9 19%	19 18%	33 28% J	132 27%	69 21%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 113

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Less than 20 minutes	94 10%	2 2%	30 12% afg	6 11% a	17 7%	8 6%	49 9% a	46 8% a	45 12% a	1 1%	44 10% i	49 12% i	3 2%	90 12% i	48 9%	46 11%
20 to 40 minutes	350 37%	32 36%	106 41% h	31 55% adefgh	81 36%	45 34%	228 40% h	225 41% dh	122 32%	26 35%	190 42% k	134 32%	47 28%	304 39% i	209 39%	141 34%
40 minutes to 1 hour	250 26%	21 24%	57 22%	9 16%	57 25%	42 32% bcfg	141 25% g	134 24%	109 29% c	23 30%	103 23%	125 30% j	57 34% m	194 25%	138 26%	112 27%
1-1.5 hours	118 12%	18 21% bfgh	29 11%	5 9%	40 18% bfgh	19 14%	74 13%	74 13%	44 12%	13 17%	58 13%	47 11%	30 18% m	88 11%	71 13%	47 11%
1.5-2 hours	56 6%	7 8% c	13 5%	-	9 4%	9 7% c	28 5%	27 5%	28 7% c	11 14% j	13 3%	32 8% j	16 10% m	40 5%	35 7%	20 5%
More than 2 hours	27 3%	4 4%	7 3%	2 3%	11 5% h	5 4%	21 4%	21 4%	6 2%	2 3%	15 3%	10 2%	9 6% m	18 2%	17 3%	10 2%
Don't know/can't remember	51 5%	3 3%	14 5%	3 6% e	13 6% e	2 1%	28 5% e	28 5% e	23 6% e	-	26 6% i	24 6% i	3 2%	47 6% i	16 3%	34 8% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 113

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Up to 1 hour	694 73%	54 63%	193 75% ad	46 82% ad	155 68%	95 73% a	418 73% ad	405 73% ad	276 73%	49 66%	337 75%	308 73%	107 65%	587 75% l	395 74%	299 73%
NET: 1 hour or more	201 21%	29 34% bcfg h	49 19%	7 12%	60 26% bcfg	34 26% c	123 22%	122 22% c	78 21%	26 34% jk	85 19%	90 21%	55 33% m	146 19%	124 23%	77 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 113

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Less than 20 minutes	94 10%	94 100% qL	-	-	-	52 13% N	16 6%	28 9%	22 12%	12 13%	17 11%	12 12%	12 14%	82 9%	3 2%	80 11% TW	22 17% TUW	58 10% T
20 to 40 minutes	350 37%	-	350 100% pL	-	-	157 39%	98 38%	114 35%	64 35%	37 38%	56 37%	50 51% PR	44 52% v	306 36%	36 28%	269 38%	55 43% T	214 37%
40 minutes to 1 hour	250 26%	-	-	250 100% pQL	-	107 27%	77 30%	86 27%	50 28% S	25 25% S	40 26% S	13 13%	10 12%	240 28% u	34 27%	186 26%	29 22%	158 27%
1-1.5 hours	118 12%	-	-	-	118 59% pqr	41 10%	34 13%	50 16% M	28 15% S	11 12%	20 13%	5 5%	4 4%	115 13% u	24 19% V	89 13% V	9 7%	80 14%
1.5-2 hours	56 6%	-	-	-	56 28% pqr	24 6%	18 7%	20 6%	8 4%	4 4%	8 5%	2 2%	2 2%	54 6%	18 14% UVW	31 4%	2 2%	29 5%
More than 2 hours	27 3%	-	-	-	27 13% pqr	6 1%	12 5% M	10 3%	1 1%	3 4%	4 2%	3 3%	3 3%	24 3%	7 5%	20 3%	2 2%	18 3%
Don't know/can't remember	51 5%	-	-	-	-	17 4%	5 2%	15 5%	8 4%	5 5%	8 5%	14 15% PQR	10 12% v	40 5%	5 4%	32 5%	8 6%	24 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 113

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Up to 1 hour	694 73%	94 100% L	350 100% L	250 100% L	- -	316 78% O	192 74%	228 71%	136 75%	74 76%	113 74%	75 76%	66 78%	628 73%	73 57%	535 76% T	105 83% TUW	429 74% T
NET: 1 hour or more	201 21%	- -	- -	- -	201 100% pqr	70 17%	63 24% M	80 25% M	37 21% S	18 19%	31 20% S	10 10%	8 10%	193 22% u	49 38% UVW	140 20% V	14 11%	127 22% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 113

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Less than 20 minutes	94 10%	22 6%	54 13% wy	23 6%	53 15% wxy	10 16% wy	15 6%	6 7%	51 15% EF	15 6%	6 5%	46 10%	40 9%	30 9%	33 8%	33 12%
20 to 40 minutes	350 37%	109 31%	167 41% wy	128 32%	148 41% wy	26 41%	70 27%	38 44% B	152 43% F	90 37%	44 32%	185 42% H	149 33%	130 40%	139 35%	96 36%
40 minutes to 1 hour	250 26%	111 31% xz	94 23% z	129 32% xz	76 21%	13 20%	88 34%	20 24%	82 23%	73 30%	37 27%	110 25%	122 27%	83 26%	110 28%	66 26%
1-1.5 hours	118 12%	58 17% xz	44 11%	66 16% xz	36 10%	7 11%	44 17%	13 16%	29 8%	31 13%	27 19% D	47 11%	65 14%	41 13%	51 13%	31 11%
1.5-2 hours	56 6%	29 8%	21 5%	31 8%	19 5%	1 2%	25 10%	3 4%	12 3%	16 7%	15 11% D	15 3%	36 8% G	10 3%	29 7% I	19 7% I
More than 2 hours	27 3%	16 5% xz	8 2% z	20 5% xz	4 1%	- -	12 5%	4 5%	8 2%	8 3%	3 2%	11 3%	16 3%	8 3%	14 4%	5 2%
Don't know/can't remember	51 5%	8 2%	22 5% wy	8 2%	21 6% wy	7 11% wy	6 2%	1 1%	18 5%	8 3%	6 4%	24 6%	19 4%	18 6%	17 4%	19 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 113

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Total	Received/seen GDAR				Report sent straight to landlord/housing association (A)	Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)		Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Up to 1 hour	694 73%	242 69%	315 77% wy	280 69%	278 78% wy	49 77%	173 66%	64 75%	285 81% EF	178 74%	87 64%	341 78% H	312 70%	244 76%	282 72%	196 72%
NET: 1 hour or more	201 21%	103 29% xzA	72 18%	117 29% xzA	59 16%	8 12%	81 31%	21 24%	48 14%	55 23% D	44 32% D	73 17%	117 26% G	60 19%	95 24%	56 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 114

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Less than 20 minutes	94 10%	26 7%	48 9%	57 8%	36 13% HJ	41 10%	35 10%	16 10%	44 7%	32 17% L	56 8%	16 15% N
20 to 40 minutes	350 37%	127 35%	209 39%	257 38%	94 35%	145 35%	132 37%	68 43%	237 37%	73 38%	264 37%	43 39%
40 minutes to 1 hour	250 26%	110 31% U	138 26%	184 27%	67 25%	106 26%	100 28%	37 23%	190 29%	42 22%	201 28%	27 24%
1-1.5 hours	118 12%	43 12%	71 13%	88 13%	30 11%	62 15%	37 11%	15 10%	98 15% M	14 7%	107 15% O	6 6%
1.5-2 hours	56 6%	28 8%	35 7%	45 7%	11 4%	31 7%	16 5%	8 5%	39 6%	12 6%	42 6%	10 9%
More than 2 hours	27 3%	15 4%	17 3%	21 3%	6 2%	17 4%	8 2%	2 1%	19 3%	6 3%	21 3%	6 6%
Don't know/can't remember	51 5%	12 3%	16 3%	23 3%	28 10% HIJ	9 2%	26 7% k	11 7% k	20 3%	11 6%	27 4%	3 2%
NET: Up to 1 hour	694 73%	264 73%	395 74%	498 74%	197 73%	293 71%	267 75%	121 77%	471 73%	147 78%	522 73%	86 77%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 114

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: 1 hour or more	201 21%	86 24% K	124 23%	155 23%	46 17%	110 27% lm	62 18%	25 16%	157 24% M	32 17%	169 24%	23 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 114

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Less than 20 minutes	94 10%	61 9%	11 12%	15 14%	45 17% o	49 7%	45 8% q	14 5%	45 14% pq	18 9%	12 17% xy	23 13% x	4 4%	10 7%	27 12% x
20 to 40 minutes	350 37%	258 38%	39 42%	32 30%	95 36%	255 37%	191 33%	91 33%	146 44% pq	86 41% y	21 31%	75 41% y	43 42% y	46 29%	79 35%
40 minutes to 1 hour	250 26%	194 28%	21 23%	27 25%	62 23%	188 28%	166 28%	73 27%	79 24%	51 24%	18 25%	37 20%	20 20%	54 34% wx	72 32% wx
1-1.5 hours	118 12%	96 14%	10 11%	10 9%	21 8%	97 14% n	93 16% r	51 19% r	25 7%	28 13%	6 9%	16 9%	17 17%	25 16%	26 12%
1.5-2 hours	56 6%	37 5%	3 3%	13 12% PQ	18 7%	38 6%	45 8% r	21 7% r	9 3%	7 4%	5 8%	8 4%	10 10% u	14 9%	12 5%
More than 2 hours	27 3%	18 3%	3 3%	4 4%	7 3%	20 3%	19 3%	12 4%	8 3%	8 4%	2 2%	6 4%	3 3%	3 2%	5 2%
Don't know/can't remember	51 5%	22 3%	6 6%	6 6%	15 6%	35 5%	23 4%	13 5%	21 6%	12 6%	5 8%	17 9% z	4 4%	7 4%	6 2%
NET: Up to 1 hour	694 73%	512 75%	71 77%	74 69%	202 77%	492 72%	402 69%	178 65%	270 81% pq	155 74%	51 73%	134 74%	67 66%	110 70%	178 78% x



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 114

F2 How long in total did the Assessment take, including time the Assessor spent looking around your property and speaking with you/your family about what you do and your energy use?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: 1 hour or more	201 21%	152 22%	15 17%	27 25%	45 17%	156 23%	157 27% r	83 30% r	42 13%	43 20%	13 19%	30 17%	30 30% wz	42 26% w	43 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 115

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Look in your loft (if applicable)	694 73%	353 71%	341 76%	246 72%	284 79% e	165 68%	595 74%	91 74%	169 67%	525 76% h	526 75%	168 69%	359 74%	335 73%	534 80% pq	64 73% pq	96 50%	160 58% p
Look at/talk to you about the structure of your property (what types of walls you have)	528 56%	262 53%	262 59%	183 54%	221 61% e	123 51%	466 58% g	54 44%	125 50%	402 58% h	384 55%	144 59%	241 50%	287 62% l	412 62% opq	39 45%	77 41%	117 42%
Measure the size of rooms and/or radiators	602 64%	296 60%	303 68% a	198 59%	239 66% c	164 68% c	528 65% g	68 55%	165 66%	437 63%	431 61%	171 70% j	284 59%	318 69% l	456 68% pq	52 60%	94 49%	146 52%
Inspect the walls (to check for type of walls and insulation)	546 58%	275 56%	270 60%	193 57%	219 61%	133 55%	464 57%	76 62%	136 54%	409 59%	424 60% k	122 50%	278 57%	268 58%	405 61% pq	47 54%	94 50%	142 51%
Drill holes in any walls to see how they are built	201 21%	100 20%	101 23%	70 21%	85 23%	46 19%	167 21%	33 27%	37 15%	164 24% h	187 27% k	14 6%	110 23%	90 20%	150 22%	15 17%	35 19%	50 18%
Look at floors/under carpets	141 15%	79 16%	62 14%	44 13%	60 17%	37 15%	123 15%	17 14%	41 16%	100 14%	89 13%	52 21% j	59 12%	82 18% l	104 16%	12 14%	25 13%	37 13%
Look at your windows/doors	493 52%	252 51%	240 54%	165 49%	207 57% c	120 49%	436 54% g	51 41%	131 52%	361 52%	353 50%	140 57%	232 48%	261 57% l	360 54%	43 49%	90 47%	133 48%
Look at your heating system/ boiler, etc.	623 66%	315 64%	305 68%	209 62%	250 69% c	163 67%	553 69% g	62 50%	161 64%	460 67%	447 64%	176 72% j	288 59%	335 73% l	473 71% opq	49 57%	100 53%	150 54%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 115

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Look at your appliances (e.g. washing machine, cooker)	320 34%	155 31%	164 37%	107 32%	133 37%	80 33%	292 36% g	25 21%	85 34%	235 34%	233 33%	88 36%	146 30%	174 38% l	243 36% q	24 27%	54 28%	78 28%
Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting, whether you tumble dry washing)	356 38%	186 38%	169 38%	125 37%	158 44% e	73 30%	325 40% g	26 22%	80 32%	276 40% h	252 36%	104 43%	163 33%	194 42% l	279 42% pq	33 38% pq	45 23%	77 28% p
Look at energy bills	216 23%	110 22%	106 24%	72 21%	87 24%	57 23%	189 23%	24 19%	50 20%	166 24%	142 20%	74 30% j	90 19%	126 27% l	171 26% pq	16 18%	29 15%	45 16%
Ask about the number of people who live in the property/occupants	473 50%	251 51%	220 49%	165 49%	203 56% e	103 43%	427 53% g	38 31%	114 45%	358 52%	335 48%	138 57% j	213 44%	260 57% l	367 55% opq	35 40%	71 37%	106 38%
None of these	17 2%	8 2%	9 2%	4 1%	4 1%	9 4% cd	16 2%	1 1%	8 3%	9 1%	10 1%	7 3%	5 1%	12 3%	12 2%	-	5 3%	5 2%
Don't know	28 3%	13 3%	13 3%	17 5% d	4 1%	6 2%	22 3%	3 3%	8 3%	18 3%	19 3%	9 4%	15 3%	13 3%	17 2%	3 3%	8 4%	11 4%
NET: Any	901 95%	473 96%	424 95%	318 94%	353 98% ce	228 94%	769 95%	119 97%	235 94%	664 96%	673 96%	228 93%	466 96%	435 95%	640 96%	84 97%	177 93%	261 94%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 115

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Look in your loft (if applicable)	694 73%	647 83% s	47 29%	253 81% u	297 69%	96 74%	115 69%	183 70%	175 77%	218 76%	450 72%	244 77%
Look at/talk to you about the structure of your property (what types of walls you have)	528 56%	464 59% s	65 39%	188 60%	236 55%	79 61%	85 51%	151 58%	131 57%	160 56%	344 55%	184 58%
Measure the size of rooms and/or radiators	602 64%	510 65% s	91 55%	212 68%	274 64%	80 62%	95 57%	162 62%	147 64%	197 69% K	395 63%	207 65%
Inspect the walls (to check for type of walls and insulation)	546 58%	474 61% s	73 44%	190 61%	245 57%	74 57%	89 54%	154 59%	130 57%	171 60%	348 55%	198 62%
Drill holes in any walls to see how they are built	201 21%	184 24% s	17 10%	56 18%	88 20%	49 38% tu	35 21%	55 21%	52 23%	59 21%	134 21%	66 21%
Look at floors/under carpets	141 15%	117 15%	24 15%	53 17%	67 16%	13 10%	25 15%	49 19% O	35 15%	32 11%	90 14%	51 16%
Look at your windows/doors	493 52%	404 52%	89 54%	170 55%	235 55%	59 45%	86 52%	145 55%	115 50%	148 52%	328 52%	165 52%
Look at your heating system/ boiler, etc.	623 66%	533 68% s	90 55%	210 67%	286 67%	86 66%	104 63%	164 63%	152 67%	200 70%	404 64%	219 69%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 115

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Look at your appliances (e.g. washing machine, cooker)	320 34%	270 35%	50 30%	102 33%	155 36%	46 35%	52 32%	94 36%	77 34%	95 33%	215 34%	105 33%
Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting, whether you tumble dry washing)	356 38%	306 39%	50 30%	113 36%	173 41%	50 38%	59 35%	104 40%	90 40%	104 36%	234 37%	122 38%
Look at energy bills	216 23%	185 24%	31 19%	69 22%	114 27% v	22 17%	23 14%	62 24% K	58 25% K	73 26% K	128 20%	88 28% w
Ask about the number of people who live in the property/occupants	473 50%	412 53% s	61 37%	161 51%	220 51%	64 50%	72 43%	142 54% K	114 50%	145 51%	301 48%	172 54%
None of these	17 2%	11 1%	6 4%	3 1%	8 2%	3 2%	1 1%	1 *	10 4% KM	6 2%	13 2%	4 1%
Don't know	28 3%	19 2%	9 5%	6 2%	10 2%	7 5%	9 6% NO	11 4% N	1 1%	6 2%	19 3%	9 3%
NET: Any	901 95%	750 96% s	151 91%	304 97% v	409 96%	120 92%	156 94%	251 96%	217 95%	275 96%	596 95%	304 96%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 115

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Look in your loft (if applicable)	694 73%	402 75% A	108 76%	148 66%	53 72%	589 75% D	57 58%	447 79% GJ	41 87% GJ	70 66%	88 75% J	488 79% GJ	206 62%
Look at/talk to you about the structure of your property (what types of walls you have)	528 56%	327 62% zA	68 47%	102 46%	48 65% zA	422 54%	51 52%	315 55%	32 69%	68 64% J	68 57%	347 56%	181 55%
Measure the size of rooms and/or radiators	602 64%	364 68% zA	83 58%	122 55%	52 71% A	489 62%	61 63%	362 64%	34 72%	66 62%	80 67%	396 64%	206 62%
Inspect the walls (to check for type of walls and insulation)	546 58%	319 60%	91 64% A	116 52%	41 56%	448 57%	53 55%	348 61% HJ	30 63%	65 61% J	60 50%	377 61% HJ	169 51%
Drill holes in any walls to see how they are built	201 21%	110 21%	44 31% yA	41 19%	13 18%	185 24% D	10 10%	159 28% FGHI J	6 13%	17 16%	15 13%	165 27% FGHJ	36 11%
Look at floors/under carpets	141 15%	88 17%	18 13%	26 12%	17 23% A	108 14%	13 14%	77 14%	7 15%	22 21%	20 17%	84 14%	57 17%
Look at your windows/doors	493 52%	296 56% z	65 46%	111 50%	43 59%	391 50%	56 57%	285 50%	27 57%	61 57%	69 58%	312 51%	181 55%
Look at your heating system/boiler, etc.	623 66%	374 70% zA	84 59%	135 60%	54 73%	508 65%	61 62%	377 66%	31 65%	75 71%	83 70%	408 66%	215 65%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 115

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Look at your appliances (e.g. washing machine, cooker)	320 34%	207 39% zAB	42 29%	63 28%	15 21%	259 33%	37 38%	196 34%	13 28%	45 42% J	37 31%	209 34%	111 34%
Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting, whether you tumble dry washing)	356 38%	220 41% z	43 30%	76 34%	29 40%	281 36%	34 34%	209 37%	22 46%	50 47% J	49 41%	231 37%	125 38%
Look at energy bills	216 23%	143 27% zA	26 19%	33 15%	24 33% zA	166 21%	22 23%	123 22%	7 16%	37 35% EFJ	34 28%	130 21%	86 26%
Ask about the number of people who live in the property/occupants	473 50%	280 53%	66 47%	103 46%	40 55%	380 48%	46 47%	281 49%	23 49%	61 57%	63 53%	304 49%	169 51%
None of these	17 2%	10 2%	3 2%	4 2%	-	16 2%	1 1%	8 1%	2 5% G	-	2 2%	10 2%	7 2%
Don't know	28 3%	12 2%	3 2%	6 3%	4 5%	21 3%	5 5%	11 2%	-	4 4%	4 3%	11 2%	17 5% EI
NET: Any	901 95%	510 96%	136 96%	213 95%	70 95%	748 95%	91 94%	550 97% J	45 95%	102 96%	112 95%	595 97% J	306 93%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Look in your loft (if applicable)	694 73%	77 89% bcfg h	177 69%	34 61%	216 95% bcef gh	112 86% bcfg h	447 79% bch	433 78% bch	247 65%	71 95% jk	335 75% k	288 68%	147 89% m	547 70%	427 80% o	267 65%
Look at/talk to you about the structure of your property (what types of walls you have)	528 56%	56 65% cg	145 57%	26 47%	120 53%	86 66% cdfg	315 55%	304 55%	213 57%	54 71% jk	229 51%	246 58% j	128 77% m	401 51%	331 62% o	198 48%
Measure the size of rooms and/or radiators	602 64%	75 87% bcde fgh	146 57%	33 58%	143 63%	96 73% bcdf g	362 64% b	352 63% b	240 64%	69 91% jk	262 59%	271 64%	141 85% m	461 59%	359 67% o	242 59%
Inspect the walls (to check for type of walls and insulation)	546 58%	54 63%	185 72% cdef gh	28 50%	128 56%	81 62%	348 61% h	338 61% h	199 53%	49 65%	268 60%	229 54%	105 64%	441 57%	331 62% o	215 52%
Drill holes in any walls to see how they are built	201 21%	5 6%	138 54% acdef gh	5 9%	53 23% aceh	15 11%	159 28% acde h	158 28% acde h	42 11%	10 13%	136 30% lk	55 13%	9 6%	192 25% l	142 26% o	59 14%
Look at floors/under carpets	141 15%	14 16%	26 10%	7 13%	25 11% bdfg	28 21% bdfg	77 14% b	75 14% b	64 17% b	16 22% j	53 12%	72 17% j	44 27% m	97 12%	83 16% o	58 14%
Look at your windows/doors	493 52%	53 61% cdfg	133 52% c	18 33%	109 48% c	76 58% cdfg	285 50% c	277 50% c	208 55% c	45 60%	211 47%	236 56% j	118 71% m	375 48%	291 54% o	202 49%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Look at your heating system/ boiler, etc.	623 66%	79 91% bcde fgh	170 66%	33 59%	140 62%	102 78%	377 66%	368 66%	246 65%	68 91% jk	276 62%	279 66%	138 83% m	485 62%	371 69% o	252 61%
Look at your appliances (e.g. washing machine, cooker)	320 34%	39 45% dfg	90 35%	16 29%	72 32%	48 37%	196 34%	191 34%	124 33%	42 55% jk	135 30%	143 34%	79 48% m	242 31%	196 37%	125 30%
Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting, whether you tumble dry washing)	356 38%	39 45%	88 34%	17 31%	85 37%	54 42%	209 37%	202 36%	147 39%	39 52% j	149 33%	168 40%	102 62% m	254 33%	219 41% o	137 33%
Look at energy bills	216 23%	30 35% bcd fgh	54 21%	7 13%	42 18%	39 30% bcd fgh	123 22%	122 22%	93 25% c	29 38% jk	89 20%	99 23%	73 44% m	143 18%	133 25%	84 20%
Ask about the number of people who live in the property/occupants	473 50%	61 71% bcd fgh	115 45%	29 51%	106 47%	84 65% bcd fgh	281 49%	276 50%	192 51%	57 75% jk	201 45%	215 51%	131 79% m	343 44%	288 54% o	185 45%
None of these	17 2%	-	4 2%	4 6% abdefg	1	-	8 1% d	8 1% d	9 2%	-	8 2%	9 2%	-	17 2%	4 1%	13 3% n
Don't know	28 3%	1 1%	5 2%	2 4%	2 1%	1 1%	11 2%	11 2%	17 5% defg	-	11 2%	17 4%	2 1%	26 3%	4 1%	24 6% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Any	901 95%	85 99% c	247 96% c	50 89%	224 99% cfgh	130 99% cfgh	550 97% ch	536 97% ch	351 93%	75 100% k	429 96%	396 94%	163 99% m	738 94%	527 98% o	374 91%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Look in your loft (if applicable)	694 73%	46 50%	250 71% p	205 82% pq	170 84% pq	283 70%	210 81% M	253 78% M	140 77% S	70 72% S	121 80% S	46 47%	38 44%	656 76% u	103 81% V	522 74% V	67 52%	455 79% UV
Look at/talk to you about the structure of your property (what types of walls you have)	528 56%	25 27%	175 60% p	164 65% pq	149 74% pq	199 49%	161 62% M	204 63% M	93 52%	51 53%	86 57% S	43 43%	37 44%	491 57% u	85 67% UVW	387 56% V	58 45%	329 57% UV
Measure the size of rooms and/or radiators	602 64%	34 36%	220 63% p	182 73% pq	155 77% pq	251 62%	160 61%	223 69% N	111 61%	57 59%	85 56%	49 49%	43 51%	559 65% u	100 79% UVW	440 62% V	62 49%	377 65% UV
Inspect the walls (to check for type of walls and insulation)	546 58%	31 33%	189 54% p	167 67% pq	146 73% pq	217 54%	161 62% M	201 62% M	100 56%	63 65% S	94 62% S	45 46%	41 48%	506 59%	70 55%	425 60%	67 53%	358 62%
Drill holes in any walls to see how they are built	201 21%	14 15%	77 22%	56 22%	46 23%	108 27% O	63 24% O	43 13%	54 30% S	29 30% S	37 25%	17 17%	14 17%	186 22%	6 5%	184 26% T	31 24% T	153 26% T
Look at floors/under carpets	141 15%	6 6%	49 14%	45 18% p	36 18% p	56 14%	47 18%	48 15%	23 13%	13 14%	24 16%	11 11%	9 11%	132 15%	31 25% UW	96 14%	20 16%	76 13%
Look at your windows/doors	493 52%	32 34%	155 44%	148 59% pq	146 72% pq	186 46%	152 58% M	194 60% M	83 46%	47 49%	74 49%	45 46%	40 47%	453 53%	86 68% UVW	358 51%	60 47%	298 51%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Look at your heating system/ boiler, etc.	623 66%	32 35%	224 64% p	183 73% pq	169 84% pqr	251 62%	186 71% M	236 73% M	108 60%	54 56%	96 63%	57 57%	47 56%	576 67% u	106 83% UVW	443 63%	71 56%	371 64%
Look at your appliances (e.g. washing machine, cooker)	320 34%	17 18%	104 30% p	97 39% pq	96 48% pq	134 33%	94 36%	124 38%	52 29%	28 29%	46 31%	27 27%	25 30%	295 34%	48 38%	235 33%	38 30%	197 34%
Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting, whether you tumble dry washing)	356 38%	16 17%	106 30% p	117 47% pq	112 56% pq	146 36%	105 40%	145 45% M	54 30%	35 36% S	46 31%	21 21%	20 23%	337 39% u	72 57% UVW	245 35%	40 31%	206 36%
Look at energy bills	216 23%	16 17%	50 14%	73 29% pq	76 38% pq	88 22%	68 26%	82 25%	44 25% RS	21 22%	23 15%	14 14%	10 12%	206 24% u	48 38% UVW	148 21%	27 21%	121 21%
Ask about the number of people who live in the property/occupants	473 50%	29 31%	151 43% p	145 58% pq	141 70% pqr	193 48%	148 57% M	172 53%	86 48% S	49 51% S	71 47% S	32 32%	27 33%	446 52% u	81 64% UVW	342 48% V	42 33%	299 52% UV
None of these	17 2%	8 8% qrl	5 7%	2 7%	-	11 3%	5 2%	4 7%	4 2%	4 4% R	-	3 3% R	3 4%	14 2%	4 3%	12 2%	4 3%	8 7%
Don't know	28 3%	1 7%	4 1%	3 7%	2 7%	9 2%	5 2%	8 2%	2 7%	2 2%	4 2%	4 4%	2 2%	26 3%	2 1%	11 2%	4 3%	7 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Any	901 95%	85 91%	342 98% p	246 98% p	199 99% p	383 95%	250 96%	311 96%	175 97%	91 94%	148 98%	92 93%	79 94%	822 95%	121 96%	684 97% V	119 94%	564 97% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Look in your loft (if applicable)	694 73%	295 84% xzA	274 67% z	340 84% xzA	230 64%	36 57%	218 84%	72 84%	235 67%	198 82% D	109 79% D	318 73%	340 76%	247 77%	280 71%	196 72%
Look at/talk to you about the structure of your property (what types of walls you have)	528 56%	228 64% xzA	205 50% z	263 65% xzA	169 47%	28 43%	178 68% C	46 54%	170 48%	152 63% D	101 73% D	236 54%	265 59%	181 56%	211 54%	158 58%
Measure the size of rooms and/or radiators	602 64%	250 71% xzA	244 60% z	290 72% xzA	204 57%	32 50%	194 74% C	52 61%	210 60%	162 68%	101 74% D	259 59%	313 70% G	189 59%	263 67% I	173 64%
Inspect the walls (to check for type of walls and insulation)	546 58%	214 61%	230 56% z	253 62% wz	190 53%	36 56%	165 63%	46 54%	176 50%	164 68% D	89 65% D	247 56%	269 60%	184 57%	223 57%	164 61%
Drill holes in any walls to see how they are built	201 21%	78 22%	83 20% z	97 24% wz	64 18%	11 17%	53 21%	22 26%	58 17%	58 24% D	40 29% D	79 18%	112 25% G	67 21%	74 19%	68 25%
Look at floors/under carpets	141 15%	63 18% z	53 13%	74 18% xzA	42 12%	5 7%	53 20%	9 11%	46 13%	39 16%	32 23% D	65 15%	66 15%	47 15%	59 15%	40 15%
Look at your windows/doors	493 52%	210 59% xz	200 49%	240 59% xz	169 47%	35 54%	172 66% C	35 41%	163 46%	145 60% D	90 65% D	219 50%	250 56%	164 51%	204 52%	147 54%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Look at your heating system/ boiler, etc.	623 66%	273 77% xzA	249 61% z	313 77% xzA	209 58%	35 54%	213 82% C	58 67%	209 59%	175 73% D	103 75% D	281 64%	306 68%	215 67%	268 68%	164 61%
Look at your appliances (e.g. washing machine, cooker)	320 34%	138 39% z	132 32% z	165 41% xz	105 29%	26 41% z	104 40%	32 38%	106 30%	93 39% D	56 41% D	133 30%	173 39% G	107 33%	135 34%	89 33%
Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting, whether you tumble dry washing)	356 38%	173 49% xz	132 32% z	202 50% xz	103 29%	24 37%	136 52% C	33 38%	100 28%	110 46% D	79 58% DE	159 36%	179 40%	128 40%	137 35%	99 37%
Look at energy bills	216 23%	112 32% xzA	74 18% z	129 32% xzA	57 16%	11 17%	98 38% C	12 14%	67 19%	70 29% D	42 30% D	84 19%	119 27% G	70 22%	103 26% K	50 19%
Ask about the number of people who live in the property/occupants	473 50%	209 59% xzA	194 47% zA	245 60% xzA	158 44%	22 34%	167 64% C	40 47%	147 42%	151 63% D	86 62% D	209 48%	243 54%	169 52%	186 47%	135 50%
None of these	17 2%	1 3% wy	13 3% wy	1 4% wy	13 4% wy	2 4% wy	1 1%	-	9 2%	2 1%	1 1%	8 2%	9 2%	3 1%	9 2%	6 2%
Don't know	28 3%	4 1%	9 2%	4 1%	9 3%	3 4%	2 1%	2 2%	10 3%	3 1%	4 3%	11 3%	9 2%	12 4%	9 2%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 116

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Any	901 95%	347 98% xzA	388 95%	399 99% xzA	336 94%	59 92%	257 99%	84 98%	332 95%	236 98% D	132 96%	419 96%	430 96%	306 95%	374 95%	255 94%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 117

F2A_NEW Which of these things did the assessor do?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Look in your loft (if applicable)	694 73%	282 78% K	427 80% K	528 78% K	166 61%	298 72%	262 74%	118 75%	523 81% M	118 63%	571 80% O	75 67%
Look at/talk to you about the structure of your property (what types of walls you have)	528 56%	218 60% K	331 62% K	406 60% K	122 45%	225 55%	199 56%	90 57%	410 63% M	79 42%	441 61% O	50 45%
Measure the size of rooms and/or radiators	602 64%	248 69% K	359 67% K	446 66% K	156 58%	276 67% m	222 62%	91 58%	435 67%	113 60%	471 66%	75 67%
Inspect the walls (to check for type of walls and insulation)	546 58%	214 59% K	331 62% K	413 61% K	134 49%	236 57%	208 59%	92 59%	418 64% M	82 44%	457 64% O	46 41%
Drill holes in any walls to see how they are built	201 21%	59 16%	142 26% HJK	153 23% H	48 18%	88 21%	76 21%	35 22%	149 23% M	26 14%	176 25% O	6 5%
Look at floors/under carpets	141 15%	51 14%	83 16%	103 15%	38 14%	58 14%	46 13%	32 20% I	110 17%	21 11%	115 16%	15 14%
Look at your windows/doors	493 52%	190 52%	291 54%	358 53%	135 50%	235 57% I	166 47%	81 51%	362 56% M	89 47%	384 54%	59 53%
Look at your heating system/ boiler, etc.	623 66%	247 68% K	371 69% K	463 69% K	160 59%	290 70% m	226 64%	92 59%	458 71% M	115 61%	494 69%	68 61%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 117

F2A_NEW Which of these things did the assessor do?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Look at your appliances (e.g. washing machine, cooker)	320 34%	119 33%	196 37% J	232 34%	89 33%	155 38%	112 31%	46 29%	236 36%	59 31%	256 36%	30 27%
Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting, whether you tumble dry washing)	356 38%	133 37%	219 41% J	260 38%	97 36%	161 39%	134 38%	52 33%	281 43% M	55 29%	304 42% O	34 30%
Look at energy bills	216 23%	95 26%	133 25%	163 24%	53 20%	99 24%	76 21%	37 23%	162 25%	36 19%	175 24%	29 26%
Ask about the number of people who live in the property/occupants	473 50%	193 53% K	288 54% K	351 52%	122 45%	229 56% lm	165 46%	69 44%	357 55% M	88 47%	380 53%	54 49%
None of these	17 2%	7 2% I	4 1%	10 2% I	7 3%	10 2%	6 2%	2 1%	6 1%	8 4% L	8 1%	2 2%
Don't know	28 3%	4 1%	4 1%	8 1%	20 7% HIJ	11 3%	13 4%	2 1%	6 1%	3 1%	6 1%	2 2%
NET: Any	901 95%	351 97% K	527 98% HJK	657 97% K	244 90%	391 95%	336 95%	154 98%	636 98% M	178 94%	704 98%	107 96%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 117

F2A_NEW Which of these things did the assessor do?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Look in your loft (if applicable)	694 73%	534 78% QR	63 68%	68 63%	173 66%	521 76% n	477 82% r	242 88% pr	204 61%	139 66%	50 72%	118 65%	84 84% uw	125 79% uw	178 79% uw
Look at/talk to you about the structure of your property (what types of walls you have)	528 56%	418 61% QR	42 45%	49 45%	116 44%	413 60% n	366 63% r	164 60% r	154 46%	114 54% w	37 53% w	67 37%	73 72% uvwz	112 70% uvwz	126 56% w
Measure the size of rooms and/or radiators	602 64%	458 67% Q	52 56%	62 58%	157 60%	445 65%	401 69% r	194 71% r	193 58%	133 63% w	39 56%	93 51%	76 76% uvw	109 69% w	152 67% w
Inspect the walls (to check for type of walls and insulation)	546 58%	430 63% QR	46 50%	50 46%	121 46%	425 62% n	358 61% r	173 63% r	180 54%	126 60% w	38 54%	77 43%	75 74% uvwz	107 67% wz	124 55% w
Drill holes in any walls to see how they are built	201 21%	160 23% Q	11 12%	16 15%	41 16%	159 23% n	123 21%	72 26% p	72 21%	43 21%	15 22%	34 19%	22 22%	37 24%	49 22%
Look at floors/under carpets	141 15%	106 16%	14 16%	15 14%	36 14%	105 15%	91 16%	45 16%	48 14%	31 15%	6 9%	26 14%	15 15%	27 17%	36 16%
Look at your windows/doors	493 52%	390 57% QR	36 39%	49 46%	127 48%	366 54%	330 57% r	148 54%	159 48%	110 52% w	28 41%	68 37%	67 67% uvwz	98 62% vw	122 54% w
Look at your heating system/boiler, etc.	623 66%	480 70% Q	51 55%	68 63%	166 63%	457 67%	420 72% r	198 72% r	197 59%	143 68% w	42 61%	89 49%	81 80% uvwz	119 75% vw	149 66% w



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 117

F2A_NEW Which of these things did the assessor do?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Look at your appliances (e.g. washing machine, cooker)	320 34%	265 39% QR	20 22%	23 21%	71 27%	249 36% n	204 35%	108 39% p	114 34%	77 36% w	21 30%	38 21%	55 55% uvwxyz	56 36% w	74 33% w
Talk to you about how you and your family (if applicable) uses energy (e.g. thermostat setting whether you tumble dry washing)	356 38%	289 42% Q	24 26%	38 36%	76 29%	280 41% n	244 42% r	113 41% r	108 33%	83 39% w	26 38% w	33 18%	53 53% uwz	75 47% w	86 38% w
Look at energy bills	216 23%	173 25% Q	11 12%	28 26% Q	50 19%	166 24%	159 27% r	77 28% r	56 17%	53 25% w	18 27% w	25 14%	29 29% w	36 23% w	55 24% w
Ask about the number of people who live in the property/occupants	473 50%	361 53%	43 46%	61 56%	124 47%	349 51%	317 54% r	143 52%	147 44%	100 47% w	38 55% w	56 31%	68 67% uwz	96 61% uw	115 51% w
None of these	17 2%	10 1%	1 1%	4 4%	10 4% o	7 1%	3 *	1 *	14 4% pq	5 2%	3 4%	5 3%	1 1%	1 *	2 1%
Don't know	28 3%	5 1%	4 4% P	5 5% P	5 2%	23 3%	7 1%	4 1%	8 2%	5 2%	2 3%	14 8% uyz	2 2%	3 2%	2 1%
NET: Any	901 95%	671 98% R	87 95%	98 91%	248 94%	653 96%	573 98% r	269 98% r	311 93%	201 95% w	65 93%	161 89%	97 97% w	155 98% w	222 98% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 118

F2B_NEW Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Only looked at areas of property relevant to the measures they recommended	364 38%	184 37%	177 40%	134 40%	132 37%	96 39%	302 37%	56 46%	104 42%	258 37%	271 39%	92 38%	198 41%	166 36%	258 39%	35 41%	71 37%	106 38%
Looked at other areas of the home	445 47%	233 47%	210 47%	148 44%	182 50%	114 47%	387 48%	52 42%	106 42%	338 49%	324 46%	121 50%	220 45%	224 49%	330 49% pq	38 44%	76 40%	115 41%
Don't know	138 15%	77 16%	59 13%	56 16%	47 13%	34 14%	119 15%	15 12%	41 16%	95 14%	107 15%	31 13%	68 14%	70 15%	81 12%	13 15%	43 23% n	56 20% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 118

F2B_NEW Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Only looked at areas of property relevant to the measures they recommended	364 38%	300 38%	63 38%	106 34%	162 38%	58 45% †	63 38%	95 36%	91 40%	112 39%	255 41%	109 34%
Looked at other areas of the home	445 47%	381 49% s	63 38%	164 52% v	208 49%	51 39%	70 42%	126 48%	106 46%	142 50%	283 45%	162 51%
Don't know	138 15%	99 13%	39 23% r	43 14%	58 13%	20 15%	33 20% O	40 15%	32 14%	32 11%	90 14%	48 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 118

F2B_NEW Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Only looked at areas of property relevant to the measures they recommended	364 38%	192 36%	63 44% B	93 42% B	20 27%	320 41%	32 33%	231 41%	14 29%	40 38%	37 31%	245 40%	119 36%
Looked at other areas of the home	445 47%	272 51% A	66 47%	82 37%	39 54% A	350 45%	51 52%	268 47%	27 57%	51 48%	58 49%	295 48%	150 45%
Don't know	138 15%	68 13%	13 9%	48 21% yz	14 19% z	115 15%	15 15%	70 12%	6 14%	15 14%	23 20% EI	76 12%	62 19% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 119

F2B_NEW Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Only looked at areas of property relevant to the measures they recommended	364 38%	32 37%	110 43%	19 33%	101 45% h	48 37%	231 41%	226 41%	133 35%	23 31%	193 43% k	148 35%	54 33%	309 40%	227 42% o	136 33%
Looked at other areas of the home	445 47%	47 55%	111 43%	27 48%	97 43%	74 56% bdfg	268 47%	260 47%	176 47%	47 63% jk	194 43%	203 48%	100 60% m	345 44%	253 47%	192 47%
Don't know	138 15%	7 8%	36 14% e	11 19% e	28 13%	9 7%	70 12% e	69 12% e	68 18% aefg	5 7%	61 14%	71 17% i	11 7%	127 16% l	55 10%	82 20% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 119

F2B_NEW Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Only looked at areas of property relevant to the measures they recommended	364 38%	49 53% rL	177 51% rL	76 30% r	54 27% L	186 46% NO	93 36% N	116 36% O	69 38% P	37 38% Q	69 45% R	41 41% S	35 42% u	328 38% v	39 30% T	291 41% U	54 42% V	237 41% W
Looked at other areas of the home	445 47%	29 31% L	138 39% q	141 56% pq	132 65% pq	167 42% M	131 50% M	164 51% M	89 49% S	43 44% S	65 42% R	29 30% S	26 31% u	419 49% v	72 57% UV	323 46% V	47 37% W	277 48% UV
Don't know	138 15%	15 16% L	36 10% q	34 13% r	15 7% L	50 12% M	36 14% N	43 13% O	22 12% P	17 17% Q	19 12% R	29 29% S	23 27% u	115 13% v	16 12% T	92 13% U	27 21% V	65 11% W



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 119

F2B_NEW Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Only looked at areas of property relevant to the measures they recommended	364 38%	125 35%	173 42% y	139 34%	159 44% wxy	27 42%	79 30%	42 49% B	131 37%	86 36%	58 42%	177 40%	162 36%	130 40%	144 37%	103 38%
Looked at other areas of the home	445 47%	184 52% z	186 45% z	218 54% xz	152 43%	26 40%	150 57% C	33 38%	159 45%	124 52%	65 48%	190 43%	230 51% G	143 44%	198 50%	122 45%
Don't know	138 15%	44 12%	50 12%	48 12%	47 13%	11 18%	31 12%	10 12%	62 18%	30 13%	14 10%	71 16%	56 12%	48 15%	51 13%	46 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 120

F2B_NEW Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Only looked at areas of property relevant to the measures they recommended	364 38%	145 40%	227 42% K	276 41% K	88 32%	152 37%	139 39%	68 43%	256 39%	68 36%	293 41%	41 37%
Looked at other areas of the home	445 47%	187 52% J	253 47%	324 48%	121 45%	211 51% m	163 46%	62 40%	318 49%	91 48%	343 48%	54 49%
Don't know	138 15%	30 8%	55 10%	75 11% H	63 23% HU	49 12%	53 15%	27 17%	74 11%	30 16%	81 11%	16 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 120

F2B_NEW Did the assessor only look at the areas of your home relevant to the measures which they recommended, or did they also look at other areas of your home?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Only looked at areas of property relevant to the measures they recommended	364 38%	265 39%	45 49% R	36 34%	91 35%	273 40%	227 39%	111 41%	130 39%	87 41%	26 37%	86 47% yz	36 36%	54 34%	76 34%
Looked at other areas of the home	445 47%	342 50% Q	34 37%	50 47%	128 49%	317 46%	289 50%	139 51%	145 44%	93 44%	35 51% w	62 34%	53 53% w	81 51% w	120 53% w
Don't know	138 15%	80 12%	13 14%	21 20% P	44 17%	94 14%	66 17%	24 9%	59 18% pq	31 15%	8 12%	34 19%	12 12%	24 15%	30 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 121

F3 And which of these things happened during the Assessment?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
The Assessor told you what would happen during the Assessment visit	593 63%	300 61%	289 65%	214 63%	241 67% e	136 56%	511 63%	72 59%	147 59%	444 64%	434 62%	158 65%	304 63%	289 63%	446 67% pq	53 60%	94 50%	147 53%
The Assessor talked you through their findings and recommendations	483 51%	251 51%	232 52%	166 49%	205 57% ce	113 47%	430 53% g	46 38%	109 43%	374 54% h	345 49%	138 57%	240 49%	243 53%	391 58% opq	38 44% pq	54 29%	93 33% p
The Assessor discussed your energy use	391 41%	204 41%	186 42%	124 37%	169 47% c	98 40%	344 43%	42 34%	109 43%	283 41%	263 37%	129 53% j	185 38%	206 45% l	302 45% opq	28 32%	61 32%	89 32%
None of these	105 11%	58 12%	48 11%	35 10%	35 10%	35 14%	85 11%	20 16% f	34 14%	71 10%	85 12%	20 8%	57 12%	48 10%	57 9%	12 14%	36 19% n	48 17% n
Don't know	52 5%	27 6%	23 5%	24 7%	13 4%	13 5%	41 5%	7 5%	17 7%	33 5%	43 6%	8 3%	30 6%	22 5%	25 4%	6 7%	21 11% n	27 10% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 121

F3 And which of these things happened during the Assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
The Assessor told you what would happen during the Assessment visit	593 63%	507 65% s	86 52%	195 62%	272 64%	86 67%	104 63%	153 58%	159 70% MO	174 61%	380 61%	212 67%
The Assessor talked you through their findings and recommendations	483 51%	431 55% s	53 32%	169 54%	220 52%	68 52%	78 47%	130 50%	114 50%	160 56%	308 49%	175 55%
The Assessor discussed your energy use	391 41%	324 42%	67 40%	125 40%	192 45%	53 41%	71 43%	104 40%	96 42%	119 42%	253 40%	138 43%
None of these	105 11%	76 10%	29 18% r	31 10%	47 11%	13 10%	20 12%	27 10%	23 10%	34 12%	80 13% x	25 8%
Don't know	52 5%	37 5%	15 9% r	13 4%	19 5%	11 8%	13 8%	16 6%	9 4%	13 5%	33 5%	19 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 121

F3 And which of these things happened during the Assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
The Assessor told you what would happen during the Assessment visit	593 63%	361 68% AB	90 63%	121 54%	38 52%	476 61%	68 70%	372 65% GJ	34 72% GJ	57 54%	68 57%	406 66% GJ	187 57%
The Assessor talked you through their findings and recommendations	483 51%	306 58% zA	69 48%	85 38%	42 57% A	397 51%	41 42%	316 56% J	25 54%	52 48%	64 54% J	341 55% J	142 43%
The Assessor discussed your energy use	391 41%	255 48% zA	46 32%	76 34%	34 46%	311 40%	42 43%	246 43%	17 37%	44 41%	50 42%	264 43%	127 39%
None of these	105 11%	51 10%	11 8%	32 15%	9 12%	93 12%	11 11%	59 10%	1 2%	12 11%	11 9%	60 10%	45 14% F
Don't know	52 5%	15 3%	9 6%	19 9% y	8 10% y	39 5%	9 9%	26 5%	2 5%	11 10% EI	4 4%	28 5%	24 7% H



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 122

F3 And which of these things happened during the Assessment?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
The Assessor told you what would happen during the Assessment visit	593 63%	66 77% bcfg h	161 63%	32 56%	148 65%	95 72% ch	372 65% h	360 65%	220 58%	54 71%	284 63%	254 60%	124 75% m	469 60%	361 68% o	231 56%
The Assessor talked you through their findings and recommendations	483 51%	55 63% ch	145 56% ch	21 37%	134 59% ch	85 65% cfgh	316 56% ch	308 56% ch	167 44%	49 65% k	236 53%	198 47%	117 71% m	367 47%	326 61% o	157 38%
The Assessor discussed your energy use	391 41%	52 60% bcdif gh	102 40%	15 27%	93 41% c	69 53% bcdif gh	246 43% c	240 43% c	145 38%	45 60% jk	182 41%	164 39%	100 61% m	291 37%	256 48% o	135 33%
None of these	105 11%	4 5%	33 13%	9 16% a	19 8%	10 8%	59 10%	58 10%	46 12%	6 8%	50 11%	49 12%	6 4%	99 13% l	37 7%	68 17% n
Don't know	52 5%	2 2%	10 4%	7 13% abdefg	10 4%	4 3%	26 5%	26 5%	26 7%	- -	26 6% i	26 6% i	- -	52 7% l	14 3%	38 9% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 122

F3 And which of these things happened during the Assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
The Assessor told you what would happen during the Assessment visit	593 63%	47 50%	228 65% p	168 67% p	137 68% p	254 63%	167 64%	219 68%	121 67% S	65 67% S	88 58% S	44 45%	37 44%	555 64% u	90 71% V	445 63%	72 57%	373 64%
The Assessor talked you through their findings and recommendations	483 51%	22 23%	165 47% p	149 60% pq	138 69% pq	201 50%	146 56%	171 53%	89 50% S	52 54% S	86 56% S	23 23%	19 23%	464 54% u	75 59% V	362 51% V	42 33%	321 55% UV
The Assessor discussed your energy use	391 41%	21 22%	120 34% p	127 51% pq	114 57% pq	161 40%	118 45%	152 47% M	77 43% S	39 40% S	54 36%	24 24%	22 27%	369 43% u	69 55% UVW	285 40%	43 34%	242 42%
None of these	105 11%	24 26% qL	35 10%	21 8%	12 6%	43 11%	25 10%	33 10%	16 9%	12 12%	13 9%	24 24% PQR	22 26% v	84 10%	12 10%	76 11% W	24 19% TUW	52 9%
Don't know	52 5%	4 5%	16 5%	9 4%	3 2%	18 5%	14 5%	14 4%	12 6%	4 4%	7 5%	11 11%	6 7%	46 5%	4 3%	31 4%	8 7%	23 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 122

F3 And which of these things happened during the Assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
The Assessor told you what would happen during the Assessment visit	593 63%	251 71% xzA	243 59% z	290 72% xzA	204 57%	33 52%	187 72%	60 71%	202 58%	157 65%	104 76% D	262 60%	301 67% G	206 64%	236 60%	176 65%
The Assessor talked you through their findings and recommendations	483 51%	218 62% xzA	182 45% zA	256 63% xzA	145 41% A	16 25%	165 63%	51 59%	150 43%	144 60% D	87 63% D	208 48%	252 56% G	172 54%	198 50%	135 50%
The Assessor discussed your energy use	391 41%	187 53% xz	141 34% z	218 54% xz	111 31%	26 40%	148 57% C	36 42%	133 38%	104 43%	75 55% DE	164 37%	201 45% G	131 41%	169 43%	106 39%
None of these	105 11%	19 5%	66 16% wy	20 5%	65 18% wxy	16 25% wy	15 6%	4 5%	47 13% F	21 9%	9 6%	56 13%	40 9%	32 10%	46 12%	31 12%
Don't know	52 5%	10 3%	17 4%	11 3%	16 5%	3 4%	5 2%	4 4%	27 8% E	8 3%	4 3%	33 7% H	13 3%	18 6%	19 5%	17 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 123

F3 And which of these things happened during the Assessment?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
The Assessor told you what would happen during the Assessment visit	593 63%	232 64% K	361 68% JK	441 65% K	151 56%	260 63%	219 62%	100 64%	446 69% M	94 50%	492 69% O	56 51%
The Assessor talked you through their findings and recommendations	483 51%	196 54% K	326 67% HJK	380 56% K	103 38%	226 55% m	184 52% m	66 42%	401 62% M	54 29%	434 61% O	38 34%
The Assessor discussed your energy use	391 41%	156 43% K	256 48% JK	301 45% K	90 33%	181 44%	134 38%	66 42%	315 49% M	51 27%	334 47% O	32 28%
None of these	105 11%	37 10% I	37 7%	60 9% I	45 17% HIJ	47 11%	40 11%	16 10%	30 5%	55 29% L	38 5%	28 25% N
Don't know	52 5%	16 5% I	14 3%	24 4% I	28 10% HIJ	18 4%	22 6%	10 6%	26 4%	5 3%	29 4%	4 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 123

F3 And which of these things happened during the Assessment?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
The Assessor told you what would happen during the Assessment visit	593 63%	466 68% R	55 59%	52 49%	133 51%	459 67% n	398 68% r	199 73% pr	186 56%	136 66% w	39 57%	93 51%	78 78% uvwz	115 73% vwz	130 57%
The Assessor talked you through their findings and recommendations	483 51%	408 59% QR	31 33%	38 35%	84 32%	399 58% n	318 54% r	166 61% pr	157 47%	108 51% w	34 49% w	63 35%	63 63% w	101 63% uwz	114 50% w
The Assessor discussed your energy use	391 41%	321 47% QR	22 24%	36 34%	80 30%	311 46% n	259 44%	136 50% pr	129 39%	91 43% w	27 39%	53 30%	47 47% w	71 45% w	102 45% w
None of these	105 11%	48 7%	21 23% P	25 23% P	70 26% o	36 5%	55 9%	20 7%	45 14% q	26 12%	6 9%	34 19% xyz	6 6%	10 7%	23 10%
Don't know	52 5%	27 4%	4 4%	3 3%	8 3%	44 6% n	20 3%	7 3%	19 6%	10 5%	5 7%	19 10% uxyz	2 2%	6 4%	11 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 124

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	353 37%	180 36%	173 39%	117 35%	148 41%	86 36%	313 39% g	34 28%	82 32%	271 39%	249 35%	104 43%	173 36%	180 39%	295 44% opq	25 29% pq	33 17%	58 21% p
Postal copy	173 18%	103 21% b	68 15%	61 18%	58 16%	53 22%	155 19% g	15 12%	42 17%	130 19%	126 18%	47 19%	87 18%	86 19%	134 20% pq	18 21% pq	21 11%	39 14% p
Email copy	65 7%	22 5%	42 9% a	18 5%	39 11% ce	7 3%	58 7%	5 4%	11 4%	54 8%	31 4%	34 14% j	20 4%	45 10% l	62 9% opq	1 1%	2 1%	3 1%
Printed copy at the time of assessment	116 12%	54 11%	62 14%	38 11%	51 14%	26 11%	101 12%	14 12%	28 11%	87 13%	92 13%	23 10%	67 14%	49 11%	100 15% opq	6 7%	10 5%	16 6%
No	410 43%	215 44%	193 43%	159 47%	145 40%	106 44%	351 43%	56 45%	109 44%	301 43%	315 45%	95 39%	212 44%	198 43%	257 38%	47 54% n	106 56% n	153 55% n
But saw a copy during the assessment (e.g. on assessor's laptop screen)	52 5%	23 5%	29 7%	23 7%	21 6%	8 3%	43 5%	8 6%	12 5%	40 6%	40 6%	12 5%	26 5%	26 6%	45 7% pq	2 3%	4 2%	7 2%
Not seen a copy, but expecting to receive one	100 11%	50 10%	48 11%	42 12%	36 10%	22 9%	89 11%	10 8%	20 8%	80 12%	67 10%	33 14%	53 11%	47 10%	73 11%	10 12%	16 9%	27 10%
Not seen a copy and not expecting to receive one	194 21%	102 21%	92 21%	67 20%	72 20%	55 23%	162 20%	30 25%	60 24%	134 19%	155 22%	39 16%	107 22%	87 19%	120 18%	25 29% n	49 26% n	74 27% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 124

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Report sent straight to landlord/housing association/other organisation and I have not received a copy	64 7%	41 8%	23 5%	27 8%	16 5%	21 8%	57 7%	7 6%	17 7%	47 7%	53 8%	11 4%	26 5%	39 8%	18 3%	10 11% n	36 19% n	46 17% n
Don't know/not sure	183 19%	99 20%	81 18%	62 18%	68 19%	51 21%	143 18%	33 27% f	60 24% i	120 17%	138 20%	45 19%	101 21%	82 18%	116 17%	15 17%	52 27% n	67 24% no
Net: Received a copy	353 37%	180 36%	173 39%	117 35%	148 41%	86 36%	313 39% g	34 28%	82 32%	271 39%	249 35%	104 43%	173 36%	180 39%	295 44% opq	25 29% pq	33 17%	58 21% p
Net: Not received a copy/DK	593 63%	314 64%	274 61%	221 65%	212 59%	157 64%	494 61%	89 72% f	170 68%	421 61%	453 65%	140 57%	313 64%	280 61%	373 56%	62 71% n	157 83% noq	220 79% no
Net: Seen a copy	405 43%	202 41%	202 45%	140 41%	169 47%	95 39%	357 44% g	42 34%	94 37%	310 45% h	289 41%	116 47%	200 41%	205 45%	341 51% opq	27 31% pq	37 19%	64 23% p
Net: Not seen a copy/DK	541 57%	292 59%	245 55%	199 59%	192 53%	148 61%	450 56%	81 66% f	158 63% i	381 55%	413 59%	128 53%	286 59%	255 55%	328 49%	60 69% n	153 81% noq	213 77% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 124

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	353 37%	328 42% s	25 15%	119 38%	163 38%	56 43%	58 35%	89 34%	94 41%	110 39%	230 37%	123 39%
Postal copy	173 18%	158 20% s	14 9%	60 19% v	87 20% v	13 10%	21 13%	38 14%	52 23% KM	61 21% KM	118 19%	55 17%
Email copy	65 7%	59 8%	6 4%	26 8% u	18 4%	20 16% tu	17 10% O	18 7%	15 7%	14 5%	39 6%	26 8%
Printed copy at the time of assessment	116 12%	111 14% s	5 3%	33 11%	57 13%	22 17%	20 12%	33 13%	27 12%	36 13%	73 12%	43 13%
No	410 43%	309 40%	101 61% r	138 44%	180 42%	56 44%	79 47%	119 45%	90 39%	122 43%	280 45%	130 41%
But saw a copy during the assessment (e.g. on assessor's laptop screen)	52 5%	49 6% s	3 2%	15 5%	29 7%	6 5%	10 6%	14 5%	10 4%	19 7%	30 5%	22 7%
Not seen a copy, but expecting to receive one	100 11%	77 10%	22 14%	35 11%	39 9%	18 14%	14 8%	28 11%	28 12%	30 11%	67 11%	33 10%
Not seen a copy and not expecting to receive one	194 21%	147 19%	47 29% r	68 22%	86 20%	22 17%	36 22%	54 21%	42 18%	61 21%	134 21%	60 19%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 124

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Report sent straight to landlord/housing association/other organisation and I have not received a copy	64 7%	35 5%	29 17% r	19 6%	27 6%	11 9%	19 11% NO	24 9% O	11 5%	11 4%	50 8%	14 4%
Don't know/not sure	183 19%	144 18%	39 24%	55 18%	85 20%	18 14%	29 18%	55 21%	44 19%	54 19%	118 19%	65 21%
Net: Received a copy	353 37%	328 42% s	25 15%	119 38%	163 38%	56 43%	58 35%	89 34%	94 41%	110 39%	230 37%	123 39%
Net: Not received a copy/DK	593 63%	453 58%	140 85% r	193 62%	265 62%	74 57%	108 65%	173 66%	134 59%	176 61%	398 63%	195 61%
Net: Seen a copy	405 43%	377 48% s	28 17%	135 43%	191 45%	62 48%	68 41%	102 39%	104 45%	129 45%	259 41%	145 46%
Net: Not seen a copy/DK	541 57%	403 52%	138 83% r	178 57%	236 55%	68 52%	98 59%	160 61%	125 55%	157 55%	368 59%	173 54%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 124

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	353 37%	217 41% A	53 37%	67 30%	35 47% A	285 36%	28 29%	233 41% J	19 40%	38 36%	63 53% EGIJ	252 41% J	101 31%
Postal copy	173 18%	95 18%	26 18%	45 20%	17 24%	148 19%	11 12%	114 20% J	11 24%	14 13%	33 28% GJ	126 20% J	47 14%
Email copy	65 7%	46 9% A	6 4%	4 2%	15 20% yzA	33 4%	8 8%	31 5%	4 9%	15 14% EIJ	14 12% EI	35 6%	29 9%
Printed copy at the time of assessment	116 12%	76 14% AB	21 14% AB	17 8%	2 3%	103 13%	8 9%	87 15% J	3 7%	9 9%	16 13% J	91 15% J	25 8%
No	410 43%	227 43%	59 42%	104 47%	26 35%	342 44%	53 54%	232 41%	13 28%	48 45% F	42 35%	245 40%	165 50% EFHI
But saw a copy during the assessment (e.g. on assessor's laptop screen)	52 5%	34 6%	9 7%	8 3%	1 2%	45 6%	5 5%	38 7% J	3 6%	6 5%	4 3%	41 7% J	11 3%
Not seen a copy, but expecting to receive one	100 11%	61 12%	14 10%	24 11%	4 6%	82 10%	16 17%	48 9%	5 12%	15 14%	13 11%	54 9%	46 14% EI
Not seen a copy and not expecting to receive one	194 21%	104 20%	29 20%	48 22%	15 20%	163 21%	21 22%	107 19%	4 9%	23 21%	21 18%	111 18%	83 25% EFHI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 124

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Report sent straight to landlord/housing association/other organisation and I have not received a copy	64 7%	27 5%	7 5%	24 11% y	6 8%	52 7%	10 11%	39 7%	1 2%	5 4%	4 3%	40 6%	25 7% H
Don't know/not sure	183 19%	88 17%	30 21%	52 23% y	13 17%	158 20%	17 18%	104 18%	15 32% EHIJ	20 19%	14 12%	119 19% E	64 19% H
Net: Received a copy	353 37%	217 41% A	53 37%	67 30%	35 47% A	285 36%	28 29%	233 41% J	19 40%	38 36%	63 53% EGIJ	252 41% J	101 31%
Net: Not received a copy/DK	593 63%	315 59%	90 63%	156 70% yB	39 53%	500 64%	70 71%	336 59% H	28 60%	68 64% H	55 47%	364 59% H	229 69% EHI
Net: Seen a copy	405 43%	251 47% A	62 44%	74 33%	36 49% A	329 42%	33 33%	271 48% J	21 46%	44 41%	67 57% GJ	293 47% J	112 34%
Net: Not seen a copy/DK	541 57%	280 53%	80 56%	149 67% yB	37 51%	455 58%	65 67%	298 52%	25 54%	63 59% H	51 43%	323 53%	218 66% EHI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 125

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	353 37%	56 64% bcde fgh	88 34%	18 31%	90 40%	70 54% bcdf gh	233 41% bh	228 41% bh	120 32%	51 67% jk	157 35%	145 34%	100 60% m	253 32%	221 41% o	132 32%
Postal copy	173 18%	27 32% bdfg h	47 18%	12 21%	45 20%	35 27% fh	114 20%	114 21%	58 15%	21 28% k	85 19%	66 16%	43 26% m	129 17%	105 20%	67 16%
Email copy	65 7%	19 22% bcdef gh	3 1%	-	5 2%	16 12% bcdfg	31 5% bd	30 5% bd	33 9% bcdg	17 22% jk	11 2%	37 9% j	39 23% m	26 3%	31 6%	33 8%
Printed copy at the time of assessment	116 12%	9 10%	38 15% h	6 10%	40 18% h	19 14% h	87 15% h	84 15% h	28 7%	12 17%	61 14%	42 10%	18 11%	98 13%	85 16% o	31 8%
No	410 43%	19 22%	119 47% aefg	28 50% ae	96 43% ae	42 32% a	232 41% ae	224 40% ae	178 47% aeg	19 25%	196 44% i	195 46% i	51 31%	359 46% l	214 40%	196 48% n
But saw a copy during the assessment (e.g. on assessor's laptop screen)	52 5%	7 8%	22 9% h	1 3%	15 6%	11 8% h	38 7%	37 7%	14 4%	9 12% k	27 6%	16 4%	14 8%	38 5%	32 6%	20 5%
Not seen a copy, but expecting to receive one	100 11%	5 6%	29 11% g	5 10%	18 8%	9 7%	48 9%	46 8%	51 14% defg	5 7%	39 9%	55 13%	18 11%	82 10%	53 10%	47 12%
Not seen a copy and not expecting to receive one	194 21%	6 7%	47 18% a	17 30% abefg	50 22% ae	17 13%	107 19% a	103 18% a	87 23% ae	2 2%	96 21% i	97 23% i	18 11%	176 23% l	108 20%	85 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 125

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Report sent straight to landlord/housing association/other organisation and I have not received a copy	64 7%	1 1%	22 9%	4 8%	14 6%	6 4%	39 7%	38 7%	25 7%	2 3%	35 8%	27 6%	2 1%	62 8%	21 4%	43 11%
Don't know/not sure	183 19%	12 14%	49 19%	10 19%	41 18%	18 14%	104 18%	103 19%	79 21%	6 8%	95 21%	82 19%	14 9%	169 22%	101 19%	83 20%
Net: Received a copy	353 37%	56 64%	88 34%	18 31%	90 40%	70 54%	233 41%	228 41%	120 32%	51 67%	157 35%	145 34%	100 60%	253 32%	221 41%	132 32%
Net: Not received a copy/DK	593 63%	31 36%	168 66%	38 69%	137 60%	61 46%	336 59%	326 59%	257 68%	25 33%	291 65%	277 66%	65 40%	528 68%	314 59%	279 68%
Net: Seen a copy	405 43%	63 72%	110 43%	19 34%	104 46%	81 62%	271 48%	266 48%	134 35%	60 79%	184 41%	161 38%	114 69%	291 37%	253 47%	152 37%
Net: Not seen a copy/DK	541 57%	24 28%	146 57%	37 66%	123 54%	50 38%	298 52%	289 52%	243 65%	16 21%	265 59%	261 62%	52 31%	489 63%	282 53%	259 63%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 125

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	353 37%	22 24%	109 31%	111 44% pq	103 51% pq	136 34%	120 46% M	135 42% M	53 29% S	40 41% PS	51 34% S	12 12%	7 8%	346 40% u	100 79% UVW	229 32%	38 30%	191 33%
Postal copy	173 18%	12 13%	52 15%	59 23% pq	47 24% pq	77 19%	58 22%	57 18%	30 16%	26 27% RS	22 15%	8 8%	4 5%	169 20% u	40 32% UVW	116 16%	24 19%	92 16%
Email copy	65 7%	1 1%	16 5%	17 7% p	29 14% pqr	11 3%	20 8% M	36 11% M	8 5%	5 5%	2 1%	1 1%	1 1%	64 7% u	50 39% UVW	14 2%	3 2%	12 2%
Printed copy at the time of assessment	116 12%	10 10%	41 12%	35 14%	27 14%	48 12%	41 16%	42 13%	15 8%	9 10% S	27 18% PS	3 3%	2 3%	114 13% u	10 8%	99 14%	11 9%	87 15% T
No	410 43%	54 58% rL	167 48% rL	94 38%	72 36%	181 45% N	97 37%	136 42%	87 48%	39 40%	64 42%	68 69% PQR	63 75% v	347 40%	20 15%	337 48% T	69 54% T	267 46% T
But saw a copy during the assessment (e.g. on assessor's laptop screen)	52 5%	1 1%	19 5%	18 7% p	13 7% p	26 6%	19 7%	13 4%	14 8% S	4 4%	6 4%	1 1%	1 1%	51 6%	6 5%	42 6%	6 4%	36 6%
Not seen a copy, but expecting to receive one	100 11%	13 14%	43 12%	22 9%	19 9%	48 12%	26 10%	32 10%	19 10%	10 10%	24 16%	9 9%	8 9%	92 11%	9 7%	85 12%	9 7%	75 13%
Not seen a copy and not expecting to receive one	194 21%	29 31% rL	79 22%	42 17%	32 16%	92 23%	45 17%	56 17%	45 25%	20 20%	31 20%	32 32% R	29 35% v	165 19%	4 3%	161 23% T	28 22% T	132 23% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 125

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Report sent straight to landlord/housing association/other organisation and I have not received a copy	64 7%	10 11% L	26 7%	13 5%	8 4%	15 4%	7 3%	34 11% MN	10 5%	5 5%	3 2%	27 27% PQR	25 30% v	39 5%	-	50 7% TW	26 20% TUW	24 4% T
Don't know/not sure	183 19%	17 19%	75 21% L	45 18%	25 13%	86 21%	44 17%	52 16%	40 22%	18 18%	36 24%	19 19%	14 17%	169 20%	7 6%	141 20% T	20 16% T	121 21% T
Net: Received a copy	353 37%	22 24%	109 31%	111 44% pq	103 51% pq	136 34%	120 46% M	135 42% M	53 29% S	40 41% PS	51 34% S	12 12%	7 8%	346 40% u	100 79% UVW	229 32%	38 30%	191 33%
Net: Not received a copy/DK	593 63%	71 76% rL	242 69% rL	140 56%	98 49%	267 66% NO	141 54%	188 58%	128 71% Q	57 59%	100 66%	87 88% PQR	77 92% v	516 60%	27 21%	478 68% T	90 70% T	388 67% T
Net: Seen a copy	405 43%	23 25%	128 37% p	129 51% pq	117 58% pq	162 40%	139 53% M	148 46%	67 37% S	44 46% S	57 38% S	13 13%	8 9%	397 46% u	106 84% UVW	271 38%	43 34%	227 39%
Net: Not seen a copy/DK	541 57%	71 75% qL	222 63% rL	122 49%	84 42%	241 60% N	122 47%	175 54%	113 63%	53 54%	95 62%	86 87% PQR	76 91% v	465 54%	21 16%	436 62% T	84 66% T	352 61% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 125

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	353 37%	353 100% xyzA	- -	353 87% xzA	- -	- -	261 100%	85 100%	97 28%	101 42% D	70 51% D	149 34%	188 42% G	117 36%	149 38%	99 37%
Postal copy	173 18%	173 49% xyzA	- -	173 43% xzA	- -	- -	130 50%	39 45%	54 15%	49 20%	18 13%	81 18%	80 18%	54 17%	79 20%	43 16%
Email copy	65 7%	65 18% xyzA	- -	65 16% xzA	- -	- -	57 22% C	7 8%	6 2%	21 9% D	31 23% DE	23 5%	41 9% G	23 7%	16 4%	29 11% J
Printed copy at the time of assessment	116 12%	116 33% xyzA	- -	116 29% xzA	- -	- -	74 28%	39 46% B	37 11%	31 13%	21 15%	46 10%	68 15% G	40 12%	54 14%	27 10%
No	410 43%	- -	410 100% wy	52 13% w	358 100% wy	64 100% wy	- -	- -	160 46%	107 45%	58 42%	195 45%	187 42%	141 44%	167 43%	116 43%
But saw a copy during the assessment (e.g. on assessor's laptop screen)	52 5%	- -	52 13% wzA	52 13% wzA	- -	- -	- -	- -	10 3%	20 8% D	11 8% D	17 4%	31 7% G	23 7%	18 5%	12 5%
Not seen a copy, but expecting to receive one	100 11%	- -	100 24% wyA	- -	100 28% wxyA	- -	- -	- -	35 10%	30 12%	17 12%	40 9%	54 12%	32 10%	43 11%	30 11%
Not seen a copy and not expecting to receive one	194 21%	- -	194 47% wyA	- -	194 54% wxyA	- -	- -	- -	88 25% E	42 17%	24 17%	102 23% H	78 17%	61 19%	80 20%	58 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 125

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Report sent straight to landlord/housing association/other organisation and I have not received a copy	64 7%	-	64 16% wy	-	64 18% wxy	64 100% wxyz	-	-	28 8%	16 7%	6 4%	37 9%	24 5%	25 8%	26 7%	15 6%
Don't know/not sure	183 19%	-	-	-	-	-	-	-	94 27% EF	32 14%	10 7%	93 21%	72 16%	63 20%	77 20%	56 21%
Net: Received a copy	353 37%	353 100% xyzA	-	353 87% xzA	-	-	261 100%	85 100%	97 28%	101 42% D	70 51% D	149 34%	188 42% G	117 36%	149 38%	99 37%
Net: Not received a copy/DK	593 63%	-	410 100% wy	52 13% w	358 100% wy	64 100% wy	-	-	254 72% EF	140 58%	68 49%	289 66% H	259 58%	204 64%	244 62%	172 63%
Net: Seen a copy	405 43%	353 100% xzA	52 13% zA	405 100% xzA	-	-	261 100%	85 100%	107 30%	121 50% D	81 59% D	166 38%	219 49% G	140 43%	167 43%	111 41%
Net: Not seen a copy/DK	541 57%	-	358 87% wy	-	358 100% wxy	64 100% wxy	-	-	244 70% EF	120 50%	56 41%	272 62% H	229 51%	182 57%	226 57%	159 59%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 126

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	353 37%	165 46% K	221 41% K	288 43% K	65 24%	167 41%	121 34%	55 35%	299 46% M	43 23%	310 43% O	36 32%
Postal copy	173 18%	82 23% K	105 20% K	141 21% K	32 12%	75 18%	62 18%	32 20%	140 22% M	26 14%	148 21%	20 18%
Email copy	65 7%	39 11% IJK	31 6%	52 8% I	13 5%	41 10% lm	13 4%	6 4%	56 9%	9 5%	54 7%	11 10%
Printed copy at the time of assessment	116 12%	44 12%	85 16% HJK	95 14% K	21 8%	51 12%	46 13%	17 11%	103 16% M	9 5%	109 15% O	5 5%
No	410 43%	141 39%	214 40%	267 40%	143 53% HIJ	182 44%	155 44%	66 42%	238 37%	116 61% L	269 38%	60 53% N
But saw a copy during the assessment (e.g. on assessor's laptop screen)	52 5%	21 6%	32 6%	38 6%	14 5%	26 6%	19 5%	6 4%	48 7% M	4 2%	49 7% O	2 2%
Not seen a copy, but expecting to receive one	100 11%	38 10%	53 10%	68 10%	31 12%	43 10%	39 11%	19 12%	59 9%	25 13%	68 9%	18 17% N
Not seen a copy and not expecting to receive one	194 21%	72 20%	108 20%	135 20%	59 22%	86 21%	74 21%	29 18%	98 15%	73 38% L	118 17%	34 30% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 126

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Report sent straight to landlord/housing association/other organisation and I have not received a copy	64 7%	10 3%	21 4%	26 4%	39 14% HIJ	28 7%	23 7%	12 8%	34 5%	15 8%	33 5%	6 5%
Don't know/not sure	183 19%	56 15%	101 19%	120 18%	63 23% H	62 15%	78 22% k	36 23% k	112 17%	29 16%	138 19%	16 14%
Net: Received a copy	353 37%	165 46% K	221 41% K	288 43% K	65 24%	167 41%	121 34%	55 35%	299 46% M	43 23%	310 43% O	36 32%
Net: Not received a copy/DK	593 63%	196 54%	314 59%	387 57%	206 76% HIJ	245 59%	233 66%	102 65%	349 54%	145 77% L	407 57%	75 68% N
Net: Seen a copy	405 43%	187 52% K	253 47% K	326 48% K	79 29%	194 47%	141 40%	62 39%	347 53% M	47 25%	360 50% O	38 34%
Net: Not seen a copy/DK	541 57%	175 48%	282 53%	349 52%	192 71% HIJ	218 53%	214 60%	96 61%	302 47%	141 75% L	357 50%	74 66% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 126

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	353 37%	272 40%	27 30%	44 41%	76 29%	277 41% n	266 46% r	140 51% pr	82 24%	77 37%	26 37%	49 27%	46 46% w	74 47% wz	80 36%
Postal copy	173 18%	129 19%	15 16%	25 23%	41 15%	132 19%	131 22% r	66 24% r	38 11%	34 16%	14 20%	29 16%	16 16%	29 18%	50 22%
Email copy	65 7%	49 7%	4 5%	10 9%	15 6%	49 7%	60 10% r	24 9% r	4 1%	18 8% w	2 2%	4 2%	15 15% vwz	13 8% w	13 6%
Printed copy at the time of assessment	116 12%	94 14%	8 9%	9 9%	20 8%	95 14% n	76 13%	50 18% pr	40 12%	25 12%	10 15%	15 9%	15 15% z	32 20% uwz	17 8%
No	410 43%	283 41%	47 50%	48 44%	141 54% o	268 39%	231 40% q	96 35%	170 51% pq	95 45%	29 42%	86 48% x	34 34%	63 40%	102 45%
But saw a copy during the assessment (e.g. on assessor's laptop screen)	52 5%	44 6%	3 3%	2 2%	6 2%	46 7% n	37 6%	23 9% r	14 4%	8 4%	2 3%	9 5%	4 4%	19 12% uvwz	10 4%
Not seen a copy, but expecting to receive one	100 11%	68 10%	15 16%	14 13%	32 12%	68 10%	68 12% q	24 9%	31 9%	20 9%	5 7%	19 11%	12 12%	14 9%	30 13%
Not seen a copy and not expecting to receive one	194 21%	123 18%	25 27% P	29 27% P	86 33% o	108 16%	105 18% q	38 14%	83 25% pq	49 23%	18 25%	37 21%	14 14%	26 16%	51 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 126

F4 And have you already received or seen your Green Deal Advice Report?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Report sent straight to landlord/housing association/other organisation and I have not received a copy	64 7%	48 7%	4 4%	3 3%	17 6%	47 7%	21 4%	11 4%	42 13% pq	19 9% y	5 7%	21 11% xyz	4 4%	5 3%	11 5%
Don't know/not sure	183 19%	131 19%	18 20%	16 15%	45 17%	138 20%	85 15%	38 14%	82 25% pq	39 18%	14 20%	46 25% y	20 20%	21 13%	44 19%
Net: Received a copy	353 37%	272 40%	27 30%	44 41%	76 29%	277 41% n	266 46% r	140 51% pr	82 24%	77 37%	26 37%	49 27%	46 46% w	74 47% wz	80 36%
Net: Not received a copy/DK	593 63%	414 60%	65 70%	64 59%	187 71% o	406 59%	316 54% q	134 49%	252 76% pq	133 63%	43 63%	132 73% xy	54 54%	85 53%	146 64% y
Net: Seen a copy	405 43%	316 46% Q	30 33%	46 42%	82 31%	322 47% n	303 52% r	163 60% pr	96 29%	85 40%	28 40%	58 32%	51 51% w	93 58% uvwz	90 40%
Net: Not seen a copy/DK	541 57%	370 54%	62 67% P	62 58%	181 69% o	361 53%	280 48% q	111 40%	238 71% pq	126 60% y	41 60% y	123 68% xy	50 49%	66 42%	136 60% y



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 127

F5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very useful	260 27%	131 27%	128 29%	82 24%	106 29%	72 30%	227 28%	30 24%	72 28%	188 27%	189 27%	70 29%	124 26%	135 29%	213 32% pq	20 23%	26 14%	46 17%
Quite useful	389 41%	214 43%	174 39%	151 45% e	149 41%	88 36%	317 39%	64 52% f	95 38%	293 42%	293 42%	96 39%	210 43%	179 39%	265 40%	37 42%	88 46%	124 45%
Not very useful	112 12%	60 12%	50 11%	32 9%	50 14%	29 12%	96 12%	13 10%	30 12%	81 12%	81 12%	31 13%	69 14% m	43 9%	81 12%	11 12%	21 11%	32 11%
Not at all useful	76 8%	37 8%	39 9%	26 8%	26 7%	24 10%	72 9% g	4 4%	26 10%	51 7%	63 9%	13 5%	33 7%	44 10%	49 7%	5 5%	23 12% n	28 10% o
Don't know	109 11%	52 11%	54 12%	48 14% d	30 8%	30 12%	95 12%	12 9%	29 11%	79 11%	75 11%	34 14%	50 10%	58 13%	62 9%	15 18% n	32 17% n	47 17% n
NET: All useful	649 69%	345 70%	303 68%	233 69%	255 71%	160 66%	544 67%	94 77% f	166 66%	481 70%	483 69%	166 68%	334 69%	314 68%	478 71% pq	56 65%	114 60%	171 62%
NET: All not useful	189 20%	97 20%	89 20%	58 17%	76 21%	53 22%	168 21%	17 14%	56 22%	131 19%	144 21%	44 18%	102 21%	87 19%	129 19%	15 18%	44 23%	59 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 127

F5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very useful	260 27%	226 29% s	34 20%	88 28%	130 30% v	25 19%	43 26%	60 23%	60 26%	95 33% M	153 24%	106 33% w
Quite useful	389 41%	341 44% s	48 29%	123 39%	170 40%	65 50% tu	66 40%	109 42%	98 43%	114 40%	274 44% x	115 36%
Not very useful	112 12%	84 11%	28 17% r	43 14%	49 11%	12 9%	17 10%	40 15% O	31 13%	25 9%	78 12%	34 11%
Not at all useful	76 8%	58 7%	18 11%	28 9%	33 8%	11 9%	9 6%	18 7%	19 9%	29 10%	50 8%	27 8%
Don't know	109 11%	72 9%	37 22% r	30 10%	45 11%	17 13%	31 19% NO	34 13%	20 9%	24 8%	73 12%	36 11%
NET: All useful	649 69%	566 73% s	82 50%	211 68%	300 70%	90 69%	108 65%	170 65%	159 69%	209 73%	427 68%	221 70%
NET: All not useful	189 20%	142 18%	46 28% r	71 23%	82 19%	23 18%	27 16%	59 22%	50 22%	54 19%	128 20%	61 19%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 127

F5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very useful	260 27%	165 31% A	39 28%	49 22%	16 22%	213 27%	25 26%	167 29% HJ	17 37% HJ	36 34% HJ	23 19%	185 30% HJ	75 23%
Quite useful	389 41%	210 40%	60 42%	93 42%	32 43%	333 42% D	25 25%	255 45% GJ	21 45%	35 33%	46 39%	276 45% GJ	113 34%
Not very useful	112 12%	69 13%	15 10%	26 12%	4 6%	93 12%	16 16%	50 9%	2 5%	19 18% EFI	23 19% EFI	52 8%	60 18% EFI
Not at all useful	76 8%	39 7%	9 7%	23 10%	10 13%	56 7%	15 15% C	31 5%	1 2%	8 7%	21 18% EFGI	32 5%	45 14% EFGI
Don't know	109 11%	48 9%	20 14%	32 14% Y	11 15%	88 11%	17 17%	66 12%	5 12%	9 8%	7 6%	71 12%	38 11% H
NET: All useful	649 69%	375 71%	99 69%	142 64%	48 66%	546 70% D	50 51%	423 74% HJ	38 81% HJ	71 67% J	68 58%	461 75% HJ	188 57%
NET: All not useful	189 20%	108 20%	24 17%	48 22%	14 19%	150 19%	31 31% C	81 14%	3 7%	27 25% EFI	43 37% EFI	84 14%	105 32% EFI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 128

F5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Base: All respondents

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very useful	260 27%	38 43% bfg	68 27% h	17 30% e	75 33% h	50 38% bfg	167 29% h	163 29% h	92 24% g	34 45% jk	120 27% k	106 25% k	65 39% m	195 25% m	180 34% o	79 19% o
Quite useful	389 41%	35 41% h	113 44% h	23 41% h	103 45% h	56 43% h	255 45% h	248 45% h	134 35% g	32 43% g	200 45% k	157 37% k	69 42% l	320 41% l	220 41% l	169 41% l
Not very useful	112 12%	5 6% e	29 11% e	3 5% e	16 7% e	6 5% e	50 9% e	49 9% e	62 17% acdefg	3 4% g	45 10% g	65 15% ij	13 8% i	100 13% i	63 12% i	50 12% i
Not at all useful	76 8%	1 1% n	13 5% n	5 10% ad	7 3% n	5 4% n	31 5% ad	29 5% ad	46 12% abdefg	1 1% n	26 6% n	49 12% ij	8 5% l	68 9% l	30 6% n	46 11% n
Don't know	109 11%	8 9% n	33 13% n	8 14% n	26 11% n	14 11% n	66 12% n	66 12% n	43 11% n	5 7% n	58 13% n	46 11% n	11 6% l	98 13% l	42 8% n	66 16% n
NET: All useful	649 69%	73 84% bfg	182 71% h	40 72% h	178 78% bgh	106 81% bfg	423 74% h	411 74% h	226 60% g	66 88% jk	319 71% k	263 62% k	134 81% m	514 66% m	400 75% o	248 61% o
NET: All not useful	189 20%	6 7% ade	42 16% ade	8 14% ade	23 10% ade	11 8% ade	81 14% ade	78 14% ade	108 29% abcde	4 5% fg	71 16% i	114 27% ij	21 12% l	168 22% l	93 17% n	96 23% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 128

F5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very useful	260 27%	14 14%	79 23%	77 31% pq	84 42% pqr	109 27%	74 28%	100 31%	57 31% S	30 31% S	33 22%	13 13%	9 11%	251 29% u	38 30%	196 28%	28 22%	168 29%
Quite useful	389 41%	30 32%	158 45% pL	113 45% p	73 36%	161 40%	120 46%	144 45%	75 41%	44 45%	68 45%	35 35%	30 35%	359 42%	54 43%	300 42%	55 44%	245 42%
Not very useful	112 12%	18 19% r	46 13%	24 9%	21 10%	62 15% NO	24 9%	30 9%	16 9%	7 7%	22 15%	16 17% Q	13 16%	99 11%	18 14%	81 12%	11 9%	70 12%
Not at all useful	76 8%	14 15% qL	26 8%	18 7%	11 6%	34 8%	16 6%	21 7%	12 7%	6 6%	10 7%	15 15% PQR	15 17% v	62 7%	12 9%	55 8%	13 10%	42 7%
Don't know	109 11%	18 19% rL	41 12% L	18 7%	12 6%	38 9%	27 10%	29 9%	21 12%	10 10%	18 12%	20 20%	18 21% v	91 11%	6 5%	75 11% W	20 16% TUW	55 9%
NET: All useful	649 69%	44 47%	237 68% p	190 76% pq	157 78% pq	270 67%	194 74% M	244 75% M	131 73% S	74 76% S	102 67% S	48 48%	39 46%	610 71% u	91 72%	496 70%	84 66%	412 71%
NET: All not useful	189 20%	32 34% qL	73 21%	42 17%	32 16%	95 24% NO	39 15%	51 16%	28 16%	13 13%	33 21%	31 32% PQ	28 33% v	161 19%	29 23%	137 19%	24 19%	113 19%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 128

F5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very useful	260 27%	131 37% xzA	84 21% z	154 38% xzA	61 17%	12 19%	99 38%	28 33%	85 24%	83 34% D	40 29%	121 28%	123 27%	93 29%	116 30%	63 23%
Quite useful	389 41%	168 48% xz	154 37%	193 48% xzA	129 36%	21 33%	126 48%	41 47%	141 40%	98 41%	59 43%	189 43%	180 40%	144 45% J	148 38%	112 41%
Not very useful	112 12%	27 8%	67 16% wy	30 7%	64 18% wxy	10 16% wy	20 8%	5 6%	43 12%	23 9%	19 14%	42 10%	61 14%	29 9%	50 13%	39 14%
Not at all useful	76 8%	16 5%	49 12% wy	17 4%	48 13% wxy	4 7%	13 5%	4 4%	35 10%	14 6%	9 6%	42 10%	32 7%	22 7%	36 9%	21 8%
Don't know	109 11%	10 3%	56 14% wy	10 3%	56 16% wxy	16 25% wxy	3 1%	8 9% B	48 14%	23 9%	11 8%	45 10%	52 12%	32 10%	43 11%	36 13%
NET: All useful	649 69%	299 85% xzA	238 58% z	347 86% xzA	190 53%	34 53%	225 86%	69 81%	226 64%	181 75% D	99 72%	309 71%	303 68%	238 74% JK	264 67%	174 64%
NET: All not useful	189 20%	43 12%	116 28% wy	47 12%	112 31% wxy	15 23% wy	33 13%	9 10%	78 22% E	37 15%	28 20%	83 19%	93 21%	51 16%	85 22% I	60 22%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 129

F5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very useful	260 27%	101 28% K	180 34% HJK	207 31% K	52 19%	119 29%	88 25%	47 30%	260 40% M	-	249 35% O	4 3%
Quite useful	389 41%	151 42%	220 41%	281 42%	108 40%	159 39%	158 45%	66 42%	389 60% M	-	359 50% O	15 14%
Not very useful	112 12%	38 11%	63 12%	75 11%	37 14%	46 11%	52 15% m	11 7%	-	112 60% L	47 7%	50 45% N
Not at all useful	76 8%	36 10% IJ	30 6%	49 7% I	27 10% I	34 8%	27 8%	13 8%	-	76 40% L	13 2%	38 34% N
Don't know	109 11%	35 10%	42 8%	62 9% I	47 17% HIJ	54 13% I	30 8%	20 13%	-	-	48 7%	5 4%
NET: All useful	649 69%	252 70% K	400 75% HJK	489 72% K	160 59%	278 67%	246 69%	113 72%	649 100% M	-	608 85% O	19 17%
NET: All not useful	189 20%	74 21%	93 17%	124 18%	64 24% I	80 19%	79 22%	24 15%	-	189 100% L	61 8%	88 79% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 129

F5 How useful was the Green Deal assessment in helping you to understand what you can do to make your home more energy efficient?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very useful	260 27%	243 35% QR	5 6%	7 6%	17 6%	243 36% n	185 32% r	101 37% pr	72 22%	62 29%	16 23%	40 22%	39 38% vwz	44 28%	59 26%
Quite useful	389 41%	313 46% R	44 48% R	18 17%	41 15%	348 51% n	244 42%	116 42%	132 40%	85 40%	32 47%	68 38%	37 36%	74 47%	93 41%
Not very useful	112 12%	47 7%	23 25% P	38 35% P	112 43% o	- -	69 12%	25 9%	41 12%	26 12%	7 10%	24 14%	11 11%	15 10%	29 13%
Not at all useful	76 8%	19 3%	13 14% P	36 34% PQ	76 29% o	- -	43 7% q	8 3%	33 10% q	24 11% y	7 10%	13 7%	6 6%	8 5%	18 8%
Don't know	109 11%	65 9%	7 7%	8 8%	17 6%	92 13% n	42 7%	24 9%	55 17% pq	15 7%	8 11%	35 19% uxyz	8 8%	17 11%	27 12%
NET: All useful	649 69%	555 81% QR	50 54% R	25 23%	58 22%	591 87% n	429 74% r	217 79% pr	204 61%	147 70% w	48 69%	108 60%	75 75% w	118 75% w	152 67%
NET: All not useful	189 20%	66 10%	36 39% P	74 69% PQ	189 72% o	- -	112 19% q	33 12%	74 22% q	49 23% y	14 20%	38 21%	17 17%	23 15%	48 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 130

F6 How confident were you in the recommendations made by the Green Deal assessor?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very confident	302 32%	146 29%	155 35%	95 28%	125 35%	80 33%	266 33%	30 25%	77 31%	223 32%	228 33%	74 30%	140 29%	162 35%	242 36% pq	23 26%	37 19%	60 21%
Fairly confident	415 44%	225 45%	190 43%	156 46%	160 44%	100 41%	339 42%	71 58% f	105 42%	311 45%	314 45%	101 42%	242 50% m	173 38%	293 44%	44 51%	78 41%	122 44%
Not very confident	75 8%	44 9%	30 7%	27 8%	27 8%	21 9%	65 8%	9 7%	20 8%	54 8%	46 7%	28 12% j	34 7%	41 9%	54 8%	8 9%	13 7%	21 7%
Not confident at all	37 4%	16 3%	20 5%	14 4%	14 4%	9 4%	34 4%	3 2%	11 5%	26 4%	26 4%	11 5%	22 5%	15 3%	28 4%	2 2%	6 3%	9 3%
Don't know	117 12%	63 13%	51 11%	47 14%	35 10%	33 14%	103 13%	10 8%	38 15%	78 11%	88 13%	29 12%	48 10%	69 15% i	50 8%	11 12%	56 29% noq	67 24% no
NET: All confident	717 76%	370 75%	345 77%	251 74%	285 79%	180 74%	605 75%	101 82%	182 72%	534 77%	542 77%	175 72%	382 79% m	335 73%	536 80% pq	67 77% pq	114 60%	181 65% p
NET: All not confident	112 12%	61 12%	50 11%	41 12%	41 11%	30 12%	99 12%	12 9%	32 13%	80 12%	72 10%	40 16% j	56 12%	56 12%	82 12%	10 11%	20 10%	29 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 130

F6 How confident were you in the recommendations made by the Green Deal assessor?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very confident	302 32%	266 34% s	36 22%	107 34%	135 32%	44 34%	56 34%	74 28%	73 32%	99 34%	191 30%	111 35%
Fairly confident	415 44%	355 46% s	60 36%	132 42%	190 45%	59 46%	63 38%	117 44%	104 46%	130 45%	281 45%	134 42%
Not very confident	75 8%	58 7%	17 10%	26 8%	31 7%	10 8%	14 8%	24 9%	19 8%	16 6%	52 8%	23 7%
Not confident at all	37 4%	34 4%	3 2%	13 4%	21 5%	2 1%	4 2%	9 3%	9 4%	15 5%	24 4%	13 4%
Don't know	117 12%	67 9%	50 30% r	34 11%	51 12%	15 11%	30 18% NO	38 14%	23 10%	27 9%	80 13%	38 12%
NET: All confident	717 76%	622 80% s	96 58%	239 76%	325 76%	103 79%	119 72%	191 73%	177 78%	228 80%	472 75%	245 77%
NET: All not confident	112 12%	92 12%	20 12%	39 13%	51 12%	12 9%	17 10%	33 13%	28 12%	32 11%	76 12%	35 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 130

F6 How confident were you in the recommendations made by the Green Deal assessor?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very confident	302 32%	188 35% zA	37 26%	61 27%	28 38%	245 31%	30 30%	197 35% HJ	20 43% HJ	38 36% HJ	26 22%	217 35% HJ	85 26%
Fairly confident	415 44%	234 44% B	70 49% B	97 44% B	21 29%	357 46%	35 35%	269 47% J	18 38%	40 37%	53 44%	287 47% J	128 39%
Not very confident	75 8%	46 9%	11 7%	16 7%	7 9%	58 7%	10 10%	28 5%	2 4%	13 13% EI	21 17% EFH	30 5%	45 14% EI
Not confident at all	37 4%	17 3%	6 4%	11 5%	5 7%	29 4%	5 5%	7 1%	3 6% EI	5 5% EI	16 13% EGJU	10 2% E	27 8% EI
Don't know	117 12%	47 9%	19 13%	37 17% Y	13 17% Y	96 12%	18 19%	68 12% H	4 9%	10 9%	3 3%	72 12% H	45 14% H
NET: All confident	717 76%	421 79% AB	107 75%	158 71%	49 67%	602 77% D	64 66%	466 82% HJ	38 81% J	78 73% J	79 66%	504 82% HJ	213 65%
NET: All not confident	112 12%	63 12%	17 12%	28 12%	12 16%	86 11%	15 16%	35 6%	5 11%	19 18% EI	36 31% EFGU	40 6%	72 22% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 131

F6 How confident were you in the recommendations made by the Green Deal assessor?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very confident	302 32%	44 51% bcfg h	70 27%	16 29%	97 43% bcfg h	54 41% bh	197 35% bh	191 34% bh	105 28%	36 47% jk	139 31%	127 30%	73 44% m	229 29%	200 37% o	102 25%
Fairly confident	415 44%	34 39%	142 55% acde fgh	21 38%	104 46%	58 44%	269 47% h	264 48% h	146 39%	32 42%	221 49% k	162 38%	68 41%	347 44%	249 46%	166 41%
Not very confident	75 8%	5 5%	7 3%	2 4%	10 4%	6 5%	28 5% b	26 5% b	47 12% bdefg	4 5%	22 5%	49 12% j	9 5%	66 8%	33 6%	42 10% n
Not confident at all	37 4%	-	1 *	1 1%	2 1%	4 3% bfg	7 1% bg	6 1%	30 8% abdefg	-	4 1%	33 8% ij	9 6%	28 4%	18 3%	19 5%
Don't know	117 12%	3 4%	38 15% ade	16 28% abdefgh	14 6%	8 6%	68 12% ade	68 12% ade	49 13% ad	4 5%	61 14%	52 12%	6 4%	111 14% l	37 7%	81 20% n
NET: All confident	717 76%	79 91% cfgh	212 82% ch	37 67%	201 88% bcfg h	112 86% ch	466 82% ch	455 82% ch	251 67%	68 90% k	360 80% k	289 68%	141 85% m	576 74%	448 84% o	269 65%
NET: All not confident	112 12%	5 5%	7 3%	3 5%	12 5%	10 8% b	35 6% bg	32 6% b	77 20% abcde fg	4 5%	26 6%	82 19% ij	18 11%	94 12%	50 9%	61 15% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 131

F6 How confident were you in the recommendations made by the Green Deal assessor?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very confident	302 32%	18 20%	100 29%	92 37% pq	87 43% pq	126 31%	92 35%	109 34%	64 36% S	35 37% S	45 29% S	12 12%	9 10%	293 34% u	45 36% V	221 31% V	30 23%	191 33% UV
Fairly confident	415 44%	38 41%	164 47%	109 44%	81 41%	189 47%	117 45%	136 42%	85 47%	46 47%	78 52% S	36 36%	29 35%	386 45%	51 41%	330 47%	51 40%	278 48%
Not very confident	75 8%	13 14%	26 7%	20 8%	14 7%	33 8%	16 6%	24 8%	9 5%	6 7%	15 10%	10 10%	10 11%	65 8%	15 12%	51 7%	7 5%	44 8%
Not confident at all	37 4%	3 4%	17 5%	6 3%	9 5%	21 5% O	11 4%	7 2%	6 3%	2 3%	2 1%	4 4%	4 4%	33 4%	9 7%	25 3%	3 3%	21 4%
Don't know	117 12%	21 23% qL	43 12% L	22 9%	9 5%	34 9%	25 10%	47 14% M	16 9%	7 7%	12 8%	37 38% PQR	33 39% v	84 10%	5 4%	81 11% TW	36 28% TUW	45 8%
NET: All confident	717 76%	56 60%	264 75% p	201 80% p	169 84% pq	315 78%	209 80%	245 76%	149 83% S	81 84% S	123 81% S	47 48%	38 45%	679 79% u	97 76% V	551 78% V	81 64%	470 81% UV
NET: All not confident	112 12%	16 17%	43 12%	27 11%	23 11%	54 13%	26 10%	31 10%	16 9%	9 9%	17 11%	14 14%	13 16%	99 11%	25 19% UVW	75 11%	10 8%	65 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 131

F6 How confident were you in the recommendations made by the Green Deal assessor?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very confident	302 32%	153 43% xzA	102 25% z	176 43% xzA	79 22%	14 23%	115 44%	36 42%	98 28%	86 36% D	53 38% D	135 31%	145 32%	92 29%	137 35%	83 31%
Fairly confident	415 44%	158 45% A	167 41%	184 45% A	141 39%	19 29%	112 43%	42 49%	151 43%	111 46%	58 42%	203 46%	194 43%	159 49% J	153 39%	120 44%
Not very confident	75 8%	25 7%	39 10%	25 6%	39 11% xy	5 8%	20 8%	3 4%	31 9%	17 7%	8 6%	33 8%	35 8%	21 6%	38 10%	20 7%
Not confident at all	37 4%	11 3%	20 5%	13 3%	19 5%	1 7%	11 4%	-	18 5%	7 3%	4 3%	15 3%	22 5%	13 4%	14 4%	11 4%
Don't know	117 12%	6 2%	81 20% wy	7 2%	81 23% wxy	25 39% wxyz	2 7%	4 5% B	54 15% E	19 8%	15 11%	53 12%	53 12%	37 12%	51 13%	36 13%
NET: All confident	717 76%	310 88% xzA	269 66% zA	360 89% xzA	220 61%	33 52%	227 87%	78 92%	249 71%	197 82% D	111 80% D	338 77%	339 76%	251 78%	290 74%	203 75%
NET: All not confident	112 12%	36 10%	60 15% y	38 9%	58 16% wxy	6 9%	32 12% C	3 4%	49 14%	24 10%	12 8%	48 11%	56 13%	33 10%	52 13%	31 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 132

F6 How confident were you in the recommendations made by the Green Deal assessor?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very confident	302 32%	127 35% K	200 37% K	238 35% K	63 23%	144 35%	99 28%	56 36%	276 43% M	12 6%	302 42% O	-
Fairly confident	415 44%	146 40%	249 46% H	304 45% H	111 41%	162 39%	172 48% k	69 44%	332 51% M	49 26%	415 58% O	-
Not very confident	75 8%	32 9% J	33 6%	47 7%	27 10%	32 8%	29 8%	9 6%	18 3%	55 29% L	-	75 67% N
Not confident at all	37 4%	20 6% J	18 3%	27 4%	10 4%	18 4%	13 4%	6 4%	1 *	33 18% L	-	37 33% N
Don't know	117 12%	36 10% I	37 7%	58 9% I	59 22% HIJ	55 13%	41 12%	17 11%	21 3%	40 21% L	-	-
NET: All confident	717 76%	273 75% K	448 84% HJK	542 80% HIK	175 64%	306 74%	271 76%	125 80%	608 94% M	61 32%	717 100% O	-
NET: All not confident	112 12%	52 14% J	50 9%	75 11% I	37 14%	51 12%	42 12%	15 9%	19 3%	88 47% L	-	112 100% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 132

F6 How confident were you in the recommendations made by the Green Deal assessor?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very confident	302 32%	274 40% QR	12 13%	7 7%	22 9%	279 41% n	219 38% r	117 43% pr	77 23%	70 33% v	13 19%	49 27%	41 41% vw	61 39% vw	67 29%
Fairly confident	415 44%	328 48% R	44 48% R	25 24%	78 30%	337 49% n	241 41%	123 45%	164 49% p	91 43%	40 58% uwxy	76 42%	36 36%	67 42%	105 46%
Not very confident	75 8%	23 3%	17 19% P	31 29% P	75 28% o	- -	48 8% q	12 4%	25 8%	13 6%	2 4%	16 9%	9 9%	10 7%	23 10%
Not confident at all	37 4%	4 1%	5 5% P	25 23% PQ	37 14% o	- -	22 4% q	2 1%	15 5% q	8 4%	3 5%	5 3%	8 7%	4 2%	9 4%
Don't know	117 12%	57 8%	14 16% P	18 17% P	51 19% o	67 10%	52 9%	20 7%	53 16% pq	28 13%	10 14%	34 19% xyz	7 7%	15 10%	23 10%
NET: All confident	717 76%	602 88% QR	56 60% R	33 31%	101 38%	616 90% n	461 79% r	240 87% pr	240 72%	161 76%	53 77%	125 69%	77 77%	129 81% w	172 76%
NET: All not confident	112 12%	27 4%	22 24% P	56 52% PQ	112 42% o	- -	70 12% q	14 5%	40 12% q	22 10%	6 9%	21 12%	17 16%	14 9%	32 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 133

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	339 36%	165 33%	174 39%	115 34%	131 36%	93 38%	313 39% g	22 18%	82 33%	257 37%	254 36%	85 35%	159 33%	181 39% l	275 41% pq	28 32% pq	36 19%	64 23% p
Fairly clear	307 32%	169 34%	138 31%	110 33%	120 33%	77 32%	256 32%	47 38%	78 31%	229 33%	216 31%	91 37%	160 33%	147 32%	231 35% q	25 28%	52 27%	76 28%
Neither clear nor unclear	71 7%	33 7%	37 8%	25 7%	23 6%	22 9%	51 6%	17 14% f	28 11% i	43 6%	48 7%	23 9%	43 9%	27 6%	45 7%	9 10%	17 9%	26 9%
Fairly unclear	30 3%	16 3%	13 3%	14 4%	11 3%	4 2%	23 3%	5 4%	8 3%	21 3%	21 3%	10 4%	16 3%	14 3%	20 3%	3 4%	7 4%	11 4%
Very unclear	31 3%	12 2%	19 4%	9 3%	11 3%	11 4%	30 4%	1 1%	9 4%	22 3%	16 2%	15 6% j	10 2%	21 5% l	22 3%	3 4%	6 3%	9 3%
Not discussed at all	123 13%	70 14%	53 12%	46 13%	52 14%	25 10%	100 12%	23 19% f	33 13%	90 13%	112 16% k	11 4%	70 14%	53 12%	52 8%	14 16% n	57 30% noq	71 26% no
Don't know	44 5%	29 6%	14 3%	20 6%	13 4%	10 4%	34 4%	7 6%	13 5%	29 4%	35 5%	10 4%	28 6%	16 3%	24 4%	5 5%	15 8% n	20 7% n
NET: All clear	647 68%	334 68%	312 70%	225 66%	251 70%	171 70%	570 71% g	69 56%	160 64%	486 70%	471 67%	176 72%	319 66%	328 71%	506 76% opq	53 60% pq	88 46%	141 51% p



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 133

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All not clear	61 6%	28 6%	32 7%	23 7%	22 6%	15 6%	53 7%	7 5%	17 7%	43 6%	37 5%	24 10% j	26 5%	36 8%	42 6%	7 8%	13 7%	20 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 133

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	339 36%	298 38% s	42 25%	115 37%	157 37%	51 39%	54 33%	83 32%	81 36%	121 42% M	211 34%	128 40%
Fairly clear	307 32%	268 34% s	39 24%	110 35% v	140 33%	30 23%	55 33%	89 34%	68 30%	93 33%	212 34%	95 30%
Neither clear nor unclear	71 7%	55 7%	15 9%	22 7%	36 8%	8 6%	9 6%	24 9%	19 8%	18 6%	48 8%	23 7%
Fairly unclear	30 3%	25 3%	6 3%	13 4%	11 3%	5 4%	6 4%	10 4%	6 3%	8 3%	19 3%	11 4%
Very unclear	31 3%	28 4%	4 2%	7 2%	12 3%	8 6% t	7 4%	7 3%	8 4%	9 3%	24 4%	7 2%
Not discussed at all	123 13%	78 10%	45 27% r	31 10%	56 13%	22 17% t	24 14%	36 14%	34 15%	29 10%	85 14%	38 12%
Don't know	44 5%	30 4%	14 9% r	14 5%	15 4%	5 4%	11 7%	13 5%	11 5%	8 3%	28 5%	16 5%
NET: All clear	647 68%	566 72% s	81 49%	225 72%	297 69%	81 63%	109 66%	171 65%	149 65%	214 75% MN	423 67%	223 70%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 133

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: All not clear	61 6%	52 7%	9 6%	20 7%	24 6%	13 10%	13 8%	17 7%	14 6%	17 6%	43 7%	18 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 133

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	339 36%	208 39%	43 30%	74 33%	23 32%	280 36%	34 35%	232 41% HJ	21 45% J	34 32%	35 29%	253 41% HJ	86 26%
Fairly clear	307 32%	174 33%	50 35%	63 28%	27 37%	257 33% D	21 22%	185 32%	16 34%	39 37%	42 36%	201 33%	107 32%
Neither clear nor unclear	71 7%	47 9% A	11 8%	10 5%	3 4%	58 7%	10 10%	30 5%	4 8%	11 10%	11 10%	33 5%	37 11% EI
Fairly unclear	30 3%	14 3%	5 4%	8 4%	2 2%	25 3%	3 3%	11 2%	1 2%	3 3%	10 9% EI	12 2%	18 6% EI
Very unclear	31 3%	15 3%	8 5%	10 5%	3 4%	27 3%	4 4%	11 2%	1 2%	7 6% EI	6 5%	12 2%	19 6% EI
Not discussed at all	123 13%	54 10%	18 12%	40 18% Y	12 17%	102 13%	18 18%	75 13%	4 8%	9 9%	9 8%	78 13%	45 14% H
Don't know	44 5%	19 3%	7 5%	17 7% Y	3 4%	36 5%	7 7%	27 5%	1 2%	4 4%	4 4%	27 4%	17 5%
NET: All clear	647 68%	382 72% A	94 66%	137 61%	51 69%	536 68% D	56 57%	417 73% J	37 78% J	73 69% J	77 65%	453 74% J	193 59%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 133

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All not clear	61 6%	30 6%	13 9%	19 8%	5 7%	52 7%	7 7%	22 4%	2 4%	9 9% EI	16 14% EI	24 4%	38 11% EI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 134

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	339 36%	46 53% bcfg h	94 37% h	19 34%	107 47% bfg h	63 49% bcfh	232 41% h	227 41% h	107 28%	40 53% jk	173 39% k	126 30%	81 49% m	258 33%	254 47% o	85 21%
Fairly clear	307 32%	28 33%	87 34%	14 26%	67 29%	47 36%	185 32%	179 32%	123 33%	25 33%	140 31%	142 34%	58 35%	249 32%	162 30%	145 35%
Neither clear nor unclear	71 7%	2 2%	14 5%	4 7%	16 7% e	2 2%	30 5% e	30 5% e	41 11% abefg	1 2%	28 6%	41 10% i	7 4%	64 8%	30 6%	40 10% n
Fairly unclear	30 3%	1 2%	7 3%	1 1%	3 2%	3 2%	11 2%	11 2%	19 5% dfg	-	10 2%	20 5%	5 3%	25 3%	17 3%	13 3%
Very unclear	31 3%	-	6 2%	1 1%	1 1%	5 4% d	11 2% dg	9 2%	20 5% adfg	2 3%	7 1%	23 5% j	5 3%	26 3%	12 2%	19 5% n
Not discussed at all	123 13%	5 6%	37 14% ae	13 24% defgh	25 11% e	4 3%	75 13% ae	73 13% ae	48 13% e	3 4%	70 16% i	50 12% i	5 3%	118 15% i	40 7%	83 20% n
Don't know	44 5%	4 5%	11 4%	4 7%	8 3%	7 5%	27 5%	27 5%	18 5%	4 5%	21 5%	20 5%	3 2%	41 5%	20 4%	25 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 134

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	647 68%	74 86% bcfg h	182 71% h	33 60%	174 77% ch	110 84% bcfg h	417 73% ch	406 73% ch	230 61%	65 87% jk	313 70%	269 64%	140 84% m	507 65%	416 78% o	230 56%
NET: All not clear	61 6%	1 2%	13 5%	2 3%	5 2%	8 6% ad	22 4% g	20 4%	40 11% abdfg	2 3%	17 4%	43 10% j	11 6%	51 7%	29 5%	32 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 134

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	339 36%	22 23%	120 34%	94 38% p	101 50% pqr	151 37%	102 39%	120 37%	75 41% s	39 40% s	64 42% s	10 10%	8 10%	331 38% u	45 35%	259 37% v	31 24%	228 39% uv
Fairly clear	307 32%	30 32%	105 30%	99 40% q	63 31%	130 32%	83 32%	110 34%	54 30%	31 32%	45 29%	24 25%	19 23%	288 33% u	56 44% uvw	225 32%	37 29%	188 32%
Neither clear nor unclear	71 7%	10 11%	31 9%	15 6%	12 6%	35 9%	22 9%	22 7%	9 5%	11 11%	16 10%	9 9%	9 11%	61 7%	8 7%	53 8%	11 8%	43 7%
Fairly unclear	30 3%	4 4%	11 3%	9 3%	4 2%	12 3%	8 3%	8 3%	5 3%	-	5 3%	6 6% Q	5 6%	25 3%	1 1%	23 3%	4 3%	19 3%
Very unclear	31 3%	4 4%	10 3%	9 3%	6 3%	13 3%	7 3%	9 3%	11 6%	2 2%	5 3%	3 3%	2 2%	29 3%	9 7% uw	15 2%	2 2%	13 2%
Not discussed at all	123 13%	22 24% rL	52 15% rL	21 8%	14 7%	46 11%	32 12%	41 13%	16 9%	9 9%	15 10%	42 42% PQR	38 45% v	85 10%	6 4%	102 14% tw	35 27% tuw	67 12% t
Don't know	44 5%	2 2%	21 6% rL	4 2%	1	17 4%	7 3%	13 4%	11 6%	5 5%	3 2%	5 5%	2 3%	42 5%	2 2%	30 4%	8 6%	22 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 134

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	647 68%	52 55%	225 64%	193 77% pq	164 81% pq	280 70%	185 71%	229 71%	129 71% S	70 73% S	109 72% S	34 34%	27 33%	619 72% u	101 70% UV	483 68% V	68 53%	416 72% UV
NET: All not clear	61 6%	8 8%	21 6%	17 7%	11 5%	25 6%	15 6%	18 5%	16 9% Q	2 2%	10 6%	9 9% Q	7 8%	54 6%	10 8%	38 5%	6 5%	32 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 134

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	339 36%	160 45% xzA	120 29% z	189 47% xzA	91 25%	14 22%	125 48%	32 37%	116 33%	90 37%	62 45% D	152 35%	169 38%	115 36%	156 40% K	78 29%
Fairly clear	307 32%	142 40% xzA	116 28% A	158 39% xzA	100 28% A	11 17%	103 40%	37 43%	112 32%	91 38%	39 28%	143 33%	150 33%	106 33%	123 31%	92 34%
Neither clear nor unclear	71 7%	16 4%	40 10% wy	20 5%	35 10% wy	8 13% wy	12 5%	2 3%	26 7%	18 8%	13 9%	33 7%	32 7%	23 7%	31 8%	20 7%
Fairly unclear	30 3%	6 2%	18 4% wy	7 2%	17 5% wy	4 6% wy	3 1%	2 3%	9 2%	6 2%	5 3%	12 3%	16 4%	12 4%	9 2%	11 4%
Very unclear	31 3%	8 2%	16 4%	8 2%	16 5%	1 2%	7 3%	1 1%	11 3%	8 3%	4 3%	10 2%	18 4%	11 3%	16 4%	6 2%
Not discussed at all	123 13%	14 4%	80 20% wy	16 4%	79 22% wxy	21 33% wxyz	6 2%	9 10% B	61 17% EF	17 7%	12 9%	65 15%	49 11%	40 12%	42 11%	45 16% J
Don't know	44 5%	7 2%	20 5% wy	7 2%	20 6% wy	5 8% wy	4 1%	3 4%	18 5%	11 4%	3 2%	23 5%	13 3%	14 4%	15 4%	20 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 134

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	647 68%	302 86% xzA	236 58% zA	347 86% xzA	191 53% A	25 39%	229 88%	68 80%	228 65%	181 75% D	101 73%	295 67%	319 71%	222 69%	280 71% K	169 63%
NET: All not clear	61 6%	14 4%	34 8% wy	15 4%	33 9% wy	5 8%	11 4%	3 4%	19 5%	14 6%	9 6%	22 5%	34 8%	23 7%	25 6%	17 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 135

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	339 36%	125 35% K	254 47% HJK	279 41% HK	60 22%	170 41% lm	115 32%	50 32%	300 46% M	19 10%	324 45% O	8 7%
Fairly clear	307 32%	130 36% I	162 30%	222 33% I	86 32%	125 30%	126 36%	51 32%	244 38% M	40 21%	267 37% O	23 21%
Neither clear nor unclear	71 7%	24 7%	30 6%	43 6%	27 10% I	24 6%	28 8%	15 10%	35 5%	29 15% L	36 5%	26 24% N
Fairly unclear	30 3%	13 4%	17 3%	22 3%	8 3%	9 2%	13 4%	6 4%	7 1%	21 11% L	15 2%	14 13% N
Very unclear	31 3%	16 4% IJ	12 2%	20 3% I	11 4%	13 3%	13 4%	3 2%	6 1%	20 11% L	5 1%	17 15% N
Not discussed at all	123 13%	36 10%	40 7%	62 9% I	61 23% HIJ	55 13%	42 12%	22 14%	42 6%	55 29% L	53 7%	22 19% N
Don't know	44 5%	16 5%	20 4%	26 4%	19 7%	15 4%	17 5%	9 6%	16 2%	5 2%	19 3%	2 2%
NET: All clear	647 68%	256 71% K	416 78% HJK	501 74% HK	146 54%	295 72%	241 68%	101 64%	544 84% M	59 31%	591 82% O	31 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 135

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	61 6%	29 8%	29 5%	43 6%	19 7%	23 6%	26 7%	10 6%	13 2%	42 22%	19 3%	31 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 135

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	339 36%	308 45% QR	10 11%	15 14%	32 12%	307 45% n	239 41% r	132 48% pr	98 29%	83 39% vw	14 21%	51 28%	50 50% vwz	59 38% v	81 36% v
Fairly clear	307 32%	240 35% R	35 38% R	26 24%	65 25%	242 35% n	197 34%	88 32%	102 31%	64 31%	31 44% uwX	50 27%	27 27%	58 36%	78 34%
Neither clear nor unclear	71 7%	36 5%	17 18% P	12 11% P	37 14% o	34 5%	41 7%	16 6%	27 8%	9 4%	5 8%	26 14% uxyz	5 5%	11 7%	14 6%
Fairly unclear	30 3%	10 2%	7 7% P	10 9% P	25 10% o	5 1%	21 4%	7 3%	10 3%	8 4%	2 3%	5 3%	4 4%	5 3%	6 3%
Very unclear	31 3%	7 1%	2 2%	18 17% PQ	27 10% o	4 1%	19 3% q	4 2%	12 4%	9 4%	1 2%	9 5%	1 1%	5 3%	6 3%
Not discussed at all	123 13%	69 10%	14 16%	25 23% P	70 27% o	53 8%	55 9%	23 8%	62 19% pq	26 12%	9 14%	31 17% y	10 10%	14 9%	33 14%
Don't know	44 5%	16 2%	8 9% PR	2 2%	7 3%	38 6%	11 2%	3 1%	23 7% pq	11 5%	6 8%	10 6%	3 3%	6 4%	9 4%
NET: All clear	647 68%	548 80% QR	44 48%	41 38%	97 37%	549 80% n	436 75% r	220 80% pr	199 60%	147 70% w	45 65%	101 56%	77 77% w	117 74% w	159 70% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 135

F7_a How clear were each of these things made to you?: Which energy saving improvements the assessor recommended

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	61 6%	17 3%	9 10% P	28 26% PQ	52 20% o	9 1%	40 7% q	12 4%	22 7%	18 8%	3 5%	13 7%	5 5%	10 6%	12 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 136

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	333 35%	168 34%	165 37%	109 32%	134 37%	91 37%	301 37% g	28 23%	89 35%	244 35%	254 36%	79 32%	160 33%	173 38%	266 40% pq	31 35% pq	37 20%	68 24% p
Fairly clear	301 32%	154 31%	147 33%	114 34%	117 32%	70 29%	249 31%	48 39%	76 30%	225 33%	218 31%	83 34%	170 35% m	131 29%	224 33%	28 32%	49 26%	77 28%
Neither clear nor unclear	87 9%	44 9%	42 9%	29 9%	37 10%	21 9%	68 8%	19 15% f	27 11%	60 9%	58 8%	29 12%	48 10%	39 9%	61 9%	6 7%	20 11%	26 10%
Fairly unclear	40 4%	22 4%	16 4%	15 4%	13 4%	10 4%	34 4%	4 3%	8 3%	31 4%	28 4%	12 5%	20 4%	19 4%	30 4%	3 4%	7 4%	10 4%
Very unclear	29 3%	15 3%	15 3%	14 4%	9 3%	6 3%	27 3%	1 *	6 2%	24 3%	16 2%	13 5% j	8 2%	21 5% l	17 3%	3 4%	9 5%	12 4%
Not discussed at all	112 12%	65 13%	47 11%	45 13%	35 10%	32 13%	92 11%	18 15%	36 14%	77 11%	95 14% k	17 7%	60 12%	52 17%	48 7%	13 15% n	51 27% no	65 23% no
Don't know	43 5%	27 5%	15 3%	13 4%	15 4%	13 5%	36 4%	5 4%	11 4%	30 4%	34 5%	10 4%	20 4%	23 5%	24 4%	2 2%	17 9% no	19 7% no
NET: All clear	634 67%	322 65%	312 70%	222 66%	251 70%	161 66%	550 68%	77 62%	165 65%	470 68%	472 67%	162 67%	330 68%	305 66%	489 73% pq	59 67% pq	86 45%	145 52% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 136

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All not clear	69 7%	36 7%	31 7%	29 9%	23 6%	16 7%	62 8%	4 3%	13 5%	54 8%	44 6%	25 10% j	29 6%	40 9%	47 7%	6 7%	16 8%	22 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 136

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	333 35%	292 37% s	42 25%	108 34%	157 37%	54 42%	52 31%	79 30%	81 36%	120 42% KM	210 33%	123 39%
Fairly clear	301 32%	260 33% s	41 25%	102 33%	131 31%	39 30%	56 34%	80 30%	81 35%	83 29%	207 33%	94 30%
Neither clear nor unclear	87 9%	67 9%	21 12%	32 10%	37 9%	11 9%	11 7%	26 10%	27 12%	22 8%	67 11% x	20 6%
Fairly unclear	40 4%	35 4%	5 3%	16 5%	19 4%	2 2%	6 4%	15 6%	10 4%	9 3%	21 3%	18 6%
Very unclear	29 3%	22 3%	7 4%	10 3%	9 2%	7 6%	5 3%	13 5% O	7 3%	5 2%	24 4%	5 2%
Not discussed at all	112 12%	75 10%	37 23% r	30 10%	57 13%	12 10%	25 15% N	36 14% N	15 7%	36 13% N	75 12%	37 12%
Don't know	43 5%	30 4%	13 8% r	15 5%	17 4%	4 3%	10 6%	14 5%	7 3%	11 4%	23 4%	20 6%
NET: All clear	634 67%	552 71% s	82 50%	209 67%	288 67%	93 72%	108 65%	158 60%	162 71% M	204 71% M	417 66%	217 68%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 136

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: All not clear	69 7%	57 7%	12 7%	26 8%	28 7%	9 7%	11 7%	28 11% O	17 7%	14 5%	46 7%	23 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 136

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	333 35%	199 37% B	51 36%	79 36%	17 23%	277 35%	34 35%	240 42% GHJ	16 35%	32 30%	34 29%	257 42% GHJ	77 23%
Fairly clear	301 32%	171 32%	47 33%	58 26%	29 40% A	256 33% D	21 21%	197 35% J	15 32%	36 34%	34 29%	212 34% J	89 27%
Neither clear nor unclear	87 9%	55 10% A	17 12% A	13 6%	5 7%	71 9%	13 13%	36 6%	4 10%	15 15% EI	13 11%	40 6%	47 14% EI
Fairly unclear	40 4%	27 5%	2 1%	8 4%	1 1%	32 4%	4 4%	12 2%	4 9% EI	4 4%	12 11% EI	16 3% E	23 7% EI
Very unclear	29 3%	11 2%	6 4%	14 6% Y	4 6%	26 3%	2 2%	8 1%	2 5%	7 7% EI	6 5% EI	10 2%	19 6% EI
Not discussed at all	112 12%	51 10%	16 11%	37 17% Y	13 18% Y	93 12%	15 15%	55 10%	5 10%	8 7%	15 12%	59 10%	53 16% EGI
Don't know	43 5%	19 4%	4 3%	15 7%	3 5%	30 4%	9 9% C	21 4%	- -	4 3%	5 4%	21 3%	22 7% I
NET: All clear	634 67%	370 70% A	98 69%	137 61%	46 63%	533 68% D	55 56%	438 77% GHJ	31 66% J	68 64% J	68 57%	469 76% GHJ	166 50%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 136

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All not clear	69 7%	38 7%	8 6%	22 10%	5 7%	58 7%	6 6%	20 4%	7 14% EI	12 11% EI	18 15% EI	27 4% E	42 13% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 137

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	333 35%	42 48% h	108 42% h	18 32%	109 48% cfgh	67 51% cfgh	240 42% h	233 42% h	93 25%	33 44% k	187 42% k	113 27%	71 43% m	262 34%	248 46% o	86 21%
Fairly clear	301 32%	29 34%	87 34%	21 38%	77 34%	44 34%	197 35% h	193 35% h	104 28%	28 37%	149 33%	124 29%	64 39% m	237 30%	174 33%	127 31%
Neither clear nor unclear	87 9%	5 6%	14 6%	3 6%	17 7%	4 3%	36 6%	35 6%	52 14% bdefg	6 8%	28 6%	53 13% j	12 7%	76 10%	41 8%	47 11%
Fairly unclear	40 4%	1 2%	5 2%	2 3%	3 1%	4 3%	12 2%	11 2%	28 7% bdefg	1 1%	10 2%	29 7% j	4 3%	36 5%	22 4%	18 4%
Very unclear	29 3%	- -	7 3% dfg	- -	1 *	1 1%	8 1% d	8 1% d	21 6% adefg	1 2%	7 2%	21 5% j	3 2%	26 3%	11 2%	18 4%
Not discussed at all	112 12%	6 7%	25 10% e	9 15% de	16 7%	5 4%	55 10% e	54 10% e	58 15% adefg	2 3%	51 11% i	59 14% i	9 5%	104 13% i	29 5%	84 20% n
Don't know	43 5%	3 4%	10 4%	3 6%	4 2%	5 4%	21 4% d	21 4% d	22 6% d	4 5%	16 4%	23 5%	2 1%	41 5% i	11 2%	32 8% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 137

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	634 67%	71 82% h	195 76% h	39 70% h	186 82% cfgh	111 85% bcfg h	438 77% h	426 77% h	197 52%	61 81% k	336 75% k	237 56%	135 82% m	499 64%	422 79% o	213 52%
NET: All not clear	69 7%	1 2%	12 5% d	2 3%	4 2%	6 4%	20 4%	19 3%	49 13% abcde fg	2 3%	17 4%	50 12% ij	8 5%	62 8%	33 6%	36 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 137

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	333 35%	24 26%	122 35%	95 38% p	87 43% p	153 38%	95 37%	114 35%	67 37% S	39 40% S	72 47% S	11 11%	8 10%	325 38% u	32 26%	264 37% TV	31 25%	232 40% TUV
Fairly clear	301 32%	25 27%	113 32%	87 35%	63 31%	130 32%	79 30%	112 35%	60 33% S	34 36% S	45 29%	20 21%	16 19%	285 33% u	50 39%	226 32%	47 37%	179 31%
Neither clear nor unclear	87 9%	11 12%	37 11%	19 7%	15 7%	39 10%	29 11%	24 7%	16 9%	7 8%	18 12%	11 12%	11 13%	76 9%	15 12% V	67 9% V	6 4%	61 10% UV
Fairly unclear	40 4%	5 6%	12 3%	14 5%	9 4%	15 4%	10 4%	13 4%	7 4%	1 1%	7 4%	7 7% Q	7 8%	33 4%	6 4%	26 4%	2 2%	24 4%
Very unclear	29 3%	5 5%	10 3%	4 2%	8 4%	11 3%	7 3%	10 3%	9 5% R	1 1%	1 1%	8 8% QR	5 6%	24 3%	9 7% UW	13 2%	4 3%	9 2%
Not discussed at all	112 12%	17 18% IL	39 11%	24 10%	16 8%	43 11%	29 11%	37 12%	15 8%	7 7%	8 5%	34 34% PQR	33 39% v	80 9%	10 8%	88 12% W	34 26% TUW	54 9%
Don't know	43 5%	6 7% L	17 5%	7 3%	3 2%	13 3%	11 4%	13 4%	7 4%	7 8% R	2 1%	8 8% R	5 5%	39 4%	4 3%	24 3%	4 3%	20 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 137

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	634 67%	49 53%	235 67% p	182 73% p	150 75% p	283 70%	174 67%	226 70%	127 70% S	73 76% S	117 77% S	31 31%	24 29%	610 71% u	82 65%	490 69% V	78 62%	411 71% UV
NET: All not clear	69 7%	10 11%	22 6%	18 7%	16 8%	26 6%	17 7%	23 7%	16 9% Q	2 2%	8 5%	15 15% QR	12 14% v	57 7%	15 12% UW	39 6%	6 5%	33 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 137

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	333 35%	149 42% xzA	126 31% zA	176 44% xzA	99 28%	12 19%	112 43%	34 39%	117 33%	89 37%	59 43%	151 34%	166 37%	113 35%	149 38%	84 31%
Fairly clear	301 32%	141 40% xzA	108 26%	157 39% xz	92 26%	17 26%	99 38%	40 47%	104 29%	80 33%	42 31%	140 32%	143 32%	109 34%	114 29%	91 34%
Neither clear nor unclear	87 9%	18 5%	51 12% wy	24 6%	46 13% wy	6 9%	13 5%	5 5%	34 10%	21 9%	12 9%	48 11%	35 8%	30 9%	36 9%	23 9%
Fairly unclear	40 4%	10 3%	21 5%	10 2%	21 6% y	2 4%	8 3%	1 1%	13 4%	10 4%	7 5%	17 4%	19 4%	11 3%	16 4%	16 6%
Very unclear	29 3%	9 2%	15 4%	9 2%	15 4%	3 4%	9 3%	-	10 3%	9 4%	4 3%	11 2%	14 3%	14 4%	11 3%	8 3%
Not discussed at all	112 12%	19 5%	71 17% wy	22 5%	68 19% wxy	21 32% wxyz	14 5%	5 6%	53 15% E	20 8%	11 8%	51 12%	54 12%	34 11%	46 12%	35 13%
Don't know	43 5%	8 2%	17 4%	8 2%	17 5% y	4 6%	6 2%	2 2%	20 6% F	10 4%	2 1%	21 5%	17 4%	11 3%	22 6%	14 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 137

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	634 67%	290 82% xzA	234 57% zA	333 82% xzA	191 53%	29 45%	211 81%	73 86%	221 63%	169 71%	101 74% D	291 66%	309 69%	222 69%	263 67%	175 65%
NET: All not clear	69 7%	18 5%	36 9% y	18 5%	36 10% wxy	5 8%	16 6%	1 1%	23 7%	20 8%	12 8%	28 6%	33 7%	25 8%	26 7%	24 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 138

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	333 35%	124 34% K	248 46% HJK	276 41% HK	57 21%	160 39% I	112 32%	55 35%	289 45% M	24 13%	321 45% O	6 5%
Fairly clear	301 32%	124 34%	174 33%	221 33%	80 29%	116 28%	126 35% k	53 34%	236 36% M	37 20%	264 37% O	16 14%
Neither clear nor unclear	87 9%	29 8%	41 8%	55 8%	33 12% I	31 7%	38 11%	17 11%	50 8%	29 16% L	53 7%	26 24% N
Fairly unclear	40 4%	20 6%	22 4%	29 4%	11 4%	17 4%	18 5%	4 3%	14 2%	24 12% L	20 3%	17 16% N
Very unclear	29 3%	11 3%	11 2%	18 3%	12 4%	13 3%	12 3%	3 2%	5 1%	21 11% L	3 *	18 16% N
Not discussed at all	112 12%	39 11% IJ	29 5%	55 8% I	57 21% HIJ	56 14%	35 10%	19 12%	40 6%	45 24% L	41 6%	24 22% N
Don't know	43 5%	14 4% I	11 2%	22 3% I	21 8% HIJ	19 5%	15 4%	7 4%	15 2%	7 4%	15 2%	4 4%
NET: All clear	634 67%	248 69% K	422 79% HJK	497 74% HK	137 51%	276 67%	238 67%	108 69%	525 81% M	62 33%	585 82% O	22 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 138

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	69 7%	31 9%	33 6%	46 7%	23 8%	30 7%	29 8%	7 4%	19 3%	45 24%	23 3%	35 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 138

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	333 35%	299 44% QR	13 14%	14 13%	40 15%	293 43% n	229 39% r	133 49% pr	101 30%	77 37%	23 33%	56 31%	41 41%	59 37%	77 34%
Fairly clear	301 32%	240 35% R	31 34% R	19 18%	56 21%	245 36% n	193 33%	95 35%	102 30%	65 31%	26 38%	50 27%	33 33%	53 33%	74 33%
Neither clear nor unclear	87 9%	44 6%	25 27% PR	14 13% P	40 15% o	47 7%	56 10% q	17 6%	29 9%	11 5%	9 12%	24 13% u	7 7%	15 10%	22 10%
Fairly unclear	40 4%	21 3%	6 7%	10 9% P	30 11% o	10 1%	25 4% q	4 2%	14 4%	10 5%	1 2%	8 4%	2 2%	10 6%	8 3%
Very unclear	29 3%	5 1%	5 5% P	17 15% PQ	27 10% o	3 *	16 3% q	3 1%	14 4% q	8 4%	- -	10 6%	1 1%	5 3%	5 2%
Not discussed at all	112 12%	60 9%	10 10%	29 27% PQ	57 22% o	55 8%	49 8% q	16 6%	56 17% pq	29 14% y	4 5%	25 14% y	14 14%	10 6%	30 13% y
Don't know	43 5%	17 2%	3 3%	4 4%	13 5%	30 4%	16 3%	6 2%	18 5% pq	9 4%	7 10% x	8 5%	2 2%	6 4%	11 5%
NET: All clear	634 67%	539 79% QR	44 48% R	33 31%	96 37%	538 79% n	422 72% r	228 83% pr	203 61%	142 68%	49 71%	106 58%	74 74% w	112 71% w	151 67%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 138

F7_b How clear were each of these things made to you?: What the recommended improvements would entail (e.g. how they would be installed)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	69 7%	26 4%	11 12% P	26 25% PQ	57 22% o	12 2%	40 7% q	8 3%	28 8% q	18 9%	1 2%	18 10% vx	3 3%	15 9%	13 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 139

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	326 34%	163 33%	163 37%	115 34%	122 34%	89 37%	297 37% g	27 22%	71 28%	255 37% h	253 36%	73 30%	158 33%	168 36%	269 40% pq	32 37% pq	25 13%	57 21% p
Fairly clear	208 22%	106 21%	102 23%	67 20%	92 25%	49 20%	178 22%	26 21%	58 23%	150 22%	143 20%	65 27%	115 24%	93 20%	159 24% q	14 16%	35 18%	49 18%
Neither clear nor unclear	67 7%	35 7%	31 7%	26 8%	20 5%	21 9%	52 6%	15 12% f	23 9%	44 6%	40 6%	28 11% j	32 7%	36 8%	49 7%	6 7%	12 6%	18 7%
Fairly unclear	28 3%	13 3%	14 3%	11 3%	12 3%	5 2%	24 3%	3 2%	7 3%	21 3%	12 2%	16 7% j	12 2%	16 4%	22 3%	3 3%	3 2%	6 2%
Very unclear	38 4%	17 3%	21 5%	13 4%	15 4%	10 4%	33 4%	4 3%	10 4%	28 4%	22 3%	16 7% j	15 3%	23 5%	31 5%	3 3%	5 2%	7 3%
Not discussed at all	234 25%	134 27%	99 22%	92 27%	89 25%	52 21%	190 24%	41 33% f	72 29%	161 23%	199 28% k	35 14%	135 28% m	99 22%	116 17%	25 28% n	94 49% noq	119 43% no
Don't know	44 5%	25 5%	16 4%	15 4%	12 3%	15 6%	33 4%	7 6%	10 4%	32 5%	33 5%	11 4%	18 4%	26 6%	23 3%	5 5%	16 9% n	21 8% n
NET: All clear	534 56%	269 54%	265 59%	182 54%	214 59%	139 57%	475 59% g	53 43%	129 51%	405 59%	396 56%	138 57%	274 56%	260 57%	429 64% opq	46 52% pq	60 32%	106 38% p



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 139

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All not clear	66 7%	31 6%	35 8%	24 7%	26 7%	16 6%	57 7%	7 6%	17 7%	49 7%	34 5%	32 13% j	27 6%	39 8%	53 8%	6 6%	8 4%	13 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 139

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	326 34%	287 37% s	40 24%	117 38%	147 34%	46 35%	51 31%	87 33%	80 35%	109 38%	211 34%	115 36%
Fairly clear	208 22%	180 23%	28 17%	78 25%	96 22%	23 18%	24 15%	59 23%	56 24% K	67 24% K	141 23%	67 21%
Neither clear nor unclear	67 7%	57 7%	11 6%	21 7%	34 8%	8 6%	15 9%	13 5%	18 8%	22 8%	49 8%	19 6%
Fairly unclear	28 3%	23 3%	5 3%	8 2%	14 3%	3 2%	6 4%	11 4%	5 2%	4 1%	16 3%	12 4%
Very unclear	38 4%	35 4%	4 2%	11 3%	17 4%	6 5%	7 4%	7 3%	12 5%	12 4%	28 4%	10 3%
Not discussed at all	234 25%	168 22%	66 40% r	67 21%	106 25%	34 27%	53 32% NO	72 27%	48 21%	61 21%	156 25%	78 25%
Don't know	44 5%	31 4%	13 8% r	11 4%	14 3%	10 8% u	9 6%	13 5%	9 4%	11 4%	27 4%	17 5%
NET: All clear	534 56%	467 60% s	67 41%	195 62%	243 57%	69 53%	75 45%	146 56% K	136 59% K	176 62% K	352 56%	182 57%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 139

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: All not clear	66 7%	58 7%	8 5%	19 6%	31 7%	9 7%	13 8%	18 7%	18 8%	16 6%	44 7%	22 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 139

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	326 34%	198 37% A	56 39% A	61 27%	22 31%	270 34%	32 33%	225 40% GJ	18 39% J	30 28%	38 32% J	243 40% GJ	83 25%
Fairly clear	208 22%	119 22%	29 20%	44 20%	20 27%	173 22%	15 15%	127 22%	9 20%	32 30% J	27 22%	136 22%	72 22%
Neither clear nor unclear	67 7%	42 8%	14 10%	11 5%	2 3%	59 8%	7 7%	33 6%	5 11%	8 7%	12 10%	38 6%	29 9%
Fairly unclear	28 3%	23 4% A	1 1%	2 1%	1 2%	21 3%	5 5%	7 1%	2 4%	6 5% EI	9 7% EI	9 1%	19 6% EI
Very unclear	38 4%	23 4%	6 4%	10 4%	6 8%	32 4%	5 5%	15 3%	1 2%	5 5%	13 11% EIJ	16 3%	23 7% EI
Not discussed at all	234 25%	109 21%	30 21%	81 36% yzB	16 21%	197 25%	24 25%	138 24% H	10 21%	22 20%	17 14%	148 24% H	86 26% H
Don't know	44 5%	17 3%	5 4%	13 6%	6 8%	32 4%	9 9% C	25 4%	1 2%	4 4%	3 3%	25 4%	18 6%
NET: All clear	534 56%	317 60% A	85 60% A	105 47%	43 58%	443 56%	48 49%	352 62% J	28 59%	62 58% J	65 55% J	380 62% J	155 47%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 139

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All not clear	66 7%	46 9%	8 6%	12 5%	7 10%	53 7%	10 10%	22 4%	3 7%	11 10% EI	22 18% EIJ	25 4%	42 13% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 140

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	326 34%	35 40% h	99 39% h	19 34%	101 44% h	57 44% h	225 40% h	221 40% h	101 27%	33 44% k	173 39% k	121 29%	64 38%	263 34%	252 47% o	75 18%
Fairly clear	208 22%	25 29%	57 22%	11 20%	51 23%	33 25%	127 22%	124 22%	81 22%	25 33% jk	91 20%	92 22%	61 37% m	147 19%	121 23%	87 21%
Neither clear nor unclear	67 7%	5 6%	18 7% c	-	14 6%	5 4%	33 6%	32 6%	35 9% c	2 3%	29 6%	37 9%	8 5%	59 8%	29 5%	38 9% n
Fairly unclear	28 3%	3 4% dfg	2 1%	1 1%	-	3 2% d	7 1%	7 1%	21 6% bdfg	1 2%	6 1%	21 5% j	3 2%	24 3%	13 2%	15 4%
Very unclear	38 4%	1 1%	7 3%	1 2%	5 2%	7 5% a	15 3%	15 3%	24 6% dfg	2 3%	13 3%	24 6% j	8 5%	30 4%	18 3%	20 5%
Not discussed at all	234 25%	15 17%	62 24%	19 33% ae	50 22%	21 16%	138 24% e	132 24% e	96 25% e	9 11%	118 26% i	108 26% i	19 12%	215 28% l	88 16%	146 36% n
Don't know	44 5%	2 3%	11 4%	5 10% dfg	6 3%	4 3%	25 4%	25 4%	19 5%	3 4%	20 5%	20 5%	2 1%	41 5% l	14 3%	29 7% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 140

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	534 56%	60 69% h	156 61% h	30 54%	152 67% cfgh	90 69% ch	352 62% h	345 62% h	182 48%	58 77% jk	263 59% k	213 50%	124 75% m	410 53%	373 70% o	161 39%
NET: All not clear	66 7%	4 5%	9 4%	2 3%	5 2%	10 7% dfg	22 4%	22 4% d	45 12% bcdfg	3 4%	18 4%	45 11% j	11 7%	55 7%	31 6%	36 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 140

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	326 34%	28 30%	101 29%	96 39% q	95 47% pq	156 39%	99 38%	108 33%	69 38% s	39 41% s	67 44% s	7 7%	5 5%	322 37% u	36 28%	256 36% v	27 21%	229 40% TUV
Fairly clear	208 22%	15 16%	81 23%	54 22%	52 26%	72 18%	66 25% M	78 24% M	37 20%	16 17%	25 16%	12 12%	11 12%	197 23% u	42 33% UVW	151 21%	25 19%	126 22%
Neither clear nor unclear	67 7%	7 7%	26 7%	20 8%	10 5%	38 10%	14 5%	19 6%	13 7%	9 10%	13 9%	6 6%	6 7%	61 7%	13 11%	49 7%	7 5%	43 7%
Fairly unclear	28 3%	4 4%	8 2%	9 3%	5 2%	16 4% O	8 3%	5 2%	5 3%	-	7 5% Q	3 3%	3 3%	25 3%	6 5%	16 2%	3 3%	12 2%
Very unclear	38 4%	4 4%	13 4%	11 5%	7 4%	22 5%	9 4%	11 3%	7 4%	3 3%	7 4%	5 5%	2 3%	36 4%	10 8% UW	22 3%	3 2%	19 3%
Not discussed at all	234 25%	32 35% rL	101 29% rL	50 20%	30 15%	76 19%	54 21%	93 29% MN	39 22%	26 27%	28 18%	56 57% PQR	53 63% v	181 21%	17 14%	187 26% TW	55 43% TUW	132 23% T
Don't know	44 5%	4 4%	20 6% L	9 4%	2 1%	22 5%	11 4%	9 3%	12 6%	3 3%	5 4%	9 9%	5 6%	39 4%	2 2%	26 4%	8 6%	18 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 140

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	534 56%	43 46%	182 52%	151 60% pq	147 73% pqr	228 57%	165 63%	186 58%	105 58% S	56 58% S	92 60% S	19 19%	15 18%	519 60% u	78 61% V	407 58% V	52 41%	356 61% UV
NET: All not clear	66 7%	7 8%	21 6%	20 8%	12 6%	38 10% O	17 6%	16 5%	12 7%	3 3%	14 9%	8 8%	5 6%	61 7%	16 12% UW	38 5%	7 5%	31 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 140

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Total	Received/seen GDAR				Report sent straight to landlord/housing association (A)	Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)		Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	326 34%	154 44% xzA	114 28% zA	181 45% xzA	87 24% A	7 10%	114 44%	37 44%	114 32%	86 36%	57 41%	138 32%	174 39% G	112 35%	145 37% K	78 29%
Fairly clear	208 22%	106 30% xzA	72 18%	120 30% xzA	59 16%	7 11%	80 31%	25 29%	65 18%	59 24%	36 26%	93 21%	101 22%	63 20%	82 21%	73 27% I
Neither clear nor unclear	67 7%	19 5%	32 8%	25 6%	26 7%	4 6%	13 5%	6 7%	22 6%	21 9%	11 8%	32 7%	31 7%	28 9%	29 7%	14 5%
Fairly unclear	28 3%	9 2%	17 4%	9 2%	17 5% y	1 2%	8 3%	1 1%	7 2%	3 1%	8 6% DE	10 2%	16 4%	7 2%	14 4%	8 3%
Very unclear	38 4%	18 5%	14 3%	19 5%	13 4%	2 2%	14 5%	2 3%	14 4%	8 3%	6 4%	16 4%	18 4%	18 6%	16 4%	8 3%
Not discussed at all	234 25%	41 12%	144 35% wy	46 11%	139 39% wxy	39 61% wxyz	30 11%	11 13%	112 32% EF	54 22% F	17 12%	129 29% H	94 21%	76 24%	86 22%	81 30% J
Don't know	44 5%	6 2%	17 4% y	6 1%	17 5% wy	5 7% wy	2 1%	4 4% B	18 5%	10 4%	4 3%	20 5%	14 3%	16 5%	20 5%	9 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 140

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	534 56%	261 74% xzA	186 45% zA	301 74% xzA	145 41% A	14 22%	194 74%	62 73%	179 51%	145 60% D	92 67% D	231 53%	274 61% G	175 55%	227 58%	151 56%
NET: All not clear	66 7%	26 7%	31 8%	27 7%	30 9%	3 4%	22 8%	3 4%	21 6%	11 5%	14 10%	26 6%	35 8%	26 8%	30 8%	16 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 141

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	326 34%	126 35% K	252 47% HJK	278 41% HK	48 18%	163 40% I	108 30%	50 32%	269 42% M	36 19%	301 42% O	16 14%
Fairly clear	208 22%	78 22%	121 23%	152 22%	56 21%	86 21%	83 23%	36 23%	173 27% M	16 9%	188 26% O	10 9%
Neither clear nor unclear	67 7%	29 8% I	29 5%	44 7% I	23 8%	22 5%	30 9%	12 8%	45 7%	17 9%	51 7%	13 12%
Fairly unclear	28 3%	12 3%	13 2%	18 3%	10 4%	11 3%	12 3%	3 2%	10 2%	16 8% L	9 1%	19 17% N
Very unclear	38 4%	20 5% IJ	18 3%	25 4%	13 5%	16 4%	15 4%	6 4%	12 2%	22 12% L	13 2%	19 17% N
Not discussed at all	234 25%	84 23% IJ	88 16%	137 20% I	97 36% HIJ	99 24%	90 25%	40 26%	123 19%	76 40% L	138 19%	34 30% N
Don't know	44 5%	12 3%	14 3%	21 3%	23 9% HIJ	15 4%	17 5%	9 6%	17 3%	5 3%	17 2%	1 1%
NET: All clear	534 56%	204 56% K	373 70% HJK	430 64% HK	105 39%	249 60%	191 54%	86 55%	442 68% M	53 28%	489 68% O	26 23%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 141

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	66 7%	32 9% IJ	31 6%	43 6%	23 9%	27 7%	27 8%	10 6%	22 3%	38 20% L	23 3%	38 34% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 141

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	326 34%	286 42% QR	17 19%	16 15%	46 18%	280 41% n	221 38% r	123 45% pr	100 30%	79 38%	19 28%	52 29%	37 36%	62 39%	77 34%
Fairly clear	208 22%	173 25% R	25 27% R	8 7%	30 11%	178 26% n	141 24% r	67 24%	61 18%	41 19%	17 25%	39 22%	25 25%	36 23%	50 22%
Neither clear nor unclear	67 7%	35 5%	17 18% P	9 9%	23 9%	45 7%	44 8%	20 7%	20 6%	9 4%	7 11%	14 8%	8 8%	14 9%	15 7%
Fairly unclear	28 3%	11 2%	3 3%	13 12% PQ	24 9% o	4 1%	18 3%	6 2%	8 2%	7 3%	2 3%	5 3%	3 3%	5 3%	6 2%
Very unclear	38 4%	10 1%	2 2%	21 20% PQ	31 12% o	7 1%	26 5% q	6 2%	12 4%	8 4%	2 4%	7 4%	4 4%	9 5%	8 4%
Not discussed at all	234 25%	155 23%	25 27%	35 33% P	97 37% o	137 20%	118 20%	47 17%	112 33% pq	58 28% y	15 22%	48 27% y	20 20%	27 17%	65 29% y
Don't know	44 5%	17 2%	4 4%	4 4%	12 5%	32 5%	13 2%	5 2%	20 6% pq	9 4%	6 8% z	14 8% z	4 4%	6 4%	5 2%
NET: All clear	534 56%	459 67% QR	42 46% R	24 22%	76 29%	458 67% n	363 62% r	190 69% pr	161 48%	120 57%	36 52%	92 51%	61 61%	98 62% w	127 56%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 141

F7_c How clear were each of these things made to you?: The costs of the recommended improvements

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	66 7%	21 3%	5 5%	35 32% PQ	55 21% o	11 2%	45 8% q	11 4%	20 6%	15 7%	4 6%	13 7%	7 7%	14 9%	14 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 142

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	323 34%	164 33%	160 36%	107 32%	136 38%	80 33%	296 37% g	25 20%	78 31%	245 36%	243 35%	80 33%	155 32%	168 37%	268 40% opq	25 29% pq	30 16%	56 20% p
Fairly clear	277 29%	148 30%	128 29%	103 30%	108 30%	67 28%	230 28%	42 35%	64 26%	213 31%	204 29%	74 30%	156 32%	122 26%	205 31%	25 28%	47 25%	72 26%
Neither clear nor unclear	91 10%	46 9%	43 10%	27 8%	34 9%	28 12%	68 8%	20 16% f	32 13%	57 8%	67 10%	24 10%	49 10%	42 9%	56 8%	12 14%	23 12%	35 13%
Fairly unclear	48 5%	29 6%	19 4%	17 5%	17 5%	14 6%	42 5%	6 5%	8 3%	40 6%	25 4%	23 9% j	23 5%	25 5%	41 6% pq	3 4%	4 2%	7 3%
Very unclear	38 4%	18 4%	21 5%	18 5%	12 3%	9 4%	32 4%	4 3%	10 4%	29 4%	22 3%	16 7% j	17 4%	21 5%	27 4%	3 4%	9 5%	12 4%
Not discussed at all	126 13%	64 13%	60 14%	50 15%	44 12%	32 13%	108 13%	19 15%	48 19% i	78 11%	107 15% k	19 8%	65 13%	61 13%	51 8%	12 14% n	63 33% noq	75 27% no
Don't know	42 4%	24 5%	16 4%	18 5%	11 3%	12 5%	33 4%	7 6%	11 4%	29 4%	34 5%	9 4%	21 4%	21 5%	22 3%	6 7%	14 8% n	20 7% n
NET: All clear	601 63%	312 63%	288 64%	210 62%	244 67%	147 61%	525 65% g	67 55%	142 57%	458 66% h	447 64%	154 63%	311 64%	290 63%	473 71% opq	50 57% pq	78 41%	128 46% p
NET: All not clear	86 9%	47 10%	39 9%	35 10%	29 8%	23 10%	74 9%	10 8%	18 7%	68 10%	48 7%	38 16% j	40 8%	47 10%	67 10%	7 8%	12 6%	19 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 142

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	323 34%	288 37% s	35 21%	115 37%	152 36%	45 35%	54 33%	77 29%	79 35%	113 39% M	207 33%	117 37%
Fairly clear	277 29%	240 31%	37 22%	96 31%	119 28%	37 28%	42 26%	81 31%	71 31%	82 29%	191 30%	86 27%
Neither clear nor unclear	91 10%	69 9%	22 13%	33 11% v	48 11% v	5 4%	13 8%	33 12%	20 9%	24 8%	62 10%	29 9%
Fairly unclear	48 5%	44 6%	4 3%	13 4%	23 5%	8 6%	8 5%	9 3%	11 5%	20 7%	31 5%	17 5%
Very unclear	38 4%	32 4%	7 4%	13 4%	12 3%	7 5%	9 6%	10 4%	10 4%	9 3%	27 4%	12 4%
Not discussed at all	126 13%	79 10%	47 28% r	31 10%	58 14%	19 15%	30 18% O	39 15%	26 11%	32 11%	87 14%	39 12%
Don't know	42 4%	29 4%	13 8% r	12 4%	16 4%	8 6%	9 6%	14 5%	11 5%	7 2%	24 4%	18 6%
NET: All clear	601 63%	528 68% s	73 44%	211 68%	271 63%	82 63%	97 58%	158 60%	150 66%	195 68% K	398 63%	203 64%
NET: All not clear	86 9%	75 10%	11 7%	26 8%	35 8%	15 12%	17 10%	19 7%	21 9%	29 10%	58 9%	29 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 142

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	323 34%	207 39% AB	51 36%	61 27%	19 26%	276 35%	24 25%	235 41% GHJ	18 39% J	28 26%	32 27%	253 41% GHJ	71 21%
Fairly clear	277 29%	155 29%	42 29%	62 28%	25 34%	226 29%	28 28%	176 31%	13 27%	32 30%	30 26%	189 31%	88 27%
Neither clear nor unclear	91 10%	51 10%	14 10%	18 8%	9 13%	73 9%	9 9%	34 6%	7 14% EI	20 18% EI	14 11% E	41 7% E	50 15% EI
Fairly unclear	48 5%	33 6%	7 5%	6 3%	1 2%	37 5%	10 10% C	20 4%	1 3%	6 6%	18 15% EFGJ	22 4%	26 8% EI
Very unclear	38 4%	21 4%	5 4%	14 6%	3 5%	36 5%	1 1%	13 2%	3 7%	7 7% EI	7 6% E	16 3%	22 7% EI
Not discussed at all	126 13%	51 10%	18 13%	47 21% YZ	10 14%	106 14%	17 18%	67 12%	3 7%	9 9%	13 11%	71 12%	55 17% EGHI
Don't know	42 4%	14 3%	6 4%	15 7% Y	5 7%	30 4%	9 9% C	23 4%	1 3%	4 4%	5 4%	24 4%	18 5%
NET: All clear	601 63%	362 68% A	92 65%	123 55%	44 60%	502 64%	52 53%	411 72% GHJ	31 66% J	60 56%	62 53%	442 72% GHJ	159 48%
NET: All not clear	86 9%	54 10%	13 9%	20 9%	5 6%	73 9%	11 12%	34 6%	5 10%	13 13% EI	25 21% EIJ	38 6%	48 15% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 143

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	323 34%	46 53% bcfg h	99 39% h	17 31%	113 50% bcfg h	62 47% ch	235 41% h	231 42% h	89 24%	39 51% k	179 40% k	106 25%	74 45% m	250 32%	247 46% o	77 19%
Fairly clear	277 29%	24 28%	84 33%	15 27%	61 27%	46 35%	176 31% g	168 30%	101 27%	23 31%	133 30%	121 29%	55 33%	223 29%	149 28%	129 31%
Neither clear nor unclear	91 10%	3 3%	17 7%	5 8%	14 6%	4 3%	34 6%	34 6%	56 15% abdef g	2 3%	32 7%	57 14% ij	17 11%	73 9%	39 7%	51 12% n
Fairly unclear	48 5%	3 3%	6 2%	2 4%	6 3%	8 6%	20 4%	20 4%	27 7% bcdfg	3 5%	13 3%	31 7% j	6 4%	42 5%	26 5%	22 5%
Very unclear	38 4%	2 3%	5 2%	-	2 1%	3 3%	13 2%	12 2%	25 7% bcdfg	2 3%	10 2%	27 6% j	5 3%	34 4%	18 3%	21 5%
Not discussed at all	126 13%	3 4%	36 14% ae	12 22% adefg	23 10% e	3 2%	67 12% ae	67 12% ae	59 16% ae	2 2%	64 14% i	61 14% i	6 4%	120 15% i	40 7%	86 21% n
Don't know	42 4%	5 6%	9 4%	5 8%	8 3%	4 3%	23 4%	23 4%	20 5%	5 6%	18 4%	20 5%	2 1%	40 5% i	16 3%	26 6% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 143

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	601 63%	70 81% cgh	183 71% ch	32 58%	174 77% cgh	108 83% bcfg h	411 72% ch	399 72% ch	190 50%	62 82% jk	312 70% k	227 54%	129 78% m	472 60%	395 74% o	205 50%
NET: All not clear	86 9%	5 6%	11 4%	2 4%	9 4%	11 9%	34 6%	31 6%	53 14% bcdfg	5 7%	23 5%	58 14% j	11 7%	75 10%	44 8%	42 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 143

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	323 34%	23 24%	110 31%	91 36% p	98 49% pqr	147 37%	103 39%	107 33%	74 41% s	36 37% s	63 42% s	11 11%	9 11%	315 37% u	36 29%	259 37% v	28 22%	231 40% tuv
Fairly clear	277 29%	22 24%	104 30%	84 34%	53 27%	116 29%	78 30%	96 30%	58 32%	24 24%	36 24%	21 21%	17 20%	261 30%	47 37%	202 29%	36 28%	166 29%
Neither clear nor unclear	91 10%	14 15% L	34 10%	23 9%	15 7%	40 10%	25 10%	31 10%	12 6%	12 13%	17 11%	12 12%	12 14%	79 9%	17 13%	69 10%	12 10%	57 10%
Fairly unclear	48 5%	4 4%	18 5%	14 6%	8 4%	25 6%	8 3%	16 5%	10 5%	3 4%	11 8%	3 3%	3 4%	45 5%	11 8% v	31 4%	2 2%	28 5%
Very unclear	38 4%	4 4%	10 3%	10 4%	12 6%	16 4%	12 4%	12 4%	5 3%	2 2%	6 4%	8 8%	5 6%	33 4%	7 6%	22 3%	3 2%	19 3%
Not discussed at all	126 13%	23 24% rL	55 16% rL	20 8%	13 7%	44 11%	25 10%	51 16% N	18 10%	13 13%	15 10%	38 38% PQR	34 40% v	92 11%	7 5%	103 15% TW	38 30% TUW	65 11%
Don't know	42 4%	4 4%	18 5% L	8 3%	2 1%	14 3%	10 4%	10 3%	4 2%	7 7%	3 2%	5 6%	5 6%	37 4%	2 2%	21 3% W	7 6% W	14 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 143

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	601 63%	45 48%	214 61% p	175 70% pq	151 75% pq	263 65%	180 69%	203 63%	131 73% S	60 62% S	99 65% S	32 32%	26 30%	575 67% u	83 66% V	462 65% V	64 50%	397 69% UV
NET: All not clear	86 9%	7 8%	28 8%	25 10%	20 10%	41 10%	19 7%	28 9%	15 8%	6 6%	17 11%	12 12%	9 10%	78 9%	18 14% UVW	53 7%	5 4%	47 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 143

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	323 34%	154 44% xzA	116 28% zA	180 44% xzA	90 25%	10 15%	115 44%	35 41%	106 30%	92 38% D	59 43% D	141 32%	168 37%	113 35%	140 36%	83 31%
Fairly clear	277 29%	121 34% xzA	100 24%	136 34% xzA	85 24%	12 19%	84 32%	35 41%	98 28%	72 30%	36 26%	121 28%	139 31%	93 29%	110 28%	84 31%
Neither clear nor unclear	91 10%	25 7%	46 11% y	29 7%	42 12% wy	5 8%	23 9% C	2 2%	36 10%	27 11%	11 8%	52 12% H	32 7%	29 9%	42 11%	24 9%
Fairly unclear	48 5%	18 5%	25 6%	18 4%	25 7% A	-	14 5%	3 3%	14 4%	9 4%	8 6%	16 4%	29 6%	16 5%	25 6%	9 3%
Very unclear	38 4%	14 4%	16 4%	16 4%	14 4%	-	13 5%	1 2%	12 4%	5 2%	10 7% E	12 3%	20 4%	16 5%	15 4%	12 4%
Not discussed at all	126 13%	16 4%	88 21% wy	18 4%	86 24% wxy	31 49% wxyz	9 4%	6 8%	66 19% EF	23 10%	10 7%	71 16% H	49 11%	38 12%	44 11%	45 17%
Don't know	42 4%	5 1%	20 5% wy	8 2% w	17 5% wy	6 9% wy	2 1%	3 3%	19 5%	11 5%	3 2%	25 6% H	11 2%	16 5%	16 4%	14 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 143

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	601 63%	275 78% xzA	216 53% zA	316 78% xzA	174 49% A	22 35%	199 76%	71 83%	204 58%	164 68% D	96 70% D	262 60%	307 69% G	205 64%	250 64%	167 62%
NET: All not clear	86 9%	33 9% A	41 10% A	34 8% A	39 11% A	-	27 10%	4 5%	26 7%	15 6%	18 13% E	29 7%	49 11% G	32 10%	41 10%	21 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 144

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	323 34%	123 34% K	247 46% HJK	272 40% HK	51 19%	156 38%	112 32%	49 31%	285 44% M	20 11%	307 43% O	10 9%
Fairly clear	277 29%	102 28%	149 28%	195 29%	82 30%	114 28%	121 34% m	38 24%	211 33% M	38 20%	243 34% O	13 12%
Neither clear nor unclear	91 10%	38 10% I	39 7%	60 9% I	31 11%	33 8%	33 9%	20 13%	56 9%	29 15% L	61 9%	24 22% N
Fairly unclear	48 5%	28 8% J	26 5%	36 5%	12 4%	23 5%	20 6%	5 3%	23 3%	23 12% L	25 3%	21 19% N
Very unclear	38 4%	20 5% J	18 3%	26 4%	12 4%	14 3%	15 4%	6 4%	15 2%	20 10% L	13 2%	18 16% N
Not discussed at all	126 13%	38 11% I	40 7%	61 9% I	66 24% HIJ	58 14%	39 11%	26 17%	43 7%	55 29% L	51 7%	24 22% N
Don't know	42 4%	14 4%	16 3%	25 4%	18 6% I	14 3%	14 4%	12 8% k	17 3%	4 2%	18 3%	1 1%
NET: All clear	601 63%	225 62% K	395 74% HJK	467 69% HK	133 49%	271 66% m	233 66% m	87 55%	496 76% M	59 31%	550 77% O	23 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 144

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	86 9%	48 13% IJ	44 8%	62 9%	24 9%	37 9%	36 10%	11 7%	38 6%	42 22% L	38 5%	39 35% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 144

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	323 34%	297 43% QR	10 11%	11 11%	31 12%	292 43% n	223 38% r	129 47% pr	98 30%	75 36%	19 27%	50 28%	39 39%	64 41% w	75 33%
Fairly clear	277 29%	220 32% R	24 26%	22 21%	56 21%	221 32% n	171 29%	83 30%	95 28%	62 29%	24 35%	47 26%	28 28%	52 33%	64 28%
Neither clear nor unclear	91 10%	48 7%	23 25% P	15 14% P	39 15% o	52 8%	57 10% q	13 5%	32 10% q	17 8%	8 11%	21 12%	11 11%	12 7%	22 10%
Fairly unclear	48 5%	19 3%	12 13% P	15 14% P	33 12% o	15 2%	32 5%	13 5%	15 5%	11 5%	6 9%	10 5%	6 6%	5 3%	10 5%
Very unclear	38 4%	9 1%	7 8% P	18 16% P	31 12% o	8 1%	24 4% q	5 2%	14 4%	8 4%	1 2%	8 4%	2 2%	11 7%	8 4%
Not discussed at all	126 13%	75 11%	13 14%	24 23% P	65 25% o	61 9%	63 11%	25 9%	59 18% pq	31 15% y	5 8%	32 18% vy	10 9%	11 7%	37 16% y
Don't know	42 4%	18 3%	3 4%	2 2%	8 3%	34 5%	13 2%	5 2%	20 6% pq	7 3%	6 8%	12 7%	4 4%	4 3%	10 4%
NET: All clear	601 63%	517 75% QR	34 37%	33 31%	87 33%	513 75% n	394 68% r	212 77% pr	193 58%	137 65% w	43 62%	98 54%	68 67% w	116 73% wz	139 61%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 144

F7_d How clear were each of these things made to you?: What the next steps were/what you needed to do next

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	86 9%	28 4%	19 21% P	33 30% P	64 24% o	23 3%	56 10% q	18 7%	29 9%	19 9%	7 10%	18 10%	8 8%	16 10%	19 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 145

F7_SUM How clear were each of these things made to you?

Base: All respondents

Summary table				
Which energy saving improvements the assessor recommended	What the recommended improvements would entail (e.g. how they would be installed)	The costs of the recommended improvements	What the next steps were/what you needed to do next	
Unweighted Base	946	946	946	946
Weighted Base	946	946	946	946
Effective base	870	870	870	870
Very clear	339 36%	333 35%	326 34%	323 34%
Fairly clear	307 32%	301 32%	208 22%	277 29%
Neither clear nor unclear	71 7%	87 9%	67 7%	91 10%
Fairly unclear	30 3%	40 4%	28 3%	48 5%
Very unclear	31 3%	29 3%	38 4%	38 4%
Not discussed at all	123 13%	112 12%	234 25%	126 13%
Don't know	44 5%	43 5%	44 5%	42 4%
NET: All clear	647 68%	634 67%	534 56%	601 63%
NET: All not clear	61 6%	69 7%	66 7%	86 9%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 146

F8_a How satisfied or dissatisfied were you with these aspects of the Assessment?: The professionalism of the Assessor

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very satisfied	490 52%	254 51%	234 52%	163 48%	194 54%	131 54%	437 54% g	46 37%	124 49%	364 53%	370 53%	120 49%	246 51%	244 53%	381 57% pq	45 52% pq	64 34%	109 39% p
Fairly satisfied	278 29%	142 29%	134 30%	111 33%	100 28%	66 27%	217 27%	59 48% f	71 28%	207 30%	205 29%	73 30%	156 32%	122 26%	188 28%	29 33%	61 32%	90 32%
Neither satisfied nor dissatisfied	91 10%	50 10%	42 9%	29 9%	38 11%	25 10%	78 10%	11 9%	33 13% i	58 8%	67 10%	24 10%	40 8%	51 11%	48 7%	7 8%	37 19% noq	44 16% no
Fairly dissatisfied	29 3%	18 4%	11 2%	11 3%	11 3%	7 3%	28 4%	1 1%	4 2%	25 4%	18 3%	11 4%	14 3%	15 3%	20 3%	1 1%	8 4%	9 3%
Very dissatisfied	16 2%	6 1%	10 2%	7 2%	6 2%	3 1%	14 2%	1 1%	6 2%	11 2%	10 1%	7 3%	9 2%	7 2%	13 2%	1 1%	2 1%	4 1%
Don't know / Not applicable	41 4%	24 5%	15 3%	17 5%	11 3%	12 5%	33 4%	5 4%	13 5%	27 4%	33 5%	9 4%	21 4%	20 4%	19 3%	4 5%	18 10% n	22 8% n
NET: All satisfied	768 81%	396 80%	368 82%	275 81%	295 82%	197 81%	654 81%	104 85%	195 78%	571 83%	575 82%	193 79%	402 83%	366 79%	569 85% pq	74 85% pq	125 66%	199 72% p
NET: All dissatisfied	45 5%	24 5%	21 5%	18 5%	18 5%	9 4%	42 5%	2 2%	10 4%	35 5%	28 4%	18 7%	22 5%	23 5%	33 5%	2 2%	10 5%	12 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 146

F8_a How satisfied or dissatisfied were you with these aspects of the Assessment?: The professionalism of the Assessor

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very satisfied	490 52%	419 54% s	71 43%	166 53%	230 54%	64 49%	77 47%	130 50%	119 52%	163 57% K	318 51%	172 54%
Fairly satisfied	278 29%	232 30%	46 28%	96 31%	115 27%	42 32%	55 33%	79 30%	67 29%	76 27%	194 31%	84 26%
Neither satisfied nor dissatisfied	91 10%	72 9%	20 12%	27 9%	44 10%	8 6%	15 9%	24 9%	26 12%	25 9%	63 10%	29 9%
Fairly dissatisfied	29 3%	23 3%	6 3%	11 3%	14 3%	5 4%	3 2%	12 4%	6 3%	8 3%	15 2%	14 4%
Very dissatisfied	16 2%	12 2%	5 3%	5 2%	8 2%	2 2%	3 2%	4 2%	3 1%	6 2%	12 2%	4 1%
Don't know / Not applicable	41 4%	23 3%	18 11% r	8 3%	17 4%	9 7% t	12 7% NO	13 5%	6 3%	9 3%	26 4%	16 5%
NET: All satisfied	768 81%	651 83% s	117 71%	262 84%	345 81%	105 81%	132 80%	209 80%	186 81%	239 83%	512 82%	256 81%
NET: All dissatisfied	45 5%	35 5%	10 6%	15 5%	22 5%	7 5%	6 4%	16 6%	10 4%	14 5%	27 4%	18 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 146

F8_a How satisfied or dissatisfied were you with these aspects of the Assessment?: The professionalism of the Assessor

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very satisfied	490 52%	290 55% A	72 51%	98 44%	44 60% A	399 51%	47 48%	330 58% GHJ	28 59% J	49 46%	52 44%	358 58% GHJ	132 40%
Fairly satisfied	278 29%	152 29%	43 30%	74 33% B	14 18%	245 31%	22 23%	164 29%	15 32%	35 33%	30 25%	179 29%	99 30%
Neither satisfied nor dissatisfied	91 10%	47 9%	15 10%	27 12%	4 5%	71 9%	15 15%	33 6%	3 6%	13 12% EI	22 18% EFH	36 6%	56 17% EI
Fairly dissatisfied	29 3%	18 3%	5 4%	6 3%	1 1%	25 3%	3 3%	14 2%	1 3%	3 3%	5 4%	15 3%	14 4%
Very dissatisfied	16 2%	8 2%	3 2%	6 3%	5 7% Y	13 2%	1 1%	7 1%	- -	1 1%	5 4% EI	7 1%	10 3% I
Don't know / Not applicable	41 4%	16 3%	5 3%	12 5%	6 8%	31 4%	9 9% C	22 4%	- -	5 5%	4 3%	22 4%	20 6%
NET: All satisfied	768 81%	443 83%	115 81%	172 77%	58 79%	644 82% D	69 71%	494 87% GHJ	43 91% HJ	84 79% J	82 70%	536 87% GHJ	232 70%
NET: All dissatisfied	45 5%	26 5%	8 6%	12 5%	6 8%	38 5%	4 4%	21 4%	1 3%	5 4%	10 9% EI	22 4%	23 7% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 147

F8_a How satisfied or dissatisfied were you with these aspects of the Assessment?: The professionalism of the Assessor

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very satisfied	490 52%	60 70% bcfg h	139 54% h	28 51%	142 63% bgh	83 63% h	330 58% h	319 57% h	160 42%	52 70% jk	244 54% k	193 46%	106 64% m	384 49%	326 61% o	164 40%
Fairly satisfied	278 29%	23 26%	79 31%	16 29%	64 28%	37 29%	164 29%	163 29%	114 30%	15 20%	143 32% i	120 28%	39 24%	238 31%	146 27%	132 32%
Neither satisfied nor dissatisfied	91 10%	1 1%	15 6%	7 13% adefg	9 4%	6 4%	33 6%	32 6%	59 16% abdef g	3 4%	26 6%	62 15% ij	11 7%	80 10%	29 5%	62 15% n
Fairly dissatisfied	29 3%	-	6 2%	1 1%	5 2%	2 2%	14 2%	13 2%	15 4%	-	11 2%	18 4%	3 2%	26 3%	15 3%	14 3%
Very dissatisfied	16 2%	1 1%	3 1%	1 2%	2 1%	1 1%	7 1%	7 1%	10 3%	1 2%	5 1%	10 2%	5 3%	11 1%	7 1%	9 2%
Don't know / Not applicable	41 4%	1 1%	15 6% de	3 4%	4 2%	1 1%	22 4% de	22 4% de	20 5% de	3 4%	18 4%	20 5%	1 1%	40 5% l	11 2%	30 7% n
NET: All satisfied	768 81%	83 96% bcfg h	218 85% h	44 79%	206 91% bcfg h	120 92% ch	494 87% h	482 87% h	274 73%	67 89% k	387 86% k	313 74%	145 88% m	623 80%	473 88% o	295 72%
NET: All dissatisfied	45 5%	1 1%	9 3%	2 3%	7 3%	4 3%	21 4%	20 4%	25 7% afg	1 2%	16 4%	28 7%	8 5%	37 5%	22 4%	23 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 147

F8_a How satisfied or dissatisfied were you with these aspects of the Assessment?: The professionalism of the Assessor

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very satisfied	490 52%	35 37%	170 48%	141 56% p	133 66% pqr	209 52%	145 56%	173 54%	92 51% s	52 54% s	75 49% s	28 28%	24 29%	466 54% u	69 55%	373 53%	58 46%	315 54%
Fairly satisfied	278 29%	28 30%	120 34% L	79 31% L	42 21%	122 30%	76 29%	94 29%	66 36%	26 27%	46 31%	30 30%	24 29%	253 29%	37 29%	215 30%	39 31%	176 30%
Neither satisfied nor dissatisfied	91 10%	20 22% qrl	38 11%	16 6%	13 7%	37 9%	18 7%	31 10%	9 5%	10 10%	15 10%	22 23% PQR	20 24% v	71 8%	11 9%	63 9%	16 12%	47 8%
Fairly dissatisfied	29 3%	5 5%	9 2%	10 4%	3 2%	11 3%	11 4%	8 3%	7 4%	4 4%	8 6%	3 3%	2 2%	27 3%	4 3%	23 3%	2 2%	21 4%
Very dissatisfied	16 2%	3 3%	3 1%	3 1%	7 3% q	10 2%	5 2%	4 1%	4 2%	2 2%	1 1%	4 4%	4 4%	13 1%	4 3% W	8 1%	3 2%	5 1%
Don't know / Not applicable	41 4%	3 3%	12 3% r	1 7%	2 7%	15 4%	5 2%	12 4%	3 2%	3 3%	5 4%	12 12% PQR	10 12% v	31 4%	1 7%	26 4% W	10 7% TUW	16 3%
NET: All satisfied	768 81%	63 67%	289 83% p	219 88% p	175 87% p	330 82%	221 85%	268 83%	158 87% s	78 80% s	121 80% s	58 59%	49 58%	719 83% u	106 84%	588 83% v	97 76%	490 85% uv
NET: All dissatisfied	45 5%	8 8% q	12 3%	14 5%	10 5%	21 5%	17 6%	12 4%	10 6%	6 6%	10 6%	6 6%	6 7%	40 5%	8 7%	31 4%	5 4%	26 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 147

F8_a How satisfied or dissatisfied were you with these aspects of the Assessment?: The professionalism of the Assessor

Base: All respondents

	Total	Received/seen GDAR				Report sent straight to landlord/housing association (A)	Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)		Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very satisfied	490 52%	214 61% xzA	188 46% z	254 63% wxzA	149 41%	24 37%	162 62%	49 57%	170 48%	137 57%	77 56%	221 51%	244 55%	153 48%	217 55% I	136 50%
Fairly satisfied	278 29%	107 30%	120 29%	116 29%	111 31%	21 32%	78 30%	28 33%	106 30%	69 29%	39 29%	138 31%	125 28%	117 36% JK	103 26%	72 27%
Neither satisfied nor dissatisfied	91 10%	13 4%	56 14% wy	15 4%	53 15% wy	12 19% wy	8 3%	2 2%	40 12%	20 8%	10 7%	38 9%	44 10%	26 8%	40 10%	32 12%
Fairly dissatisfied	29 3%	9 2%	15 4%	9 2%	15 4%	1 2%	6 2%	2 3%	12 3%	5 2%	5 3%	13 3%	14 3%	7 2%	11 3%	11 4%
Very dissatisfied	16 2%	7 2%	6 2%	7 2%	6 2%	-	5 2%	2 3%	5 2%	2 1%	2 2%	6 1%	7 2%	8 3%	7 2%	2 1%
Don't know / Not applicable	41 4%	3 1%	24 6% wy	3 1%	24 7% wy	7 10% wy	1 *	2 2%	17 5%	8 3%	4 3%	21 5%	12 3%	10 3%	15 4%	17 6%
NET: All satisfied	768 81%	321 91% xzA	308 75% z	370 91% xzA	260 73%	44 69%	240 92%	77 90%	276 79%	206 86% D	117 85%	359 82%	370 83%	270 84% K	320 81%	208 77%
NET: All dissatisfied	45 5%	16 5%	22 5%	17 4%	21 6%	1 2%	12 4%	5 5%	18 5%	7 3%	7 5%	20 4%	21 5%	15 5%	18 5%	13 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 148

F8_a How satisfied or dissatisfied were you with these aspects of the Assessment?: The professionalism of the Assessor

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very satisfied	490 52%	190 52% K	326 61% HJK	383 57% HK	107 39%	228 55% I	167 47%	89 56%	403 62% M	47 25%	444 62% O	21 19%
Fairly satisfied	278 29%	114 31%	146 27%	199 30% I	79 29%	112 27%	111 31%	45 28%	198 31%	53 28%	219 31%	25 23%
Neither satisfied nor dissatisfied	91 10%	27 8%	29 5%	42 6%	49 18% HIJ	36 9%	42 12%	11 7%	26 4%	51 27% L	32 4%	36 33% N
Fairly dissatisfied	29 3%	12 3%	15 3%	19 3%	10 4%	13 3%	13 4%	3 2%	8 1%	17 9% L	10 1%	13 12% N
Very dissatisfied	16 2%	7 2%	7 1%	11 2%	5 2%	9 2%	3 1%	2 1%	5 1%	10 6% L	4 1%	11 10% N
Don't know / Not applicable	41 4%	12 3%	11 2%	19 3% I	22 8% HIJ	14 3%	18 5%	8 5%	8 1%	11 6% L	7 1%	4 4% N
NET: All satisfied	768 81%	304 84% K	473 88% HJK	582 86% K	185 68%	341 83%	278 78%	134 85%	602 93% M	100 53%	663 92% O	46 42%
NET: All dissatisfied	45 5%	19 5%	22 4%	30 5%	15 6%	22 5%	16 5%	5 3%	13 2%	27 14% L	15 2%	24 22% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 148

F8_a How satisfied or dissatisfied were you with these aspects of the Assessment?: The professionalism of the Assessor

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very satisfied	490 52%	432 63% QR	24 26%	21 19%	65 25%	425 62% n	338 58% r	179 65% pr	149 45%	119 57% vw	26 38%	66 36%	62 62% vw	92 58% vw	125 55% vw
Fairly satisfied	278 29%	199 29%	37 40% P	32 30%	73 28%	205 30%	158 27%	71 26%	109 33%	58 27%	28 40% xy	62 34% x	22 22%	42 27%	66 29%
Neither satisfied nor dissatisfied	91 10%	31 4%	26 28% P	22 21% P	62 23% o	30 4%	49 8% q	10 4%	37 11% q	16 8%	7 10%	27 15% uy	8 8%	12 8%	22 10%
Fairly dissatisfied	29 3%	10 1%	4 4%	12 12% P	29 11% o	- -	19 3%	7 3%	9 3%	8 4%	2 3%	7 4%	2 2%	4 3%	6 3%
Very dissatisfied	16 2%	5 1%	1 1%	10 9% PQ	16 6% o	- -	8 1%	1 1%	8 2%	2 1%	1 2%	3 1%	1 1%	4 2%	6 2%
Don't know / Not applicable	41 4%	9 1%	1 1%	10 10% PQ	18 7% o	23 3%	11 2%	5 2%	22 7% pq	8 4%	5 7% z	17 9% uyz	4 4%	5 3%	2 1%
NET: All satisfied	768 81%	631 92% QR	61 66% R	52 49%	138 52%	630 92% n	496 85% r	250 91% pr	258 77%	177 84% w	54 78%	128 71%	85 84% w	134 84% w	191 84% w
NET: All dissatisfied	45 5%	15 2%	5 5%	22 21% PQ	45 17% o	- -	27 5%	9 3%	17 5%	10 5%	3 5%	9 5%	4 4%	8 5%	12 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 149

F8_b How satisfied or dissatisfied were you with these aspects of the Assessment?: Whether the Assessment offered value for money

Base: All respondents who paid for their assessment

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	117	46	71	26	47	44	110	5	30	87	54	63	50	67	111	1	5	6
Weighted Base	127	48*	79*	28**	51*	48*	120	5**	31**	96*	56*	71*	42*	85*	122	1**	4**	5**
Effective base	109	43	66	23	44	42	103	4	27	81	48	61	47	65	104	1	4	5
Very satisfied	34 27%	9 18%	25 32%	5 19%	16 31%	13 27%	32 27%	2 38%	3 11%	31 32%	12 22%	22 31%	7 17%	27 32%	34 28%	-	-	-
Fairly satisfied	37 29%	12 25%	25 32%	8 27%	14 27%	16 33%	34 29%	2 35%	14 45%	23 24%	14 25%	23 33%	10 25%	27 31%	35 29%	-	2 41%	2 36%
Neither satisfied nor dissatisfied	19 15%	11 23%	8 10%	7 25%	8 16%	4 9%	17 15%	1 14%	5 16%	14 15%	11 20%	8 12%	8 20%	11 13%	18 15%	1 100%	* 12%	1 24%
Fairly dissatisfied	10 8%	5 11%	5 6%	1 5%	5 10%	3 7%	10 8%	-	3 9%	7 7%	5 9%	5 7%	4 10%	6 7%	9 7%	-	1 23%	1 20%
Very dissatisfied	22 18%	9 18%	14 17%	7 24%	7 14%	8 18%	22 18%	1 13%	5 16%	18 18%	12 22%	10 15%	11 26%	12 14%	22 18%	-	-	-
Don't know / Not applicable	4 3%	2 4%	2 3%	-	1 2%	3 7%	4 3%	-	1 3%	3 3%	2 3%	2 3%	1 2%	3 4%	3 2%	-	1 24%	1 21%
NET: All satisfied	71 56%	21 44%	50 64% a	13 46%	30 58%	28 60%	67 56%	4 73%	17 56%	54 56%	26 46%	45 64%	17 42%	54 63% 1	69 57%	-	2 41%	2 36%
NET: All dissatisfied	32 25%	14 29%	18 23%	8 29%	13 24%	12 25%	32 26%	1 13%	8 26%	24 25%	17 31%	15 21%	15 36%	17 20%	31 26%	-	1 23%	1 20%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 149

F8_b How satisfied or dissatisfied were you with these aspects of the Assessment?: Whether the Assessment offered value for money

Base: All respondents who paid for their assessment

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	117	4	45	50	19	15	24	35	43	72	45
Weighted Base	127	5**	49*	53*	22**	17**	27**	35*	48*	76*	51*
Effective base	109	4	41	47	18	13	22	33	41	67	42
Very satisfied	34 27%	-	12 24%	12 23%	10 44%	1 5%	8 31%	9 26%	16 33%	18 23%	16 32%
Fairly satisfied	37 29%	3 51%	15 31%	16 29%	6 29%	5 29%	7 28%	11 32%	13 28%	23 31%	14 27%
Neither satisfied nor dissatisfied	19 15%	-	9 19%	7 12%	1 4%	4 21%	6 24%	6 18%	3 6%	12 16%	7 13%
Fairly dissatisfied	10 8%	2 30%	4 8%	5 9%	1 6%	2 15%	1 5%	2 5%	4 9%	7 10%	2 5%
Very dissatisfied	22 18%	1 19%	8 16%	11 20%	4 18%	5 30%	2 9%	6 18%	8 18%	13 18%	9 18%
Don't know / Not applicable	4 3%	-	1 2%	3 6%	-	-	1 3%	-	3 7%	2 2%	2 4%
NET: All satisfied	71 56%	3 51%	27 55%	28 53%	16 73%	6 34%	16 59%	21 59%	29 61%	41 54%	30 59%
NET: All dissatisfied	32 25%	3 49%	12 24%	15 29%	5 23%	8 45%	4 14%	8 23%	13 27%	21 27%	12 23%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 149

F8_b How satisfied or dissatisfied were you with these aspects of the Assessment?: Whether the Assessment offered value for money

Base: All respondents who paid for their assessment

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	117	85	14	10	16	79	13	54	12	21	26	66	51
Weighted Base	127	91*	15**	10**	20**	81*	16**	59*	12**	23**	28**	71*	55*
Effective base	109	79	13	8	15	74	12	51	11	19	24	62	47
Very satisfied	34 27%	24 26%	4 28%	1 8%	7 33%	20 25%	4 28%	21 36% J	3 28%	4 19%	5 17%	25 35% J	9 17%
Fairly satisfied	37 29%	24 26%	4 26%	5 51%	7 33%	23 28%	4 27%	22 37%	4 30%	5 23%	3 12%	26 36%	11 20%
Neither satisfied nor dissatisfied	19 15%	14 16%	1 5%	1 12%	3 14%	12 14%	2 11%	8 14%	2 16%	8 33%	2 6%	10 14%	9 17%
Fairly dissatisfied	10 8%	8 9%	1 6%	-	1 7%	6 7%	3 17%	1 2%	1 10%	1 6%	5 18%	2 3%	7 13% E
Very dissatisfied	22 18%	19 21%	3 22%	2 21%	3 13%	17 21%	2 13%	5 8%	1 10%	3 15%	13 47%	6 8%	16 30% E1
Don't know / Not applicable	4 3%	2 2%	2 12%	1 9%	-	3 4%	1 6%	1 2%	1 6%	1 4%	-	2 3%	2 4%
NET: All satisfied	71 56%	47 52%	8 54%	6 58%	13 66%	43 53%	8 54%	43 74% J	7 58%	10 42%	8 30%	51 71% J	20 37%
NET: All dissatisfied	32 25%	27 30%	4 28%	2 21%	4 20%	23 29%	5 29%	6 10%	2 20%	5 21%	18 65%	9 12%	24 43% E1



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 150

F8_b How satisfied or dissatisfied were you with these aspects of the Assessment?: Whether the Assessment offered value for money

Base: All respondents who paid for their assessment

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	117	28	7	6	10	29	54	53	63	27	24	66	56	61	52	65
Weighted Base	127	31**	7**	6**	9**	31**	59*	58*	68*	30**	26**	71*	63*	63*	58*	69*
Effective base	109	26	6	6	9	28	51	50	58	26	22	61	52	57	49	60
Very satisfied	34 27%	16 51%	1 17%	3 52%	1 14%	12 39%	21 36% h	21 37% h	13 19%	16 53%	6 22%	13 18%	20 32%	14 22%	21 36%	13 19%
Fairly satisfied	37 29%	8 25%	5 72%	2 38%	3 37%	11 36%	22 37%	21 36%	15 22%	9 29%	12 48%	16 23%	23 37%	14 22%	18 31%	19 28%
Neither satisfied nor dissatisfied	19 15%	3 10%	1 11%	1 10%	4 40%	3 8%	8 14%	8 14%	11 16%	5 16%	2 9%	12 17%	10 16%	9 14%	8 14%	11 17%
Fairly dissatisfied	10 8%	1 4%	-	-	-	-	1 2%	1 2%	9 13% fg	-	1 5%	9 12%	3 5%	7 11%	5 9%	5 7%
Very dissatisfied	22 18%	2 6%	-	-	1 9%	4 13%	5 8%	5 8%	18 26% fg	1 2%	3 11%	19 27%	7 11%	15 24%	4 7%	18 27% n
Don't know / Not applicable	4 3%	1 4%	-	-	-	1 4%	1 2%	1 2%	3 4%	-	1 5%	3 4%	-	4 6%	2 3%	2 3%
NET: All satisfied	71 56%	23 76%	7 89%	6 90%	4 51%	23 75%	43 74% h	42 73% h	28 41%	24 81%	18 70%	29 41%	43 68% m	28 44%	39 67% o	32 47%
NET: All dissatisfied	32 25%	3 10%	-	-	1 9%	4 13%	6 10%	6 10%	26 39% fg	1 2%	4 16%	28 39%	10 16%	22 35% l	9 16%	23 33% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 150

F8_b How satisfied or dissatisfied were you with these aspects of the Assessment?: Whether the Assessment offered value for money

Base: All respondents who paid for their assessment

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	117	3	34	29	46	34	43	52	16	5	-	2	2	115	117	-	-	-
Weighted Base	127	3**	36*	34**	49*	38*	46*	61*	19**	5**	**	2**	2**	125	127	**	**	**
Effective base	109	3	32	27	43	32	40	49	15	4	-	2	2	107	109	-	-	-
Very satisfied	34 27%	-	8 23%	4 13%	21 44%	11 30%	7 16%	22 36% N	6 32%	2 30%	-	-	-	34 27%	34 27%	-	-	-
Fairly satisfied	37 29%	-	12 33%	12 37%	12 24%	10 26%	16 35%	18 29%	4 20%	2 32%	-	-	-	37 30%	37 29%	-	-	-
Neither satisfied nor dissatisfied	19 15%	2 67%	5 14%	6 16%	5 10%	3 8%	6 14%	11 17%	2 11%	1 23%	-	*	*	19 15%	19 15%	-	-	-
Fairly dissatisfied	10 8%	1 33%	1 2%	4 12%	4 9%	2 7%	6 12%	3 6%	1 5%	-	-	-	-	10 8%	10 8%	-	-	-
Very dissatisfied	22 18%	-	8 22%	7 22%	6 13%	9 24%	9 20%	6 10%	6 32%	1 15%	-	-	-	22 18%	22 18%	-	-	-
Don't know / Not applicable	4 3%	-	2 6%	-	-	2 5%	1 3%	1 2%	-	-	-	1 67%	1 67%	3 2%	4 3%	-	-	-
NET: All satisfied	71 56%	-	20 56%	17 50%	33 68%	21 56%	24 51%	39 65%	10 52%	3 62%	-	-	-	71 57%	71 56%	-	-	-
NET: All dissatisfied	32 25%	1 33%	9 24%	11 34%	11 22%	11 31%	15 32%	10 16%	7 37%	1 15%	-	-	-	32 26%	32 25%	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 150

F8_b How satisfied or dissatisfied were you with these aspects of the Assessment?: Whether the Assessment offered value for money

Base: All respondents who paid for their assessment

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	117	90	19	96	13	-	80	9	22	36	34	36	75	30	61	30
Weighted Base	127	100*	20**	106*	13**	-**	90*	8**	21**	42*	37*	38*	81*	30**	66*	34**
Effective base	109	84	18	89	12	-	75	8	20	34	32	32	71	27	58	28
Very satisfied	34 27%	27 27%	5 24%	29 28%	2 15%	-	24 27%	3 30%	3 15%	16 39%	8 22%	6 15%	27 33%	8 26%	17 26%	10 29%
Fairly satisfied	37 29%	28 28%	7 35%	30 29%	5 35%	-	25 28%	3 39%	5 26%	13 30%	10 27%	12 33%	21 26%	8 27%	19 29%	11 32%
Neither satisfied nor dissatisfied	19 15%	15 16%	2 11%	16 15%	1 10%	-	15 17%	-	2 10%	2 5%	9 23% E	7 19%	11 13%	6 18%	9 14%	5 13%
Fairly dissatisfied	10 8%	9 9%	1 5%	9 8%	1 7%	-	8 9%	-	3 17%	2 5%	4 11%	2 4%	8 10%	2 6%	5 8%	3 10%
Very dissatisfied	22 18%	20 20%	3 14%	20 19%	2 16%	-	17 19%	3 31%	4 19%	9 21%	6 17%	7 18%	14 18%	7 22%	12 19%	5 13%
Don't know / Not applicable	4 3%	1 1%	2 11%	1 1%	2 17%	-	1 1%	-	3 13%	-	-	4 11% H	-	-	3 5%	1 3%
NET: All satisfied	71 56%	55 55%	11 58%	60 56%	7 51%	-	49 55%	6 69%	9 41%	29 69%	18 49%	18 48%	48 59%	16 53%	36 54%	21 61%
NET: All dissatisfied	32 25%	29 29%	4 19%	29 28%	3 23%	-	25 27%	3 31%	7 36%	11 26%	11 28%	8 22%	23 28%	9 28%	18 27%	8 23%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 151

F8_b How satisfied or dissatisfied were you with these aspects of the Assessment?: Whether the Assessment offered value for money

Base: All respondents who paid for their assessment

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	117	75	52	94	23	62	42	9	81	31	87	25
Weighted Base	127	79*	58*	101*	26**	68*	45*	10**	91*	29**	97*	25**
Effective base	109	69	49	87	22	58	39	8	76	29	81	23
Very satisfied	34 27%	20 25%	21 36%	28 28%	6 23%	19 29%	9 21%	4 44%	34 37%	- -	31 32%	2 8%
Fairly satisfied	37 29%	26 32%	18 31%	34 33%	3 12%	17 26%	19 43%	* 5%	34 37%	1 3%	37 38%	- -
Neither satisfied nor dissatisfied	19 15%	12 16%	8 14%	13 13%	6 25%	11 16%	6 12%	2 21%	13 14%	5 17%	15 15%	5 19%
Fairly dissatisfied	10 8%	6 8%	5 9%	9 9%	1 4%	6 8%	2 6%	- -	5 5%	5 17%	5 6%	4 14%
Very dissatisfied	22 18%	13 16%	4 7%	14 14%	8 33%	14 21%	6 14%	1 7%	3 4%	18 61%	6 7%	15 59%
Don't know / Not applicable	4 3%	2 3%	2 3%	3 3%	1 4%	- -	2 4%	2 24%	2 2%	1 3%	2 2%	- -
NET: All satisfied	71 56%	45 57%	39 67%	62 61%	9 35%	37 54%	29 64%	5 49%	68 75%	1 3%	68 71%	2 8%
NET: All dissatisfied	32 25%	19 24%	9 16%	23 23%	9 36%	20 29%	9 20%	1 7%	8 9%	23 77%	12 12%	18 74%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 151

F8_b How satisfied or dissatisfied were you with these aspects of the Assessment?: Whether the Assessment offered value for money

Base: All respondents who paid for their assessment

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	117	68	19	25	47	70	98	36	16	29	6	17	20	17	28
Weighted Base	127	77*	18**	26**	48*	79*	108*	39*	17**	30**	5**	17**	22**	20**	33**
Effective base	109	63	18	23	43	66	91	34	15	27	6	16	19	16	26
Very satisfied	34 27%	32 42%	1 6%	-	3 7%	31 39% n	31 29%	18 46% p	3 19%	9 30%	-	4 22%	9 39%	7 33%	6 19%
Fairly satisfied	37 29%	27 35%	8 41%	2 7%	3 6%	34 43% n	30 28%	12 30%	6 35%	12 39%	1 24%	4 25%	4 17%	5 25%	11 34%
Neither satisfied nor dissatisfied	19 15%	11 14%	4 24%	3 12%	7 16%	12 15%	15 14%	5 13%	3 16%	5 16%	2 33%	4 20%	3 13%	4 20%	2 7%
Fairly dissatisfied	10 8%	4 5%	1 7%	5 18%	10 21% o	-	10 9%	1 3%	-	2 7%	-	1 6%	1 4%	1 3%	5 16%
Very dissatisfied	22 18%	3 4%	3 17%	16 60%	22 47% o	-	19 18% q	2 5%	3 19%	2 8%	1 24%	3 20%	5 23%	4 19%	6 20%
Don't know / Not applicable	4 3%	-	1 6%	1 3%	2 4%	2 3%	2 2%	1 3%	2 11%	-	1 18%	1 6%	1 4%	-	1 4%
NET: All satisfied	71 56%	59 76%	9 47%	2 7%	6 13%	65 82% n	61 57%	29 76% p	9 54%	21 70%	1 24%	8 48%	12 56%	11 57%	17 53%
NET: All dissatisfied	32 25%	7 9%	4 24%	21 78%	32 68% o	-	29 27% q	3 8%	3 19%	4 15%	1 24%	4 26%	6 27%	5 22%	12 36%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 158

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very satisfied	401 42%	204 41%	196 44%	131 39%	156 43%	112 46%	362 45% g	32 26%	101 40%	299 43%	300 43%	101 41%	188 39%	214 46% l	314 47% pq	35 40% pq	51 27%	87 31% p
Fairly satisfied	315 33%	162 33%	151 34%	127 38% e	118 33%	69 29%	251 31%	59 48% f	84 33%	231 33%	235 34%	79 33%	184 38% m	131 28%	222 33%	30 35%	62 33%	93 33%
Neither satisfied nor dissatisfied	99 10%	58 12%	41 9%	39 11%	36 10%	24 10%	81 10%	16 13%	32 13%	66 10%	73 10%	26 11%	48 10%	51 11%	52 8%	9 11%	37 19% n	46 17% n
Fairly dissatisfied	36 4%	19 4%	18 4%	7 2%	21 6% c	8 3%	35 4%	2 1%	12 5%	25 4%	22 3%	14 6%	17 3%	20 4%	25 4%	2 2%	9 5%	11 4%
Very dissatisfied	34 4%	17 3%	17 4%	11 3%	14 4%	8 3%	30 4%	4 3%	6 3%	27 4%	24 3%	10 4%	20 4%	14 3%	28 4%	2 3%	4 2%	6 2%
Don't know / Not applicable	61 6%	34 7%	25 6%	23 7%	15 4%	21 9% d	50 6%	9 7%	16 6%	43 6%	48 7%	14 6%	31 6%	31 7%	27 4%	8 9% n	26 14% n	34 12% n
NET: All satisfied	716 76%	366 74%	347 78%	258 76%	274 76%	181 75%	613 76%	92 75%	184 73%	530 77%	536 76%	180 74%	371 76%	344 75%	536 80% pq	65 75% pq	114 60%	179 65% p
NET: All dissatisfied	70 7%	36 7%	34 8%	19 6%	35 10% c	16 7%	64 8%	6 5%	18 7%	52 8%	46 7%	24 10%	37 8%	34 7%	53 8%	4 5%	13 7%	17 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 158

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very satisfied	401 42%	352 45% s	49 29%	137 44%	195 45%	52 40%	64 38%	104 40%	92 40%	140 49% KM	257 41%	144 45%
Fairly satisfied	315 33%	272 35% s	43 26%	115 37% u	119 28%	47 36%	53 32%	92 35%	85 37%	84 29%	220 35%	95 30%
Neither satisfied nor dissatisfied	99 10%	63 8%	36 22% r	23 7%	55 13% t	12 9%	21 13%	26 10%	27 12%	24 9%	71 11%	28 9%
Fairly dissatisfied	36 4%	28 4%	8 5%	16 5%	17 4%	2 1%	7 4%	11 4%	7 3%	10 4%	22 4%	14 4%
Very dissatisfied	34 4%	28 4%	6 3%	8 3%	16 4%	7 6%	3 2%	10 4%	8 4%	12 4%	19 3%	15 5%
Don't know / Not applicable	61 6%	37 5%	24 15% r	14 4%	26 6%	10 8%	18 11% NO	18 7%	9 4%	15 5%	39 6%	22 7%
NET: All satisfied	716 76%	624 80% s	92 55%	251 80% u	314 73%	99 76%	117 70%	196 75%	177 77%	224 78%	476 76%	239 75%
NET: All dissatisfied	70 7%	56 7%	14 8%	24 8%	33 8%	9 7%	10 6%	22 8%	15 7%	23 8%	41 7%	29 9%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 158

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very satisfied	401 42%	243 46% A	54 38%	82 37%	32 44%	330 42%	33 34%	281 49% GHJ	20 44%	38 35%	39 33%	301 49% GHJ	100 30%
Fairly satisfied	315 33%	171 32%	52 36%	78 35%	19 26%	265 34%	34 35%	178 31%	21 44%	45 42% E	39 33%	199 32%	116 35%
Neither satisfied nor dissatisfied	99 10%	53 10%	20 14%	23 10%	5 6%	80 10%	14 14%	49 9%	2 3%	8 8%	21 17% EFGI	50 8%	48 15% EFGI
Fairly dissatisfied	36 4%	24 4%	4 3%	7 3%	2 3%	30 4%	4 4%	13 2%	-	7 6% EI	8 7% EI	13 2%	23 7% EI
Very dissatisfied	34 4%	19 4%	3 2%	13 6%	6 9% YZ	29 4%	4 4%	15 3%	2 4%	4 4%	8 7% EI	17 3%	17 5%
Don't know / Not applicable	61 6%	22 4%	10 7%	19 9% Y	9 12% Y	51 6%	9 9%	33 6%	2 5%	5 4%	4 4%	35 6%	26 8% H
NET: All satisfied	716 76%	414 78%	106 74%	161 72%	51 70%	595 76%	67 68%	459 81% HJ	41 87% HJ	82 77% J	78 66%	500 81% HJ	215 65%
NET: All dissatisfied	70 7%	42 8%	7 5%	20 9%	9 12% Y	59 7%	8 8%	28 5%	2 4%	11 10% EI	16 13% EI	30 5%	40 12% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 159

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very satisfied	401 42%	58 67% bcd fgh	114 45% h	26 47% h	119 53% bh	74 57% bh	281 49% h	273 49% h	120 32%	47 63% jk	206 46% k	148 35%	89 54% m	312 40%	270 50% o	131 32%
Fairly satisfied	315 33%	21 25%	83 33%	18 32%	74 33%	39 29%	178 31%	174 31%	136 36%	17 22%	150 33%	148 35% i	49 30%	266 34%	181 34%	134 33%
Neither satisfied nor dissatisfied	99 10%	2 2%	27 10% ae	7 12% ae	18 8% e	2 2%	49 9% ae	49 9% ae	50 13% adefg	4 5%	45 10%	50 12%	11 7%	88 11%	39 7%	60 15% n
Fairly dissatisfied	36 4%	-	5 2%	-	4 2%	6 5% afg	13 2%	12 2%	23 6% abdfg	1 1%	8 2%	27 6% j	6 4%	31 4%	14 3%	23 6% n
Very dissatisfied	34 4%	2 2%	8 3%	1 2%	3 1%	4 3%	15 3%	14 3%	19 5% d	2 3%	11 3%	20 5%	7 4%	27 3%	15 3%	18 4%
Don't know / Not applicable	61 6%	3 4%	19 7%	4 7%	8 4%	5 4%	33 6%	33 6%	29 8%	5 6%	27 6%	29 7%	4 2%	57 7% l	16 3%	45 11% n
NET: All satisfied	716 76%	79 91% bcfg h	198 77% h	44 79%	193 85% bfgh	113 86% bh	459 81% h	447 81% h	256 68%	64 85% k	356 79% k	296 70%	138 83% m	578 74%	451 84% o	265 65%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 159

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All dissatisfied	70 7%	2 2%	13 5%	1 2%	8 3%	10 8%	28 5%	26 5%	42 11%	3 4%	20 4%	48 11%	13 8%	58 7%	29 5%	41 10%
									abcd g			j				n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 159

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very satisfied	401 42%	27 29%	123 35%	119 47% pq	125 62% pqr	162 40%	114 44%	154 48% M	76 42% S	46 48% S	67 44% S	17 17%	14 17%	387 45% u	52 41%	309 44%	46 36%	263 45%
Fairly satisfied	315 33%	24 26%	139 40% pL	88 35% L	50 25%	136 34%	95 37%	110 34%	63 35%	29 30%	54 35%	30 30%	24 28%	291 34%	44 35%	236 33%	41 33%	195 34%
Neither satisfied nor dissatisfied	99 10%	25 26% qrL	42 12% rL	15 6%	12 6%	45 11%	21 8%	30 9%	18 10%	9 9%	15 10%	26 26% PQR	24 28% v	75 9%	15 12%	72 10%	19 15%	53 9%
Fairly dissatisfied	36 4%	6 6%	12 3%	14 6% L	3 2%	18 4%	10 4%	10 3%	6 3%	4 4%	7 4%	4 4%	4 5%	33 4%	5 4%	29 4%	3 2%	26 5%
Very dissatisfied	34 4%	6 6%	14 4%	6 3%	7 4%	16 4%	11 4% O	6 2%	7 4%	2 2%	4 3%	4 4%	3 4%	31 4%	8 6%	20 3%	2 2%	18 3%
Don't know / Not applicable	61 6%	6 7% L	20 6% L	8 3%	3 1%	26 6%	9 3%	13 4%	10 6%	7 7%	6 4%	17 18% PQR	16 19% v	45 5%	3 2%	41 6% W	16 13% TUW	25 4%
NET: All satisfied	716 76%	51 55%	262 75% p	206 82% pq	176 87% pq	298 74%	209 80%	264 82% M	139 77% S	75 78% S	120 79% S	47 48%	38 45%	678 79% u	96 76%	545 77% V	88 69%	458 79% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 159

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All dissatisfied	70 7%	11 12% L	26 7%	21 8%	11 5%	34 8%	22 8%	16 5%	13 7%	6 6%	11 7%	8 8%	7 8%	63 7%	13 10%	49 7%	5 4%	44 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 159

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very satisfied	401 42%	185 52% xzA	146 36% z	214 53% xzA	117 33%	22 35%	142 54%	40 46%	139 40%	111 46%	67 49%	181 41%	200 45%	130 40%	178 45%	106 39%
Fairly satisfied	315 33%	119 34%	135 33%	138 34%	116 32%	17 26%	83 32%	35 41%	110 31%	83 35%	45 33%	146 33%	148 33%	123 38% J	120 30%	89 33%
Neither satisfied nor dissatisfied	99 10%	21 6%	58 14% wy	23 6%	56 16% wxy	12 18% wy	17 6%	3 4%	44 12%	24 10%	11 8%	43 10%	51 11%	31 10%	37 9%	36 13%
Fairly dissatisfied	36 4%	13 4%	19 5%	13 3%	19 5%	2 3%	9 4%	2 2%	17 5%	5 2%	5 4%	20 5%	15 3%	11 3%	19 5%	8 3%
Very dissatisfied	34 4%	10 3%	16 4%	11 3%	15 4%	-	7 3%	2 2%	13 4%	6 3%	3 2%	16 4%	14 3%	12 4%	13 3%	10 4%
Don't know / Not applicable	61 6%	6 2%	36 9% wy	7 2%	35 10% wy	11 18% wxyz	2 1%	3 4%	29 8%	11 4%	7 5%	33 7%	20 4%	15 5%	26 6%	22 8%
NET: All satisfied	716 76%	304 86% xzA	281 68% z	351 87% xzA	233 65%	39 61%	225 86%	74 87%	249 71%	195 81% D	112 81% D	327 75%	348 78%	252 78%	298 76%	195 72%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 159

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All dissatisfied	70	22	35	24	34	2	17	4	30	12	8	36	29	23	32	17
	7%	6%	9%	6%	10%	3%	6%	5%	9%	5%	6%	8%	6%	7%	8%	6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 160

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very satisfied	401 42%	157 43% K	270 50% HJK	321 48% HK	80 30%	201 49% I	128 36%	68 43%	354 55% M	18 10%	380 53% O	9 8%
Fairly satisfied	315 33%	127 35%	181 34%	227 34%	88 32%	120 29%	132 37% k	55 35%	219 34%	67 35%	254 35%	30 27%
Neither satisfied nor dissatisfied	99 10%	33 9%	39 7%	55 8%	44 16% HIJ	39 10%	39 11%	14 9%	44 7%	42 22% L	45 6%	28 25% N
Fairly dissatisfied	36 4%	15 4%	14 3%	23 3% I	13 5%	14 3%	19 5%	4 3%	10 2%	23 12% L	10 1%	19 17% N
Very dissatisfied	34 4%	16 4%	15 3%	23 3%	11 4%	16 4%	12 3%	5 3%	10 1%	20 10% L	12 2%	19 17% N
Don't know / Not applicable	61 6%	14 4%	16 3%	26 4% I	35 13% HIJ	21 5%	26 7%	12 8%	11 2%	19 10% L	15 2%	6 6% N
NET: All satisfied	716 76%	285 79% K	451 84% HJK	547 81% K	168 62%	322 78%	260 73%	123 78%	573 88% M	85 45%	634 88% O	39 35%
NET: All dissatisfied	70 7%	31 8% I	29 5%	46 7% I	24 9%	30 7%	31 9%	9 6%	20 3%	43 23% L	23 3%	39 35% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 160

F8_e How satisfied or dissatisfied were you with these aspects of the Assessment?: How thorough the assessment was

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very satisfied	401 42%	365 53% QR	15 17%	11 10%	28 11%	373 55% n	282 48% r	157 57% pr	115 34%	94 45% w	25 36%	60 33%	47 47% w	76 48% w	99 44% w
Fairly satisfied	315 33%	237 35%	39 43%	31 29%	86 33%	229 34%	184 32%	84 30%	119 36%	66 31%	23 34%	62 34%	35 35%	55 35%	73 32%
Neither satisfied nor dissatisfied	99 10%	41 6%	27 29% PR	17 16% P	55 21% o	44 6%	49 8% q	12 4%	45 14% pq	17 8%	12 18% uxy	31 17% uxy	6 6%	9 6%	23 10%
Fairly dissatisfied	36 4%	13 2%	6 6% P	15 14% P	36 14% o	-	26 4% q	6 2%	11 3%	9 4%	2 3%	3 1%	3 3%	8 5%	12 5% w
Very dissatisfied	34 4%	8 1%	3 3%	19 18% PQ	34 13% o	-	21 4% q	5 2%	12 4%	8 4%	2 3%	6 3%	3 3%	4 3%	10 4%
Don't know / Not applicable	61 6%	22 3%	2 2%	14 13% PQ	25 9% o	37 5%	21 4%	9 3%	32 10% pq	16 7%	5 7%	20 11% yz	6 6%	6 4%	9 4%
NET: All satisfied	716 76%	602 88% QR	55 5% R	42 40%	114 43%	602 88% n	466 80% r	241 88% pr	233 70%	160 76%	48 70%	121 67%	82 82% w	131 83% vw	173 76% w
NET: All dissatisfied	70 7%	21 3%	8 9% P	34 32% PQ	70 27% o	-	47 8% q	12 4%	23 7%	17 8%	4 5%	9 5%	6 6%	12 8%	22 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 161

F8_SUM How satisfied or dissatisfied were you with these aspects of the Assessment?

Base: All respondents

Summary table			
	The professionalism of the Assessor	Whether the Assessment offered value for money	How thorough the assessment was
Unweighted Base	946	117	946
Weighted Base	946	127	946
Effective base	870	109	870
Very satisfied	490 52%	34 27%	401 42%
Fairly satisfied	278 29%	37 29%	315 33%
Neither satisfied nor dissatisfied	91 10%	19 15%	99 10%
Fairly dissatisfied	29 3%	10 8%	36 4%
Very dissatisfied	16 2%	22 18%	34 4%
Don't know / Not applicable	41 4%	4 3%	61 6%
NET: All satisfied	768 81%	71 56%	716 76%
NET: All dissatisfied	45 5%	32 25%	70 7%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 162

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Already have recommended	105 11%	60 12%	45 10%	44 13%	36 10%	25 10%	91 11%	12 10%	20 8%	85 12%	82 12%	23 10%	54 11%	51 11%	86 13% pq	9 11%	10 5%	19 7%
Definitely would	362 38%	186 38%	176 39%	110 32%	161 45% c	91 37%	311 38%	48 39%	110 44% i	252 36%	275 39%	87 36%	191 39%	171 37%	270 40% pq	32 36%	60 32%	92 33%
Probably would	219 23%	111 23%	106 24%	94 28% e	79 22%	46 19%	185 23%	31 25%	50 20%	169 24%	167 24%	52 21%	112 23%	106 23%	137 20%	25 29%	56 30% n	82 29% n
Might or might not	92 10%	53 11%	37 8%	38 11%	29 8%	24 10%	70 9%	20 16% f	23 9%	67 10%	61 9%	32 13%	53 11%	40 9%	62 9%	6 7%	24 13%	31 11%
Probably would not	54 6%	26 5%	28 6%	20 6%	23 6%	11 4%	50 6%	3 3%	15 6%	39 6%	35 5%	19 8%	25 5%	30 6%	36 5%	4 5%	14 7%	18 7%
Definitely would not	53 6%	29 6%	24 5%	14 4%	19 5%	20 8%	52 6% g	1 1%	11 4%	42 6%	38 5%	15 6%	22 5%	31 7%	45 7% q	2 2%	6 3%	8 3%
Don't know	60 6%	29 6%	30 7%	19 6%	13 4%	26 11% cd	49 6%	8 7%	23 9% i	36 5%	45 6%	15 6%	29 6%	31 7%	33 5%	9 10%	19 10% n	28 10% n
NET: All would/have already	686 73%	357 72%	328 73%	248 73%	277 77% e	162 67%	587 73%	90 74%	179 71%	507 73%	524 75% k	162 67%	357 73%	329 71%	493 74%	66 76%	127 67%	193 70%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 162

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All would not	107	55	52	35	42	30	102	4	26	82	73	35	47	60	81	6	20	26
	11%	11%	12%	10%	12%	12%	13%	3%	10%	12%	10%	14%	10%	13%	12%	7%	11%	9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 162

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Already have recommended	105 11%	99 13% s	6 3%	34 11%	44 10%	18 14%	17 10%	32 12%	21 9%	34 12%	73 12%	32 10%
Definitely would	362 38%	308 39%	54 33%	117 37%	167 39%	61 47%	56 34%	97 37%	89 39%	118 41%	240 38%	123 39%
Probably would	219 23%	169 22%	49 30% r	74 24%	99 23%	22 17%	44 26%	63 24%	59 26%	53 18%	154 25%	64 20%
Might or might not	92 10%	74 9%	19 11%	30 10%	38 9%	10 8%	17 10%	18 7%	30 13% M	27 9%	60 10%	32 10%
Probably would not	54 6%	39 5%	15 9%	23 7%	25 6%	6 5%	10 6%	22 8% N	7 3%	15 5%	33 5%	21 7%
Definitely would not	53 6%	48 6%	5 3%	19 6%	28 6%	4 3%	6 4%	15 6%	12 5%	20 7%	34 5%	19 6%
Don't know	60 6%	43 5%	18 11% r	16 5%	26 6%	8 6%	16 9%	14 5%	11 5%	19 7%	33 5%	27 9%
NET: All would/have already	686 73%	577 74%	109 66%	224 72%	310 73%	101 78%	117 70%	193 74%	169 74%	206 72%	467 74%	219 69%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 162

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: All would not	107	87	20	42	53	10	16	37	20	35	67	40
	11%	11%	12%	13%	12%	8%	10%	14%	9%	12%	11%	13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 162

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Already have recommended	105 11%	74 14% A	16 11%	15 7%	4 5%	92 12%	7 7%	79 14% J	2 5%	8 8%	13 11%	82 13% J	23 7%
Definitely would	362 38%	210 39%	49 34%	91 41%	22 29%	310 40%	35 36%	247 43% HJ	24 52% HJ	41 39% HJ	26 22%	271 44% HJ	91 28%
Probably would	219 23%	117 22%	25 18%	58 26%	22 30%	178 23%	16 16%	130 23%	10 21%	25 23%	23 20%	140 23%	79 24%
Might or might not	92 10%	44 8%	25 18% yAB	21 10%	3 4%	75 10%	15 15%	47 8%	3 6%	7 7%	17 14% I	50 8%	42 13% EGI
Probably would not	54 6%	29 5%	8 6%	16 7%	5 7%	43 6%	7 7%	16 3%	6 12% EI	12 11% EI	12 10% EI	21 3% E	33 10% EI
Definitely would not	53 6%	33 6%	5 3%	7 3%	12 16% yzA	43 6%	5 5%	18 3%	1 2%	6 5%	21 18% EFGU	19 3%	34 10% EI
Don't know	60 6%	25 5%	15 11% y	14 6%	7 9%	44 6%	14 14% C	31 6%	1 2%	7 7%	7 6%	32 5%	28 9%
NET: All would/have already	686 73%	401 75% z	90 63%	164 74% z	47 64%	579 74% D	57 59%	457 80% GHJ	36 78% HJ	74 70% HJ	62 53%	493 80% GHJ	193 58%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 162

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All would not	107 11%	62 12%	13 9%	24 11%	17 23%	87 11%	12 12%	34 6%	7 14%	18 17%	33 28%	41 7%	67 20%
				yzA					EI	EI	EIJ	E	EI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 163

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Already have recommended	105 11%	13 15% h	27 11%	9 16% h	40 18% bfgh	24 18% bh	79 14% h	76 14% h	26 7%	10 13%	62 14% k	33 8%	26 16% m	79 10%	68 13%	37 9%
Definitely would	362 38%	44 51% h	113 44% h	22 40%	106 47% h	55 42% h	247 43% h	243 44% h	115 31%	39 52% k	189 42% k	135 32%	72 44%	290 37%	241 45% o	121 29%
Probably would	219 23%	11 13%	76 29% adef g	10 18%	46 20%	18 14%	130 23% ae	128 23% ae	88 23% e	11 15%	110 25%	97 23%	34 20%	185 24%	124 23%	95 23%
Might or might not	92 10%	10 11%	15 6%	4 7%	14 6%	15 12% bd	47 8%	45 8%	45 12% bd	8 10%	34 8%	51 12% j	13 8%	80 10%	37 7%	55 13% n
Probably would not	54 6%	1 1%	6 2%	2 3%	5 2%	3 3%	16 3%	16 3%	39 10% abdef g	-	14 3%	40 9% ij	7 4%	48 6%	26 5%	29 7%
Definitely would not	53 6%	2 2%	6 2%	3 4%	4 2%	7 5%	18 3% g	16 3%	35 9% abdfg	2 2%	13 3%	38 9% j	13 8%	40 5%	22 4%	31 7% n
Don't know	60 6%	5 5%	14 5%	6 11%	11 5%	8 6%	31 6%	31 6%	29 8%	6 7%	26 6%	29 7%	1 1%	59 8% l	18 3%	43 10% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 163

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All would/have already	686 73%	69 80% h	216 84% eh	41 74%	193 85% cefg h	97 74% h	457 80% h	447 80% h	229 61%	60 80% k	361 81% k	264 63%	132 80% m	554 71%	433 81% o	253 62%
NET: All would not	107 11%	3 4%	12 5%	4 8%	9 4%	10 8%	34 6%	32 6%	73 19% abcde fg	2 2%	27 6%	78 19% ij	20 12%	88 11%	48 9%	59 14% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 163

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Already have recommended	105 11%	10 10%	41 12%	24 10%	27 13%	36 9%	29 11%	49 15% M	22 12% S	15 16% S	16 11%	4 4%	2 3%	103 12% u	11 9%	84 12% V	8 6%	76 13% UV
Definitely would	362 38%	24 26%	121 35%	114 46% pq	93 47% pq	158 39%	125 48% MO	117 36%	69 38% S	40 42% S	77 51% PS	21 21%	16 19%	346 40% u	32 25%	295 42% T	48 37% T	247 43% T
Probably would	219 23%	26 28% L	95 27% L	55 22%	32 16%	90 22%	45 17%	84 26% N	51 28% R	22 23%	21 14%	33 33% R	29 34% v	190 22%	34 27%	154 22%	31 24%	124 21%
Might or might not	92 10%	11 12%	39 11%	21 9%	15 8%	38 9%	24 9%	33 10%	11 6%	7 7%	15 10%	14 14% P	11 13%	81 9%	18 15%	68 10%	16 13%	52 9%
Probably would not	54 6%	8 8%	21 6%	12 5%	9 5%	33 8% O	13 5%	10 3%	7 4%	6 6%	8 5%	11 11% P	10 12% v	45 5%	10 8%	41 6%	10 8%	31 5%
Definitely would not	53 6%	7 8%	11 3%	14 6%	18 9% q	27 7%	12 4%	12 4%	10 5%	4 4%	9 6%	4 4%	4 5%	49 6% UVW	16 13% UVW	30 4%	5 4%	25 4%
Don't know	60 6%	7 7%	21 6%	9 4%	7 3%	22 5%	12 5%	18 6%	12 7%	3 3%	6 4%	13 14% QR	12 14% v	48 6%	5 4%	36 5%	11 8%	25 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 163

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All would/have already	686 73%	61 65%	258 74%	194 77% p	152 76%	283 70%	200 77%	250 77% M	142 79% S	78 80% S	114 75% S	57 58%	47 56%	639 74% u	77 61%	533 75% TV	86 67%	447 77% TUV
NET: All would not	107 11%	15 16%	32 9%	27 11%	27 13%	60 15% NO	25 9%	22 7%	16 9%	10 10%	17 11%	14 15%	14 16%	94 11%	26 21% UW	70 10%	14 11%	56 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 163

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Already have recommended	105 11%	55 15% xz	39 10%	63 16% xz	30 9%	4 6%	39 15%	15 18%	38 11%	24 10%	24 17%	37 8%	66 15% G	44 14%	39 10%	27 10%
Definitely would	362 38%	143 40%	145 35% z	169 42% z	118 33%	19 30%	105 40%	35 41%	133 38%	105 44%	50 36%	180 41%	162 36%	119 37%	152 39%	105 39%
Probably would	219 23%	75 21%	99 24%	84 21%	90 25%	24 38% wxyz	55 21%	19 22%	88 26%	51 21%	32 23%	103 23%	106 24%	78 24%	82 21%	68 25%
Might or might not	92 10%	27 8%	47 11%	30 7%	44 12% y	4 6%	17 6%	10 12%	23 7%	24 10%	16 12%	44 10%	37 8%	34 11%	33 8%	29 11%
Probably would not	54 6%	18 5%	28 7%	18 5%	27 7%	3 5%	13 5%	2 2%	26 7%	14 6%	7 5%	22 5%	28 6%	17 5%	26 6%	16 6%
Definitely would not	53 6%	26 7% A	20 5%	27 7%	19 5%	-	26 10% C	-	20 6%	10 4%	6 4%	22 5%	29 7%	12 4%	29 7% I	13 5%
Don't know	60 6%	10 3%	33 8% wy	13 3%	30 8% wy	9 15% wy	7 3%	3 4%	24 7%	13 5%	3 2%	30 7%	19 4%	17 5%	33 8%	13 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 163

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All would/have already	686 73%	272 77% xz	283 69% z	316 78% xz	239 67%	48 74%	198 76%	70 82%	258 73%	179 74%	106 77%	319 73%	334 75%	241 75%	273 69%	199 74%
NET: All would not	107 11%	44 12%	48 12%	46 11%	46 13%	3 5%	39 15% C	2 2%	46 13%	25 10%	13 9%	44 10%	58 13%	29 9%	54 14% I	29 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 164

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Already have recommended	105 11%	36 10%	68 13%	78 11%	27 10%	53 13%	30 8%	19 12%	96 15% M	6 3%	101 14% O	1 1%
Definitely would	362 38%	134 37%	241 45% HJK	279 41% HK	84 31%	158 38%	132 37%	69 44%	304 47% M	24 13%	331 46% O	13 11%
Probably would	219 23%	79 22%	124 23%	155 23%	64 24%	86 21%	95 27%	33 21%	156 24%	36 19%	170 24% O	13 12%
Might or might not	92 10%	40 11% IJ	37 7%	59 9% I	34 12% I	46 11%	32 9%	12 7%	50 8%	36 19% L	56 8%	22 20% N
Probably would not	54 6%	24 7%	26 5%	36 5%	18 7%	24 6%	19 5%	7 5%	12 2%	36 19% L	17 2%	23 21% N
Definitely would not	53 6%	22 6%	22 4%	35 5% I	18 7%	22 5%	25 7%	5 3%	13 2%	39 21% L	16 2%	32 29% N
Don't know	60 6%	27 7% IJ	18 3%	34 5% I	26 10% IJ	22 5%	22 6%	12 8%	19 3%	12 7% L	27 4%	6 6%
NET: All would/have already	686 73%	249 69%	433 81% HJK	511 76% HK	175 65%	297 72%	257 72%	122 77%	555 86% M	66 35%	602 84% O	27 24%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 164

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All would not	107 11%	46 13% U	48 9%	71 10% I	37 14%	46 11%	44 12%	12 8%	25 4%	74 39% L	33 5%	56 50% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 164

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Already have recommended	105 11%	105 15% QR	-	-	8 3%	97 14% n	86 15% r	43 16% r	18 5%	23 11%	6 9%	13 7%	14 14%	19 12%	29 13%
Definitely would	362 38%	362 53% QR	-	-	37 14%	325 48% n	225 39%	129 47% p	133 40%	76 36%	22 31%	54 30%	40 40%	73 46% vw	97 43% w
Probably would	219 23%	219 32% QR	-	-	51 19%	168 25%	124 21%	54 20%	91 27% q	48 23%	13 18%	49 27%	19 19%	42 26%	49 21%
Might or might not	92 10%	-	92 100% PR	-	42 16% o	50 7%	60 10%	26 9%	24 7%	19 9%	15 21% uyz	26 15% yz	11 11%	10 6%	11 5%
Probably would not	54 6%	-	-	54 51% PQ	54 21% o	-	32 5% q	7 3%	20 6% q	15 7%	4 6%	7 4%	11 11% wy	5 3%	13 6%
Definitely would not	53 6%	-	-	53 49% PQ	53 20% o	-	32 5% q	4 2%	21 6% q	17 8%	4 5%	6 3%	4 4%	5 3%	18 8%
Don't know	60 6%	-	-	-	17 7%	43 6%	24 4%	11 4%	26 8% p	13 6%	6 9% y	25 14% uxyz	3 3%	3 2%	11 5%
NET: All would/have already	686 73%	686 100% QR	-	-	96 37%	590 86% n	435 75%	226 82% pr	241 72%	147 70%	40 58%	117 64%	72 72%	134 85% uvw	175 77% vw



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 164

F9 To what extent would you recommend having a Green Deal assessment to friends or family?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All would not	107 11%	-	-	107 100% PQ	107 41% o	-	64 11% q	11 4%	41 12% q	31 15% wy	8 11%	13 7%	14 14%	11 7%	30 13% y



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	267	141	124	92	108	66	232	32	77	189	203	64	157	110	180	23	64	87
Weighted Base	263	140	121	82*	107	72*	233	27*	75*	186	190	73*	135	128	185	17**	61*	78*
Effective base	245	128	115	84	100	62	214	30	70	175	185	62	145	105	168	21	58	78
No recommendations/advice given	7 3%	3 2%	4 3%	3 4%	3 2%	2 2%	7 3%	-	3 4%	4 2%	4 2%	3 4%	1 1%	6 4%	4 2%	1 5%	2 4%	3 4%
Nothing has happened / not heard anything since the assessment	15 6%	10 7%	6 5%	5 6%	8 7%	2 3%	14 6%	1 5%	3 5%	12 6%	11 6%	4 6%	9 7%	6 5%	12 7%	1 7%	2 3%	3 4%
Expensive / not free	16 6%	8 6%	8 7%	6 7%	5 5%	5 7%	14 6%	1 5%	6 8%	10 5%	8 4%	8 11% j	8 6%	8 6%	16 9% pq	-	-	-
Assessor unprofessional	8 3%	2 2%	5 4%	4 5%	3 3%	1 2%	7 3%	-	4 5%	4 2%	3 1%	5 7% j	1 1%	7 5%	5 2%	2 11%	2 3%	3 4%
Assessor didn't explain / not clear / not enough information	37 14%	18 13%	19 16%	14 17%	16 15%	7 10%	31 14%	5 17%	11 14%	26 14%	29 16%	8 11% j	17 12%	21 16%	22 12%	4 25%	11 18%	15 19%
Cost of Green Deal / way of making money	4 2%	2 1%	2 2%	1 1%	1 1%	3 4%	4 2%	-	-	4 2%	2 1%	2 3%	2 1%	3 2%	4 2%	-	-	-
Recommendations obvious/ didn't tell me anything new/ not very helpful	15 6%	10 7%	5 4%	6 8% e	8 8% e	-	13 6%	2 7%	4 5%	11 6%	11 6%	3 5%	8 6%	7 5%	11 6%	-	4 6%	4 5%
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3 1%	3 2%	1 1%	1 1%	1 1%	1 2%	3 1%	-	-	3 2%	1 1%	2 3%	2 2%	1 1%	2 1%	-	1 2%	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	263	140	121	82*	107	72*	233	27*	75*	186	190	73*	135	128	185	17**	61*	78*
Effective base	245	128	115	84	100	62	214	30	70	175	185	62	145	105	168	21	58	78
Report recommended things house already had/ missed obvious changes	2 1%	1 1%	1 1%	-	1 1%	2 2%	2 1%	-	1 1%	1 1%	1 1%	2 2%	-	2 2%	2 1%	-	-	-
Report unclear/ needs to be made simpler/ clarification/ easier to understand	5 2%	2 1%	3 3%	1 1%	1 1%	3 4%	5 2%	-	1 2%	4 2%	4 2%	1 1%	3 3%	2 1%	5 3%	-	-	-
Assessment waste of time	8 3%	6 4%	3 2%	3 4%	3 2%	2 3%	8 4%	-	2 2%	7 4%	8 4%	1 1%	6 4%	3 2%	6 3%	2 10%	1 2%	3 3%
Work that was carried out was poor quality/ not finished properly/ messy workman	8 3%	5 3%	3 2%	4 5%	4 3%	-	7 3%	1 2%	1 2%	6 3%	6 3%	1 2%	4 3%	4 3%	4 2%	1 8%	2 3%	3 4%
Work not carried out due to lack of funding	5 2%	4 3%	1 1%	3 4%	2 1%	1 1%	4 2%	-	2 3%	4 2%	2 1%	4 5%	3 2%	3 2%	3 2%	2 14%	-	2 3%
Poor communication/ no report received/ no feedback	27 10%	17 12%	10 8%	13 15% e	11 10%	3 4%	27 11%	-	8 10%	19 10%	16 9%	10 14%	9 7%	18 14%	18 10%	4 21%	5 8%	8 11%
Recommendations wouldn't save any money	8 3%	6 4%	3 2%	2 2%	4 3%	3 4%	6 3%	2 8%	2 3%	6 3%	8 4%	-	5 4%	4 3%	6 3%	-	2 3%	2 3%
We have already made most of improvements/ know what need to do	6 2%	2 1%	4 3%	-	2 1%	4 6% c	6 2%	-	1 1%	5 3%	4 2%	2 3%	3 2%	3 2%	6 3%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	263	140	121	82*	107	72*	233	27*	75*	186	190	73*	135	128	185	17**	61*	78*
Effective base	245	128	115	84	100	62	214	30	70	175	185	62	145	105	168	21	58	78
Recommendations don't take in to consideration type of property/build/age etc	4 2%	2 2%	2 2%	2 2%	2 2%	1 1%	4 2%	-	-	4 2%	3 2%	1 2%	3 2%	1 1%	4 2%	-	-	-
Assessor / Report missed (obvious requirements for recommendation.)	12 5%	8 5%	5 4%	3 4%	7 6%	2 3%	12 5%	1 2%	5 7%	7 4%	8 4%	4 6%	6 5%	6 5%	9 5%	2 11%	1 2%	3 4%
Council's / Landlord's responsibility	11 4%	4 3%	6 5%	3 4%	4 4%	2 3%	9 4%	1 3%	6 8% i	4 2%	11 6% k	-	4 3%	7 6%	5 3%	-	6 10% n	6 8% n
Others	42 16%	19 14%	23 19%	7 8%	16 15%	20 27% c	39 17%	3 13%	14 19%	28 15%	28 15%	14 19%	21 16%	21 16%	36 19% q	-	7 11%	7 9%
No reason/none/don't know	69 26%	44 31% b	24 20%	26 31%	25 24%	17 24%	57 25%	11 40%	16 22%	52 28%	48 25%	21 29%	39 29%	29 23%	43 23%	5 30%	20 33%	25 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	267	213	54	102	110	32	42	82	61	80	171	96
Weighted Base	263	201	62*	93*	118	33**	38*	83*	61*	80*	168	95*
Effective base	245	197	50	94	102	30	38	75	56	75	156	89
No recommendations/advice given	7 3%	6 3%	2 2%	4 4%	2 2%	1 4%	1 2%	3 4%	-	3 4%	5 3%	3 3%
Nothing has happened / not heard anything since the assessment	15 6%	12 6%	3 6%	5 6%	7 6%	3 8%	1 2%	7 9%	3 4%	4 6%	9 6%	6 6%
Expensive / not free	16 6%	13 7%	3 4%	7 8%	7 6%	1 4%	3 8%	2 3%	3 5%	7 9%	9 5%	7 7%
Assessor unprofessional	8 3%	7 3%	1 2%	3 3%	5 4%	-	2 5%	4 5%	1 1%	1 2%	6 4%	2 2%
Assessor didn't explain / not clear / not enough information	37 14%	28 14%	9 14%	15 16%	15 13%	5 14%	6 16%	11 13%	6 10%	14 18%	25 15%	13 13%
Cost of Green Deal / way of making money	4 2%	3 1%	2 3%	-	4 3%	1 2%	-	1 1%	2 3%	2 2%	4 2%	1 1%
Recommendations obvious/ didn't tell me anything new/ not very helpful	15 6%	13 6%	2 4%	8 9%	4 3%	2 8%	3 7%	4 5%	6 10%	2 2%	9 5%	6 6%
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3 1%	2 1%	1 2%	-	2 2%	1 4%	1 2%	1 2%	-	1 2%	3 2%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	263	201	62*	93*	118	33**	38*	83*	61*	80*	168	95*
Effective base	245	197	50	94	102	30	38	75	56	75	156	89
Report recommended things house already had/ missed obvious changes	2 1%	2 1%	-	-	-	2 7%	1 3%	-	1 2%	-	2 1%	-
Report unclear/ needs to be made simpler/ clarification/ easier to understand	5 2%	5 2%	-	3 3%	1 1%	2 5%	1 2%	3 3%	2 3%	-	4 2%	1 1%
Assessment waste of time	8 3%	5 2%	4 6%	2 2%	6 5%	1 2%	1 2%	5 6%	1 1%	2 3%	6 3%	3 3%
Work that was carried out was poor quality/ not finished properly/ messy workman	8 3%	8 4%	-	1 1%	5 4%	-	3 7% O	4 4%	1 2%	-	5 3%	2 2%
Work not carried out due to lack of funding	5 2%	1 1%	4 6% r	2 2%	4 3%	-	-	4 5%	1 1%	1 1%	4 2%	1 2%
Poor communication/ no report received/ no feedback	27 10%	22 11%	5 8%	15 16% u	6 5%	6 18%	* 1%	13 16% K	5 9%	7 9%	17 10%	10 10%
Recommendations wouldn't save any money	8 3%	6 3%	2 3%	3 3%	2 2%	2 5%	-	4 5%	4 6%	1 1%	7 4%	2 2%
We have already made most of improvements/ know what need to do	6 2%	6 3%	-	2 2%	4 3%	-	-	2 2%	2 3%	1 2%	3 2%	3 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	263	201	62*	93*	118	33**	38*	83*	61*	80*	168	95*
Effective base	245	197	50	94	102	30	38	75	56	75	156	89
Recommendations don't take in to consideration type of property/build/age etc	4 2%	3 1%	1 2%	1 1%	4 3%	-	1 4%	1 2%	1 1%	1 1%	3 2%	2 2%
Assessor / Report missed (obvious requirements for recommendation.)	12 5%	10 5%	3 5%	3 3%	8 7%	1 3%	7 18% MNO	3 3%	2 3%	1 2%	10 6%	3 3%
Council's / Landlord's responsibility	11 4%	8 4%	4 6%	5 6%	4 3%	1 4%	2 7%	6 7%	1 2%	2 2%	7 4%	4 4%
Others	42 16%	34 17%	9 14%	15 16%	22 19%	4 13%	3 8%	11 13%	8 14%	21 26% KM	25 15%	18 19%
No reason/none/don't know	69 26%	50 25%	18 30%	14 15%	33 28% †	12 36%	8 22%	23 28%	20 33%	16 20%	46 28%	22 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	267	148	37	69	22	221	33	123	10	30	59	133	134
Weighted Base	263	152	35*	62*	22**	212	37*	121	10**	31**	58*	131	132
Effective base	245	137	35	62	20	202	31	114	9	27	55	123	122
No recommendations/advice given	7 3%	3 2%	2 4%	2 3%	-	6 3%	1 2%	3 2%	-	-	1 1%	3 2%	4 3%
Nothing has happened / not heard anything since the assessment	15 6%	9 6%	3 7%	3 5%	1 5%	14 7%	1 2%	3 2%	-	7 22%	3 5%	3 2%	13 10% EI
Expensive / not free	16 6%	11 7% A	1 4%	-	3 15%	11 5%	3 7%	4 3%	2 25%	1 4%	8 15% EU	6 5% E	10 7%
Assessor unprofessional	8 3%	5 3%	1 4%	3 5%	3 11%	6 3%	-	1 1%	-	3 9%	2 4%	1 1%	7 5% EI
Assessor didn't explain / not clear / not enough information	37 14%	21 14%	6 18%	11 18%	-	35 17%	2 6%	21 17%	2 20%	3 9%	5 8%	23 17%	14 11%
Cost of Green Deal / way of making money	4 2%	1 1%	2 5%	-	2 7%	4 2%	-	4 3%	-	-	1 2%	4 3%	1 1%
Recommendations obvious/ didn't tell me anything new/ not very helpful	15 6%	8 5%	3 8%	4 6%	1 5%	12 6%	1 3%	5 5%	1 12%	3 9%	3 6%	7 5%	8 6%
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3 1%	3 2%	-	-	-	3 2%	-	2 2%	-	-	1 2%	2 2%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	263	152	35*	62*	22**	212	37*	121	10**	31**	58*	131	132
Effective base	245	137	35	62	20	202	31	114	9	27	55	123	122
Report recommended things house already had/ missed obvious changes	2 1%	-	2 7% yA	-	1 5%	-	-	1 1%	-	-	1 2%	1 1%	1 1%
Report unclear/ needs to be made simpler/ clarification/ easier to understand	5 2%	5 3%	-	-	-	4 2%	1 3%	2 2%	-	1 4%	2 3%	2 2%	3 2%
Assessment waste of time	8 3%	5 3%	1 2%	2 4%	2 8%	7 3%	2 5%	3 3%	1 8%	1 3%	2 4%	4 3%	4 3%
Work that was carried out was poor quality/ not finished properly/ messy workman	8 3%	4 2%	1 2%	3 5%	-	8 4%	-	4 3%	-	1 2%	2 4%	4 3%	4 3%
Work not carried out due to lack of funding	5 2%	4 3%	-	1 1%	1 3%	5 3%	-	-	1 8%	2 5%	-	1 1%	5 4% E
Poor communication/ no report received/ no feedback	27 10%	20 13%	3 8%	3 6%	2 8%	21 10%	4 10%	6 5%	1 12%	5 17%	7 13%	7 5%	20 15% EI
Recommendations wouldn't save any money	8 3%	6 4%	-	2 3%	-	8 4%	-	4 3%	-	-	4 7% J	4 3%	4 3%
We have already made most of improvements/ know what need to do	6 2%	6 4%	-	-	-	6 3%	-	3 3%	1 7%	1 3%	1 1%	4 3%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 165

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	263	152	35*	62*	22**	212	37*	121	10**	31**	58*	131	132
Effective base	245	137	35	62	20	202	31	114	9	27	55	123	122
Recommendations don't take in to consideration type of property/build/age etc	4 2%	3 2%	-	1 2%	-	3 1%	1 4%	2 2%	-	1 3%	1 2%	2 2%	2 2%
Assessor / Report missed (obvious requirements for recommendation.)	12 5%	11 7%	1 3%	1 1%	-	8 4%	3 7%	6 5%	-	-	4 7%	6 4%	7 5%
Council's / Landlord's responsibility	11 4%	1 1%	2 5%	7 11% y	-	7 3%	3 7%	6 5%	-	-	-	6 4%	6 4%
Others	42 16%	25 16%	6 16%	9 14%	5 23%	36 17%	5 15%	19 16%	5 54%	3 9%	10 18%	24 18% E	18 14%
No reason/none/don't know	69 26%	40 26%	7 20%	17 28%	5 20%	53 25%	13 36%	36 30%	1 7%	7 24%	13 23%	37 28%	32 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 166

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	267	10	53	13	38	24	123	118	144	8	105	154	34	233	130	137
Weighted Base	263	10**	54*	11**	36*	25**	121	116	142	8**	104*	152	34*	229	127	136
Effective base	245	9	49	13	35	23	114	109	131	7	97	141	31	214	120	125
No recommendations/advice given	7 3%	-	2 4%	1 7%	-	-	3 2%	3 2%	4 3%	-	3 3%	4 3%	-	7 3%	3 2%	5 3%
Nothing has happened / not heard anything since the assessment	15 6%	1 13%	1 2%	-	-	1 5%	3 2%	3 2%	13 9% fg	-	3 3%	13 8%	2 5%	13 6%	6 5%	9 6%
Expensive / not free	16 6%	-	-	-	2 4%	2 9%	4 3%	4 3%	12 9% b	-	3 3%	13 9%	4 11%	12 5%	11 8%	5 4%
Assessor unprofessional	8 3%	-	-	-	-	1 3%	1 1%	1 1%	7 5% fg	-	1 1%	7 5%	3 9% m	5 2%	6 5%	2 2%
Assessor didn't explain / not clear / not enough information	37 14%	-	11 20%	3 26%	7 20%	2 6%	21 17%	21 18%	16 12%	1 10%	18 17%	19 12%	2 6%	35 15%	22 17%	15 11%
Cost of Green Deal / way of making money	4 2%	-	1 2%	-	2 6% h	1 5%	4 3%	4 3%	1 1%	1 16%	2 2%	1 1%	2 6% m	2 1%	2 1%	3 2%
Recommendations obvious/ didn't tell me anything new/ not very helpful	15 6%	1 9%	3 5%	1 8%	1 2%	1 4%	5 5%	5 5%	9 7%	1 11%	4 4%	10 7%	1 3%	14 6%	11 9%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 166

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/ would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	263	10**	54*	11**	36*	25**	121	116	142	8**	104*	152	34*	229	127	136
Effective base	245	9	49	13	35	23	114	109	131	7	97	141	31	214	120	125
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3 1%	-	2 4%	-	-	-	2 2%	2 2%	1 1%	-	2 2%	1 1%	1 4%	2 1%	1 1%	2 2%
Report recommended things house already had/ missed obvious changes	2 1%	-	-	-	-	1 5%	1 1%	1 1%	1 1%	-	1 1%	1 1%	1 3%	1 1%	-	2 2%
Report unclear/ needs to be made simpler/ clarification/ easier to understand	5 2%	-	2 4%	-	-	-	2 2%	2 2%	3 2%	-	2 2%	3 2%	-	5 2%	3 2%	2 2%
Assessment waste of time	8 3%	-	1 3%	1 8%	1 2%	-	3 3%	3 3%	5 4%	-	3 3%	5 3%	3 8%	6 3%	4 4%	4 3%
Work that was carried out was poor quality/ not finished properly/ messy workman	8 3%	-	1 1%	1 6%	1 3%	1 5%	4 3%	4 3%	4 3%	-	4 4%	4 2%	-	8 3%	5 4%	3 2%
Work not carried out due to lack of funding	5 2%	-	-	-	-	-	-	-	5 4% fg	-	-	5 4%	1 2%	5 2%	3 2%	3 2%
Poor communication/ no report received/ no feedback	27 10%	1 13%	3 5%	-	2 6%	1 5%	6 5%	6 5%	21 15% fg	-	6 6%	21 14% j	6 19%	20 9%	14 11%	12 9%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 166

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		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	263	10**	54*	11**	36*	25**	121	116	142	8**	104*	152	34*	229	127	136
Effective base	245	9	49	13	35	23	114	109	131	7	97	141	31	214	120	125
Recommendations wouldn't save any money	8 3%	1 8%	1 2%	-	2 6%	-	4 3%	4 4%	4 3%	1 12%	3 3%	4 3%	2 5%	7 3%	1 1%	7 5%
We have already made most of improvements/ know what need to do	6 2%	-	2 4%	-	-	1 5%	3 3%	3 3%	2 2%	-	3 3%	2 2%	1 2%	5 2%	4 3%	2 2%
Recommendations don't take in to consideration type of property/build/age etc	4 2%	-	2 4%	-	-	-	2 2%	2 2%	2 2%	-	2 2%	2 1%	2 6% m	2 1%	4 3% o	-
Assessor / Report missed (obvious requirements for recommendation.)	12 5%	1 7%	2 4%	-	2 5%	1 3%	6 5%	6 5%	7 5%	1 9%	5 5%	7 4%	5 14% m	8 3%	5 4%	8 6%
Council's / Landlord's responsibility	11 4%	-	1 1%	2 17%	3 9%	-	6 5%	6 5%	6 4%	-	5 5%	6 4%	-	11 5%	2 1%	10 7% n
Others	42 16%	4 38%	7 13%	-	5 15%	5 19%	19 16% 9	15 13%	24 17%	2 24%	13 12%	28 18%	7 19%	36 16%	21 16%	22 16%
No reason/none/don't know	69 26%	3 25%	17 32%	3 28%	10 29%	10 39%	36 30%	34 30%	33 23%	1 17%	32 31%	35 23%	6 16%	63 28%	29 23%	40 29%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	267	43	98	60	48	129	62	76	40	24	45	45	40	227	47	193	40	153
Weighted Base	263	45*	95*	62*	45*	131	61*	74*	42*	25**	47*	41*	37*	226	48*	186	35*	151
Effective base	245	39	91	55	45	119	57	69	37	22	42	41	36	209	43	177	36	141
No recommendations/advice given	7 3%	1 2%	3 3%	2 4%	-	5 4%	1 1%	2 3%	1 2%	-	2 5%	2 5%	2 5%	5 2%	-	5 3%	1 3%	4 3%
Nothing has happened / not heard anything since the assessment	15 6%	3 8%	6 7%	2 4%	3 6%	9 7%	3 4%	3 4%	2 5%	3 13%	1 3%	1 3%	1 2%	15 6%	1 2%	13 7%	1 4%	12 8%
Expensive / not free	16 6%	1 2%	3 3%	5 8%	7 15% pq	9 7%	5 8%	3 4%	1 2%	2 10%	1 3%	-	-	16 7%	7 14% UV	8 4%	-	8 5%
Assessor unprofessional	8 3%	1 1%	3 3%	3 4%	2 4%	3 2%	4 6%	4 5%	2 6%	-	-	1 3%	1 3%	7 3%	3 7%	3 2%	-	3 2%
Assessor didn't explain / not clear / not enough information	37 14%	9 19%	12 12%	5 9%	8 17%	19 15%	6 10%	14 19%	5 13%	4 15%	5 11%	9 22%	9 25% v	28 12%	5 11%	28 15%	7 21%	21 14%
Cost of Green Deal / way of making money	4 2%	-	2 2%	-	2 5%	4 3%	-	-	2 5%	-	2 5%	-	-	4 2%	-	4 2%	-	4 2%
Recommendations obvious/ didn't tell me anything new/ not very helpful	15 6%	1 2%	5 5%	5 9%	3 7%	8 6%	6 9%	3 4%	3 6%	-	1 2%	3 7%	3 8%	12 5%	7 14% UW	7 4%	3 8%	4 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	263	45*	95*	62*	45*	131	61*	74*	42*	25**	47*	41*	37*	226	48*	186	35*	151
Effective base	245	39	91	55	45	119	57	69	37	22	42	41	36	209	43	177	36	141
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3 1%	-	3 3%	1 1%	-	-	-	3 3%	1 3%	-	-	1 3%	1 3%	2 1%	1 3%	2 1%	1 4%	1 1%
Report recommended things house already had/ missed obvious changes	2 1%	-	1 1%	-	1 3%	-	-	1 2%	-	-	-	-	-	2 1%	2 5%	-	-	-
Report unclear/ needs to be made simpler/ clarification/ easier to understand	5 2%	-	1 1%	2 4%	-	3 2%	-	2 2%	2 4%	-	1 3%	-	-	5 2%	2 3%	3 2%	-	3 2%
Assessment waste of time	8 3%	3 6%	3 3%	1 1%	2 4%	4 3%	2 3%	4 5%	2 5%	1 5%	1 2%	1 2%	1 3%	7 3%	-	8 4%	2 5%	7 4%
Work that was carried out was poor quality/ not finished properly/ messy workman	8 3%	1 3%	1 1%	5 8%	-	3 2%	2 3%	2 3%	-	1 3%	3 6%	2 5%	2 5%	5 2%	-	8 4%	2 6%	6 4%
Work not carried out due to lack of funding	5 2%	3 6%	1 1%	-	2 4%	4 3%	1 2%	2 3%	-	1 5%	-	1 3%	1 3%	4 2%	-	4 2%	-	4 3%
Poor communication/ no report received/ no feedback	27 10%	4 8%	10 11%	6 10%	6 12%	11 8%	8 13%	9 12%	5 11%	1 5%	3 7%	3 6%	3 7%	24 11%	7 14%	15 8%	3 7%	12 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 166

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	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/ news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	263	45*	95*	62*	45*	131	61*	74*	42*	25**	47*	41*	37*	226	48*	186	35*	151
Effective base	245	39	91	55	45	119	57	69	37	22	42	41	36	209	43	177	36	141
Recommendations wouldn't save any money	8 3%	-	2 2%	4 6%	3 6%	3 3%	3 4%	3 3%	3 8%	-	2 5%	1 3%	1 3%	7 3%	2 5%	6 3% W	3 9% W	3 2%
We have already made most of improvements/ know what need to do	6 2%	1 2%	1 1%	3 5%	1 2%	5 4%	1 1%	-	1 2%	-	2 4%	-	-	6 2%	1 2%	5 3%	-	5 3%
Recommendations don't take in to consideration type of property/build/age etc	4 2%	1 3%	2 2%	-	1 2%	2 1%	1 1%	2 3%	2 5%	1 6%	-	-	-	4 2%	1 3%	3 2%	-	3 2%
Assessor / Report missed (obvious requirements for recommendation.)	12 5%	-	6 6%	4 6%	2 5%	4 3%	3 4%	4 6%	3 8%	-	-	3 6%	3 7%	10 4%	3 7%	6 3%	2 6%	4 3%
Council's / Landlord's responsibility	11 4%	2 4%	2 2%	2 4%	2 5%	2 1%	1 2%	6 8% M	-	-	2 5%	2 6%	2 7%	9 4%	-	11 6%	2 6%	9 6%
Others	42 16%	8 18%	17 18%	9 14%	7 15%	17 13%	15 24% M	13 18%	6 15%	8 32%	6 12%	3 8%	3 9%	39 17%	10 21% V	27 15% V	1 4%	26 17% V
No reason/none/don't know	69 26%	14 31% L	30 32% L	16 26% L	4 9%	40 31%	12 20%	19 25%	9 22%	7 27%	20 44% P	13 31%	9 25%	59 26%	10 21%	50 27%	12 35%	38 25%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

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	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	267	76	147	83	140	16	60	14	106	56	33	119	129	78	116	84
Weighted Base	263	76*	141	82*	135	17**	61*	12**	106*	53*	36*	112	133	71*	121	81*
Effective base	245	70	135	77	128	14	56	13	96	52	31	107	121	71	108	77
No recommendations/advice given	7 3%	-	6 4%	1 1%	5 4%	-	-	-	3 2%	1 3%	1 3%	4 3%	3 3%	3 4%	2 2%	2 2%
Nothing has happened / not heard anything since the assessment	15 6%	1 2%	13 9% wy	1 2%	13 10% wy	-	1 2%	-	7 6%	5 10%	3 7%	7 6%	7 6%	3 4%	7 6%	5 6%
Expensive / not free	16 6%	10 13% xz	5 4%	10 12% xz	5 4%	-	9 15%	1 5%	7 6%	4 7%	1 4%	10 9%	6 4%	4 6%	7 6%	5 6%
Assessor unprofessional	8 3%	3 4%	3 2%	3 4%	3 2%	-	3 5%	-	2 2%	2 4%	1 4%	3 3%	2 2%	5 7%	3 2%	2 2%
Assessor didn't explain / not clear / not enough information	37 14%	10 12%	22 16%	10 13%	21 16%	5 31%	6 11%	3 25%	16 15%	9 17%	3 9%	17 15%	18 14%	13 19% J	11 9%	14 17%
Cost of Green Deal / way of making money	4 2%	-	2 2% z	1 1%	1 1%	-	-	-	2 2%	-	1 2%	2 1%	2 2%	1 1%	3 2%	1 1%
Recommendations obvious/ didn't tell me anything new/ not very helpful	15 6%	8 10%	7 5%	8 9%	7 5%	1 7%	4 7%	2 18%	2 2%	3 5%	5 15% D	6 5%	8 6%	5 7%	4 3%	8 10%



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Weighted Base	263	76*	141	82*	135	17**	61*	12**	106*	53*	36*	112	133	71*	121	81*
Effective base	245	70	135	77	128	14	56	13	96	52	31	107	121	71	108	77
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3 1%	2 3%	1 1%	2 3%	1 1%	1 7%	2 3%	-	1 1%	2 4%	-	2 2%	1 1%	1 1%	1 1%	1 2%
Report recommended things house already had/ missed obvious changes	2 1%	2 3%	-	2 3%	-	-	2 4%	-	-	1 2%	1 3%	-	2 2%	-	1 1%	1 1%
Report unclear/ needs to be made simpler/ clarification/ easier to understand	5 2%	4 5%	1 1%	4 4%	1 1%	-	2 4%	1 10%	1 1%	4 7%	-	1 1%	4 3%	1 1%	3 2%	1 2%
Assessment waste of time	8 3%	4 5%	3 2%	4 5%	3 2%	-	4 7%	-	2 2%	2 5%	2 6%	2 2%	6 4%	3 4%	3 3%	2 3%
Work that was carried out was poor quality/ not finished properly/ messy workman	8 3%	4 6%	3 2%	4 5%	3 2%	-	4 6%	1 6%	3 2%	-	2 5%	5 4%	1 1%	4 5%	1 1%	4 5%
Work not carried out due to lack of funding	5 2%	1 1%	5 3%	1 1%	5 3%	-	1 1%	-	2 2%	-	2 6%	2 2%	2 1%	3 5%	2 2%	-
Poor communication/ no report received/ no feedback	27 10%	6 8%	18 13%	6 8%	18 14%	-	6 10%	-	5 5%	8 14%	8 22% D	8 7%	18 14%	8 12%	10 8%	9 12%



Green Deal Assessment Experience Wave 2

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Recommendations wouldn't save any money	8 3%	4 6%	4 3%	4 5%	4 3%	1 7%	4 7%	-	3 3%	3 5%	2 5%	3 2%	5 3%	3 4%	4 3%	3 4%
We have already made most of improvements/ know what need to do	6 2%	1 1%	3 2%	1 1%	3 2%	-	1 1%	-	1 1%	-	2 4%	1 1%	3 2%	1 1%	6 5%	-
Recommendations don't take in to consideration type of property/build/age etc	4 2%	3 5%	1 1%	3 4%	1 1%	-	3 6%	-	2 2%	2 4%	-	1 1%	4 3%	-	2 1%	3 3%
Assessor / Report missed (obvious requirements for recommendation.)	12 5%	5 7%	7 5%	5 6%	7 5%	1 8%	4 7%	1 6%	5 5%	3 6%	4 11%	8 7%	5 4%	3 4%	7 6%	2 3%
Council's / Landlord's responsibility	11 4%	-	7 5% y	-	7 5% y	3 19%	-	-	5 4%	2 4%	1 4%	6 6%	3 2%	2 3%	3 3%	6 7%
Others	42 16%	19 24% xz	15 10%	19 23% xz	15 11%	1 7%	16 26%	3 21%	16 15%	8 15%	3 9%	14 13%	26 20%	6 8%	26 21% I	13 16%
No reason/none/don't know	69 26%	13 17%	39 28%	17 20% w	36 27%	3 20%	10 16%	2 16%	30 28%	11 21%	6 17%	24 21%	40 30%	20 29%	30 25%	20 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 167

F10 You said that you (did not find the assessment useful/did not feel confident in the recommendations made by the assessor/would not recommend that your friends or family have a Green Deal assessment/were dissatisfied with).

Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	267	117	130	180	87	113	109	37	57	193	100	117
Weighted Base	263	106	127	173	90*	115	107	32*	58*	189	101*	112
Effective base	245	109	120	167	79	105	100	34	52	178	92	108
No recommendations/advice given	7 3%	2 2%	3 2%	4 2%	3 3%	2 2%	3 3%	2 5%	1 1%	6 3%	1 1%	2 2%
Nothing has happened / not heard anything since the assessment	15 6%	5 5%	6 5%	9 5%	7 7%	3 3%	7 7%	3 8%	2 4%	13 7%	4 4%	9 8%
Expensive / not free	16 6%	13 12% JK	11 8%	14 8%	2 2%	9 8%	3 3%	2 7%	8 13% M	8 4%	9 9%	5 5%
Assessor unprofessional	8 3%	3 3%	6 5%	7 4%	1 1%	2 2%	3 3%	-	-	8 4%	-	8 7% N
Assessor didn't explain / not clear / not enough information	37 14%	12 11%	22 17%	27 16% H	10 11%	18 15%	12 12%	5 16%	8 14%	28 15%	9 9%	17 15%
Cost of Green Deal / way of making money	4 2%	2 2%	2 1%	2 1%	3 3%	1 1%	1 1%	2 8% kl	-	4 2%	3 3%	2 1%
Recommendations obvious/ didn't tell me anything new/ not very helpful	15 6%	8 7%	11 9%	12 7%	2 3%	8 7%	4 3%	3 8%	2 4%	13 7%	9 9%	3 3%
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3 1%	1 1%	1 1%	2 1%	1 1%	1 1%	2 2%	-	-	3 2%	-	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 167

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	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	263	106	127	173	90*	115	107	32*	58*	189	101*	112
Effective base	245	109	120	167	79	105	100	34	52	178	92	108
Report recommended things house already had/ missed obvious changes	2 1%	1 1%	-	1 1%	1 1%	2 2%	-	-	1 2%	1 1%	-	2 2%
Report unclear/ needs to be made simpler/ clarification/ easier to understand	5 2%	4 3%	3 2%	5 3%	-	3 2%	2 2%	-	-	5 3%	3 3%	2 2%
Assessment waste of time	8 3%	3 2%	4 4%	5 3%	3 3%	6 5%	1 1%	2 5%	-	8 4%	3 3%	4 4%
Work that was carried out was poor quality/ not finished properly/ messy workman	8 3%	3 3%	5 4%	5 3%	2 3%	-	5 4% k	3 8% k	4 6%	4 2%	4 4%	3 2%
Work not carried out due to lack of funding	5 2%	1 1%	3 2%	3 2%	3 3%	1 1%	2 1%	1 4%	-	5 3%	1 1%	4 4%
Poor communication/ no report received/ no feedback	27 10%	13 13%	14 11%	19 11%	7 8%	17 15%	8 8%	1 4%	2 4%	22 11%	6 6%	11 10%
Recommendations wouldn't save any money	8 3%	3 2%	1 1%	4 2% 1	5 5%	3 3%	5 5%	-	2 3%	7 4%	1 1%	6 6%
We have already made most of improvements/ know what need to do	6 2%	2 1%	4 3%	4 3%	1 1%	4 4%	1 1%	-	-	6 3%	6 6% O	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 167

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Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

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	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	263	106	127	173	90*	115	107	32*	58*	189	101*	112
Effective base	245	109	120	167	79	105	100	34	52	178	92	108
Recommendations don't take in to consideration type of property/build/age etc	4 2%	2 2%	4 3%	4 3%	- -	1 1%	2 2%	1 2%	- -	4 2%	1 1%	2 2%
Assessor / Report missed (obvious requirements for recommendation.)	12 5%	4 4%	5 4%	8 5%	5 5%	6 5%	5 5%	1 4%	1 1%	12 6%	1 1%	8 7% N
Council's / Landlord's responsibility	11 4%	3 3%	2 1%	5 3%	7 8% I	6 5%	3 3%	2 6%	- -	11 6%	4 4%	2 2%
Others	42 16%	23 22% K	21 16%	34 20% K	9 10%	17 15%	23 21%	3 10%	13 22%	24 13%	17 17%	20 18%
No reason/none/don't know	69 26%	20 19%	29 23%	38 22%	31 34% HJ	33 28%	29 27%	7 21%	20 35%	42 22%	30 29%	30 26%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	267	96	43	108	267	-	168	51	96	60	19	55	26	35	72
Weighted Base	263	96*	42*	107*	263	**	164	51*	96*	61*	18**	49*	25**	37*	73*
Effective base	245	88	40	100	245	-	154	47	89	55	18	50	24	32	66
No recommendations/advice given	7 3%	1 1%	2 4%	4 4%	7 3%	-	4 3%	1 2%	3 3%	2 3%	1 6%	1 2%	-	2 5%	2 2%
Nothing has happened / not heard anything since the assessment	15 6%	2 3%	2 5%	8 7%	15 6%	-	11 7%	1 3%	4 5%	2 3%	1 5%	3 7%	2 7%	3 9%	4 6%
Expensive / not free	16 6%	2 2%	3 7%	11 11% P	16 6%	-	11 7%	2 3%	5 5%	1 2%	3 19%	1 3%	1 3%	3 8%	6 8%
Assessor unprofessional	8 3%	3 3%	-	5 4%	8 3%	-	3 2%	-	5 5%	1 2%	-	1 3%	1 5%	3 8%	1 2%
Assessor didn't explain / not clear / not enough information	37 14%	15 16%	7 16%	12 11%	37 14%	-	23 14%	7 15%	14 15%	7 12%	3 18%	9 17%	5 19%	3 8%	11 14%
Cost of Green Deal / way of making money	4 2%	-	1 2%	4 3%	4 2%	-	2 1%	1 2%	2 2%	3 5%	-	1 1%	-	1 2%	-
Recommendations obvious/ didn't tell me anything new/ not very helpful	15 6%	4 4%	4 9%	7 6%	15 6%	-	12 7%	3 6%	3 3%	4 7%	1 5%	2 4%	2 7%	1 2%	5 7%
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3 1%	-	1 2%	1 1%	3 1%	-	2 1%	-	1 1%	-	-	1 3%	2 8%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	263	96*	42*	107*	263	-**	164	51*	96*	61*	18**	49*	25**	37*	73*
Effective base	245	88	40	100	245	-	154	47	89	55	18	50	24	32	66
Report recommended things house already had/ missed obvious changes	2 1%	1 1%	-	1 1%	2 1%	-	1 1%	-	1 1%	1 2%	-	-	1 5%	-	-
Report unclear/ needs to be made simpler/ clarification/ easier to understand	5 2%	1 1%	1 2%	3 3%	5 2%	-	2 1%	-	3 3%	3 4%	-	-	1 3%	-	2 2%
Assessment waste of time	8 3%	1 1%	1 2%	6 6%	8 3%	-	4 2%	-	5 5%	3 5%	-	1 7%	3 17%	1 3%	1 1%
Work that was carried out was poor quality/ not finished properly/ messy workman	8 3%	-	-	8 7% P	8 3%	-	5 3%	1 2%	1 1%	3 4%	-	1 3%	-	2 4%	2 3%
Work not carried out due to lack of funding	5 2%	1 1%	-	4 4%	5 2%	-	3 2%	-	2 3%	-	-	1 3%	-	1 3%	3 4%
Poor communication/ no report received/ no feedback	27 10%	5 6%	4 10%	12 11%	27 10%	-	19 12%	3 5%	7 8%	5 8%	3 14%	1 1%	5 20%	8 22% wz	5 7%
Recommendations wouldn't save any money	8 3%	2 2%	2 5%	5 4%	8 3%	-	6 4%	-	3 3%	1 2%	-	1 3%	1 4%	1 2%	4 6%
We have already made most of improvements/ know what need to do	6 2%	4 4%	1 3%	1 1%	6 2%	-	5 3%	3 7%	1 1%	2 3%	-	1 3%	-	-	2 3%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 167

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Why do you say that?

Base: All who did not think the assessment was useful/did not feel confident in the recommendations/would not recommend/dissatisfied with an aspect of the assessment

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	263	96*	42*	107*	263	-**	164	51*	96*	61*	18**	49*	25**	37*	73*
Effective base	245	88	40	100	245	-	154	47	89	55	18	50	24	32	66
Recommendations don't take in to consideration type of property/build/age etc	4 2%	2 2%	-	2 2%	4 2%	-	3 2%	1 2%	1 1%	-	-	1 3%	2 9%	1 2%	-
Assessor / Report missed (obvious requirements for recommendation.)	12 5%	6 6%	2 4%	5 5%	12 5%	-	10 6%	3 6%	2 3%	5 8%	-	-	4 14%	1 3%	3 4%
Council's / Landlord's responsibility	11 4%	5 5%	2 6%	4 3%	11 4%	-	4 2%	1 3%	8 8% p	6 10% z	-	4 8% z	-	2 4%	-
Others	42 16%	8 8%	7 17%	23 22% p	42 16%	-	32 20%	10 20%	10 11%	8 12%	4 21%	4 7%	5 21%	4 10%	19 25% w
No reason/none/don't know	69 26%	38 40% R	13 31% R	15 14%	69 26%	-	39 24%	17 34%	28 29%	10 16%	4 22%	20 40% u	7 29%	9 25%	18 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
No recommendations/advice given	2	1	1	2	-	-	2	-	1	1	1	1	-	2	1	-	1	1
Nothing has happened / not heard anything since the assessment	14 2%	12 2% b	3 1%	5 2%	7 2%	3 1%	12 2%	1 1%	3 1%	11 2%	12 2%	2 1%	12 2% m	3 1%	11 2%	3 3% pq	-	3 1%
Expensive / not free	6 1%	4 1%	2	1	2	2	6	-	4	2	2	4	3	2	6	-	-	-
Assessor unprofessional	3	1	2	1	1	1	2	-	1	2	1	3	1	3	2	1	-	1
Assessor didn't explain / not clear / not enough information	28 3%	11 2%	17 4%	14 4%	10 3%	5 2%	26 3%	1 1%	11 4%	17 2%	13 2%	15 6% j	8 2%	20 4% l	19 3%	3 4%	6 3%	9 3%
Cost of Green Deal / way of making money	3	-	3	1	1	1	3	-	-	3	-	3	1	3	3	-	-	-
Recommendations obvious/ didn't tell me anything new/ not very helpful	1	-	1	1	-	-	1	-	1	-	-	1	-	1	1	-	-	-
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3	3	-	1	2	-	3	-	-	3	3	-	2	1	3	-	-	-
Report recommended things house already had/ missed obvious changes	5 1%	2	3	1	2	2	5	-	-	5	3	2	3	2	5	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Report unclear/ needs to be made simpler/ clarification/ easier to understand	1	1	-	-	1	-	1	-	-	1	-	1%	-	1	1	-	-	-
Assessment waste of time	7 1%	2	5	2	2	3	7	-	2	5	7	-	3	4	6	-	1	1
Work that was carried out was poor quality/ not finished properly/ messy workman	16 2%	6	10	5	6	5	15	1	7	9	14	2	9	7	12	2	2	4
Work not carried out due to lack of funding	8 1%	5	3	2	6	-	6	-	4	4	5	3	4	4	4	2	2	4
Poor communication/ no report received/ no feedback	24 3%	13	11	11	10	3	23	1	8	17	15	9	12	12	19	2	3	5
Recommendations wouldn't save any money	2	2	-	2	-	-	2	-	-	2	2	-	1	1	2	-	-	-
We have already made most of improvements/ know what need to do	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendations don't take in to consideration type of property/build/age etc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Assessor / Report missed (obvious requirements for recommendation.)	9 1%	5	3	3	5	1	8	1	4	5	4	5	4	5	8	1	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Council's / Landlord's responsibility	3	2	1	2	-	1	3	-	1	2	3	-	2	1	1	-	2	2
Others	29	12	17	9	12	9	26	3	6	24	23	7	18	11	23	2	4	7
	3%	2%	4%	3%	3%	4%	3%	3%	2%	3%	3%	3%	4%	2%	3%	3%	2%	2%
No reason/none/don't know	813	426	382	292	307	211	686	114	210	599	614	199	417	396	568	74	171	245
	86%	86%	85%	86%	85%	87%	85%	93%	84%	87%	87%	82%	86%	86%	85%	84%	90%	88%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
No recommendations/advice given	2	2	-	1	-	1	-	1	-	1	1	1
Nothing has happened / not heard anything since the assessment	14 2%	12 2%	3 2%	7 2%	5 1%	1 1%	2 1%	5 2%	1 1%	6 2%	7 1%	8 2%
Expensive / not free	6 1%	6 1%	-	-	5 1%	1 1%	1 1%	1	-	3 1%	4 1%	2 1%
Assessor unprofessional	3	2	1 1%	2 1%	1	-	-	1	2 1%	-	3	-
Assessor didn't explain / not clear / not enough information	28 3%	21 3%	7 4%	15 5%	10 2%	4 3%	6 4%	11 4% N	2 1%	9 3%	20 3%	9 3%
Cost of Green Deal / way of making money	3	3	-	1	1	-	-	-	2 1%	1	1	2 1%
Recommendations obvious/ didn't tell me anything new/ not very helpful	1	1	-	-	-	1 1%	-	1	-	-	1	-
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3	3	-	1	2 1%	-	1 1%	-	-	2 1%	1	2 1%
Report recommended things house already had/ missed obvious changes	5 1%	5 1%	-	2 1%	2	1 1%	1	-	2 1%	3 1%	5 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Report unclear/ needs to be made simpler/ clarification/ easier to understand	1	1	-	-	1	-	-	1	-	-	1	-
Assessment waste of time	7 1%	6 1%	1 1%	4 1%	3 1%	-	-	5 2%	-	2 1%	5 1%	2 1%
Work that was carried out was poor quality/ not finished properly/ messy workman	16 2%	16 2%	-	7 2%	7 2%	1 1%	1 1%	6 2%	4 2%	5 2%	9 1%	7 2%
Work not carried out due to lack of funding	8 1%	5 1%	3 2%	4 1%	3 1%	-	-	6 2% N	-	2 1%	8 1%	-
Poor communication/ no report received/ no feedback	24 3%	22 3%	2 1%	14 4% u	7 2%	2 2%	3 2%	8 3%	4 2%	9 3%	15 2%	9 3%
Recommendations wouldn't save any money	2	2	-	1	1	-	-	2 1%	-	-	2	-
We have already made most of improvements/ know what need to do	-	-	-	-	-	-	-	-	-	-	-	-
Recommendations don't take in to consideration type of property/build/age etc	-	-	-	-	-	-	-	-	-	-	-	-
Assessor / Report missed (obvious requirements for recommendation.)	9 1%	9 1%	-	2 1%	6 1%	-	3 2%	2 1%	3 1%	1	6 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Council's / Landlord's responsibility	3	2	1	2	-	1	-	2	1	-	3	-
Others	29	22	8	13	14	3	5	7	6	12	16	13
	3%	3%	5%	4%	3%	2%	3%	3%	3%	4%	3%	4%
No reason/none/don't know	813	669	144	253	371	118	145	220	205	239	544	269
	86%	86%	87%	81%	87%	91%	87%	84%	90%	84%	87%	85%
					†	†			O			



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
No recommendations/advice given	2	1	-	1	-	2	-	1	-	-	-	1	1
Nothing has happened / not heard anything since the assessment	14 2%	7 1%	2 2%	4 2%	1 1%	13 2%	2 2%	2	2 4% E	4 4% E	5 4% E	4 1% E	10 3% E
Expensive / not free	6 1%	5 1%	1 1%	-	-	5 1%	1 1%	2	1 3% E	2 2%	1 1%	3 7% E	2 1%
Assessor unprofessional	3	3 1%	-	-	1 1%	3	-	1	-	1 1%	-	1	2 1%
Assessor didn't explain / not clear / not enough information	28 3%	18 3%	3 2%	5 2%	4 5%	24 3%	3 3%	12 2%	3 7% E	3 3%	3 2%	16 3% E	13 4%
Cost of Green Deal / way of making money	3	3	1 1%	-	-	3	-	-	1 2% E	1 1% E	1 1% E	1	2 1%
Recommendations obvious/ didn't tell me anything new/ not very helpful	1	1	-	-	-	1	-	-	1 3% E	-	-	1	-
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3	1	1 1%	1 1%	-	3	-	1	-	1 1%	1 1%	1	2 1%
Report recommended things house already had/ missed obvious changes	5 1%	3 1%	1 1%	1 1%	2 2%	3	-	3 1%	1 3% J	1 1%	-	5 7%	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Report unclear/ needs to be made simpler/ clarification/ easier to understand	1	1	-	-	-	1	-	-	-	-	1 1%	-	1
Assessment waste of time	7 1%	6 1%	-	1	2 3%	5 1%	2 2%	3 1%	-	-	3 2% I	3	4 1%
Work that was carried out was poor quality/ not finished properly/ messy workman	16 2%	6 1%	7 5% Y	5 2%	-	15 2%	1 1%	9 2%	-	2 2%	4 3%	9 1%	7 2%
Work not carried out due to lack of funding	8 1%	7 1%	-	1	-	8 1%	-	-	-	3 3% EI	3 2% EI	-	8 2% EI
Poor communication/ no report received/ no feedback	24 3%	19 4%	2 1%	3 2%	1 2%	22 3%	2 2%	9 2%	1 3%	6 6% EI	3 2%	10 2%	14 4% EI
Recommendations wouldn't save any money	2	2	-	-	-	2	-	-	-	-	2 2% EI	-	2 1%
We have already made most of improvements/ know what need to do	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendations don't take in to consideration type of property/build/age etc	-	-	-	-	-	-	-	-	-	-	-	-	-
Assessor / Report missed (obvious requirements for recommendation.)	9 1%	5 1%	-	1 1%	3 4% Z	5 1%	1 1%	2	-	1 1%	3 3% EI	2	7 2% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 168

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Council's / Landlord's responsibility	3	1	1	1	-	3	-	3	-	-	-	3	-
Others	29 3%	21 4%	5 3%	6 3%	2 3%	24 3%	5 5%	14 2%	1 3%	4 4%	8 7% EI	15 2%	14 4%
No reason/none/don't know	813 86%	453 85%	120 84%	194 87%	61 83%	673 86%	83 85%	513 90% GHJ	39 83%	87 82%	90 76%	552 90% GHJ	261 79%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
No recommendations/advice given	2 .	-	1 .	-	-	-	1 .	1 .	1 .	-	1 .	1 .	-	2 .	1 .	1 .
Nothing has happened / not heard anything since the assessment	14 2%	-	1 .	-	2 1%	-	2 .	2 .	12 3% befg	-	2 .	12 3% j	3 2%	12 2%	6 7%	8 2%
Expensive / not free	6 1%	1 1%	-	-	-	2 2% f	2 .	2 .	4 1%	-	2 .	4 1%	2 1%	4 1%	5 1%	1 .
Assessor unprofessional	3 .	-	1 .	-	-	1 1%	1 .	1 .	2 .	1 2% j	-	2 .	1 1%	2 .	1 .	2 .
Assessor didn't explain / not clear / not enough information	28 3%	1 1%	4 2%	1 1%	5 2%	2 2%	12 2%	12 2%	16 4%	2 3%	9 2%	18 4%	4 2%	25 3%	15 3%	14 3%
Cost of Green Deal / way of making money	3 .	-	-	-	-	-	-	-	3 7% fg	-	-	3 7%	2 7% m	1 .	1 .	3 7%
Recommendations obvious/ didn't tell me anything new/ not very helpful	1 .	-	-	-	-	-	-	-	1 .	-	-	1 .	-	1 .	1 .	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3	-	1	-	-	-	1	1	2	-	1	2	-	3	2	1
Report recommended things house already had/ missed obvious changes	5 1%	-	1	-	-	2 2%	3 1%	3 1%	2	-	2	3 1%	2 1%	3	1	4 1%
Report unclear/ needs to be made simpler/ clarification/ easier to understand	1	-	-	-	-	-	-	-	1	-	-	1	1 1%	-	1	-
Assessment waste of time	7 1%	-	-	1 2% b	1	1 1%	3 1%	3 1%	4 1%	-	2	5 1%	2 1%	4 1%	3 1%	4 1%
Work that was carried out was poor quality/ not finished properly/ messy workman	16 2%	-	6 2%	1 3%	1	1 1%	9 2%	9 2%	7 2%	-	9 2%	7 2%	-	16 2%	11 2%	5 1%
Work not carried out due to lack of funding	8 1%	-	-	-	-	-	-	-	8 2% bdfg	-	-	8 2% j	-	8 1%	4 1%	4 1%
Poor communication/ no report received/ no feedback	24 3%	1 2%	2 1%	1 1%	3 2%	3 2%	9 2%	9 2%	15 4% bfg	1 1%	8 2%	16 4%	6 4%	18 2%	10 2%	14 3%
Recommendations wouldn't save any money	2	-	-	-	-	-	-	-	2 1%	-	-	2	-	2	1	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
We have already made most of improvements/ know what need to do	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendations don't take in to consideration type of property/build/age etc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Assessor / Report missed (obvious requirements for recommendation.)	9 1%	1 1%	1 *	-	1 *	-	2 *	2 *	7 2% fg	1 1%	1 *	7 2%	6 3% m	3 *	3 1%	6 1%
Council's / Landlord's responsibility	3 *	-	1 *	1 2% h	1 *	-	3 *	3 *	-	-	3 1%	-	-	3 *	1 *	2 *
Others	29 3%	2 2%	6 2%	-	3 1%	3 2%	14 2% g	12 2%	16 4%	1 2%	9 2%	19 5% j	7 4%	23 3%	13 2%	16 4%
No reason/none/don't know	813 86%	80 93% h	234 91% h	51 91% h	210 92% h	117 89% h	513 90% h	501 90% h	300 80%	69 92% k	405 90% k	339 80%	137 83%	676 87%	471 88%	342 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
No recommendations/advice given	2	-	1	-	-	1	-	1	-	-	-	1	1	1	-	1	1	-
Nothing has happened / not heard anything since the assessment	14	2	2	4	6	7	6	2	2	1	2	1	1	14	2	11	-	11
Expensive / not free	6	-	2	2	2	4	1	2	-	-	1	-	-	6	2	3	-	3
Assessor unprofessional	3	-	1	-	3	3	-	1	1	-	-	1	1	2	1	1	-	1
Assessor didn't explain / not clear / not enough information	28	2	11	10	4	12	7	11	4	5	3	4	4	25	4	18	3	15
Cost of Green Deal / way of making money	3	1	-	-	2	2	1	1	1	-	-	-	-	3	3	-	-	-
Recommendations obvious/ didn't tell me anything new/ not very helpful	1	-	-	1	-	-	1	1	-	-	-	-	-	1	1	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3	-	1	-	2	2	1	-	-	1	2	-	-	3	-	3	1	2
Report recommended things house already had/ missed obvious changes	5	-	1	2	2	-	1	1	-	-	-	-	-	5	3	2	-	2
Report unclear/ needs to be made simpler/ clarification/ easier to understand	1	-	1	-	-	-	-	1	1	-	-	-	-	1	1	-	-	-
Assessment waste of time	7	1	2	1	2	2	2	3	-	-	1	1	1	6	1	4	2	2
Work that was carried out was poor quality/ not finished properly/ messy workman	16	5	6	4	1	11	3	3	3	1	5	2	1	15	1	14	2	12
Work not carried out due to lack of funding	8	2	3	2	1	6	1	3	-	1	1	2	2	5	-	5	1	5
Poor communication/ no report received/ no feedback	24	-	8	9	4	12	5	10	1	1	4	4	4	21	4	13	4	10
Recommendations wouldn't save any money	2	-	1	-	1	1	-	2	-	-	1	-	-	2	-	1	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541	
We have already made most of improvements/ know what need to do	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Recommendations don't take in to consideration type of property/build/age etc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Assessor / Report missed (obvious requirements for recommendation.)	9 1%	2 1%	6 2%	1 *	3 1%	2 1%	4 1%	3 2%	-	-	-	-	9 1%	1 1%	7 1%	2 2%	4 1%	
Council's / Landlord's responsibility	3 1%	-	1 *	-	-	-	1 *	-	-	-	2 2%	2 2% v	1 *	-	3 *	1 *	2 *	
Others	29 3%	3 3%	8 2%	11 5%	6 3%	10 3%	9 4%	5 2%	6 3%	2 2%	2 1%	4 4%	27 3%	7 6%	17 2%	3 3%	13 2%	
No reason/none/don't know	813 86%	80 85%	309 88%	209 84%	172 86%	344 85%	225 86%	287 89%	158 88%	85 88%	136 89%	82 83%	69 82%	744 86%	103 81%	620 88%	111 87%	509 88%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Total	Received/seen GDAR				Report sent straight to landlord/housing association (A)	Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)		Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
No recommendations/advice given	2	-	1	-	1	-	-	-	-	-	1	1	1	2	-	-
Nothing has happened / not heard anything since the assessment	14 2%	2 1%	11 3% wy	3 1%	10 3% wy	-	2 1%	-	9 3%	3 1%	1 1%	8 2%	5 1%	6 2%	6 2%	3 1%
Expensive / not free	6 1%	3 1%	2	3 1%	2	-	3 1%	-	2 1%	1	1 1%	2	4 1%	2 1%	5 1%	1
Assessor unprofessional	3	1	3 1%	1	3 1%	-	1	-	1	-	-	-	2	1	1	1
Assessor didn't explain / not clear / not enough information	28 3%	10 3%	16 4%	10 3%	16 5%	2 3%	8 3%	2 2%	11 3%	8 3%	5 4%	13 3%	13 3%	13 4%	8 2%	8 3%
Cost of Green Deal / way of making money	3	-	2 1%	1	1	-	-	-	-	-	2 2% D	-	3 1%	1	1	1
Recommendations obvious/ didn't tell me anything new/ not very helpful	1	1	-	1	-	-	1	-	-	-	1 1%	-	1	-	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3	1	2	2	1	-	-	1	-	1	1	-	3	-	1	2
				1%				1%			1%		1%			1%
Report recommended things house already had/ missed obvious changes	5	4	1	4	1	-	4	-	2	2	-	2	3	1	2	2
	1%	1%		1%			1%		1%	1%		1%	1%	1%	1%	1%
Report unclear/ needs to be made simpler/ clarification/ easier to understand	1	1	-	1	-	-	1	-	-	1	-	-	1	-	-	1
										1%						
Assessment waste of time	7	3	2	3	2	-	3	-	3	2	-	4	3	2	3	2
	1%	1%		1%			1%		1%	1%		1%	1%	1%	1%	1%
Work that was carried out was poor quality/ not finished properly/ messy workman	16	8	8	8	8	1	5	3	5	4	2	10	5	5	6	6
	2%	2%	2%	2%	2%	2%	2%	4%	1%	2%	1%	2%	1%	2%	1%	2%
Work not carried out due to lack of funding	8	-	6	-	6	-	-	-	3	2	-	2	4	1	5	2
	1%		1% wy		2% wy				1%	1%		1%	1%	1%	1%	1%
Poor communication/ no report received/ no feedback	24	1	20	1	20	1	1	-	5	6	8	11	13	8	12	6
	3%		5% wy		6% wy	2%			1%	2%	6% D	3%	3%	3%	3%	2%
Recommendations wouldn't save any money	2	1	1	1	1	-	1	-	-	2	-	2	-	2	-	-
										1%				1%		



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 169

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
We have already made most of improvements/ know what need to do	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendations don't take in to consideration type of property/build/age etc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Assessor / Report missed (obvious requirements for recommendation.)	9 1%	2 7%	6 2%	2 7%	6 2%	-	2 7%	1 7%	4 7%	4 2%	-	6 7%	3 7%	3 7%	3 7%	3 7%
Council's / Landlord's responsibility	3	-	3 7%	-	3 7%	1 2% wy	-	-	1	2 7%	-	3 7%	-	2	1	-
Others	29 3%	13 4%	15 4%	13 3%	15 4%	3 4%	11 4%	2 2%	10 3%	10 4%	5 4%	13 3%	15 3%	10 3%	13 3%	8 3%
No reason/none/don't know	813 86%	310 88% xz	332 81% z	359 89% xz	282 79%	57 89%	227 87%	77 90%	304 87%	201 84%	117 85%	376 86%	383 86%	275 86%	338 86%	231 85%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 170

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
No recommendations/advice given	2	-	1	1	1	-	2	-	-	2	-	-
							1%			1%		
Nothing has happened / not heard anything since the assessment	14 2%	8 2%	6 1%	10 2%	4 2%	5 1%	8 2%	2 1%	5 1%	7 3%	7 1%	7 6%
										L		N
Expensive / not free	6 1%	2	5 1%	5 1%	1	2 1%	4 1%	-	5 1%	1	4 1%	2 1%
Assessor unprofessional	3	1	1	2	1	1	1	-	-	3	1	2
										2%		2%
										L		N
Assessor didn't explain / not clear / not enough information	28 3%	14 4%	15 3%	22 3%	6 2%	12 3%	10 3%	3 2%	13 2%	13 7%	10 7%	11 10%
										L		N
Cost of Green Deal / way of making money	3	1	1	1	3	1	1	1	-	1	-	2
					1%			1%				2%
												N
Recommendations obvious/ didn't tell me anything new/ not very helpful	1	-	1	1	-	1	-	-	1	-	1	-
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3	1	2	2	1	2	1	-	1	2	2	1
										1%		1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 170

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Report recommended things house already had/ missed obvious changes	5 1%	5 1%	1	5 1%	-	4 1%	1	-	1	3 1%	1	4 3%
Report unclear/ needs to be made simpler/ clarification/ easier to understand	1	-	1	-	-	1	-	-	-	1 1%	-	1 1%
Assessment waste of time	7 1%	2 1%	3 1%	4 1%	3 1%	4 1%	2 1%	1 1%	-	7 4%	-	5 4%
Work that was carried out was poor quality/ not finished properly/ messy workman	16 2%	5 2%	11 2%	11 2%	5 2%	6 1%	6 2%	4 2%	11 2%	5 3%	14 2%	1 1%
Work not carried out due to lack of funding	8 1%	3 1%	4 1%	6 1%	2 1%	2 1%	3 1%	1	1	5 3%	3	4 3%
Poor communication/ no report received/ no feedback	24 3%	7 2%	10 2%	13 2%	11 4%	9 2%	13 4%	3 2%	5 1%	15 8%	6 1%	7 6%
Recommendations wouldn't save any money	2	-	1	1	1	1	1	-	-	2 1%	-	2 2%
We have already made most of improvements/ know what need to do	-	-	-	-	-	-	-	-	-	-	-	-
Recommendations don't take in to consideration type of property/build/age etc	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 170

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Assessor / Report missed (obvious requirements for recommendation.)	9 1%	3 1%	3 1%	7 1%	2 1%	2	6 2%	1 1%	2	7 4% L	2	7 6% N
Council's / Landlord's responsibility	3	-	1	1	2 1%	-	2	1 1%	-	3 1% L	1	1 1%
Others	29 3%	17 5% I	13 2%	24 4% I	5 2%	18 4% m	9 3%	1 1%	14 2%	11 6% L	15 2%	9 8% N
No reason/none/don't know	813 86%	303 84%	471 88% HJ	579 86%	234 86%	356 87%	299 84%	140 89%	594 92% M	125 66%	658 92% O	62 56%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 170

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
No recommendations/advice given	2	-	1 1% P	1 1% P	2 1% o	-	2	1	-	-	1 2%	-	-	1 1%	-
Nothing has happened / not heard anything since the assessment	14 2%	4 1%	2 2%	7 6% P	9 3% o	6 1%	10 2% q	-	4 1%	1	-	4 2%	2 2%	2 1%	6 3%
Expensive / not free	6 1%	1	1 1% P	4 3% P	5 2% o	1	5 1%	-	1	1	-	-	1 1%	-	4 2%
Assessor unprofessional	3	-	-	3 3% P	3 1% o	-	2	1	1	1 1%	-	1 1%	-	1	-
Assessor didn't explain / not clear / not enough information	28 3%	10 1%	6 7% P	11 10% P	22 8% o	6 1%	20 3%	5 2%	8 2%	4 2%	2 4%	4 2%	6 6%	5 3%	7 3%
Cost of Green Deal / way of making money	3	1	-	2 2% P	3 1% o	-	2	-	1	-	-	1 1%	-	2 1%	-
Recommendations obvious/ didn't tell me anything new/ not very helpful	1	-	1 1% P	-	1	-	1	-	-	-	-	-	-	-	1 1%
Green Deal assessor not very knowledgeable/ not able to clarify scheme/ answer questions	3	2	-	1 1%	2 1% o	1	3 1%	1	-	2 1%	-	-	-	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 170

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Report recommended things house already had/ missed obvious changes	5 1%	2	1 1%	2 2%	4 1%	1	5 1%	-	-	1 1%	-	1 1%	1 1%	2 1%	-
Report unclear/ needs to be made simpler/ clarification/ easier to understand	1	-	-	1 1% P	1	-	1	-	-	-	-	-	1 1%	-	-
Assessment waste of time	7 1%	-	-	7 6% PQ	7 3%	-	5 1%	1	2 1%	1	1 1%	2 1%	2 2%	1 1%	-
Work that was carried out was poor quality/ not finished properly/ messy workman	16 2%	8 1%	3 3%	5 5% P	7 3%	9 1%	8 1%	4 1%	7 2%	7 3%	1 2%	3 2%	1 1%	2 1%	2 1%
Work not carried out due to lack of funding	8 1%	2	-	4 4% P	5 2% o	2	5 1%	-	2 1%	2 1%	-	1 1%	2 2%	-	2 1%
Poor communication/ no report received/ no feedback	24 3%	10 1%	6 6% P	7 7% P	18 7% o	6 1%	19 3%	5 2%	5 1%	4 2%	2 3%	2 1%	4 4%	7 4%	6 3%
Recommendations wouldn't save any money	2	-	-	2 2% P	2 1% o	-	2	-	-	-	-	-	1 1%	1 1%	-
We have already made most of improvements/ know what need to do	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Recommendations don't take in to consideration type of property/build/age etc	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 170

F11 If you had any problems or issues with the Assessment, please write them in below.

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Weighted Base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Effective base	9	4	2	3	7	1	6	1	3	-	-	-	2	1	5
Assessor / Report missed (obvious requirements for recommendation.)	1%	1%	2%	3%	3%	1%	1%	1%	1%	-	-	-	2%	1%	2%
Council's / Landlord's responsibility	3	1	-	1	3	-	1	-	2	2	1	-	-	-	-
				7%	7%	-	1%	-	7%	7%	7%	-	-	-	-
Others	29	12	4	10	16	14	25	7	3	12	2	3	5	5	2
	3%	2%	4%	10%	6%	2%	4%	2%	1%	6%	3%	2%	5%	3%	7%
				P	o		qr			wz			z		
No reason/none/don't know	813	633	74	55	175	639	487	249	299	174	61	164	82	136	196
	86%	92%	80%	51%	66%	93%	84%	91%	90%	83%	88%	91%	87%	86%	87%
		QR	R			n		p	p			ux			



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 180

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	191 20%	98 20%	93 21%	79 23%	71 20%	41 17%	174 22% g	16 13%	49 19%	142 21%	135 19%	56 23%	94 19%	97 21%	145 22%	17 19%	29 15%	46 16%
Fairly clear	253 27%	119 24%	132 29%	76 22%	105 29%	72 30%	223 28%	25 21%	68 27%	185 27%	167 24%	86 35% j	120 25%	133 29%	203 30% opq	16 18%	34 18%	50 18%
Neither clear nor unclear	100 11%	52 10%	48 11%	34 10%	44 12%	21 9%	79 10%	21 17% f	26 10%	74 11%	76 11%	24 10%	59 12%	41 9%	70 10%	8 9%	21 11%	30 11%
Fairly unclear	30 3%	18 4%	11 2%	11 3%	11 3%	7 3%	21 3%	8 6% f	9 4%	20 3%	24 3%	7 3%	15 3%	15 3%	23 4%	3 3%	4 2%	7 3%
Very unclear	28 3%	12 3%	15 3%	14 4%	6 2%	7 3%	27 3%	1 1%	7 3%	21 3%	19 3%	9 4%	14 3%	14 3%	24 4%	2 2%	2 1%	4 1%
Not discussed at all	271 29%	153 31%	118 26%	99 29%	95 26%	77 32%	230 28%	40 33%	68 27%	203 29%	231 33% k	40 16%	145 30%	125 27%	159 24%	35 41% n	77 40% n	112 40% n
Don't know	73 8%	42 9%	29 7%	26 8%	28 8%	18 7%	54 7%	12 10%	25 10%	47 7%	51 7%	22 9%	39 8%	34 7%	44 7%	6 7%	23 12% n	29 11% n
NET: All clear	444 47%	217 44%	225 50%	155 46%	176 49%	113 46%	397 49% g	41 33%	117 46%	327 47%	302 43%	142 58% j	214 44%	230 50%	349 52% opq	33 37%	63 33%	95 34%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 180

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All not clear	58	31	26	25	18	14	48	9	16	41	43	16	29	29	47	5	6	11
	6%	6%	6%	7%	5%	6%	6%	7%	6%	6%	6%	6%	6%	6%	7%	5%	3%	4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 180

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	191 20%	167 21%	24 14%	59 19%	98 23%	27 21%	31 19%	58 22%	50 22%	52 18%	118 19%	73 23%
Fairly clear	253 27%	226 29% s	27 16%	93 30%	108 25%	33 25%	39 23%	69 26%	62 27%	83 29%	169 27%	84 26%
Neither clear nor unclear	100 11%	77 10%	23 14%	28 9%	48 11%	17 13%	19 11%	24 9%	29 13%	27 9%	75 12% x	24 8%
Fairly unclear	30 3%	25 3%	5 3%	10 3%	17 4%	1 1%	5 3%	8 3%	8 4%	10 3%	17 3%	14 4%
Very unclear	28 3%	26 3%	2 1%	9 3%	12 3%	5 4%	9 5% M	4 2%	6 3%	9 3%	18 3%	10 3%
Not discussed at all	271 29%	204 26%	67 40% r	89 29%	115 27%	43 33%	50 30%	80 31%	57 25%	83 29%	182 29%	89 28%
Don't know	73 8%	55 7%	18 11%	24 8%	30 7%	4 3%	14 9%	18 7%	17 7%	23 8%	49 8%	24 8%
NET: All clear	444 47%	394 50% s	50 30%	152 49%	206 48%	60 46%	69 42%	127 49%	111 49%	135 47%	287 46%	157 49%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 180

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (f)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Total											
Weighted Base	946										
Effective base	870										
NET: All not clear	58										
	6%										



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 180

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	191 20%	119 22%	25 18%	44 20%	12 16%	162 21%	15 15%	118 21%	11 24%	27 25%	26 22%	130 21%	61 19%
Fairly clear	253 27%	159 30% z	31 21%	52 23%	19 26%	209 27%	21 22%	165 29% J	16 34%	27 25%	31 26%	181 29% J	72 22%
Neither clear nor unclear	100 11%	56 11%	18 13%	19 9%	7 9%	82 10%	12 13%	48 8%	8 18% EI	15 14%	16 13%	56 9% E	44 13% E
Fairly unclear	30 3%	12 2%	7 5%	8 4%	2 3%	23 3%	3 3%	13 2%	- -	6 6% I	7 6% EI	13 2%	18 5% EI
Very unclear	28 3%	18 3%	7 5%	7 3%	2 3%	23 3%	5 5%	11 2%	2 5%	3 3%	8 7% EI	14 2%	14 4%
Not discussed at all	271 29%	135 26%	46 32%	67 30%	26 35%	227 29%	30 31%	172 30% GH	8 18%	20 19%	24 20%	181 29% G	90 27% GH
Don't know	73 8%	33 6%	9 6%	25 11% y	6 9%	58 7%	11 11%	42 7%	1 2%	8 7%	7 6%	43 7%	31 9%
NET: All clear	444 47%	278 52% zA	56 39%	96 43%	31 42%	371 47%	36 37%	283 50% J	27 58% J	53 50% J	57 48% J	310 50% J	134 40%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 180

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All not clear	58 6%	29 6%	14 10%	15 7%	4 6%	46 6%	8 8%	24 4%	2 5%	10 9%	15 13% EI	27 4%	32 10% EI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 181

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	191 20%	25 29% c	52 20%	8 14%	47 21%	37 28% cfgh	118 21%	116 21%	72 19%	21 28%	89 20%	81 19%	50 30% m	141 18%	141 26% o	50 12%
Fairly clear	253 27%	36 42% bcfg h	59 23%	11 20%	73 32% bh	47 36% bch	165 29% b	159 29% b	88 23%	36 48% jk	114 25%	103 24%	68 41% m	185 24%	152 28%	101 25%
Neither clear nor unclear	100 11%	2 2%	31 12% acfg	1 1%	20 9% c	8 6%	48 8% ac	48 9% ac	52 14% acefg	1 1%	44 10% i	55 13% i	15 9%	85 11%	48 9%	51 13%
Fairly unclear	30 3%	2 2%	7 3%	2 3%	4 2%	1 1%	13 2%	13 2%	18 5% e	- -	12 3%	18 4%	2 1%	28 4%	17 3%	14 3%
Very unclear	28 3%	2 2%	6 2%	1 1%	2 1%	4 3%	11 2%	11 2%	16 4% dfg	1 2%	9 2%	17 4%	4 2%	24 3%	13 2%	15 4%
Not discussed at all	271 29%	13 15%	83 32% ae	29 53% abdefgh	66 29% ae	20 16%	172 30% ae	168 30% ae	99 26% ae	11 14%	146 32% i	114 27% i	20 12%	250 32% i	125 23%	145 35% n
Don't know	73 8%	7 8%	18 7%	4 7%	15 7%	14 11%	42 7%	42 8%	32 8%	5 7%	35 8%	33 8%	6 4%	68 9% i	39 7%	35 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 181

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	444 47%	61 71% bcdf gh	111 43%	19 34%	120 53% bch	83 64% bcdf gh	283 50% bch	274 49% bc	161 43%	57 76% jk	202 45%	184 44%	118 71% m	326 42%	294 55% o	150 37%
NET: All not clear	58 6%	4 4%	13 5%	3 5%	6 2%	5 4%	24 4%	23 4%	34 9% dfg	1 2%	21 5%	36 8% j	6 4%	52 7%	29 5%	29 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 181

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	191 20%	13 14%	58 16%	56 22%	62 31% pq	78 19%	63 24%	69 21%	40 22% S	19 20% S	34 22% S	7 7%	6 7%	185 21% u	28 22%	144 20%	24 19%	120 21%
Fairly clear	253 27%	16 17%	94 27%	81 33% p	55 27%	99 24%	70 27%	107 33% M	44 24% S	26 27% S	39 25% S	11 11%	7 8%	246 29% u	53 42% UVW	183 26%	29 22%	154 27%
Neither clear nor unclear	100 11%	13 14%	39 11%	24 10%	21 10%	56 14% O	26 10%	23 7%	16 9%	11 11%	17 12%	8 8%	8 9%	92 11%	13 10%	77 11%	13 10%	64 11%
Fairly unclear	30 3%	4 4%	8 2%	7 3%	9 5%	19 5% O	10 4%	6 2%	4 2%	2 2%	2 1%	5 5%	3 4%	27 3%	5 4%	22 3%	4 3%	18 3%
Very unclear	28 3%	5 5%	9 3%	6 2%	5 3%	12 3%	8 3%	8 3%	7 4%	4 4%	2 1%	1 1%	- -	28 3%	9 7% UW	14 2%	2 2%	12 2%
Not discussed at all	271 29%	37 39% rL	119 34% rL	60 24%	38 19%	107 27%	69 26%	88 27%	56 31%	25 26%	46 30%	52 53% PQR	49 58% v	222 26%	15 12%	217 31% T	48 37% T	169 29% T
Don't know	73 8%	7 7%	23 7%	16 6%	12 6%	32 8%	16 6%	23 7%	13 7%	10 10%	12 8%	14 15%	11 14% v	62 7%	5 4%	50 7%	7 6%	43 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 181

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	444 47%	29 31%	151 43% p	138 55% pq	116 58% pq	176 44%	133 51%	176 54% M	84 47% S	46 47% S	73 48% S	19 19%	13 15%	431 50% u	81 64% UVW	327 46%	53 41%	274 47%
NET: All not clear	58 6%	8 9%	17 5%	13 5%	15 7%	31 8%	18 7%	14 4%	11 6%	5 6%	4 3%	6 6%	3 4%	55 6%	13 10% UW	36 5%	7 5%	30 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 181

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	191 20%	99 28% xzA	62 15% z	118 29% xzA	42 12%	7 11%	79 30%	17 20%	67 19%	47 20%	38 27%	83 19%	97 22%	74 23%	74 19%	52 19%
Fairly clear	253 27%	142 40% xyzA	81 20%	154 38% xzA	69 19%	11 18%	110 42%	31 36%	78 22%	79 33% D	41 30%	118 27%	120 27%	77 24%	121 31% I	64 24%
Neither clear nor unclear	100 11%	29 8%	46 11%	37 9%	38 11%	3 5%	20 8%	8 10%	34 10%	26 11%	13 9%	42 10%	50 11%	37 11%	36 9%	33 12%
Fairly unclear	30 3%	8 2%	15 4%	10 3%	13 4%	1 2%	3 1%	4 5% B	14 4%	8 3%	5 4%	15 3%	14 3%	10 3%	12 3%	11 4%
Very unclear	28 3%	11 3%	12 3%	11 3%	12 3%	2 3%	10 4%	1 2%	9 2%	8 3%	5 3%	9 2%	18 4%	11 4%	11 3%	6 2%
Not discussed at all	271 29%	52 15%	170 41% wy	57 14%	165 46% wxy	35 55% wxy	31 12%	19 22% B	118 33% EF	58 24%	31 22%	136 31%	122 27%	90 28%	107 27%	81 30%
Don't know	73 8%	12 3%	24 6%	17 4%	19 5%	4 7%	8 3%	4 5%	32 9%	15 6%	5 4%	36 8%	27 6%	23 7%	32 8%	24 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 181

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	444 47%	241 68% xzA	143 35% z	273 67% xzA	111 31%	18 29%	189 72% C	48 56%	145 41%	126 52% D	79 57% D	201 46%	217 48%	151 47%	195 50%	116 43%
NET: All not clear	58 6%	19 6%	28 7%	22 5%	26 7%	3 5%	12 5%	6 7%	22 6%	16 7%	10 7%	24 5%	32 7%	22 7%	23 6%	17 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 182

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	191 20%	73 20% K	141 26% HJK	158 23% HK	33 12%	88 21%	60 17%	40 25% I	168 26% M	11 6%	176 25% O	10 9%
Fairly clear	253 27%	112 31% K	152 28% K	195 29% K	58 22%	112 27%	100 28%	35 23%	214 33% M	23 12%	231 32% O	13 11%
Neither clear nor unclear	100 11%	33 9%	48 9%	63 9%	37 14%	44 11%	36 10%	18 12%	61 9%	24 13%	73 10%	19 17% N
Fairly unclear	30 3%	9 3%	17 3%	19 3%	11 4%	13 3%	13 4%	3 2%	14 2%	15 8% L	20 3%	6 6%
Very unclear	28 3%	14 4%	13 2%	19 3%	9 3%	11 3% m	14 4% m	- -	6 1%	18 9% L	9 1%	14 12% N
Not discussed at all	271 29%	98 27%	125 23%	174 26% I	97 36% HIJ	123 30%	97 27%	46 29%	140 22%	90 48% L	160 22%	44 39% N
Don't know	73 8%	23 6%	39 7%	47 7%	27 10%	21 5%	34 10% k	15 9%	44 7%	8 4%	49 7%	7 6%
NET: All clear	444 47%	185 51% K	294 55% JK	353 52% K	91 34%	199 48%	160 45%	75 48%	383 59% M	34 18%	407 57% O	22 20%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 182

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	58 6%	23 6%	29 5%	39 6%	20 7%	24 6%	27 8% m	3 2%	20 3%	32 17% L	28 4%	20 18% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 182

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	191 20%	169 25% QR	6 6%	11 10%	17 6%	174 25% n	143 24% r	76 28% r	48 14%	48 23% w	9 13%	25 14%	28 27% vw	37 23% w	44 20%
Fairly clear	253 27%	204 30% R	22 24%	19 17%	49 19%	204 30% n	170 29%	84 31%	79 24%	49 23%	19 27%	46 25%	25 25%	50 32%	64 28%
Neither clear nor unclear	100 11%	64 9%	17 19% P	12 11%	31 12%	69 10%	62 11%	25 9%	34 10%	12 5%	12 17% uz	33 18% uxz	9 9%	18 11%	16 7%
Fairly unclear	30 3%	9 1%	12 13% P	8 7% P	17 6% o	14 2%	19 3%	7 3%	11 3%	9 4% w	3 4% w	1 *	6 6% w	7 5% w	5 2%
Very unclear	28 3%	9 1%	3 3%	13 12% PQ	24 9% o	4 1%	23 4%	7 3%	5 1%	3 1%	-	6 3%	5 5%	8 5%	6 3%
Not discussed at all	271 29%	179 26%	27 29%	41 38% P	110 42% o	160 23%	133 23%	61 22%	128 38% pq	66 31% y	21 31%	52 29%	24 24%	31 19%	77 34% y
Don't know	73 8%	50 7%	5 5%	4 4%	15 6%	58 9%	34 6%	14 5%	29 9%	23 11% y	5 8%	19 10%	4 4%	7 5%	15 6%
NET: All clear	444 47%	373 54% QR	28 30%	30 28%	66 25%	378 55% n	313 54% r	160 58% pr	126 38%	97 46%	28 40%	70 39%	53 52% w	87 55% w	108 48%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 182

G1_a Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: How much you might save if you made the energy saving improvements recommended

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	58 6%	19 3%	15 16% P	21 20% P	41 16% o	17 3%	42 7%	14 5%	16 5%	12 6%	3 4%	6 4%	11 11% wz	15 9% w	11 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 183

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	158 17%	81 16%	76 17%	54 16%	61 17%	42 17%	141 17%	16 13%	37 15%	121 17%	107 15%	50 21%	75 15%	83 18%	129 19% pq	10 12%	18 10%	29 10%
Fairly clear	166 18%	84 17%	81 18%	65 19%	63 18%	38 16%	140 17%	24 20%	40 16%	126 18%	107 15%	59 24% j	82 17%	84 18%	128 19% p	16 18%	22 12%	38 14%
Neither clear nor unclear	89 9%	46 9%	40 9%	24 7%	41 11%	21 9%	73 9%	13 11%	21 8%	66 10%	54 8%	35 14% j	46 10%	42 9%	59 9%	6 7%	23 12%	30 11%
Fairly unclear	23 2%	12 2%	11 3%	10 3%	12 3%	2 1%	17 2%	6 5%	6 2%	18 3%	17 2%	7 3%	12 3%	11 2%	23 3% pq	1 1%	-	1 *
Very unclear	33 4%	15 3%	18 4%	13 4%	10 3%	10 4%	31 4%	2 2%	12 5%	21 3%	21 3%	13 5%	16 3%	18 4%	29 4% q	1 1%	3 2%	4 1%
Not discussed at all	418 44%	220 44%	198 44%	147 43%	156 43%	115 47%	360 45%	54 44%	115 46%	303 44%	354 50% k	65 26%	227 47%	191 42%	267 40%	46 52% n	105 55% n	151 54% n
Don't know	59 6%	37 7%	21 5%	25 8%	17 5%	15 6%	47 6%	7 6%	20 8%	37 5%	44 6%	15 6%	28 6%	31 7%	34 5%	8 9%	18 9% n	25 9% n
NET: All clear	323 34%	165 33%	158 35%	119 35%	124 34%	80 33%	280 35%	40 33%	77 31%	246 36%	214 30%	109 49% j	156 32%	167 36%	257 38% pq	26 30%	41 21%	67 24%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 183

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All not clear	57	27	30	23	22	12	48	8	18	39	37	20	28	29	52	1	3	5
	6%	5%	7%	7%	6%	5%	6%	7%	7%	6%	5%	8%	6%	6%	8%	2%	2%	2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 183

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (Includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	158 17%	139 18%	18 11%	57 18%	68 16%	23 18%	17 10%	50 19% K	45 20% K	46 16%	103 16%	55 17%
Fairly clear	166 18%	139 18%	26 16%	69 22% u	63 15%	20 15%	25 15%	46 18%	36 16%	58 20%	105 17%	61 19%
Neither clear nor unclear	89 9%	70 9%	19 12%	23 7%	50 12%	14 11%	16 9%	25 9%	29 13% O	19 7%	67 11%	21 7%
Fairly unclear	23 2%	23 3% s	- -	7 2%	13 3%	2 2%	4 2%	8 3%	7 3%	4 1%	11 2%	13 4% w
Very unclear	33 4%	33 4% s	1 *	13 4%	16 4%	4 3%	7 4%	3 1%	11 5% M	12 4%	21 3%	13 4%
Not discussed at all	418 44%	336 43%	82 50%	131 42%	191 45%	62 48%	83 50%	112 43%	92 40%	130 45%	285 45%	133 42%
Don't know	59 6%	41 5%	18 11% r	13 4%	27 6%	4 3%	15 9% N	18 7%	9 4%	17 6%	37 6%	22 7%
NET: All clear	323 34%	279 36%	45 27%	126 40% u	131 31%	43 33%	41 25%	96 36% K	81 35% K	105 36% K	208 33%	116 36%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*** small base**



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 183

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (Includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: All not clear	57 6%	56 7% s	1 *	19 6%	29 7%	6 5%	10 6%	12 4%	17 8%	16 6%	31 5%	26 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 183

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	158 17%	96 18%	30 21% A	28 13%	9 12%	136 17%	10 10%	106 19% J	10 22%	14 14%	18 15%	116 19% J	41 13%
Fairly clear	166 18%	97 18%	20 14%	36 16%	19 26% z	128 16%	20 20%	98 17%	6 12%	29 27% EU	23 20%	104 17%	62 19%
Neither clear nor unclear	89 9%	52 10%	13 9%	18 8%	5 7%	72 9%	9 9%	36 6%	5 10%	16 15% EI	20 17% EI	41 7%	48 15% EI
Fairly unclear	23 2%	14 3%	5 3%	3 1%	1 2%	20 3%	1 1%	6 1%	1 3%	7 7% EI	6 5% EI	8 1%	16 5% EI
Very unclear	33 4%	20 4%	7 5%	9 4%	3 4%	28 4%	4 4%	16 3%	1 3%	5 4%	9 7% EI	17 3%	16 5%
Not discussed at all	418 44%	228 43%	62 43%	107 48%	32 44%	355 45%	44 45%	269 47% GHJ	23 49% GH	29 27%	35 30%	292 47% GHJ	126 38% GH
Don't know	59 6%	25 5%	5 4%	22 10% yz	4 6%	46 6%	9 10%	37 6%	1 2%	7 6%	7 6%	37 6%	22 7%
NET: All clear	323 34%	193 36%	50 35%	64 29%	28 38%	264 34%	30 31%	204 36%	16 34%	43 41% J	42 35%	220 36%	103 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 183

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed
Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken								
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)			
Total															
Weighted Base	946	532	143	223	73*		784	98*		569	47*	106*	118	616	330
Effective base	870	478	140	214	63		735	83		523	47	95	111	570	300
NET: All not clear	57 6%	34 6%	12 8%	12 5%	4 5%		47 6%	5 5%		23 4%	2 5%	12 11% EI	14 12% EI	25 4%	32 10% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 184

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	158 17%	20 23% h	44 17%	11 20%	46 20% h	36 27% bfg	106 19%	105 19% h	51 14%	26% k	83 18% k	55 13%	42 25% m	116 15%	122 23% o	36 9%
Fairly clear	166 18%	22 26% bcd f g	36 14%	5 9%	36 16%	33 25% bcd f g	98 17%	95 17%	68 18%	27 36% jk	62 14%	76 18%	60 37% m	105 13%	94 18%	71 17%
Neither clear nor unclear	89 9%	7 8%	19 7%	2 4%	13 6%	6 5%	36 6%	35 6%	53 14% bcde fg	8 10%	26 6%	55 13% j	17 11%	71 9%	40 7%	49 12% n
Fairly unclear	23 2%	1 2%	3 1%	-	3 1%	1 1%	6 1%	6 1%	17 4% bdefg	1 1%	6 1%	17 4% j	6 3%	18 2%	13 2%	11 3%
Very unclear	33 4%	2 2%	6 2%	1 3%	2 1%	8 6% df	16 3% d	16 3% d	17 5% d	1 1%	15 3%	17 4%	4 2%	30 4%	13 2%	20 5% n
Not discussed at all	418 44%	29 34%	127 49% aeh	31 55% aeh	116 51% aeh	44 34%	269 47% aeh	260 47% aeh	149 39%	17 22%	222 50% ik	179 42% l	35 21%	383 49% l	224 42%	194 47%
Don't know	59 6%	4 5%	21 8% e	6 10% e	11 5%	4 3%	37 6%	37 7%	22 6%	2 3%	33 7%	24 6%	2 1%	57 7% l	29 5%	30 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 184

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	323 34%	42 49% bcdf gh	80 31%	16 28%	82 36%	69 53% bcdf gh	204 36%	200 36% b	119 32%	47 62% jk	145 32%	131 31%	102 62% m	221 28%	216 40% o	107 26%
NET: All not clear	57 6%	4 4%	10 4%	1 3%	5 2%	8 6% d	23 4% d	23 4% d	34 9% bdfg	1 2%	21 5%	34 8%	9 6%	48 6%	26 5%	31 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 184

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	158 17%	13 14%	49 14%	46 18%	47 23% q	72 18%	49 19%	53 16%	31 17% S	14 15% S	29 19% S	4 4%	3 4%	154 18% u	22 17%	125 18% V	13 10%	112 19% UV
Fairly clear	166 18%	9 10%	57 16%	49 19% p	44 22% p	68 17%	39 15%	72 22% N	40 22% RS	18 19%	18 12%	9 9%	6 7%	160 19% u	39 31% UVW	112 16%	22 17%	91 16%
Neither clear nor unclear	89 9%	12 13%	32 9%	28 11%	14 7%	46 11%	21 8%	24 7%	10 5%	10 10%	13 8%	7 7%	6 7%	82 10%	15 11%	64 9%	14 11%	50 9%
Fairly unclear	23 2%	1 2%	7 2%	11 4%	3 1%	9 2%	12 5%	7 2%	3 2%	1 1%	3 2%	-	-	23 3%	6 5%	15 2%	3 2%	12 2%
Very unclear	33 4%	2 2%	13 4%	8 3%	9 4%	20 5%	9 3%	9 3%	7 4%	6 6%	4 3%	2 2%	1 1%	32 4%	12 9% UVW	18 3%	4 3%	14 2%
Not discussed at all	418 44%	49 52% L	169 48% L	101 40%	77 38%	160 40%	112 43%	142 44%	81 45%	39 41%	77 51%	66 67% PQR	60 71% v	358 42%	27 22%	336 48% T	65 51% T	271 47% T
Don't know	59 6%	7 8%	23 6%	9 3%	7 3%	28 7%	19 7%	18 5%	8 4%	8 8%	8 5%	11 11%	8 9%	52 6%	6 5%	36 5%	7 6%	29 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 184

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	323 34%	22 23%	106 30%	95 38% p	91 45% pq	140 35%	88 34%	125 39%	71 39% S	33 34% S	47 31% S	13 13%	9 11%	314 36% u	61 48% UVW	238 34%	35 27%	203 35%
NET: All not clear	57 6%	3 4%	21 6%	18 7%	12 6%	29 7%	21 8%	15 5%	10 6%	6 6%	7 5%	2 2%	1 1%	55 6%	18 14% UVW	33 5%	6 5%	27 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 184

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	158 17%	76 21% xzA	58 14% zA	92 23% xzA	42 12%	3 5%	60 23%	14 17%	55 16%	46 19%	26 19%	69 16%	83 18%	57 18%	63 16%	42 16%
Fairly clear	166 18%	85 24% xzA	56 14% z	98 24% xzA	44 12%	5 8%	71 27% C	12 14%	46 13%	50 21% D	31 22% D	65 15%	84 19%	59 18%	70 18%	44 16%
Neither clear nor unclear	89 9%	34 10%	40 10%	40 10%	34 10%	6 9%	27 10%	6 7%	26 8%	20 8%	16 11%	36 8%	44 10%	26 8%	38 10%	27 10%
Fairly unclear	23 2%	11 3%	7 2%	11 3%	7 2%	- -	5 2%	5 6%	6 2%	8 3%	8 6% D	11 3%	12 3%	7 2%	8 2%	10 4%
Very unclear	33 4%	15 4%	12 3%	17 4%	10 3%	1 2%	14 5%	1 1%	11 3%	8 3%	5 4%	14 3%	18 4%	19 6% K	17 4% K	3 1%
Not discussed at all	418 44%	119 34%	224 55% wy	131 32%	212 59% wxy	47 73% wxyz	76 29%	42 49% B	175 50% F	99 41%	50 36%	210 48%	189 42%	132 41%	175 45%	125 46%
Don't know	59 6%	14 4%	12 3%	16 4%	10 3%	2 3%	8 3%	6 7%	32 9% EF	9 4%	3 2%	32 7% H	17 4%	21 7%	22 6%	18 7%



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Fieldwork: 17th April - 1st June 2014

Table 184

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	323 34%	160 45% xzA	114 28% zA	190 47% xzA	85 24%	9 14%	131 50% C	26 31%	101 29%	96 40% D	57 41% D	134 31%	167 37% G	116 36%	133 34%	87 32%
NET: All not clear	57 6%	25 7%	20 5%	29 7%	17 5%	1 2%	19 7%	6 7%	17 5%	16 7%	13 9%	25 6%	30 7%	26 8%	24 6%	14 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 185

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed
Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	158 17%	63 17% K	122 23% HJK	139 21% HK	19 7%	70 17%	57 16%	29 19%	136 21% M	14 7%	148 21% O	5 5%
Fairly clear	166 18%	72 20%	94 18%	119 18%	47 17%	74 18%	59 17%	31 19%	134 21% M	19 10%	146 20% O	13 11%
Neither clear nor unclear	89 9%	33 9%	40 7%	54 8%	35 13% IJ	34 8%	41 11%	10 7%	58 9%	21 11%	63 9%	17 16% N
Fairly unclear	23 2%	12 3%	13 2%	18 3%	5 2%	9 2%	11 3%	2 1%	17 3%	5 3%	17 2%	5 5%
Very unclear	33 4%	13 4%	13 2%	22 3% I	12 4%	15 4%	14 4%	3 2%	14 2%	18 9% L	12 2%	18 16% N
Not discussed at all	418 44%	151 42%	224 42%	288 43%	130 48%	192 47%	145 41%	72 46%	257 40%	107 57% L	289 40%	49 44%
Don't know	59 6%	18 5%	29 5%	35 5%	24 9% J	18 4%	29 8% k	10 6%	33 5%	6 3%	41 6%	4 4%
NET: All clear	323 34%	135 37% K	216 40% JK	258 38% K	66 24%	143 35%	115 33%	60 38%	270 42% M	32 17%	295 41% O	18 16%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 185

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	57	25	26	40	17	24	25	5	31	23	29	23
	6%	7%	5%	6%	6%	6%	7%	3%	5%	12%	4%	21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 185

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	158 17%	140 20% QR	8 8%	7 7%	19 7%	138 20% n	114 20% r	65 24% pr	41 12%	34 16%	7 10%	19 11%	22 22% w	29 18%	47 21% w
Fairly clear	166 18%	128 19%	16 18%	13 12%	29 11%	137 20% n	118 20% r	49 18%	45 14%	35 17%	14 21%	27 15%	20 20%	33 21%	36 16%
Neither clear nor unclear	89 9%	55 8%	17 18% P	10 10%	28 11%	60 9%	60 10%	21 8%	26 8%	13 6%	6 9%	28 15% uz	12 12%	14 9%	16 7%
Fairly unclear	23 2%	8 1%	8 9% P	7 7% P	11 4% o	12 2%	20 3% r	6 2%	3 1%	3 1%	2 4% w	-	4 4% w	6 4% w	8 4% w
Very unclear	33 4%	11 2%	3 3%	16 15% PQ	26 10% o	7 1%	25 4%	8 3%	8 2%	6 3%	2 4%	4 2%	4 4%	9 5%	9 4%
Not discussed at all	418 44%	306 45%	36 39%	52 49%	136 52% o	282 41%	219 38%	113 41%	189 57% pq	102 48% x	31 45%	87 48%	36 36%	59 37%	103 46%
Don't know	59 6%	38 6% R	4 5%	1 1%	13 5%	46 7%	27 5%	12 5%	21 6%	19 9% xz	5 7%	16 9% xz	2 2%	9 6%	8 4%
NET: All clear	323 34%	268 39% QR	24 26%	20 19%	48 18%	275 40% n	232 40% r	114 42% r	86 26%	68 33%	22 31%	47 26%	42 42% w	62 39% w	82 36% w



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 185

G1_b Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: What financing options are available to pay for the improvements to be installed

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	57 6%	19 3%	11 12% P	24 22% P	37 14% o	20 3%	45 8% q	14 5%	11 3%	9 4%	5 7%	4 2%	8 8% w	14 9% w	17 7% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 186

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	157 17%	78 16%	79 18%	61 18%	57 16%	40 16%	141 18%	15 12%	41 16%	116 17%	97 14%	60 25% j	73 15%	84 18%	133 20% opq	9 10%	16 8%	24 9%
Fairly clear	169 18%	79 16%	90 20%	57 17%	78 22% e	33 14%	145 18%	17 14%	38 15%	130 19%	100 14%	69 28% j	81 17%	88 19%	138 21% pq	11 12%	20 10%	31 11%
Neither clear nor unclear	83 9%	45 9%	34 8%	26 8%	36 10%	19 8%	65 8%	16 13%	22 9%	59 9%	51 7%	32 13% j	44 9%	38 8%	58 9%	3 3%	22 12% o	25 9% o
Fairly unclear	25 3%	14 3%	11 2%	14 4%	8 2%	3 1%	20 2%	5 4%	7 3%	18 3%	17 2%	7 3%	17 3%	8 2%	19 3%	3 4%	2 1%	5 2%
Very unclear	31 3%	12 2%	19 4%	12 3%	10 3%	9 4%	25 3%	5 4%	8 3%	22 3%	20 3%	11 5%	13 3%	18 4%	28 4% oq	-	3 2%	3 1%
Not discussed at all	423 45%	228 46%	195 44%	148 44%	150 42%	124 51% d	364 45%	56 45%	117 47%	305 44%	373 53% k	50 21%	229 47%	195 42%	255 38%	57 65% n	112 59% n	168 61% n
Don't know	59 6%	39 8% b	19 4%	21 6%	21 6%	15 6%	47 6%	9 7%	17 7%	40 6%	44 6%	14 6%	30 6%	29 6%	38 6%	5 6%	16 8%	21 8%
NET: All clear	326 34%	157 32%	169 38%	118 35%	135 37%	73 30%	287 36% g	33 27%	79 32%	247 36%	197 28%	129 53% j	155 32%	171 37%	271 41% opq	19 22%	36 19%	55 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 186

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All not clear	55 6%	26 5%	30 7%	25 7%	18 5%	12 5%	45 6%	10 8%	15 6%	40 6%	37 5%	18 8%	29 6%	26 6%	47 7% pq	3 4%	5 3%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 186

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (t)	Flat (Includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	157 17%	138 18%	20 12%	46 15%	73 17%	30 23% †	17 10%	50 19% K	39 17%	50 18%	98 16%	60 19%
Fairly clear	169 18%	151 19% s	18 11%	63 20%	70 16%	18 14%	27 16%	45 17%	37 16%	60 21%	101 16%	67 21%
Neither clear nor unclear	83 9%	64 8%	19 11%	27 9%	41 10%	12 9%	14 8%	23 9%	27 12%	19 7%	66 10% x	17 5%
Fairly unclear	25 3%	22 3%	2 1%	7 2%	13 3%	3 2%	3 2%	9 3%	6 3%	6 2%	12 2%	12 4%
Very unclear	31 3%	30 4% s	1 *	14 4%	15 3%	2 1%	9 5% M	4 2%	7 3%	10 4%	20 3%	10 3%
Not discussed at all	423 45%	332 43%	91 55% r	140 45%	184 43%	61 47%	85 51%	111 42%	100 44%	126 44%	292 46%	131 41%
Don't know	59 6%	44 6%	15 9%	16 5%	31 7%	4 3%	11 6%	20 8%	13 6%	16 5%	39 6%	20 6%
NET: All clear	326 34%	288 37% s	38 23%	109 35%	144 34%	48 37%	44 27%	95 36% K	76 33%	110 38% K	199 32%	127 40% w



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 186

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (t)	Flat (Includes maisonette & tenement) (s)	Pre 1946 (f)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: All not clear	55 6%	52 7% s	3 2%	21 7%	28 6%	5 4%	12 7%	13 5%	13 6%	16 6%	33 5%	23 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 186

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	157 17%	100 19% A	28 20%	27 12%	8 11%	137 17%	14 14%	104 18%	8 17%	13 12%	23 19% J	112 18%	45 14%
Fairly clear	169 18%	111 21% zA	18 12%	30 13%	16 22%	127 16%	16 17%	98 17%	9 19%	34 32% EHJ	16 14%	107 17%	61 19%
Neither clear nor unclear	83 9%	48 9%	15 10%	17 7%	4 6%	68 9%	10 10%	33 6%	4 8%	15 14% EI	22 18% EI	37 6%	46 14% EI
Fairly unclear	25 3%	17 3%	2 1%	4 2%	1 2%	21 3%	2 2%	9 2%	2 4%	3 3%	6 5% E	11 2%	13 4% E
Very unclear	31 3%	16 3%	8 6%	9 4%	4 5%	25 3%	4 4%	10 2%	1 3%	6 6% EI	9 8% EI	12 2%	19 6% EI
Not discussed at all	423 45%	215 41%	68 48%	113 51% Y	33 45%	357 46%	44 45%	275 48% GHJ	21 46% G	27 26%	38 32%	296 48% GHJ	127 39% G
Don't know	59 6%	25 5%	4 3%	23 10% yz	7 9% z	49 6%	7 7%	39 7%	2 4%	8 8%	5 4%	41 7%	18 5%
NET: All clear	326 34%	211 40% A	46 32%	57 26%	25 34%	264 34%	31 31%	203 36%	17 36%	47 44% J	39 33%	220 36%	106 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 186

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All not clear	55 6%	33 6%	10 7%	13 6%	5 7%	46 6%	6 6%	20 3%	3 7%	9 8% EI	15 13% EI	23 4%	32 10% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 187

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	157 17%	35 41% bcd fgh	39 15%	9 16%	39 17%	46 35% bcd fgh	104 18%	103 19%	53 14%	34 45% jk	65 15%	58 14%	61 37% m	96 12%	113 21% o	44 11%
Fairly clear	169 18%	25 29% bcd fgh	30 12%	3 6%	36 16% c	32 25% bcd fgh	98 17% bcg	92 17% bc	71 19% bc	23 30% j	59 13%	87 21% j	66 40% m	103 13%	91 17%	78 19%
Neither clear nor unclear	83 9%	5 6%	17 7%	1 1%	13 6%	7 5%	33 6%	32 6%	50 13% bcdef g	4 5%	27 6%	52 12% j	12 7%	71 9%	36 7%	47 11% n
Fairly unclear	25 3%	1 1%	4 2%	1 1%	4 2%	2 1%	9 2%	9 2%	15 4% fg	2 2%	8 2%	15 4%	4 2%	21 3%	14 3%	10 2%
Very unclear	31 3%	2 2%	2 1%	1 3%	2 1%	5 4% bd	10 2%	10 2%	20 5% bcdfg	-	10 2%	20 5%	4 2%	27 3%	15 3%	16 4%
Not discussed at all	423 45%	13 15%	148 58% aefg h	34 11% aefgh	113 50% aeh	35 27% a	275 48% aeh	269 48% aeh	149 39% ae	9 12%	245 55% ik	170 40% i	16 10%	407 52% l	240 45%	184 45%
Don't know	59 6%	5 6%	16 6%	6 12% e	19 8% e	4 3%	39 7% e	39 7% e	20 5%	4 6%	35 8%	20 5%	3 2%	55 7% l	27 5%	32 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 187

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	326 34%	60 70% bcd fgh	69 27%	12 22%	75 33%	78 60% bcd fgh	203 36% bc	195 35% bc	123 33%	57 75% jk	124 28%	145 34% j	127 77% m	199 25%	204 38% o	122 30%
NET: All not clear	55 6%	3 3%	6 3%	2 4%	6 3%	7 5%	20 3%	20 4%	36 9% bdfg	2 2%	18 4%	36 8% j	7 4%	48 6%	29 6%	26 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 187

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	157 17%	13 14%	47 14%	39 16%	55 27% pqr	63 16%	50 19%	59 18%	31 17% S	17 18% S	19 13% S	4 4%	3 4%	154 18% u	31 25% UV	113 16% V	13 10%	101 17% V
Fairly clear	169 18%	8 8%	55 16%	55 22% p	43 21% p	67 17%	48 18%	69 21%	38 21% S	14 14%	19 12%	8 8%	5 5%	164 19% u	46 36% UVW	111 16%	17 13%	95 16%
Neither clear nor unclear	83 9%	11 12%	30 8%	24 10%	14 7%	41 10%	22 8%	27 8%	13 7%	6 6%	13 8%	6 6%	4 5%	78 9%	14 11%	61 9%	13 10%	48 8%
Fairly unclear	25 3%	4 4%	5 1%	10 4%	5 2%	12 3%	8 3%	5 2%	3 1%	3 4%	4 3%	3 3%	2 2%	22 3%	4 3%	18 3%	4 3%	14 2%
Very unclear	31 3%	1 1%	13 4%	6 2%	10 5%	18 4%	11 4%	7 2%	7 4%	6 6%	4 2%	2 2%	1 1%	30 3%	11 9% UVW	17 2%	2 2%	15 3%
Not discussed at all	423 45%	51 55% rL	176 50% rL	104 42%	70 35%	176 44%	109 42%	139 43%	81 45%	43 45%	85 56%	67 68% PQ	61 72% v	363 42%	16 13%	352 50% T	72 57% T	279 48% T
Don't know	59 6%	6 6%	24 7% L	13 5%	5 2%	27 7%	12 5%	16 5%	8 5%	7 8%	9 6%	9 9%	8 10%	50 6%	4 3%	35 5%	7 5%	28 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 187

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	326 34%	21 22%	103 29%	94 37% pq	98 49% pqr	130 32%	99 38%	128 40% M	68 38% RS	31 32% S	38 25% S	12 12%	8 9%	318 37% u	77 61% UVW	225 32% V	29 23%	195 34% UV
NET: All not clear	55 6%	5 5%	18 5%	16 6%	15 7%	30 7% O	19 7%	12 4%	10 5%	9 9%	7 5%	5 5%	3 4%	52 6%	15 12% UW	35 5%	6 5%	29 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 187

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	157 17%	82 23% xzA	54 13% z	102 25% wxzA	34 10%	4 6%	64 25%	16 19%	53 15%	43 18%	34 25% D	61 14%	90 20% G	54 17%	61 16%	46 17%
Fairly clear	169 18%	85 24% xzA	59 14% zA	100 25% xzA	45 13%	3 5%	71 27% C	13 15%	39 11%	53 22% D	32 23% D	62 14%	89 20% G	51 16%	69 18%	54 20%
Neither clear nor unclear	83 9%	33 9%	33 8%	35 9%	31 9%	3 5%	24 9%	8 10%	27 8%	16 7%	17 12%	41 9%	35 8%	32 10%	32 8%	21 8%
Fairly unclear	25 3%	7 2%	11 3%	9 2%	10 3%	-	4 2%	3 4%	8 2%	7 3%	5 4%	13 3%	12 3%	11 4%	8 2%	8 3%
Very unclear	31 3%	15 4%	11 3%	16 4%	10 3%	1 2%	15 6% C	-	10 3%	9 4%	4 3%	13 3%	17 4%	18 5% K	16 4% K	3 1%
Not discussed at all	423 45%	112 32%	233 57% wy	124 31%	221 62% wxy	51 79% wxyz	71 27%	39 46% B	183 52% EF	98 41% F	41 30%	210 48%	190 43%	134 42%	181 46%	123 45%
Don't know	59 6%	18 5% xz	8 2%	20 5% xz	7 2%	2 3%	12 5%	5 6%	30 9% F	13 6%	4 3%	38 9% H	15 3%	21 7%	25 6%	16 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 187

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	326 34%	168 48% xzA	113 28% zA	202 50% wxzA	79 22% A	7 11%	135 52% C	30 35%	92 26%	96 40% D	66 48% D	124 28%	179 40% G	105 33%	130 33%	100 37%
NET: All not clear	55 6%	22 6%	23 6%	25 6%	20 6%	1 2%	19 7%	3 4%	18 5%	16 7%	10 7%	25 6%	29 6%	29 9% K	24 6%	11 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 188

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	157 17%	73 20% K	113 21% K	132 20% K	25 9%	75 18%	56 16%	25 16%	137 21% M	8 4%	148 21% O	4 4%
Fairly clear	169 18%	70 19%	91 17%	116 17%	53 20%	79 19%	65 18%	23 15%	135 21% M	22 12%	151 21% O	14 13%
Neither clear nor unclear	83 9%	26 7%	36 7%	53 8% I	29 11%	34 8%	35 10%	10 6%	48 7%	26 14% L	58 8%	20 18% N
Fairly unclear	25 3%	9 2%	14 3%	18 3%	7 3%	8 2%	11 3%	4 3%	16 3%	5 3%	14 2%	8 7% N
Very unclear	31 3%	16 4%	15 3%	22 3%	9 3%	16 4%	12 3%	2 1%	13 2%	16 8% L	14 2%	14 13% N
Not discussed at all	423 45%	153 42%	240 45%	301 45%	122 45%	183 44%	151 42%	81 52%	261 40%	106 56% L	292 41%	48 43%
Don't know	59 6%	15 4%	27 5%	33 5%	26 10% HIJ	17 4%	26 7%	12 8%	38 6%	5 3%	40 6%	3 3%
NET: All clear	326 34%	143 39% K	204 38% K	248 37% K	78 29%	154 37%	120 34%	48 31%	272 42% M	30 16%	299 42% O	18 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 188

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	55 6%	25 7%	29 6%	40 6%	15 6%	24 6%	23 7%	6 4%	29 5%	21 11% L	28 4%	22 20% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 188

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	157 17%	137 20% QR	8 9%	7 6%	14 5%	144 n	124 r	73 27% pr	29 9%	33 16%	8 11%	20 11%	21 21% w	32 20% w	43 19% w
Fairly clear	169 18%	136 20%	14 15%	14 13%	35 13%	134 20% n	127 r	57 21% r	40 12%	38 18%	14 20%	22 12%	22 22% w	35 22% w	37 16%
Neither clear nor unclear	83 9%	47 7%	20 21% PR	11 10%	33 13% o	49 7%	54 9%	19 7%	28 8%	9 4%	3 4%	24 13% uv	12 12% u	17 11% u	18 8%
Fairly unclear	25 3%	10 1%	6 7% P	7 6% P	13 5% o	11 2%	20 3%	7 2%	5 1%	2 1%	2 2%	4 2%	2 2%	7 4%	7 3%
Very unclear	31 3%	9 1%	1 1%	17 16% PQ	22 8% o	9 1%	23 4% q	4 1%	7 2%	7 3%	2 4%	3 2%	3 3%	6 4%	9 4%
Not discussed at all	423 45%	308 45%	39 43%	48 45%	134 51% o	289 42%	204 35%	98 36%	208 62% pq	102 49% xy	35 51% y	96 53% xy	36 36%	51 32%	103 45% y
Don't know	59 6%	37 5%	4 4%	3 3%	12 5%	47 7%	32 5%	16 6%	16 5%	19 9%	5 8%	11 6%	4 4%	10 6%	9 4%
NET: All clear	326 34%	274 40% QR	22 24%	21 20%	48 18%	278 41% n	251 r	131 48% pr	69 21%	72 34% w	22 31%	42 23%	43 43% w	67 42% w	80 35% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 188

G1_c Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: Availability of cashback schemes/discounts to help pay for the improvements

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	55 6%	20 3%	7 8% P	24 22% PQ	35 13% o	20 3%	43 7% qr	11 4%	12 3%	9 4%	4 6%	7 4%	5 5%	13 8%	16 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 189

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	144 15%	69 14%	74 17%	60 18%	55 15%	29 12%	128 16%	15 12%	29 12%	115 17%	94 13%	49 20% j	67 14%	77 17%	116 17% pq	9 11%	18 10%	28 10%
Fairly clear	134 14%	61 12%	71 16%	47 14%	51 14%	36 15%	116 14%	14 12%	39 16%	94 14%	81 12%	52 21% j	63 13%	71 15%	104 16% pq	12 14%	17 9%	29 11%
Neither clear nor unclear	91 10%	50 10%	41 9%	32 9%	41 11%	18 8%	75 9%	16 13%	26 10%	65 9%	60 9%	31 13%	44 9%	47 10%	66 10%	7 8%	19 10%	26 9%
Fairly unclear	31 3%	16 3%	15 3%	15 4%	12 3%	5 2%	27 3%	5 4%	6 2%	26 4%	20 3%	11 5%	20 4%	12 3%	26 4%	1 1%	4 2%	5 2%
Very unclear	31 3%	16 3%	15 3%	13 4%	7 2%	10 4%	27 3%	3 3%	9 3%	23 3%	16 2%	15 6% j	13 3%	18 4%	28 4% q	1 1%	3 2%	4 1%
Not discussed at all	441 47%	236 48%	204 46%	148 44%	161 45%	130 54% cd	376 47%	59 48%	123 49%	316 46%	373 53% k	69 28%	239 49%	202 44%	281 42%	52 60% n	108 57% n	160 58% n
Don't know	74 8%	46 9% b	26 6%	24 7%	34 9%	14 6%	59 7%	10 8%	19 7%	53 8%	58 8%	16 7%	40 8%	33 7%	48 7%	5 6%	21 11%	26 9%
NET: All clear	277 29%	130 26%	146 33% a	107 31%	106 29%	65 27%	244 30%	29 24%	68 27%	209 30%	176 25%	102 42% j	130 27%	148 32%	221 33% pq	21 25%	36 19%	57 21%
NET: All not clear	63 7%	32 6%	30 7%	28 8%	19 5%	16 6%	54 7%	8 7%	14 6%	48 7%	36 5%	26 11% j	33 7%	30 7%	54 8% opq	2 2%	7 4%	9 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 189

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	144 15%	122 16%	22 13%	48 15%	65 15%	26 20%	16 10%	47 18% K	37 16%	44 15%	88 14%	56 17%
Fairly clear	134 14%	111 14%	23 14%	49 16%	55 13%	22 17%	18 11%	40 15%	34 15%	42 15%	91 15%	43 13%
Neither clear nor unclear	91 10%	78 10%	13 8%	29 9%	47 11%	10 8%	18 11%	25 10%	23 10%	25 9%	61 10%	30 9%
Fairly unclear	31 3%	28 4%	3 2%	12 4%	18 4%	1 1%	4 2%	11 4%	7 3%	10 3%	17 3%	14 4%
Very unclear	31 3%	30 4%	1 1%	10 3%	15 3%	4 3%	7 4% M	3 1%	6 3%	15 5% M	22 4%	9 3%
Not discussed at all	441 47%	351 45%	91 55% r	143 46%	198 46%	60 47%	87 52%	114 43%	107 47%	133 46%	306 49%	136 43%
Don't know	74 8%	61 8%	12 8%	22 7%	31 7%	7 6%	17 10%	23 9%	15 6%	18 6%	42 7%	31 10%
NET: All clear	277 29%	233 30%	44 27%	97 31%	120 28%	47 37%	33 20%	87 33% K	71 31% K	86 30% K	179 29%	98 31%
NET: All not clear	63 7%	58 7%	5 3%	22 7%	32 8%	5 4%	11 7%	14 5%	13 5%	25 9%	40 6%	23 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 189

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	144 15%	92 17%	21 15%	27 12%	10 13%	121 15%	13 13%	94 17%	6 12%	17 16%	18 15%	100 16%	44 13%
Fairly clear	134 14%	77 15%	14 10%	30 13%	15 21% z	99 13%	15 16%	75 13%	9 18%	28 26% EHIJ	11 9%	83 14%	50 15% H
Neither clear nor unclear	91 10%	56 11%	11 8%	18 8%	11 15%	68 9%	12 13%	43 8%	5 10%	16 15% EI	21 18% EI	48 8%	44 13% EI
Fairly unclear	31 3%	22 4%	5 4%	4 2%	-	26 3%	5 5%	14 2%	2 5%	6 5%	6 5%	16 3%	15 5%
Very unclear	31 3%	18 3%	8 6%	8 3%	3 4%	30 4%	1 1%	13 2%	1 2%	3 3%	11 10% EIJ	14 2%	18 5% EI
Not discussed at all	441 47%	236 44%	73 51%	111 50%	28 38%	376 48%	46 47%	287 50% GHJ	24 51% G	26 25%	41 35%	311 50% GHJ	130 39% G
Don't know	74 8%	31 6%	10 7%	24 11% Y	6 9%	65 8%	6 6%	44 8%	1 2%	9 9%	9 8%	45 7%	29 9%
NET: All clear	277 29%	169 32%	35 24%	57 26%	25 34%	220 28%	28 29%	169 30%	14 30%	45 42% EHIJ	29 25%	183 30%	94 29%
NET: All not clear	63 7%	39 7%	14 10%	12 5%	3 4%	55 7%	6 6%	26 5%	3 7%	9 9%	18 15% EIJ	29 5%	33 10% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 190

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	144 15%	27 31% bcd fgh	39 15%	6 11%	32 14%	34 26% bcd fgh	94 17%	92 17%	49 13%	26 35% jk	62 14%	56 13%	48 29% m	96 12%	101 19% o	42 10%
Fairly clear	134 14%	20 23% bdfg	26 10%	7 12%	31 14%	25 19% bfg	75 13%	73 13%	59 16%	18 24% jk	54 12%	61 14%	49 30% m	85 11%	73 14%	60 15%
Neither clear nor unclear	91 10%	3 3%	20 8%	2 4%	18 8%	12 9% a	43 8%	42 8%	48 13% acfg	4 6%	34 8%	53 13% j	19 11%	73 9%	41 8%	50 12% n
Fairly unclear	31 3%	3 3%	4 2%	-	2 1%	6 5% dg	14 2% dg	12 2%	18 5% dg	2 3%	7 2%	22 5% j	8 5%	23 3%	18 3%	14 3%
Very unclear	31 3%	1 1%	5 2%	1 3%	4 2%	3 2%	13 2%	13 2%	19 5% fg	-	13 3%	19 4%	9 5%	23 3%	15 3%	16 4%
Not discussed at all	441 47%	26 30%	140 55% aeh	34 61% aeh	119 52% aeh	43 33%	287 50% aeh	279 50% aeh	154 41%	20 26%	241 54% ik	181 43% j	25 15%	416 53% l	248 46%	193 47%
Don't know	74 8%	7 8%	22 9%	6 10%	21 9%	8 6%	44 8%	44 8%	30 8%	5 7%	38 8%	31 7%	9 5%	65 8%	38 7%	35 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 190

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	277 29%	47 54% bcd fgh	65 25%	13 23%	63 28%	59 45% bcd fgh	169 30%	165 30%	108 29%	44 59% jk	116 26%	117 28%	97 58% m	181 23%	175 33% o	103 25%
NET: All not clear	63 7%	4 5%	9 3%	1 3%	6 3%	10 7% d	26 5%	25 4%	36 10% bdfg	2 3%	20 4%	41 10% j	17 10%	46 6%	33 6%	30 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 190

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	144 15%	13 13%	39 11%	43 17% q	49 24% pq	63 16%	43 16%	60 19%	30 17% s	16 17% s	20 13% s	5 5%	4 5%	140 16% u	26 21% v	101 14%	13 10%	88 15%
Fairly clear	134 14%	7 7%	45 13%	40 16% p	36 18% p	48 12%	34 13%	57 18% M	21 12%	13 13%	15 10%	7 7%	5 6%	128 15% u	34 27% UVW	87 12%	11 8%	77 13%
Neither clear nor unclear	91 10%	12 12%	30 8%	24 10%	21 10%	39 10%	26 10%	27 8%	17 10%	7 7%	14 9%	7 8%	7 9%	84 10%	22 18% UW	68 10%	12 9%	56 10%
Fairly unclear	31 3%	2 2%	9 3%	16 6% qL	4 2%	16 4%	9 3%	8 2%	6 3%	-	5 3%	1 1%	1 1%	30 3%	6 4%	21 3%	2 2%	19 3%
Very unclear	31 3%	3 3%	13 4%	5 2%	8 4%	21 5%	7 3%	8 2%	5 3%	7 8% RS	2 1%	1 1%	-	31 4%	11 9% UW	14 2%	4 3%	10 2%
Not discussed at all	441 47%	52 55% L	180 51% L	108 43%	78 39%	183 45%	120 46%	143 44%	85 47%	46 47%	88 58%	65 66% PQ	57 67% v	384 45%	23 18%	364 51% TW	77 60% TUW	287 49% T
Don't know	74 8%	7 8%	35 10% rL	13 5%	6 3%	33 8%	22 8%	21 7%	16 9%	8 9%	9 6%	12 13%	10 11%	64 7%	3 3%	52 7%	9 7%	43 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 190

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	277 29%	19 20%	84 24%	83 33% pq	85 42% pq	111 28%	76 29%	117 36% M	51 28% S	28 29% S	34 23% S	11 11%	9 11%	268 31% u	61 48% UVW	189 27% V	24 19%	165 28% UV
NET: All not clear	63 7%	4 4%	22 6%	21 9%	11 5%	37 9% O	16 6%	15 5%	11 6%	7 8%	7 4%	3 3%	1 1%	61 7%	17 13% UVW	35 5%	6 5%	29 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 190

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	144 15%	74 21% xz	50 12% z	87 21% xz	37 10%	7 11%	58 22%	16 18%	53 15%	37 15%	28 20%	56 13%	83 19% G	49 15%	55 14%	46 17%
Fairly clear	134 14%	68 19% xzA	48 12% A	77 19% xzA	39 11%	2 4%	58 22% C	8 10%	34 10%	39 16% D	32 23% D	59 13%	61 14%	43 13%	58 15%	39 14%
Neither clear nor unclear	91 10%	41 12% x	30 7%	44 11%	27 7%	2 3%	34 13%	5 6%	24 7%	27 11%	13 10%	44 10%	42 9%	35 11%	33 8%	26 9%
Fairly unclear	31 3%	9 3%	19 5%	12 3%	16 4%	2 3%	7 3%	2 2%	11 3%	8 3%	8 6%	18 4%	13 3%	15 5%	14 4%	6 2%
Very unclear	31 3%	14 4%	12 3%	15 4%	11 3%	2 3%	12 5%	1 1%	12 3%	6 2%	6 4%	12 3%	16 4%	18 5% K	14 4% K	2 1%
Not discussed at all	441 47%	129 36%	233 57% wy	147 36%	215 60% wxy	47 73% wxyz	82 31%	47 55% B	182 52% EF	101 42%	48 35%	212 48%	203 45%	134 42%	189 48%	131 48%
Don't know	74 8%	19 5%	18 4%	24 6%	13 4%	2 3%	8 3%	7 8%	34 10% F	22 9% F	3 2%	37 9%	29 6%	28 9%	30 8%	20 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 190

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	277 29%	142 40% xzA	98 24% z	164 40% xzA	76 21%	9 14%	116 44% C	24 28%	88 25%	76 32%	59 43% DE	115 26%	143 32%	92 28%	113 29%	85 31%
NET: All not clear	63 7%	23 6%	31 8%	27 7%	27 8%	4 6%	20 8%	3 4%	23 7%	14 6%	14 10%	31 7%	29 7%	32 10% K	28 7% K	9 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 191

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	144 15%	60 17% K	101 19% K	121 18% K	22 8%	68 17%	49 14%	24 15%	126 19% M	6 3%	134 19% O	7 6%
Fairly clear	134 14%	42 12%	73 14%	86 13%	48 18% H	51 12%	61 17%	19 12%	108 17% M	16 9%	120 17% O	5 5%
Neither clear nor unclear	91 10%	45 12% J	41 8%	67 10% I	25 9%	44 11%	32 9%	12 8%	59 9%	22 12%	67 9%	19 17% N
Fairly unclear	31 3%	14 4%	18 3%	22 3%	9 3%	11 3%	16 5%	4 3%	16 2%	14 7% L	17 2%	14 12% N
Very unclear	31 3%	13 4%	15 3%	20 3%	11 4%	13 3%	12 3%	3 2%	16 2%	14 7% L	15 2%	12 11% N
Not discussed at all	441 47%	167 46%	248 46%	315 47%	126 46%	201 49%	148 42%	84 53% I	271 42%	110 58% L	312 43%	49 44%
Don't know	74 8%	20 6%	38 7%	44 7%	30 11% HJ	23 6%	36 10% k	11 7%	53 8% M	7 4%	53 7%	6 5%
NET: All clear	277 29%	102 28%	175 33% J	207 31%	70 26%	119 29%	111 31%	43 27%	234 36% M	22 12%	254 35% O	12 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 191

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	63 7%	27 8%	33 6%	42 6%	21 8%	25 6%	28 8%	7 5%	31 5%	28 15% L	32 4%	26 24% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 191

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	144 15%	129 19% QR	5 5%	6 6%	17 6%	127 19% n	111 19% r	61 22% r	31 9%	37 18%	7 10%	21 12%	20 20%	29 18%	30 13%
Fairly clear	134 14%	107 16%	16 17%	9 9%	26 10%	108 16% n	102 17% r	43 16% r	27 8%	30 14%	6 9%	18 10%	18 17%	25 16%	37 16%
Neither clear nor unclear	91 10%	49 7%	21 23% P	13 12%	32 12%	60 9%	61 11% q	21 8%	28 9%	9 4%	9 13% u	23 13% u	9 9%	24 15% uz	16 7%
Fairly unclear	31 3%	15 2%	7 7% P	10 9% P	18 7% o	13 2%	23 4%	8 3%	8 2%	4 2%	2 3%	4 2%	3 3%	10 6% u	8 4%
Very unclear	31 3%	11 2%	1 1%	14 13% PQ	22 8% o	9 1%	22 4% q	6 2%	9 3%	8 4%	3 5%	6 4%	2 2%	6 4%	6 3%
Not discussed at all	441 47%	324 47%	40 44%	49 46%	134 51%	307 45%	226 39%	117 43%	204 61% pq	99 47% y	38 55% y	90 50% y	42 42%	55 35%	117 52% y
Don't know	74 8%	51 7%	3 3%	5 5%	14 5%	59 9%	37 6%	19 7%	25 8%	24 11% z	4 5%	18 10%	6 6%	10 6%	12 5%
NET: All clear	277 29%	236 34% QR	21 22%	16 15%	43 16%	235 34% n	213 37% r	103 38% r	59 18%	67 32% vw	13 19%	39 22%	38 37% vw	54 34% vw	66 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 191

G1_d Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The payback period for the improvements

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	63 7%	26 4%	7 8%	24 23% PQ	40 15% o	22 3%	45 8% q	14 5%	17 5%	12 6%	5 8%	10 6%	5 5%	15 10%	14 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 195

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very clear	75 8%	33 7%	43 10%	25 7%	28 8%	22 9%	70 9% g	4 3%	24 9%	51 7%	51 7%	24 10%	33 7%	42 9%	57 9%	7 9%	10 5%	18 6%
Fairly clear	109 12%	38 8%	71 16% a	36 11%	50 14%	23 9%	90 11%	16 13%	29 11%	80 12%	69 10%	41 17% j	52 11%	57 12%	89 13% pq	7 9%	13 7%	21 7%
Neither clear nor unclear	86 9%	43 9%	42 9%	26 8%	40 11%	20 8%	68 8%	17 14% f	24 10%	61 9%	58 8%	28 11%	44 9%	41 9%	58 9%	5 5%	23 12%	28 10% o
Fairly unclear	28 3%	18 4%	9 2%	12 4%	9 3%	7 3%	24 3%	4 3%	5 2%	23 3%	22 3%	6 3%	17 3%	12 3%	21 3%	2 3%	5 3%	7 3%
Very unclear	33 3%	12 2%	19 4%	14 4%	11 3%	6 3%	29 4%	3 2%	8 3%	24 3%	17 2%	15 6% j	13 3%	20 4%	28 4%	3 3%	2 1%	5 2%
Not discussed at all	476 50%	267 54% b	209 47%	168 50%	177 49%	131 54%	413 51%	60 49%	124 49%	352 51%	387 55% k	89 37%	256 53%	220 48%	312 47%	52 60% n	112 59% n	164 59% n
Don't know	139 15%	83 17% b	54 12%	56 16%	46 13%	35 14%	113 14%	19 15%	37 15%	100 14%	98 14%	40 17%	71 15%	68 15%	104 16%	11 12%	24 13%	35 13%
NET: All clear	184 19%	71 14%	113 25% a	62 18%	78 22%	45 18%	160 20%	20 16%	53 21%	132 19%	120 17%	65 27% j	85 18%	99 21%	146 22% pq	15 17%	23 12%	38 14%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 195

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All not clear	61	30	29	27	20	13	53	7	13	47	40	22	30	32	49	5	7	12
	6%	6%	6%	8%	6%	5%	7%	5%	5%	7%	6%	9%	6%	7%	7%	6%	4%	4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 195

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (l)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very clear	75 8%	66 8%	9 6%	25 8%	35 8%	11 8%	6 4%	25 10% K	22 10% K	21 7%	47 8%	28 9%
Fairly clear	109 12%	90 12%	19 12%	40 13%	46 11%	13 10%	12 7%	31 12%	34 15% K	31 11%	78 12%	32 10%
Neither clear nor unclear	86 9%	74 9%	12 7%	26 8%	44 10%	13 10%	12 7%	25 10%	20 9%	27 10%	55 9%	31 10%
Fairly unclear	28 3%	24 3%	5 3%	11 3% v	16 4% v	-	3 2%	9 3%	7 3%	10 4%	19 3%	9 3%
Very unclear	33 3%	27 4%	6 3%	15 5%	13 3%	3 2%	12 7% MN	7 3%	4 2%	11 4%	20 3%	13 4%
Not discussed at all	476 50%	386 49%	91 55%	153 49%	210 49%	75 58%	96 58%	129 49%	110 48%	140 49%	328 52%	149 47%
Don't know	139 15%	114 15%	25 15%	43 14%	62 15%	15 11%	26 16%	35 13%	31 14%	45 16%	82 13%	57 18%
NET: All clear	184 19%	156 20%	28 17%	65 21%	81 19%	24 18%	18 11%	57 22% K	56 25% K	52 18% K	125 20%	59 19%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 195

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (l)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Total											
Weighted Base	946										
Effective base	870										
NET: All not clear	61										
	6%										

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 195

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very clear	75 8%	44 8%	10 7%	17 7%	7 9%	58 7%	8 9%	42 7%	4 9%	10 9%	14 12%	46 7%	29 9%
Fairly clear	109 12%	68 13%	12 9%	20 9%	11 15%	82 10%	6 6%	58 10%	8 18%	24 22% EHIJ	12 10%	66 11%	43 13%
Neither clear nor unclear	86 9%	54 10%	12 9%	16 7%	5 7%	72 9%	11 11%	50 9%	3 6%	15 14%	9 7%	53 9%	33 10%
Fairly unclear	28 3%	14 3%	7 5%	6 3%	2 2%	23 3%	3 3%	14 2%	3 5%	3 3%	7 6%	16 3%	12 4%
Very unclear	33 3%	16 3%	8 5%	8 4%	4 6%	24 3%	5 6%	13 2%	1 3%	4 4%	7 6% EI	15 2%	18 5% EI
Not discussed at all	476 50%	262 49%	76 54%	117 52%	35 47%	407 52%	49 50%	305 54% GJ	24 51% G	36 34%	51 43%	329 53% GJ	147 44% G
Don't know	139 15%	73 14%	17 12%	40 18%	10 14%	118 15%	15 16%	88 15%	3 7%	15 14%	19 16%	91 15%	48 14%
NET: All clear	184 19%	113 21%	22 16%	36 16%	18 24%	140 18%	15 15%	99 17%	13 27%	33 31% EIJ	26 22%	112 18%	72 22%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 195

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive
Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All not clear	61 6%	30 6%	15 11% y	13 6%	6 8%	48 6%	8 8%	27 5%	4 9%	8 7%	14 12% EI	31 5%	30 9% EI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 196

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very clear	75 8%	12 13% bfg	16 6%	4 6%	19 9%	14 11%	42 7%	42 8%	33 9%	9 12%	31 7%	34 8%	25 15% m	50 6%	48 9%	27 7%
Fairly clear	109 12%	15 18% bcfg	18 7%	3 5%	28 12% b	16 12%	58 10% b	57 10% b	52 14% b	16 21% j	39 9%	54 13%	33 20% m	76 10%	66 12%	43 11%
Neither clear nor unclear	86 9%	7 8%	25 10%	3 5%	19 8%	10 8%	50 9%	48 9%	36 10%	6 8%	40 9%	39 9%	17 10%	68 9%	38 7%	47 11% n
Fairly unclear	28 3%	1 2%	9 4%	-	5 2%	2 2%	14 2%	13 2%	15 4%	2 3%	10 2%	16 4%	4 3%	24 3%	15 3%	13 3%
Very unclear	33 3%	3 3%	2 1%	2 4%	3 1%	6 5% b	13 2% b	13 2% b	20 5% bdfg	2 3%	9 2%	21 5% j	6 4%	27 3%	16 3%	17 4%
Not discussed at all	476 50%	29 34%	145 56% aeh	36 64% aeh	119 53% a	56 43%	305 54% aegh	294 53% aeh	171 45%	19 25%	255 57% ik	203 48% i	55 33%	421 54% l	264 49%	212 52%
Don't know	139 15%	19 22%	41 16%	9 16%	34 15%	25 19%	88 15%	88 16%	51 14%	21 28% jk	63 14%	54 13%	24 14%	115 15%	88 16%	51 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 196

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All clear	184 19%	27 31% bcfg	34 13%	6 11%	47 21% b	30 23% bc	99 17% b	98 18% b	85 23% b	25 33% jk	71 16%	89 21%	58 35% m	126 16%	114 21%	70 17%
NET: All not clear	61 6%	4 5%	12 5%	2 4%	8 4%	8 6%	27 5%	26 5%	34 9% bdfg	4 6%	20 4%	38 9% j	11 6%	51 7%	31 6%	31 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 196

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very clear	75 8%	8 9%	21 6%	17 7%	28 14% qr	28 7%	19 7%	37 12% M	9 5%	10 10%	16 10%	4 4%	4 4%	71 8%	19 15% UVW	50 7%	6 5%	44 8%
Fairly clear	109 12%	9 10%	35 10%	32 13%	29 14%	34 8%	30 11%	51 16% M	20 11%	8 9%	13 9%	5 6%	5 6%	104 12%	22 18% UW	78 11%	16 12%	62 11%
Neither clear nor unclear	86 9%	6 7%	28 8%	29 12%	20 10%	38 9%	31 12%	26 8%	15 8%	8 8%	16 11%	7 7%	7 8%	79 9%	17 13%	58 8%	8 6%	50 9%
Fairly unclear	28 3%	-	9 3%	12 5% p	6 3%	18 4%	7 3%	6 2%	6 3%	3 3%	5 3%	1 1%	1 1%	27 3%	2 1%	27 4%	3 3%	23 4%
Very unclear	33 3%	3 4%	12 3%	6 3%	11 6%	16 4%	10 4%	12 4%	8 4%	5 5%	3 2%	1 1%	1 1%	32 4%	8 6% UW	18 3%	3 3%	14 2%
Not discussed at all	476 50%	58 62% rL	193 55% L	124 50% L	76 38%	196 49%	130 50%	154 48%	92 51%	51 53%	77 50%	67 68% PQR	59 70% v	417 48%	42 33%	378 53% TW	83 65% TUW	295 51% T
Don't know	139 15%	9 9%	53 15%	29 12%	30 15%	73 18% O	35 13%	37 11%	31 17%	12 12%	22 15%	13 13%	8 9%	131 15%	17 13%	99 14% V	7 6%	91 16% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 196

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All clear	184 19%	17 18%	55 16%	49 20%	57 28% qr	62 15%	48 19%	88 27% MN	29 16%	18 19%	29 10% S	9 9%	9 10%	176 20% u	41 33% UVW	128 18%	22 17%	106 18%
NET: All not clear	61 6%	3 4%	21 6%	19 7%	18 9%	34 8%	16 6%	18 5%	14 8%	8 8%	8 5%	2 2%	2 2%	59 7%	10 8%	45 6%	7 5%	38 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 196

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very clear	75 8%	38 11%	32 8% z	46 11% z	24 7%	2 4%	33 12%	5 5%	25 7%	26 11%	12 9%	34 8%	38 8%	29 9%	35 9%	16 6%
Fairly clear	109 12%	65 18% xzA	31 8%	71 18% xzA	24 7%	2 3%	51 20%	11 13%	35 10%	25 11%	26 19% DE	46 10%	55 12%	30 9%	51 13%	32 12%
Neither clear nor unclear	86 9%	42 12% xzA	30 7% z	53 13% xzA	20 6%	1 2%	32 12%	11 13%	27 8%	19 8%	13 10%	37 9%	40 9%	35 11%	35 9%	22 8%
Fairly unclear	28 3%	10 3%	13 3%	11 3%	11 3%	1 2%	6 2%	3 4%	10 3%	9 4%	5 3%	17 4%	10 2%	12 4%	12 3%	5 2%
Very unclear	33 3%	13 4%	15 4%	13 3%	15 4%	1 2%	11 4%	1 2%	9 3%	4 2%	10 7% DE	11 2%	18 4%	17 5%	13 3%	6 2%
Not discussed at all	476 50%	144 41%	248 61% wy	158 39%	234 65% wxy	50 77% wxyz	102 39%	41 48%	189 54% F	118 49%	60 43%	226 52%	226 51%	146 45%	189 48%	153 57% IJ
Don't know	139 15%	41 12%	41 10% z	53 13% wz	30 8%	7 10%	27 10%	13 15%	56 16%	38 16%	12 9%	67 15%	60 13%	54 17%	58 15%	35 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 196

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All clear	184 19%	103 29% xzA	63 15% z	117 29% xzA	48 13%	4 7%	83 32% C	16 19%	60 17%	51 21%	38 28% D	80 18%	93 21%	59 18%	85 22%	48 18%
NET: All not clear	61 6%	23 6%	27 7%	24 6%	26 7%	2 4%	17 7%	5 5%	19 5%	14 6%	15 11%	28 6%	27 6%	28 9% K	26 7%	12 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 197

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive
Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very clear	75 8%	30 8%	48 9%	59 9%	16 6%	35 9%	26 7%	14 9%	67 10% M	5 2%	69 10% O	3 3%
Fairly clear	109 12%	37 10%	66 12%	79 12%	30 11%	52 13%	34 10%	20 13%	91 14% M	8 4%	102 14% O	4 4%
Neither clear nor unclear	86 9%	33 9%	38 7%	54 8%	32 12% I	34 8%	36 10%	12 8%	70 11% M	9 5%	68 9%	13 12%
Fairly unclear	28 3%	11 3%	15 3%	20 3%	8 3%	7 2%	15 4% k	5 3%	19 3%	9 5%	23 3%	5 4%
Very unclear	33 3%	16 4%	16 3%	23 3%	10 4%	17 4%	11 3%	2 2%	15 2%	14 7% L	19 3%	11 10% N
Not discussed at all	476 50%	191 53%	264 49%	339 50%	137 50%	220 53% I	161 45%	85 54%	289 45%	130 69% L	325 45%	67 60% N
Don't know	139 15%	43 12%	88 16% HJ	100 15% H	39 14%	47 11%	71 20% km	18 11%	98 15% M	14 7%	111 16% O	7 6%
NET: All clear	184 19%	67 18%	114 21%	139 21%	46 17%	87 21%	60 17%	34 22%	158 24% M	13 7%	171 24% O	8 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 197

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive
Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All not clear	61 6%	27 8%	31 6%	43 6%	18 7%	24 6%	26 7%	8 5%	34 5%	23 12% L	41 6%	16 14% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 197

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very clear	75 8%	66 10% R	3 3%	3 3%	8 3%	67 10% n	58 10% r	26 9% r	15 5%	19 9%	5 7%	10 5%	7 7%	15 10%	19 8%
Fairly clear	109 12%	94 14% R	6 7%	5 5%	15 6%	95 14% n	80 14% r	34 12%	28 8%	23 11%	4 6%	21 12%	11 11%	22 14%	27 12%
Neither clear nor unclear	86 9%	58 8%	14 15%	9 8%	22 8%	64 9%	58 10%	28 10%	24 7%	7 3%	6 8%	21 12% u	7 6%	31 20% uvxz	14 6%
Fairly unclear	28 3%	15 2%	7 7% P	5 5%	11 4%	17 2%	21 4%	9 3%	7 2%	6 3%	5 7% w	3 2%	2 2%	7 5%	5 2%
Very unclear	33 3%	16 2%	3 3%	11 10% P	19 7% o	13 2%	26 4% r	9 3%	6 2%	4 2%	2 4%	4 2%	4 4%	7 5%	11 5%
Not discussed at all	476 50%	333 49%	52 56%	66 61% P	164 62% o	313 46%	269 46%	132 48%	196 59% pq	118 56% y	36 53% y	89 49% y	51 51% y	56 35%	126 56% y
Don't know	139 15%	104 15%	8 8%	9 8%	24 9%	115 17% n	70 12%	37 14%	57 17% p	34 16%	11 16%	33 18% z	18 18%	19 12%	23 10%
NET: All clear	184 19%	161 23% QR	10 10%	8 7%	23 9%	161 24% n	139 24% r	60 22% r	43 13%	43 20%	9 13%	31 17%	19 18%	37 23%	46 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 197

G1_f Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you: The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive
Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All not clear	61 6%	31 5%	10 11% P	16 15% P	31 12% o	30 4%	47 8% r	18 6%	13 4%	10 5%	8 11% w	7 4%	6 6%	15 9%	16 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 198

G1_SUM Thinking back to the first Assessment visit, how clearly, if at all, were these things explained to you?

Base: All respondents

	Summary table				
	How much you might save if you made the energy saving improvements recommended	What financing options are available to pay for the improvements to be installed	Availability of cashback schemes/ discounts to help pay for the improvements	The payback period for the improvements	The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive
Unweighted Base	946	946	946	946	946
Weighted Base	946	946	946	946	946
Effective base	870	870	870	870	870
Very clear	191 20%	158 17%	157 17%	144 15%	75 8%
Fairly clear	253 27%	166 18%	169 18%	134 14%	109 12%
Neither clear nor unclear	100 11%	89 9%	83 9%	91 10%	86 9%
Fairly unclear	30 3%	23 2%	25 3%	31 3%	28 3%
Very unclear	28 3%	33 4%	31 3%	31 3%	33 3%
Not discussed at all	271 29%	418 44%	423 45%	441 47%	476 50%
Don't know	73 8%	59 6%	59 6%	74 8%	139 15%
NET: All clear	444 47%	323 34%	326 34%	277 29%	184 19%
NET: All not clear	58 6%	57 6%	55 6%	63 7%	61 6%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 199

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	520	273	242	201	195	121	431	77	138	379	364	156	303	217	388	50	82	132
Weighted Base	528	274	248	192	205	128	448	69*	137	388	349	179	259	269	401	42*	85*	127
Effective base	481	252	224	184	181	114	400	71	127	352	332	151	285	210	362	45	76	120
Green Deal Finance Package (loan paid back through savings on your electricity bill)	81 15%	37 13%	45 18%	29 15%	38 19%	15 11%	70 16%	11 15%	22 16%	59 15%	45 13%	36 20% j	40 15%	42 16%	72 18% pq	6 14%	4 5%	10 8%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	100 19%	44 16%	56 22%	34 18%	47 23%	18 14%	89 20%	8 12%	22 16%	78 20%	37 11%	63 35% j	42 16%	58 22%	94 24% opq	3 8%	2 2%	5 4%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	160 30%	81 30%	79 32%	68 36% e	62 30%	30 24%	139 31%	20 29%	40 29%	120 31%	127 36% k	34 19%	83 32%	77 29%	128 32%	12 28%	20 24%	32 25%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	46 9%	21 8%	25 10%	16 8%	23 11%	7 5%	35 8%	10 15%	13 9%	33 8%	33 9%	13 7%	28 11%	18 7%	38 9%	4 10%	4 4%	8 6%
Their company's own finance package	29 5%	14 5%	14 6%	10 5%	15 8%	3 2%	26 6%	3 4%	10 7%	19 5%	18 5%	11 6%	17 6%	12 4%	27 7% q	1 2%	1 1%	2 1%
That I could pay from my own savings/raise the funds myself	49 9%	21 8%	28 11%	17 9%	21 10%	11 9%	46 10%	3 4%	8 6%	41 10%	27 8%	22 12%	19 7%	30 11%	47 12% opq	1 2%	2 2%	2 2%
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	29 6%	5 2%	24 10% a	8 4%	15 7%	6 5%	28 6%	1 2%	4 3%	25 7%	17 5%	12 7%	8 3%	21 8% l	24 6%	1 2%	4 5%	5 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 199

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	528	274	248	192	205	128	448	69*	137	388	349	179	259	269	401	42*	85*	127
Effective base	481	252	224	184	181	114	400	71	127	352	332	151	285	210	362	45	76	120
Feed in Tariffs (FITs)	21 4%	12 4%	10 4%	7 4%	13 7% e	1 7%	21 5%	1 7%	6 4%	16 4%	10 3%	12 6%	6 2%	16 6% l	20 5%	1 2%	1 7%	1 7%
None of these	155 29%	91 33%	63 25%	50 26%	58 28%	46 36%	124 28%	28 40% f	46 34%	107 28%	117 34% k	38 21%	87 34%	68 25%	98 24%	17 41% n	40 47% n	57 45% n
Don't know	71 13%	41 15%	27 11%	31 16%	23 11%	16 13%	63 14%	4 6%	17 12%	53 14%	44 13%	27 15%	28 11%	44 16%	45 11%	7 16%	20 23% n	27 21% n
NET: Any	302 57%	143 52%	159 64% a	111 58%	125 61%	66 52%	261 58%	37 54%	74 54%	228 59%	187 54%	114 64% j	145 56%	157 58%	258 64% opq	18 43%	25 30%	43 34%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 199

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	520	450	70	183	224	63	86	148	133	149	341	179
Weighted Base	528	445	83*	181	236	67*	83*	150	136	156	343	185
Effective base	481	418	65	169	210	58	79	136	124	139	316	166
Green Deal Finance Package (loan paid back through savings on your electricity bill)	81 15%	73 16%	9 10%	32 18%	39 17%	8 12%	16 19%	18 12%	25 18%	23 14%	40 12%	41 22% w
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	100 19%	95 21% s	5 6%	35 19%	45 19%	18 27%	12 14%	25 17%	30 22%	33 21%	59 17%	41 22%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	160 30%	146 33% s	15 18%	68 37% u	63 27%	18 26%	29 35%	53 35%	35 26%	43 28%	96 28%	65 35%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	46 9%	39 9%	7 8%	17 9%	20 9%	6 10%	9 10%	12 8%	9 7%	15 10%	26 8%	20 11%
Their company's own finance package	29 5%	29 6% s	-	12 6%	15 6%	1 2%	3 4%	8 5%	8 6%	10 6%	16 5%	13 7%
That I could pay from my own savings/raise the funds myself	49 9%	46 10%	3 3%	23 13%	22 9%	3 5%	11 14%	9 6%	11 8%	17 11%	31 9%	18 10%
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	29 6%	26 6%	3 4%	13 7%	11 5%	5 7%	5 6%	11 8% O	10 7% O	3 2%	18 5%	11 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 199

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	528	445	83*	181	236	67*	83*	150	136	156	343	185
Effective base	481	418	65	169	210	58	79	136	124	139	316	166
Feed in Tariffs (FITs)	21 4%	21 5%	1 1%	6 3%	13 6%	2 3%	2 2%	9 6%	7 5%	3 2%	17 5%	5 2%
None of these	155 29%	118 27%	37 45% r	41 22%	80 34% t	18 27%	24 29%	48 32%	38 28%	44 28%	111 32%	44 24%
Don't know	71 13%	52 12%	19 23% r	20 11%	28 12%	9 14%	13 15%	16 11%	22 16%	20 13%	46 13%	26 14%
NET: Any	302 57%	275 62% s	26 32%	121 66% u	129 54%	39 59%	46 55%	86 57%	77 56%	92 59%	186 54%	115 62%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 199

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	520	295	82	118	36	432	47	296	25	75	82	321	199
Weighted Base	528	304	81*	115	41*	429	53*	300	24**	78*	83*	324	204
Effective base	481	275	77	106	34	400	44	274	23	69	77	297	184
Green Deal Finance Package (loan paid back through savings on your electricity bill)	81 15%	52 17%	9 11%	20 17%	7 18%	57 13%	13 25% C	37 12%	5 20%	21 28% EIJ	14 17%	41 13%	40 20% EI
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	100 19%	72 24% A	14 17%	12 11%	9 23%	73 17%	13 24%	52 17%	4 16%	22 28% I	17 21%	56 17%	44 22%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	160 30%	86 28%	32 40% yB	40 35%	8 20%	142 33%	10 19%	105 35% J	9 39%	21 28%	19 23%	114 35% J	46 23%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	46 9%	30 10%	6 8%	9 8%	1 3%	32 7%	11 20% C	22 7%	4 16%	8 10%	7 8%	26 8%	20 10%
Their company's own finance package	29 5%	20 7%	6 8%	6 5%	1 3%	26 6%	1 3%	16 5%	3 13%	2 3%	6 7%	19 6%	9 5%
That I could pay from my own savings/raise the funds myself	49 9%	41 14% A	11 13% A	4 3%	2 4%	39 9%	3 6%	30 10%	1 3%	11 14%	6 7%	31 10%	18 9%
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	29 6%	16 5%	2 3%	4 3%	8 19% yzA	12 3%	3 6%	10 3%	1 5%	10 12% EI	7 9% EI	11 4%	18 9% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 199

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	528	304	81*	115	41*	429	53*	300	24**	78*	83*	324	204
Effective base	481	275	77	106	34	400	44	274	23	69	77	297	184
Feed in Tariffs (FITs)	21 4%	12 4%	4 5%	4 3%	4 11%	15 3%	1 1%	10 3%	1 5%	7 9% Ei	2 3%	11 3%	10 5%
None of these	155 29%	89 29%	22 28%	36 32%	7 17%	131 30%	16 29%	92 31%	6 25%	15 20%	26 31%	98 30%	57 28% G
Don't know	71 13%	31 10%	11 14%	22 19% y	9 21%	53 12%	12 23%	28 9%	3 12%	19 24% EHi	9 11%	30 9%	41 20% EHi
NET: Any	302 57%	184 60% A	47 58%	57 49%	25 62%	245 57%	26 48%	180 60%	15 64%	44 56%	48 58%	195 60%	106 52%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 200

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	520	55	121	28	120	83	296	291	224	54	227	239	127	393	310	210
Weighted Base	528	57*	130	25**	111	87*	300	294	228	58*	226	244	131	397	311	217
Effective base	481	51	113	26	111	78	274	269	207	50	210	221	117	364	288	193
Green Deal Finance Package (loan paid back through savings on your electricity bill)	81 15%	11 19% bd	9 7%	2 7%	5 4%	22 25% bdfg	37 12% bd	37 12% bd	45 20% bdfg	13 22% j	20 9%	48 20% j	81 62% m	- -	52 17%	30 14%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	100 19%	22 39% bdfgh	7 6%	3 12%	12 10%	31 35% bdfgh	52 17% bd	51 17% bd	48 21% bd	30 51% jk	19 8%	51 21% j	100 76% m	- -	56 18%	44 20%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	160 30%	9 15%	55 43% afgh	5 21%	45 41% ah	26 30% a	105 35% ah	102 35% ah	56 24%	7 13%	88 39% ik	64 26% i	29 22%	131 33% l	128 41% o	32 15%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	46 9%	6 10%	7 5%	2 6%	8 7%	10 12%	22 7%	22 8%	23 10%	5 8%	16 7%	25 10%	26 20% m	19 5%	35 11% o	11 5%
Their company's own finance package	29 5%	9 15% bdfgh	3 2%	-	4 4%	9 10% bf	16 5% b	16 6% b	12 5%	9 16% jk	6 3%	13 5%	20 75% m	9 2%	16 5%	12 6%
That I could pay from my own savings/raise the funds myself	49 9%	15 26% bdfgh	1 1%	3 14%	8 7% b	18 21% bdfgh	30 10% b	30 10% b	19 8% b	12 21% jk	17 7%	20 8%	29 22% m	20 5%	20 6%	29 13% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 200

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	528	57*	130	25**	111	87*	300	294	228	58*	226	244	131	397	311	217
Effective base	481	51	113	26	111	78	274	269	207	50	210	221	117	364	288	193
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	29 6%	3 5%	3 2%	-	2 2%	5 6%	10 3%	10 3%	19 8%	4 7%	5 2%	20 8%	16 12%	13 3%	15 5%	14 7%
Feed in Tariffs (FITs)	21 4%	4 7%	1 1%	-	2 2%	8 bdfg	10 3%	10 3%	11 5%	3 6%	5 2%	13 5%	16 12%	6 7%	13 4%	9 4%
None of these	155 29%	8 15%	51 39%	7 29%	36 33%	11 13%	92 31%	91 31%	63 28%	10 18%	79 35%	66 27%	-	155 39%	83 27%	72 33%
Don't know	71 13%	7 13%	9 7%	6 25%	10 9%	7 8%	28 9%	27 9%	44 19%	2 4%	24 11%	44 18%	-	71 18%	22 7%	49 23%
NET: Any	302 57%	41 72%	70 54%	12 46%	65 58%	69 79%	180 60%	177 60%	121 53%	46 78%	123 54%	133 55%	131 100%	171 43%	206 66%	96 44%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 200

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	520	46	181	142	122	232	147	179	92	62	71	35	26	494	91	373	64	309
Weighted Base	528	45*	181	149	124	243	149	182	99*	57*	75*	33*	24**	504	99*	371	62*	309
Effective base	481	42	168	131	114	216	134	164	87	56	67	32	24	457	84	346	59	286
Green Deal Finance Package (loan paid back through savings on your electricity bill)	81 15%	3 6%	20 11%	30 20%	25 20%	32 13%	27 18%	32 17%	17 17%	9 16%	5 7%	-	-	81 16%	32 33%	43 12%	5 8%	38 12%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	100 19%	1 2%	26 14%	30 20%	41 33%	35 14%	32 22%	48 27%	17 17%	5 9%	10 13%	-	-	100 20%	38 39%	53 14%	6 9%	47 15%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	160 30%	13 29%	56 31%	56 38%	27 22%	83 34%	47 32%	45 25%	30 30%	24 41%	30 40%	6 17%	4 15%	157 31%	11 11%	140 38%	16 26%	124 40%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	46 9%	1 2%	12 7%	18 12%	15 12%	19 8%	12 8%	19 10%	5 5%	6 10%	5 7%	1 2%	1 3%	45 9%	12 12%	28 8%	3 5%	26 8%
Their company's own finance package	29 5%	-	9 5%	8 5%	11 9%	11 4%	11 7%	11 6%	11 11%	5 9%	1 2%	-	-	29 6%	8 8%	20 5%	3 4%	18 6%
That I could pay from my own savings/raise the funds myself	49 9%	-	12 6%	12 8%	24 19%	14 6%	15 10%	26 14%	10 10%	6 11%	1 2%	-	-	49 10%	22 22%	24 6%	1 1%	23 8%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 200

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	528	45*	181	149	124	243	149	182	99*	57*	75*	33*	24**	504	99*	371	62*	309
Effective base	481	42	168	131	114	216	134	164	87	56	67	32	24	457	84	346	59	286
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	29 6%	1 2%	6 3%	6 4%	15 12%	10 4%	11 8%	15 9%	5 5%	2 3%	-	-	-	29 6%	19 20%	10 3%	1 1%	9 3%
Feed in Tariffs (FITs)	21 4%	-	3 2%	7 4%	12 10%	7 3%	6 4%	8 4%	6 6%	4 6%	1 2%	-	-	21 4%	5 5%	16 4%	1 1%	15 5%
None of these	155 29%	22 48%	64 35%	34 23%	32 26%	70 29%	40 27%	54 30%	32 32%	13 23%	24 32%	16 49%	14 57%	142 28%	20 20%	121 33%	33 53%	88 28%
Don't know	71 13%	6 14%	23 13%	12 8%	15 12%	33 13%	18 12%	23 13%	10 10%	10 17%	11 14%	10 32%	6 25%	65 13%	8 8%	40 11%	6 10%	34 11%
NET: Any	302 57%	17 38%	94 52%	103 69%	77 62%	140 58%	90 61%	104 57%	58 58%	34 59%	41 54%	6 20%	4 18%	297 59%	71 72%	211 57%	23 37%	187 61%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 200

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	520	234	184	271	147	15	182	46	184	133	80	233	247	196	207	141
Weighted Base	528	234	186	274	146	18**	185	44*	176	141	88*	228	259	189	218	145
Effective base	481	215	171	250	136	14	167	42	169	123	74	213	231	181	193	130
Green Deal Finance Package (loan paid back through savings on your electricity bill)	81 15%	47 20%	30 16%	56 20%	21 14%	1 5%	44 24% C	3 8%	22 13%	27 19%	20 23%	35 15%	43 17%	27 14%	25 11%	31 21% J
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	100 19%	62 26% xz	29 15%	69 25% xz	21 14%	1 5%	55 30%	7 16%	24 14%	26 18%	27 30% D	33 14%	60 23% G	33 17%	39 18%	33 23%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	160 30%	78 33% z	54 29% z	100 37% wz	32 22%	3 19%	59 32%	16 37%	54 30%	56 40%	24 27%	79 35%	77 30%	68 36% J	55 25%	45 31%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	46 9%	28 12%	15 8%	32 12%	11 7%	- -	24 13%	4 9%	14 8%	12 8%	10 12%	22 10%	22 8%	14 7%	15 7%	17 12%
Their company's own finance package	29 5%	19 8% z	7 4% z	24 9% xz	1 1%	- -	16 9%	3 7%	7 4%	12 9%	6 7%	11 5%	17 7%	10 5%	7 3%	12 8% J
That I could pay from my own savings/raise the funds myself	49 9%	31 13% z	16 9% z	38 14% z	9 6%	1 5%	27 15%	4 9%	6 4%	23 16% D	12 14% D	15 7%	31 12%	18 10%	21 10%	11 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 200

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	528	234	186	274	146	18**	185	44*	176	141	88*	228	259	189	218	145
Effective base	481	215	171	250	136	14	167	42	169	123	74	213	231	181	193	130
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	29 6%	24 10% xz	5 3%	26 9% xz	3 2%	-	23 12%	1 3%	5 3%	8 6%	14 16% DE	11 5%	18 7%	11 6%	12 6%	9 6%
Feed in Tariffs (FITs)	21 4%	13 5%	6 3% z	17 6% z	3 2%	-	10 6%	2 5%	7 4%	8 6%	5 6%	9 4%	11 4%	7 4%	6 3%	10 7%
None of these	155 29%	53 23%	68 36% wy	58 21%	63 43% wxy	9 51%	37 20%	15 34%	56 32% E	28 20%	19 22%	71 31%	69 27%	54 28%	67 31%	43 29%
Don't know	71 13%	16 7%	21 11%	17 6%	19 13% wy	4 25%	12 7%	3 8%	29 16% E	11 8%	12 14%	31 13%	28 11%	28 15%	28 13%	19 13%
NET: Any	302 57%	165 70% xz	98 53% z	198 72% xz	64 44%	4 24%	136 73%	26 50%	91 52%	102 72% D	56 64%	126 55%	161 62%	108 57%	123 57%	84 58%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 201

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	520	216	310	385	135	210	207	89	385	86	418	65
Weighted Base	528	210	311	386	142	219	209	85*	392	82*	428	63*
Effective base	481	199	288	357	124	196	192	80	356	80	387	60
Green Deal Finance Package (loan paid back through savings on your electricity bill)	81 15%	44 21% JK	52 17%	67 17% K	14 10%	33 15%	29 14%	17 19%	69 18%	10 13%	72 17%	9 14%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	100 19%	56 27% IJK	56 18%	77 20%	23 16%	47 22%	35 17%	15 18%	83 21% M	8 10%	86 20%	10 15%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	160 30%	60 28% K	128 41% HJK	141 37% HK	19 13%	56 26%	65 31%	38 44% kl	133 34% M	18 22%	145 34% O	9 14%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	46 9%	21 10%	35 11% K	39 10%	7 5%	21 9%	13 6%	10 11%	40 10% M	2 3%	41 10%	2 3%
Their company's own finance package	29 5%	18 8% IJ	16 5%	23 6%	5 4%	14 6%	10 5%	4 5%	23 6%	5 6%	24 6%	4 7%
That I could pay from my own savings/raise the funds myself	49 9%	20 10%	20 6%	32 8% I	17 12%	30 14% I	12 6%	6 7%	42 11%	4 5%	45 11%	2 4%
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	29 6%	14 7%	15 5%	22 6%	7 5%	16 7%	9 4%	4 5%	26 7%	3 4%	25 6%	5 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 201

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	528	210	311	386	142	219	209	85*	392	82*	428	63*
Effective base	481	199	288	357	124	196	192	80	356	80	387	60
Feed in Tariffs (FITs)	21 4%	10 5%	13 4%	18 5%	3 2%	10 5%	6 3%	5 6%	21 5% M	-	20 5%	1 2%
None of these	155 29%	62 29%	83 27%	108 28%	47 34%	61 28%	76 36% m	17 20%	100 26%	35 43% L	115 27%	24 39%
Don't know	71 13%	18 8%	22 7%	32 8%	39 27% HIJ	25 11%	25 12%	16 18%	45 11%	10 12%	48 11%	11 18%
NET: Any	302 57%	131 62% K	206 66% JK	246 64% K	55 39%	134 61%	109 52%	53 62%	247 63% M	37 45%	265 62% O	27 44%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 201

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	520	375	56	54	129	391	367	163	134	102	40	101	62	95	120
Weighted Base	528	380	56*	55*	127	401	363	161	145	109*	38*	94*	65*	99*	123
Effective base	481	347	52	50	119	362	340	152	125	95	37	93	57	89	111
Green Deal Finance Package (loan paid back through savings on your electricity bill)	81 15%	63 16%	6 11%	13 24%	18 14%	64 16%	72 20% qr	21 13%	9 6%	20 18%	2 5%	9 9%	17 27% vwy	13 13%	21 17%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	100 19%	80 21%	8 15%	10 18%	16 12%	84 21% n	84 23% r	32 20% r	14 10%	16 15%	5 14%	12 12%	16 25%	18 18%	33 27% uw
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	160 30%	135 36% Q	10 18%	12 22%	29 23%	131 33%	116 32%	59 37%	44 30%	30 28%	10 26%	19 20%	22 34%	36 36% w	43 35% w
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	46 9%	40 11%	2 3%	3 5%	9 7%	37 9%	39 11% r	15 10%	6 4%	7 7%	5 12% w	1 1%	9 14% w	11 11% w	13 10% w
Their company's own finance package	29 5%	18 5%	4 7%	6 12%	8 6%	21 5%	27 7% r	14 9% r	2 1%	3 3%	2 4%	6 7%	8 12% u	4 4%	5 4%
That I could pay from my own savings/raise the funds myself	49 9%	38 10%	5 9%	5 9%	9 7%	40 10%	45 12% r	22 13% r	4 3%	9 8%	4 10%	3 3%	15 24% uwyz	11 11% w	8 6%
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	29 6%	22 6%	2 4%	5 8%	5 4%	25 6%	25 7%	7 4%	4 3%	6 5%	2 5%	2 3%	8 13% wz	7 7%	3 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 201

G2 Which methods of financing/paying for the improvements did the Assessor discuss with you?

Base: All who discussed potential financing options with the assessor

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	528	380	56*	55*	127	401	363	161	145	109*	38*	94*	65*	99*	123
Effective base	481	347	52	50	119	362	340	152	125	95	37	93	57	89	111
Feed in Tariffs (FITs)	21 4%	18 5%	1 2%	2 3%	2 1%	20 5%	19 5%	7 5%	2 1%	1 1%	-	2 3%	10 15% uvwz	7 7% uz	1 1%
None of these	155 29%	95 25%	25 45% P	18 33%	46 37%	109 27%	96 26%	41 25%	52 36% p	36 33% x	15 38% x	47 50% xyz	4 6%	25 25% x	29 23% x
Don't know	71 13%	43 11%	10 18%	4 7%	18 14%	53 13%	36 10%	15 9%	26 18% pq	21 19% z	6 15%	13 14%	6 9%	16 16%	10 8%
NET: Any	302 57%	242 64% Q	21 37%	33 60% Q	62 49%	240 60% n	232 64% r	106 66% r	67 46%	53 48%	18 47%	34 36%	55 85% uvwyz	58 58% w	84 69% uvw



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 202

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	426	230	196	158	155	113	354	67	116	310	369	57	263	163	256	55	115	170
Weighted Base	418	220	198	147	156	115	360	54*	115	303	354	65*	227	191	267	46*	105	151
Effective base	389	209	180	141	144	104	325	63	106	284	335	55	245	153	239	49	103	152
Green Deal Finance Package (loan paid back through savings on your electricity bill)	8 2%	4 2%	4 2%	1 1%	6 4%	2 1%	8 2%	-	6 5% 1	3 1%	7 2%	1 2%	5 2%	3 2%	7 3%	-	1 1%	1 1%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	30 7%	17 8%	12 6%	4 3%	17 11% c	9 7%	29 8%	1 2%	10 9%	19 6%	17 5%	13 20% j	16 7%	14 7%	30 11% opq	-	-	-
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	99 24%	47 22%	52 26%	26 17%	42 27%	32 28%	89 25%	8 16%	30 26%	70 23%	86 24%	13 20%	52 23%	47 25%	82 31% pq	8 19%	9 8%	17 11%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	17 4%	7 3%	9 5%	5 4%	8 5%	4 3%	13 4%	4 7%	5 5%	11 4%	11 3%	6 9% j	8 4%	9 4%	15 6% pq	1 2%	1 1%	2 1%
Their company's own finance package	3 1%	3 1%	-	-	1 1%	2 2%	3 1%	-	1 1%	2 1%	3 1%	-	3 1%	-	3 1%	-	-	-
That I could pay from my own savings/raise the funds myself	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	5 1%	3 1%	2 1%	-	4 3%	1 1%	5 1%	-	1 1%	4 1%	4 1%	1 2%	2 1%	3 2%	5 2%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 202

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	418	220	198	147	156	115	360	54*	115	303	354	65*	227	191	267	46*	105	151
Effective base	389	209	180	141	144	104	325	63	106	284	335	55	245	153	239	49	103	152
Feed in Tariffs (FITs)	8 2%	3 1%	5 2%	- -	5 4% c	2 2%	8 2%	- -	2 2%	5 2%	8 2%	- -	3 1%	5 3%	8 3% q	- -	- -	- -
None of these	258 62%	139 63%	119 60%	105 71% d	80 51%	74 64% d	217 60%	41 76% f	69 60%	189 62%	223 63%	35 54%	139 61%	119 62%	136 51%	35 76% n	87 83% n	122 81% n
Don't know	24 6%	11 5%	13 7%	11 8% e	11 7% e	2 1%	20 5%	2 4%	4 4%	20 7%	22 6%	2 3%	17 8%	7 4%	15 6%	2 4%	7 7%	9 6%
NET: Any	136 32%	70 32%	66 33%	31 21%	65 42% c	40 35% c	123 34% g	10 20%	41 36%	95 31%	108 31%	27 42%	70 31%	66 34%	116 43% opq	9 20%	10 10%	20 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 202

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	426	356	70	139	181	64	88	113	94	131	291	135
Weighted Base	418	336	82*	131	191	62*	83*	112	92*	130	285	133
Effective base	389	327	65	127	166	59	79	101	86	123	264	125
Green Deal Finance Package (loan paid back through savings on your electricity bill)	8 2%	7 2%	2 2%	4 3%	5 2%	-	1 1%	1 1%	2 2%	4 3%	4 1%	5 3%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	30 7%	30 9% s	-	13 10%	14 7%	2 4%	4 5%	9 8%	4 4%	12 9%	20 7%	10 7%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	99 24%	84 25%	15 18%	27 21%	53 28%	16 25%	17 20%	23 21%	20 22%	40 30%	70 25%	29 22%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	17 4%	16 5%	1 1%	5 4%	10 5%	1 2%	4 4%	5 4%	1 1%	7 5%	11 4%	5 4%
Their company's own finance package	3 1%	3 1%	-	3 2% u	-	-	1 1%	-	-	2 2%	3 1%	-
That I could pay from my own savings/raise the funds myself	-	-	-	-	-	-	-	-	-	-	-	-
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	5 1%	5 1%	-	5 4% u	-	-	1 1%	2 2%	1 1%	1 1%	3 1%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 202

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	418	336	82*	131	191	62*	83*	112	92*	130	285	133
Effective base	389	327	65	127	166	59	79	101	86	123	264	125
Feed in Tariffs (FITs)	8 2%	8 2%	-	4 3%	4 2%	-	1 1%	3 3%	1 1%	2 2%	5 2%	2 2%
None of these	258 62%	196 58%	62 76% r	78 60%	109 57%	43 69%	57 69% O	72 64%	57 62%	71 55%	178 62%	81 61%
Don't know	24 6%	19 6%	5 6%	10 8%	10 5%	1 2%	8 10% O	6 5%	7 8%	3 2%	15 5%	9 7%
NET: Any	136 32%	121 36% s	15 18%	43 33%	72 38%	18 29%	18 21%	34 30%	28 30%	56 43% KM	93 33%	43 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 202

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	426	221	67	120	32	367	42	272	26	28	37	298	128
Weighted Base	418	228	62*	107	32**	355	44*	269	23**	29**	35*	292	126
Effective base	389	204	63	107	29	334	39	249	24	26	34	273	116
Green Deal Finance Package (loan paid back through savings on your electricity bill)	8 2%	8 4% A	-	-	1 3%	3 7%	3 8% C	3 7%	-	3 11%	2 6% E1	3 7%	5 4% I
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	30 7%	23 10% A	2 3%	1 1%	3 9%	24 7%	1 3%	18 7%	-	1 4%	10 28% E1J	18 6%	12 10%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	99 24%	64 28% A	11 17%	18 17%	8 26%	89 25%	7 16%	78 29% J	4 16%	7 26%	7 20%	81 28% J	18 14%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	17 4%	16 7% zA	-	1 1%	-	12 3%	3 8%	11 4%	-	3 12%	1 3%	11 4%	5 4%
Their company's own finance package	3 1%	2 7%	1 2%	-	-	3 7%	-	1 *	-	-	2 7% E1J	1 *	2 2%
That I could pay from my own savings/raise the funds myself	-	-	-	-	-	-	-	-	-	-	-	-	-
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	5 1%	2 1%	-	-	3 9%	2 1%	-	1 *	1 5%	-	3 8% E1J	2 1% E	3 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 202

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	418	228	62*	107	32**	355	44*	269	23**	29**	35*	292	126
Effective base	389	204	63	107	29	334	39	249	24	26	34	273	116
Feed in Tariffs (FITs)	8 2%	4 2%	1 1%	-	3 10%	4 1%	-	-	3 14%	-	4 12% EJ	3 1%	4 4% E
None of these	258 62%	123 54%	45 73% y	82 76% y	16 49%	222 63%	29 65%	158 58%	13 56%	17 60%	16 45%	170 58%	88 70% EHI
Don't know	24 6%	14 6%	3 5%	6 5%	1 5%	20 6%	4 9%	15 6%	2 9%	1 3%	4 11%	17 6%	7 6%
NET: Any	136 32%	90 40% zA	13 22%	20 19%	15 47%	113 32%	12 26%	97 36% J	8 35%	11 37%	16 44% J	105 36% J	31 25%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 203

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	426	28	122	35	121	45	272	264	154	18	224	184	33	393	227	199
Weighted Base	418	29**	127	31*	116	44*	269	260	149	17**	222	179	35*	383	224	194
Effective base	389	25	111	34	110	41	249	241	140	17	205	168	30	359	210	179
Green Deal Finance Package (loan paid back through savings on your electricity bill)	8 2%	1 2%	2 1%	-	1 1%	-	3 1%	3 1%	5 4%	1 4%	2 1%	5 3%	8 24% m	-	6 3%	2 1%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	30 7%	15 50%	-	-	1 1%	10 23% bcdfg h	18 7% bdg	15 6% bd	12 8% bd	12 70%	2 7% j	16 9% j	30 85% m	-	11 5%	19 10%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	99 24%	6 20%	44 35% h	5 17%	44 38% c f g h	13 30% h	78 29% h	76 29% h	21 14%	1 4%	66 30% k	32 18%	7 19%	93 24%	92 41% o	7 4%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	17 4%	6 20%	4 3%	1 3%	7 6%	4 9%	11 4%	11 4%	5 4%	4 23%	7 3%	5 3%	5 15% m	12 3%	13 6%	4 2%
Their company's own finance package	3 1%	1 2%	-	-	-	-	1	1	2	1 4%	-	2 1%	2 6% m	1	2 1%	1 1%
That I could pay from my own savings/raise the funds myself	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 203

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	418	29**	127	31*	116	44*	269	260	149	17**	222	179	35*	383	224	194
Effective base	389	25	111	34	110	41	249	241	140	17	205	168	30	359	210	179
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	5 1%	1 2%	-	-	-	-	1	1	4 3%	1 4%	-	4 2%	4 11%	1	1	4 2%
Feed in Tariffs (FITs)	8 2%	-	-	-	-	-	-	-	8 5%	-	-	8 4%	4 13%	3 7%	1 1%	6 3%
None of these	258 62%	9 32%	75 59%	24 77%	61 52%	18 40%	158 58%	153 59%	101 68%	3 17%	141 64%	114 64%	-	258 67%	103 46%	155 80%
Don't know	24 6%	1 3%	6 5%	1 3%	8 7%	4 8%	15 6%	15 6%	9 6%	1 5%	12 5%	11 6%	-	24 6%	13 6%	11 6%
NET: Any	136 32%	19 65%	45 36%	6 20%	47 40%	23 52%	97 36%	93 36%	39 26%	13 78%	69 31%	54 30%	35 100%	101 26%	108 48%	27 14%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 203

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	426	49	174	104	74	165	110	143	83	44	78	70	63	363	26	348	70	278
Weighted Base	418	49*	169	101*	77*	160	112	142	81*	39*	77*	66*	60*	358	27**	336	65*	271
Effective base	389	43	160	97	66	153	101	128	76	41	72	62	56	333	24	317	63	255
Green Deal Finance Package (loan paid back through savings on your electricity bill)	8 2%	-	4 2%	2 2%	3 3%	2 1%	3 3%	4 3%	2 3%	1 3%	1 1%	-	-	8 2%	1 5%	7 2%	1 2%	6 2%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	30 7%	-	10 6%	11 11% p	8 11% p	9 6%	8 8%	17 12%	5 6%	1 4%	1 1%	-	-	30 8% u	10 38%	18 5%	-	18 6% V
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	99 24%	11 23%	36 21%	20 20%	32 42% pqr	52 33% O	30 26%	31 22%	18 23% S	10 26% S	24 32% S	5 8%	5 8%	94 26% u	1 2%	92 27% V	9 13%	84 31% UV
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	17 4%	1 3%	6 4%	4 4%	5 6%	6 4%	4 4%	7 5%	5 6%	-	5 6%	1 1%	1 1%	16 4%	4 14%	13 4%	1 1%	12 5%
Their company's own finance package	3 1%	-	1 1%	-	2 3%	-	1 1%	2 1%	1 2%	1 3%	-	-	-	3 1%	-	3 1%	-	3 1%
That I could pay from my own savings/raise the funds myself	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 203

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	418	49*	169	101*	77*	160	112	142	81*	39*	77*	66*	60*	358	27**	336	65*	271
Effective base	389	43	160	97	66	153	101	128	76	41	72	62	56	333	24	317	63	255
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	5 1%	-	1	-	4	-	-	5	1	-	-	-	-	5	3	2	-	2
Feed in Tariffs (FITs)	8 2%	-	1	3	3	2	1	4	2	-	-	-	-	8	2	6	-	6
None of these	258 62%	33 69% L	116 68% L	60 59% L	32 42%	88 55%	68 61%	86 61%	52 64%	23 59%	47 62%	56 85% PQR	52 86% v	206 58%	12 44%	203 60% W	52 79% UW	152 56%
Don't know	24 6%	3 6%	10 6%	4 4%	2 2%	8 5%	4 3%	6 4%	5 7%	3 9%	3 5%	4 6%	3 4%	21 6%	2 6%	19 6%	3 5%	15 6%
NET: Any	136 32%	12 25%	43 25%	38 37% q	43 56% pqr	64 40%	40 36%	50 35%	24 30% S	13 32% S	26 34% S	6 9%	6 9%	130 36% u	14 49%	114 34% V	10 16%	104 38% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 203

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	426	117	229	130	216	45	78	38	181	97	45	222	184	142	175	125
Weighted Base	418	119	224	131	212	47*	76*	42*	175	99*	50*	210	189	132	175	125
Effective base	389	109	207	121	195	39	73	35	165	89	41	200	171	128	161	115
Green Deal Finance Package (loan paid back through savings on your electricity bill)	8 2%	2 2%	5 2%	4 3%	3 1%	1 2%	2 3%	-	4 2%	3 3%	-	3 2%	5 3%	3 2%	4 2%	1 1%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	30 7%	20 17% xzA	6 3% z	23 18% xzA	3 2%	-	16 21%	4 10%	8 4%	11 11% D	6 12%	14 7%	15 8%	6 5%	14 8%	10 8%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	99 24%	40 34% xzA	45 20%	44 33% xzA	41 19%	6 12%	20 27%	19 47% B	42 24%	26 26%	16 32%	46 22%	49 26%	27 20%	47 27%	27 22%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	17 4%	4 3%	13 6%	6 5% w	11 5%	-	4 5%	-	4 2%	5 5%	4 8%	2 1%	10 6% G	4 3%	6 3%	8 6%
Their company's own finance package	3 1%	-	3 1%	1 1%	2 1%	-	-	-	2 1%	-	-	2 1%	1 *	-	2 1%	1 1%
That I could pay from my own savings/raise the funds myself	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 203

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	418	119	224	131	212	47*	76*	42*	175	99*	50*	210	189	132	175	125
Effective base	389	109	207	121	195	39	73	35	165	89	41	200	171	128	161	115
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	5 1%	3 2%	2 1%	4 3%	1 1%	-	3 4%	-	1 1%	3 3%	-	1 1%	4 2%	-	1 *	4 3%
Feed in Tariffs (FITs)	8 2%	3 3%	3 1%	3 2%	3 1%	-	3 4%	-	3 2%	5 5%	-	3 1%	5 2%	-	4 2%	4 3%
None of these	258 62%	52 44%	156 70% wy	56 43%	153 72% wxy	38 82% wy	33 44%	19 45%	116 66% E	47 48%	26 53%	140 67%	107 57%	86 65%	106 60%	75 60%
Don't know	24 6%	6 5%	11 5%	7 5%	10 5%	2 3%	4 5%	1 2%	10 6%	7 7%	3 6%	12 6%	10 5%	10 8%	8 4%	10 8%
NET: Any	136 32%	60 51% xzA	57 25% z	68 52% xzA	49 23%	7 14%	38 51%	22 53%	49 28%	45 45% D	21 42%	58 28%	72 38% G	36 27%	62 35%	40 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 204

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	426	163	227	294	132	185	149	83	263	107	296	52
Weighted Base	418	151	224	288	130	192	145	72*	257	107*	289	49*
Effective base	389	151	210	271	118	170	137	76	241	98	271	48
Green Deal Finance Package (loan paid back through savings on your electricity bill)	8 2%	5 4%	6 3%	7 2%	1 1%	7 4%	-	1 2%	5 2%	3 3%	5 2%	2 4%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	30 7%	11 7%	11 5%	17 6%	13 10%	19 10%	9 6%	2 3%	24 9%	5 4%	24 8%	4 9%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	99 24%	30 20% K	92 41% HJK	94 33% HK	5 4%	50 26%	33 23%	15 21%	71 28%	22 21%	82 28%	10 21%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	17 4%	4 3%	13 6%	13 5%	3 3%	8 4%	6 4%	3 4%	10 4%	4 4%	14 5%	3 6%
Their company's own finance package	3 1%	1 1%	2 1%	2 1%	1 1%	2 1%	-	1 2%	1 1%	2 2%	2 1%	1 3%
That I could pay from my own savings/raise the funds myself	-	-	-	-	-	-	-	-	-	-	-	-
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	5 1%	3 2%	1 1%	4 1% I	1 1%	4 2%	-	1 2%	4 1%	1 1%	4 1%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 204

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	418	151	224	288	130	192	145	72*	257	107*	289	49*
Effective base	389	151	210	271	118	170	137	76	241	98	271	48
Feed in Tariffs (FITs)	8 2%	2 2%	1 1%	3 1%	4 3%	5 2%	2 1%	1 2%	6 2%	1 1%	6 2%	1 3%
None of these	258 62%	97 64% IJ	103 46%	151 53% I	107 82% HIJ	114 59%	88 61%	51 71%	139 54%	74 70% L	161 56%	30 62%
Don't know	24 6%	8 5%	13 6%	18 6%	6 5%	8 4%	10 7%	4 6%	19 7%	3 3%	17 6%	4 7%
NET: Any	136 32%	47 31% K	108 48% HJK	119 41% HK	17 13%	71 37% m	47 32%	16 23%	99 39%	29 27%	112 39%	15 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 204

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	426	310	36	54	138	288	220	110	193	105	30	92	36	56	107
Weighted Base	418	306	36*	52*	136	282	219	113	189	102*	31**	87*	36*	59*	103*
Effective base	389	283	34	50	126	263	202	101	176	96	28	84	33	51	98
Green Deal Finance Package (loan paid back through savings on your electricity bill)	8 2%	7 2%	-	2 3%	3 2%	5 2%	8 4% r	3 3% r	-	1 1%	-	-	3 9% uwz	3 6% w	1 1%
Green Deal Cashback Scheme (apply for cashback from the government to pay for the improvement)	30 7%	26 8%	2 7%	1 2%	5 4%	24 9%	25 11% r	13 11% r	5 2%	6 5%	2 8%	4 5%	3 7%	8 13%	7 7%
How you could get the improvements done free of charge (e.g. through local council, installed free by energy company)	99 24%	84 27%	6 18%	8 15%	24 17%	76 27% n	54 25%	36 32% p	44 23%	16 16%	10 31%	14 17%	10 29%	25 41% uwz	24 23%
How you could get the improvements done for a reduced price (e.g. cost subsidised by government or energy company)	17 4%	14 5%	3 7%	-	6 4%	11 4%	15 7% r	9 8% r	2 1%	3 3%	1 4%	2 2%	-	9 15% uwz	2 1%
Their company's own finance package	3 1%	2 1%	-	1 2%	2 2%	1 *	2 1%	1 1%	1 1%	-	-	-	-	1 2%	2 2%
That I could pay from my own savings/raise the funds myself	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Renewable Heat Premium Payment (RHPP) or Renewable Heat Incentive	5 1%	5 2%	-	-	1 1%	4 1%	5 2% r	1 1%	-	-	-	-	-	4 7% uwz	1 1%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 204

G3 Can I just check, did the Assessor mention any of these things to you at all?

Base: All who did not discuss potential financing options with the assessor

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	418	306	36*	52*	136	282	219	113	189	102*	31**	87*	36*	59*	103*
Effective base	389	283	34	50	126	263	202	101	176	96	28	84	33	51	98
Feed in Tariffs (FITs)	8 2%	8 2%	-	-	1 1%	6 2%	6 3%	-	1 1%	3 3%	-	-	-	4 6% w	1 1%
None of these	258 62%	176 58%	24 67%	37 71%	95 70% o	163 58%	116 53% q	50 44%	134 71% pq	67 66% y	20 62%	66 76% xy	19 54%	21 36%	65 63% y
Don't know	24 6%	15 5%	3 8%	4 8%	8 6%	16 6%	17 8%	11 9% r	6 3%	11 10%	1 3%	3 4%	2 4%	2 3%	6 6%
NET: Any	136 32%	115 37% R	9 24%	11 21%	33 24%	103 37% n	87 39% r	52 46% r	48 26%	24 24%	11 35%	18 20%	15 41% w	36 61% uwz	32 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 205

G4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	88	40	48	32	40	16	75	12	25	63	55	33	53	35	73	9	6	15
Weighted Base	90	41*	49*	30**	44*	16**	78*	11**	28**	62*	52*	38*	45*	45*	79*	6**	5**	11**
Effective base	80	37	43	28	37	15	69	10	23	57	48	32	49	34	68	9	5	14
You could pay back for the improvements through your electricity bill	64 71%	29 71%	35 71%	20 68%	31 71%	12 75%	59 75%	4 40%	15 54%	49 79%	30 58%	33 89%	26 59%	37 83%	58 74%	3 49%	3 54%	6 51%
You would be able to spread the cost of the improvements over time	43 48%	16 38%	28 56%	15 49%	26 60%	2 14%	39 50%	3 30%	10 37%	33 53%	26 50%	17 46%	17 38%	26 58%	40 50%	2 32%	2 31%	3 32%
There would be a low or no up-front cost to pay for the improvements	34 38%	15 37%	19 38%	11 37%	18 42%	5 28%	33 42%	1 7%	10 37%	24 38%	18 34%	16 43%	15 34%	19 41%	30 38%	3 46%	1 16%	3 32%
Interest would be chargeable on the amount financed	19 21%	4 10%	14 29% a	11 36%	7 15%	1 6%	15 19%	4 37%	2 7%	16 26%	13 26%	5 13%	8 18%	11 24%	16 20%	1 22%	1 26%	3 24%
The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)	32 36%	15 38%	17 34%	14 46%	15 33%	4 23%	31 39%	1 7%	10 34%	23 36%	17 32%	16 42%	12 27%	20 44%	32 40%	1 10%	-	1 6%
The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you	36 40%	18 43%	18 38%	11 38%	20 45%	5 31%	34 44%	1 7%	9 34%	27 43%	17 32%	20 52%	13 29%	23 51% l	33 42%	1 22%	2 36%	3 28%
None of these	7 8%	5 12%	2 4%	2 7%	3 6%	2 13%	4 5%	3 26%	4 14%	3 5%	7 13% k	-	7 15% m	-	6 7%	1 20%	-	1 11%
Don't know	4 5%	2 5%	3 5%	2 8%	1 2%	1 8%	3 4%	1 10%	-	4 7%	3 6%	1 3%	3 7%	1 3%	3 4%	1 10%	* 10%	1 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 205

G4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	88	79	9	36	42	7	16	21	27	24	47	41
Weighted Base	90	80*	10**	36*	44*	8**	17**	19**	27**	27**	44*	46*
Effective base	80	72	8	33	39	6	14	20	25	22	42	38
You could pay back for the improvements through your electricity bill	64 71%	58 72%	6 61%	21 58%	37 85%	5 60%	10 58%	12 64%	22 83%	19 72%	31 69%	33 72%
You would be able to spread the cost of the improvements over time	43 48%	40 50%	3 31%	19 53%	18 42%	4 55%	8 46%	11 61%	13 49%	11 40%	21 47%	22 49%
There would be a low or no up-front cost to pay for the improvements	34 38%	29 37%	5 46%	12 33%	20 46%	1 16%	6 33%	6 32%	13 48%	9 34%	16 37%	17 38%
Interest would be chargeable on the amount financed	19 21%	17 22%	1 12%	7 20%	8 17%	3 39%	5 27%	8 45%	2 9%	3 12%	11 25%	8 17%
The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)	32 36%	32 40%	-	12 32%	20 45%	1 11%	4 21%	11 59%	11 40%	7 25%	15 34%	17 38%
The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you	36 40%	31 39%	5 49%	11 32%	22 49%	2 28%	4 25%	7 37%	15 57%	9 35%	19 44%	17 36%
None of these	7 8%	7 9%	-	6 17%	1 2%	-	3 15%	1 5%	1 2%	3 11%	4 9%	3 7%
Don't know	4 5%	4 6%	-	2 6%	1 3%	*	1 8%	1 6%	1 3%	1 5%	2 5%	2 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 205

G4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	88	55	10	22	7	63	14	38	4	25	16	42	46
Weighted Base	90	60*	9**	20**	8**	60*	17**	40*	5**	25**	16**	44*	45*
Effective base	80	51	9	19	7	58	13	34	4	23	15	38	42
You could pay back for the improvements through your electricity bill	64 71%	43 72%	7 78%	14 68%	6 74%	44 73%	11 64%	29 73%	3 71%	18 75%	11 67%	32 72%	32 70%
You would be able to spread the cost of the improvements over time	43 48%	31 51%	6 65%	11 57%	3 32%	29 48%	8 50%	19 49%	3 55%	12 49%	8 51%	22 49%	21 47%
There would be a low or no up-front cost to pay for the improvements	34 38%	21 35%	6 70%	8 41%	4 46%	25 41%	8 46%	18 46%	3 55%	10 39%	4 22%	21 47%	13 29%
Interest would be chargeable on the amount financed	19 21%	14 23%	5 51%	3 17%	1 11%	11 18%	5 28%	10 24%	1 17%	5 19%	3 21%	10 23%	8 18%
The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)	32 36%	21 34%	5 51%	7 37%	7 84%	23 38%	5 29%	15 39%	3 55%	7 29%	7 42%	18 41%	14 31%
The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you	36 40%	26 44%	4 46%	6 28%	3 37%	22 36%	7 45%	15 38%	- -	14 58%	6 37%	15 34%	21 46%
None of these	7 8%	5 8%	-	2 10%	-	6 10%	-	3 7%	1 29%	-	1 8%	4 9%	3 6%
Don't know	4 5%	3 6%	-	1 5%	-	4 6%	-	* 1%	-	3 11%	1 8%	* 1%	4 9%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 206

G4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	88	11	10	2	8	20	38	38	50	13	22	53	88	-	57	31
Weighted Base	90	11**	10**	2**	6**	22**	40*	40*	50*	14**	23**	53*	90*	-**	58*	32**
Effective base	80	10	9	2	7	19	34	34	46	12	20	49	80	-	52	28
You could pay back for the improvements through your electricity bill	64 71%	9 77%	6 56%	-	3 49%	20 89%	29 73%	29 73%	35 70%	10 71%	17 74%	37 69%	64 71%	-	39 67%	25 78%
You would be able to spread the cost of the improvements over time	43 48%	8 71%	2 19%	1 68%	1 23%	13 61%	19 49%	19 49%	24 47%	7 47%	11 46%	26 49%	43 48%	-	29 50%	14 45%
There would be a low or no up-front cost to pay for the improvements	34 38%	4 37%	6 63%	-	3 45%	10 47%	18 46%	18 46%	16 31%	5 39%	10 46%	18 34%	34 38%	-	25 43%	9 28%
Interest would be chargeable on the amount financed	19 21%	4 34%	3 32%	-	-	5 23%	10 24%	10 24%	9 18%	4 29%	5 20%	10 19%	19 21%	-	10 17%	9 28%
The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)	32 36%	3 29%	2 19%	-	3 45%	11 52%	15 39%	15 39%	17 33%	5 34%	9 39%	19 35%	32 36%	-	20 34%	12 38%
The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you	36 40%	5 44%	2 15%	-	-	12 55%	15 38%	15 38%	21 42%	5 40%	7 32%	23 44%	36 40%	-	22 39%	14 43%
None of these	7 8%	1 6%	1 8%	1 32%	1 10%	1 6%	3 7%	3 7%	4 8%	1 11%	1 6%	4 8%	7 8%	-	2 4%	5 15%
Don't know	4 5%	-	* 5%	-	* 9%	-	* 1%	* 1%	4 8%	-	* 2%	4 7%	4 5%	-	4 8%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 206

G4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	88	4	24	32	26	31	29	35	19	11	7	-	-	88	29	53	7	46
Weighted Base	90	3**	24**	32**	28**	34**	30**	36*	20**	10**	6**	-**	-**	90*	34**	50*	6**	44*
Effective base	80	4	22	29	24	28	26	32	18	10	6	-	-	80	26	49	7	43
You could pay back for the improvements through your electricity bill	64 71%	1 54%	16 66%	26 82%	18 65%	26 77%	22 74%	24 68%	17 84%	5 53%	4 57%	-	-	64 71%	24 71%	36 72%	5 84%	31 70%
You would be able to spread the cost of the improvements over time	43 48%	-	11 46%	13 40%	17 62%	14 41%	20 67%	18 50%	9 48%	4 35%	3 43%	-	-	43 48%	18 54%	22 43%	2 40%	19 44%
There would be a low or no up-front cost to pay for the improvements	34 38%	1 23%	10 43%	12 38%	11 39%	14 42%	12 41%	14 41%	5 24%	5 50%	3 53%	-	-	34 38%	8 23%	24 48%	3 45%	22 49%
Interest would be chargeable on the amount financed	19 21%	-	4 17%	4 13%	8 30%	6 17%	10 33%	9 26%	5 24%	2 18%	-	-	-	19 21%	7 21%	11 21%	2 27%	9 20%
The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)	32 36%	-	5 22%	17 53%	10 35%	11 32%	12 39%	12 34%	7 36%	5 50%	1 22%	-	-	32 36%	9 28%	20 40%	1 22%	19 42%
The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you	36 40%	-	7 30%	14 44%	13 46%	13 39%	12 41%	16 44%	10 49%	2 24%	1 22%	-	-	36 40%	14 41%	20 41%	3 49%	17 39%
None of these	7 8%	1 23%	3 11%	1 3%	3 10%	1 2%	1 4%	4 10%	1 6%	2 19%	1 24%	-	-	7 8%	1 4%	5 11%	-	5 12%
Don't know	4 5%	-	1 5%	1 3%	1 3%	3 9%	* 2%	1 2%	1 7%	-	1 10%	-	-	4 5%	3 8%	2 4%	-	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 206

G4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	88	47	36	59	24	2	43	4	27	28	18	39	46	33	27	29
Weighted Base	90	49*	35*	60*	24**	2**	46*	3**	26**	30**	20**	39*	48*	30**	29**	32**
Effective base	80	42	34	53	22	2	38	4	25	26	16	35	42	30	25	27
You could pay back for the improvements through your electricity bill	64 71%	35 71%	23 66%	43 71%	15 63%	1 45%	34 74%	1 36%	15 56%	26 88%	15 76%	25 65%	36 74%	21 70%	22 77%	21 67%
You would be able to spread the cost of the improvements over time	43 48%	28 57%	13 38%	33 55%	8 34%	1 45%	27 58%	1 32%	9 36%	12 38%	15 77%	21 54%	21 44%	17 55%	9 29%	18 56%
There would be a low or no up-front cost to pay for the improvements	34 38%	17 34%	14 39%	21 34%	10 41%	-	16 34%	1 32%	10 38%	12 41%	7 36%	12 30%	20 42%	11 35%	10 36%	13 41%
Interest would be chargeable on the amount financed	19 21%	13 26%	5 14%	16 27%	1 5%	-	12 26%	1 32%	2 8%	3 8%	10 52%	5 13%	12 25%	10 31%	4 13%	5 16%
The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)	32 36%	20 41%	9 24%	24 40%	5 20%	1 45%	18 39%	2 69%	7 26%	13 44%	7 34%	11 28%	21 44%	12 38%	5 19%	15 47%
The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you	36 40%	19 39%	13 38%	25 41%	8 32%	2 100%	18 39%	1 36%	9 35%	12 41%	11 56%	19 50%	14 29%	13 44%	9 31%	15 48%
None of these	7 8%	3 5%	4 12%	4 7%	3 11%	-	2 5%	1 17%	3 12%	3 10%	-	5 14%	1 3%	2 7%	2 7%	3 8%
Don't know	4 5%	3 6%	1 4%	3 5%	1 6%	-	3 6%	* 14%	1 5%	1 2%	2 11%	* 1%	4 8%	1 4%	1 4%	2 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 207

G4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	88	50	57	73	15	40	27	18	72	14	75	11
Weighted Base	90	50*	58*	75*	15**	40*	29**	18**	74*	14**	78*	11**
Effective base	80	46	52	67	13	37	25	16	65	13	68	11
You could pay back for the improvements through your electricity bill	64 71%	34 69%	39 67%	54 72%	10 65%	28 69%	24 82%	12 67%	52 70%	10 73%	55 71%	8 74%
You would be able to spread the cost of the improvements over time	43 48%	25 50%	29 50%	38 51%	5 36%	22 54%	11 38%	9 49%	37 50%	5 40%	37 48%	6 53%
There would be a low or no up-front cost to pay for the improvements	34 38%	20 41%	25 43%	32 43%	2 13%	19 47%	9 29%	6 33%	29 39%	4 29%	30 39%	4 36%
Interest would be chargeable on the amount financed	19 21%	12 25%	10 17%	16 21%	3 17%	9 22%	5 18%	5 26%	15 20%	3 19%	15 19%	4 33%
The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)	32 36%	22 44%	20 34%	29 38%	4 24%	16 39%	11 37%	6 31%	27 36%	4 32%	28 36%	4 40%
The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you	36 40%	20 41%	22 39%	31 41%	5 35%	19 47%	11 36%	5 28%	32 43%	3 23%	33 42%	3 29%
None of these	7 8%	2 3%	2 4%	4 5%	3 21%	3 7%	1 3%	3 14%	4 5%	3 21%	4 6%	2 18%
Don't know	4 5%	4 7%	4 8%	4 6%	-	2 5%	-	2 14%	4 6%	-	4 6%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 207

G4 Which of these things did the Assessor tell you about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	88	67	6	15	21	67	79	24	9	20	3	10	19	16	20
Weighted Base	90	69*	6**	15**	21**	69*	81*	24**	9**	21**	2**	9**	21**	16**	22**
Effective base	80	61	5	14	19	61	72	21	8	18	3	9	18	15	18
You could pay back for the improvements through your electricity bill	64 71%	46 67%	5 75%	13 89%	14 69%	49 71%	56 69%	17 71%	8 85%	12 57%	1 73%	5 59%	16 79%	12 75%	17 78%
You would be able to spread the cost of the improvements over time	43 48%	32 46%	3 47%	9 60%	11 53%	32 47%	42 52%	14 59%	1 15%	8 37%	1 73%	4 41%	13 62%	6 34%	12 57%
There would be a low or no up-front cost to pay for the improvements	34 38%	26 38%	2 27%	6 42%	6 30%	28 40%	31 38%	12 50%	3 36%	4 20%	1 73%	3 34%	10 47%	6 39%	9 44%
Interest would be chargeable on the amount financed	19 21%	13 19%	1 20%	4 28%	4 20%	14 21%	17 21%	7 30%	1 15%	3 14%	1 33%	1 13%	7 36%	5 30%	2 8%
The savings on the energy bill should cover the costs of the loan (therefore bills should not increase)	32 36%	22 32%	4 61%	7 45%	8 38%	24 35%	29 36%	10 42%	3 29%	4 20%	1 73%	2 27%	9 46%	8 49%	7 32%
The finance would be attached to the property, so if you move the charge would stay with the property rather than move with you	36 40%	31 45%	2 34%	3 21%	5 23%	31 45%	32 40%	8 35%	4 43%	5 22%	1 33%	4 43%	12 58%	8 50%	7 33%
None of these	7 8%	5 8%	1 15%	1 5%	3 14%	4 6%	6 8%	1 3%	1 8%	2 10%	-	2 22%	-	2 13%	1 3%
Don't know	4 5%	4 6%	1 10%	-	* 2%	4 6%	4 6%	* 2%	-	3 16%	* 27%	-	-	-	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 208

G5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	88	40	48	32	40	16	75	12	25	63	55	33	53	35	73	9	6	15
Weighted Base	90	41*	49*	30**	44*	16**	78*	11**	28**	62*	52*	38*	45*	45*	79*	6**	5**	11**
Effective base	80	37	43	28	37	15	69	10	23	57	48	32	49	34	68	9	5	14
That it offers poor value for money	9 10%	3 8%	6 12%	4 12%	4 10%	1 6%	7 9%	2 21%	5 19%	4 6%	5 10%	4 10%	6 13%	3 7%	8 10%	-	1 21%	1 9%
That their company's finance package offers better value for money	13 14%	6 14%	7 14%	7 23%	3 7%	3 16%	11 13%	2 19%	2 6%	11 18%	9 18%	3 9%	8 18%	5 10%	8 10%	1 25%	3 57%	4 40%
That it is complicated to apply for Green Deal finance	16 17%	4 10%	11 23%	7 23%	5 11%	4 25%	13 17%	2 22%	4 15%	12 19%	6 12%	10 26%	6 13%	10 21%	13 17%	1 10%	2 36%	2 22%
Green Deal finance is not available yet	7 7%	2 5%	5 9%	3 10%	2 6%	1 8%	5 6%	1 12%	1 4%	5 9%	6 11%	1 2%	4 9%	2 6%	5 7%	-	1 26%	1 12%
Anything else negative about the Green Deal Finance Package	8 9%	4 10%	4 9%	4 14%	3 8%	1 5%	8 10%	1 8%	2 6%	7 11%	6 11%	2 7%	6 13%	3 6%	8 11%	-	-	-
None of these	48 53%	25 62%	23 46%	13 43%	27 62%	8 48%	44 56%	4 42%	15 54%	33 53%	25 48%	23 60%	20 45%	28 62%	44 55%	4 64%	1 12%	4 41%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 208

G5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	88	79	9	36	42	7	16	21	27	24	47	41
Weighted Base	90	80*	10**	36*	44*	8**	17**	19**	27**	27**	44*	46*
Effective base	80	72	8	33	39	6	14	20	25	22	42	38
That it offers poor value for money	9 10%	9 11%	-	7 19%	2 5%	-	1 8%	4 19%	2 7%	2 8%	3 6%	6 14%
That their company's finance package offers better value for money	13 14%	9 11%	4 35%	5 14%	6 13%	1 16%	5 28%	3 15%	2 9%	3 10%	5 12%	7 15%
That it is complicated to apply for Green Deal finance	16 17%	13 16%	3 28%	6 16%	7 17%	2 22%	3 17%	4 19%	5 20%	4 14%	7 16%	8 18%
Green Deal finance is not available yet	7 7%	5 7%	1 12%	2 6%	3 7%	1 16%	1 7%	3 17%	1 3%	1 5%	5 11%	2 4%
Anything else negative about the Green Deal Finance Package	8 9%	7 9%	2 16%	4 12%	4 9%	-	3 19%	1 5%	3 12%	1 3%	2 4%	7 15%
None of these	48 53%	45 56%	3 33%	16 44%	25 58%	6 78%	7 38%	8 43%	16 58%	18 65%	26 58%	22 49%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 208

G5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	88	55	10	22	7	63	14	38	4	25	16	42	46
Weighted Base	90	60*	9**	20**	8**	60*	17**	40*	5**	25**	16**	44*	45*
Effective base	80	51	9	19	7	58	13	34	4	23	15	38	42
That it offers poor value for money	9 10%	7 12%	1 10%	1 4%	1 11%	6 9%	3 20%	- -	1 29%	2 7%	4 22%	1 3%	8 17% EI
That their company's finance package offers better value for money	13 14%	8 13%	- -	4 21%	1 9%	8 13%	3 16%	3 9%	1 17%	6 23%	2 12%	4 9%	8 18%
That it is complicated to apply for Green Deal finance	16 17%	10 17%	3 37%	5 24%	2 20%	10 17%	4 25%	11 27%	1 17%	3 12%	- -	11 26%	4 9%
Green Deal finance is not available yet	7 7%	5 8%	- -	2 10%	- -	4 7%	1 8%	4 9%	1 17%	1 3%	1 8%	5 10%	2 5%
Anything else negative about the Green Deal Finance Package	8 9%	6 10%	1 9%	3 17%	2 20%	4 7%	3 20%	2 6%	1 17%	2 7%	3 16%	3 7%	5 11%
None of these	48 53%	30 50%	5 53%	10 52%	5 59%	33 55%	7 44%	25 63%	2 37%	13 51%	8 49%	27 60%	21 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 209

G5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	88	11	10	2	8	20	38	38	50	13	22	53	88	-	57	31
Weighted Base	90	11**	10**	2**	6**	22**	40*	40*	50*	14**	23**	53*	90*	-**	58*	32**
Effective base	80	10	9	2	7	19	34	34	46	12	20	49	80	-	52	28
That it offers poor value for money	9 10%	-	-	-	-	-	-	-	9 18% fg	-	-	9 17%	9 10%	-	7 12%	2 6%
That their company's finance package offers better value for money	13 14%	1 12%	1 12%	-	-	1 4%	3 9%	3 9%	9 18%	1 10%	1 6%	10 19%	13 14%	-	8 13%	5 15%
That it is complicated to apply for Green Deal finance	16 17%	3 22%	3 32%	-	1 19%	5 24%	11 27%	11 27%	5 10%	3 19%	8 35%	5 9%	16 17%	-	9 16%	6 20%
Green Deal finance is not available yet	7 7%	-	1 12%	-	-	2 11%	4 9%	4 9%	3 6%	-	2 11%	4 8%	7 7%	-	1 1%	6 18%
Anything else negative about the Green Deal Finance Package	8 9%	1 7%	-	-	-	2 11%	2 6%	2 6%	6 12%	-	2 11%	6 11%	8 9%	-	6 10%	3 8%
None of these	48 53%	8 71%	7 68%	2 100%	5 81%	13 57%	25 63%	25 63%	23 46%	11 81%	13 56%	24 45%	48 53%	-	33 56%	15 49%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 209

G5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	88	4	24	32	26	31	29	35	19	11	7	-	-	88	29	53	7	46
Weighted Base	90	3**	24**	32**	28**	34**	30**	36*	20**	10**	6**	-**	-**	90*	34**	50*	6**	44*
Effective base	80	4	22	29	24	28	26	32	18	10	6	-	-	80	26	49	7	43
That it offers poor value for money	9 10%	-	2 6%	3 10%	4 15%	3 9%	2 6%	3 8%	3 13%	2 23%	1 14%	-	-	9 10%	1 2%	6 12%	2 32%	4 9%
That their company's finance package offers better value for money	13 14%	1 30%	2 9%	5 15%	1 5%	5 16%	3 9%	5 14%	4 22%	1 7%	-	-	-	13 14%	7 20%	5 10% W	2 37%	3 6%
That it is complicated to apply for Green Deal finance	16 17%	-	6 26%	6 18%	3 12%	9 26%	7 22%	7 20%	3 16%	-	-	-	-	16 17%	10 29%	5 9%	-	5 11%
Green Deal finance is not available yet	7 7%	-	2 8%	3 11%	1 4%	-	4 14%	3 9%	1 6%	-	-	-	-	7 7%	5 14%	2 4%	-	2 5%
Anything else negative about the Green Deal Finance Package	8 9%	-	3 14%	3 8%	2 9%	-	6 20%	2 7%	2 9%	-	-	-	-	8 9%	6 17%	3 5%	1 16%	2 4%
None of these	48 53%	2 70%	12 49%	17 53%	17 62%	19 57%	15 51%	17 49%	9 45%	7 70%	5 86%	-	-	48 53%	13 37%	32 64%	2 31%	30 69%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 209

G5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	88	47	36	59	24	2	43	4	27	28	18	39	46	33	27	29
Weighted Base	90	49*	35*	60*	24**	2**	46*	3**	26**	30**	20**	39*	48*	30**	29**	32**
Effective base	80	42	34	53	22	2	38	4	25	26	16	35	42	30	25	27
That it offers poor value for money	9 10%	3 7%	6 16%	4 7%	5 20%	1 55%	3 7%	-	2 9%	2 7%	3 13%	5 14%	4 7%	4 12%	3 10%	2 7%
That their company's finance package offers better value for money	13 14%	8 17%	4 12%	10 16%	3 12%	-	8 18%	-	4 14%	5 16%	4 21%	7 17%	6 12%	3 11%	3 9%	6 20%
That it is complicated to apply for Green Deal finance	16 17%	9 19%	6 18%	9 15%	6 27%	1 45%	9 19%	*	3 12%	7 22%	4 22%	9 23%	5 11%	6 21%	8 28%	1 4%
Green Deal finance is not available yet	7 7%	3 7%	3 9%	5 9%	1 5%	-	3 7%	-	2 10%	1 3%	2 10%	2 5%	5 9%	2 5%	1 4%	4 12%
Anything else negative about the Green Deal Finance Package	8 9%	7 14%	2 5%	7 11%	2 7%	-	7 15%	-	3 10%	2 5%	3 17%	3 8%	5 11%	6 19%	1 3%	2 5%
None of these	48 53%	26 54%	16 45%	33 55%	9 38%	-	24 51%	3 86%	16 61%	17 56%	6 29%	15 40%	31 64% G	14 47%	16 55%	19 60%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 210

G5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	88	50	57	73	15	40	27	18	72	14	75	11
Weighted Base	90	50*	58*	75*	15**	40*	29**	18**	74*	14**	78*	11**
Effective base	80	46	52	67	13	37	25	16	65	13	68	11
That it offers poor value for money	9 10%	5 11%	7 12%	9 12%	-	4 9%	3 10%	2 12%	3 4%	6 41%	4 5%	5 46%
That their company's finance package offers better value for money	13 14%	7 15%	8 13%	10 13%	3 18%	4 9%	3 11%	6 32%	13 17%	-	13 16%	-
That it is complicated to apply for Green Deal finance	16 17%	7 14%	9 16%	14 18%	2 13%	6 16%	8 28%	1 7%	13 18%	2 16%	13 17%	2 20%
Green Deal finance is not available yet	7 7%	5 9%	1 1%	5 7% 1	1 8%	2 5%	2 8%	2 11%	3 4%	3 25%	3 4%	3 31%
Anything else negative about the Green Deal Finance Package	8 9%	6 12%	6 10%	8 11%	-	5 13%	1 3%	1 5%	8 10%	1 6%	7 9%	2 17%
None of these	48 53%	27 54%	33 56%	39 52%	9 60%	23 58%	16 56%	7 41%	41 56%	5 34%	44 57%	2 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 210

G5 From what the Assessor said, did you get any of these impressions about the Green Deal Finance Package?

Base: All who discussed the Green Deal finance package

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	88	67	6	15	21	67	79	24	9	20	3	10	19	16	20
Weighted Base	90	69*	6**	15**	21**	69*	81*	24**	9**	21**	2**	9**	21**	16**	22**
Effective base	80	61	5	14	19	61	72	21	8	18	3	9	18	15	18
That it offers poor value for money	9 10%	2 3%	1 15%	6 39%	7 32%	2 3%	8 9%	-	1 14%	4 19%	-	-	1 4%	2 11%	2 11%
That their company's finance package offers better value for money	13 14%	12 17%	1 14%	-	1 6%	11 16%	13 16%	2 9%	-	6 27%	-	2 24%	-	3 22%	1 6%
That it is complicated to apply for Green Deal finance	16 17%	12 17%	2 27%	2 15%	3 16%	12 18%	13 16%	5 21%	3 28%	4 18%	* 27%	1 15%	3 16%	3 15%	4 20%
Green Deal finance is not available yet	7 7%	3 5%	1 20%	2 14%	3 16%	3 5%	7 8%	-	-	-	-	1 14%	1 6%	2 15%	2 8%
Anything else negative about the Green Deal Finance Package	8 9%	5 7%	2 27%	2 12%	3 16%	5 7%	8 10%	1 3%	-	4 20%	-	-	-	-	4 20%
None of these	48 53%	40 57%	1 24%	7 47%	7 33%	41 59%	41 51%	17 72%	7 72%	6 28%	1 73%	6 62%	15 74%	8 52%	12 54%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 211

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	125	62	63	39	59	27	113	10	31	94	56	69	70	55	117	5	3	8
Weighted Base	129	61*	68*	39*	64*	27**	118	9**	32**	97*	54*	76*	57*	72*	124	3**	2**	5**
Effective base	116	58	58	35	55	25	105	9	29	87	49	66	68	54	109	5	3	8
That cashback is available after some improvements have been installed	77 59%	38 62%	39 57%	29 74% d	33 51%	15 58%	68 58%	6 70%	12 36%	65 67%	28 53%	48 64%	34 59%	43 59%	74 60%	1 20%	2 76%	41%
The amount you would receive is different, depending on which improvement you install	41 32%	20 32%	21 32%	18 47% d	16 26%	7 24%	39 33%	2 18%	6 18%	35 36%	15 29%	26 34%	18 31%	23 32%	40 32%	1 20%	1 39%	1 27%
That cashback is available to anyone/not means tested	42 32%	21 34%	21 31%	13 33%	19 29%	10 39%	40 34%	2 24%	11 35%	31 31%	17 31%	25 33%	24 41%	18 25%	40 33%	1 44%	-	1 27%
That you have to use an accredited Green Deal installer or Provider to be eligible for the Cashback	48 37%	18 29%	30 44%	18 45%	20 31%	10 39%	45 38%	2 24%	7 22%	41 42%	19 35%	29 39%	26 45%	22 30%	47 38%	1 20%	-	1 13%
The scheme will run until the end of March 2014	40 31%	20 32%	20 29%	14 36%	18 27%	8 30%	36 31%	3 35%	5 16%	34 35%	16 31%	23 30%	18 32%	21 30%	38 31%	1 44%	-	1 27%
That cashback is available regardless of if you took Green Deal finance	25 20%	14 24%	11 16%	9 23%	9 14%	8 29%	23 20%	2 23%	3 8%	23 23%	13 24%	12 16%	14 24%	12 16%	24 19%	1 42%	-	1 26%
None of these	10 8%	7 11%	3 5%	3 9%	3 5%	3 12%	10 8%	-	5 14%	5 5%	5 9%	5 7%	5 8%	5 7%	9 7%	1 17%	-	1 11%
Don't know	15 11%	3 5%	12 17% a	2 5%	13 20%	-	13 11%	2 22%	6 19%	9 9%	10 18%	5 7%	5 9%	9 13%	14 11%	1 17%	-	1 20%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 211

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	125	120	5	46	59	18	14	33	34	44	77	48
Weighted Base	129	124	5**	48*	59*	20**	16**	35*	34*	45*	79*	51*
Effective base	116	111	5	42	55	17	12	30	32	41	71	44
That cashback is available after some improvements have been installed	77 59%	75 60%	2 31%	25 53%	37 63%	13 65%	9 59%	23 65%	21 63%	23 52%	48 61%	29 57%
The amount you would receive is different, depending on which improvement you install	41 32%	40 32%	1 16%	14 28%	20 34%	6 32%	9 56%	12 34%	11 32%	10 21%	22 29%	19 36%
That cashback is available to anyone/not means tested	42 32%	40 32%	2 48%	11 23%	23 38%	8 37%	8 47%	8 23%	9 26%	18 40%	25 32%	17 34%
That you have to use an accredited Green Deal installer or Provider to be eligible for the Cashback	48 37%	47 38%	1 21%	14 28%	25 42%	9 42%	9 56%	9 25%	15 44%	16 35%	28 35%	20 40%
The scheme will run until the end of March 2014	40 31%	39 31%	1 16%	8 16%	23 38% †	9 43%	8 47%	7 19%	10 30%	15 34%	25 32%	14 28%
That cashback is available regardless of if you took Green Deal finance	25 20%	25 20%	-	8 16%	11 19%	5 26%	3 20%	6 19%	8 24%	7 16%	15 19%	11 21%
None of these	10 8%	10 8%	-	4 8%	6 10%	-	2 12%	2 5%	2 6%	4 9%	8 10%	2 4%
Don't know	15 11%	15 12%	-	8 16%	3 5%	3 15%	1 7%	5 15%	2 6%	6 14%	6 8%	9 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 211

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	125	90	18	14	9	99	12	68	4	22	25	72	53
Weighted Base	129	95*	16**	13**	12**	97*	14**	70*	4**	23**	27**	73*	56*
Effective base	116	84	17	13	9	92	11	63	4	20	24	66	49
That cashback is available after some improvements have been installed	77 59%	56 59%	12 75%	7 52%	8 66%	55 57%	9 66%	43 62%	4 100%	15 65%	11 40%	47 64%	30 53%
The amount you would receive is different, depending on which improvement you install	41 32%	32 33%	4 26%	6 46%	4 34%	29 30%	5 34%	22 31%	2 45%	12 51%	5 18%	24 32%	17 31%
That cashback is available to anyone/not means tested	42 32%	34 36%	6 39%	2 12%	2 19%	35 37%	3 20%	25 36%	3 79%	6 25%	5 20%	28 38%	14 25%
That you have to use an accredited Green Deal Installer or Provider to be eligible for the Cashback	48 37%	39 41%	7 44%	5 38%	3 23%	34 35%	8 53%	30 44%	3 81%	8 33%	6 23%	33 46% J	15 26%
The scheme will run until the end of March 2014	40 31%	35 36%	3 21%	1 11%	1 10%	34 35%	3 24%	25 36%	3 77%	6 25%	5 18%	28 38%	12 21%
That cashback is available regardless of if you took Green Deal finance	25 20%	19 20%	4 25%	4 27%	3 23%	18 19%	4 32%	16 23%	2 59%	2 8%	5 19%	18 25%	7 13%
None of these	10 8%	7 8%	1 4%	1 4%	1 10%	7 7%	1 9%	6 8%	-	-	3 11%	6 8%	4 8%
Don't know	15 11%	9 10%	1 7%	4 27%	2 14%	13 13%	-	7 9%	-	4 18%	4 15%	7 9%	8 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 212

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	125	36	8	3	13	38	68	65	57	41	20	64	125	-	66	59
Weighted Base	129	37*	7**	3**	12**	41*	70*	67*	60*	42*	21**	67*	129	-**	67*	63*
Effective base	116	33	7	3	12	35	63	60	53	38	18	60	116	-	62	54
That cashback is available after some improvements have been installed	77 59%	26 70%	3 39%	2 57%	8 61%	23 58%	43 62%	41 61%	34 56%	27 66%	11 54%	38 57%	77 59%	-	43 64%	34 54%
The amount you would receive is different, depending on which improvement you install	41 32%	12 32%	2 23%	-	3 22%	16 39%	22 31%	21 31%	19 32%	12 28%	8 36%	22 32%	41 32%	-	18 28%	23 36%
That cashback is available to anyone/not means tested	42 32%	18 48%	2 29%	1 28%	1 12%	18 44%	25 36%	25 37%	17 29%	14 34%	10 46%	18 28%	42 32%	-	18 27%	24 38%
That you have to use an accredited Green Deal installer or Provider to be eligible for the Cashback	48 37%	17 48%	3 41%	1 28%	5 38%	21 51%	30 44%	30 46%	18 29%	19 47%	10 46%	19 28%	48 37%	-	24 37%	24 38%
The scheme will run until the end of March 2014	40 31%	19 51%	1 12%	1 28%	4 32%	13 31%	25 36%	25 37%	15 25%	18 42%	6 28%	16 24%	40 31%	-	22 32%	18 29%
That cashback is available regardless of if you took Green Deal finance	25 20%	10 26%	-	1 28%	2 18%	10 25%	16 23%	16 24%	9 16%	10 23%	5 24%	11 16%	25 20%	-	12 18%	13 21%
None of these	10 8%	1 2%	1 10%	-	-	4 10%	6 8%	5 7%	4 7%	4 10%	1 3%	5 8%	10 8%	-	3 5%	7 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 212

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	129	37*	7**	3**	12**	41*	70*	67*	60*	42*	21**	67*	129	-**	67*	63*
Effective base	116	33	7	3	12	35	63	60	53	38	18	60	116	-	62	54
Don't know	15 11%	2 6%	2 21%	1 43%	2 17%	3 8%	7 9%	7 10%	8 14%	2 5%	2 12%	10 15%	15 11%	-	8 13%	6 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 212

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	125	1	34	40	49	43	39	62	20	7	9	-	-	125	44	71	6	65
Weighted Base	129	1**	36*	41*	50*	44*	41*	65*	22**	7**	10**	-**	-**	129	49*	70*	6**	64*
Effective base	116	1	32	37	45	40	36	56	19	7	9	-	-	116	40	66	6	60
That cashback is available after some improvements have been installed	77 59%	1 100%	21 60%	23 55%	30 60%	25 56%	31 76% O	36 56%	16 73%	3 44%	6 57%	-	-	77 59%	38 77% UW	34 49%	4 65%	31 48%
The amount you would receive is different, depending on which improvement you install	41 32%	-	11 30%	14 35%	14 28%	12 28%	15 37%	23 35%	6 27%	3 42%	3 25%	-	-	41 32%	22 46% UW	18 25% W	4 70%	14 21%
That cashback is available to anyone/not means tested	42 32%	-	11 32%	11 28%	19 38%	16 37% N	5 13%	24 36% N	6 28%	3 44%	1 13%	-	-	42 32%	15 31%	21 29%	1 25%	19 30%
You have to use an accredited Green Deal Installer or Provider to be eligible for the Cashback	48 37%	-	13 37%	11 26%	22 44%	16 36%	13 32%	27 42%	7 34%	4 54%	1 13%	-	-	48 37%	27 55% UW	19 27%	1 12%	19 29%
The scheme will run until the end of March 2014	40 31%	-	12 33%	11 26%	17 35%	16 35%	9 23%	24 38%	6 25%	1 20%	1 13%	-	-	40 31%	18 36%	20 28%	1 25%	18 29%
That cashback is available regardless of if you took Green Deal finance	25 20%	-	8 21%	8 19%	10 20%	6 14%	10 25%	11 17%	2 12%	2 33%	-	-	-	25 20%	14 29%	11 16%	1 12%	11 16%
None of these	10 8%	-	4 11%	5 13% L	1 1%	4 10%	1 2%	5 7%	2 11%	-	-	-	-	10 8%	1 3%	7 10%	-	7 11%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 212

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	129	1**	36*	41*	50*	44*	41*	65*	22**	7**	10**	-**	-**	129	49*	70*	6**	64*
Effective base	116	1	32	37	45	40	36	56	19	7	9	-	-	116	40	66	6	60
Don't know	15	-	5	3	7	5	4	5	1	2	2	-	-	15	4	10	-	10
	17%	-	13%	7%	14%	17%	9%	8%	6%	27%	18%	-	-	17%	7%	14%	-	15%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 212

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	125	78	36	90	24	1	68	10	31	35	31	46	73	39	51	40
Weighted Base	129	82*	35*	93*	24**	1**	71*	11**	32**	37*	33**	47*	75*	39*	52*	44*
Effective base	116	71	34	82	23	1	62	9	29	32	28	42	68	36	47	38
That cashback is available after some improvements have been installed	77 59%	50 61%	21 60%	55 59%	16 67%	-	48 67%	3 22%	16 49%	23 63%	22 67%	22 47%	49 65%	28 71% J	26 50%	25 58%
The amount you would receive is different, depending on which improvement you install	41 32%	29 35%	10 29%	33 35%	6 25%	1 100%	25 35%	4 33%	8 25%	13 36%	15 46%	13 29%	26 35%	18 45% J	9 18%	15 35%
That cashback is available to anyone/not means tested	42 32%	30 36%	10 28%	33 36%	6 26%	-	25 35%	5 47%	10 33%	12 33%	14 41%	14 30%	26 34%	12 32%	19 37%	12 26%
That you have to use an accredited Green Deal installer or Provider to be eligible for the Cashback	48 37%	37 45% x	9 25%	43 47% x	3 10%	1 100%	33 47%	4 37%	6 18%	14 38%	18 55%	15 32%	33 44%	16 42%	15 29%	17 39%
The scheme will run until the end of March 2014	40 31%	31 38%	8 22%	34 37%	4 18%	-	25 36%	6 49%	5 16%	12 32%	14 42%	8 17%	30 40% G	13 33%	17 32%	12 27%
That cashback is available regardless of if you took Green Deal finance	25 20%	22 27% x	2 6%	24 26% x	1 3%	-	20 28%	3 22%	7 21%	10 27%	4 14%	10 22%	15 20%	9 24%	9 18%	7 15%
None of these	10 8%	3 4%	4 12%	5 5%	2 10%	-	2 3%	1 11%	2 6%	4 11%	1 3%	4 8%	6 8%	3 9%	5 10%	3 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 212

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	129	82*	35*	93*	24**	1**	71*	11**	32**	37*	33**	47*	75*	39*	52*	44*
Effective base	116	71	34	82	23	1	62	9	29	32	28	42	68	36	47	38
Don't know	15	11	3	11	3	-	9	2	2	7	3	8	7	4	5	7
	11%	13%	7%	12%	11%	-	13%	14%	7%	19%	8%	17%	9%	10%	9%	16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 213

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	125	68	66	93	32	62	44	17	104	13	107	14
Weighted Base	129	67*	67*	93*	36**	66*	44*	17**	107*	13**	111*	14**
Effective base	116	63	62	87	29	57	41	15	95	12	98	13
That cashback is available offer some improvements have been installed	77 59%	46 68%	43 64%	60 65%	16 45%	42 64%	21 48%	11 64%	64 60%	9 68%	66 59%	10 72%
The amount you would receive is different, depending on which improvement you install	41 32%	23 34%	18 28%	32 34% 1	9 26%	20 31%	12 27%	8 46%	36 33%	5 36%	38 34%	3 21%
That cashback is available to anyone/not means tested	42 32%	21 31%	18 27%	28 30%	14 38%	24 37%	12 28%	3 18%	37 35%	5 37%	38 34%	4 30%
That you have to use an accredited Green Deal installer or Provider to be eligible for the Cashback	48 37%	29 43%	24 37%	39 42%	9 25%	23 34%	14 33%	10 58%	42 40%	6 43%	42 38%	6 40%
The scheme will run until the end of March 2014	40 31%	23 35%	22 32%	30 32%	9 26%	25 37%	8 19%	5 29%	35 33%	5 36%	35 32%	4 26%
That cashback is available regardless of if you took Green Deal finance	25 20%	14 21%	12 18%	21 23%	4 12%	14 21%	7 15%	4 22%	23 22%	2 16%	23 21%	2 18%
None of these	10 8%	3 5%	3 5%	5 5%	5 14%	5 7%	4 9%	1 7%	4 4%	3 25%	4 4%	3 23%
Don't know	15 11%	8 11%	8 13%	11 12%	4 11%	6 9%	8 18%	1 6%	11 11%	- -	13 12%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 213

G6 Which of these things did the Assessor tell you about the Green Deal Cashback scheme?

Base: All who discussed Green Deal cashback

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	125	101	11	12	22	103	107	46	17	22	8	14	17	23	41
Weighted Base	129	106*	11**	11**	21**	108*	109*	45*	19**	22**	8**	16**	19**	25**	40*
Effective base	116	93	10	11	21	95	98	42	16	20	7	13	16	22	39
That cashback is available after some improvements have been installed	77 59%	62 59%	5 49%	9 81%	13 62%	64 59%	73 67%	34 75%	3 17%	16 72%	3 45%	6 40%	11 59%	15 57%	26 64%
The amount you would receive is different, depending on which improvement you install	41 32%	31 29%	7 60%	4 34%	5 22%	36 34%	38 35%	15 34%	3 17%	9 43%	1 12%	3 21%	7 36%	11 44%	10 24%
That cashback is available to anyone/not means tested	42 32%	35 33%	2 18%	5 42%	7 32%	35 33%	39 36%	18 41%	3 14%	9 39%	1 12%	4 25%	4 20%	13 51%	12 30%
That you have to use an accredited Green Deal Installer or Provider to be eligible for the Cashback	48 37%	38 35%	7 60%	4 34%	8 39%	40 37%	45 42%	23 51%	3 13%	14 65%	1 12%	4 22%	6 32%	10 38%	14 35%
The scheme will run until the end of March 2014	40 31%	33 31%	3 27%	4 34%	5 26%	34 32%	38 35%	22 48% p	1 7%	8 35%	2 27%	5 34%	4 19%	11 43%	10 25%
That cashback is available regardless of if you took Green Deal finance	25 20%	19 18%	5 42%	2 19%	3 16%	22 20%	23 21%	11 25%	2 11%	8 35%	- -	3 16%	2 12%	6 22%	7 19%
None of these	10 8%	6 6%	1 12%	1 12%	4 18%	6 6%	3 3%	1 1%	5 27%	1 3%	2 24%	2 13%	2 10%	1 5%	2 5%
Don't know	15 11%	13 13%	1 12%	- -	2 9%	13 12%	11 10%	3 7%	3 17%	1 3%	1 16%	2 15%	1 7%	5 19%	4 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 214

G7 Did the Assessor say any of these things about the Green Deal cashback scheme?

Base: All who discussed Green Deal cashback

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	125	62	63	39	59	27	113	10	31	94	56	69	70	55	117	5	3	8
Weighted Base	129	61*	68*	39*	64*	27**	118	9**	32**	97*	54*	76*	57*	72*	124	3**	2**	5**
Effective base	116	58	58	35	55	25	105	9	29	87	49	66	68	54	109	5	3	8
That it offers poor value for money/that you wouldn't save any money by using it	2 2%	1 1%	1 2%	-	-	2 8%	2 2%	-	-	2 2%	-	2 3%	1 2%	1 2%	2 2%	-	-	-
That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme	8 6%	5 8%	4 5%	4 11%	3 5%	1 3%	7 6%	1 10%	3 8%	6 6%	8 14% k	1 1%	6 10%	3 4%	5 4%	1 44%	2 76%	3 56%
That it is complicated to apply for the Green Deal cashback scheme	6 5%	2 4%	4 5%	4 11% d	1 1%	1 3%	4 4%	1 8%	1 2%	5 5%	3 6%	3 4%	5 8%	1 2%	4 4%	1 21%	1 37%	1 27%
Anything else negative about the Green Deal cashback scheme	2 2%	2 3%	1 1%	1 2%	1 1%	1 3%	2 1%	1 8%	-	2 2%	-	2 3%	2 4%	-	2 2%	-	-	-
None of these	112 87%	53 86%	59 87%	30 78%	60 94% c	22 83%	104 88%	7 74%	30 92%	82 85%	44 82%	68 90%	45 79%	66 92% l	110 89%	1 35%	* 24%	2 31%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 214

G7 Did the Assessor say any of these things about the Green Deal cashback scheme?

Base: All who discussed Green Deal cashback

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	125	120	5	46	59	18	14	33	34	44	77	48
Weighted Base	129	124	5**	48*	59*	20**	16**	35*	34*	45*	79*	51*
Effective base	116	111	5	42	55	17	12	30	32	41	71	44
That it offers poor value for money/that you wouldn't save any money by using it	2 2%	2 2%	-	1 2%	1 2%	-	-	-	2 5%	-	-	2 4%
That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme	8 6%	6 5%	2 48%	2 4%	6 10%	-	3 21%	2 5%	3 10% O	-	3 4%	5 10%
That it is complicated to apply for the Green Deal cashback scheme	6 5%	5 4%	1 15%	4 7%	2 4%	-	-	3 8%	2 7%	1 2%	3 4%	3 6%
Anything else negative about the Green Deal cashback scheme	2 2%	2 2%	-	1 2%	1 1%	1 4%	-	1 2%	2 5%	-	2 3%	-
None of these	112 87%	109 88%	3 52%	41 85%	51 85%	20 96%	13 79%	29 84%	28 83%	42 93%	71 90%	41 81%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 214

G7 Did the Assessor say any of these things about the Green Deal cashback scheme?

Base: All who discussed Green Deal cashback

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	125	90	18	14	9	99	12	68	4	22	25	72	53
Weighted Base	129	95*	16**	13**	12**	97*	14**	70*	4**	23**	27**	73*	56*
Effective base	116	84	17	13	9	92	11	63	4	20	24	66	49
That it offers poor value for money/that you wouldn't save any money by using it	2 2%	1 1%	1 5%	- -	- -	2 2%	- -	2 3%	- -	- -	- -	2 3%	- -
That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme	8 6%	5 5%	1 5%	3 23%	- -	7 7%	1 10%	3 4%	1 21%	3 14%	1 4%	4 5%	5 9%
That it is complicated to apply for the Green Deal cashback scheme	6 5%	4 4%	1 5%	2 12%	- -	6 6%	- -	1 1%	1 21%	1 4%	1 3%	2 2% E	4 8%
Anything else negative about the Green Deal cashback scheme	2 2%	1 1%	2 10%	- -	- -	2 2%	- -	1 1%	- -	1 4%	1 3%	1 1%	2 3%
None of these	112 87%	85 89%	12 75%	10 77%	12 100%	81 84%	13 90%	63 91%	3 79%	18 79%	24 90%	66 90%	46 82%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 215

G7 Did the Assessor say any of these things about the Green Deal cashback scheme?

Base: All who discussed Green Deal cashback

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	125	36	8	3	13	38	68	65	57	41	20	64	125	-	66	59
Weighted Base	129	37*	7**	3**	12**	41*	70*	67*	60*	42*	21**	67*	129	-**	67*	63*
Effective base	116	33	7	3	12	35	63	60	53	38	18	60	116	-	62	54
That it offers poor value for money/that you wouldn't save any money by using it	2 2%	2 6%	-	-	-	1 2%	2 3%	2 3%	-	2 5%	-	-	2 2%	-	2 3%	-
That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme	8 6%	2 5%	-	1 28%	-	2 5%	3 4%	3 4%	6 9%	1 2%	2 9%	6 9%	8 6%	-	5 7%	4 6%
That it is complicated to apply for the Green Deal cashback scheme	6 5%	-	-	-	1 6%	-	1 1%	1 1%	5 9%	-	1 3%	5 8%	6 5%	-	3 5%	3 5%
Anything else negative about the Green Deal cashback scheme	2 2%	-	-	-	-	1 2%	1 1%	-	2 3%	-	-	2 4%	2 2%	-	2 2%	1 1%
None of these	112 87%	33 89%	7 100%	2 72%	12 94%	37 91%	63 91%	61 92%	49 82%	39 93%	18 88%	55 82%	112 87%	-	57 85%	55 88%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 215

G7 Did the Assessor say any of these things about the Green Deal cashback scheme?

Base: All who discussed Green Deal cashback

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	125	1	34	40	49	43	39	62	20	7	9	-	-	125	44	71	6	65
Weighted Base	129	1**	36*	41*	50*	44*	41*	65*	22**	7**	10**	-**	-**	129	49*	70*	6**	64*
Effective base	116	1	32	37	45	40	36	56	19	7	9	-	-	116	40	66	6	60
That it offers poor value for money/that you wouldn't save any money by using it	2 2%	-	-	1 2%	1 3%	2 5%	-	-	1 6%	-	-	-	-	2 2%	1 3%	-	-	-
That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme	8 6%	-	7 19% L	2 4%	-	1 2%	4 10%	6 9%	2 8%	-	-	-	-	8 6%	1 2%	8 11% W	3 56%	4 7%
That it is complicated to apply for the Green Deal cashback scheme	6 5%	1 100%	2 6%	2 5%	1 2%	3 7%	2 6%	3 4%	1 4%	-	-	-	-	6 5%	1 2%	3 4%	-	3 5%
Anything else negative about the Green Deal cashback scheme	2 2%	-	-	1 2%	2 3%	1 2%	1 2%	1 1%	-	-	-	-	-	2 2%	2 3%	1 1%	-	1 1%
None of these	112 87%	-	28 79%	35 87%	46 92%	38 86%	35 86%	56 87%	18 82%	7 100%	10 100%	-	-	112 87%	44 90%	60 86%	3 44%	58 90% U



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 215

G7 Did the Assessor say any of these things about the Green Deal cashback scheme?

Base: All who discussed Green Deal cashback

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	125	78	36	90	24	1	68	10	31	35	31	46	73	39	51	40
Weighted Base	129	82*	35*	93*	24**	1**	71*	11**	32**	37*	33**	47*	75*	39*	52*	44*
Effective base	116	71	34	82	23	1	62	9	29	32	28	42	68	36	47	38
That it offers poor value for money/that you wouldn't save any money by using it	2 2%	2 3%	-	2 2%	-	-	2 3%	-	-	1 4%	-	-	2 3%	-	2 4%	-
That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme	8 6%	6 8%	2 6%	7 7%	2 6%	-	4 6%	2 17%	3 10%	1 4%	4 11%	6 12%	3 3%	3 9%	4 7%	2 5%
That it is complicated to apply for the Green Deal cashback scheme	6 5%	1 1%	2 7%	2 2%	2 6%	-	1 1%	-	2 7%	1 2%	2 5%	2 5%	4 5%	4 9%	2 4%	2 4%
Anything else negative about the Green Deal cashback scheme	2 2%	1 1%	2 5%	1 1%	2 6%	-	1 1%	-	1 3%	-	-	-	2 2%	2 4%	1 2%	-
None of these	112 87%	73 89%	30 84%	82 88%	20 84%	1 100%	64 90%	9 83%	26 82%	33 90%	28 86%	40 84%	66 88%	31 80%	44 83%	40 93%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 216

G7 Did the Assessor say any of these things about the Green Deal cashback scheme?

Base: All who discussed Green Deal cashback

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	125	68	66	93	32	62	44	17	104	13	107	14
Weighted Base	129	67*	67*	93*	36**	66*	44*	17**	107*	13**	111*	14**
Effective base	116	63	62	87	29	57	41	15	95	12	98	13
That it offers poor value for money/that you wouldn't save any money by using it	2 2%	2 3%	2 3%	2 2%	-	1 2%	1 2%	-	2 2%	-	2 2%	-
That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme	8 6%	3 4%	5 7%	6 6%	3 7%	3 5%	3 6%	2 14%	8 7%	1 6%	7 6%	2 13%
That it is complicated to apply for the Green Deal cashback scheme	6 5%	2 2%	3 5%	4 4%	2 6%	3 4%	2 5%	1 5%	3 3%	2 13%	3 3%	2 12%
Anything else negative about the Green Deal cashback scheme	2 2%	2 4%	2 2%	2 3%	-	2 2%	1 2%	-	2 1%	1 6%	2 2%	-
None of these	112 87%	59 88%	57 85%	81 86%	31 87%	57 86%	38 87%	15 86%	93 87%	11 81%	97 88%	11 81%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 216

G7 Did the Assessor say any of these things about the Green Deal cashback scheme?

Base: All who discussed Green Deal cashback

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	125	101	11	12	22	103	107	46	17	22	8	14	17	23	41
Weighted Base	129	106*	11**	11**	21**	108*	109*	45*	19**	22**	8**	16**	19**	25**	40*
Effective base	116	93	10	11	21	95	98	42	16	20	7	13	16	22	39
That it offers poor value for money/that you wouldn't save any money by using it	2 2%	2 2%	-	-	-	2 2%	2 2%	2 5%	-	-	-	2 14%	-	-	-
That their company can provide the improvements for a better price, even if you don't use the Green Deal cashback scheme	8 6%	7 6%	-	2 16%	2 8%	7 6%	8 8%	1 2%	-	2 11%	-	2 12%	-	2 9%	2 4%
That it is complicated to apply for the Green Deal cashback scheme	6 5%	3 3%	1 12%	2 15%	2 8%	4 4%	4 4%	-	1 4%	1 3%	-	2 13%	-	-	3 8%
Anything else negative about the Green Deal cashback scheme	2 2%	2 1%	-	1 7%	1 4%	2 1%	2 2%	-	-	1 4%	-	-	-	-	2 4%
None of these	112 87%	93 88%	10 88%	8 69%	18 84%	94 87%	94 86%	42 93%	18 96%	19 85%	8 100%	10 62%	19 100%	23 91%	34 86%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 217

G8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	535 57%	276 56%	258 58%	201 59%	205 57%	129 53%	453 56%	73 60%	133 53%	401 58%	409 58%	127 52%	296 61% m	240 52%	414 62% pq	52 60% pq	68 36%	121 44% p
No	259 27%	138 28%	121 27%	78 23%	104 29%	77 32% c	221 27%	37 30%	70 28%	189 27%	190 27%	69 28%	125 26%	134 29%	163 24%	22 25%	74 39% noq	96 34% no
Don't know / Can't remember	152 16%	80 16%	68 15%	60 18%	52 14%	37 15%	134 17%	13 10%	48 19%	101 15%	104 15%	48 20%	65 13%	87 19% l	91 14%	13 15%	48 25% no	61 22% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 217

G8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	535 57%	465 60% s	71 43%	182 58%	240 56%	75 58%	94 57%	145 55%	129 56%	165 58%	339 54%	196 62% w
No	259 27%	200 26%	59 35% r	85 27%	119 28%	33 25%	39 23%	73 28%	66 29%	79 28%	183 29%	76 24%
Don't know / Can't remember	152 16%	116 15%	36 22% r	46 15%	68 16%	22 17%	33 20%	43 17%	33 15%	42 15%	106 17%	46 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 217

G8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	535 57%	310 58%	89 62% A	115 51%	35 48%	458 58%	51 52%	349 61% J	33 71% HJ	60 56% J	61 52%	382 62% HJ	153 46%
No	259 27%	144 27%	31 22%	68 30%	21 29%	212 27%	25 26%	148 26%	7 15%	24 23%	40 34% F	155 25%	104 31% FG
Don't know / Can't remember	152 16%	78 15%	23 16%	40 18%	17 23%	114 15%	21 22%	72 13%	6 14%	22 21% EI	17 15%	78 13%	73 22% EHI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 218

G8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	535 57%	41 47%	177 69% acef gh	28 49%	160 70% acef gh	70 53%	349 61% aceh	340 61% ach	186 49%	38 50%	283 63% lk	215 51%	93 56%	443 57%	535 100% o	- -
No	259 27%	33 38% bdfg	53 21%	18 32% d	43 19%	40 31% bd	148 26% bd	146 26% bd	111 29% bd	28 37% j	111 25%	120 28%	49 29%	210 27%	- -	259 63% n
Don't know / Can't remember	152 16%	12 14%	26 10%	11 19%	24 11%	20 16%	72 13%	69 13%	80 21% bdfg	10 13%	55 12%	87 21% j	24 14%	128 16%	- -	152 37% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 218

G8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	535 57%	48 51%	209 60%	138 55%	124 62%	253 63% O	161 62% O	166 51%	109 60% S	59 61% S	99 65% S	28 28%	24 29%	511 59% u	58 46%	436 62% TV	52 41%	385 66% TUV
No	259 27%	28 30%	98 28%	69 28%	52 26%	97 24%	63 24%	97 30%	48 26%	19 20%	34 22%	45 45% PQR	41 49% v	218 25%	47 37% UW	183 26% W	59 46% UW	123 21%
Don't know / Can't remember	152 16%	18 19%	43 12%	43 17%	25 12%	53 13%	36 14%	61 19% M	24 13%	19 19%	19 13%	26 27% FR	19 22%	133 15%	22 17%	88 12%	16 13%	72 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 218

G8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	535 57%	221 63% xzA	214 52% A	253 62% xzA	182 51% A	21 32%	159 61%	57 67%	191 54%	153 64% D	73 53%	245 56%	257 57%	183 57%	216 55%	156 58%
No	259 27%	85 24%	141 34% wy	97 24%	129 36% wyz	34 53%	70 27%	15 17%	102 29%	54 23%	39 28%	116 26%	133 30%	80 25%	113 29%	75 28%
Don't know / Can't remember	152 16%	47 13%	56 14%	55 14%	47 13%	9 15%	32 12%	13 16%	58 17%	33 14%	26 19%	77 18%	58 13%	59 18%	65 16%	40 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 219

G8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	535 57%	222 61% K	535 100% HJK	535 79% HK	-	231 56%	199 56%	93 59%	400 62% M	93 49%	448 63% O	50 45%
No	259 27%	91 25% IJ	-	91 13% I	168 62% HIJ	121 29%	93 26%	40 25%	156 24%	68 36% L	164 23%	47 42% N
Don't know / Can't remember	152 16%	49 13% IJ	-	49 7% I	103 38% HIJ	60 14%	63 18%	25 16%	93 14%	28 15%	105 15%	14 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 219

G8 Did the Assessor say that your household may be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	535 57%	433 63% QR	37 40%	48 45%	127 48%	409 60% n	341 59%	171 63%	184 55%	115 55%	42 60%	87 48%	59 58%	91 58%	142 63% w
No	259 27%	159 23%	33 36% P	46 43% P	95 36% o	164 24%	159 27%	72 26%	95 29%	57 27%	14 20%	63 35% vz	31 30%	37 23%	58 25%
Don't know / Can't remember	152 16%	94 74%	22 24% PR	13 12%	41 16%	111 16%	83 14%	31 11%	55 16%	38 18%	14 20%	31 17%	11 11%	30 19%	27 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	537	282	253	211	197	128	443	84	134	402	425	112	339	198	402	64	71	135
Weighted Base	535	276	258	201	205	129	453	73*	133	401	409	127	296	240	414	52*	68*	121
Effective base	498	260	236	193	184	120	412	78	123	374	391	108	320	190	376	58	65	122
Loft insulation (including top up)	299 56%	156 56%	141 55%	125 62% e	114 56%	58 45%	247 54%	45 61%	77 58%	221 55%	250 61% k	48 38%	176 59%	123 51%	228 55%	38 72% npq	33 48%	71 59% p
Cavity wall insulation	253 47%	127 46%	126 49%	98 49%	103 50%	52 40%	220 49%	28 39%	53 40%	200 50% h	213 52% k	40 32%	142 48%	111 46%	205 50%	23 43%	25 36%	48 39%
Solid wall insulation (internal or external)	65 12%	38 14%	27 11%	22 11%	21 10%	21 16%	59 13%	5 6%	24 18% i	41 10%	55 13%	10 8%	28 10%	36 15%	49 12%	6 12%	9 14%	16 13%
Flat roof insulation	5 1%	2 1%	4 1%	1 1%	4 2%	- -	5 1%	- -	3 2%	3 1%	3 1%	3 2%	2 1%	4 2%	4 1%	- -	1 2%	1 1%
Room in roof insulation (insulation in a loft conversion)	9 2%	4 1%	5 2%	2 1%	6 3%	- -	8 2%	1 1%	3 2%	6 1%	6 2%	2 2%	6 2%	3 1%	6 2%	1 3%	1 1%	2 2%
Floor insulation	37 7%	18 6%	20 8%	12 6%	18 9%	7 6%	34 7%	3 5%	15 11% j	22 6%	7 2%	30 24% j	15 5%	23 9%	34 8% q	2 4%	1 2%	3 3%
Hot water cylinder insulation	15 3%	8 3%	7 3%	3 1%	7 3%	5 4%	15 3%	- -	6 4%	9 2%	12 3%	2 2%	7 2%	8 3%	11 3%	1 1%	3 4%	4 3%
Draught proofing	19 4%	13 5%	6 2%	7 4%	10 5%	2 2%	19 4%	- -	9 7% i	10 3%	11 3%	8 6%	9 3%	10 4%	14 3%	3 6%	3 4%	6 5%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	103 19%	54 19%	50 19%	35 17%	40 20%	28 22%	87 19%	14 19%	31 23%	72 18%	63 15%	40 32% j	51 17%	52 22%	81 20%	10 20%	11 17%	22 18%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	535	276	258	201	205	129	453	73*	133	401	409	127	296	240	414	52*	68*	121
Effective base	498	260	236	193	184	120	412	78	123	374	391	108	320	190	376	58	65	122
Other heating upgrade	13 2%	10 4%	3 1%	7 3%	4 2%	2 2%	13 3%	1 1%	5 4%	8 2%	7 2%	6 5% j	7 2%	6 3%	6 2%	1 3%	6 8% n	7 6% n
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	27 5%	15 5%	11 4%	5 3%	11 6%	10 8% c	25 6%	2 3%	9 7%	18 4%	15 4%	12 9% j	11 4%	16 7%	23 5%	-	4 6%	4 4%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	1	1	-	1 1%	-	-	1	-	-	1	-	1 1%	-	1 1%	1	-	-	-
Biomass boiler	1	-	1	-	1	-	1	-	-	1	1	-	1	-	1	-	-	-
Solar thermal (solar panels for hot water, not which generate electricity)	8 2%	3 1%	5 2%	5 2%	2 1%	1 1%	7 2%	1 1%	1 1%	7 2%	3 1%	5 4% j	3 1%	5 2%	7 2%	-	1 1%	1 1%
Double/triple glazing	15 3%	10 4%	5 2%	10 5% e	5 2%	1 1%	12 3%	3 5%	4 3%	11 3%	12 3%	3 3%	9 3%	6 3%	7 2%	4 7% n	5 7% n	8 7% n
Secondary glazing	4 1%	2 1%	2 1%	1 1%	3 1%	-	3 1%	1 1%	-	4 1%	4 1%	-	3 1%	1	3 1%	-	1 1%	1 1%
Replacement doors	4 1%	2 1%	3 1%	3 1%	2 1%	-	3 1%	1 1%	-	4 1%	4 1%	-	4 1%	-	4 1%	-	1 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	535	276	258	201	205	129	453	73*	133	401	409	127	296	240	414	52*	68*	121
Effective base	498	260	236	193	184	120	412	78	123	374	391	108	320	190	376	58	65	122
Solar photovoltaic (PV) (solar panels which generate electricity)	25 5%	15 6%	10 4%	11 5%	13 6%	1 7%	23 5%	3 3%	5 3%	21 5%	9 2%	16 13%	11 4%	15 6%	21 5%	2 3%	2 3%	4 3%
Wind turbine	2	-	2 1%	1 1%	1 1%	-	2 1%	-	-	2 1%	-	2 2%	-	2 1%	2 1%	-	-	-
Waste water heat recovery	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Energy saving bulbs / LED bulbs	20 4%	11 4%	9 3%	5 2%	10 5%	5 4%	20 4%	-	5 4%	15 4%	-	20 16%	1 *	19 8%	14 3%	-	6 9%	6 5%
Other (PLEASE WRITE IN)	8 2%	4 1%	4 2%	3 1%	2 1%	3 3%	7 2%	1 1%	1 *	7 2%	5 1%	3 2%	4 1%	4 2%	6 1%	2 3%	1 1%	3 2%
None of these	15 3%	5 2%	10 4%	3 2%	8 4%	3 3%	11 3%	3 4%	3 2%	12 3%	8 2%	7 5%	6 2%	8 3%	12 3%	1 2%	1 2%	2 2%
Don't know/can't remember	12 2%	5 2%	7 3%	4 2%	5 3%	3 2%	8 2%	4 5%	4 3%	9 2%	9 2%	3 2%	9 3%	4 1%	8 2%	1 1%	3 4%	4 3%
NET: Insulation	445 83%	233 84%	210 82%	178 89%	166 81%	100 78%	376 83%	61 84%	112 84%	332 83%	371 91%	74 59%	257 87%	188 79%	345 83%	48 91%	52 76%	100 83%
NET: Heating	119 22%	60 22%	59 23%	43 21%	48 23%	29 22%	102 23%	15 20%	36 27%	83 21%	72 18%	47 37%	60 20%	59 25%	94 23%	11 21%	14 20%	25 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	535	276	258	201	205	129	453	73*	133	401	409	127	296	240	414	52*	68*	121
Effective base	498	260	236	193	184	120	412	78	123	374	391	108	320	190	376	58	65	122
NET: Windows/doors	18 3%	10 4%	8 3%	11 5% e	6 3%	1 7%	14 3%	3 5%	4 3%	14 3%	14 3%	3 3%	10 3%	8 3%	9 2%	4 7% n	5 7%	8 7% n
NET: Microgeneration	26 5%	15 6%	11 4%	12 6% e	13 6% e	1 7%	24 5%	3 3%	5 3%	22 5%	9 2%	17 14% j	11 4%	16 7%	23 5%	2 3%	2 3%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	537	477	60	189	229	72	100	144	128	162	342	195
Weighted Base	535	465	71*	182	240	75*	94*	145	129	165	339	196
Effective base	498	443	56	175	214	67	91	132	119	152	317	181
Loft insulation (including top up)	299 56%	279 60% s	20 28%	116 64% uv	123 51%	35 47%	63 67% NO	81 56%	67 52%	86 52%	191 56%	108 55%
Cavity wall insulation	253 47%	223 48%	30 43%	71 39%	125 52% t	43 58% t	50 53%	72 49%	61 47%	69 42%	160 47%	93 47%
Solid wall insulation (internal or external)	65 12%	61 13%	4 5%	31 17% v	29 12% v	- -	7 8%	15 11%	14 11%	28 17%	33 10%	32 16% w
Flat roof insulation	5 1%	3 1%	3 4% r	- -	5 2% t	- -	2 2%	2 2%	- -	1 1%	2 1%	3 2%
Room in roof insulation (insulation in a loft conversion)	9 2%	7 2%	2 2%	3 2%	2 1%	- -	1 2%	3 2%	3 2%	2 1%	5 2%	3 2%
Floor insulation	37 7%	34 7%	3 4%	9 5%	25 10% tv	1 2%	6 7%	10 7%	4 3%	16 10% N	25 7%	12 6%
Hot water cylinder insulation	15 3%	12 3%	2 3%	4 2%	9 4%	2 3%	2 2%	3 2%	2 2%	7 4%	5 1%	10 5% w
Draught proofing	19 4%	14 3%	5 7%	5 3%	10 4%	4 5%	3 3%	10 7% O	3 3%	3 2%	12 3%	7 4%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	103 19%	90 19%	13 18%	33 18%	53 22%	10 13%	20 22% M	17 12%	26 20%	40 24% M	56 16%	47 24% w

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

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Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	535	465	71*	182	240	75*	94*	145	129	165	339	196
Effective base	498	443	56	175	214	67	91	132	119	152	317	181
Other heating upgrade	13 2%	7 1%	6 9% r	2 1%	7 3%	-	2 2%	5 4%	2 2%	4 2%	11 3%	2 1%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	27 5%	23 5%	4 5%	9 5%	16 7%	2 3%	2 2%	4 3%	18 11% KMN	-	15 4%	12 6%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	1	1	-	-	1 1%	-	-	-	1 1%	-	-	1 1%
Biomass boiler	1	1	-	1	-	-	-	1 1%	-	-	-	1
Solar thermal (solar panels for hot water, not which generate electricity)	8 2%	8 2%	-	5 3% u	-	3 4% u	-	4 3% O	4 3% O	-	5 1%	3 2%
Double/triple glazing	15 3%	9 2%	6 9% r	7 4%	6 2%	1 2%	1 1%	7 5% O	6 4%	2 1%	13 4%	2 1%
Secondary glazing	4 1%	3 1%	1 1%	-	4 2%	-	1 1%	3 2%	-	-	2 1%	2 1%
Replacement doors	4 1%	2	2 3% r	-	4 2%	-	1 1%	2 1%	1 1%	-	2 1%	2 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	535	465	71*	182	240	75*	94*	145	129	165	339	196
Effective base	498	443	56	175	214	67	91	132	119	152	317	181
Solar photovoltaic (PV) (solar panels which generate electricity)	25 5%	24 5%	1 2%	9 5%	10 4%	4 5%	1 1%	9 6%	10 8% K	5 3%	18 5%	8 4%
Wind turbine	2 0%	2 1%	-	1 1%	-	1 2%	-	1 1%	1 1%	-	1 0%	1 1%
Waste water heat recovery	-	-	-	-	-	-	-	-	-	-	-	-
Energy saving bulbs / LED bulbs	20 4%	14 3%	6 9% r	1 1%	11 5% t	7 10% t	-	10 7% KO	7 6% K	3 2%	13 4%	7 3%
Other (PLEASE WRITE IN)	8 2%	4 1%	4 5% r	2 1%	3 1%	3 4%	1 1%	3 2%	3 2%	1 1%	4 1%	4 2%
None of these	15 3%	13 3%	1 2%	4 2%	5 2%	5 7%	1 1%	2 2%	8 6%	3 2%	11 3%	4 2%
Don't know/can't remember	12 2%	9 2%	3 4%	4 2%	5 2%	1 1%	3 3%	3 2%	1 1%	6 3%	5 2%	7 3%
NET: Insulation	445 83%	399 86% s	46 65%	156 86% v	200 83%	54 73%	85 91% N	123 85%	97 76%	137 83%	285 84%	160 82%
NET: Heating	119 22%	101 22%	18 25%	41 23%	57 24%	11 15%	22 23%	25 18%	29 22%	43 26%	67 20%	52 26%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	535	465	71*	182	240	75*	94*	145	129	165	339	196
Effective base	498	443	56	175	214	67	91	132	119	152	317	181
NET: Windows/doors	18 3%	12 2%	6 9% r	7 4%	8 3%	1 2%	1 1%	9 7% O	6 4%	2 1%	14 4%	3 2%
NET: Microgeneration	26 5%	25 5%	1 2%	9 5%	10 4%	5 7%	1 1%	11 7% K	10 8% K	5 3%	19 6%	8 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	537	300	94	123	34	466	47	344	36	60	63	380	157
Weighted Base	535	310	89*	115	35*	458	51*	349	33*	60*	61*	382	153
Effective base	498	279	89	112	32	432	43	319	33	56	59	352	146
Loft insulation (including top up)	299 56%	166 54%	52 58%	72 63%	18 51%	267 58% D	20 39%	217 62% GHJ	17 53%	26 43%	26 43%	234 61% GHJ	64 42%
Cavity wall insulation	253 47%	147 48%	50 57%	49 43%	14 41%	218 48%	22 43%	198 57% FGHI J	3 10%	23 39% F	18 29% F	201 53% FHJ	52 34% F
Solid wall insulation (internal or external)	65 12%	37 12%	8 8%	16 14%	6 18%	52 11%	6 12%	26 7% E	12 36% EGJ	10 16% E	12 19% EI	38 10% E	27 17% EI
Flat roof insulation	5 1%	4 1%	-	1 1%	-	4 1%	2 3%	1 *	-	1 2%	2 3% I	1 *	4 3% EI
Room in roof insulation (insulation in a loft conversion)	9 2%	5 2%	2 2%	2 2%	-	7 1%	2 4%	6 2%	-	3 5%	-	6 2%	3 2%
Floor insulation	37 7%	26 9%	4 4%	3 3%	4 11%	26 6%	6 11%	19 5%	1 4%	7 11%	8 14% EI	20 5%	17 11% EI
Hot water cylinder insulation	15 3%	9 3%	2 2%	1 1%	2 6%	7 2%	4 8% C	6 2%	-	4 7% EI	4 6% I	6 2%	8 6% EI
Draught proofing	19 4%	10 3%	1 1%	7 6% z	1 3%	13 3%	4 8%	9 3%	* 1%	5 8% I	5 8% EI	10 3%	10 6% I
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	103 19%	54 17%	18 20%	30 26% y	6 18%	92 20%	8 15%	66 19%	8 25%	11 19%	11 17%	74 19%	29 19%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	535	310	89*	115	35*	458	51*	349	33*	60*	61*	382	153
Effective base	498	279	89	112	32	432	43	319	33	56	59	352	146
Other heating upgrade	13 2%	2 1%	-	10 9% yz	1 4%	8 2%	4 8% C	7 2%	1 3%	2 4%	3 4%	8 2%	5 3%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	27 5%	11 4%	6 6%	9 8%	1 4%	23 5%	2 4%	16 5%	3 10%	2 4%	2 4%	20 5%	7 5%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	1	1	-	-	-	-	-	-	-	1 2% EI	-	-	1 1%
Biomass boiler	1	1	-	-	-	-	-	-	-	1 1% EI	-	-	1 1%
Solar thermal (solar panels for hot water, not which generate electricity)	8 2%	6 2%	1 1%	-	1 3%	4 1%	2 4% C	3 1%	-	2 3%	3 5% EI	3 1%	5 3%
Double/triple glazing	15 3%	7 2%	1 1%	7 6% Y	-	11 3%	4 8%	8 2%	2 5%	2 3%	2 3%	9 2%	6 4%
Secondary glazing	4 1%	1	1 1%	2 2%	-	3 1%	1 2%	2 1%	-	2 3% I	-	2 1%	2 1%
Replacement doors	4 1%	1	1 1%	2 2%	-	4 1%	1 2%	4 1%	-	1 1%	-	4 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	535	310	89*	115	35*	458	51*	349	33*	60*	61*	382	153
Effective base	498	279	89	112	32	432	43	319	33	56	59	352	146
Solar photovoltaic (PV) (solar panels which generate electricity)	25 5%	15 5%	2 3%	6 5%	2 6%	18 4%	5 10%	13 4%	5 14% EGJ	-	6 10% EGJ	18 5% E	7 5%
Wind turbine	2	1	1 1%	-	-	1	-	1	-	-	1 2%	1	1 1%
Waste water heat recovery	-	-	-	-	-	-	-	-	-	-	-	-	-
Energy saving bulbs / LED bulbs	20 4%	16 5% z	-	2 2%	1 4%	11 2%	9 17% C	5 1%	1 4%	4 6% EI	6 10% EI	6 2%	14 9% EI
Other (PLEASE WRITE IN)	8 2%	6 2%	1 1%	1 1%	-	6 1%	2 4%	5 1%	1 2%	-	2 3%	5 1%	3 2%
None of these	15 3%	8 3%	4 4%	1 1%	2 7%	10 2%	3 6%	7 2%	-	3 6%	2 4%	7 2%	7 5%
Don't know/can't remember	12 2%	7 2%	1 1%	3 3%	1 2%	10 2%	1 2%	2 1%	3 9% EI	3 6% EI	1 2%	6 7% E	7 4% E
NET: Insulation	445 83%	254 82%	76 86%	97 85%	28 78%	388 85% D	35 69%	308 88% GHJ	27 82%	46 76%	44 72%	335 88% GHJ	110 72%
NET: Heating	119 22%	60 19%	20 22%	37 32% y	7 21%	102 22%	11 21%	73 21%	10 30%	13 22%	15 24%	83 22%	36 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 220

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	535	310	89*	115	35*	458	51*	349	33*	60*	61*	382	153
Effective base	498	279	89	112	32	432	43	319	33	56	59	352	146
NET: Windows/doors	18 3%	8 3%	1 1%	8 7% yz	-	14 3%	4 8%	9 2%	2 5%	3 5%	2 3%	10 3%	7 5%
NET: Microgeneration	26 5%	16 5%	2 3%	6 5%	2 6%	19 4%	5 10%	13 4%	5 14% EGJ	-	7 12% EGJ	18 5% E	9 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	537	39	163	32	167	71	344	335	193	35	281	221	90	447	537	-
Weighted Base	535	41*	177	28*	160	70*	349	340	186	38*	283	215	93*	443	535	**
Effective base	498	36	152	31	154	66	319	310	179	32	261	205	83	414	498	-
Loft insulation (including top up)	299 56%	20 48%	98 56% h	12 45%	147 92% abce fgh	41 58% h	217 62% bch	214 63% bch	82 44%	15 40%	185 65% ik	99 46%	37 40%	262 59% l	299 56%	-
Cavity wall insulation	253 47%	18 43% c	157 88% acde fgh	3 11%	72 45% ch	27 39% c	198 57% cdeh	196 58% cdef h	55 30% c	10 27%	176 62% ik	67 31%	32 35%	221 50% l	253 47%	-
Solid wall insulation (internal or external)	65 12%	1 2%	4 2%	15 56% abdefgh	13 8% b	5 7%	26 7% b	26 8% b	39 21% abdef g	3 7%	23 8%	39 18% j	14 15%	51 12%	65 12%	-
Flat roof insulation	5 1%	1 3% bdfg	-	-	-	-	1 *	1 *	4 2%	1 4% j	-	4 2% j	2 2%	4 1%	5 1%	-
Room in roof insulation (insulation in a loft conversion)	9 2%	1 2%	2 1%	2 9% bdfgh	2 1%	3 5%	6 2%	6 2%	3 2%	-	6 2%	3 1%	2 2%	7 2%	9 2%	-
Floor insulation	37 7%	2 4%	3 1%	3 12% bd	5 3%	14 20% abdfgh	19 5% b	19 6% bd	18 10% bd	5 13%	14 5%	18 9%	21 23% m	16 4%	37 7%	-
Hot water cylinder insulation	15 3%	-	5 3%	-	3 2%	2 3%	6 2% g	5 1%	8 5% g	-	5 2%	10 5%	5 5%	10 2%	15 3%	-
Draught proofing	19 4%	2 5%	3 2%	-	6 3%	3 5%	9 3%	9 3%	10 5%	3 9% j	6 2%	10 5%	9 9% m	11 2%	19 4%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures			
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	535	41*	177	28*	160	70*	349	340	186	38*	283	215	93*	443	535	**	
Effective base	498	36	152	31	154	66	319	310	179	32	261	205	83	414	498	-	
New boiler (e.g. upgrade to condensing boiler from non- condensing boiler)	103 19%	24 60% bcde fgh	22 12%	3 10%	29 18%	22 32% bcd efg	66 19% bg	61 18% b	37 20%	14 37% j	42 15%	47 22% j	34 36% m	69 16%	103 19%	-	-
Other heating upgrade	13 2%	-	3 2%	1 3%	3 2%	2 3%	7 2%	7 2%	6 3%	-	7 2%	6 3%	2 2%	11 2%	13 2%	-	-
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	27 5%	6 15% bdfgh	3 2%	1 4%	5 3%	6 9% bd	16 5% b	15 4% b	11 6%	3 9%	10 4%	13 6%	7 8%	20 4%	27 5%	-	-
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	1 *	-	-	-	-	-	-	-	1 1%	-	-	1 1% m	1 1% m	-	1 *	-	-
Biomass boiler	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 1%	-	1 *	-	-
Solar thermal (solar panels for hot water, not which generate electricity)	8 2%	-	-	-	2 1%	2 3% b	3 1%	3 1%	5 3% b	-	3 1%	5 2%	4 4% m	4 1%	8 2%	-	-
Double/triple glazing	15 3%	1 3%	4 2%	1 3%	3 2%	2 3%	8 2%	8 2%	8 4%	1 3%	5 2%	9 4%	5 5%	11 2%	15 3%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	535	41*	177	28*	160	70*	349	340	186	38*	283	215	93*	443	535	**
Effective base	498	36	152	31	154	66	319	310	179	32	261	205	83	414	498	-
Secondary glazing	4 1%	-	2 1%	-	1 1%	-	2 1%	2 1%	2 1%	-	1 1%	3 1%	1 1%	3 1%	4 1%	-
Replacement doors	4 1%	-	4 2%	-	1 1%	-	4 1%	4 1%	1 1%	-	3 1%	2 1%	1 1%	4 1%	4 1%	-
Solar photovoltaic (PV) (solar panels which generate electricity)	25 5%	4 10% bf	4 2%	-	6 4%	5 7%	13 4%	13 4%	12 7%	3 7%	9 3%	13 6%	15 16% m	11 2%	25 5%	-
Wind turbine	2	-	-	-	-	1 2%	1 1%	1 1%	1 1%	-	1 1%	1 1%	1 1%	1 1%	2 1%	-
Waste water heat recovery	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Energy saving bulbs / LED bulbs	20 4%	1 3%	1 1%	-	4 2%	3 4%	5 1%	5 1%	15 8% bdfg	1 3%	4 1%	15 7% j	9 9% m	11 3%	20 4%	-
Other (PLEASE WRITE IN)	8 2%	-	4 2%	-	-	1 1%	5 1%	4 1%	3 2%	2 5% j	2 1%	4 2%	1 1%	7 2%	8 2%	-
None of these	15 3%	4 9% bdefg	2 1%	2 8% bdfg	-	1 1%	7 2%	7 2%	7 4% d	6 15% jk	2 1%	7 3% j	5 6%	9 2%	15 3%	-
Don't know/can't remember	12 2%	-	2 1%	1 4%	2 1%	-	2 1%	2 1%	10 5% bdfg	-	2 1%	10 4% j	4 4%	8 2%	12 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	535	41*	177	28*	160	70*	349	340	186	38*	283	215	93*	443	535	**
Effective base	498	36	152	31	154	66	319	310	179	32	261	205	83	414	498	-
NET: Insulation	445 83%	25 60%	167 94% aefg h	23 84% a	154 96% acef gh	52 74%	308 88% aeh	304 89% aefh	137 73%	19 51%	265 94% ik	161 75% i	59 63%	386 87% l	445 83%	-
NET: Heating	119 22%	24 60% bcde fgh	25 14%	4 13%	31 19%	25 36% bcdf g	73 21% bg	66 20% b	46 25% b	14 37% j	48 17%	57 27% j	38 40% m	82 78%	119 22%	-
NET: Windows/doors	18 3%	1 3%	5 3%	1 3%	4 3%	2 3%	9 2%	9 3%	9 5%	1 3%	6 2%	10 5%	5 5%	13 3%	18 3%	-
NET: Microgeneration	26 5%	4 10% bf	4 2%	-	6 4%	5 7%	13 4%	13 4%	13 7% b	3 7%	9 3%	14 7%	15 16% m	12 3%	26 5%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	537	52	211	140	117	250	158	167	106	62	99	29	26	511	52	443	55	388
Weighted Base	535	48*	209	138	124	253	161	166	109*	59*	99*	28**	24**	511	58*	436	52*	385
Effective base	498	48	196	130	109	233	145	153	99	57	92	26	23	475	49	411	51	360
Loft insulation (including top up)	299 56%	28 58%	110 53%	77 55%	73 59%	141 56%	94 58%	89 54%	58 53%	35 60%	62 62%	16 56%	12 50%	287 56%	14 24%	264 60% T	25 48% T	239 62% T
Cavity wall insulation	253 47%	22 46%	86 41%	71 51%	63 51%	142 56% O	79 49% O	53 32%	54 50%	35 59%	61 61%	7 24%	5 20%	248 49%	12 21%	226 52% TV	20 38%	206 54% TV
Solid wall insulation (internal or external)	65 12%	7 15%	23 11%	19 14%	15 12%	22 9%	20 12%	25 15% M	17 16%	5 9%	9 9%	5 19%	5 22%	59 12%	14 23% UW	44 10% W	11 21% UW	34 9%
Flat roof insulation	5 1%	-	3 1%	3 2%	-	3 1%	2 1%	1 1%	1 1%	-	-	-	-	5 1%	4 7% UW	1 *	-	1 *
Room in roof insulation (insulation in a loft conversion)	9 2%	2 3%	3 2%	1 1%	2 1%	4 1%	2 1%	2 1%	-	3 5% PR	-	1 5%	1 6%	7 1%	2 3%	5 1%	1 2%	4 1%
Floor insulation	37 7%	2 3%	15 7%	11 8%	10 8%	22 9%	9 5%	10 6%	11 10%	4 6%	5 5%	-	-	37 7%	7 13% V	26 6%	1 1%	25 7%
Hot water cylinder insulation	15 3%	-	6 3%	7 5%	2 2%	7 3%	4 2%	4 2%	2 2%	2 3%	1 1%	-	-	15 3%	4 7% W	11 2%	3 6%	8 2%
Draught proofing	19 4%	-	9 4%	6 4%	4 4%	4 2%	13 8% M	10 6% M	3 3%	3 4%	* *	* 2%	* 2%	19 4%	5 9% UW	13 3% W	6 11% UW	8 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	535	48*	209	138	124	253	161	166	109*	59*	99*	28**	24**	511	58*	436	52*	385
Effective base	498	48	196	130	109	233	145	153	99	57	92	26	23	475	49	411	51	360
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	103 19%	3 7%	38 18%	23 17%	35 28% pqr	43 17%	26 16%	42 25% MN	13 12%	11 19%	9 9%	6 23%	5 20%	98 19%	22 38% UVW	69 16%	10 19%	59 15%
Other heating upgrade	13 2%	2 5% r	9 4%	1 1%	1 1%	6 2%	5 3%	3 2%	2 2%	5 8%	2 2%	-	-	13 3%	1 2%	12 3% W	5 10% UW	7 2%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	27 5%	-	10 5%	7 5%	9 7%	13 5%	8 5%	11 7%	3 2%	2 3%	2 2%	-	-	27 5%	9 15% UW	16 4%	3 6%	13 3%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	1 *	-	1 1%	-	-	-	1 1%	-	1 1%	-	-	-	-	1 *	1 2% UW	-	-	-
Biomass boiler	1 *	-	-	-	1 1%	-	-	1 1%	-	-	-	-	-	1 *	1 1% UW	-	-	-
Solar thermal (solar panels for hot water, not which generate electricity)	8 2%	-	2 1%	1 1%	5 4%	2 1%	1 1%	5 3%	1 1%	2 3%	1 1%	-	-	8 2%	3 4%	6 1%	1 2%	5 1%
Double/triple glazing	15 3%	1 2%	6 3%	5 3%	3 2%	7 3%	9 5%	7 4%	3 3%	2 3%	1 1%	2 6%	-	15 3%	1 2%	13 3% W	5 10% UW	8 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

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Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	535	48*	209	138	124	253	161	166	109*	59*	99*	28**	24**	511	58*	436	52*	385
Effective base	498	48	196	130	109	233	145	153	99	57	92	26	23	475	49	411	51	360
Secondary glazing	4 1%	-	1	2	1	1	3	2	-	-	-	-	-	4 1%	1 2%	3 1%	1 2%	2 1%
Replacement doors	4 1%	-	2	1	1	1	3	2	-	-	-	-	-	4 1%	-	4 1%	1 2%	4 1%
Solar photovoltaic (PV) (solar panels which generate electricity)	25 5%	2	5	10	8	7	11	10	5	3	-	2	-	25 5%	10 17% UVW	15 3%	1 2%	14 4%
Wind turbine	2	-	1	-	1	-	1	-	-	-	1	-	-	2	1 2%	1	-	1
Waste water heat recovery	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Energy saving bulbs / LED bulbs	20 4%	1	8	5	5	9	5	7	2	-	3	3	3	17 3%	6 11% UW	12 3%	1 3%	11 3%
Other (PLEASE WRITE IN)	8 2%	1	6	2	-	4	1	2	1	-	1	2	2	6 1%	1 2%	7 2% W	3 5% UW	4 1%
None of these	15 3%	-	8	3	4	7	6	6	2	-	1	1	1	13 3%	6 10% UW	9 2%	1 2%	7 2%
Don't know/can't remember	12 2%	2	4	5	1	2	1	6	4	1	1	1	1	11 2%	2 3%	8 2%	2 4%	6 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	535	48*	209	138	124	253	161	166	109*	59*	99*	28**	24**	511	58*	436	52*	385
Effective base	498	48	196	130	109	233	145	153	99	57	92	26	23	475	49	411	51	360
NET: Insulation	445 83%	43 90%	165 79%	121 87%	101 81%	217 86% O	135 84%	129 78%	96 88%	55 95%	91 92%	19 68%	15 63%	430 84%	30 52%	383 88% TV	41 78% T	342 89% TUV
NET: Heating	119 22%	6 12%	44 21%	26 19%	39 32% pqr	50 20%	31 19%	46 28%	15 14%	15 26% R	10 10%	6 23%	5 20%	114 22%	24 41% UW	83 19%	13 25%	70 18%
NET: Windows/doors	18 3%	1 2%	6 3%	7 5%	3 2%	8 3%	10 6%	8 5%	3 3%	2 3%	1 1%	2 6%	- -	18 3%	2 4%	14 3% W	5 10% UW	9 2%
NET: Microgeneration	26 5%	2 4%	6 3%	10 7%	8 7%	9 3%	11 7%	10 6%	5 4%	3 4%	1 1%	2 6%	- -	26 5%	10 17% UVW	16 4%	1 2%	15 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All who were told that they might be able to have measures installed for free/at a reduced price

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	537	221	216	251	186	20	160	56	200	145	66	258	246	194	212	151
Weighted Base	535	221	214	253	182	21**	159	57*	191	153	73*	245	257	183	216	156
Effective base	498	205	199	233	171	18	149	52	186	134	61	238	230	180	198	139
Loft insulation (including top up)	299 56%	116 52%	128 60%	139 55% w	105 57%	11 54%	75 47%	38 66% B	111 58%	88 58%	36 50%	140 57%	139 54%	116 64% J	108 50%	85 54%
Cavity wall insulation	253 47%	103 47%	100 47% z	125 49% w	78 43%	7 32%	74 47%	28 48%	75 39%	83 54% D	43 59% D	95 39%	145 56% G	87 48%	94 43%	83 53%
Solid wall insulation (internal or external)	65 12%	23 10%	23 11%	25 10%	21 11%	2 12%	19 12%	3 5%	27 14% F	20 13% F	2 3%	42 17% H	20 8%	22 12%	26 12%	19 12%
Flat roof insulation	5 1%	4 2%	1 1%	4 2%	1 1%	-	4 3%	-	3 2%	-	1 2%	3 1%	3 1%	-	3 1%	3 2%
Room in roof insulation (insulation in a loft conversion)	9 2%	2 1%	5 2%	2 1%	5 3%	1 5%	2 1%	-	4 2%	1 1%	2 3%	4 2%	4 1%	3 1%	1 1%	5 3%
Floor insulation	37 7%	22 10% xz	10 5%	24 9% x	8 5%	-	15 9%	7 13%	11 6%	15 10%	8 10%	19 8%	16 6%	12 7%	19 9%	10 6%
Hot water cylinder insulation	15 3%	8 4%	6 3%	9 4%	5 3%	2 11%	6 4%	2 4%	4 2%	4 2%	2 3%	7 3%	7 3%	5 3%	7 3%	3 2%
Draught proofing	19 4%	9 4%	8 4% z	12 5%	4 2%	1 5%	8 5%	1 1%	9 4%	3 2%	6 8%	13 5%	6 2%	8 4%	3 2%	8 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 221

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	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted base	535	221	214	253	182	21**	159	57*	191	153	73*	245	257	183	216	156
Effective base	498	205	199	233	171	18	149	52	186	134	61	238	230	180	198	139
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	103 19%	52 24%	38 18%	55 22%	35 19%	2 11%	38 24%	15 25%	44 23% E	21 14%	14 19%	57 23% H	39 15%	38 21%	45 21%	23 15%
Other heating upgrade	13 2%	7 3%	4 2%	7 3%	4 2%	1 5%	5 3%	1 2%	10 5%	3 2%	-	10 4%	4 1%	5 3%	3 1%	5 3%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	27 5%	16 7%	6 3%	16 6%	6 4%	-	14 9%	2 4%	13 7%	7 5%	5 6%	12 5%	15 6%	9 5%	13 6%	7 4%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	1 *	1 1%	-	1 *	-	-	1 1%	-	-	1 1%	-	1 1%	-	1 1%	-	-
Biomass boiler	1 *	1 *	-	1 *	-	-	1 1%	-	-	-	1 1%	-	1 *	1 *	-	-
Solar thermal (solar panels for hot water, not which generate electricity)	8 2%	6 3%	2 1%	6 2%	2 1%	1 5%	5 3%	1 2%	1 1%	3 2%	2 3%	4 2%	4 2%	4 2%	3 1%	2 1%
Double/triple glazing	15 3%	4 2%	9 4%	7 3%	7 4%	1 5%	3 2%	2 3%	6 3%	6 4%	1 1%	9 4%	2 1%	8 4% J	3 1%	6 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	535	221	214	253	182	21**	159	57*	191	153	73*	245	257	183	216	156
Effective base	498	205	199	233	171	18	149	52	186	134	61	238	230	180	198	139
Secondary glazing	4 1%	3 1%	1	3 1%	1	-	3 2%	-	-	2 1%	2 3% D	2 1%	2 1%	2 1%	1 1%	1 1%
Replacement doors	4 1%	2 1%	1	2 1%	1	-	2 1%	-	-	2 1%	1 1%	2 1%	2 1%	2 1%	-	2 1%
Solar photovoltaic (PV) (solar panels which generate electricity)	25 5%	21 9% xz	4 2%	21 8% xz	4 2%	-	16 10%	3 5%	5 3%	12 8% D	6 8%	8 3%	13 5%	9 5%	8 4%	9 6%
Wind turbine	2	2 1%	-	2 1%	-	-	1 1%	1 2%	-	1 1%	1 2%	1 1%	1	1 1%	1 1%	-
Waste water heat recovery	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Energy saving bulbs / LED bulbs	20 4%	11 5%	6 3%	12 5%	5 3%	3 12%	10 6%	1 2%	9 5% E	1 1%	6 9% E	10 4%	10 4%	2 1%	10 5%	7 5%
Other (PLEASE WRITE IN)	8 2%	3 1%	5 3%	3 1%	5 3%	2 10%	2 1%	1 1%	3 2%	3 2%	1 2%	2 1%	6 2%	2 1%	4 2%	2 1%
None of these	15 3%	9 4%	5 3%	9 4%	5 3%	-	9 6%	-	5 3%	4 2%	5 6%	5 2%	9 4%	5 3%	6 3%	4 3%
Don't know/can't remember	12 2%	5 2%	2 1%	5 2%	2 1%	1 3%	5 3%	-	5 3%	5 3%	-	6 2%	4 2%	3 2%	5 2%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	535	221	214	253	182	21**	159	57*	191	153	73*	245	257	183	216	156
Effective base	498	205	199	233	171	18	149	52	186	134	61	238	230	180	198	139
NET: Insulation	445 83%	177 80%	179 84%	207 82%	150 82%	16 75%	124 78%	50 87%	152 80%	133 87%	56 78%	203 83%	215 84%	157 86%	171 79%	134 86%
NET: Heating	119 22%	62 28% xy	42 20%	65 26%	39 21%	2 11%	45 28%	17 30%	53 28% E	25 16%	17 23%	66 27% H	46 18%	44 24%	49 23%	30 19%
NET: Windows/doors	18 3%	7 3%	9 4%	9 4%	7 4%	1 5%	5 3%	2 3%	6 3%	7 4%	2 3%	10 4%	4 1%	9 5%	4 2%	6 4%
NET: Microgeneration	26 5%	22 10% xz	4 2%	22 9% xz	4 2%	- -	16 10%	4 7%	5 3%	12 8% D	7 10% D	8 3%	15 6%	11 6%	8 4%	9 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures					How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)		Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	537	237	537	537	-	225	197	102	400	97	447	54
Weighted Base	535	222	535	535	**	231	199	93*	400	93*	448	50*
Effective base	498	219	498	498	-	210	182	94	371	90	415	50
Loft insulation (including top up)	299 56%	122 55%	299 56%	299 56%	-	121 52%	116 59%	55 59%	234 58% M	40 43%	258 57%	26 52%
Cavity wall insulation	253 47%	100 45%	253 47%	253 47%	-	116 50%	90 45%	43 46%	197 49%	39 42%	224 50% O	16 31%
Solid wall insulation (internal or external)	65 12%	36 16% U	65 12%	65 12%	-	20 9%	27 14%	14 15%	46 11%	15 17%	48 11%	11 21% N
Flat roof insulation	5 1%	4 2%	5 1%	5 1%	-	1 1%	1 1%	1 1%	5 1%	-	5 1%	-
Room in roof insulation (insulation in a loft conversion)	9 2%	6 3%	9 2%	9 2%	-	6 2%	3 2%	-	6 2%	2 2%	6 1%	2 3%
Floor insulation	37 7%	18 8%	37 7%	37 7%	-	18 8%	11 5%	6 6%	28 7%	6 7%	30 7%	6 12%
Hot water cylinder insulation	15 3%	8 3%	15 3%	15 3%	-	9 4% I	-	4 5% I	11 3%	3 3%	12 3%	2 3%
Draught proofing	19 4%	6 3%	19 4%	19 4%	-	7 3%	4 2%	6 6%	18 4%	1 1%	17 4%	2 5%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	103 19%	53 24% U	103 19%	103 19%	-	44 19%	39 20%	18 20%	82 21%	17 18%	89 20%	11 21%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
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Green Deal Assessment Experience Wave 2

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	Whether thought/told they might be eligible for free/reduced price energy saving measures					How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)		Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	535	222	535	535	**	231	199	93*	400	93*	448	50*
Effective base	498	219	498	498	-	210	182	94	371	90	415	50
Other heating upgrade	13 2%	5 2%	13 2%	13 2%	-	6 3%	4 2%	4 4%	9 2%	3 3%	9 2%	3 6%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	27 5%	15 7%	27 5%	27 5%	-	14 6%	9 5%	3 4%	19 5%	6 7%	21 5%	4 7%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	1 1%	1 1%	1 1%	1 1%	-	1 1%	-	-	1 1%	-	1 1%	-
Biomass boiler	1 1%	-	1 1%	1 1%	-	1 1%	-	-	1 1%	-	1 1%	-
Solar thermal (solar panels for hot water, not which generate electricity)	8 2%	4 2%	8 2%	8 2%	-	5 2%	3 1%	-	6 2%	2 2%	6 1%	2 3%
Double/triple glazing	15 3%	4 2%	15 3%	15 3%	-	7 3%	4 2%	4 4%	12 3%	1 1%	13 3%	-
Secondary glazing	4 1%	2 1%	4 1%	4 1%	-	2 1%	-	2 2% 1	4 1%	-	4 1%	-
Replacement doors	4 1%	1 1%	4 1%	4 1%	-	2 1%	-	2 2% 1	3 1%	-	4 1%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
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Green Deal Assessment Experience Wave 2

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Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	535	222	535	535	-**	231	199	93*	400	93*	448	50*
Effective base	498	219	498	498	-	210	182	94	371	90	415	50
Solar photovoltaic (PV) (solar panels which generate electricity)	25 5%	11 5%	25 5%	25 5%	-	16 7%	4 2%	5 6%	21 5%	3 3%	22 5%	2 3%
Wind turbine	2 .	-	2 .	2 .	-	1 1%	1 1%	-	2 1%	-	2 1%	-
Waste water heat recovery	-	-	-	-	-	-	-	-	-	-	-	-
Energy saving bulbs / LED bulbs	20 4%	6 3%	20 4%	20 4%	-	10 4%	6 3%	4 4%	12 3%	5 5%	13 3%	4 8%
Other (PLEASE WRITE IN)	8 2%	3 1%	8 2%	8 2%	-	4 2%	-	5 5% l	3 1%	3 4% L	5 1%	-
None of these	15 3%	4 2%	15 3%	15 3%	-	12 5% l	2 1%	1 1%	13 3%	1 1%	13 3%	-
Don't know/can't remember	12 2%	3 1%	12 2%	12 2%	-	5 2%	3 1%	4 4%	9 2%	1 1%	11 2%	1 3%
NET: Insulation	445 83%	189 85%	445 83%	445 83%	-	183 79%	173 87% k	79 85%	338 84%	75 81%	376 84%	41 81%
NET: Heating	119 22%	58 26%	119 22%	119 22%	-	50 21%	45 23%	22 24%	94 23%	21 23%	101 22%	15 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 222

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures					How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)		Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Total	535	222	535	535	**	231	199	93*	400	93*	448	50*
Effective base	498	219	498	498	-	210	182	94	371	90	415	50
NET: Windows/doors	18 3%	6 3%	18 3%	18 3%	-	9 4%	4 2%	5 6%	14 4%	1 1%	16 3%	-
NET: Microgeneration	26 5%	11 5%	26 5%	26 5%	-	17 7% 1	4 2%	5 6%	22 6%	3 3%	23 5%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	537	430	38	49	130	407	345	168	179	116	42	93	57	88	141
Weighted Base	535	433	37*	48*	127	409	341	171	184	115	42*	87*	59*	91*	142
Effective base	498	399	36	45	120	377	321	155	165	109	38	86	52	81	131
Loft insulation (including top up)	299 56%	249 57% R	21 56%	19 40%	59 47%	239 59% n	188 55%	107 63% p	104 56%	57 49%	24 58%	48 54%	32 54%	68 75% uwz	70 50%
Cavity wall insulation	253 47%	217 50% R	16 43%	16 34%	54 42%	200 49%	162 48%	100 58% p	88 48%	60 52% w	26 62% wz	25 29%	28 47% w	57 62% wz	58 41%
Solid wall insulation (internal or external)	65 12%	48 71%	2 6%	11 23% PQ	22 7% o	43 10%	45 13% q	12 7%	18 10%	7 6%	3 7%	9 10%	8 13%	12 13%	25 18% u
Flat roof insulation	5 1%	5 1%	-	-	2 1%	4 1%	4 1%	1 1%	1 1%	1 1%	-	-	-	1 1%	3 2%
Room in roof insulation (insulation in a loft conversion)	9 2%	6 1%	-	3	2 1%	7 2%	6 2%	3 1%	2 1%	4 4%	2 4%	1 1%	-	1 1%	1 1%
Floor insulation	37 7%	25 6%	1 3%	10 20% PQ	15 11% o	23 6%	27 8%	10 6%	11 6%	4 3%	3 8%	3 3%	6 10%	6 7%	15 11% uw
Hot water cylinder insulation	15 3%	11 3%	2 4%	1 2%	4 3%	10 3%	12 4%	4 2%	2 1%	1 1%	1 2%	2 2%	1 1%	6 7% u	4 3%
Draught proofing	19 4%	18 4%	1 2%	1 2%	4 3%	15 4%	16 5%	5 3%	4 2%	2 2%	-	-	2 4%	4 4%	11 8% w
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	103 19%	82 79%	5 13%	14 29%	21 16%	83 20%	75 22%	33 20%	27 15%	22 19%	9 21%	17 20%	10 17%	19 21%	26 18%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 222

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	535	433	37*	48*	127	409	341	171	184	115	42*	87*	59*	91*	142
Effective base	498	399	36	45	120	377	321	155	165	109	38	86	52	81	131
Other heating upgrade	13 2%	11 2%	1 3%	1 3%	4 3%	9 2%	8 2%	2 1%	4 2%	7 6%	1 1%	1 2%	-	1 1%	3 2%
Heating controls (e.g. roomstat and/or programmer, time/temperature zone controls, thermostatic radiator valves)	27 5%	18 4%	3 8%	5 17% P	8 6%	19 5%	20 6%	7 4%	7 4%	9 7% x	5 17% x	3 4%	-	5 6%	5 4%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	1 *	1 *	-	-	-	1 *	1 *	-	-	-	-	-	-	1 7%	-
Biomass boiler	1 .	1 .	-	-	-	1 .	1 .	-	-	1 7%	-	-	-	-	-
Solar thermal (solar panels for hot water, not which generate electricity)	8 2%	6 1%	-	2 4%	2 7%	6 2%	8 2% qr	1 7%	-	3 2%	-	2 3%	1 2%	1 7%	1 7%
Double/triple glazing	15 3%	13 3%	1 3%	-	1 7%	15 4%	10 3% q	1 *	5 3%	4 3%	1 2%	1 2%	3 5%	2 2%	4 3%
Secondary glazing	4 1%	4 1%	-	-	-	4 7%	2 7%	-	2 7%	-	2 5% uwz	-	-	2 2%	-
Replacement doors	4 1%	4 1%	-	-	-	4 7%	1 *	-	4 2%	-	2 5% uwz	-	-	2 2%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 222

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	535	433	37*	48*	127	409	341	171	184	115	42*	87*	59*	91*	142
Effective base	498	399	36	45	120	377	321	155	165	109	38	86	52	81	131
Solar photovoltaic (PV) (solar panels which generate electricity)	25 5%	17 4%	3 7%	5 11% P	7 5%	18 5%	22 6% r	7 4%	3 2%	6 5%	1 2%	2 3%	5 8%	5 5%	7 5%
Wind turbine	2 *	2 1%	-	-	-	2 7%	2 7%	1 7%	-	-	-	1 7%	1 2%	-	-
Waste water heat recovery	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Energy saving bulbs / LED bulbs	20 4%	16 4%	1 3%	3 5%	8 6%	12 3%	12 4% q	1 7%	7 4%	1 7%	-	4 4%	6 17% uwy	-	9 6% uy
Other (PLEASE WRITE IN)	8 2%	4 1%	1 3%	1 2%	3 3%	5 1%	2 7%	-	5 3% q	3 2%	-	3 4%	-	-	2 7%
None of these	15 3%	11 2%	4 10% PR	-	1 7%	13 3%	10 3%	5 3%	5 3%	2 2%	2 5%	1 7%	4 8% y	1 7%	4 3%
Don't know/can't remember	12 2%	10 2%	1 3%	-	1 7%	11 3%	7 2% q	1 *	3 2%	5 4%	1 2%	4 4%	-	-	3 2%
NET: Insulation	445 83%	367 85%	27 73%	37 78%	105 83%	340 83%	284 83%	154 90% p	154 84%	89 77%	38 90%	68 78%	46 78%	86 94% uwxyz	119 84%
NET: Heating	119 22%	93 22%	7 19%	17 35% P	27 21%	92 23%	87 25% r	36 21%	29 16%	28 24%	9 22%	20 23%	11 20%	21 23%	30 21%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 222

G8A_NEW And which of the following measures were you told that you might be able to have installed either for free or at a reduced price?

Base: All who were told that they might be able to have measures installed for free/at a reduced price

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	535	433	37*	48*	127	409	341	171	184	115	42*	87*	59*	91*	142
Effective base	498	399	36	45	120	377	321	155	165	109	38	86	52	81	131
NET: Windows/doors	18 3%	16 4%	1 3%	-	1 1%	17 4%	11 3% q	1	6 3% q	4 3%	2 5%	1 2%	3 5%	3 4%	4 3%
NET: Microgeneration	26 5%	18 4%	3 7%	5 11% P	7 5%	20 5%	23 7% qr	7 4%	3 2%	6 5%	1 2%	4 4%	5 8%	5 5%	7 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 223

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	537	282	253	211	197	128	443	84	134	402	425	112	339	198	402	64	71	135
Weighted Base	535	276	258	201	205	129	453	73*	133	401	409	127	296	240	414	52*	68*	121
Effective base	498	260	236	193	184	120	412	78	123	374	391	108	320	190	376	58	65	122
Because we live in council/ local authority/housing association property	85 16%	57 20% b	29 11% a	41 21% e	31 15% d	13 10% f	69 15% g	14 19% h	28 21% i	57 14% j	62 15% k	23 18% l	44 15% m	42 17% n	20 5% o	10 20% p	55 80% q	66 54% r
Because someone in the household receives certain benefits/tax credits	81 15%	56 20% b	25 10% a	45 23% de	25 12% c	10 8% f	59 13% g	18 24% h	24 18% i	57 14% j	66 16% k	14 11% l	57 19% m	24 10% n	52 13% o	22 42% pq	6 9% r	28 23% s
Because someone aged 60+ lives in the household	93 17%	40 15% a	53 21% b	2 1% c	29 14% d	62 48% e	84 18% f	7 9% g	38 29% h	55 14% i	72 18% j	21 17% k	47 16% l	46 19% m	81 20% n	4 7% o	8 12% p	12 10% q
Because a disabled person lives in the household	22 4%	13 5% a	9 3% b	2 7% c	13 6% d	7 5% e	19 4% f	2 3% g	18 14% h	4 7% i	13 3% j	9 7% k	17 6% l	5 2% m	15 4% n	1 1% o	6 9% p	7 6% q
Because dependent children live in the household	28 5%	17 6% a	11 4% b	19 10% de	6 3% c	3 2% f	17 4% g	8 11% h	9 7% i	19 5% j	22 5% k	6 5% l	18 6% m	9 4% n	16 4% o	7 14% p	4 6% q	12 10% r
Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)	91 17%	33 12% a	58 22% b	36 18% de	37 18% c	18 14% f	79 17% g	12 16% h	22 17% i	69 17% j	73 18% k	18 14% l	41 14% m	50 21% n	80 19% o	6 12% p	5 7% q	11 9% r
Because of the area you live in/all properties in this area are eligible	116 22%	64 23% a	51 20% b	54 27% e	45 22% d	17 13% f	101 22% g	15 20% h	26 20% i	89 22% j	93 23% k	23 18% l	65 22% m	51 21% n	100 24% o	11 21% p	5 7% q	15 13% r
For some other reason	21 4%	13 5% a	9 3% b	7 4% c	10 5% d	4 3% e	19 4% f	1 7% g	3 2% h	18 5% i	12 3% j	9 7% k	9 3% l	13 5% m	19 4% n	3 5% o	- - p	3 2% q



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 223

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	535	276	258	201	205	129	453	73*	133	401	409	127	296	240	414	52*	68*	121
Effective base	498	260	236	193	184	120	412	78	123	374	391	108	320	190	376	58	65	122
Age of property	5 1%	4 1%	1 *	1 1%	3 1%	1 1%	5 1%	- -	2 1%	3 1%	5 1%	- -	2 1%	2 1%	5 1%	- -	- -	- -
Energy company have to do it for free / Government scheme	19 4%	11 4%	8 3%	6 3%	6 3%	7 5%	17 4%	2 2%	3 2%	16 4%	16 4%	3 2%	13 4%	6 2%	18 4%	1 2%	- -	1 1%
No other reason given	43 8%	16 6%	26 10%	11 6%	21 10%	10 8%	38 8%	5 7%	9 7%	34 8%	30 7%	12 10%	22 7%	21 9%	39 10% pq	2 5%	1 1%	3 3%
Don't know/can't remember	55 10%	21 8%	33 13%	21 11%	23 11%	10 7%	47 10%	6 9%	11 8%	43 11%	39 10%	15 12%	33 11%	21 9%	45 11%	6 12%	3 4%	9 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 223

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	537	477	60	189	229	72	100	144	128	162	342	195
Weighted Base	535	465	71*	182	240	75*	94*	145	129	165	339	196
Effective base	498	443	56	175	214	67	91	132	119	152	317	181
Because we live in council/ local authority/housing association property	85 16%	60 13%	26 36% r	22 12%	42 18%	6 8%	15 16%	35 24% NO	17 13%	18 11%	70 21% x	15 8%
Because someone in the household receives certain benefits/tax credits	81 15%	65 14%	15 22%	36 20% v	35 15% v	4 6%	18 19% O	26 18%	19 15%	17 10%	45 13%	35 18%
Because someone aged 60+ lives in the household	93 17%	83 18%	10 14%	36 20%	41 17%	13 17%	10 11%	11 7%	25 19% M	47 29% KM	53 16%	40 20%
Because a disabled person lives in the household	22 4%	14 3%	8 11% r	7 4%	13 5%	1 2%	3 3%	7 5%	8 6%	4 2%	13 4%	9 4%
Because dependent children live in the household	28 5%	22 5%	6 8%	11 6%	10 4%	3 5%	6 6%	14 9% O	5 4%	3 2%	19 6%	8 4%
Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)	91 17%	83 18%	8 11%	33 18%	38 16%	16 21%	16 17%	29 20%	21 16%	25 15%	55 16%	36 18%
Because of the area you live in/all properties in this area are eligible	116 22%	106 23%	9 13%	35 19%	59 25%	18 24%	23 25%	34 23%	33 26% O	25 15%	68 20%	48 24%
For some other reason	21 4%	15 3%	6 8%	14 8% u	6 2%	1 1%	3 4%	5 4%	6 4%	7 4%	18 5%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 223

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Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	535	465	71*	182	240	75*	94*	145	129	165	339	196
Effective base	498	443	56	175	214	67	91	132	119	152	317	181
Age of property	5 1%	5 1%	-	3 1%	2 1%	-	-	-	1 1%	3 2%	1 *	4 2%
Energy company have to do it for free / Government scheme	19 4%	14 3%	5 7%	3 1%	10 4%	6 8% †	3 3%	5 4%	4 3%	7 4%	16 5%	3 2%
No other reason given	43 8%	43 9% s	-	13 7%	21 9%	8 11%	6 6%	9 6%	14 11%	14 8%	25 7%	17 9%
Don't know/can't remember	55 10%	47 10%	8 11%	14 7%	20 8%	10 14%	11 12%	14 9%	12 9%	17 10%	33 10%	21 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 223

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	537	300	94	123	34	466	47	344	36	60	63	380	157
Weighted Base	535	310	89*	115	35*	458	51*	349	33*	60*	61*	382	153
Effective base	498	279	89	112	32	432	43	319	33	56	59	352	146
Because we live in council/local authority/housing association property	85 16%	23 7%	10 11%	45 39% yz	8 21% y	74 16%	8 16%	48 14%	2 6%	11 18%	13 21%	50 13%	35 23% EF
Because someone in the household receives certain benefits/tax credits	81 15%	35 11%	12 13%	33 29% yzB	4 10%	66 14%	13 26% C	52 15%	3 9%	7 11%	12 20%	55 14%	26 17%
Because someone aged 60+ lives in the household	93 17%	65 21% A	17 19% A	6 5%	10 28% A	77 17%	10 20%	67 19%	5 15%	10 17%	7 12%	72 19%	22 14%
Because a disabled person lives in the household	22 4%	13 4%	3 3%	5 5%	1 2%	18 4%	3 7%	15 4%	1 2%	2 4%	3 5%	15 4%	6 4%
Because dependent children live in the household	28 5%	14 4%	3 3%	12 11% yz	-	24 5%	4 7%	19 5%	-	3 6%	4 6%	19 5%	9 6%
Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)	91 17%	69 22% zA	11 13%	11 10%	4 10%	73 16%	10 21%	61 17%	9 27% G	6 11%	11 18%	70 18%	21 14%
Because of the area you live in/all properties in this area are eligible	116 22%	72 23% A	24 27% A	16 14%	5 14%	101 22%	10 20%	78 22%	8 23%	14 23%	11 19%	86 22%	30 20%
For some other reason	21 4%	17 5%	1 1%	2 2%	1 4%	18 4%	3 6%	12 3%	3 9%	1 2%	2 3%	14 4%	7 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 223

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	535	310	89*	115	35*	458	51*	349	33*	60*	61*	382	153
Effective base	498	279	89	112	32	432	43	319	33	56	59	352	146
Age of property	5 1%	4 1%	2 2%	- -	- -	5 1%	- -	3 1%	1 3%	- -	1 1%	4 1%	1 1%
Energy company have to do it for free / Government scheme	19 4%	13 4%	- -	5 4%	1 2%	16 4%	3 5%	16 5%	- -	1 1%	1 1%	16 4%	2 2%
No other reason given	43 8%	28 9% A	10 11% A	3 2%	4 11% A	36 8%	3 6%	23 7%	1 3%	7 11%	10 16% E1	24 6%	18 12% 1
Don't know/can't remember	55 10%	27 9%	9 10%	14 12%	6 16%	45 10%	4 8%	37 11%	4 13%	8 13%	4 7%	42 11%	13 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 224

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	537	39	163	32	167	71	344	335	193	35	281	221	90	447	537	-
Weighted Base	535	41*	177	28*	160	70*	349	340	186	38*	283	215	93*	443	535	**
Effective base	498	36	152	31	154	66	319	310	179	32	261	205	83	414	498	-
Because we live in council/ local authority/housing association property	85 16%	2 5%	27 15%	3 11%	20 13%	6 9%	48 14%	46 14%	38 20% ae	- -	46 16% i	39 18% i	7 7%	78 18% i	85 16%	-
Because someone in the household receives certain benefits/tax credits	81 15%	9 23%	20 11%	6 23%	31 19% bf	17 25% bfg	52 15%	52 15% b	29 15%	5 13%	42 15%	34 16%	14 15%	67 15%	81 15%	-
Because someone aged 60+ lives in the household	93 17%	8 21%	29 16%	6 23%	32 20%	15 22%	67 19%	65 19%	26 14%	9 23%	53 19%	32 15%	15 16%	79 18%	93 17%	-
Because a disabled person lives in the household	22 4%	1 2%	4 2%	2 6%	7 4%	5 8%	15 4%	14 4%	7 4%	1 2%	12 4%	9 4%	7 8%	14 3%	22 4%	-
Because dependent children live in the household	28 5%	2 4%	7 4%	2 6%	10 6%	7 9%	19 5%	19 6%	9 5%	- -	19 7%	9 4%	2 2%	26 6%	28 5%	-
Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)	91 17%	9 23%	38 21%	3 11%	26 16%	15 21%	61 17%	58 17%	30 16%	7 18%	49 17%	36 17%	23 24% m	68 15%	91 17%	-
Because of the area you live in/all properties in this area are eligible	116 22%	4 9%	48 27% a	4 15%	37 23% a	11 16%	78 22% a	78 23% a	38 20%	3 8%	70 25% i	43 20%	15 16%	101 23%	116 22%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 224

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	535	41*	177	28*	160	70*	349	340	186	38*	283	215	93*	443	535	**
Effective base	498	36	152	31	154	66	319	310	179	32	261	205	83	414	498	-
For some other reason	21 4%	-	8 5%	-	8 5%	-	12 3%	12 3%	10 5%	-	11 4%	11 5%	1 1%	20 5%	21 4%	-
Age of property	5 1%	-	3 2%	-	1 1%	1 2%	3 1%	3 1%	2 1%	-	2 1%	2 1%	-	5 1%	5 1%	-
Energy company have to do it for free / Government scheme	19 4%	-	9 5%	1 4%	8 5%	2 3%	16 5%	15 4%	2 1%	-	14 5%	5 2%	1 1%	18 4%	19 4%	-
No other reason given	43 8%	6 15% bdefg	8 4%	4 16% bdefg	8 5%	4 5%	23 7%	23 7%	19 10% b	8 22% jk	14 5%	20 9%	18 19% m	25 6%	43 8%	-
Don't know/can't remember	55 10%	6 14%	18 10%	3 9%	16 10%	7 10%	37 11%	36 11%	17 9%	8 22% jk	26 9%	21 10%	14 15%	40 9%	55 10%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 224

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	537	52	211	140	117	250	158	167	106	62	99	29	26	511	52	443	55	388
Weighted Base	535	48*	209	138	124	253	161	166	109*	59*	99*	28**	24**	511	58*	436	52*	385
Effective base	498	48	196	130	109	233	145	153	99	57	92	26	23	475	49	411	51	360
Because we live in council/local authority/housing association property	85 16%	11 24% L	45 22% L	19 13% L	7 6%	38 15%	29 18%	37 22%	18 16%	9 15%	11 11%	17 60%	14 58%	71 14%	*	81 19% TW	28 54% TUW	53 14% T
Because someone in the household receives certain benefits/tax credits	81 15%	4 8%	37 18%	20 15%	16 13%	26 10%	23 14%	30 18% M	17 15%	14 23% R	10 10%	5 18%	5 21%	76 15%	3 4%	63 14%	3 6%	60 16% T
Because someone aged 60+ lives in the household	93 17%	9 18%	33 16%	25 18%	25 20%	46 18%	28 17%	28 17%	14 13%	13 22%	18 18%	4 14%	4 16%	90 18%	9 16%	77 18%	7 14%	70 18%
Because a disabled person lives in the household	22 4%	-	13 6%	6 5%	3 2%	10 4%	8 5%	8 5%	1 1%	3 6% P	3 3%	1 5%	1 5%	20 4%	3 6%	18 4%	4 7%	14 4%
Because dependent children live in the household	28 5%	4 8% r	17 8% r	1 1%	5 4%	12 5%	8 5%	15 9%	3 3%	5 8%	3 3%	4 14%	4 16%	24 5%	2 4%	20 5%	1 2%	19 5%
Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)	91 17%	7 14%	30 14%	32 23%	20 16%	47 18%	31 19%	30 18%	19 17%	9 16%	10 10%	3 10%	1 5%	90 18%	18 30% UVW	66 15%	3 7%	63 16%
Because of the area you live in/all properties in this area are eligible	116 22%	12 26%	49 24%	26 19%	25 21%	61 24% O	42 26% O	25 15%	21 20%	10 17%	36 37% PQ	5 19%	5 21%	111 22%	2 4%	104 24% TV	6 12%	98 25% TV



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 224

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	535	48*	209	138	124	253	161	166	109*	59*	99*	28**	24**	511	58*	436	52*	385
Effective base	498	48	196	130	109	233	145	153	99	57	92	26	23	475	49	411	51	360
For some other reason	21 4%	-	7	7	7	8	8	6	5	2	4	2	2	19	3	18	2	17
Age of property	5 1%	-	1	2	2	4	2	-	-	-	3	-	-	5	1	4	-	4
Energy company have to do it for free / Government scheme	19 4%	5	6	3	5	11	2	5	5	3	4	-	-	19	1	16	2	15
		10% qf	3%	2%	4%	4%	7%	3%	5%	5%	4%	-	-	4%	2%	4%	3%	4%
No other reason given	43 8%	-	14	12	17	23	7	18	9	3	5	-	-	43	16	26	2	24
		-	7%	9% p	14% pq	9%	4%	11% N	9%	5%	5%	-	-	8%	27% UVW	6%	4%	6%
Don't know/can't remember	55 10%	3	17	14	17	23	16	15	15	5	5	3	2	53	8	42	2	40
		6%	8%	10%	14%	9%	10%	9%	14% R	9%	5%	9%	6%	10%	14%	10%	3%	10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 224

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	537	221	216	251	186	20	160	56	200	145	66	258	246	194	212	151
Weighted Base	535	221	214	253	182	21**	159	57*	191	153	73*	245	257	183	216	156
Effective base	498	205	199	233	171	18	149	52	186	134	61	238	230	180	198	139
Because we live in council/local authority/housing association property	85 16%	27 12%	41 19%	33 13%	35 19%	10 47%	17 11%	7 13%	49 26% EF	20 13%	5 7%	58 24% H	20 8%	36 20% J	24 11%	29 18%
Because someone in the household receives certain benefits/tax credits	81 15%	30 13%	33 15%	32 13%	31 17%	8 39%	21 13%	9 15%	47 25% EF	18 12%	3 4%	71 29% H	5 2%	48 27% JK	19 9%	16 10%
Because someone aged 60+ lives in the household	93 17%	36 16%	38 18%	41 16%	34 19%	4 18%	28 17%	9 15%	39 21% F	24 16% F	2 3%	34 14%	51 20%	9 5%	92 43% IK	1 1%
Because a disabled person lives in the household	22 4%	9 4%	9 4%	11 4%	8 4%	1 5%	5 3%	5 8%	13 7%	3 2%	3 4%	20 8% H	1 1%	5 3%	13 6%	5 3%
Because dependent children live in the household	28 5%	12 5%	10 5%	12 5%	10 5%	2 9%	10 6%	2 3%	13 7%	7 4%	2 2%	24 10% H	2 1%	21 12% JK	3 1%	4 3%
Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)	91 17%	45 20%	35 17%	52 21%	28 15%	2 8%	32 20%	11 19%	21 11%	26 17%	24 33% DE	27 11%	59 23% G	30 16%	34 16%	29 19%
Because of the area you live in/all properties in this area are eligible	116 22%	50 23%	44 20%	56 22%	37 21%	3 14%	36 23%	13 22%	21 11%	47 31% D	18 25% D	49 20%	61 24%	37 20%	35 16%	47 30% IJ



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 224

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	535	221	214	253	182	21**	159	57*	191	153	73*	245	257	183	216	156
Effective base	498	205	199	233	171	18	149	52	186	134	61	238	230	180	198	139
For some other reason	21 4%	7 3%	7 3%	8 3%	6 3%	1 3%	5 3%	1 2%	7 4%	9 6%	1 1%	8 3%	12 4%	6 3%	6 3%	10 6%
Age of property	5 1%	3 1%	1 *	3 1%	1 *	-	2 1%	1 2%	3 1%	1 1%	1 1%	1 *	4 1%	1 1%	3 1%	1 1%
Energy company have to do it for free / Government scheme	19 4%	9 4%	7 3%	9 4%	7 4%	-	5 3%	5 8%	6 3%	4 3%	2 3%	4 2%	15 6% G	7 4%	9 4%	5 3%
No other reason given	43 8%	22 10%	17 8%	27 10%	12 7%	1 5%	18 12%	3 4%	9 5%	16 10%	11 16% D	14 6%	28 11% G	16 9%	12 6%	15 10%
Don't know/can't remember	55 10%	23 10%	15 7%	25 10%	13 7%	-	17 10%	6 11%	15 8%	14 9%	9 12%	19 8%	28 11%	18 10%	16 7%	22 14% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 225

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	537	237	537	537	-	225	197	102	400	97	447	54
Weighted Base	535	222	535	535	**	231	199	93*	400	93*	448	50*
Effective base	498	219	498	498	-	210	182	94	371	90	415	50
Because we live in council/local authority/housing association property	85 16%	31 14%	85 16%	85 16%	-	24 10%	36 18% k	24 26% k	67 17%	11 11%	68 15%	7 14%
Because someone in the household receives certain benefits/tax credits	81 15%	37 17%	81 15%	81 15%	-	19 8%	31 16% k	26 28% kl	60 15%	14 15%	66 15%	11 22%
Because someone aged 60+ lives in the household	93 17%	42 19%	93 17%	93 17%	-	46 20%	32 16%	15 16%	76 19%	11 12%	79 18%	8 15%
Because a disabled person lives in the household	22 4%	9 4%	22 4%	22 4%	-	5 2%	7 3%	9 9% kl	18 4%	3 3%	17 4%	4 9%
Because dependent children live in the household	28 5%	11 5%	28 5%	28 5%	-	4 2%	13 6% k	8 9% k	22 5%	5 6%	21 5%	5 11%
Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)	91 17%	53 24% l	91 17%	91 17%	-	41 18%	32 16%	16 17%	71 18%	16 17%	76 17%	8 15%
Because of the area you live in/all properties in this area are eligible	116 22%	43 20%	116 22%	116 22%	-	48 21%	47 24%	18 19%	76 19%	29 31% L	91 20%	16 33% N
For some other reason	21 4%	12 5%	21 4%	21 4%	-	6 3%	10 5%	4 4%	14 3%	5 6%	16 3%	3 6%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 225

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	535	222	535	535	-**	231	199	93*	400	93*	448	50*
Effective base	498	219	498	498	-	210	182	94	371	90	415	50
Age of property	5 1%	2 1%	5 1%	5 1%	-	3 1%	1 1%	1 1%	4 1%	1 1%	4 1%	1 2%
Energy company have to do it for free / Government scheme	19 4%	5 2%	19 4%	19 4%	-	12 5%	6 3%	1 1%	13 3%	6 6%	18 4%	-
No other reason given	43 8%	17 7%	43 8%	43 8%	-	23 10%	16 8%	4 4%	30 8%	11 12%	34 7%	8 16% N
Don't know/can't remember	55 10%	19 9%	55 10%	55 10%	-	29 12%	15 8%	9 10%	44 11% M	3 3%	52 12% O	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 225

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	537	430	38	49	130	407	345	168	179	116	42	93	57	88	141
Weighted Base	535	433	37*	48*	127	409	341	171	184	115	42*	87*	59*	91*	142
Effective base	498	399	36	45	120	377	321	155	165	109	38	86	52	81	131
Because we live in council/local authority/housing association property	85 16%	73 17%	8 21%	4 7%	15 12%	70 17%	38 11%	16 10%	46 25% pq	26 22%	5 12%	11 12%	8 14%	12 13%	24 17%
Because someone in the household receives certain benefits/tax credits	81 15%	67 15%	3 8%	7 14%	20 16%	60 15%	55 16%	27 16%	24 13%	18 16%	11 25% xy	12 14%	5 8%	10 11%	26 18%
Because someone aged 60+ lives in the household	93 17%	76 18%	5 14%	7 15%	16 13%	78 19%	64 19%	35 20%	27 15%	15 13%	7 16%	26 30% uyz	14 24% y	9 10%	22 16%
Because a disabled person lives in the household	22 4%	18 4%	1 3%	2 4%	7 5%	15 4%	17 5%	5 3%	4 2%	4 4%	- -	3 3%	1 1%	3 4%	10 7%
Because dependent children live in the household	28 5%	23 5%	- -	4 7%	8 6%	20 5%	17 5%	6 4%	10 5%	6 6%	3 8%	4 5%	1 2%	5 6%	7 5%
Because of the type of improvements needed (e.g. cavity walls which are harder to insulate, solid walls)	91 17%	78 18%	5 14%	8 16%	24 19%	67 17%	80 23% r	46 27% r	11 6%	23 20% w	3 7%	6 7%	10 17%	27 30% vwz	21 15%
Because of the area you live in/all properties in this area are eligible	116 22%	86 20%	9 25%	17 35% P	35 28%	81 20%	64 19%	33 19%	50 27% p	24 21%	11 26%	15 17%	11 18%	31 34% wz	24 17%
For some other reason	21 4%	17 4%	2 6%	2 4%	5 4%	16 4%	12 3%	7 4%	9 5%	7 6%	4 9% z	4 5%	1 2%	3 3%	2 2%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 225

G9 For which of these reasons did the Assessor say your household might be eligible to have energy saving home improvements made for free or at a reduced cost?

Base: All who were told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Total	535	37*	48*	127	409	341	171	184	115	42*	87*	59*	91*	142
Weighted Base	433	37*	48*	127	409	341	171	184	115	42*	87*	59*	91*	142
Effective base	498	36	45	120	377	321	155	165	109	38	86	52	81	131
Age of property	5 1%	-	1 2%	1 1%	4 1%	3 1%	1 1%	2 1%	-	-	-	2 3%	2 2%	1 1%
Energy company have to do it for free / Government scheme	19 4%	1 3%	2 5%	6 5%	12 3%	8 2%	4 2%	11 6%	2 2%	-	8 9%	-	1 1%	8 5%
No other reason given	43 8%	2 7%	6 12%	14 11%	28 7%	35 10%	14 8%	8 4%	5 4%	2 6%	8 9%	13 22%	6 6%	9 6%
Don't know/can't remember	55 10%	2 4%	1 2%	7 5%	48 12%	35 10%	15 9%	18 10%	12 10%	3 8%	8 9%	8 14%	6 7%	17 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 226

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	355	181	172	120	143	91	295	56	91	263	270	85	208	147	236	38	81	119
Weighted Base	355	175	179	110	147	97*	304	48*	90*	265	258	97*	179	176	247	31*	78*	108
Effective base	326	167	158	108	133	85	273	51	84	241	245	82	195	140	220	35	74	107
Whether you live in council/local authority/housing association property	45 13%	29 16% b	16 9%	21 19% d	15 10%	9 9%	41 13%	4 8%	11 12%	34 13%	33 13%	12 12%	22 12%	23 13%	19 8%	-	26 34% noq	26 24% no
Whether anyone in the household receives certain benefits/tax credits	44 13%	17 10%	27 15%	16 14%	20 14%	9 9%	38 12%	6 13%	13 15%	31 12%	26 10%	19 19% j	23 13%	21 12%	40 16% opq	1 2%	4 5%	5 4%
Whether anyone aged 60+ lives in the household	49 14%	20 11%	29 16%	7 6%	17 11%	25 26% cd	48 16% g	1 2%	21 23% i	28 11%	25 10%	24 24% j	16 9%	32 18% l	39 16%	3 8%	7 8%	9 8%
Whether a disabled person lives in the household	25 7%	10 6%	15 8%	7 7%	9 6%	9 10%	25 8%	1 2%	8 9%	17 6%	10 4%	16 16% j	8 4%	18 10%	22 9% q	-	3 4%	3 3%
Whether dependent children live in the household	29 8%	11 6%	18 10%	14 13% e	13 9% e	1 1%	25 8%	3 7%	5 6%	24 9%	18 7%	11 11%	13 7%	16 9%	21 8%	1 4%	7 9%	8 7%
The type of property you have (for example property with solid walls or hard to treat cavities)	26 7%	12 7%	14 8%	8 8%	14 9%	4 4%	25 8%	2 3%	5 5%	21 8%	20 8%	7 7%	13 7%	13 7%	24 10% q	-	2 3%	2 2%
For some other reason	6 2%	3 2%	3 1%	1 1%	4 3%	1 1%	5 2%	1 2%	1 1%	5 2%	6 2%	-	1 *	5 3%	4 2%	1 5% p	-	1 1%
No other reason given	6 2%	4 2%	2 1%	1 1%	3 2%	2 2%	6 2%	-	1 1%	5 2%	6 2%	-	4 2%	2 1%	6 2%	-	-	-
No - Assessor did not check this	152 43%	72 41%	80 45%	42 38%	67 45%	44 45%	128 42%	23 47%	41 46%	111 42%	116 45%	36 38%	77 43%	75 43%	96 39%	15 48%	41 53% n	56 52% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 226

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	355	175	179	110	147	97*	304	48*	90*	265	258	97*	179	176	247	31*	78*	108
Effective base	326	167	158	108	133	85	273	51	84	241	245	82	195	140	220	35	74	107
Don't know/can't remember	80 23%	33 19%	46 26%	29 26%	32 22%	18 18%	66 22%	13 27%	13 14%	67 25% h	55 21%	25 25%	41 23%	39 22%	64 26% pq	10 32% pq	6 8%	16 15% p
NET: Assessor checked eligibility	123 35%	70 40%	53 30%	39 36%	48 33%	36 37%	110 36%	12 26%	36 40%	88 33%	88 34%	36 37%	61 34%	62 35%	87 35%	6 20%	30 39%	36 33% o

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 226

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	355	298	57	113	151	51	59	97	90	107	242	113
Weighted Base	355	289	67*	112	159	52*	55*	96*	92*	110	241	114
Effective base	326	276	52	103	140	47	53	88	84	100	220	106
Whether you live in council/ local authority/housing association property	45 13%	28 10%	18 27% r	13 12%	22 14%	7 13%	12 22% NO	16 17%	8 9%	9 9%	37 15% x	8 7%
Whether anyone in the household receives certain benefits/tax credits	44 13%	38 13%	6 9%	14 12%	24 15%	6 11%	9 16%	10 11%	11 12%	14 13%	29 12%	16 14%
Whether anyone aged 60+ lives in the household	49 14%	43 15%	6 9%	18 16%	27 17%	3 6%	6 10%	9 9%	9 9%	25 23% MN	39 16% x	9 8%
Whether a disabled person lives in the household	25 7%	23 8%	2 3%	8 7%	14 9%	4 7%	3 5%	10 10%	4 5%	9 8%	22 9%	4 3%
Whether dependent children live in the household	29 8%	23 8%	6 8%	8 7%	14 9%	6 11%	7 13% O	13 13% O	6 6%	3 3%	23 10%	6 5%
The type of property you have (for example property with solid walls or hard to treat cavities)	26 7%	23 8%	4 5%	15 13% v	10 7%	1 1%	2 4%	8 9%	9 10%	6 6%	20 8%	6 6%
For some other reason	6 2%	6 2%	-	1 1%	3 2%	-	2 3%	2 2%	-	2 1%	2 1%	4 4% w
No other reason given	6 2%	4 1%	2 2%	1 1%	4 3%	-	-	1 1%	2 2%	2 2%	4 1%	2 2%
No - Assessor did not check this	152 43%	126 43%	26 40%	50 44%	63 39%	25 49%	17 31%	45 46%	41 45%	48 44%	111 46%	41 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 226

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G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (f)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Total												
Weighted Base	355	289	67*	112	159	52*	55*	96*	92*	110	241	114
Effective base	326	276	52	103	140	47	53	88	84	100	220	106
Don't know/can't remember	80 23%	70 24%	10 16%	22 19%	33 20%	13 25%	14 26%	20 20%	22 24%	22 20%	44 18%	36 32% w
NET: Assessor checked eligibility	123 35%	93 32%	30 45%	40 36%	64 40%	13 26%	23 42%	32 33%	29 31%	39 36%	86 36%	37 32%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 226

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	355	192	54	89	29	296	30	209	14	37	52	223	132
Weighted Base	355	199	50*	83*	31**	292	33**	208	12**	39*	54*	220	135
Effective base	326	179	50	80	27	271	28	192	13	35	49	205	122
Whether you live in council/ local authority/housing association property	45 13%	25 13%	5 10%	15 18%	1 4%	34 12%	7 23%	28 14%	-	9 22% H	2 4%	28 13%	17 12% H
Whether anyone in the household receives certain benefits/tax credits	44 13%	36 18% A	3 7%	3 4%	3 10%	35 12%	5 14%	25 12%	1 11%	10 26% EU	7 13%	26 12%	18 14%
Whether anyone aged 60+ lives in the household	49 14%	38 19% A	8 15% A	3 4%	2 5%	41 14%	3 10%	26 12%	1 6%	5 14%	12 22%	26 12%	22 16%
Whether a disabled person lives in the household	25 7%	20 10% A	4 7%	2 2%	1 2%	20 7%	2 6%	14 7%	-	5 14%	5 9%	14 7%	11 8%
Whether dependent children live in the household	29 8%	15 8%	4 7%	10 12%	1 2%	21 7%	4 14%	14 7%	-	8 21% EU	5 10%	14 6%	15 11%
The type of property you have (for example property with solid walls or hard to treat cavities)	26 7%	17 9%	5 10%	2 3%	3 8%	19 7%	3 10%	16 8%	-	5 12%	2 5%	16 7%	10 7%
For some other reason	6 2%	3 1%	1 2%	1 1%	1 3%	4 1%	-	3 1%	-	-	3 6% EI	3 7%	3 2%
No other reason given	6 2%	4 2%	1 2%	-	2 5%	6 2%	-	4 2%	-	-	1 2%	4 2%	1 1%
No - Assessor did not check this	152 43%	84 42%	21 43%	37 44%	14 46%	123 42%	16 48%	83 40%	8 65%	12 30%	25 47%	91 41%	61 45% G



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 226

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	355	199	50*	83*	31**	292	33**	208	12**	39*	54*	220	135
Effective base	326	179	50	80	27	271	28	192	13	35	49	205	122
Don't know/can't remember	80 23%	38 19%	14 28%	20 24%	9 29%	67 23%	5 15%	53 26%	2 18%	8 20%	10 19%	55 25%	25 18%
NET: Assessor checked eligibility	123 35%	77 39%	14 29%	26 31%	8 25%	103 35%	12 37%	72 35%	2 17%	19 50%	19 34%	74 34%	49 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 227

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	355	42	78	26	71	51	209	204	146	43	152	160	79	276	94	261
Weighted Base	355	45*	79*	25**	66*	51*	208	204	147	44*	150	161	81*	274	96*	259
Effective base	326	39	71	25	65	48	192	187	135	40	140	147	74	253	88	238
Whether you live in council/ local authority/housing association property	45 13%	4 9%	15 19% d	1 3%	3 5%	11 22% ad	28 14% d	26 13% d	17 11%	3 6%	24 16%	19 12%	10 12%	36 13%	3 3%	42 16% n
Whether anyone in the household receives certain benefits/tax credits	44 13%	11 25% bdfg	5 6%	2 7%	3 4%	16 32% bdfg h	25 12% d	24 12% d	20 13%	9 21% j	13 9%	22 14%	25 31% m	19 7%	8 9%	36 14%
Whether anyone aged 60+ lives in the household	49 14%	13 28% bdfg	1 2%	4 18%	3 5%	15 28% bdfg	26 12% bd	25 12% bd	23 15% bd	9 20%	14 9%	26 16%	20 25% m	28 10%	9 9%	40 15%
Whether a disabled person lives in the household	25 7%	8 18% bdfg	-	1 4%	1 7%	11 22% bdfgh	14 7% bd	13 6% bd	11 8% b	6 13%	7 5%	12 8%	14 17% m	12 4%	5 5%	20 8%
Whether dependent children live in the household	29 8%	3 6%	6 7%	3 11%	1 2%	7 13% d	14 7% d	13 6%	15 10%	2 5%	11 7%	16 10%	16 19% m	13 5%	4 5%	24 9%
The type of property you have (for example property with solid walls or hard to treat cavities)	26 7%	3 6%	6 8%	-	2 3%	7 14% d	16 8%	15 7%	10 7%	1 3%	11 7%	14 9%	10 12%	16 6%	4 4%	22 9%
For some other reason	6 2%	-	2 2%	-	3 4%	-	3 1%	3 1%	3 2%	-	3 2%	3 2%	-	6 2%	1 1%	5 2%
No other reason given	6 2%	1 2%	1 1%	-	3 4%	1 2%	4 2%	4 2%	1 1%	1 2%	4 2%	1 1%	-	6 2%	2 2%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 227

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	355	45*	79*	25**	66*	51*	208	204	147	44*	150	161	81*	274	96*	259
Effective base	326	39	71	25	65	48	192	187	135	40	140	147	74	253	88	238
No - Assessor did not check this	152 43%	12 28%	30 38% e	16 63%	35 52% aefg	10 20%	83 40% e	82 40% e	69 47% oe	15 33%	65 43%	72 45%	22 28%	130 47% l	30 31%	122 47% n
Don't know/can't remember	80 23%	15 33%	23 29%	3 11%	16 24%	16 31%	53 26%	52 25%	27 18%	15 33%	34 23%	31 19%	23 28%	57 21%	45 47% o	35 13%
NET: Assessor checked eligibility	123 35%	18 40%	26 33%	6 26%	16 24%	25 49% dfg	72 35% d	70 34% d	51 35%	15 34%	51 34%	57 36%	36 44% m	87 32%	21 22%	102 39% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 227

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	355	30	134	94	82	143	87	126	69	32	42	50	44	311	66	256	65	191
Weighted Base	355	30**	129	95*	86*	143	86*	129	72*	28*	43*	47*	43*	312	71*	249	63*	186
Effective base	326	27	125	87	75	133	81	114	64	30	39	45	40	287	62	234	59	175
Whether you live in council/local authority/housing association property	45 13%	8 25%	14 11%	9 9%	11 13%	13 9%	9 11%	21 16%	3 4%	3 10%	8 19%	12 25%	11 26%	34 11%	10 15%	35 14%	19 30%	16 9%
Whether anyone in the household receives certain benefits/tax credits	44 13%	1 2%	13 10%	16 17%	14 17%	11 8%	15 18%	20 16%	4 6%	5 19%	4 10%	1 2%	1 2%	43 14%	20 28%	21 8%	4 6%	17 9%
Whether anyone aged 60+ lives in the household	49 14%	1 3%	12 10%	16 17%	18 21%	18 13%	10 11%	17 14%	4 6%	3 12%	3 6%	4 9%	3 7%	45 15%	20 29%	22 9%	4 7%	18 10%
Whether a disabled person lives in the household	25 7%	1 3%	6 5%	8 9%	10 11%	7 5%	7 8%	8 6%	3 4%	3 10%	1 3%	1 2%	- -	25 8%	13 18%	13 5%	1 1%	12 6%
Whether dependent children live in the household	29 8%	4 14%	9 7%	7 8%	9 10%	7 5%	8 9%	16 12%	3 4%	3 11%	2 5%	2 4%	2 4%	27 9%	12 17%	16 6%	4 6%	12 6%
The type of property you have (for example property with solid walls or hard to treat cavities)	26 7%	2 5%	4 3%	9 9%	12 13%	6 4%	3 4%	12 9%	4 5%	1 3%	6 13%	1 2%	- -	26 8%	9 13%	17 7%	2 3%	15 8%
For some other reason	6 2%	-	2 1%	3 3%	1 1%	2 1%	3 3%	2 1%	1 1%	1 3%	3 6%	-	-	6 2%	1 1%	4 2%	-	4 2%
No other reason given	6 2%	1 2%	3 2%	-	2 2%	3 2%	2 2%	1 1%	-	-	2 4%	-	-	6 2%	1 2%	4 2%	-	4 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 227

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	355	30**	129	95*	86*	143	86*	129	72*	28*	43*	47*	43*	312	71*	249	63*	186
Effective base	326	27	125	87	75	133	81	114	64	30	39	45	40	287	62	234	59	175
No - Assessor did not check this	152 43%	15 51%	66 51%	35 37%	34 40%	63 44%	38 44%	56 44%	39 54%	15 53%	13 29%	27 57%	26 61%	126 40%	24 33%	114 46%	32 51%	82 44%
Don't know/can't remember	80 23%	4 15%	24 19%	21 22%	23 27%	35 24%	21 24%	25 20%	22 31%	4 14%	10 23%	4 9%	3 8%	77 25%	16 23%	52 21%	6 10%	45 24%
NET: Assessor checked eligibility	123 35%	10 34%	39 31%	38 40%	29 33%	45 31%	27 31%	47 37%	11 15%	9 33%	20 48%	16 34%	14 32%	110 35%	31 44%	83 33%	25 39%	59 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 227

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	355	126	174	144	156	31	102	23	131	82	55	155	181	120	138	108
Weighted Base	355	129	173	147	154	35**	105*	23**	124	83*	59*	147	189	113	141	112*
Effective base	326	117	159	134	142	27	95	21	119	76	51	140	168	109	128	100
Whether you live in council/local authority/housing association property	45 13%	11 8%	28 16% y	12 8%	27 18% wy	11 32%	9 9%	2 8%	23 19%	7 8%	10 17%	24 17%	19 10%	19 17%	13 9%	15 13%
Whether anyone in the household receives certain benefits/tax credits	44 13%	26 20% xz	15 9%	29 19% xz	12 8%	1 2%	24 23%	2 8%	13 10%	16 19%	11 18%	19 13%	24 12%	13 11%	15 11%	17 15%
Whether anyone aged 60+ lives in the household	49 14%	28 22% xz	16 9%	31 21% xz	13 9%	3 8%	28 26%	1 4%	15 12%	13 15%	10 16%	16 11%	30 16%	6 5%	32 23% IK	10 9%
Whether a disabled person lives in the household	25 7%	14 11%	8 5%	15 10%	7 5%	-	14 13%	-	7 5%	7 8%	9 16% D	10 7%	14 7%	5 5%	9 7%	11 10%
Whether dependent children live in the household	29 8%	16 12%	12 7%	18 12%	10 7%	2 5%	16 15%	-	9 8%	7 9%	10 16%	14 10%	14 8%	14 12% J	2 2%	13 11% J
The type of property you have (for example property with solid walls or hard to treat cavities)	26 7%	14 11%	11 6%	16 11%	10 6%	1 2%	11 11%	3 14%	9 7%	6 7%	8 14%	10 6%	16 8%	10 9%	8 5%	10 9%
For some other reason	6 2%	4 3%	2 1%	5 3%	1 1%	1 3%	3 3%	1 3%	2 1%	2 2%	2 3%	3 2%	3 1%	1 1%	2 1%	3 3%
No other reason given	6 2%	4 3% xz	-	4 3% xz	-	-	3 3%	-	2 2%	-	2 3%	2 1%	4 2%	1 1%	6 4% K	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 227

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	355	129	173	147	154	35**	105*	23**	124	83*	59*	147	189	113	141	112*
Effective base	326	117	159	134	142	27	95	21	119	76	51	140	168	109	128	100
No - Assessor did not check this	152 43%	41 32%	91 53% wy	48 33%	84 55% wy	18 52%	33 32%	8 34%	57 46%	36 43%	21 36%	68 46%	77 41%	50 44%	63 45%	45 40%
Don't know/can't remember	80 23%	33 26% xz	25 15% z	40 27% xz	18 12%	1 4%	27 25%	7 29%	19 15%	21 25%	17 28% D	20 14%	55 29% G	25 22%	24 17%	32 28% J
NET: Assessor checked eligibility	123 35%	55 42%	56 33%	59 40%	52 34%	16 45%	45 43%	8 37%	49 39%	27 32%	21 36%	59 40%	58 31%	38 33%	54 38%	35 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 228

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	355	130	94	187	168	166	126	56	228	83	246	59
Weighted Base	355	126	96*	187	168	173	123	52*	229	83*	248	56*
Effective base	326	119	88	174	153	152	117	51	209	77	227	55
Whether you live in council/local authority/housing association property	45 13%	12 10%	3 3%	15 8% J	30 18% J	22 13%	18 15%	5 9%	23 10%	13 16%	25 10%	8 14%
Whether anyone in the household receives certain benefits/tax credits	44 13%	23 19% K	8 9%	29 16% I	15 9%	26 15%	13 11%	5 10%	34 15%	7 9%	33 13%	8 14%
Whether anyone aged 60+ lives in the household	49 14%	23 18% I	9 9%	28 15% I	21 12%	31 18% m	16 13% m	- -	30 13%	12 14%	34 14%	11 19%
Whether a disabled person lives in the household	25 7%	11 9%	5 5%	16 8% I	10 6%	16 9%	8 6%	1 3%	14 6%	5 5%	17 7%	5 9%
Whether dependent children live in the household	29 8%	14 11%	4 5%	16 8% I	13 8%	14 8%	13 10%	2 4%	17 8%	10 12%	19 8%	6 10%
The type of property you have (for example property with solid walls or hard to treat cavities)	26 7%	12 10%	4 4%	14 8% I	12 7%	16 9%	8 6%	2 4%	17 7%	6 7%	19 7%	4 8%
For some other reason	6 2%	1 1%	1 1%	2 1% I	4 2%	2 1%	3 3%	- -	6 3%	- -	5 2%	1 2%
No other reason given	6 2%	- -	2 2%	2 1% I	4 2%	2 1%	2 2%	2 3%	3 1%	3 3%	6 2%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 228

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	355	126	96*	187	168	173	123	52*	229	83*	248	56*
Effective base	326	119	88	174	153	152	117	51	209	77	227	55
No - Assessor did not check this	152 43%	46 37%	30 31%	68 37%	84 50% HIJ	77 45%	51 41%	24 45%	95 42%	40 49%	101 41%	26 47%
Don't know/can't remember	80 23%	32 25% K	45 47% HJK	57 31% HK	23 74%	34 19%	27 22%	15 29%	55 24%	12 15%	63 25%	9 16%
NET: Assessor checked eligibility	123 35%	48 38% IJ	21 22%	62 33% I	62 37% I	62 36%	45 37%	14 26%	79 34%	30 37%	85 34%	21 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 228

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	355	237	38	52	118	237	229	101	119	72	19	85	49	48	82
Weighted Base	355	238	38*	53*	116	239	228	102*	120	74*	19**	78*	52*	49*	83*
Effective base	326	217	35	48	109	218	212	93	108	66	18	77	45	44	76
Whether you live in council/local authority/housing association property	45 13%	29 12%	3 9%	8 16%	18 15%	27 11%	23 10%	9 9%	20 17%	7 9%	3 17%	15 20% z	7 14%	5 11%	7 9%
Whether anyone in the household receives certain benefits/tax credits	44 13%	28 12%	6 15%	9 16%	15 13%	29 12%	39 17% r	14 14% r	6 5%	10 13% z	3 17%	4 5%	15 29% uwz	10 20% wz	3 3%
Whether anyone aged 60+ lives in the household	49 14%	29 12%	5 13%	10 19%	20 17%	29 12%	35 15%	15 15%	13 10%	9 12%	2 11%	7 9%	13 25% wz	8 17%	9 11%
Whether a disabled person lives in the household	25 7%	17 7%	3 9%	3 5%	7 6%	18 8%	19 8%	8 8%	6 5%	1 2%	2 11%	1 1%	9 17% uw	4 8%	8 10% w
Whether dependent children live in the household	29 8%	18 7%	3 8%	7 14%	12 10%	17 7%	20 9%	5 5%	7 6%	3 5%	1 5%	5 7%	10 19% uwz	5 11%	4 5%
The type of property you have (for example property with solid walls or hard to treat cavities)	26 7%	16 7%	5 13%	5 10%	8 7%	19 8%	22 10% r	10 9%	4 3%	6 8%	1 6%	2 3%	8 16% wz	5 11%	4 4%
For some other reason	6 2%	3 1%	-	3 5%	3 2%	3 1%	5 2%	-	1 1%	1 1%	-	3 3%	-	2 5%	-
No other reason given	6 2%	3 1%	-	3 5%	4 4% o	2 1%	4 2%	2 2%	2 1%	3 4%	-	-	1 1%	2 4%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 228

G10 Did the Assessor check whether you might be eligible to have energy saving home improvements made for free or at a reduced cost by asking if you had any of these?

Base: All who were not told by an Assessor that they might be able to have improvements made for free or at a reduced price

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	355	238	38*	53*	116	239	228	102*	120	74*	19**	78*	52*	49*	83*
Effective base	326	217	35	48	109	218	212	93	108	66	18	77	45	44	76
No - Assessor did not check this	152 43%	102 43%	20 54%	19 37%	50 43%	102 43%	86 38%	37 36%	65 54% pq	35 47%	8 40%	37 48%	21 41%	17 34%	34 41%
Don't know/can't remember	80 23%	60 25%	5 14%	7 14%	19 16%	61 26%	58 25%	31 31% r	19 16%	12 17%	5 27%	14 18%	7 13%	14 28%	28 34% uw ^x
NET: Assessor checked eligibility	123 35%	76 32%	12 32%	26 50% p	47 41%	76 32%	84 37%	34 33%	37 30%	27 36%	7 34%	27 34%	24 46% z	19 38%	21 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 229

H1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Base: All who received a postal or email copy of their GDAR

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	231	126	104	83	90	57	205	21	52	178	159	72	123	108	183	23	25	48
Weighted Base	237	126	111*	79*	98*	60*	213	20**	53*	183	157	80*	106	131	196	19**	23**	41*
Effective base	214	117	96	76	84	54	191	19	48	165	145	70	117	103	171	21	23	44
Within a week	59 25%	30 24%	30 27%	15 19%	29 30%	15 25%	54 25%	6 28%	14 27%	45 24%	38 24%	21 27%	21 19%	39 29%	56 29% q	3 13%	1 4%	3 8%
1-2 weeks after	84 35%	47 37%	37 34%	27 35%	41 42%	16 26%	76 36%	5 27%	18 34%	66 36%	55 35%	29 36%	41 38%	43 33%	68 35%	6 32%	10 45%	16 39%
2-3 weeks after	41 17%	19 15%	22 20%	19 23% d	11 11%	12 20%	37 17%	5 23%	13 24%	29 16%	27 17%	15 18%	17 16%	24 19%	28 14%	6 30%	8 35%	14 33% n
3-4 weeks after	19 8%	9 7%	10 9%	3 4%	6 6%	9 16% c	17 8%	2 9%	3 6%	16 9%	15 10%	4 5%	8 7%	12 9%	16 8%	1 5%	2 10%	3 7%
Longer	13 5%	5 4%	8 7%	8 10%	3 3%	3 4%	12 6%	1 4%	2 4%	11 6%	7 5%	6 7%	5 5%	8 6%	13 7%	-	-	-
Don't know/can't remember	20 9%	16 13% b	4 4%	7 9%	8 8%	5 9%	18 8%	2 9%	3 6%	17 9%	16 10%	5 6%	15 14% m	5 4%	15 8%	4 20%	2 7%	5 13%
NET: Within 2 weeks	143 60%	77 61%	67 60%	42 54%	71 72% ce	30 51%	129 61%	11 55%	33 61%	111 60%	93 59%	51 63%	61 58%	82 63%	124 63% q	8 45%	11 48%	19 47%
NET: Longer than 2 weeks	74 31%	33 26%	40 36%	29 37% d	19 20%	24 40% d	66 31%	7 36%	18 33%	55 30%	49 31%	25 31%	30 28%	44 34%	57 29%	7 35%	10 44%	17 40%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 229

H1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Base: All who received a postal or email copy of their GDAR

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	231	213	18	85	101	31	39	54	64	72	154	77
Weighted Base	237	217	20**	86*	106*	33**	38*	56*	68*	74*	157	81*
Effective base	214	198	17	78	95	29	35	50	60	68	143	71
Within a week	59 25%	55 25%	4 20%	21 25%	24 23%	13 38%	9 23%	14 24%	21 31%	15 20%	34 22%	25 31%
1-2 weeks after	84 35%	75 34%	9 47%	28 33%	39 37%	11 34%	10 27%	18 32%	28 42%	28 37%	60 38%	24 29%
2-3 weeks after	41 17%	36 17%	6 28%	15 17%	22 20%	3 10%	13 33% N	9 16%	7 10%	13 18%	28 18%	14 17%
3-4 weeks after	19 8%	19 9%	-	7 9%	8 7%	3 10%	1 3%	4 8%	2 4%	11 14% N	14 9%	6 7%
Longer	13 5%	13 6%	-	8 10% u	2 2%	3 9%	2 6%	7 12% N	1 1%	3 4%	6 4%	7 9%
Don't know/can't remember	20 9%	19 9%	1 5%	6 7%	11 11%	-	3 7%	4 8%	8 12%	5 7%	15 10%	5 6%
NET: Within 2 weeks	143 60%	130 60%	13 67%	50 58%	63 60%	24 72%	19 51%	31 56%	49 73% K	42 57%	95 60%	49 60%
NET: Longer than 2 weeks	74 31%	68 31%	6 28%	30 35%	31 30%	9 28%	16 42% N	20 36% N	10 15%	27 36% N	47 30%	27 33%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 229

H1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Base: All who received a postal or email copy of their GDAR

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	231	135	33	50	28	182	18	143	15	26	47	158	73
Weighted Base	237	141	32*	49*	32**	182	19**	146	15**	29**	47*	161	76*
Effective base	214	126	31	46	26	170	16	133	14	24	44	147	67
Within a week	59 25%	34 24%	9 28%	8 17%	10 31%	39 22%	6 29%	36 25%	4 25%	8 29%	11 23%	40 25%	19 25%
1-2 weeks after	84 35%	52 37%	7 23%	17 35%	11 34%	62 34%	8 39%	49 34%	5 35%	12 43%	17 36%	55 34%	29 38%
2-3 weeks after	41 17%	26 19%	6 18%	11 22%	4 13%	33 18%	5 24%	33 22% HJ	1 5%	4 15%	4 8%	33 21% H	8 10%
3-4 weeks after	19 8%	10 7%	2 7%	4 8%	2 7%	16 9%	1 5%	10 7%	2 14%	1 2%	6 13%	12 8%	7 9%
Longer	13 5%	9 6%	5 17% Y	2 4%	4 11%	11 6%	- -	5 3%	3 21%	1 5%	4 7%	8 5% E	5 6%
Don't know/can't remember	20 9%	10 7%	2 7%	7 14%	2 5%	20 11%	1 4%	13 9%	- -	2 6%	6 13%	13 8%	8 10%
NET: Within 2 weeks	143 60%	86 61%	16 50%	25 52%	21 65%	102 56%	13 68%	85 59%	9 60%	21 72%	28 59%	95 59%	49 64%
NET: Longer than 2 weeks	74 31%	46 32%	14 43%	17 34%	10 30%	61 33%	6 28%	48 33%	6 40%	6 22%	13 28%	54 34%	20 26%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 230

H1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Base: All who received a postal or email copy of their GDAR

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	231	43	49	13	54	49	143	142	88	35	97	99	75	156	134	97
Weighted Base	237	47*	50*	12**	50*	51*	146	144	92*	38*	96*	103*	82*	155	137	101*
Effective base	214	40	46	12	51	46	133	132	81	33	90	92	69	147	125	89
Within a week	59 25%	16 35% b	7 15%	2 19%	12 25%	19 37% bfg	36 25% g	35 24%	23 25%	13 35%	19 20%	27 26%	27 32%	33 21%	33 25%	26 26%
1-2 weeks after	84 35%	15 32%	19 37%	5 46%	14 28%	15 29%	49 34%	49 34%	35 38%	15 40%	33 35%	35 34%	28 34%	56 36%	50 37%	34 34%
2-3 weeks after	41 17%	10 21%	14 29% h	2 19%	8 17%	8 16%	33 22% h	33 23% h	9 10%	5 14%	24 25% k	13 12%	15 18%	27 17%	24 18%	17 17%
3-4 weeks after	19 8%	3 6%	4 8%	-	5 11%	3 6%	10 7%	10 7%	9 10%	3 8%	5 5%	11 11%	7 9%	12 8%	11 8%	8 8%
Longer	13 5%	1 3%	1 2%	-	3 5%	3 6%	5 3%	5 3%	8 9%	-	5 5%	8 8%	3 3%	10 7%	6 5%	7 7%
Don't know/can't remember	20 9%	2 4%	4 9%	2 17%	7 14%	3 5%	13 9%	13 9%	8 8%	1 3%	10 10%	9 9%	3 4%	17 11%	11 8%	9 9%
NET: Within 2 weeks	143 60%	31 66%	26 52%	8 65%	26 53%	34 67%	85 59%	84 58%	58 63%	29 75% j	52 55%	62 60%	54 66%	89 57%	83 61%	60 59%
NET: Longer than 2 weeks	74 31%	14 29%	19 39%	2 19%	16 33%	14 28%	48 33%	48 33%	26 28%	8 22%	33 35%	32 31%	25 30%	49 32%	42 31%	32 31%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 230

H1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Base: All who received a postal or email copy of their GDAR

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	231	16	66	71	74	85	77	89	36	31	25	10	6	225	80	134	28	106
Weighted Base	237	13**	68*	76*	76*	88*	79*	93*	38*	31**	24**	9**	5**	232	90*	131	26**	104*
Effective base	214	15	62	66	69	79	71	82	34	28	24	9	6	209	75	125	26	99
Within a week	59 25%	3 24%	10 14%	18 23%	26 34% q	18 21%	21 26%	21 23%	7 19%	7 22%	8 34%	-	-	59 25%	30 33% UW	24 18%	4 16%	20 19%
1-2 weeks after	84 35%	3 20%	30 45% L	30 39%	20 27%	32 37%	26 33%	40 43%	16 41%	9 29%	6 25%	7 72%	3 69%	81 35%	30 33%	49 38%	9 35%	40 38%
2-3 weeks after	41 17%	1 10%	13 19%	13 18%	14 18%	14 15%	15 20%	15 16%	7 19%	10 33%	4 16%	1 16%	1 31%	40 17%	13 15%	26 20%	7 28%	19 18%
3-4 weeks after	19 8%	1 6%	1 1%	8 11% q	9 12% q	6 7%	6 8%	9 10%	4 9%	1 4%	-	-	-	19 8%	9 10%	10 8%	2 6%	8 8%
Longer	13 5%	2 14%	3 5%	5 7%	3 4%	5 6%	7 9% O	2 2%	3 8%	2 5%	1 4%	-	-	13 6%	5 6%	8 6%	1 4%	7 6%
Don't know/can't remember	20 9%	3 26%	11 16% r	1 2%	4 5%	12 14% N	4 4%	6 6%	1 3%	2 6%	5 21%	1 11%	-	20 9%	3 3%	13 10%	3 11%	11 10%
NET: Within 2 weeks	143 60%	6 43%	40 59%	48 63%	46 61%	50 57%	47 60%	61 66%	23 60%	16 51%	14 59%	7 72%	3 69%	140 60%	60 66%	73 56%	14 51%	60 57%
NET: Longer than 2 weeks	74 31%	4 31%	17 25%	27 36%	26 34%	25 29%	28 36%	26 28%	14 37%	13 43%	5 21%	1 16%	1 31%	72 31%	27 30%	44 34%	10 38%	34 32%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 230

H1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Base: All who received a postal or email copy of their GDAR

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	231	231	-	231	-	-	181	45	64	63	46	104	114	80	90	68
Weighted Base	237	237	-**	237	-**	-**	187	46*	60*	70*	49*	103*	121	77*	95*	72*
Effective base	214	214	-	214	-	-	168	42	59	59	42	95	107	73	85	63
Within a week	59 25%	59 25%	-	59 25%	-	-	50 27%	8 18%	14 24%	23 33%	11 22%	27 26%	30 25%	17 21%	23 24%	22 31%
1-2 weeks after	84 35%	84 35%	-	84 35%	-	-	67 36%	16 34%	19 31%	24 35%	23 46%	36 35%	43 36%	26 34%	31 33%	26 37%
2-3 weeks after	41 17%	41 17%	-	41 17%	-	-	33 18%	8 18%	17 28% E	8 11%	7 13%	21 20%	20 17%	15 20%	17 17%	11 15%
3-4 weeks after	19 8%	19 8%	-	19 8%	-	-	18 10%	1 3%	2 3%	6 9%	3 6%	6 6%	11 9%	4 5%	11 12%	4 6%
Longer	13 5%	13 5%	-	13 5%	-	-	10 5%	3 7%	1 1%	5 8%	4 7%	2 2%	8 7%	5 6%	5 5%	5 7%
Don't know/can't remember	20 9%	20 9%	-	20 9%	-	-	8 4%	10 21% B	8 13%	3 5%	3 5%	11 11%	8 7%	10 13%	9 9%	3 5%
NET: Within 2 weeks	143 60%	143 60%	-	143 60%	-	-	118 63%	24 51%	33 55%	47 68%	33 68%	63 61%	74 61%	43 56%	54 57%	48 68%
NET: Longer than 2 weeks	74 31%	74 31%	-	74 31%	-	-	61 33%	13 27%	19 32%	19 28%	13 27%	29 28%	39 32%	24 31%	32 34%	20 28%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 231

H1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Base: All who received a postal or email copy of their GDAR

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	231	121	134	189	42	109	74	40	188	36	193	32
Weighted Base	237	121	137	193	45*	116	75*	38*	196	34*	201	31*
Effective base	214	112	125	176	38	101	70	36	174	34	179	30
Within a week	59 25%	33 28%	33 25%	46 24%	13 29%	27 23%	17 22%	12 30%	55 28% M	4 11%	53 26%	7 21%
1-2 weeks after	84 35%	38 31%	50 37%	66 34%	18 41%	45 39%	25 33%	11 30%	73 37%	10 28%	77 38% O	6 18%
2-3 weeks after	41 17%	23 19%	24 18%	37 19%	5 10%	22 19%	10 13%	10 25%	34 18%	6 18%	34 17%	7 23%
3-4 weeks after	19 8%	13 11%	11 8%	18 9%	2 4%	10 9%	8 10%	2 5%	12 6%	7 21% L	12 6%	5 17% N
Longer	13 5%	6 5%	6 5%	9 5%	4 8%	7 6%	4 6%	- -	8 4%	4 11%	7 3%	6 20% N
Don't know/can't remember	20 9%	8 7%	11 8%	17 9%	4 8%	4 4%	12 16% k	4 10%	14 7%	4 10%	18 9%	- -
NET: Within 2 weeks	143 60%	71 59%	83 61%	112 58%	31 70%	72 62%	42 55%	23 60%	128 65% M	13 39%	130 64% O	12 39%
NET: Longer than 2 weeks	74 31%	42 34%	42 31%	64 33%	10 22%	39 34%	22 29%	11 30%	54 28%	17 51% L	53 27%	19 61% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 231

H1 How long after the Assessment did you receive a copy of your Green Deal Advice Report?

Base: All who received a postal or email copy of their GDAR

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	231	172	19	33	56	175	182	87	43	50	18	35	30	39	59
Weighted Base	237	178	19**	34*	56*	181	191	90*	42*	52*	16**	34*	31**	41*	63*
Effective base	214	159	18	31	52	162	169	82	40	47	16	32	28	36	55
Within a week	59 25%	51 29%	2 9%	6 18%	12 22%	47 26%	51 27%	22 25%	9 21%	18 34%	3 17%	5 15%	7 21%	14 33%	13 21%
1-2 weeks after	84 35%	67 38%	6 34%	9 25%	13 24%	71 39%	65 34%	31 35%	18 42%	15 28%	9 55%	13 39%	16 51%	14 34%	17 27%
2-3 weeks after	41 17%	27 15%	9 47%	5 15%	10 18%	31 17%	36 19%	22 24%	4 11%	12 24%	2 14%	5 14%	3 9%	7 17%	12 19%
3-4 weeks after	19 8%	11 6%	-	6 18% P	9 16% o	10 6%	14 8%	5 6%	4 10%	3 5%	2 13%	5 14% y	3 10%	-	7 11% y
Longer	13 5%	5 3%	1 7%	5 15% P	7 13% o	6 3%	13 7%	4 5%	-	2 4%	-	-	1 2%	4 8%	7 11%
Don't know/can't remember	20 9%	17 9%	1 4%	3 8%	4 6%	17 9%	12 6%	5 6%	7 16% p	3 5%	-	6 18%	2 5%	3 7%	7 11%
NET: Within 2 weeks	143 60%	119 67% R	8 43%	15 43%	26 46%	117 65% n	115 61%	54 60%	26 63%	32 62%	11 72%	18 55%	23 72%	28 68%	31 48%
NET: Longer than 2 weeks	74 31%	42 24%	10 54%	17 48% P	26 47% o	47 26%	63 33%	31 35%	9 21%	17 32%	4 28%	9 27%	7 22%	11 26%	26 41%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 241

H5 Have you used or looked at the Green Deal Advice Report since you first received it?

Base: All who have received their GDAR

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	351	182	168	124	141	85	306	39	84	266	257	94	203	148	282	32	37	69
Weighted Base	353	180	173	117	148	86*	313	34*	82*	271	249	104*	173	180	295	25**	33*	58*
Effective base	324	168	155	113	130	81	284	35	77	246	233	91	192	141	262	30	34	64
Yes - more than once	106 30%	42 23%	64 37% a	27 23%	42 28%	37 43% cd	102 33% g	4 10%	29 36%	77 29%	67 27%	39 38%	45 26%	62 34%	97 33% pq	5 21%	5 14%	10 17%
Yes - once	154 44%	85 48%	69 40%	55 47%	67 45%	32 38%	131 42%	20 59%	29 36%	125 46%	112 45%	42 41%	87 50% m	67 37%	123 42%	12 48%	20 60% n	32 55%
No - not at all	85 24%	48 27%	37 21%	33 28%	35 24%	17 19%	74 24%	10 29%	23 28%	62 23%	65 26%	21 20%	36 21%	49 28%	71 24%	7 28%	8 23%	15 25%
Don't know	7 2%	4 2%	2 1%	3 2%	4 3%	-	6 2%	1 2%	-	7 2%	5 2%	1 1%	5 3%	1 1%	5 2%	1 2%	1 2%	1 2%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 241

H5 Have you used or looked at the Green Deal Advice Report since you first received it?

Base: All who have received their GDAR

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	351	22	122	158	52	59	88	92	110	232	119
Weighted Base	353	25**	119	163	56*	58*	89*	94*	110	230	123
Effective base	324	21	112	147	49	53	81	85	103	214	110
Yes - more than once	106 30%	9 35%	40 33%	49 30%	16 29%	18 31%	23 26%	30 32%	36 32%	63 28%	43 35%
Yes - once	154 44%	10 42%	51 43%	76 46%	22 40%	22 38%	47 53%	37 39%	48 43%	105 46%	49 40%
No - not at all	85 24%	5 21%	26 22%	36 22%	17 31%	17 29%	17 19%	25 26%	26 24%	56 25%	29 24%
Don't know	7 2%	1 3%	2 2%	2 1%	-	1 1%	3 3%	2 3%	1 1%	5 2%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 241

H5 Have you used or looked at the Green Deal Advice Report since you first received it?

Base: All who have received their GDAR

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	351	210	55	71	31	290	26	233	20	36	62	253	98
Weighted Base	353	217	53*	67*	35**	285	28**	233	19**	38*	63*	252	101*
Effective base	324	195	51	65	29	268	24	215	18	33	58	233	91
Yes - more than once	106 30%	74 34% z	10 19%	16 24%	18 53%	76 27%	12 43%	58 25%	11 60%	15 40%	22 35%	70 28% E	37 36% E
Yes - once	154 44%	85 39%	26 50%	33 49%	15 44%	123 43%	12 43%	105 45%	6 31%	20 51%	24 38%	111 44%	43 43%
No - not at all	85 24%	54 25%	15 29%	16 25%	1 3%	79 28%	4 14%	66 28% GJ	2 9%	4 9%	14 22%	68 27% G	18 17%
Don't know	7 2%	4 2%	1 2%	1 2%	-	7 2%	-	3 7%	-	-	3 5%	3 7%	3 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 242

H5 Have you used or looked at the Green Deal Advice Report since you first received it?

Base: All who have received their GDAR

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	351	54	84	20	97	69	233	229	118	49	159	143	95	256	221	130
Weighted Base	353	56*	88*	18**	90*	70*	233	228	120	51*	157	145	100*	253	221	132
Effective base	324	50	78	19	90	65	215	211	109	45	146	132	86	238	205	119
Yes - more than once	106 30%	20 36% b	14 15%	3 17%	21 24%	22 32% b	58 25% b	57 25% b	48 40% bdfg	18 36%	35 22%	54 37% j	52 52% m	55 22%	57 26%	50 38% n
Yes - once	154 44%	24 43%	45 51%	9 54%	36 40%	26 36%	105 45%	103 45%	49 41%	22 44%	72 46%	61 42%	35 35%	119 47%	102 46%	52 40%
No - not at all	85 24%	12 21%	29 32% h	5 29%	29 32% h	22 32% h	66 28% h	65 28% h	19 16%	10 20%	47 30% k	28 19%	13 13%	72 29% l	57 26%	28 21%
Don't know	7 2%	- -	1 1%	- -	3 4% fg	- -	3 1%	3 2%	3 3%	- -	3 2%	3 2%	- -	7 3%	5 2%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 242

H5 Have you used or looked at the Green Deal Advice Report since you first received it?

Base: All who have received their GDAR

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	351	26	111	106	100	136	115	134	51	42	50	14	9	342	90	237	41	196
Weighted Base	353	22**	109	111*	103*	136	120	135	53*	40*	51*	12**	7**	346	100*	229	38*	191
Effective base	324	24	104	98	92	126	106	123	48	38	46	13	9	316	84	219	38	181
Yes - more than once	106 30%	3 14%	19 18%	38 34% q	43 42% q	28 21%	39 33% M	37 28%	15 28% R	8 20%	5 10%	2 15%	2 26%	105 30%	56 56% UVW	44 19%	5 14%	38 20%
Yes - once	154 44%	12 53%	50 46%	50 45%	38 37%	65 48%	50 42%	66 49%	25 47%	22 54%	25 48%	5 45%	3 38%	152 44%	34 34%	108 47% T	21 55% T	87 46%
No - not at all	85 24%	6 25%	38 35% rL	20 18%	21 20%	38 28%	28 23%	31 23%	13 25%	9 24%	19 37%	4 34%	3 36%	83 24%	8 8%	73 32% T	12 31% T	61 32% T
Don't know	7 2%	2 7%	1 1%	2 2%	1 1%	5 4%	2 2%	1 *	-	1 2%	2 4%	1 5%	-	7 2%	1 1%	5 2%	-	5 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 242

H5 Have you used or looked at the Green Deal Advice Report since you first received it?

Base: All who have received their GDAR

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	351	351	-	351	-	-	260	84	105	93	64	153	183	123	146	94
Weighted Base	353	353	-**	353	-**	-**	261	85*	97*	101*	70*	149	188	117	149	99*
Effective base	324	324	-	324	-	-	241	77	97	86	59	139	171	113	136	87
Yes - more than once	106 30%	106 30%	-	106 30%	-	-	106 41% C	-	24 24%	39 39% D	23 33%	45 30%	58 31%	24 21%	52 35% I	33 34% I
Yes - once	154 44%	154 44%	-	154 44%	-	-	154 59% C	-	50 52% E	34 34%	32 46%	64 43%	83 44%	58 50%	64 43%	39 40%
No - not at all	85 24%	85 24%	-	85 24%	-	-	-	85 100% B	22 23%	24 24%	14 19%	37 25%	43 23%	33 28%	31 21%	24 24%
Don't know	7 2%	7 2%	-	7 2%	-	-	-	-	1 1%	3 3%	1 2%	3 2%	4 2%	2 2%	2 2%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 243

H5 Have you used or looked at the Green Deal Advice Report since you first received it?

Base: All who have received their GDAR

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	351	171	221	287	64	160	121	61	295	45	306	38
Weighted Base	353	165	221	288	65*	167	121	55*	299	43*	310	36*
Effective base	324	158	205	267	58	149	112	55	271	42	282	36
Yes - more than once	106 30%	60 36% IJ	57 26%	84 29% I	23 35%	49 29%	35 29%	18 33%	90 30%	16 36%	88 28%	19 51% N
Yes - once	154 44%	76 46%	102 46%	133 46%	21 32%	71 42%	55 45%	26 47%	135 45%	18 41%	139 45%	13 36%
No - not at all	85 24%	30 18%	57 26% HJ	66 23% H	20 30%	44 26%	29 24%	11 21%	69 23%	9 20%	78 25% O	3 9%
Don't know	7 2%	-	5 2%	5 2%	2 3% H	4 2%	3 2%	-	5 2%	1 3%	5 2%	1 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 243

H5 Have you used or looked at the Green Deal Advice Report since you first received it?

Base: All who have received their GDAR

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	351	271	27	42	76	275	264	139	81	77	28	53	46	70	77
Weighted Base	353	272	27**	44*	76*	277	266	140	82*	77*	26**	49*	46*	74*	80*
Effective base	324	250	25	39	70	253	243	129	76	72	26	49	42	64	72
Yes - more than once	106 30%	79 29%	9 31%	19 43%	29 38%	78 28%	94 35% qr	40 28% r	12 15%	32 42% wy	5 18%	9 19%	12 25%	18 24%	30 37% w
Yes - once	154 44%	119 44%	8 31%	20 47%	33 43%	122 44%	108 41%	58 42%	44 54% p	29 38%	13 49%	16 32%	27 59% uw	35 48%	34 43%
No - not at all	85 24%	70 26% R	10 38%	2 4%	12 16%	73 26%	60 23%	40 29% p	23 28%	12 16%	9 33%	23 47% xyz	7 15%	20 27%	15 18%
Don't know	7 2%	4 1%	-	3 6%	3 3%	4 1%	4 1%	2 1%	2 3%	3 4%	-	1 2%	1 1%	1 1%	1 2%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 244

H6 To what extent did you read the Green Deal Advice Report?

Base: All who have received their GDAR and have read it

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	260	130	130	88	103	69	230	26	60	200	186	74	154	106	211	22	27	49
Weighted Base	261	127	133	82*	109*	70*	234	24**	59*	202	179	81*	132	129	219	17**	24**	42*
Effective base	241	120	121	80	95	65	214	23	56	185	169	72	146	101	196	21	25	45
Read it carefully	151 58%	69 54%	82 62%	36 44%	64 59% c	51 74% c	142 61%	7 31%	35 60%	116 57%	94 53%	57 70% j	68 52%	83 65% l	138 63% q	5 31%	8 33%	13 32%
Just skim read it	106 40%	58 46%	47 36%	44 54% e	43 39%	18 26%	88 38%	16 69%	24 40%	82 41%	81 45% k	25 30%	61 47%	44 34%	79 36%	11 63%	16 64%	27 64% n
Didn't read it at all	3 1%	1 1%	2 2%	2 3%	1 1%	-	2 1%	-	-	3 2%	3 2%	-	1 1%	2 1%	2 1%	-	1 3%	1 2%
Don't know	1 *	-	1 1%	-	1 1%	-	1 *	-	-	1 1%	1 1%	-	1 1%	-	-	1 6%	-	1 2% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 244

H6 To what extent did you read the Green Deal Advice Report?

Base: All who have received their GDAR and have read it

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	260	244	16	91	123	36	40	69	67	83	170	90
Weighted Base	261	242	19**	91*	125	38*	40*	69*	67*	83*	168	93*
Effective base	241	226	15	83	115	34	36	63	62	78	158	83
Read it carefully	151 58%	139 58%	12 62%	49 54%	76 61%	24 62%	21 53%	36 52%	42 63%	52 63%	96 57%	55 60%
Just skim read it	106 40%	100 41%	6 30%	41 46%	47 38%	14 36%	19 47%	33 47%	23 35%	30 36%	68 41%	37 40%
Didn't read it at all	3 1%	1 1%	2 8%	-	2 1%	1 2%	-	-	2 2%	1 2%	3 2%	-
Don't know	1 .	1 .	-	-	-	-	-	1 1%	-	-	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 244

H6 To what extent did you read the Green Deal Advice Report?

Base: All who have received their GDAR and have read it

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	260	156	39	51	30	206	22	166	18	32	44	184	76
Weighted Base	261	159	37*	49*	34**	199	24**	163	17**	35**	46*	180	80*
Effective base	241	145	37	46	28	192	20	154	16	29	41	171	70
Read it carefully	151 58%	105 66% A	19 51%	17 34%	23 68%	107 54%	15 61%	81 50%	11 67%	25 73%	33 73% EI	92 51%	59 73% EI
Just skim read it	106 40%	53 33%	18 49%	31 63% y	10 29%	89 45%	9 36%	78 48% HJ	6 33%	9 27%	12 27%	84 47% HJ	22 27%
Didn't read it at all	3 1%	1 1%	-	2 3%	-	2 1%	1 3%	3 2%	-	-	-	3 2%	-
Don't know	1 *	-	-	-	1 3%	1 7%	-	1 7%	-	-	-	1 7%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 245

H6 To what extent did you read the Green Deal Advice Report?

Base: All who have received their GDAR and have read it

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	260	43	59	14	62	48	166	163	94	39	110	111	83	177	160	100
Weighted Base	261	44*	58*	12**	57*	48*	163	160	97*	40*	106	114	87*	174	159	102*
Effective base	241	40	55	13	59	45	154	151	86	36	103	102	76	165	149	92
Read it carefully	151 58%	27 61% b	21 35%	7 60%	26 45%	31 65% bdfg	81 50% b	81 51% b	70 72% bdfg	27 68% j	50 47%	74 65% j	66 76% m	86 49%	83 52%	68 67% n
Just skim read it	106 40%	15 35%	36 62% aefg h	4 35%	30 53% h	17 35%	78 48% eh	75 47% h	27 28%	11 28%	54 51% ik	40 35%	21 24%	84 48% l	74 46% o	32 31%
Didn't read it at all	3 1%	2 4%	1 1%	1 5%	2 3%	-	3 2%	3 2%	-	2 4% k	1 1%	-	-	3 2%	1 1%	2 2%
Don't know	1 *	-	1 2%	-	-	-	1 1%	1 1%	-	-	1 1%	-	-	1 1%	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 245

H6 To what extent did you read the Green Deal Advice Report?

Base: All who have received their GDAR and have read it

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base 260	17	73	84	80	95	87	103	40	31	31	9	6	254	80	161	29	132
Weighted Base 261	15**	70*	88*	81*	93*	90*	103*	40*	30**	30**	7**	4**	256	90*	152	26**	126
Effective base 241	15	69	78	74	88	80	95	37	27	29	9	6	235	75	150	27	123
Read it carefully 151 58%	9 57%	32 45%	55 62% q	53 65% q	46 50%	53 59%	64 62%	27 68%	11 38%	12 40%	3 44%	3 70%	148 58%	68 76% UW	75 49%	13 48%	62 50%
Just skim read it 106 40%	6 37%	37 53% rL	32 36%	28 35%	45 48%	35 39%	39 38%	12 30%	19 62%	18 60%	2 33%	1 30%	104 41%	22 24%	76 50% T	13 52%	62 50% T
Didn't read it at all 3 1%	1 6%	-	2 2%	-	1 1%	1 2%	-	1 2%	-	-	1 9%	-	3 1%	-	-	-	-
Don't know 1	-	1 1%	-	-	1 1%	-	-	-	-	-	1 14%	-	1 *	-	1 1%	-	1 1%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 245

H6 To what extent did you read the Green Deal Advice Report?

Base: All who have received their GDAR and have read it

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	260	-	260	-	-	260	-	79	68	53	112	138	88	114	68
Weighted Base	261	-**	261	-**	-**	261	-**	74*	73*	55*	110	141	83*	116	72*
Effective base	241	-	241	-	-	241	-	73	63	49	103	129	81	107	63
Read it carefully	151 58%	-	151 58%	-	-	151 58%	-	43 58%	40 54%	37 68%	56 51%	89 63%	39 47%	78 67% I	41 57%
Just skim read it	106 40%	-	106 40%	-	-	106 40%	-	28 38%	34 46%	17 31%	51 46%	51 36%	43 52% J	37 32%	29 39%
Didn't read it at all	3 1%	-	3 1%	-	-	3 1%	-	2 2%	-	1 2%	2 1%	1 1%	-	1 1%	2 3%
Don't know	1 *	-	1 *	-	-	1 *	-	1 1%	-	-	1 1%	-	1 1%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 246

H6 To what extent did you read the Green Deal Advice Report?

Base: All who have received their GDAR and have read it

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	260	138	160	217	43	115	91	47	223	34	224	33
Weighted Base	261	136	159	217	44*	120	90*	44*	225	33*	227	32*
Effective base	241	128	149	202	39	107	84	43	206	32	207	31
Read it carefully	151 58%	80 59%	83 52%	120 55%	32 72% IJ	72 60%	55 61% m	19 42%	125 56%	25 75% L	127 56%	25 77% N
Just skim read it	106 40%	53 39%	74 46% K	94 43% K	12 26%	46 39%	35 39%	23 52%	95 42%	8 25%	97 43% O	7 23%
Didn't read it at all	3 1%	2 2%	1 1%	2 1%	1 1%	1 1%	- -	2 4%	3 1%	- -	2 1%	- -
Don't know	1 *	- -	1 1%	1 *	- -	- -	- -	1 2%	1 *	- -	1 *	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 246

H6 To what extent did you read the Green Deal Advice Report?

Base: All who have received their GDAR and have read it

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	260	197	17	38	60	200	98	58	62	20	27	39	50	62	
Weighted Base	261	198	17**	39*	61*	199	98*	57*	62*	17**	25**	39*	53*	65*	
Effective base	241	182	16	35	56	185	91	54	58	19	25	36	46	58	
Read it carefully	151 58%	109 55%	11 66%	29 74% P	40 66%	111 56%	125 62% r	26 46%	35 58%	6 37%	14 56%	20 50%	26 49%	49 76% uxy	
Just skim read it	106 40%	86 43%	6 34%	10 26%	20 33%	85 43%	76 37%	40 41%	29 51%	23 38%	10 59%	11 44%	19 50% z	27 51% z	15 23%
Didn't read it at all	3 1%	2 1%	-	-	1 1%	2 1%	2 1%	2 2%	1 1%	2 3%	1 4%	-	-	-	1 1%
Don't know	1 -	1 1%	-	-	-	1 1%	-	-	1 2%	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Loft insulation (including top up)	252 27%	126 26%	126 28%	112 33% e	99 28% e	41 17%	209 26%	37 30%	57 23%	195 28%	207 29% k	45 19%	152 31% m	100 22%	204 30% pq	25 28% pq	24 13%	49 18% p
Cavity wall insulation	191 20%	91 18%	100 22%	79 23% e	75 21%	38 15%	166 21%	23 19%	45 18%	146 21%	154 22% k	36 15%	96 20%	95 21%	157 24% pq	17 19% pq	17 9%	33 12% p
Solid wall insulation (internal or external)	58 6%	29 6%	29 6%	21 6%	19 5%	18 7%	53 7%	4 3%	15 6%	44 6%	48 7%	10 4%	28 6%	30 7%	47 7% o	1 2%	10 5%	11 4%
Flat roof insulation	9 1%	1 *	8 2% a	2 1%	6 2%	1 *	7 1%	3 2%	5 2%	4 1%	7 1%	3 1%	5 1%	5 1%	8 1%	-	1 1%	1 *
Room in roof insulation (insulation in a loft conversion)	15 2%	2 *	13 3% a	6 2%	8 2%	1 1%	12 1%	3 2%	4 2%	11 2%	12 2%	3 1%	9 2%	5 1%	12 2%	1 2%	1 1%	2 1%
Floor insulation	35 4%	18 4%	17 4%	17 5%	13 4%	5 2%	28 4%	5 4%	8 3%	27 4%	17 2%	18 7% j	20 4%	15 3%	33 5% pq	1 1%	1 *	1 1%
Hot water cylinder insulation	23 2%	8 2%	14 3%	10 3%	11 3%	2 1%	21 3%	2 1%	10 4%	13 2%	17 2%	5 2%	12 2%	11 2%	19 3%	3 3%	1 1%	4 1% p
Draught proofing	51 5%	30 6%	21 5%	17 5% e	30 8% e	3 1%	50 6% g	1 1%	14 6%	37 5%	31 4%	20 8% j	20 4%	30 7%	40 6%	3 3%	8 4%	11 4%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	192 20%	103 21%	87 19%	61 18%	76 21%	53 22%	167 21%	21 17%	55 22%	135 20%	112 16%	80 33% j	94 19%	97 21%	160 24% pq	14 16%	18 9%	32 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Other heating upgrade	40 4%	23 5%	17 4%	14 4%	16 4%	9 4%	32 4%	6 5%	13 5%	27 4%	26 4%	13 5%	18 4%	22 5%	29 4%	2 3%	9 5%	11 4%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	60 6%	33 7%	26 6%	19 6%	27 8%	13 5%	57 7%	3 3%	13 5%	47 7%	28 4%	32 13% j	30 6%	30 7%	50 7% q	4 5%	6 3%	11 4%
Ground Source Heat Pump	2 *	2 1%	-	1 *	-	1 *	2 *	-	-	2 *	2 *	-	-	2 1%	2 *	-	-	-
Air Source Heat Pump	13 1%	4 1%	9 2%	6 2%	4 1%	2 1%	12 1%	1 1%	2 1%	11 2%	7 1%	6 2%	2 1%	10 2% l	13 2% q	-	-	-
Biomass boiler	12 1%	-	12 3% a	-	8 2% c	4 1% c	11 1%	-	1 *	11 2%	7 1%	5 2%	1 *	11 2% l	12 2% q	-	-	-
Solar thermal (solar panels for hot water not which generate electricity)	21 2%	10 2%	10 2%	5 1%	12 3%	5 2%	18 2%	2 1%	2 1%	19 3%	13 2%	8 3%	8 2%	13 3%	18 3%	1 1%	3 1%	3 1%
Double/triple glazing	81 9%	40 8%	40 9%	28 8%	40 11% e	13 5%	71 9%	8 7%	20 8%	61 9%	57 8%	24 10%	35 7%	46 10%	72 11% pq	4 5%	4 2%	9 3%
Secondary glazing	3 *	2 *	2 *	1 *	2 *	1 *	3 *	-	-	3 1%	3 *	-	2 *	1 *	3 *	-	1 *	1 *
Replacement doors	30 3%	16 3%	14 3%	10 3% e	19 5% e	1 1%	28 3%	2 2%	8 3%	23 3%	22 3%	8 3%	12 3%	18 4%	23 3%	1 1%	6 3%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Solar photovoltaic (PV) (solar panels which generate electricity)	58 6%	27 5%	30 7%	24 7%	29 8%	5 2%	51 6%	7 5%	5 2%	54 8%	38 5%	21 8%	18 4%	40 9%	52 8%	2 3%	3 2%	6 2%
Wind turbine	11 1%	2 1%	9 2%	5 1%	5 1%	1 1%	11 1%	-	2 1%	8 1%	7 1%	4 2%	2 1%	8 2%	11 2%	-	-	-
Waste water heat recovery	1	-	1	1	-	-	1	-	-	1	1	-	1	-	1	-	-	-
Energy saving bulbs / LED light bulbs	9 1%	5 1%	4 1%	4 1%	2 1%	2 1%	9 1%	-	1 1%	8 1%	1 1%	8 3%	2 1%	7 2%	9 1%	-	-	-
Other	5	4 1%	1	-	5 1%	-	4 1%	1 1%	2 1%	3 1%	3 1%	1 1%	3 1%	1	2 1%	-	3 1%	3 1%
None of these/not my property	338 36%	179 36%	159 36%	119 35%	122 34%	98 40%	292 36%	44 36%	95 38%	244 35%	265 38%	74 30%	163 33%	176 38%	180 27%	41 47%	117 62%	158 57%
Don't know/can't remember	30 3%	14 3%	14 3%	13 4%	6 2%	9 4%	18 2%	9 8%	10 4%	17 3%	23 3%	7 3%	17 4%	12 3%	14 2%	4 4%	12 6%	16 6%
NET: Insulation	418 44%	212 43%	205 46%	167 49%	169 47%	81 33%	356 44%	53 43%	101 40%	317 46%	329 47%	89 36%	226 47%	192 42%	337 50%	35 40%	46 24%	81 29%
NET: Heating	246 26%	121 24%	122 27%	78 23%	99 28%	67 28%	214 27%	27 22%	66 26%	178 26%	151 21%	95 39%	117 24%	129 28%	206 31%	17 20%	23 12%	40 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Windows/doors	100 11%	51 10%	49 11%	35 10% e	52 14% e	13 5%	89 11%	8 7%	27 11%	73 11%	72 10%	29 12%	46 9%	54 12%	87 13% opq	5 5%	9 5%	13 5%
NET: Microgeneration	63 7%	29 6%	33 7%	27 8% e	31 9% e	5 2%	56 7%	7 5%	5 2%	58 8% h	41 6%	22 9%	18 4%	45 10% l	57 9% pq	2 3%	3 2%	6 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Loft insulation (including top up)	252 27%	235 30% s	18 11%	102 33% uv	105 25%	24 18%	61 37% MO	64 24%	65 28%	62 22%	162 26%	91 29%
Cavity wall insulation	191 20%	161 21%	29 18%	57 18%	99 23%	27 21%	41 25%	47 18%	41 18%	59 20%	123 20%	67 21%
Solid wall insulation (internal or external)	58 6%	53 7%	5 3%	30 10% v	26 6% v	2 1%	3 2%	20 8% K	11 5%	24 8% K	31 5%	27 9% w
Flat roof insulation	9 1%	8 1%	1 1%	6 2%	2 *	1 1%	2 1%	3 1%	-	5 2%	4 1%	5 2%
Room in roof insulation (insulation in a loft conversion)	15 2%	13 2%	2 1%	12 4% uv	1 *	-	5 3% O	5 2%	3 1%	1 *	7 1%	8 3%
Floor insulation	35 4%	34 4% s	1 *	15 5% v	18 4%	1 1%	6 4%	8 3%	10 5%	10 4%	21 3%	14 4%
Hot water cylinder insulation	23 2%	19 2%	3 2%	11 3%	8 2%	2 2%	6 3%	5 2%	7 3%	6 2%	7 1%	16 5% w
Draught proofing	51 5%	45 6%	6 4%	21 7%	25 6%	4 3%	13 8%	11 4%	15 6%	12 4%	26 4%	25 8% w
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	192 20%	168 22%	24 14%	70 22%	87 20%	24 18%	30 18%	41 16%	53 23% M	68 24% M	109 17%	82 26% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Other heating upgrade	40 4%	27 3%	13 8% r	14 5%	18 4%	4 3%	4 3%	14 5%	12 5%	9 3%	24 4%	16 5%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	60 6%	51 7%	9 5%	19 6%	30 7%	7 6%	10 6%	13 5%	22 10% M	16 5%	37 6%	23 7%
Ground Source Heat Pump	2	2	-	1	1	-	-	1	-	1	2	-
Air Source Heat Pump	13 1%	13 2%	-	6 2%	4 1%	2 2%	5 3% O	2 1%	5 2% O	-	8 1%	5 2%
Biomass boiler	12 1%	12 2%	-	6 2%	5 1%	1 1%	1 1%	5 2%	5 2%	1	6 1%	6 2%
Solar thermal (solar panels for hot water not which generate electricity)	21 2%	20 3%	1 1%	8 3%	10 2%	3 2%	2 1%	7 3%	4 2%	8 3%	15 2%	6 2%
Double/triple glazing	81 9%	71 9%	10 6%	34 11%	33 8%	9 7%	12 7%	27 10%	26 11% O	16 6%	47 8%	34 11%
Secondary glazing	3	3	1	1	3 1%	-	-	1	1 1%	1	2	2
Replacement doors	30 3%	26 3%	5 3%	9 3%	17 4%	4 3%	5 3%	13 5%	5 2%	8 3%	23 4%	8 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Solar photovoltaic (PV) (solar panels which generate electricity)	58 6%	57 7% s	1 1%	23 7%	22 5%	11 8%	12 7%	15 6%	17 8%	13 5%	43 7%	16 5%
Wind turbine	11 1%	11 1%	-	7 2% u	2	2 2%	-	7 3% K	2 1%	2 1%	5 1%	5 2%
Waste water heat recovery	1	1	-	1	-	-	-	1	-	-	1	-
Energy saving bulbs / LED light bulbs	9 1%	9 1%	-	1	3 1%	5 4% tu	2 1%	4 1%	4 2% O	-	7 1%	2 1%
Other	5	3	2 1%	2 1%	1	1 1%	-	2 1%	2 1%	1	3	2 1%
None of these/not my property	338 36%	251 32%	88 53% r	98 31%	163 38%	47 37%	59 36%	105 40%	79 35%	95 33%	238 38%	101 32%
Don't know/can't remember	30 3%	22 3%	7 5%	7 2%	7 2%	7 5% u	7 4%	12 5%	3 2%	6 2%	17 3%	12 4%
NET: Insulation	418 44%	371 48% s	47 28%	157 50% v	191 45% v	42 32%	85 51% M	104 40%	103 45%	122 43%	266 42%	151 48%
NET: Heating	246 26%	216 28% s	30 18%	93 30%	106 25%	33 26%	39 23%	58 22%	68 30%	80 28%	142 23%	104 33% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

I1 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Windows/doors	100 11%	88 11%	12 8%	42 13%	42 10%	11 9%	17 10%	34 13%	28 12%	22 8%	63 10%	37 12%
NET: Microgeneration	63 7%	62 8%	1 1%	25 8%	23 5%	13 10%	12 7%	20 8%	17 8%	13 5%	46 7%	17 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

I1 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Loft insulation (including top up)	252 27%	157 30%	36 25%	53 24%	17 23%	212 27%	21 22%	164 29% J	15 33%	26 25%	28 24%	179 29% J	73 22%
Cavity wall insulation	191 20%	123 23% A	35 24% A	29 13%	14 19%	156 20%	17 17%	139 24% HJ	7 15%	20 19%	14 12%	146 24% HJ	45 14%
Solid wall insulation (internal or external)	58 6%	36 7%	9 6%	10 4%	6 8%	44 6%	7 7%	21 4%	12 25% EGHIJ	8 8%	10 8% E	32 5% E	26 8% E
Flat roof insulation	9 1%	7 1%	-	3 1%	-	8 1%	1 1%	7 1%	1 3%	-	1 1%	8 1%	1 *
Room in roof insulation (insulation in a loft conversion)	15 2%	10 2%	2 2%	6 3%	5 7% Y	9 1%	4 4%	4 1%	3 6% EHI	5 5% EI	1 1%	7 1% E	8 2%
Floor insulation	35 4%	27 5% A	6 4% A	2 1%	2 3%	29 4%	2 3%	21 4%	5 10% EU	4 4%	4 4%	26 4%	9 3%
Hot water cylinder insulation	23 2%	16 3%	3 2%	4 2%	3 4%	14 2%	4 4%	11 2%	-	9 9% EFHIJ	2 1%	11 2%	12 4%
Draught proofing	51 5%	34 6%	3 2%	10 4%	8 11% Z	33 4%	6 6%	22 4%	5 10% E	12 11% EI	10 8% E	26 4%	25 7% EI
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	192 20%	129 24% AB	32 22% B	38 17% B	3 4%	172 22%	13 13%	127 22%	9 20%	21 20%	18 15%	136 22%	56 17%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Other heating upgrade	40 4%	24 5%	4 3%	9 4%	4 5%	27 3%	7 7%	20 3%	1 2%	2 2%	7 6%	21 3%	19 6% G
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	60 6%	45 9% z	4 3%	11 5%	1 2%	51 7%	6 6%	40 7%	3 6%	4 4%	7 6%	42 7%	18 5%
Ground Source Heat Pump	2	2	-	-	-	2	-	2	-	-	-	2	-
Air Source Heat Pump	13 1%	8 1%	1 1%	2 1%	6 8% yzA	3	2 2% C	5 1%	1 2%	5 5% EI	2 2%	6 1%	7 2%
Biomass boiler	12 1%	3 1%	1 1%	-	7 10% yzA	-	-	5 1%	1 3%	2 2%	4 3% EI	6 1%	6 2%
Solar thermal (solar panels for hot water not which generate electricity)	21 2%	16 3% A	2 2%	1	2 3%	14 2%	2 3%	10 2%	2 4%	3 3%	2 1%	12 2%	9 3%
Double/triple glazing	81 9%	56 11% A	8 6%	12 5%	10 13% A	53 7%	16 16% C	36 6%	3 6%	15 14% EI	19 16% EI	39 6%	42 13% EI
Secondary glazing	3	3 1%	-	1	-	2	2 2%	2	-	1 1%	1 1%	2	2
Replacement doors	30 3%	17 3%	2 1%	6 3%	5 7% z	17 2%	6 6% C	14 2%	-	6 6% I	5 4%	14 2%	16 5% I



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Solar photovoltaic (PV) (solar panels which generate electricity)	58 6%	39 7% A	7 5%	5 2%	12 17% yzA	35 5%	6 6%	29 5%	6 12% E	8 7%	10 9%	35 6%	24 7%
Wind turbine	11 1%	5 1%	1 1%	-	5 6% yzA	5 1%	-	4 1%	2 4% EI	1 1%	4 3% E	6 1% E	5 1%
Waste water heat recovery	1	-	-	-	1 1% y	1	-	1	-	-	-	1	-
Energy saving bulbs / LED light bulbs	9 1%	5 1%	1 1%	-	4 5% yA	4 1%	1 1%	2	2 5% EI	1 1%	4 3% EI	4 1% E	5 1%
Other	5	2	-	2 1%	1 2%	3	1 1%	1	-	-	2 2% EI	1	3 1%
None of these/not my property	338 36%	154 29%	56 39% y	109 49% y	26 35%	292 37%	37 38%	198 35%	14 31%	34 31%	40 34%	213 35%	126 38%
Don't know/can't remember	30 3%	9 2%	7 5% y	8 4%	4 5%	23 3%	5 5%	14 2%	1 2%	3 3%	4 3%	15 2%	15 4%
NET: Insulation	418 44%	270 51% A	60 42%	75 34%	30 40%	344 44%	39 40%	266 47% J	26 55% J	52 49% J	45 38%	292 47% J	126 38%
NET: Heating	246 26%	157 29% A	39 27%	46 21%	19 26%	194 25%	23 23%	153 27%	13 27%	29 27%	31 26%	165 27%	81 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 247

I1 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Windows/doors	100 11%	68 13% zA	9 6%	17 8%	12 16% zA	69 9%	17 17% C	46 8%	3 6%	19 18% EI	21 18% EI	49 8%	51 15% EI
NET: Microgeneration	63 7%	41 8% A	7 5%	5 2%	15 20% yZA	38 5%	6 6%	29 5%	6 12% E	8 8%	14 12% EI	35 6%	28 9% E



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Loft insulation (including top up)	252 27%	16 19%	63 24%	8 14%	112 49% abce fgh	33 25%	164 29% ac	160 29% abc	88 23%	14 19%	130 29%	108 26%	45 27%	208 27%	156 29%	96 23%
Cavity wall insulation	191 20%	9 10%	99 38% acdef gh	5 8%	52 23% ach	25 19% ac	139 24% ach	136 25% ach	52 14%	8 11%	116 26% ik	67 16%	33 20%	157 20%	123 23% o	68 17%
Solid wall insulation (internal or external)	58 6%	1 1%	5 2%	8 15% abdefg	5 2%	6 5%	21 4%	20 4%	38 10% abdfg	1 1%	18 4%	39 9% ij	15 9%	43 5%	32 6%	27 6%
Flat roof insulation	9 1%	3 3%	2 1%	1 2%	2 1%	1 1%	7 1%	7 1%	3 1%	1 2%	6 1%	3 1%	5 3% m	4 1%	5 1%	5 1%
Room in roof insulation (insulation in a loft conversion)	15 2%	-	-	1 2% b	2 1%	3 2% b	4 1%	4 1%	10 3% bfg	-	4 1%	10 2%	5 3%	10 1%	5 1%	9 2%
Floor insulation	35 4%	5 6% b	3 1%	2 3%	6 3%	17 13% abcd fgh	21 4% b	21 4% b	14 4%	2 3%	16 4%	16 4%	12 7% m	22 3%	16 3%	19 5%
Hot water cylinder insulation	23 2%	1 1%	7 3%	1 2%	7 3%	2 1%	11 2%	11 2%	12 3%	2 2%	9 2%	12 3%	12 7% m	11 1%	14 3%	8 2%
Draught proofing	51 5%	5 5%	5 2%	2 4%	10 5% b	7 5%	22 4% b	22 4% b	29 8% bfg	3 4%	17 4%	31 7% j	21 12% m	30 4%	20 4%	30 7% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
New boiler (e.g. upgrade to condensing boiler from non- condensing boiler)	192 20%	68 79% bcde fgh	31 12%	6 10%	40 18% b	48 37% bcd fgh	127 22% bcd	125 23% bcd	65 17%	46 61% jk	72 16%	74 18%	62 37% m	130 17%	105 20%	87 21%
Other heating upgrade	40 4%	5 6%	8 3%	-	11 5%	6 5%	20 3%	18 3%	20 5%	2 3%	14 3%	24 6%	5 3%	34 4%	19 4%	20 5%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	60 6%	24 28% bcd fgh h	7 3%	3 6%	9 4%	25 19% bcd fgh h	40 7% bd	39 7% bd	21 5%	16 21% jk	23 5%	21 5%	22 14% m	38 5%	26 5%	34 8% n
Ground Source Heat Pump	2 0%	-	1 1%	-	-	2 2% d fgh	2 0%	2 0%	-	-	2 1%	-	-	2 0%	1 0%	1 0%
Air Source Heat Pump	13 1%	-	-	-	1 0%	4 3% b d f g	5 1%	5 1%	8 2% b	-	5 1%	8 2%	7 4% m	6 1%	1 0%	12 3% n
Biomass boiler	12 1%	-	-	-	2 1%	2 2% b	5 1%	5 1%	7 2% b	2 3% j	2 1%	7 2%	7 4% m	4 1%	3 1%	9 2%
Solar thermal (solar panels for hot water not which generate electricity)	21 2%	1 2%	4 2%	-	5 2%	4 3%	10 2%	10 2%	11 3%	2 3%	8 2%	11 3%	3 2%	18 2%	9 2%	12 3%
Double/triple glazing	81 9%	7 8%	11 4%	3 5%	15 6%	13 10% b	36 6%	35 6%	45 12% b d f g	8 11%	25 6%	48 11% j	31 19% m	50 6%	46 9%	35 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Secondary glazing	3	-	2 1%	-	1 1%	-	2	2	2	-	2	2	1	3	3 1%	1
Replacement doors	30 3%	4 4%	4 2%	1 1%	3 1%	5 4%	14 2%	14 3%	16 4% d	4 6%	10 2%	16 4%	12 7% m	18 2%	13 2%	18 4%
Solar photovoltaic (PV) (solar panels which generate electricity)	58 6%	3 4%	14 5%	2 4%	14 6%	10 8%	29 5%	28 5%	29 8%	3 3%	24 5%	31 7%	19 12% m	39 5%	27 5%	31 8%
Wind turbine	11 1%	-	3 1%	-	2 1%	1 1%	4 1%	4 1%	7 2%	-	4 1%	7 2%	4 2%	7 1%	4 1%	6 2%
Waste water heat recovery	1	-	1	-	1	-	1	1	-	-	1	-	-	1	-	1
Energy saving bulbs / LED light bulbs	9 1%	-	1	-	-	1 1%	2	2	7 2% dfg	-	2	7 2%	3 2%	6 1%	5 1%	4 1%
Other	5	-	1	-	-	1 1%	1	1	3 1%	-	1	4 1%	1 1%	4	1	3 1%
None of these/not my property	338 36%	6 7%	109 43% adefg	26 47% adefg	75 33% ae	26 20% a	198 35% ae	194 35% ae	140 37% ae	11 15%	180 40% i	147 35% i	23 14%	315 40% l	186 35%	152 37%
Don't know/can't remember	30 3%	1 1%	6 2%	6 11% abdefgh	4 2%	1 1%	14 2%	14 3%	16 4%	1 2%	13 3%	16 4%	1 1%	28 4%	10 2%	19 5% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

I1 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Insulation	418 44%	24 28%	123 48% ac	18 33%	133 59% abce fgh	56 43% a	266 47% ac	260 47% ac	152 40%	21 28%	215 48% i	182 43% i	84 51%	333 43%	257 48% o	161 39%
NET: Heating	246 26%	70 81% bcde fgh	39 15%	7 13%	51 23% b	59 45% bcd fgh	153 27% bc	149 27% bc	93 25% bc	50 66% jk	89 20%	107 25%	79 48% m	167 21%	125 23%	121 30% n
NET: Windows/doors	100 11%	9 10%	16 6%	3 5%	16 7%	17 13% bf	46 8%	45 8%	54 14% bcd fgh	9 13%	34 8%	57 13% j	35 21% m	65 8%	55 10%	45 11%
NET: Microgeneration	63 7%	3 4%	14 5%	2 4%	14 6%	10 8%	29 5%	28 5%	34 9% fg	3 3%	24 5%	36 9%	22 13% m	41 5%	28 5%	35 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Loft insulation (including top up)	252 27%	23 25%	77 22%	76 30% q	62 31% q	96 24%	75 29%	86 27%	48 26% S	27 28% S	44 29% S	14 14%	11 13%	241 28% u	27 21%	199 28%	30 24%	169 29%
Cavity wall insulation	191 20%	17 18%	57 16%	57 23%	49 24% q	90 22% O	61 23% O	49 15%	40 22% S	30 31% S	35 23% S	8 8%	8 9%	183 21% u	24 19%	148 21% V	15 12%	133 23% UV
Solid wall insulation (internal or external)	58 6%	3 3%	16 5%	24 9% pq	15 7%	16 4%	21 8% M	15 5%	9 5%	5 5%	5 3%	5 5%	4 4%	54 6%	14 11% UW	37 5%	7 5%	30 5%
Flat roof insulation	9 1%	-	5 1%	1 1%	3 2%	1 *	2 1%	2 1%	2 1%	1 1%	-	-	-	9 1%	4 3% UW	4 1%	-	4 1%
Room in roof insulation (insulation in a loft conversion)	15 2%	2 3%	4 1%	3 1%	4 2%	4 1%	4 1%	5 2%	-	4 4% P	2 1%	1 1%	1 1%	14 2%	6 5% UW	7 1%	1 1%	6 1%
Floor insulation	35 4%	2 2%	16 4%	12 5%	6 3%	13 3%	9 3%	14 4%	9 5%	4 5%	5 3%	1 1%	1 1%	34 4%	7 5%	22 3%	2 1%	21 4%
Hot water cylinder insulation	23 2%	1 1%	11 3%	5 2%	5 3%	10 2%	8 3%	8 2%	3 2%	1 1%	2 1%	2 2%	-	23 3%	6 5%	15 2%	2 1%	13 2%
Draught proofing	51 5%	1 1%	21 6%	17 7%	12 6%	11 3%	18 7% M	24 8% M	11 6%	3 4%	3 2%	5 5%	5 6%	46 5%	18 14% UW	29 4% W	12 10% UW	16 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	192 20%	10 10%	68 19% p	49 20% p	60 30% pqr	72 18%	65 25% M	71 22%	26 15%	17 18%	22 15%	15 15%	13 15%	179 21%	50 39% UVW	120 17%	18 14%	101 17%
Other heating upgrade	40 4%	3 3%	16 5%	10 4%	11 6%	12 3%	10 4%	16 5%	6 3%	3 3%	9 6%	2 2%	2 2%	38 4%	5 4%	32 5%	7 5%	25 4%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	60 6%	3 3%	20 6%	16 6%	21 11% pq	24 6%	21 8%	19 6%	8 5%	4 4%	11 7%	4 4%	4 5%	56 7%	20 16% UVW	34 5%	4 3%	30 5%
Ground Source Heat Pump	2 *	-	-	2 7%	-	1 *	1 *	-	1 7%	-	-	-	-	2 *	-	2 *	-	2 *
Air Source Heat Pump	13 1%	-	3 7%	2 7%	5 2%	1 *	2 7%	8 2% M	-	2 2%	1 7%	-	-	13 2%	9 7% UVW	2 *	-	2 *
Biomass boiler	12 1%	-	-	1 *	11 5% pqr	3 7%	2 7%	8 3% M	-	-	-	-	-	12 1%	9 7% UVW	2 *	-	2 *
Solar thermal (solar panels for hot water not which generate electricity)	21 2%	-	7 2%	9 4%	5 2%	6 1%	6 2%	6 2%	4 2%	-	3 2%	3 3%	3 4%	18 2%	4 3%	15 2%	1 7%	14 2%
Double/triple glazing	81 9%	6 7%	20 6%	26 10% q	25 13% q	28 7%	29 11%	40 12% M	8 5%	5 5%	14 9%	5 5%	3 3%	78 9%	22 17% UW	52 7%	12 9%	40 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Secondary glazing	3	-	1	-	2	2	3	2	1	-	-	-	-	3	1	3	1	2
Replacement doors	30	-	15	4	11	8	10	17	3	2	1	7	5	25	10	18	7	11
	3%	-	4% p	2%	5% pr	2%	4%	5% M	2%	3%	1%	7% PR	7%	3%	8% UW	3% W	5% UW	2%
Solar photovoltaic (PV) (solar panels which generate electricity)	58	3	17	19	16	19	19	28	11	5	5	4	3	56	22	32	3	28
	6%	4%	5%	8%	8%	5%	7%	9% M	6%	5%	3%	4%	3%	6%	17% UVW	4%	3%	5%
Wind turbine	11	1	2	2	5	4	-	5	1	1	2	-	-	11	4	6	1	5
	1%	1%	1%	1%	3%	1%	-	1%	1%	1%	1%	-	-	1%	3% UW	1%	1%	1%
Waste water heat recovery	1	-	-	1	-	1	-	-	-	-	1	-	-	1	-	1	-	1
	1%	-	-	1%	-	1%	-	-	-	-	1%	-	-	1%	-	1%	-	1%
Energy saving bulbs / LED light bulbs	9	-	2	4	2	-	2	6	1	1	-	-	-	9	8	1	-	1
	1%	-	1%	2%	1%	-	1%	2% M	1%	1%	-	-	-	1%	6% UVW	1%	-	1%
Other	5	-	2	1	1	1	1	1	1	1	-	3	2	3	1	3	1	2
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	3%	2% V	3%	1%	3%	1%	2%
None of these/not my property	338	45	148	80	42	166	76	110	71	28	66	60	53	285	17	280	67	213
	36%	48% rL	42% rL	32% L	21%	41% NO	29%	34%	39%	29%	44% Q	61% PQR	63% v	33%	13%	40% TW	53% TUW	37% T
Don't know/can't remember	30	4	13	5	2	8	10	8	6	1	1	2	1	28	2	15	4	10
	3%	4%	4%	2%	1%	2%	4%	2%	3%	1%	1%	2%	1%	3%	2%	2%	3%	2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Insulation	418 44%	38 41%	138 39%	120 48% q	103 51% q	169 42%	132 51% MO	134 41%	84 46% S	54 56% RS	62 41% S	26 26%	21 25%	397 46% u	57 45%	317 45% V	46 36%	270 47% UV
NET: Heating	246 26%	13 14%	83 24% p	63 25% p	80 40% pqr	90 22%	77 30% M	99 31% M	34 19%	22 23%	28 18%	17 17%	15 18%	231 27%	69 55% UVW	151 21%	23 18%	128 22%
NET: Windows/doors	100 11%	6 7%	33 10%	28 11%	30 15%	34 8%	35 14% M	49 15% M	13 7%	7 7%	15 10%	10 10%	7 8%	93 11%	27 21% UVW	65 9%	14 11%	50 9%
NET: Microgeneration	63 7%	3 4%	18 5%	20 8%	18 9%	20 5%	19 7%	31 10% M	11 6%	6 6%	6 4%	4 4%	3 3%	60 7%	24 19% UVW	34 5%	4 3%	30 5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Loft insulation (including top up)	252 27%	108 z	104 z	128 xzA	84 23%	12 18%	77 29%	29 34%	83 24%	62 26%	47 34% D	103 24%	133 30% G	103 32% J	85 22%	75 28%
Cavity wall insulation	191 20%	84 zA	77 z	103 xzA	57 16%	6 9%	63 24%	21 25%	55 16%	58 24% D	35 25% D	74 17%	108 24% G	63 20%	74 19%	63 23%
Solid wall insulation (internal or external)	58 6%	28 z	19 5%	33 xz	14 4%	4 6%	24 9%	3 4%	17 5%	25 10% D	8 6%	34 8%	23 5%	20 6%	27 7%	12 4%
Flat roof insulation	9 1%	7 2%	2 1%	7 2%	2 1%	1 2%	7 3%	-	2 1%	4 2%	1 1%	5 1%	5 1%	2 1%	3 1%	5 2%
Room in roof insulation (insulation in a loft conversion)	15 2%	7 2%	6 1%	7 2%	6 2%	3 4%	7 3%	-	6 2%	5 2%	3 2%	10 2%	4 1%	7 2%	6 2%	5 2%
Floor insulation	35 4%	18 5%	10 3%	20 5%	8 2%	1 1%	12 5%	6 7%	5 1%	13 5% D	13 9% D	18 4%	16 4%	14 4%	12 3%	10 4%
Hot water cylinder insulation	23 2%	11 3%	10 z	16 wz	4 2%	5 2%	10 4%	2 2%	5 1%	7 3%	4 3%	9 2%	10 2%	11 3%	6 1%	8 3%
Draught proofing	51 5%	24 7%	21 5%	26 6%	19 5%	3 5%	19 7%	5 5%	15 4%	18 8%	15 11% D	28 6%	22 5%	21 7% J	13 3%	21 8% J



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	192 20%	96 27% xzA	66 16% z	111 28% xzA	51 14%	8 12%	77 29%	19 22%	50 14%	42 17%	42 31% DE	79 18%	93 21%	62 19%	81 21%	52 19%
Other heating upgrade	40 4%	8 2%	24 6% wy	12 3%	21 6% w	3 5%	8 3%	1 1%	19 5%	7 3%	7 5%	17 4%	21 5%	10 3%	16 4%	14 5%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	60 6%	27 8%	28 7% z	35 9% w	19 5%	3 4%	23 9%	4 4%	19 5%	13 5%	18 13% DE	20 5%	37 8% G	14 4%	19 5%	27 10% IJ
Ground Source Heat Pump	2 .	- .	1 .	1 .	- .	- .	- .	- .	- .	- .	1 1%	1 .	1 .	1 .	1 .	- .
Air Source Heat Pump	13 1%	8 2%	5 1%	10 2%	3 1%	1 1%	8 3%	- .	2 .	4 1%	6 5% D	9 2%	4 1%	4 1%	2 1%	6 2%
Biomass boiler	12 1%	11 3% xz	1 .	12 3% xz	- .	- .	11 4%	- .	- .	6 3% D	5 3% D	2 .	10 2% G	2 1%	5 1%	5 2%
Solar thermal (solar panels for hot water not which generate electricity)	21 2%	8 2%	11 3%	10 3%	9 3%	2 4%	7 3%	1 1%	5 1%	6 2%	3 2%	7 2%	13 3%	4 1%	11 3%	7 2%
Double/triple glazing	81 9%	34 10%	38 9%	42 10%	30 8%	4 6%	27 10%	6 7%	21 6%	25 10%	21 15% D	37 8%	39 9%	30 9%	25 6%	28 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Secondary glazing	3	1	3 1%	1	2 1%	-	1	-	1	2 1%	-	2	2	1	2 1%	1
Replacement doors	30 3%	15 4%	12 3%	16 4%	11 3%	3 4%	14 5%	1 1%	8 2%	13 5% D	6 4%	13 3%	16 4%	9 3%	4 1%	18 7% IJ
Solar photovoltaic (PV) (solar panels which generate electricity)	58 6%	32 9% z	22 5%	38 9% xz	17 5%	2 4%	28 11%	3 4%	8 2%	27 11% D	21 15% D	22 5%	32 7%	26 8% J	16 4%	16 6%
Wind turbine	11 1%	6 2%	4 1%	6 2%	4 1%	1 2%	5 2%	1 1%	2	7 3% D	1 1%	4 1%	6 1%	3 1%	3 1%	5 2%
Waste water heat recovery	1	-	1	-	1	-	-	-	1	-	-	1	-	1	-	-
Energy saving bulbs / LED light bulbs	9 1%	9 3% xz	-	9 2% xz	-	-	8 3%	1 1%	-	3 1% D	5 3% D	4 1%	5 1%	3 1%	2 1%	3 1%
Other	5	1	3 1%	1	3 1%	1 2%	1	-	3 1%	1 1%	1 1%	4 1%	1	1	3 1%	2 1%
None of these/not my property	338 36%	83 24%	173 42% wy	97 24%	159 44% wxy	42 65% wxyz	58 22%	23 27%	162 46% EF	77 32% F	24 17%	182 42% H	140 31%	117 36%	142 36%	92 34%
Don't know/can't remember	30 3%	5 1%	9 2%	6 2%	7 2%	1 2%	2 1%	3 3%	12 3%	4 1%	3 2%	17 4% H	4 1%	12 4%	11 3%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 248

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Insulation	418 44%	184 52% xzA	170 41% z	215 53% xzA	139 39%	19 30%	135 52%	46 54%	130 37%	120 50% D	78 57% D	175 40%	221 49% G	148 46%	163 42%	127 47%
NET: Heating	246 26%	125 36% xzA	89 22% z	145 36% xzA	70 20%	10 16%	104 40% C	21 25%	68 19%	58 24%	56 41% DE	101 23%	124 28%	78 24%	101 26%	72 26%
NET: Windows/doors	100 11%	45 13%	43 10%	53 13%	35 10%	4 6%	37 14%	7 8%	27 8%	33 14% D	23 17% D	46 11%	48 11%	37 11% J	27 7%	39 14% J
NET: Microgeneration	63 7%	36 10% xz	23 6%	42 10% xz	18 5%	2 4%	30 12%	5 6%	9 2%	29 12% D	22 16% D	24 5%	35 8%	28 9% J	16 4%	19 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 249

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Loft insulation (including top up)	252 27%	115 32% K	156 29% K	195 29% K	58 21%	104 25%	94 27%	46 29%	199 31% M	38 20%	215 30% O	22 7%
Cavity wall insulation	191 20%	86 24% K	123 23% K	149 22% K	41 15%	85 21%	73 21%	31 20%	146 22%	32 17%	161 23% O	12 10%
Solid wall insulation (internal or external)	58 6%	27 8%	32 6%	43 6%	15 6%	24 6%	22 6%	8 5%	46 7%	12 6%	43 6%	13 17% N
Flat roof insulation	9 1%	4 1%	5 1%	7 1%	3 1%	1	6 2%	3 2%	7 1%	2 1%	8 1%	1 1%
Room in roof insulation (insulation in a loft conversion)	15 2%	8 2%	5 1%	12 2% I	3 1%	11 3% I	2	1 1%	12 2%	3 1%	11 1%	4 4%
Floor insulation	35 4%	18 5% J	16 3%	24 3%	11 4%	14 3%	13 4%	7 4%	27 4%	6 3%	28 4%	6 5%
Hot water cylinder insulation	23 2%	12 3%	14 3%	18 3%	4 2%	11 3%	5 1%	6 4%	20 3%	3 1%	21 3%	1 1%
Draught proofing	51 5%	23 6% I	20 4%	36 5% I	14 5%	21 5%	19 5%	6 4%	36 6%	12 7%	36 5%	9 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 249

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	192 20%	90 25% IJ	105 20%	141 21%	51 19%	82 20%	76 22%	30 19%	141 22%	36 19%	153 21%	25 22%
Other heating upgrade	40 4%	17 5%	19 4%	30 4% I	10 4%	18 4%	13 4%	8 5%	23 3%	13 7%	28 4%	8 7%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	60 6%	27 7% I	26 5%	40 6% I	20 8%	28 7%	21 6%	11 7%	39 6%	17 9%	47 7%	10 9%
Ground Source Heat Pump	2 *	1 *	1 *	1 *	1 *	1 *	1 *	-	2 *	-	2 *	-
Air Source Heat Pump	13 1%	6 2% I	1 *	7 1% I	6 2% I	8 2%	2 1%	3 2%	11 2%	2 1%	13 2%	-
Biomass boiler	12 1%	7 2% I	3 1%	9 1% I	3 1%	6 1%	6 2%	-	12 2%	-	10 1%	2 2%
Solar thermal (solar panels for hot water not which generate electricity)	21 2%	10 3%	9 2%	13 2%	8 3%	11 3%	8 2%	2 1%	14 2%	6 3%	17 2%	3 3%
Double/triple glazing	81 9%	45 13% IJK	46 9%	64 10%	17 6%	37 9%	28 8%	13 8%	52 8%	21 11%	62 9%	11 10%
Secondary glazing	3 *	1 *	3 1%	3 *	1 *	1 *	1 *	2 1%	2 *	1 1%	3 *	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 249

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Replacement doors	30 3%	18 5% IJ	13 2%	23 3% I	7 3%	14 3%	11 3%	5 3%	23 4%	6 3%	20 3%	8 7% N
Solar photovoltaic (PV) (solar panels which generate electricity)	58 6%	31 9% IJ	27 5%	43 6% I	15 5%	27 6%	17 5%	12 8%	45 7%	12 6%	46 6%	8 7%
Wind turbine	11 1%	4 1%	4 1%	8 1%	2 1%	7 2%	2 1%	2 1%	9 1%	2 1%	9 1%	2 2%
Waste water heat recovery	1 *	-	-	-	1 *	1 *	-	-	1 *	-	1 *	-
Energy saving bulbs / LED light bulbs	9 1%	4 1%	5 1%	8 1%	1 *	7 2% I	1 *	-	4 1%	5 2%	5 1%	4 4% N
Other	5 *	3 1% I	1 *	3 *	1 *	1 *	2 1%	1 *	2 *	3 1%	2 *	3 2% N
None of these/not my property	338 36%	93 26%	186 35% HJ	221 33% H	117 43% HIJ	143 35%	130 37%	57 36%	206 32%	76 40% L	242 34%	40 36%
Don't know/can't remember	30 3%	7 2%	10 2%	15 2%	15 6% HIJ	11 3%	12 4%	5 3%	16 2%	3 1%	16 2%	1 1%
NET: Insulation	418 44%	185 51% JK	257 48% K	319 47% K	98 36%	178 43%	158 45%	73 46%	317 49% M	73 39%	338 47%	44 39%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 249

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Heating	246 26%	116 32% IJ	125 23%	179 27% I	67 25%	112 27%	92 26%	38 24%	185 28%	46 24%	197 27%	32 28%
NET: Windows/doors	100 11%	56 15% IJK	55 10%	79 12% I	21 8%	45 11%	34 10%	18 12%	65 10%	26 14%	74 10%	17 15%
NET: Microgeneration	63 7%	33 9% IJ	28 5%	46 7% I	16 6%	30 7%	17 5%	13 8%	49 8%	13 7%	50 7%	9 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 249

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Loft insulation (including top up)	252 27%	197 29% R	28 30% R	18 17%	57 22%	195 n	252 43% r	141 52% pr	-	52 24%	14 21%	39 22%	32 32%	60 38% uvwz	56 25%
Cavity wall insulation	191 20%	145 21%	22 23%	16 15%	46 17%	145 21%	191 33% r	118 43% pr	-	43 20%	18 26% w	24 13%	24 24% w	43 27% wz	39 17%
Solid wall insulation (internal or external)	58 6%	43 6%	2 2%	11 10% Q	21 8%	38 6%	58 10% qr	17 6% r	-	15 7%	2 3%	7 4%	10 10% w	8 5%	16 7%
Flat roof insulation	9 1%	9 1%	-	-	2 1%	7 1%	9 2% r	4 2% r	-	3 2%	-	-	2 2%	2 2%	1 1%
Room in roof insulation (insulation in a loft conversion)	15 2%	8 1%	2 2%	4 4%	4 2%	11 2%	15 3% qr	2 7% r	-	6 3% z	2 2% z	2 1%	1 1%	4 3% z	-
Floor insulation	35 4%	26 4%	7 7%	2 2%	8 3%	26 4%	35 6% r	17 6% r	-	8 4%	1 1%	8 4%	3 3%	9 6%	6 2%
Hot water cylinder insulation	23 2%	19 3%	1 1%	2 2%	3 1%	19 3%	23 4% r	7 3% r	-	3 2%	1 1%	1 1%	6 6% w	7 5% w	4 2%
Draught proofing	51 5%	39 6%	6 7%	6 6%	16 6%	35 5%	51 9% qr	15 6% r	-	11 5% w	1 1%	2 1%	11 11% vwz	20 12% uvwz	7 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 249

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	192 20%	140 20%	21 23%	24 22%	55 21%	137 20%	192 33% r	102 37% pr	-	33 16%	17 24% w	21 12%	28 28% uw	41 26% uw	52 23% w
Other heating upgrade	40 4%	27 4%	5 6%	7 7%	16 6%	23 3%	40 7% qr	10 4% r	-	9 4% w	5 7% w	1 1%	4 4%	15 10% uwz	6 3%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	60 6%	39 6%	9 10%	10 10%	23 9%	37 5%	60 10% r	34 13% r	-	13 6%	3 4%	5 3%	8 8% w	20 13% uvwz	12 5%
Ground Source Heat Pump	2	1	1 1%	-	-	2	2	2 1%	-	1 1%	-	-	-	1 1%	-
Air Source Heat Pump	13 1%	8 1%	5 5% PR	-	2 1%	11 2%	13 2% qr	1	-	6 3% z	1 1%	3 2%	2 2% z	1 1%	-
Biomass boiler	12 1%	9 1%	1 1%	2 2%	2 1%	10 1%	12 2% r	4 1% r	-	2 1%	-	-	4 4% w	4 3% w	2 1%
Solar thermal (solar panels for hot water not which generate electricity)	21 2%	14 2%	4 4%	2 2%	8 3%	13 2%	21 4% r	10 3% r	-	5 2%	1 1%	2 1%	4 4%	7 4%	2 1%
Double/triple glazing	81 9%	58 8%	8 9%	13 12%	29 11%	52 8%	81 14% qr	20 7% r	-	15 7%	3 4%	7 4%	16 16% uvw	21 13% w	19 8%
Secondary glazing	3	3	1 1%	-	1 1%	2	3 1%	2 1%	-	-	-	1	1 1%	2 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 249

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Replacement doors	30 3%	24 3%	2 2%	3 3%	10 4%	20 3%	30 5% qr	8 3% r	-	5 2%	2 2%	2 1%	9 9% uwz	9 5% w	4 2%
Solar photovoltaic (PV) (solar panels which generate electricity)	58 6%	44 6%	5 6%	9 9%	16 6%	42 6%	58 10% r	20 7% r	-	14 7% w	2 3%	4 2%	10 10% w	15 10% w	13 6%
Wind turbine	11 1%	9 1%	-	2 2%	3 1%	7 1%	11 2% r	4 1% r	-	1 *	-	1 1%	4 4% uz	3 2%	2 1%
Waste water heat recovery	1	1 *	-	-	-	1 *	1 *	1 *	-	1 *	-	-	-	-	-
Energy saving bulbs / LED light bulbs	9 1%	4 1%	2 2%	2 2%	7 3% o	2 *	9 2% qr	-	-	4 2%	-	-	2 2%	1 1%	2 1%
Other	5 *	2 *	1 1%	1 1%	3 1%	1 *	5 1%	1 *	-	2 1%	-	1 1%	-	1 *	1 *
None of these/not my property	338 36%	244 36%	25 28%	41 39%	98 37%	240 35%	5 1%	-	334 100% pq	86 41% xy	22 32%	84 47% xyz	28 28%	38 24%	79 35% y
Don't know/can't remember	30 3%	10 1%	7 8% P	2 2%	3 1%	27 4% n	-	-	-	7 3%	3 4%	13 7% xyz	1 1%	2 1%	5 2%
NET: Insulation	418 44%	323 47% R	41 44%	38 35%	109 41%	309 45%	418 72% r	220 80% pr	-	86 41%	29 41%	62 34%	55 55% uwz	94 59% uvwz	92 41%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 249

11 Which of the following energy saving improvements, if any, were you already thinking about making before you had a Green Deal assessment?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Heating	246 26%	179 26%	28 31%	31 29%	69 26%	177 26%	246 42% r	115 42% r	-	45 21%	21 31% w	25 14%	35 35% uw	57 36% uw	62 28% w
NET: Windows/doors	100 11%	73 11%	9 10%	15 14%	37 14% o	63 9%	100 17% qr	26 9% r	-	18 9%	5 7%	9 5%	22 21% uvwz	26 16% uwz	21 9%
NET: Microgeneration	63 7%	48 7%	5 6%	10 9%	17 7%	46 7%	63 11% qr	20 7% r	-	14 7%	2 3%	5 3%	12 12% vw	17 11% vw	13 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 250

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	958	475	480	389	386	182	808	128	225	732	720	238	560	398	784	80	94	174
Weighted Base	967	468	495	369	409	188	832	115	223	742	702	266	481	487	815	67*	85*	152
We were in the process of doing this	127 13%	41 9%	86 17% a	44 12%	56 14%	27 14%	111 13%	16 14%	25 11%	102 14%	97 14%	30 11%	44 9%	83 17% l	105 13%	9 13%	13 15%	22 14%
We had firm plans to do this	212 22%	101 22%	111 22%	78 21%	101 25%	34 18%	185 22%	24 20%	52 23%	161 22%	157 22%	56 21%	105 22%	108 22%	188 23% q	10 15%	14 16%	24 16%
We wanted to do this but not at that stage	210 22%	115 25% b	94 19%	88 24% e	92 23%	30 16%	177 21%	29 25%	42 19%	168 23%	150 21%	60 23%	122 25% m	88 18%	178 22%	17 25%	15 18%	32 21%
We had looked into this but didn't want to do it	51 5%	20 4%	31 6%	14 4%	28 7%	9 5%	41 5%	8 7%	10 5%	41 5%	35 5%	16 6%	22 5%	29 6%	46 6%	1 2%	5 5%	6 4%
We had thought about it but hadn't looked into it in detail	295 30%	152 32%	139 28%	102 28%	119 29%	72 38% cd	263 32% g	23 20%	73 33%	220 30%	200 29%	95 36% j	138 29%	157 32%	247 30%	17 25%	31 37%	48 31%
Don't know	72 7%	39 8%	34 7%	43 12% d	13 3%	16 8% d	55 7%	16 14% f	22 10%	50 7%	63 9% k	9 3%	49 10% m	23 5%	51 6%	13 20% npq	7 9%	21 14% np



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 250

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	958	878	80	377	410	107	184	255	244	270	606	352
Weighted Base	967	873	94*	377	429	108*	184	259	246	274	599	368
We were in the process of doing this	127 13%	114 13%	13 14%	44 12%	67 16%	11 10%	21 12%	30 12%	45 18% O	30 11%	77 13%	50 13%
We had firm plans to do this	212 22%	201 23% s	11 12%	93 25%	92 21%	20 18%	60 33% MNO	45 18%	50 20%	57 21%	130 22%	82 22%
We wanted to do this but not at that stage	210 22%	196 22%	13 14%	79 21%	96 22%	28 26%	43 24%	54 21%	60 25%	52 19%	121 20%	88 24%
We had looked into this but didn't want to do it	51 5%	50 6%	2 2%	29 8% u	17 4%	3 3%	12 7%	11 4%	12 5%	16 6%	31 5%	21 6%
We had thought about it but hadn't looked into it in detail	295 30%	250 29%	45 47% r	101 27%	136 32%	40 37%	39 22%	92 35% KN	66 27%	96 35% K	193 32%	102 28%
Don't know	72 7%	62 7%	10 11%	31 8%	21 5%	6 5%	7 4%	27 10% KN	13 5%	24 9% K	47 8%	25 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 250

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	958	609	143	180	79	766	90	578	63	124	118	641	317
Weighted Base	967	631	141	164	89*	754	97*	585	65*	124	117	650	317
We were in the process of doing this	127 13%	73 12%	12 8%	28 17% z	20 23% yz	85 11%	19 19% C	85 14% G	11 16% G	6 5%	24 20% GJ	95 15% G	32 10% G
We had firm plans to do this	212 22%	144 23%	38 27%	33 20%	23 26%	158 21%	23 24%	131 22%	13 19%	38 30% J	23 20%	144 22%	69 22%
We wanted to do this but not at that stage	210 22%	132 21%	28 20%	34 21%	27 31%	164 22% D	12 13%	122 21%	11 17%	49 40% EFHIJ	25 21%	133 20%	77 24%
We had looked into this but didn't want to do it	51 5%	40 6% z	2 1%	6 4%	4 4%	38 5%	4 4%	26 4%	9 13% EJ	8 7%	7 6%	35 5% E	16 5%
We had thought about it but hadn't looked into it in detail	295 30%	203 32% B	42 30% B	43 26%	13 15%	243 32%	32 33%	183 31% G	23 35% G	19 15%	34 29% G	205 32% G	90 28% G
Don't know	72 7%	39 6%	19 14% yB	20 12% yB	1 1%	65 9%	7 8%	38 6% FI	-	5 4%	5 4%	38 6%	34 11% EFGHI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 251

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	958	112	229	39	275	164	578	568	380	89	437	432	245	713	545	413
Weighted Base	967	117	239	36*	259	173	585	574	383	91*	440	435	257	711	543	424
We were in the process of doing this	127 13%	33 28% bdef gh	34 14%	7 20%	27 10%	24 14%	85 14% d	85 15% d	42 11%	23 25% jk	60 14%	45 10%	38 15%	89 13%	65 12%	61 14%
We had firm plans to do this	212 22%	28 24%	49 20%	12 34% d	49 19%	42 24%	131 22%	128 22%	81 21%	24 26%	93 21%	96 22%	79 31% m	133 19%	123 23%	89 21%
We wanted to do this but not at that stage	210 22%	19 17%	44 19%	8 23%	62 24%	38 22%	122 21%	121 21%	88 23%	19 21%	97 22%	94 22%	59 23%	151 21%	122 23%	87 21%
We had looked into this but didn't want to do it	51 5%	5 4%	8 3%	-	12 5%	7 4%	26 4%	26 5%	25 7%	1 1%	24 5%	26 6%	16 6%	36 5%	26 5%	25 6%
We had thought about it but hadn't looked into it in detail	295 30%	30 25%	87 37% acfg	5 14%	88 34% c	53 30% c	183 31% cg	176 31% c	112 29% c	21 23%	140 32%	134 31%	55 22%	240 34% l	173 32%	122 29%
Don't know	72 7%	2 2%	17 7% a	3 9%	21 8% a	9 5%	38 6% a	38 7% a	34 9% a	4 4%	27 6%	41 9%	10 4%	62 9% l	32 6%	40 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 251

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	958	68	307	277	264	347	307	349	159	116	133	66	53	905	189	673	102	571
Weighted Base	967	64*	305	285	273	357	309	351	162	103	136	62*	50*	917	207	659	96*	563
We were in the process of doing this	127 13%	6 9%	37 12%	29 10%	47 17%	47 13%	36 12%	45 13%	10 6%	8 8%	13 9%	8 12%	7 14%	120 13%	37 18% UW	72 11%	15 16%	57 10%
We had firm plans to do this	212 22%	9 14%	58 19%	67 24%	68 25%	60 17%	64 21%	90 26% M	49 30% RS	23 22% RS	14 10%	5 9%	5 11%	207 23%	61 29% UV	136 21% V	10 11%	126 22% UV
We wanted to do this but not at that stage	210 22%	12 18%	71 23%	71 25%	53 19%	77 22%	78 25%	75 21%	35 22%	22 21%	37 27% S	7 11%	7 13%	203 22%	40 19%	158 24% W	32 33% TUW	127 22%
We had looked into this but didn't want to do it	51 5%	2 3%	14 5%	17 6%	15 5%	16 4%	23 8%	18 5%	7 4%	7 7% S	6 4%	-	-	51 6%	18 9% U	32 5%	3 4%	29 5%
We had thought about it but hadn't looked into it in detail	295 30%	26 40%	95 31%	82 29%	80 29%	120 33% O	87 28%	90 26%	47 29%	32 31%	55 40%	30 48% PQ	26 52% v	269 29%	41 20%	218 33% TV	23 24%	195 35% TUV
Don't know	72 7%	10 16% rL	29 9% L	18 6%	11 4%	38 11% N	19 6%	32 9%	14 9%	11 11%	12 9%	13 20% PR	5 10%	67 7%	9 5%	42 6% W	12 12% TUW	30 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 251

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	958	445	372	525	292	41	350	89	280	271	193	416	482	363	340	286
Weighted Base	967	456	373	540	289	45*	361	90*	259	288	211	411	496	349	351	300
We were in the process of doing this	127 13%	71 16% xz	39 10% z	89 16% xzA	22 8%	2 4%	57 16%	13 15%	28 11%	32 11%	32 15%	47 11%	74 15%	41 12%	49 14%	42 14%
We had firm plans to do this	212 22%	105 23%	87 23%	122 23%	69 24%	9 20%	89 25%	16 18%	41 16%	70 24% D	50 24% D	93 23%	104 21%	83 24%	71 20%	67 22%
We wanted to do this but not at that stage	210 22%	95 21%	93 25%	114 21%	73 25%	8 17%	78 22%	17 19%	57 22%	58 20%	50 24%	91 22%	110 22%	87 25% J	60 17%	69 23%
We had looked into this but didn't want to do it	51 5%	36 8% x	15 4%	39 7% x	12 4%	- -	29 8%	6 7%	7 3%	22 8% D	16 7% D	27 7%	24 5%	21 6%	14 4%	16 5%
We had thought about it but hadn't looked into it in detail	295 30%	131 29%	106 29%	149 28%	88 30%	23 51% wxyz	95 26%	33 37%	88 34%	89 31%	59 28%	112 27%	158 32%	88 25%	123 35% I	93 31%
Don't know	72 7%	18 4%	33 9% wy	27 5% w	24 8% w	3 8%	13 4%	5 5%	37 14% EF	18 6% F	3 2%	41 10% H	25 5%	29 8%	34 10% K	13 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 252

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	958	479	545	736	222	407	352	174	723	182	775	119
Weighted Base	967	468	543	734	234	423	356	164	738	174	790	113
We were in the process of doing this	127 13%	61 13%	65 12%	95 13%	32 14%	56 13%	49 14%	18 11%	98 13%	23 13%	109 14%	14 12%
We had firm plans to do this	212 22%	115 25%	123 23%	166 23%	47 20%	91 22%	74 21%	38 23%	166 22%	40 23%	178 22%	23 20%
We wanted to do this but not at that stage	210 22%	104 22%	122 23%	156 21%	54 23%	90 21%	83 23%	32 20%	171 23%	37 21%	182 23%	19 17%
We had looked into this but didn't want to do it	51 5%	18 4%	26 5%	34 5%	18 8% H	18 4%	18 5%	15 9% k	44 6%	6 4%	44 6%	4 4%
We had thought about it but hadn't looked into it in detail	295 30%	137 29%	173 32%	235 32% H	60 25%	134 32%	114 32%	41 25%	219 30%	53 31%	225 28%	41 36%
Don't know	72 7%	34 7%	32 6%	48 7%	24 10% I	35 8%	17 5%	18 11% I	41 6%	14 8%	53 7%	12 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 252

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	958	717	103	106	261	697	958	463	-	202	63	129	139	218	207
Weighted Base	967	728	107*	104*	257	710	967	468	**	208	61*	117	147	228	206
We were in the process of doing this	127 13%	90 12%	26 24% PR	9 9%	32 12%	95 13%	127 13%	70 15%	-	24 12%	4 7%	28 24% uvyz	29 20% vyz	25 11%	16 8%
We had firm plans to do this	212 22%	161 22%	25 24%	19 19%	55 21%	157 22%	212 22%	96 21%	-	55 27% w	12 19%	17 15%	31 21%	43 19%	54 26% w
We wanted to do this but not at that stage	210 22%	167 23%	20 19%	19 18%	48 19%	162 23%	210 22%	107 23%	-	37 18%	13 22%	26 22% x	18 12%	58 26% x	57 28% ux
We had looked into this but didn't want to do it	51 5%	39 5%	4 4%	8 8%	16 6%	35 5%	51 5%	24 5%	-	15 7%	4 6%	6 5%	7 5%	14 6%	6 3%
We had thought about it but hadn't looked into it in detail	295 30%	224 31% Q	21 20%	42 40% Q	85 33%	210 30%	295 30%	147 31%	-	53 25%	25 42% uwz	28 24%	54 37% uw	77 34%	57 28%
Don't know	72 7%	47 6%	11 10%	7 7%	21 8%	51 7%	72 7% q	23 5%	-	24 12% y	3 4%	11 10%	8 6%	10 4%	16 8%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 253

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19 Jun 2014

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

	I2 Loop: Summary table						
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New boiler
Unweighted Base	262	183	60	8	14	35	188
Weighted Base	252	189	56	9	15	35	191
Effective base	242	169	56	8	13	32	174
We were in the process of doing this	31 12%	21 11%	7 13%	3 27%	3 17%	1 3%	33 17%
We had firm plans to do this	65 26%	39 21%	9 17%	3 27%	2 15%	6 17%	51 27%
We wanted to do this but not at that stage	58 23%	36 19%	7 13%	-	4 25%	15 45%	34 18%
We had looked into this but didn't want to do it	8 3%	7 4%	4 7%	1 14%	1 9%	3 7%	9 5%
We had thought about it but hadn't looked into it in detail	67 27%	71 37%	22 40%	3 32%	3 19%	7 20%	52 27%
Don't know	22 9%	15 8%	6 11%	-	2 15%	3 8%	11 6%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 253

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19 Jun 2014

I2_loop (M) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All key measures already thinking about installing

	I2 Loop: Summary table							
	Ground Source Heat Pump	Air Source Heat Pump	Biomass boiler	Solar thermal	Double/triple glazing	Secondary glazing	Replacement doors	Solar photovoltaic (PV)
Unweighted Base	2	11	10	21	76	4	29	55
Weighted Base	2	13	12	21	80	3	30	58
Effective base	2	10	10	20	70	4	26	51
We were in the process of doing this	-	2 15%	3 27%	2 10%	9 12%	1 21%	5 17%	6 10%
We had firm plans to do this	-	8 62%	3 25%	1 7%	15 19%	1 22%	7 22%	2 4%
We wanted to do this but not at that stage	-	2 16%	2 20%	7 32%	19 24%	1 23%	7 23%	16 28%
We had looked into this but didn't want to do it	-	-	2 21%	1 4%	4 5%	-	1 4%	10 17%
We had thought about it but hadn't looked into it in detail	2 100%	1 7%	1 8%	10 47%	25 31%	1 35%	9 31%	20 35%
Don't know	-	-	-	-	8 10%	-	1 2%	3 5%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 254

I2_loop (R) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents already thinking about installing a key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	553	292	259	211	214	127	466	76	143	409	414	139	340	213	445	47	61	108
Weighted Base	550	286	262	200	221	128	473	67*	139	409	397	154	292	258	457	39*	54*	94*
Effective base	511	270	239	192	199	119	432	70	132	378	378	133	320	204	414	42	56	98
We were in the process of doing this	90 16%	33 11%	57 22% a	28 14%	43 19%	19 15%	76 16%	13 20%	23 16%	67 16%	64 16%	26 17%	35 12%	55 21% l	72 16%	5 12%	13 23%	17 18%
We had firm plans to do this	153 28%	75 26%	78 30%	54 27%	68 31%	30 24%	131 28%	19 28%	34 25%	119 29%	108 27%	45 29%	77 26%	76 29%	135 30% q	8 21%	10 18%	18 19%
We wanted to do this but not at that stage	143 26%	78 27%	66 25%	59 29% e	62 28% e	23 18%	122 26%	18 27%	31 22%	112 27%	107 27%	37 24%	86 30%	57 22%	125 27%	9 24%	9 16%	18 19%
We had looked into this but didn't want to do it	37 7%	17 6%	20 8%	10 5%	20 9%	7 6%	33 7%	4 6%	5 4%	32 8%	26 6%	12 8%	15 5%	22 9%	33 7%	1 3%	4 6%	5 5%
We had thought about it but hadn't looked into it in detail	190 35%	93 32%	94 36%	65 32%	76 34%	48 37%	170 36%	16 24%	50 36%	138 34%	133 34%	57 37%	91 31%	99 38%	163 36%	10 26%	17 31%	27 29%
Don't know	53 10%	29 10%	24 9%	32 16% d	9 4%	12 10% d	42 9%	11 16%	15 11%	39 9%	44 11%	9 6%	34 12%	20 8%	38 8%	9 23% n	6 11%	15 16% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 254

I2_loop (R) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents already thinking about installing a key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	553	499	54	204	240	68	102	140	136	172	364	189
Weighted Base	550	487	63*	199	248	70*	98*	139	138	172	359	192
Effective base	511	462	50	188	223	63	93	127	127	161	335	176
We were in the process of doing this	90 16%	78 16%	12 18%	33 17%	43 17%	11 16%	14 15%	20 14%	30 21%	26 15%	54 15%	35 18%
We had firm plans to do this	153 28%	144 30% s	9 14%	59 30%	71 29%	16 23%	39 40% MN	32 23%	34 25%	48 28%	101 28%	52 27%
We wanted to do this but not at that stage	143 26%	134 28% s	9 14%	56 28%	64 26%	19 27%	29 30%	36 26%	36 26%	41 24%	85 24%	58 30%
We had looked into this but didn't want to do it	37 7%	36 7%	2 2%	18 9%	14 6%	3 5%	8 8%	9 7%	9 7%	11 6%	24 7%	13 7%
We had thought about it but hadn't looked into it in detail	190 35%	163 33%	27 43%	63 32%	85 34%	32 46% t	28 28%	51 36%	49 35%	62 36%	129 36%	61 32%
Don't know	53 10%	43 9%	10 17%	20 10%	17 7%	5 7%	7 7%	20 15%	10 7%	16 9%	35 10%	19 10%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 254

I2_loop (R) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents already thinking about installing a key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	553	344	80	108	39	463	46	345	32	68	67	377	176
Weighted Base	550	352	78*	98*	41*	453	48*	345	32**	68*	65*	376	174
Effective base	511	320	75	98	36	428	43	319	29	63	62	348	162
We were in the process of doing this	90 16%	51 15%	9 12%	19 20%	14 34% yz	67 15%	9 20%	63 18% J	9 28%	6 8%	10 16%	72 19% GJ	18 10%
We had firm plans to do this	153 28%	104 30%	25 33%	20 21%	14 34%	121 27%	13 28%	101 29%	10 32%	23 34% J	13 20%	112 30%	41 24%
We wanted to do this but not at that stage	143 26%	89 25%	20 25%	25 26%	16 40%	115 25%	11 22%	85 25%	9 29%	29 43% EIJ	17 27%	94 25%	49 28%
We had looked into this but didn't want to do it	37 7%	28 8%	2 3%	5 5%	2 6%	29 6%	3 5%	21 6%	3 11%	6 9%	6 9%	24 6%	13 8%
We had thought about it but hadn't looked into it in detail	190 35%	130 37%	27 35%	28 29%	9 22%	158 35%	18 37%	122 35% G	15 48%	15 22%	19 30%	137 36% G	53 30%
Don't know	53 10%	31 9%	12 15% B	13 14% B	1 1%	46 10%	7 15%	31 9%	-	4 5%	3 5%	31 8%	23 73% GH



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 255

I2_loop (R) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents already thinking about installing a key measure

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	553	74	132	25	154	95	345	338	208	60	250	243	132	421	333	220
Weighted Base	550	78*	138	22**	145	98*	345	337	206	61*	248	241	134	416	330	221
Effective base	511	68	122	24	142	89	319	312	192	56	231	224	121	390	309	201
We were in the process of doing this	90 16%	28 36% bdef gh	22 16%	6 29%	18 12%	17 17%	63 18% d	63 19% d	27 13%	20 32% jk	41 17%	29 12%	29 21%	61 15%	49 15%	41 18%
We had firm plans to do this	153 28%	23 30%	38 27%	7 33%	37 26%	33 34%	101 29%	99 29%	51 25%	20 33%	67 27%	65 27%	52 39% m	100 24%	91 28%	62 28%
We wanted to do this but not at that stage	143 26%	19 25%	32 23%	6 25%	40 28%	26 26%	85 25%	84 25%	59 28%	16 25%	63 25%	65 27%	41 30%	103 25%	90 27%	53 24%
We had looked into this but didn't want to do it	37 7%	2 3%	8 5%	-	9 6%	5 5%	21 6%	21 6%	17 8%	1 2%	18 7%	18 7%	10 7%	28 7%	20 6%	18 8%
We had thought about it but hadn't looked into it in detail	190 35%	19 25%	56 41% a	4 18%	54 38%	36 37% a	122 35% a	117 35% a	68 33%	18 29%	91 37%	81 34%	39 29%	151 36%	115 35%	74 34%
Don't know	53 10%	2 3%	13 9%	2 10%	16 11% a	8 8%	31 9% a	31 9% a	23 11% a	3 5%	22 9%	28 12%	8 6%	46 11%	25 7%	29 13% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 255

I2_loop (R) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents already thinking about installing a key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	553	43	180	154	153	215	167	196	96	73	80	35	29	524	92	409	59	350
Weighted Base	550	41*	175	158	155	217	166	195	100*	66*	80*	32*	27**	524	101*	395	52*	342
Effective base	511	39	167	143	141	199	154	180	90	67	74	31	26	484	85	378	55	324
We were in the process of doing this	90 16%	5 12%	29 17%	21 13%	32 21%	33 15%	25 15%	35 18%	7 7%	8 12%	11 13%	7 21% P	6 23%	83 16%	22 22% W	56 14%	11 22%	44 13%
We had firm plans to do this	153 28%	7 17%	44 25%	46 29%	49 32%	48 22%	46 28%	62 32% M	40 40% QRS	16 23%	10 12%	4 12%	4 15%	149 28%	39 39% UVW	101 26% V	6 12%	95 28% UV
We wanted to do this but not at that stage	143 26%	10 25%	50 29%	43 27%	37 24%	55 26%	52 32%	49 25%	23 23%	15 23%	24 30% S	2 7%	2 9%	141 27%	30 30%	103 26%	18 35%	85 25%
We had looked into this but didn't want to do it	37 7%	2 4%	9 5%	15 10%	9 6%	11 5%	17 11% M	14 7%	4 4%	3 5%	5 6%	- -	- -	37 7%	13 13% U	24 6%	2 4%	22 6%
We had thought about it but hadn't looked into it in detail	190 35%	17 41%	62 35%	55 35%	50 32%	86 40%	60 36%	60 31%	34 34%	23 35%	31 39%	14 42%	11 41%	179 34%	29 29%	143 36% V	12 23%	131 38% UV
Don't know	53 10%	9 22% IL	19 11%	12 7%	11 7%	25 12%	13 8%	24 12%	12 12%	8 11%	8 10%	9 28% PR	5 19%	48 9%	8 8%	33 8% W	9 17% UW	24 7%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 255

I2_loop (R) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents already thinking about installing a key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	553	251	218	287	182	20	192	55	178	145	97	234	284	196	222	156
Weighted Base	550	253	214	290	177	21**	194	55*	165	152	105*	226	289	183	225	163
Effective base	511	231	202	265	168	19	177	50	165	135	89	213	265	181	207	144
We were in the process of doing this	90 16%	53 21% xz	23 11%	61 21% xz	16 9%	2 8%	43 22%	10 18%	23 14%	21 14%	24 22%	36 16%	50 17%	24 13%	36 16%	32 20%
We had firm plans to do this	153 28%	75 30%	62 29%	87 30%	50 28%	6 28%	62 32%	13 24%	27 16%	50 33% D	36 34% D	62 27%	79 27%	52 28%	59 26%	47 29%
We wanted to do this but not at that stage	143 26%	65 26%	62 29% z	81 28% w	46 26%	5 22%	56 29%	9 17%	40 24%	37 24%	35 33%	53 23%	82 29%	54 29%	48 21%	46 28%
We had looked into this but didn't want to do it	37 7%	24 9%	13 6%	27 9%	11 6%	-	18 9%	5 10%	5 3%	13 9% D	13 12% D	17 8%	20 7%	14 8%	12 5%	12 7%
We had thought about it but hadn't looked into it in detail	190 35%	87 35%	71 33%	102 35%	56 32%	8 39%	62 32%	23 42%	57 34%	59 39%	40 38%	67 30%	110 38%	55 30%	81 36%	60 37%
Don't know	53 10%	13 5%	25 12% wy	18 6% w	20 11% w	3 16%	9 5%	3 6%	27 17% EF	11 7%	3 3%	29 13% H	21 7%	20 11%	24 11%	12 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 256

I2_loop (R) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents already thinking about installing a key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	553	264	333	429	124	238	202	100	414	100	442	67
Weighted Base	550	253	330	423	127	244	201	93*	414	95*	444	62*
Effective base	511	245	309	398	113	221	187	92	382	93	408	62
We were in the process of doing this	90 16%	43 17%	49 15%	67 16%	22 17%	43 18%	32 16%	13 14%	70 17%	13 14%	74 17%	11 17%
We had firm plans to do this	153 28%	83 33% J	91 28%	120 28%	32 26%	66 27%	57 28%	26 28%	121 29%	27 28%	129 29%	14 23%
We wanted to do this but not at that stage	143 26%	75 30%	90 27%	113 27%	30 24%	64 26%	55 27%	23 24%	120 29%	22 23%	123 28%	15 24%
We had looked into this but didn't want to do it	37 7%	14 6%	20 6%	25 6%	12 10%	13 6%	17 8%	7 8%	31 7%	5 6%	31 7%	3 5%
We had thought about it but hadn't looked into it in detail	190 35%	85 33%	115 35%	152 36%	38 30%	86 35%	73 36%	27 29%	140 34%	35 36%	145 33%	24 39%
Don't know	53 10%	23 9%	25 7%	35 8%	19 15% I	26 11%	13 6%	13 14% I	29 7%	10 11%	38 8%	8 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 256

I2_loop (R) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents already thinking about installing a key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	553	418	54	60	148	405	553	271	-	113	40	88	66	113	133
Weighted Base	550	419	54*	58*	144	406	550	272	**	112	39*	79*	68*	118	133
Effective base	511	386	50	55	136	375	511	250	-	105	37	82	60	104	123
We were in the process of doing this	90 16%	66 16%	14 26%	8 14%	22 15%	68 17%	90 16%	53 20%	-	16 14%	4 11%	19 23% z	18 26% z	19 16%	14 10%
We had firm plans to do this	153 28%	117 28%	16 30%	15 25%	39 27%	113 28%	153 28%	76 28%	-	38 34% w	9 22%	15 19%	23 34%	29 24%	39 30%
We wanted to do this but not at that stage	143 26%	114 27%	14 25%	13 22%	32 22%	111 27%	143 26%	74 27%	-	26 24%	10 26%	18 22%	15 22%	36 31%	37 28%
We had looked into this but didn't want to do it	37 7%	29 7%	4 7%	4 7%	12 8%	26 6%	37 7%	19 7%	-	9 8%	2 5%	5 6%	3 5%	12 11%	6 4%
We had thought about it but hadn't looked into it in detail	190 35%	143 34%	15 28%	25 44%	55 38%	135 33%	190 35%	96 35%	-	32 29%	16 40%	19 25%	31 45% uw	46 39% w	45 34%
Don't know	53 10%	34 8%	9 16%	5 8%	16 11%	37 9%	53 10% q	19 7%	-	17 15% y	2 4%	11 14%	5 7%	7 6%	11 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 257

I2_loop MOST (R) (ALL) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
We were in the process of doing this	90 9%	33 7%	57 13% a	28 8%	43 12%	19 8%	76 9%	13 11%	23 9%	67 10%	64 9%	26 11%	35 7%	55 12% l	72 11% q	5 5%	13 7%	17 6%
We had firm plans to do this	135 14%	68 14%	67 15%	47 14%	57 16%	30 13%	116 14%	15 12%	30 12%	105 15%	94 13%	40 17%	74 15%	61 13%	117 17% opq	8 9%	10 5%	18 6%
We wanted to do this but not at that stage	106 11%	61 12%	45 10%	42 12%	42 12%	21 9%	90 11%	14 12%	23 9%	83 12%	77 11%	29 12%	66 14% m	40 9%	91 14% pq	7 8%	8 4%	15 5%
We had looked into this but didn't want to do it	20 2%	11 2%	8 2%	3 1%	11 3% c	5 2%	16 2%	3 2%	4 2%	15 2%	14 2%	6 2%	9 2%	11 2%	16 2%	1 1%	3 1%	4 1%
We had thought about it but hadn't looked into it in detail	154 16%	86 17%	65 15%	53 16%	59 16%	40 17%	135 17%	15 12%	44 18%	108 16%	110 16%	44 18%	79 16%	75 16%	128 19% pq	10 12%	16 8%	26 9%
Don't know	47 5%	27 5%	20 4%	26 8% d	9 3%	11 5%	39 5%	7 5%	15 6%	32 5%	39 5%	8 3%	30 6%	17 4%	33 5%	8 9% p	6 3%	14 5% p
Was only thinking of installing non-key measures	28 3%	15 3%	12 3%	7 2%	11 3%	9 4%	25 3%	3 2%	7 3%	21 3%	18 3%	9 4%	14 3%	14 3%	17 3%	3 4%	7 4%	10 4%
Was not thinking of about making any energy saving improvements	368 39%	194 39%	173 39%	132 39%	128 36%	106 44%	310 38%	53 43%	105 42%	261 38%	288 41% k	80 33%	180 37%	188 41%	194 29%	45 51% n	129 68% noq	174 63% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 257

I2_loop MOST (R) (ALL) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
We were in the process of doing this	90 9%	78 10%	12 7%	33 11%	43 10%	11 9%	14 9%	20 8%	30 13%	26 9%	54 9%	35 11%
We had firm plans to do this	135 14%	126 16% s	9 5%	51 16%	64 15%	13 10%	35 21% M	27 10%	31 14%	42 15%	91 14%	44 14%
We wanted to do this but not at that stage	106 11%	99 13% s	7 4%	40 13%	46 11%	15 11%	18 11%	30 12%	23 10%	34 12%	64 10%	42 13%
We had looked into this but didn't want to do it	20 2%	18 2%	2 1%	8 3%	8 2%	2 2%	3 2%	3 1%	6 3%	8 3%	16 3%	3 1%
We had thought about it but hadn't looked into it in detail	154 16%	128 16%	26 16%	50 16%	70 16%	24 18%	22 13%	42 16%	41 18%	49 17%	103 16%	51 16%
Don't know	47 5%	38 5%	9 5%	16 5%	17 4%	4 3%	7 4%	17 7%	8 3%	14 5%	30 5%	17 5%
Was only thinking of installing non-key measures	28 3%	20 3%	7 4%	9 3%	11 3%	6 4%	1 *	5 2%	8 4% K	13 5% K	14 2%	13 4%
Was not thinking of about making any energy saving improvements	368 39%	273 35%	95 58% r	105 33%	169 40%	54 42%	67 40%	118 45% O	82 36%	101 35%	255 41%	113 36%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 257

I2_loop MOST (R) (ALL) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
We were in the process of doing this	90 9%	51 10%	9 6%	19 9%	14 19% yzA	67 9%	9 10%	63 11% J	9 9%	6 5%	10 9%	72 12% J	18 5%
We had firm plans to do this	135 14%	94 18% A	23 16% A	16 7%	9 12%	112 14%	10 10%	89 16%	6 12%	22 21% J	13 11%	94 15%	40 12%
We wanted to do this but not at that stage	106 11%	63 12%	17 12%	19 9%	10 14%	91 12%	4 5%	62 11%	5 10%	23 21% EU	14 12%	67 11%	39 12%
We had looked into this but didn't want to do it	20 2%	13 3%	-	5 2%	1 2%	17 2%	2 2%	10 2%	1 3%	3 3%	5 4%	11 2%	8 2%
We had thought about it but hadn't looked into it in detail	154 16%	103 19% AB	19 13%	28 12%	7 9%	128 16%	16 16%	96 17%	11 23%	11 11%	19 16%	107 17%	48 14%
Don't know	47 5%	27 5%	10 7%	12 5%	1 1%	39 5%	7 8%	25 4%	-	4 3%	3 3%	25 4%	21 6% H
Was only thinking of installing non-key measures	28 3%	18 3%	3 2%	7 3%	2 3%	16 2%	8 8% C	12 2%	-	2 2%	10 8% EFGH	12 2%	16 5% EI
Was not thinking of about making any energy saving improvements	368 39%	162 31%	62 44% y	117 53% y	30 40%	315 40%	42 43%	212 37%	15 33%	36 34%	44 37%	228 37%	140 43% G



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 258

12_loop MOST (R) (ALL) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
We were in the process of doing this	90 9%	28 32% bcdef gh	22 9%	6 11%	18 8%	17 13% h	63 11% dh	63 11% dh	27 7%	20 26% jk	41 9%	29 7%	29 17% m	61 8%	49 9%	41 10%
We had firm plans to do this	135 14%	19 22% h	33 13%	6 11%	37 16%	27 20% h	89 16%	86 15%	46 12%	16 21%	61 14%	58 14%	42 25% m	93 12%	82 15%	53 13%
We wanted to do this but not at that stage	106 11%	13 15%	26 10%	4 8%	30 13%	18 14%	62 11%	61 11%	44 12%	10 14%	47 11%	48 11%	25 15%	80 10%	71 13% o	35 8%
We had looked into this but didn't want to do it	20 2%	1 1%	3 1%	-	4 2%	1 1%	10 2%	10 2%	9 3%	1 2%	8 2%	11 2%	4 3%	15 2%	13 3%	6 1%
We had thought about it but hadn't looked into it in detail	154 16%	15 17%	44 17% c	3 6%	45 20% c	27 21% c	96 17% c	92 17% c	58 15% c	12 16%	73 16%	69 16%	26 16%	128 16%	94 18%	60 15%
Don't know	47 5%	2 3%	9 4%	2 4%	10 5%	8 6%	25 4%	25 5%	21 6%	2 3%	18 4%	27 6%	8 5%	39 5%	20 4%	26 6%
Was only thinking of installing non-key measures	28 3%	2 2%	3 1%	1 2%	3 1%	6 4% bg	12 2% g	10 2%	16 4% bg	1 2%	8 2%	19 4% j	7 4%	21 3%	9 2%	18 4% n
Was not thinking of about making any energy saving improvements	368 39%	7 8%	116 45% defg	33 58% defgh	79 35% ae	27 21% a	212 37% ae	208 37% ae	156 41% ae	13 17%	192 43% i	163 39% i	25 15%	343 44% i	197 37%	171 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 258

I2_loop MOST (R) (ALL) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
We were in the process of doing this	90 9%	5 5%	29 8%	21 9%	32 16% pqr	33 8%	25 10%	35 11%	7 4%	8 8%	11 7%	7 7%	6 7%	83 10%	22 18% UW	56 8%	11 9%	44 8%
We had firm plans to do this	135 14%	5 6%	38 11%	41 16% p	44 22% pq	42 10%	38 14%	56 17% M	38 21% RS	14 14% RS	9 6%	4 4%	4 5%	131 15% u	31 25% UVW	96 14% V	6 5%	89 15% UV
We wanted to do this but not at that stage	106 11%	8 9%	36 10%	31 12%	28 14%	42 10%	39 15%	37 12%	16 9% S	11 11% S	23 15% S	2 2%	2 2%	104 12% u	18 14%	82 12%	16 12%	66 7%
We had looked into this but didn't want to do it	20 2%	1 1%	5 1%	10 4%	4 2%	8 2%	7 3%	3 1%	1 *	3 3%	3 2%	-	-	20 2%	4 3%	15 2%	1 1%	14 2%
We had thought about it but hadn't looked into it in detail	154 16%	15 16%	50 14%	44 18%	38 19%	71 18%	47 18%	44 14%	27 15%	23 24%	29 19%	12 13%	10 11%	145 17% V	18 14%	120 17% V	10 8%	110 19% UV
Don't know	47 5%	7 7%	17 5%	11 4%	9 5%	22 5%	10 4%	20 6%	11 6%	8 8%	6 4%	7 7%	5 6%	41 5%	8 6%	26 4%	8 6%	18 3%
Was only thinking of installing non-key measures	28 3%	4 4%	14 4%	6 3%	2 1%	12 3%	8 3%	10 3%	4 2%	1 1%	4 3%	4 4%	4 4%	24 3%	7 6%	18 3%	4 3%	14 2%
Was not thinking of about making any energy saving improvements	368 39%	49 52% rL	161 46% rL	86 34% L	44 22%	174 43% N	87 33%	117 36%	77 43% Q	29 30%	68 44% Q	62 63% PQR	54 64% v	314 36%	19 15%	295 42% TW	71 56% TUW	223 39% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 258

I2_loop MOST (R) (ALL) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
We were in the process of doing this	90 9%	53 15% xzA	23 6% z	61 15% xzA	16 5%	2 3%	43 16%	10 11%	23 7%	21 9%	24 17% DE	36 8%	50 17%	24 8%	36 9%	32 12%
We had firm plans to do this	135 14%	65 18%	56 14%	72 18%	49 14%	6 9%	53 20%	12 14%	26 7%	44 18% D	30 22% D	54 12%	69 15%	46 14%	53 14%	41 15%
We wanted to do this but not at that stage	106 11%	45 13%	48 12%	55 14%	38 11%	3 5%	37 14%	9 10%	34 10%	26 11%	20 15%	39 9%	61 14% G	41 13%	42 11%	28 10%
We had looked into this but didn't want to do it	20 2%	13 4%	7 2%	13 3%	7 2%	-	8 3%	4 5%	5 1%	9 4%	3 2%	13 3%	7 1%	7 2%	8 2%	5 2%
We had thought about it but hadn't looked into it in detail	154 16%	66 19%	59 14%	76 19%	49 14%	7 11%	46 17%	19 22%	52 15%	45 19%	26 19%	58 13%	83 19% G	48 15%	65 17%	47 17%
Don't know	47 5%	10 3%	21 5%	13 3%	18 5%	3 5%	9 3%	2 2%	24 7% E	7 3%	3 2%	26 6%	20 4%	17 5%	20 5%	11 4%
Was only thinking of installing non-key measures	28 3%	11 3%	14 3%	11 3%	14 4%	-	7 2%	5 6%	13 4%	8 3%	6 4%	13 3%	15 3%	9 3%	15 4%	6 2%
Was not thinking of about making any energy saving improvements	368 39%	88 25%	182 44% wy	104 26%	167 47% wxy	43 67% wxyz	60 23%	25 30%	174 49% EF	80 33% F	26 19%	199 46% H	144 32%	129 40%	153 39%	102 38%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 259

I2_loop MOST (R) (ALL) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
We were in the process of doing this	90 9%	43 12%	49 9%	67 10%	22 8%	43 10%	32 9%	13 8%	70 11%	13 7%	74 10%	11 9%
We had firm plans to do this	135 14%	70 19% IJK	82 15%	106 16%	29 11%	58 14%	49 14%	23 15%	105 16%	25 13%	113 16%	13 12%
We wanted to do this but not at that stage	106 11%	55 15% JK	71 13% K	87 13% K	19 7%	48 12%	42 12%	16 10%	90 14% M	14 8%	93 13% O	7 6%
We had looked into this but didn't want to do it	20 2%	6 2%	13 3%	14 2%	5 2%	7 2%	8 2%	5 3%	16 2%	4 2%	18 2%	2 2%
We had thought about it but hadn't looked into it in detail	154 16%	61 17%	94 18%	120 18%	34 12%	66 16%	59 17%	25 16%	111 17%	29 15%	115 16%	21 19%
Don't know	47 5%	18 5%	20 4%	29 4%	18 7%	23 6%	11 3%	11 7%	22 3%	10 6%	31 4%	8 7%
Was only thinking of installing non-key measures	28 3%	9 2%	9 2%	16 2% I	12 4% I	14 3%	11 3%	3 2%	13 2%	15 8% L	15 2%	8 7% N
Was not thinking of about making any energy saving improvements	368 39%	100 28%	197 37% H	236 35% H	132 49% HIJ	154 37%	142 40%	62 39%	221 34%	78 42%	258 36%	41 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 259

I2_loop MOST (R) (ALL) At what stage were you in thinking about installing measure before you had a Green Deal assessment?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
We were in the process of doing this	90 9%	66 10%	14 15%	8 8%	22 8%	68 10%	90 15% r	53 19% pr	-	16 8%	4 6%	19 10%	18 17% uvz	19 12% z	14 6%
We had firm plans to do this	135 14%	104 15%	12 13%	14 13%	37 14%	98 14%	135 23% r	68 25% r	-	33 16% w	9 12%	13 7%	19 19% w	26 17% w	35 15% w
We wanted to do this but not at that stage	106 11%	88 13%	8 9%	7 7%	20 8%	86 13% n	106 18% r	53 19% r	-	17 8%	9 13%	15 8%	9 9%	23 15%	33 15% u
We had looked into this but didn't want to do it	20 2%	16 2%	2 2%	2 2%	5 2%	15 2%	20 3% r	9 3% r	-	5 2%	2 3%	4 2%	1 1%	4 2%	4 2%
We had thought about it but hadn't looked into it in detail	154 16%	117 17%	8 9%	23 22% Q	45 17%	109 16%	154 26% r	72 26% r	-	27 13%	14 20% w	18 10%	18 18%	39 25% uw	37 16%
Don't know	47 5%	28 4%	9 10% P	4 4%	16 6%	31 5%	47 8% r	16 6% r	-	14 7%	2 2%	11 6%	3 3%	6 4%	10 4%
Was only thinking of installing non-key measures	28 3%	13 2%	6 6% P	5 5%	18 7% o	10 1%	28 5% qr	2 1%	-	5 2%	4 6% y	5 2%	3 3%	1 1%	9 4% y
Was not thinking of about making any energy saving improvements	368 39%	254 37%	33 36%	44 41%	101 38%	267 39%	5 1%	-	334 100% pq	93 44% xy	25 37%	97 54% vxyz	29 29%	40 25%	84 37% y



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Loft insulation (including top up)	364 38%	184 37%	178 40%	160 47% de	133 37%	70 29%	294 36%	63 51% f	84 34%	279 40%	310 44% k	54 22%	217 45% m	147 32%	267 40% p	44 50% pq	53 28%	97 35% p
Cavity wall insulation	398 42%	211 43%	185 41%	164 48% de	144 40%	88 36%	331 41%	62 50% f	85 34%	311 45% h	341 49% k	57 23%	230 47% m	168 37%	273 41%	41 47%	84 44%	125 45%
Solid wall insulation (internal or external)	213 22%	111 22%	101 23%	85 25%	75 21%	52 21%	176 22%	31 25%	63 25%	149 22%	187 27% k	26 11%	106 22%	107 23%	136 20%	32 36% npq	45 24%	77 28% np
Flat roof insulation	16 2%	8 2%	8 2%	4 1%	8 2%	4 2%	11 1%	5 4% f	5 2%	11 2%	14 2%	2 1%	8 2%	9 2%	11 2%	3 3%	2 1%	5 2%
Room in roof insulation (insulation in a loft conversion)	29 3%	15 3%	14 3%	19 6% de	8 2%	2 1%	12 2%	16 13% f	4 2%	25 4%	26 4%	3 1%	26 5% m	2 1%	19 3%	9 10% npq	1 *	9 3% p
Floor insulation	339 36%	175 35%	162 36%	113 33%	122 34%	102 42% c	301 37% g	34 28%	95 38%	242 35%	227 32%	111 46% j	144 30%	195 42% l	255 38% pq	32 36%	52 28%	84 30%
Hot water cylinder insulation	68 7%	32 7%	35 8%	21 6%	27 8%	19 8%	62 8%	6 5%	16 7%	51 7%	49 7%	19 8%	26 5%	42 9% l	48 7%	5 5%	15 8%	19 7%
Draught proofing	63 7%	34 7%	29 6%	24 7%	22 6%	17 7%	53 7%	10 8%	18 7%	46 7%	44 6%	20 8%	33 7%	30 7%	44 7%	10 12% pq	9 5%	19 7% p
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	263 28%	132 27%	130 29%	81 24%	109 30%	73 30%	242 30% g	19 15%	76 30%	186 27%	161 23%	102 42% j	138 28%	125 27%	223 33% pq	22 26% pq	18 9%	40 15% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Other heating upgrade	14 1%	6 1%	8 2%	2 1%	6 2%	6 2%	14 2%	-	5 2%	9 1%	5 1%	9 3% j	4 1%	9 2%	8 1%	2 2%	4 2%	6 2%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	204 22%	98 20%	105 23%	61 18%	81 22%	62 25% c	186 23% g	14 12%	66 26%	138 20%	138 20%	66 27% j	95 19%	109 24%	173 26% pq	17 20% pq	14 7%	31 11% p
Double/triple glazing	27 3%	12 3%	14 3%	10 3%	10 3%	7 3%	22 3%	5 4%	5 2%	21 3%	21 3%	6 2%	14 3%	13 3%	16 2%	8 9% npq	3 2%	11 4% p
Secondary glazing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Replacement doors	33 4%	20 4%	13 3%	11 3%	12 3%	10 4%	32 4%	1 1%	15 6% i	19 3%	19 3%	14 6% j	8 2%	25 6% l	22 3%	1 1%	10 5%	11 4%
Solar photovoltaic (PV) (solar panels which generate electricity)	295 31%	143 29%	150 34%	107 31%	111 31%	77 32%	268 33% g	24 19%	75 30%	219 32%	207 30%	88 36%	125 26%	170 37% l	240 36% opq	20 23%	34 18%	55 20%
Solar thermal (solar panels for hot water not which generate electricity)	235 25%	119 24%	114 26%	89 26%	86 24%	60 25%	210 26%	24 19%	60 24%	174 25%	185 26%	50 20%	107 22%	128 28% l	185 28% pq	18 21%	31 16%	49 18%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	8 1%	3 1%	5 1%	4 1%	3 1%	1 1%	8 1%	-	-	8 1%	5 1%	2 1%	-	8 2% l	8 1%	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Biomass boiler	8 1%	1	7 2% a	-	5 1% c	3 1%	8 1%	-	3 1%	5 1%	4 1%	4 2%	2	7 1%	8 1%	-	-	-
Wind turbine (roof mounted)	9 1%	4 1%	5 1%	1	1	7 3% cd	9 1%	-	4 1%	6 1%	2	7 3% j	-	9 2% l	7 1%	1 1%	1 1%	2 1%
Waste water heat recovery	9 1%	4 1%	4 1%	2 1%	-	7 3% cd	9 1%	-	4 1%	5 1%	5 1%	4 2%	2	7 2% l	6 1%	-	3 1%	3 1%
Mean	2.74	2.66	2.84	2.83	2.67	2.74	2.79	2.54	2.72	2.75	2.78	2.63	2.64	2.85	2.92 pq	3.03 pq	2.00	2.32 p
Standard Deviation	1.94	1.87	2.02	1.98	1.84	2.05	1.97	1.85	2.07	1.90	2.03	1.69	1.91	1.98	1.99	2.10	1.47	1.76



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Loft insulation (including top up)	364 38%	326 42% s	37 23%	134 43% uv	144 34%	40 31%	86 52% MNO	100 38%	85 37%	92 32%	233 37%	131 41%
Cavity wall insulation	398 42%	304 39%	94 57% r	103 33%	198 46% t	68 53% t	80 48% O	119 45% O	97 43%	100 35%	269 43%	129 40%
Solid wall insulation (internal or external)	213 22%	191 24% s	22 13%	122 39% uv	65 15% v	1 1%	33 20%	59 22%	43 19%	78 27% N	107 17%	106 33% w
Flat roof insulation	16 2%	15 2%	1 1%	10 3% v	5 1%	- -	5 3%	1 1%	2 1%	8 3%	9 1%	7 2%
Room in roof insulation (insulation in a loft conversion)	29 3%	29 4% s	- -	15 5% u	4 1%	2 7%	6 4%	8 3%	9 4%	4 1%	13 2%	15 5% w
Floor insulation	339 36%	307 39% s	32 19%	126 40% v	161 38% v	32 25%	68 41%	83 32%	72 31%	116 40% MN	226 36%	113 36%
Hot water cylinder insulation	68 7%	60 8%	8 5%	22 7%	33 8%	10 7%	8 5%	11 4%	16 7%	32 11% KM	27 4%	40 13% w
Draught proofing	63 7%	59 8% s	5 3%	29 9% v	27 6%	5 4%	10 6%	19 7%	12 5%	23 8%	42 7%	21 7%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	263 28%	226 29%	37 22%	89 29%	123 29%	44 34%	47 28%	52 20%	60 26%	104 36% MN	149 24%	114 36% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Other heating upgrade	14 1%	6 1%	7 4% r	2 1%	10 2%	1 1%	-	3 1%	7 3% K	4 1%	9 1%	5 2%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	204 22%	186 24% s	18 11%	78 25%	84 20%	35 27%	31 19%	46 18%	39 17%	87 31% KMN	112 18%	92 29% w
Double/triple glazing	27 3%	26 3%	1 1%	16 5% u	6 2%	2 2%	9 5% M	4 2%	8 3%	6 2%	12 2%	15 5% w
Secondary glazing	-	-	-	-	-	-	-	-	-	-	-	-
Replacement doors	33 4%	27 3%	6 4%	18 6% u	10 2%	2 2%	3 2%	10 4%	11 5%	10 4%	26 4%	7 2%
Solar photovoltaic (PV) (solar panels which generate electricity)	295 31%	294 38% s	1 *	116 37%	131 31%	40 31%	59 35% M	67 26%	71 31%	98 34% M	193 31%	101 32%
Solar thermal (solar panels for hot water not which generate electricity)	235 25%	234 30% s	1 *	98 32% u	96 22%	32 24%	50 30% MN	55 21%	46 20%	83 29% MN	152 24%	82 26%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	8 1%	8 1%	-	4 1%	3 1%	1 1%	4 2% M	-	2 1%	2 1%	3 *	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Biomass boiler	8 1%	8 1%	-	5 1%	2 *	2 2%	2 1%	2 1%	3 1%	1 *	4 1%	4 1%
Wind turbine (roof mounted)	9 1%	9 1%	-	2 1%	4 1%	4 3%	-	-	5 2% M	4 2%	5 1%	5 1%
Waste water heat recovery	9 1%	8 1%	1 1%	2 1%	5 1%	2 2%	1 1%	1 *	3 1%	5 2%	2 *	7 2% w
Mean	2.74	2.98 s	1.64	3.17 uv	2.60	2.48	3.03 MN	2.44	2.59	2.99 MN	2.54	3.15 w
Standard Deviation	1.94	2.02	0.90	2.16	1.84	1.74	1.96	1.84	1.89	2.03	1.80	2.16

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Loft insulation (including top up)	364 38%	196 37%	55 38%	97 44%	29 39%	323 41% D	25 26%	268 47% GHJ	19 41% HJ	29 28%	22 19%	287 47% GHJ	77 23%
Cavity wall insulation	398 42%	216 41%	72 50% yB	97 44%	23 32%	343 44%	37 38%	286 50% FGHI J	13 27%	27 25%	33 28%	299 49% FGHJ	99 30%
Solid wall insulation (internal or external)	213 22%	105 20%	35 25%	60 27% y	17 23%	172 22%	23 24%	103 18%	21 45% EHLJ	34 32% EI	30 26%	124 20% E	89 27% EI
Flat roof insulation	16 2%	6 1%	6 4% y	5 2%	1 2%	12 1%	3 4%	13 2% J	2 4% HJ	1 1%	-	15 2% J	1 *
Room in roof insulation (insulation in a loft conversion)	29 3%	11 2%	11 8% yA	5 2%	2 3%	24 3%	2 2%	18 3%	1 2%	5 5%	2 2%	19 3%	10 3%
Floor insulation	339 36%	193 36% A	59 41% A	63 28%	32 43% A	278 35%	30 31%	202 35%	13 28%	40 38%	53 45% IJ	215 35%	123 37%
Hot water cylinder insulation	68 7%	37 7%	14 10%	12 6%	5 7%	37 5%	18 18% C	35 6%	4 9%	9 9%	8 7%	39 6%	29 9%
Draught proofing	63 7%	33 6%	10 7%	17 7%	6 8%	51 7%	3 3%	33 6%	7 14% EI	11 10%	7 6%	39 6% E	24 7%
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	263 28%	174 33% AB	42 30% B	50 22% B	7 10%	235 30% D	19 19%	171 30% J	14 31%	24 23%	33 28%	185 30% J	78 24%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Other heating upgrade	14 1%	8 2%	4 3%	1 1%	2%	1	11 11% C	5 1%	1 2%	2 2%	1 1%	6 1%	7 2%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	204 22%	127 24% A	33 23%	38 17%	14 20%	174 22%	14 15%	135 24% HJ	13 28% H	17 16%	17 14%	148 24% HJ	56 17%
Double/triple glazing	27 3%	7 1%	7 5% y	10 4% y	6 8% y	16 2%	4 5%	12 2%	1 2%	4 3%	5 4%	13 2%	14 4%
Secondary glazing	-	-	-	-	-	-	-	-	-	-	-	-	-
Replacement doors	33 4%	15 3%	5 3%	8 3%	7 10% yA	20 3%	6 6%	13 2%	6 12% EHIJ	5 5%	4 3%	18 3% E	15 4%
Solar photovoltaic (PV) (solar panels which generate electricity)	295 31%	187 35% AB	43 30%	57 26%	15 20%	248 32%	27 28%	171 30%	15 32%	31 29%	51 43% EIJ	186 30%	109 33%
Solar thermal (solar panels for hot water not which generate electricity)	235 25%	143 27% B	38 27% B	48 22%	9 13%	195 25%	24 25%	140 25%	14 29%	24 23%	35 29%	153 25%	81 25%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	8 1%	5 1%	-	2 1%	4 6% yzA	-	3 3% C	3 1%	2 3% EHI	3 3% EIJ	-	5 1% E	3 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 260

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Biomass boiler	8 1%	2	2	-	4	1	-	3	1	2	2	4	4
					6%			1%	3%	2%	2%	1%	1%
Wind turbine (roof mounted)	9 1%	5	2	-	3	1	4	4	-	1	3	4	6
		1%	2%		4%		4%	1%		1%	3%	1%	2%
					yA		C				I		
Waste water heat recovery	9 1%	7	1	-	1	4	4	6	-	1	-	6	3
		1%	1%		2%	1%	4%	1%		1%		1%	1%
							C						
Mean	2.74	2.77	3.08	2.56	2.56	2.72	2.65	2.84	3.14	2.55	2.59	2.87	2.51
			A					J	J			J	
Standard Deviation	1.94	1.95	2.19	1.85	1.72	1.95	1.81	2.00	2.36	1.69	1.69	2.03	1.75

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Loft insulation (including top up)	364 38%	17 20%	100 39% ah	16 29%	227 100% abce fgh	38 29% a	268 47% abce h	262 47% abce h	96 25%	18 23%	227 51% ik	120 28%	39 24%	325 42% l	236 44% o	128 31%
Cavity wall insulation	398 42%	14 16% c	256 100% acdef gh	1 1%	91 40% aceh	29 22% c	286 50% acde h	282 51% acde h	112 30% ac	10 13%	258 58% ik	130 31% i	39 24%	359 46% l	244 46% o	154 37%
Solid wall insulation (internal or external)	213 22%	6 7% b	1 *	56 100% abdefgh	49 22% ab	21 16% ab	103 18% ab	100 18% ab	110 29% abcde fg	8 10%	80 18%	125 30% ij	32 19%	181 23%	128 24%	85 21%
Flat roof insulation	16 2%	-	9 3% h	1 1%	3 1%	4 3%	13 2%	13 2%	3 1%	-	8 2%	8 2%	2 1%	15 2%	9 2%	7 2%
Room in roof insulation (insulation in a loft conversion)	29 3%	1 1%	3 1%	9 17% abdfgh	10 4% b	14 11% abdfg h	18 3% b	18 3% b	11 3%	-	18 4%	11 3%	3 2%	25 3%	23 4% o	5 1%
Floor insulation	339 36%	24 27%	76 30%	18 33%	96 42% abfg	68 52% abcfg h	202 35% b	197 35% b	137 36%	19 26%	147 33%	172 41% ij	63 38%	276 35%	202 38%	136 33%
Hot water cylinder insulation	68 7%	7 8%	16 6%	1 1%	16 7%	17 13% bcdfg	35 6% g	28 5%	33 9% cg	4 5%	21 5%	43 10% j	12 7%	55 7%	41 8%	27 7%
Draught proofing	63 7%	7 8% b	6 3%	1 2%	19 8% bfg	16 12% bcfg	33 6% b	31 6% b	31 8% b	7 9%	21 5%	36 8% j	13 8%	51 7%	42 8%	22 5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
New boiler (e.g. upgrade to condensing boiler from non- condensing boiler)	263 28%	86 100% bcde fgh	57 22% c	3 5%	54 24% c	68 52% bcd	171 30% bcd	169 30% bcd	92 24% c	54 71% jk	97 22%	112 26%	77 46% m	186 24%	151 28%	112 27%
Other heating upgrade	14 1%	-	3 1%	1 1%	1	-	5 1%	5 1%	9 2%	-	4 1%	9 2%	1 1%	13 2%	4 1%	10 2%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	204 22%	57 66% bcd fgh	47 18%	4 8%	37 16%	75 57% bcd fgh	135 24% bcdg	122 22% cd	69 18% c	32 43% jk	82 18%	90 21%	48 29% m	156 20%	112 21%	91 22%
Double/triple glazing	27 3%	-	2 1%	2 4% b	8 4% bfg	6 4% b	12 2% b	12 2% b	15 4% b	1 2%	10 2%	16 4%	6 3%	21 3%	14 3%	13 3%
Secondary glazing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Replacement doors	33 4%	1 2%	5 2%	1 1%	4 2%	7 5% dfg	13 2%	13 2%	20 5% bcdg	1 2%	7 2%	25 6% j	10 6%	24 3%	18 3%	15 4%
Solar photovoltaic (PV) (solar panels which generate electricity)	295 31%	22 25% c	65 25% c	5 9%	87 38% abcf g	53 40% abcf g	171 30% bcg	161 29% c	124 33% c	16 21%	115 26%	164 39% ij	63 38% m	232 30%	181 34%	114 28%
Solar thermal (solar panels for hot water not which generate electricity)	235 25%	13 15%	60 23% c	5 9%	78 34% abcf gh	37 28% ac	140 25% acg	129 23% c	95 25% c	7 9%	94 21% i	134 32% ij	35 21%	200 26%	148 26% o	87 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	8 1%	-	-	-	1 1%	2 1%	3 1%	3 1%	5 1%	-	3 1%	5 1%	4 2% m	4 1%	1 *	6 2% n
Biomass boiler	8 1%	-	-	-	2 1%	1 1%	3 1%	3 1%	5 1%	1 2%	2 *	5 1%	3 2%	5 1%	4 1%	4 1%
Wind turbine (roof mounted)	9 1%	-	1 *	-	-	2 2% dg	4 1% g	2 *	6 1%	1 2%	1 *	7 2% j	4 2%	6 1%	5 1%	4 1%
Waste water heat recovery	9 1%	-	1 *	1 1%	1 1%	3 2%	6 1% g	3 1%	3 1%	-	3 1%	6 1%	-	9 1%	5 1%	4 1%
Mean	2.74	2.95 c	2.76	2.23	3.45 bcf gh	3.52 abc fgh	2.84 cg	2.80 c	2.59	2.37	2.67	2.88 i	2.74	2.74	2.93 o	2.50
Standard Deviation	1.94	1.88	2.04	1.56	2.17	1.94	2.00	1.98	1.85	1.50	1.94	2.01	1.73	1.99	2.07	1.75



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Loft insulation (including top up)	364 38%	32 34%	131 37%	88 35%	90 45%	142 35%	109 42%	130 40%	68 38%	44 46%	73 48% S	35 35%	28 33%	336 39%	26 20%	305 43% TV	42 33% T	263 45% TUV
Cavity wall insulation	398 42%	50 53% rL	156 45% r	87 35%	80 40%	208 52% O	122 47% O	98 30%	91 50%	46 47%	76 50%	38 39%	31 37%	366 43%	26 20%	337 48% T	67 53% T	270 47% T
Solid wall insulation (internal or external)	213 22%	19 20%	83 24%	58 23%	45 22%	60 15%	61 24% M	96 30% M	39 21%	25 26%	25 16%	34 35% PR	29 35% v	183 21%	28 22%	152 22%	26 21%	126 22%
Flat roof insulation	16 2%	-	6 2%	4 2%	5 3%	7 2%	4 1%	5 2%	2 1%	3 3%	5 3%	1 1%	1 2%	15 2%	2 1%	14 2%	3 2%	12 2%
Room in roof insulation (insulation in a loft conversion)	29 3%	5 6%	11 3%	4 2%	7 3%	8 2%	6 2%	15 5% M	3 2%	6 6% P	5 3%	4 4%	4 4%	25 3%	4 3%	20 3%	1 1%	19 3%
Floor insulation	339 36%	22 24%	117 33%	90 36% p	93 46% pqr	140 35%	88 34%	120 37%	67 37%	36 37%	69 45% S	28 28%	24 28%	315 37%	45 36%	257 36% V	33 26%	224 39% UV
Hot water cylinder insulation	68 7%	8 9%	18 5%	20 8%	18 9%	28 7%	12 4%	31 9% N	7 4%	3 4%	12 8%	4 4%	4 5%	64 7%	11 8%	52 7%	11 8%	41 7%
Draught proofing	63 7%	5 5%	23 7%	14 6%	20 10%	27 7%	18 7%	28 9%	14 8% R	9 9% R	2 1%	4 4%	3 3%	61 7%	19 15% UVW	37 5%	3 2%	34 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	263 28%	14 15%	89 25% p	73 29% p	71 35% pq	114 28%	69 26%	89 28%	47 26% S	23 23%	35 23%	13 14%	13 15%	250 29% u	57 45% UVW	174 25% V	18 14%	156 27% UV
Other heating upgrade	14 7%	4 4% r	5 7%	1 7%	3 2%	5 7%	1 *	8 2%	1 7%	- -	5 3%	2 2%	2 2%	12 7%	1 7%	10 7%	3 2%	8 7%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	204 22%	15 16%	64 18%	71 28% pq	46 23%	89 22%	47 18%	71 22%	41 23% S	13 13%	36 24% QS	6 6%	5 6%	199 23% u	46 36% UVW	134 19% V	11 9%	123 21% UV
Double/triple glazing	27 3%	3 3%	8 2%	2 7%	12 6% qr	9 2%	10 4%	9 3%	2 7%	4 4% R	1 *	5 5% R	5 6%	22 3%	7 5%	17 2%	3 3%	13 2%
Secondary glazing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Replacement doors	33 4%	2 2%	13 4%	8 3%	9 5%	11 3%	14 5%	12 4%	7 4%	5 5%	3 2%	1 7%	1 2%	32 4%	10 8% UW	21 3%	7 5%	14 3%
Solar photovoltaic (PV) (solar panels which generate electricity)	295 31%	18 19%	82 23%	94 38% pq	87 43% pq	120 30%	84 32%	99 31%	62 35% S	28 29% S	59 39% S	14 14%	10 12%	285 33% u	34 27%	231 33% V	25 20%	206 35% UV
Solar thermal (solar panels for hot water not which generate electricity)	235 25%	16 7%	69 20%	70 28% q	65 32% pq	90 22%	64 25%	82 25%	45 25% S	22 23%	50 33% S	15 15%	12 14%	223 26% u	22 17%	184 26% V	22 17%	162 28% TUV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	8 1%	2	2 1%	2 1%	2	2 1%	4 1%	-	-	-	-	-	8 1%	5 4% UVW	2	-	2
Biomass boiler	8 1%	2 1%	1	5 3% qr	1	3 1%	4 1%	-	-	-	-	-	8 1%	6 5% UVW	2	-	2
Wind turbine (roof mounted)	9 1%	4 1%	-	4 2% r	-	2 1%	7 2% M	1 1%	-	-	-	-	9 1%	6 5% UW	3	1 1%	2
Waste water heat recovery	9 1%	3 1%	5 2%	1 1%	2 1%	-	7 2% N	2 1%	-	1 1%	-	-	9 1%	1 1%	7 1%	2 2%	5 1%
Mean	2.74	2.29	2.53	2.76 p	2.64	2.75	2.83	2.76 S	2.75 S	3.01 S	2.08	2.05	2.81 u	2.81 V	2.77 V	2.17	2.90 UV
Standard Deviation	1.94	1.89	1.87	1.83	1.92	2.02	1.97	1.99	2.02	1.92	1.53	1.51	1.97	1.79	2.00	1.72	2.03



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Loft insulation (including top up)	364 38%	126 36%	161 39%	150 37%	136 38%	21 32%	83 32%	38 44%	135 38%	98 41%	44 32%	177 40%	164 37%	144 45% J	126 32%	107 40%
Cavity wall insulation	398 42%	126 36%	190 46% wy	156 39% w	159 45% w	30 46%	88 34%	36 42%	132 37%	111 46% D	64 47%	169 39%	205 46% G	140 44% J	140 36%	134 49% J
Solid wall insulation (internal or external)	213 22%	70 20%	106 26% y	80 20%	97 27% wy	18 28%	55 21%	14 16%	93 26% F	56 23% F	15 11%	123 28% H	78 17%	83 26% K	90 23%	49 18%
Flat roof insulation	16 2%	7 2%	7 2%	7 2%	7 2%	2 3%	6 2%	1 1%	5 1%	5 2%	2 1%	9 2%	8 2%	5 2%	9 2%	4 1%
Room in roof insulation (insulation in a loft conversion)	29 3%	13 4%	9 2%	13 3%	9 2%	1 2%	10 4%	2 3%	12 4%	7 3%	2 1%	21 5% H	6 1%	18 6% JK	7 2%	6 2%
Floor insulation	339 36%	135 38%	136 33%	154 38%	117 33%	22 34%	93 36%	39 45%	111 32%	94 39%	51 37%	160 36%	168 38%	106 33%	159 40% I	89 33%
Hot water cylinder insulation	68 7%	27 8%	29 7%	30 7%	26 7%	7 11%	18 7%	9 11%	21 6%	12 5%	12 8%	33 7%	30 7%	19 6%	33 8%	15 6%
Draught proofing	63 7%	34 10%	23 6%	37 9%	20 6%	4 7%	28 11%	5 6%	21 6%	24 10%	6 5%	33 8%	29 7%	22 7%	28 7%	17 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	263 28%	121 34% xzA	97 24%	137 34% xzA	81 23%	10 15%	88 34%	29 34%	77 22%	67 28%	54 39% DE	99 23%	147 33% G	69 21%	117 30% I	86 32% I
Other heating upgrade	14 1%	1 -	11 3% wy	2 1%	10 3% wy	3 4% wy	1 -	-	6 2%	2 1%	1 1%	4 1%	9 2%	-	9 2% I	5 2% I
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	204 22%	84 24%	86 21%	94 23%	75 21%	11 18%	60 23%	22 25%	58 17%	62 26% D	33 24%	89 20%	103 23%	57 18%	101 26% I	55 20%
Double/triple glazing	27 3%	12 3%	12 3%	13 3%	11 3%	4 7%	9 4%	3 3%	11 3%	6 2%	6 4%	16 4%	9 2%	6 2%	12 3%	10 4%
Secondary glazing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Replacement doors	33 4%	16 5%	10 2%	17 4%	9 2%	5 7% xz	14 5%	2 3%	9 3%	13 6% F	1 1%	17 4%	12 3%	11 3%	18 4%	7 2%
Solar photovoltaic (PV) (solar panels which generate electricity)	295 31%	123 35% z	118 29%	143 35% xz	98 27%	14 22%	83 32%	38 45% B	93 27%	82 34%	51 37% D	126 29%	159 36% G	106 33%	122 31%	80 29%
Solar thermal (solar panels for hot water not which generate electricity)	235 25%	88 25%	102 25%	103 26%	86 24%	14 22%	58 22%	28 33%	76 22%	60 25%	38 27%	105 24%	123 28%	86 27%	92 23%	65 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 261

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Air Source Heat Pump	8 1%	6 2% xz	-	6 1% xz	-	-	6 2%	-	-	3 1% D	3 2% D	6 1%	1 *	4 1%	3 1%	1 *
Biomass boiler	8 1%	7 2% xz	1 *	7 2% xz	1 *	-	7 3%	-	1 *	4 2%	3 2% D	3 1%	5 1%	2 1%	4 1%	2 1%
Wind turbine (roof mounted)	9 1%	7 2% x	1 *	7 2%	1 *	1 2%	6 2%	1 1%	2 1%	2 1%	2 1%	4 1%	6 1%	1 *	8 2% K	-
Waste water heat recovery	9 1%	3 1%	3 1%	3 1%	3 1%	1 2%	1 *	1 2%	3 1%	-	1 1%	3 1%	4 1%	-	8 2% I	1 *
Mean	2.74	2.85	2.69	2.87	2.64	2.63	2.74	3.15	2.47	2.95 D	2.81	2.73	2.83	2.74	2.76	2.70
Standard Deviation	1.94	2.00	1.96	1.98	1.97	2.11	1.95	2.14	1.74	1.99	1.90	1.91	2.03	1.91	1.96	1.93



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 262

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Loft insulation (including top up)	364 38%	147 41% K	236 44% JK	282 42% K	82 30%	146 35%	146 41%	63 40%	270 42% M	52 28%	292 41% O	33 30%
Cavity wall insulation	398 42%	129 36%	244 46% HJ	285 42% H	113 42%	177 43%	146 41%	68 43%	274 42%	75 40%	319 45% O	27 24%
Solid wall insulation (internal or external)	213 22%	106 29% IJK	128 24% K	168 25% K	45 17%	81 20%	83 24%	42 26%	148 23%	48 25%	151 21%	35 31% N
Flat roof insulation	16 2%	7 2%	9 2%	12 2%	4 2%	5 1%	6 2%	4 3%	12 2%	3 2%	13 2%	2 2%
Room in roof insulation (insulation in a loft conversion)	29 3%	19 5% K	23 4% K	27 4% K	2 1%	12 3%	12 3%	4 3%	23 4%	2 1%	23 3%	3 3%
Floor insulation	339 36%	143 40%	202 38%	253 37%	86 32%	159 39% m	126 35%	46 29%	246 38%	61 33%	275 38%	40 36%
Hot water cylinder insulation	68 7%	23 6%	41 8%	46 7%	21 8%	29 7%	28 8%	9 6%	52 8%	15 8%	56 8%	4 3%
Draught proofing	63 7%	39 11% IJK	42 8%	51 8%	13 5%	27 7%	26 7%	10 6%	48 7%	14 7%	48 7%	11 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 262

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	263 28%	107 29%	151 28%	194 29%	69 25%	127 31%	88 25%	38 24%	189 29%	48 26%	211 29%	34 30%
Other heating upgrade	14 1%	4 1%	4 1%	5 1%	8 3% J	9 2%	4 1%	1 1%	8 1%	3 2%	9 1%	3 3%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	204 22%	79 22%	112 21%	147 22%	57 21%	92 22%	83 23% m	24 15%	144 22%	41 22%	158 22%	27 24%
Double/triple glazing	27 3%	15 4%	14 3%	20 3%	7 3%	15 4%	8 2%	4 2%	21 3%	5 3%	19 3%	3 3%
Secondary glazing	-	-	-	-	-	-	-	-	-	-	-	-
Replacement doors	33 4%	16 4%	18 3%	27 4%	7 2%	17 4%	14 4%	2 1%	25 4%	3 2%	22 3%	3 3%
Solar photovoltaic (PV) (solar panels which generate electricity)	295 31%	121 34%	181 34% K	224 33% K	71 26%	145 35% m	104 29%	39 25%	219 34%	54 28%	243 34%	32 29%
Solar thermal (solar panels for hot water not which generate electricity)	235 25%	92 25%	148 28% K	180 27% K	54 20%	112 27%	87 25%	30 19%	173 27%	42 22%	192 27%	25 22%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 262

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Air Source Heat Pump	81%	41%	1*	41%	41%	41%	2*	21%	81%	-	81%	-
Biomass boiler	81%	41%	41%	71%	1*	41%	41%	-	71%	11%	51%	33% N
Wind turbine (roof mounted)	91%	41%	51%	71%	31%	72%	1*	11%	91%	-	71%	11%
Waste water heat recovery	91%	21%	51%	61%	31%	51%	41%	-	51%	11%	51%	11%
Mean	2.74	2.94 K	2.93 K	2.88 K	2.40	2.85 m	2.74	2.46	2.90 M	2.48	2.87	2.58
Standard Deviation	1.94	2.06	2.07	2.02	1.69	2.01	1.95	1.79	2.01	1.79	1.97	1.82



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 262

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Loft insulation (including top up)	364 38%	283 41% R	31 34%	29 27%	82 31%	281 41% n	243 42% r	145 53% pr	111 33%	69 33%	22 32%	74 41%	34 34%	80 51% uvxz	84 37%
Cavity wall insulation	398 42%	301 44% R	38 42%	31 29%	101 38%	297 43%	227 39%	124 45% p	159 48% p	92 44%	34 49%	74 41%	34 34%	81 51% xz	82 36%
Solid wall insulation (internal or external)	213 22%	156 23%	17 18%	29 27%	64 24%	149 22%	129 22% q	45 17%	74 22%	34 16%	14 21%	37 21%	29 28% u	31 19%	68 30% uwy
Flat roof insulation	16 2%	14 2%	- -	1 7%	4 2%	12 2%	14 2%	7 3%	2 1%	1 *	1 1%	4 2%	4 4% u	4 3%	2 1%
Room in roof insulation (insulation in a loft conversion)	29 3%	22 3%	3 3%	2 2%	4 2%	25 4%	20 3%	8 3%	7 2%	6 3%	3 5%	4 2%	1 1%	6 4%	7 3%
Floor insulation	339 36%	246 36%	35 38%	38 35%	93 35%	246 36%	225 39% r	110 40% r	104 31%	68 32%	23 33%	64 35%	41 41%	54 34%	89 39%
Hot water cylinder insulation	68 7%	51 7%	8 8%	6 5%	19 7%	48 7%	43 7% q	14 5%	24 7%	20 10% z	9 13% z	13 7%	8 8%	8 5%	9 4%
Draught proofing	63 7%	41 6%	6 6%	16 15% p	21 8%	42 6%	45 8%	18 6%	17 5%	12 6%	3 4%	12 7%	9 9%	10 7%	17 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 262

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
New boiler (e.g. upgrade to condensing boiler from non-condensing boiler)	263 28%	184 27%	31 34%	33 31%	75 28%	188 28%	187 32% r	111 41% pr	71 21%	49 23%	19 28%	51 28%	36 36% u	38 24%	70 31%
Other heating upgrade	14 1%	12 2%	2 2%	-	3 1%	10 2%	8 1%	-	6 2% q	4 2%	3 4%	1 *	3 3%	2 2%	1 1%
Heating controls (e.g. roomstat and/or programmer time/temperature zone controls thermostatic radiator valves)	204 22%	149 22%	18 20%	29 27%	60 23%	144 21%	138 24%	71 26% r	62 19%	42 20%	15 21%	35 19%	21 21%	32 20%	59 26%
Double/triple glazing	27 3%	16 2%	5 5%	3 3%	6 2%	21 3%	17 3%	5 2%	8 2%	7 3%	-	7 4%	4 4%	4 3%	5 2%
Secondary glazing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Replacement doors	33 4%	23 3%	3 4%	5 5%	8 3%	25 4%	26 4% qr	6 2%	6 2%	14 7% vw	-	3 2%	2 2%	5 3%	9 4%
Solar photovoltaic (PV) (solar panels which generate electricity)	295 31%	217 32%	31 33%	35 33%	79 30%	216 32%	212 36% r	97 35% r	78 23%	53 25%	26 37%	60 33%	35 35%	51 32%	71 31%
Solar thermal (solar panels for hot water not which generate electricity)	235 25%	177 26%	25 27%	21 20%	60 23%	174 26%	162 28% r	74 27%	69 21%	42 20%	22 31%	50 28%	24 23%	41 26%	56 25%
Ground Source Heat Pump	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 262

REC (AM) Measures recommended by GDAR (ALL MEASURES)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Air Source Heat Pump	81%	61%	22%	-	-	81%	81%	-	-	63% yz	-	11%	-	-	-
Biomass boiler	81%	51%	-	33% P	31%	51%	71%	31%	1*	21%	-	1*	22%	11%	21%
Wind turbine (roof mounted)	91%	81%	-	11%	21%	71%	81%	1*	1*	21%	12%	11%	-	32%	11%
Waste water heat recovery	91%	71%	-	-	21%	71%	41%	1*	52%	11%	-	42%	-	11%	21%
Mean	2.74	2.80	2.76	2.63	2.62	2.79	2.96 r	3.07 r	2.42	2.50	2.80	2.75	2.85	2.87	2.80
Standard Deviation	1.94	1.97	1.91	1.86	1.92	1.95	2.04	2.10	1.74	1.75	2.03	1.86	2.19	2.09	1.93



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 263

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I2_SUM (AM) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All respondents recommended each measure

	I2: Summary table									
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	Hot water cylinder insulation	Draught proofing	New boiler	Other heating upgrade
Unweighted Base	381	383	236	17	35	340	65	65	260	12
Weighted Base	364	398	213	16	29	339	68	63	263	14
Effective base	350	351	217	16	34	313	61	59	240	12
Has been done	227 62%	256 64%	56 26%	2 15%	14 48%	29 9%	12 17%	8 12%	86 33%	-
In the process of being done	18 5%	11 3%	19 9%	-	1 2%	1 *	2 3%	4 6%	10 4%	1 9%
Definitely will do this	24 7%	11 3%	16 8%	2 13%	2 7%	8 2%	4 6%	3 5%	19 7%	1 9%
Probably will do this	16 4%	17 4%	20 10%	-	2 6%	19 6%	7 11%	12 19%	14 5%	-
Might or might not be done	18 5%	18 5%	22 10%	1 7%	4 13%	36 11%	1 1%	4 6%	35 13%	1 9%
Probably won't be done	12 3%	11 3%	17 8%	4 22%	3 11%	49 14%	7 10%	5 8%	16 6%	-
Definitely won't be done	11 3%	23 6%	22 10%	3 19%	1 4%	90 26%	9 13%	10 16%	27 10%	2 14%
Not made a decision because I've not received my Green Deal Advice Report yet	5 1%	9 2%	7 3%	-	1 3%	12 4%	3 5%	3 5%	7 3%	1 9%
The assessor did not recommend this	8 2%	4 1%	8 4%	-	-	33 10%	8 12%	5 8%	20 8%	3 24%
I don't know/can't remember if the assessor recommended this	13 3%	14 4%	9 4%	1 8%	1 2%	33 10%	9 13%	3 4%	12 5%	-
Don't know	12 3%	23 6%	17 8%	3 16%	1 3%	29 8%	6 9%	6 10%	16 6%	3 26%
NET: Definitely/probably will	40 11%	29 7%	37 17%	2 13%	4 13%	28 8%	12 17%	15 24%	33 13%	1 9%
NET: Definitely/probably won't do this	23 6%	34 8%	38 18%	7 41%	4 15%	138 41%	15 23%	16 25%	43 16%	2 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 263

I2_SUM (AM) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All respondents recommended each measure

	I2: Summary table									
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	Hot water cylinder insulation	Draught proofing	New boiler	Other heating upgrade
Weighted Base	364	398	213	16	29	339	68	63	263	14
Effective base	350	351	217	16	34	313	61	59	240	12
NET: Had something done/in the process	245 67%	268 67%	75 35%	2 15%	14 50%	30 9%	13 20%	12 18%	96 37%	1 9%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	81 22%	80 20%	97 45%	10 61%	12 41%	202 60%	28 41%	35 55%	111 42%	4 32%
NET: Had something done/in the process/definitely or probably will	285 78%	296 74%	112 53%	5 28%	18 63%	57 17%	25 37%	27 43%	129 49%	2 18%
NET: Might or might not/definitely or probably won't	42 11%	52 13%	60 28%	8 48%	8 28%	174 52%	16 24%	19 31%	78 30%	3 23%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	37 10%	50 13%	41 19%	4 24%	2 8%	107 32%	26 39%	17 27%	56 21%	8 59%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 263

I2_SUM (AM) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All respondents recommended each measure

I2: Summary table											
	Heating controls	Double/triple glazing	Secondary glazing	Replacement doors	Solar photovoltaic (PV)	Solar thermal	Ground Source Heat Pump	Air Source Heat Pump	Biomass boiler	Wind turbine	Waste water heat recovery
Unweighted Base	202	31	-	29	302	245	-	5	8	8	8
Weighted Base	204	27	-	33	295	235	-	8	8	9	9
Effective base	186	28	-	28	279	226	-	5	8	8	8
Has been done	71 35%	5 19%	-	4 12%	7 2%	1 1%	-	2 21%	1 15%	-	-
In the process of being done	10 5%	1 4%	-	1 2%	2 1%	2 1%	-	-	-	-	-
Definitely will do this	7 4%	-	-	4 13%	5 2%	2 1%	-	1 15%	-	-	1 14%
Probably will do this	10 5%	4 16%	-	3 11%	13 4%	10 4%	-	2 26%	3 36%	-	-
Might or might not be done	20 10%	4 16%	-	5 15%	33 11%	20 9%	-	2 21%	1 9%	-	-
Probably won't be done	8 4%	1 3%	-	3 10%	52 18%	38 16%	-	-	1 15%	2 21%	1 12%
Definitely won't be done	24 12%	3 11%	-	6 19%	95 32%	83 35%	-	1 16%	2 24%	5 52%	3 29%
Not made a decision because I've not received my Green Deal Advice Report yet	6 3%	3 11%	-	3 8%	10 3%	7 3%	-	-	-	1 14%	1 13%
The assessor did not recommend this	20 10%	2 7%	-	2 7%	34 12%	30 13%	-	-	-	1 14%	-
I don't know/can't remember if the assessor recommended this	16 8%	1 4%	-	1 4%	23 8%	22 9%	-	-	-	-	3 31%
Don't know	13 7%	3 10%	-	-	21 7%	19 8%	-	-	-	-	-
NET: Definitely/probably will	17 8%	4 16%	-	8 24%	18 6%	13 5%	-	3 41%	3 36%	-	1 14%
NET: Definitely/probably won't do this	32 15%	4 13%	-	9 28%	147 50%	121 52%	-	1 16%	3 40%	7 73%	4 42%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 263

I2_SUM (AM) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All respondents recommended each measure

I2: Summary table											
	Heating controls	Double/triple glazing	Secondary glazing	Replacement doors	Solar photovoltaic (PV)	Solar thermal	Ground Source Heat Pump	Air Source Heat Pump	Biomass boiler	Wind turbine	Waste water heat recovery
Weighted Base	204	27	-	33	295	235	-	8	8	9	9
Effective base	186	28	-	28	279	226	-	5	8	8	8
NET: Had something done/in the process	80 39%	6 23%	-	5 14%	9 3%	3 1%	-	2 21%	1 15%	-	-
NET: Not (yet) had something done/in the process (rec'd GDAR only)	69 34%	12 45%	-	22 67%	197 67%	154 66%	-	6 79%	7 85%	7 73%	5 56%
NET: Had something done/in the process/definitely or probably will	98 48%	10 39%	-	13 38%	27 9%	16 7%	-	5 63%	4 51%	-	1 14%
NET: Might or might not/definitely or probably won't	52 25%	8 29%	-	14 43%	179 61%	141 60%	-	3 37%	4 49%	7 73%	4 42%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	54 27%	9 32%	-	6 18%	89 30%	78 33%	-	-	-	3 27%	4 44%

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Fieldwork: 17th April - 1st June 2014

Table 264

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	2632	1369	1249	1035	931	661	2223	374	703	1924	2063	569	1537	1095	1902	343	387	730
Weighted Base	2593	1312	1267	958	963	666	2249	313	683	1904	1952	642	1283	1311	1950	264	379	644
Has been done	781 30%	408 31%	371 29%	271 28%	310 32%	198 30%	665 30%	102 33%	198 29%	581 31%	614 31% k	167 26%	423 33% m	358 27%	595 30%	80 30%	106 28%	187 29%
In the process of being done	82 3%	41 3%	41 3%	29 3%	30 3%	23 3%	69 3%	13 4%	23 3%	60 3%	63 3%	19 3%	45 3%	37 3%	65 3%	5 2%	12 3%	17 3%
Definitely will do this	113 4%	45 3%	68 5% a	44 5%	49 5% e	19 3%	100 4%	12 4%	32 5%	81 4%	71 4%	42 7% j	52 4%	62 5%	83 4%	7 2%	24 6% o	30 5% c
Probably will do this	154 6%	73 6%	80 6%	50 5% e	84 9% ce	19 3%	131 6%	22 7%	32 5%	120 6%	116 6%	37 6%	72 6%	82 6%	122 6%	12 5%	19 5%	31 5%
Might or might not be done	225 9%	115 9%	110 9%	101 11% e	84 9%	40 6%	195 9%	27 9%	47 7%	178 9%	165 8%	60 9%	115 9%	110 8%	184 9% pq	23 9% pq	18 5%	41 6%
Probably won't be done	229 9%	127 10%	102 8%	104 11% de	76 8%	50 7%	198 9%	31 10%	62 9%	167 9%	163 8%	67 10%	107 8%	122 9%	185 9% pq	27 10% pq	17 5%	44 7% p
Definitely won't be done	419 16%	206 16%	213 17%	147 15%	145 15%	127 19% d	385 17% g	30 10%	118 17%	301 16%	301 15%	118 18%	182 14%	236 18% l	341 17% pq	48 18% pq	30 8%	78 12% p
Not made a decision because I've not received my Green Deal Advice Report yet	79 3%	34 3%	42 3%	27 3%	23 2%	29 4% d	68 3%	10 3%	30 4% i	50 3%	47 2%	32 5% j	36 3%	44 3%	67 3%	5 2%	7 2%	13 2%
The assessor did not recommend this	180 7%	87 7%	93 7%	58 6%	62 6%	60 9% c	160 7%	19 6%	41 6%	138 7%	132 7%	47 7%	93 7%	87 7%	134 7%	16 6%	29 8%	46 7%



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Fieldwork: 17th April - 1st June 2014

Table 264

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	2593	1312	1267	958	963	666	2249	313	683	1904	1952	642	1283	1311	1950	264	379	644
I don't know/can't remember if the assessor recommended this	160 6%	97 7%	63 5%	48 5%	54 6%	58 9% cd	138 6%	21 7%	44 6%	116 6%	128 7%	32 5%	79 6%	81 6%	87 4%	14 5%	59 15% noq	72 11% no
Don't know	172 7%	78 6%	86 7%	79 8% d	45 5%	44 7%	139 6%	24 8%	56 8% i	112 6%	153 8% k	19 3%	80 6%	92 7%	87 4%	27 10% n	58 15% n	85 13% no
NET: Definitely/probably will	267 10%	119 9%	148 12% a	94 10% e	134 14% ce	38 6%	231 10%	34 11%	65 9%	202 11%	187 10%	80 12%	123 10%	144 11%	206 11%	19 7%	42 11%	61 10% o
NET: Definitely/probably won't do this	648 25%	333 25%	315 25%	251 26%	221 23%	176 26%	583 26% g	61 20%	180 26%	467 25%	464 24%	184 29% j	289 23%	359 27% l	526 27% pq	75 28% pq	47 12%	122 19% p
NET: Had something done/in the process	863 33%	449 34%	411 32%	300 31%	340 35%	221 33%	735 33%	115 37%	220 32%	641 34%	677 35% k	186 29%	468 36% m	395 30%	659 34%	85 32%	119 31%	204 32%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	1140 44%	567 43%	572 45%	446 46% e	438 46% e	255 38%	1009 45% g	123 39%	292 43%	847 44%	815 42%	324 51% j	528 41%	612 47% l	915 47% pq	117 44% pq	107 28%	224 35% p
NET: Had something done/in the process/definitely or probably will	1130 44%	568 43%	559 44%	394 41%	474 49% ce	259 39%	966 43%	149 48%	285 42%	843 44%	864 44%	266 41%	591 46% m	539 41%	865 44%	104 39%	161 43%	265 41%
NET: Might or might not/definitely or probably won't	873 34%	448 34%	424 33%	351 37% d	305 32%	217 33%	778 35% g	88 28%	228 33%	645 34%	628 32%	245 38% j	404 32%	468 36% l	710 36% pq	98 37% pq	65 17%	163 25% p
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	590 23%	296 23%	284 22%	213 22%	184 19%	190 28% cd	505 22%	75 24%	171 25%	416 22%	459 24%	131 20%	287 22%	303 23%	375 19%	62 24%	153 40% noq	215 33% no



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Table 264

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	2405	227	1026	1077	317	537	660	596	834	1638	994	
Weighted Base	2323	271	990	1110	321	502	641	591	856	1592	1001	
Has been done	781 30%	678 29%	103 38%	227 23%	372 34%	119 37%	148 30%	194 30%	190 29%	497 31%	284 28%	
In the process of being done	82 3%	80 3%	2 1%	37 4%	29 3%	7 2%	13 3%	27 4%	15 2%	28 3%	51 3%	31 3%
Definitely will do this	113 4%	100 4%	13 5%	51 5%	46 4%	12 4%	33 7%	20 3%	29 5%	31 4%	71 4%	42 4%
Probably will do this	154 6%	141 6%	12 5%	78 8%	53 5%	13 4%	30 6%	40 6%	29 5%	53 6%	97 6%	57 6%
Might or might not be done	225 9%	204 9%	21 8%	118 12%	88 8%	14 4%	61 12%	46 7%	54 9%	65 8%	142 9%	83 8%
Probably won't be done	229 9%	222 10%	8 3%	89 9%	91 8%	36 11%	46 9%	57 9%	44 7%	82 10%	153 10%	76 8%
Definitely won't be done	419 16%	402 17%	17 6%	153 15%	194 17%	59 18%	63 12%	106 17%	100 17%	150 18%	256 16%	163 16%
Not made a decision because I've not received my Green Deal Advice Report yet	79 3%	70 3%	10 4%	28 3%	38 3%	8 3%	14 3%	19 3%	24 4%	22 3%	37 2%	42 4%
The assessor did not recommend this	180 7%	154 7%	26 10%	58 6%	81 7%	30 9%	24 5%	30 5%	59 10%	66 8%	102 6%	78 8%



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Table 264

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	2593	2323	271	990	1110	321	502	641	591	856	1592	1001
I don't know/can't remember if the assessor recommended this	160 6%	140 6%	20 7%	66 7% v	69 6% v	8 3%	20 4%	53 8% KN	23 4%	63 7% KN	92 6%	68 7%
Don't know	172 7%	133 6%	39 14% r	85 9% uv	50 5%	14 5%	50 10% NO	48 8% N	24 4%	49 6%	95 6%	77 8%
NET: Definitely/probably will	267 10%	242 10%	25 9%	129 13% uv	99 9%	25 8%	63 13%	60 9%	58 10%	84 10%	168 11%	99 10%
NET: Definitely/probably won't do this	648 25%	623 27% s	24 9%	241 24%	285 26%	95 30%	109 22%	163 25%	144 24%	232 27% K	409 26%	239 24%
NET: Had something done/in the process	863 33%	758 33%	105 39%	264 27%	401 36% t	126 39% t	161 32%	221 35%	205 35%	275 32%	548 34%	315 31%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	1140 44%	1069 46% s	71 26%	488 49% uv	471 42%	134 42%	232 46%	269 42%	255 43%	381 45%	719 45%	421 42%
NET: Had something done/in the process/definitely or probably will	1130 44%	1000 43%	130 48%	393 40%	499 45% t	151 47% t	224 45%	281 44%	262 44%	359 42%	716 45%	414 41%
NET: Might or might not/definitely or probably won't	873 34%	828 36% s	45 17%	359 36%	373 34%	109 34%	169 34%	209 33%	197 33%	297 35%	551 35%	322 32%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	590 23%	495 21%	95 35% r	238 24%	238 21%	62 19%	108 22%	150 23%	131 22%	200 23%	325 20%	265 26% w



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Fieldwork: 17th April - 1st June 2014

Table 264

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	2632	1455	455	625	173	2209	243	1639	153	262	325	1792	840
Weighted Base	2593	1475	439	570	188	2136	259	1619	147	271	307	1766	827
Has been done	781 30%	474 32% B	124 28%	166 29%	43 23%	687 D	66 25%	781 48% FGHIJ	- -	- -	- -	781 44% FGHIJ	- -
In the process of being done	82 3%	46 3%	10 2%	23 4%	9 5%	62 3%	10 4%	19 7% J	64 43% EGHIJ	- -	- -	82 5% EGHIJ	- -
Definitely will do this	113 4%	76 5%	19 4%	21 4%	16 8% A	79 4%	16 6%	25 2% H	4 3% H	84 31% EFHIJ	- -	29 2% H	84 10% EFHI
Probably will do this	154 6%	79 5%	22 5%	35 6%	22 12% yzA	114 5%	8 3%	64 4% H	13 9% EHI	77 29% EFHIJ	- -	76 4% EHI	77 9% EHI
Might or might not be done	225 9%	117 8%	44 10%	43 8%	29 16% yA	184 9% D	12 5%	121 7%	10 7%	15 6%	79 26% EFGIJ	130 7%	95 11% EGI
Probably won't be done	229 9%	144 10% A	43 10%	37 6%	18 10%	191 9%	19 7%	116 7%	12 8%	18 7%	83 27% EFGIJ	127 7%	102 12% EGI
Definitely won't be done	419 16%	260 18% AB	71 16%	74 13%	20 10%	352 16% D	28 11%	222 14%	25 17%	41 15%	130 42% EFGIJ	247 14%	171 21% EGI
Not made a decision because I've not received my Green Deal Advice Report yet	79 3%	47 3% B	19 4% B	14 3% B	- -	46 2%	31 12% C	21 1%	6 4% EI	5 2%	6 2%	27 2% E	53 6% EGHI
The assessor did not recommend this	180 7%	104 7%	33 7%	35 6%	8 4%	143 7%	30 12% C	99 6% H	8 5% H	18 7% H	3 1%	107 6% H	73 9% EHI



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Fieldwork: 17th April - 1st June 2014

Table 264

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	2593	1475	439	570	188	2136	259	1619	147	271	307	1766	827
I don't know/can't remember if the assessor recommended this	160 6%	76 5%	26 6%	45 8% y	15 8%	132 6%	18 7%	83 5% GH	4 3%	3 1%	2 1%	88 5% GH	72 9% EFGHI
Don't know	172 7%	54 4%	29 7% y	76 13% yzB	8 4%	145 7%	21 8%	68 4% H	2 2%	9 3% H	3 1%	71 4% H	101 12% EFGHI
NET: Definitely/probably will	267 10%	154 10%	40 9%	56 10% yzA	38 20%	192 9%	24 9%	89 5% H	17 11% EHI	162 60% EFHIJ	-	105 6% EH	162 20% EFHI
NET: Definitely/probably won't do this	648 25%	404 27% AB	114 26% A	111 19% A	38 20%	543 25% D	47 18%	338 21%	37 25%	60 22%	213 70% EFGIJ	375 21%	273 33% EGI
NET: Had something done/in the process	863 33%	519 35%	134 31%	189 33% A	52 28%	749 35%	75 29%	800 49% GHJ	64 43% GHJ	-	-	863 49% GHJ	-
NET: Not (yet) had something done/in the process (rec'd GDAR only)	1140 44%	675 46% A	198 45% A	210 37% yzA	105 56% yzA	920 43% D	83 32%	548 34%	63 43% EI	237 87% EFIJ	293 95% EFGIJ	610 35% E	529 64% EFI
NET: Had something done/in the process/definitely or probably will	1130 44%	673 46% z	174 40%	245 43% A	90 48%	942 44%	99 38%	888 55% HJ	80 55% HJ	162 60% HJ	-	969 55% HJ	162 20% H
NET: Might or might not/definitely or probably won't	873 34%	521 35% A	158 36% A	155 27% A	67 36% A	728 34% D	59 23%	459 28%	46 31%	75 28%	293 95% EFGIJ	505 29%	368 44% EFGI
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	590 23%	281 19%	107 24% yB	171 30% yB	30 16%	466 22%	100 39% C	271 17% H	21 14% H	35 13% H	14 5%	292 17% H	298 36% EFGHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	2632	246	671	149	845	462	1639	1579	993	173	1226	1233	443	2189	1602	1030
Weighted Base	2593	254	708	125	783	460	1619	1553	975	179	1198	1217	453	2141	1568	1025
Has been done	781 30%	161 63% bdef gh	356 50% dh	84 67% bdefgh	359 46% h	261 57% bdfgh	781 48% h	763 49% dfh	- -	121 68% jk	603 50% k	57 5%	131 29%	650 30%	493 31%	288 28%
In the process of being done	82 3%	- -	7 1%	1 1%	12 1%	7 2%	19 1%	19 1%	64 7% abcde fg	- -	19 2%	64 5% ij	13 3%	69 3%	57 4%	26 2%
Definitely will do this	113 4%	5 2%	8 1%	- -	13 2%	9 2%	25 2%	24 2%	88 9% abcde fg	4 2%	15 1%	95 8% ij	40 9% m	73 3%	67 4%	46 5%
Probably will do this	154 6%	8 3% c	26 4% c	- -	36 5% c	15 3% c	64 4% c	61 4% c	90 9% abcde fg	10 6%	43 4%	100 8% j	43 9% m	111 5%	101 6%	53 5%
Might or might not be done	225 9%	15 6% c	48 7% c	1 1%	63 8% c	26 6% c	121 7% c	118 8% c	104 11% abcde fg	10 5%	71 6%	145 12% ij	52 12% m	173 8%	128 8%	97 10%
Probably won't be done	229 9%	10 4%	66 9% acefg	3 2%	55 7% c	21 5%	116 7% ace	114 7% ace	113 12% acdef g	11 6%	73 6%	145 12% ij	42 9%	187 9%	134 9%	95 9%
Definitely won't be done	419 16%	36 14%	84 12%	10 8%	106 14% c	65 14% c	222 14% c	210 14%	196 20% abcd efg	18 10%	135 11%	266 22% ij	98 22% m	321 15%	287 18% o	132 13%
Not made a decision because I've not received my Green Deal Advice Report yet	79 3%	1 -	9 1%	1 1%	13 2%	3 1%	21 1%	21 1%	59 6% abcde fg	- -	21 2%	59 5% ij	12 3%	67 3%	39 2%	41 4% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	2593	254	708	125	783	460	1619	1553	975	179	1198	1217	453	2141	1568	1025
The assessor did not recommend this	180 7%	8 3%	37 5%	10 8%	53 7% ag	28 6%	99 6% g	83 5%	81 8% abfg	2 1%	81 7% i	97 8% i	11 2%	169 8% 	119 8%	61 6%
I don't know/can't remember if the assessor recommended this	160 6%	9 4%	31 4%	8 7% e	42 5%	15 3%	83 5% e	80 5% e	76 8% abdefg	4 2%	76 6% i	80 7% i	3 1%	157 7% 	75 5%	85 8% n
Don't know	172 7%	1 1%	38 5% aeg	6 4% a	33 4% ae	10 2% a	68 4% aeg	62 4% ae	103 11% abcdefg	-	62 5% i	109 9% ij	8 2%	163 8% 	69 4%	102 10% n
NET: Definitely/probably will	267 10%	14 5% c	34 5% c	-	48 6% c	24 5% c	89 5% c	85 5% c	178 18% abcdefg	14 8%	58 5%	195 16% ij	83 18% m	184 9%	168 11%	99 10%
NET: Definitely/probably won't do this	648 25%	46 18% c	149 21% c	13 10%	161 21% c	86 19% c	338 21% c	324 21% c	310 32% abcd efg	28 16%	208 17%	411 34% ij	140 31% m	508 24%	421 27% o	227 22%
NET: Had something done/in the process	863 33%	161 63% bdfgh	363 51% h	85 68% bdefgh	370 47% h	268 58% bdfgh	800 49% h	781 50% dfh	64 7%	121 68% jk	622 52% k	121 10%	144 32%	719 34%	550 35% o	313 31%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	1140 44%	74 29% c	231 33% c	14 11%	272 35% ce	135 29% c	548 34% ce	527 34% ce	592 61% abcd efg	52 29%	337 28%	751 62% ij	275 61% m	865 40%	716 46% o	423 41%
NET: Had something done/in the process/definitely or probably will	1130 44%	174 69% bdfgh	397 56% h	85 68% bdfgh	419 53% h	292 64% bdfgh	888 55% h	866 56% fh	242 25%	135 75% jk	679 57% k	316 26%	227 50% m	904 42%	718 46% o	412 40%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

12 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base 2593	254	708	125	783	460	1619	1553	975	179	1198	1217	453	2141	1568	1025	
NET: Might or might not/ definitely or probably won't 873 34%	60 24% c	197 28% c	14 11%	224 29% c	112 24% c	459 28% ce	442 28% ce	414 42% abcd efg	38 21%	279 23%	556 46% lj	192 43% m	680 32%	548 35%	324 32%	
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only) 590 23%	20 8%	114 16% a	25 20% ae	141 18% aeg	56 12% a	271 17% aeg	245 16% ae	319 33% abcde fg	6 3%	239 20% i	345 28% ij	34 7%	557 26% l	302 19%	288 28% n	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

12 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	2632	231	916	691	647	1078	722	911	494	291	454	221	184	2448	329	2025	289	1736
Weighted Base	2593	215	887	690	664	1064	715	915	499	266	457	205	172	2421	356	1958	277	1681
Has been done	781 30%	65 30%	301 34% rL	195 28%	186 28%	341 32%	229 32%	263 29%	142 29%	100 38% P	149 33%	62 30%	53 31%	728 30%	94 26%	597 30%	91 33%	506 30%
In the process of being done	82 3%	14 6% qr	21 2%	21 3%	24 4%	23 2%	25 4%	25 3%	15 3%	14 5% RS	8 2%	2 1%	2 1%	81 3%	24 7% UW	53 3%	10 4%	43 3%
Definitely will do this	113 4%	7 3%	36 4%	31 4%	30 5%	39 4%	36 5%	50 6% M	19 4%	11 4% S	14 3%	2 1%	2 1%	111 5% u	31 9% UW	69 4% W	16 6% UW	53 3%
Probably will do this	154 6%	9 4%	64 7%	36 5%	39 6%	63 6%	38 5%	59 6%	20 4%	21 8% PR	13 3%	9 5%	8 5%	146 6%	43 12% UVW	95 5% V	6 2%	89 5% UV
Might or might not be done	225 9%	15 7%	64 7%	74 11% q	63 9%	83 8%	69 10%	75 8%	61 12% RS	22 8%	27 6%	11 6%	11 7%	214 9%	31 9%	187 10%	23 8%	164 10%
Probably won't be done	229 9%	12 6%	66 7%	94 14% pql	45 7%	108 10%	60 8%	70 8%	51 10% Q	15 6%	48 10% Q	13 6%	9 5%	220 9%	38 11%	187 10%	26 9%	162 10%
Definitely won't be done	419 16%	17 8%	136 15% p	94 14% p	151 23% pqr	174 16%	123 17%	143 16%	74 15% S	41 16% S	89 19% S	15 7%	12 7%	407 17% u	77 22% UVW	303 15% V	26 9%	277 16% UV
Not made a decision because I've not received my Green Deal Advice Report yet	79 3%	4 2%	20 2%	20 3%	29 4% q	22 2%	20 3%	36 4% M	21 4% R	10 4% R	6 1%	5 2%	5 3%	75 3%	5 1%	58 3% W	14 5% TUW	44 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	2593	215	887	690	664	1064	715	915	499	266	457	205	172	2421	356	1958	277	1681
The assessor did not recommend this	180 7%	48 22% qL	64 7% r	29 4%	35 5%	91 9% NO	42 6%	56 6%	41 8%	15 6%	39 9%	16 8%	16 9%	164 7%	5 1%	150 8% TV	11 4%	140 8% TUV
I don't know/can't remember if the assessor recommended this	160 6%	9 4%	53 6%	53 8% L	26 4%	52 5%	42 6%	66 7% M	27 5% Q	4 1%	30 7% Q	37 18% PQR	34 20% v	125 5%	8 2%	132 7% TW	29 10% TUW	103 6% T
Don't know	172 7%	16 7%	63 7%	42 6%	38 6%	69 6% N	31 4%	72 8% N	29 6%	13 5%	35 8%	33 16% PQR	21 12% v	151 6%	- -	126 6% TW	26 9% TUW	100 6% T
NET: Definitely/probably will	267 10%	16 7%	100 11%	67 10%	69 10%	102 10%	74 10%	109 12%	39 8%	32 12% RS	26 6%	11 6%	10 6%	257 11% u	75 21% UVW	163 8%	21 8%	142 8%
NET: Definitely/probably won't do this	648 25%	29 14%	202 23% p	188 27% pq	196 29% pq	281 26%	183 26%	213 23%	125 25% S	57 21% S	137 30% QS	28 14%	21 12%	627 26% u	115 32% UVW	490 25% V	52 19%	439 26% UV
NET: Had something done/in the process	863 33%	78 36%	322 36% r	216 31%	210 32%	364 34%	254 35%	287 31%	157 31%	114 43% PRS	157 34%	64 31%	55 32%	808 33%	118 33%	650 33%	101 37%	549 33%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	1140 44%	60 28%	366 41% p	329 48% pq	327 49% pq	466 44%	326 46%	397 43%	225 45% S	111 42% S	190 42% S	50 25%	42 25%	1097 45% u	221 62% UVW	841 43% V	96 35%	745 44% UV
NET: Had something done/in the process/definitely or probably will	1130 44%	94 44%	421 48% rL	283 41%	279 42%	466 44%	328 46%	397 43%	196 39%	146 55% PRS	183 40%	75 37%	65 38%	1065 44%	192 54% UVW	814 42%	123 44%	691 41%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 2593	215	887	690	664	1064	715	915	499	266	457	205	172	2421	356	1958	277	1681
NET: Might or might not/definitely or probably won't 873 34%	44 21%	266 30% p	263 38% pq	258 39% pq	364 34%	252 35%	288 31%	186 37% QS	79 30% S	163 36% S	39 19%	32 19%	840 35% u	146 41% UV	677 35% V	74 27%	603 36% UV
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only) 590 23%	76 35% qL	199 22%	144 21%	127 19%	234 22%	135 19%	230 25% N	118 24% Q	41 16%	110 24% Q	91 44% PQR	75 44% v	515 21%	17 5%	467 24% TW	80 29% TUW	387 23% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	2632	1021	1127	1170	978	170	721	277	931	682	354	1272	1228	943	1080	716
Weighted Base	2593	1005	1101	1161	946	169	714	269	867	709	387	1196	1268	880	1085	731
Has been done	781 30%	337 33% xz	311 28% z	393 34% xz	254 27%	49 29%	232 32%	100 37%	266 31%	212 30%	115 30%	368 31%	371 29%	269 31%	322 30%	214 29%
In the process of being done	82 3%	39 4% xzA	25 2% z	46 4% xzA	18 2%	1 0%	37 5% C	2 7%	24 3%	31 4%	12 3%	40 3%	40 3%	25 3%	28 3%	31 4%
Definitely will do this	113 4%	51 5%	46 4%	61 5%	36 4%	10 6%	45 6% C	6 2%	31 4%	33 5%	32 8% DE	47 4%	52 4%	44 5%	46 4%	30 4%
Probably will do this	154 6%	72 7%	62 6%	82 7%	51 5%	9 5%	67 9% C	5 2%	47 5%	53 7%	27 7%	63 5%	82 6%	47 5%	64 6%	56 8%
Might or might not be done	225 9%	119 12% xzA	75 7% A	131 11% xzA	64 7% A	4 3%	78 11%	41 15%	77 9%	48 7%	58 15% DE	98 8%	123 10%	87 10% J	72 7%	76 10% J
Probably won't be done	229 9%	131 13% xyzA	58 5%	138 12% xzA	51 5%	6 3%	88 12%	36 14%	60 7%	67 9%	35 9%	91 8%	132 10% G	97 11% JK	91 8%	57 8%
Definitely won't be done	419 16%	256 25% xyzA	123 11% A	279 24% xzA	101 11% A	7 4%	167 23%	78 29%	117 13%	137 19% D	57 15%	176 15%	233 18% G	138 16%	184 17%	109 15%
Not made a decision because I've not received my Green Deal Advice Report yet	79 3%	-	68 6% wy	7 1% w	61 6% wy	22 13% wxyz	-	-	21 2%	16 2%	14 4%	38 3%	38 3%	25 3%	51 5% lk	13 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

12 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	2593	1005	1101	1161	946	169	714	269	867	709	387	1196	1268	880	1085	731
The assessor did not recommend this	180 7%	-	138 13% wyA	5 w	132 14% wxyA	9 5% wy	-	-	63 7%	61 9% F	18 5%	79 7%	87 7%	46 5%	87 8% I	55 8%
I don't know/can't remember if the assessor recommended this	160 6%	-	91 8% wy	6 1% w	85 9% wxy	23 13% wxyz	-	-	91 10% EF	28 4% F	5 1%	107 9% H	48 4%	41 5%	81 7% I	38 5%
Don't know	172 7%	-	104 9% wy	11 1% w	93 10% wy	29 17% wxyz	-	-	70 8% EF	25 3%	15 4%	88 7% H	63 5%	61 7%	59 5%	54 7%
NET: Definitely/probably will	267 10%	123 12% z	108 10%	143 12% xz	88 9%	19 11%	112 16% C	11 4%	78 9%	86 12%	59 15% D	110 9%	134 11%	91 10%	110 10%	86 12%
NET: Definitely/probably won't do this	648 25%	387 38% xyzA	181 16% A	416 36% xzA	152 16% A	13 7%	256 36%	114 43%	177 20%	203 29% D	91 24%	267 22%	365 29% G	235 27%	275 25%	165 23%
NET: Had something done/in the process	863 33%	376 37% xz	336 31% z	440 38% xzA	272 29%	50 30%	269 38%	102 38%	290 33%	242 34%	127 33%	408 34%	411 32%	294 33%	351 32%	244 33%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	1140 44%	630 63% xyzA	364 33% A	691 59% xzA	303 32% A	36 21%	446 62%	167 62%	331 38%	337 47% D	208 54% D	475 40%	622 49% G	412 47% J	458 42%	328 45%
NET: Had something done/in the process/definitely or probably will	1130 44%	499 50% xzA	443 40% z	583 50% xzA	359 38%	69 41%	380 53% C	114 42%	367 42%	328 46%	186 48%	518 43%	545 43%	385 44%	461 42%	330 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 265

12 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	2593	1005	1101	1161	946	169	714	269	867	709	387	1196	1268	880	1085	731
NET: Might or might not/definitely or probably won't	873 34%	506 50% xyzA	256 23% A	547 47% xzA	215 23% A	17 10%	334 47%	155 58% B	254 29%	251 35% D	149 39% D	365 31%	488 38% G	321 37% J	347 32%	242 33%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	590 23%	-	402 36% wy	30 3% w	371 39% wxy	83 49%	-	-	246 28% EF	130 18% F	51 13%	313 26% H	235 19%	173 20%	277 26% I	159 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 266

12 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	2632	1133	1602	1988	644	1151	987	428	1894	499	2068	313
Weighted Base	2593	1062	1568	1943	650	1174	972	387	1879	468	2057	288
Has been done	781 30%	302 28%	493 31% H	596 31% H	185 28%	351 30%	298 31%	122 31%	599 32% M	94 20%	661 32% O	41 14%
In the process of being done	82 3%	36 3% K	57 4% K	72 4% K	10 2%	31 3%	27 3%	21 5% kl	71 4% M	4 1%	70 3%	8 3%
Definitely will do this	113 4%	47 4%	67 4%	87 4%	27 4%	56 5%	33 3%	20 5%	91 5%	17 4%	98 5%	14 5%
Probably will do this	154 6%	65 6%	101 6%	116 6%	38 6%	60 5%	73 8% k	19 5%	119 6%	30 6%	121 6%	22 8%
Might or might not be done	225 9%	123 12% lJK	128 8%	181 9% I	44 7%	90 8%	97 10%	32 8%	175 9%	35 8%	184 9%	28 10%
Probably won't be done	229 9%	118 11% lJK	134 9%	183 9% I	46 7%	108 9%	85 9%	36 9%	164 9%	49 10%	183 9%	32 11%
Definitely won't be done	419 16%	185 17% K	287 18% K	348 18% K	70 11%	224 19% lm	148 15% m	40 10%	316 17%	75 16%	345 17%	60 21%
Not made a decision because I've not received my Green Deal Advice Report yet	79 3%	22 2%	39 2%	43 2%	36 6% HIJ	34 3%	34 3%	10 3%	41 2%	24 5% L	40 2%	12 4% N
The assessor did not recommend this	180 7%	62 6%	119 8% HU	128 7%	51 8%	95 8% m	60 6%	19 5%	114 6%	44 9% L	124 6%	33 12% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 266

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	2593	1062	1568	1943	650	1174	972	387	1879	468	2057	288
I don't know/can't remember if the assessor recommended this	160 6%	53 5%	75 5%	97 5%	63 10% HIJ	65 6%	60 6%	26 7%	96 5%	41 9% L	120 6%	15 5%
Don't know	172 7%	48 5%	69 4%	91 5%	81 12% HIJ	62 5%	56 6%	43 11% kl	92 5%	56 12% L	111 5%	22 8%
NET: Definitely/probably will	267 10%	112 11%	168 11%	202 10%	64 10%	116 10%	106 11%	39 10%	210 11%	47 10%	219 11%	35 12%
NET: Definitely/probably won't do this	648 25%	303 29% K	421 27% K	532 27% K	116 18%	331 28% lm	233 24%	76 20%	480 26%	123 26%	528 26%	92 32% N
NET: Had something done/in the process	863 33%	338 32%	550 35% HK	668 34% H	195 30%	382 32%	325 33%	142 37%	670 36% M	98 21%	730 36% O	49 17%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	1140 44%	539 51% IJK	716 46% K	916 47% IK	224 34%	537 46% m	436 45% m	147 38%	866 46%	205 44%	931 45%	156 54% N
NET: Had something done/in the process/definitely or probably will	1130 44%	450 42%	718 46% HK	870 45% HK	260 40%	497 42%	432 44%	181 47%	880 47% M	144 31%	949 46% O	84 29%
NET: Might or might not/definitely or probably won't	873 34%	427 40% IJK	548 35% K	713 37% IK	160 25%	421 36% m	330 34% m	108 28%	655 35%	159 34%	712 35%	120 42% N
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	590 23%	185 17%	302 19%	360 19%	231 35% HIJ	256 22%	210 22%	98 25%	344 18%	165 35% L	396 19%	83 29% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 266

12 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	2632	1938	256	291	715	1917	1751	848	810	526	201	548	287	439	631
Weighted Base	2593	1918	255	282	688	1905	1723	841	806	526	194	497	287	454	634
Has been done	781 30%	634 33% QR	60 24% R	44 16%	142 21%	639 34% n	522 30%	408 48% pr	241 30%	155 30%	63 32%	142 28%	88 31%	138 30%	195 31%
In the process of being done	82 3%	64 3%	5 2%	12 4%	19 3%	63 3%	58 3% q	9 1%	22 3% q	14 3%	1 1%	10 2%	13 4% v	21 5% vw	23 4% v
Definitely will do this	113 4%	96 5% Q	4 2%	9 3%	19 3%	94 5% n	85 5% q	15 2%	26 3%	34 7% wz	10 5% w	8 2%	16 5% w	22 5% w	23 4%
Probably will do this	154 6%	110 6%	16 6%	23 8%	47 7%	106 6%	120 7% qr	41 5%	32 4%	36 7%	13 7%	24 5%	16 6%	27 6%	37 6%
Might or might not be done	225 9%	167 9%	18 7%	28 10%	60 9%	165 9%	180 10% r	87 10% r	40 5%	46 9% v	7 4%	33 7%	29 10% v	39 9% v	70 11% vw
Probably won't be done	229 9%	164 9%	22 9%	32 11%	72 10%	157 8%	177 10% r	80 10% r	49 6%	33 6%	12 6%	46 9%	35 12% uv	49 11% u	54 9%
Definitely won't be done	419 16%	309 16%	34 14%	67 24% PQ	112 16%	307 16%	283 16% q	114 14%	130 16%	90 17%	36 19%	72 14%	47 16%	69 15%	106 17%
Not made a decision because I've not received my Green Deal Advice Report yet	79 3%	62 3%	7 3%	10 4%	28 4%	52 3%	64 4% qr	8 1%	16 2%	8 2%	-	3 1%	9 3% vw	34 7% uvwz	25 4% uvw
The assessor did not recommend this	180 7%	104 5%	33 13% P	24 8%	73 11% o	106 6%	99 6% q	30 4%	73 9% pq	38 7%	19 10% y	34 7%	23 8%	22 5%	43 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 266

I2 (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (MEASURES LEVEL)

Base: All measures

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	2593	1918	255	282	688	1905	1723	841	806	526	194	497	287	454	634
I don't know/can't remember if the assessor recommended this	160 6%	98 5%	19 7%	24 8% P	53 8%	107 6%	60 3%	28 3%	96 12% pq	32 6% y	14 7% xy	65 13% uvwxyz	8 3%	4 1%	35 6% y
Don't know	172 7%	109 6%	37 14% PR	10 3%	64 9% o	108 6%	75 4% q	22 3%	81 10% pq	40 8% xz	18 9% xz	60 12% xyz	4 1%	28 6% xz	22 3%
NET: Definitely/probably will	267 10%	206 71%	20 8%	32 11%	66 10%	200 11%	205 12% qr	56 7%	58 7%	71 13% wz	23 12% w	33 7%	31 11% w	50 11% w	60 9%
NET: Definitely/probably won't do this	648 25%	473 25%	56 22%	99 35% PQ	184 27%	464 24%	461 27% qr	194 23%	179 22%	122 23%	48 25%	118 24%	82 28%	118 26%	160 25%
NET: Had something done/in the process	863 33%	698 36% QR	66 26%	56 20%	161 23%	703 37% n	580 34%	416 50% pr	263 33%	170 32%	64 33%	152 30%	101 35%	159 35%	219 34%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	1140 44%	846 44% Q	94 37%	159 56% PQ	310 45%	830 44%	845 49% qr	337 40% r	277 34%	239 45% w	78 40%	183 37%	142 50% w	207 46% w	290 46% w
NET: Had something done/in the process/definitely or probably will	1130 44%	904 47% QR	85 34%	88 31%	227 33%	903 47% n	784 46% r	472 56% pr	320 40%	240 46% w	87 45%	184 37%	132 46% w	208 46% w	278 44% w
NET: Might or might not/definitely or probably won't	873 34%	640 33%	74 29%	127 45% PQ	244 35%	629 33%	641 37% qr	281 33% r	219 27%	168 32%	55 28%	151 30%	111 39% vw	157 35%	230 36% w
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	590 23%	373 19%	95 37% PR	67 24%	217 32% o	373 20%	298 17% q	87 10%	266 33% pq	117 22% x	52 27% xyz	162 33% xyz	44 15%	89 20%	126 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Has been done	569 60%	299 61%	268 60%	191 56%	229 63%	148 61%	483 60%	77 62%	146 58%	422 61%	459 65% k	110 45%	313 64% m	256 56%	425 64% pq	50 58%	94 49%	144 52%
In the process of being done	62 7%	31 6%	31 7%	24 7%	21 6%	17 7%	51 6%	11 9%	18 7%	44 6%	49 7%	13 5%	33 7%	29 6%	51 8% q	4 4%	8 4%	11 4%
Definitely will do this	77 8%	30 6%	47 10% a	29 9%	34 9%	14 6%	66 8%	10 8%	20 8%	57 8%	51 7%	26 11%	34 7%	43 9%	57 8%	4 5%	16 8%	20 7%
Probably will do this	104 11%	52 10%	52 12%	31 9%	57 16% ce	15 6%	95 12%	8 7%	23 9%	81 12%	76 11%	28 12%	43 9%	61 13% l	80 12%	8 9%	16 9%	24 9%
Might or might not be done	132 14%	65 13%	67 15%	45 13%	56 16%	31 13%	118 15%	12 10%	32 13%	100 14%	94 13%	38 15%	67 14%	64 14%	107 16% pq	12 14%	13 7%	25 9%
Probably won't be done	123 13%	60 12%	64 14%	55 16%	42 12%	26 11%	108 13%	15 12%	30 12%	94 14%	82 12%	41 17%	53 11%	70 15%	101 15% pq	11 13% pq	11 6%	22 8% p
Definitely won't be done	181 19%	93 19%	88 20%	60 18%	69 19%	52 21%	166 21% g	13 11%	48 19%	132 19%	127 18%	54 22%	77 16%	104 23% l	150 22% pq	15 17% pq	16 9%	31 11%
Not made a decision because I've not received my Green Deal Advice Report yet	33 3%	16 3%	16 4%	12 3%	12 3%	9 4%	28 3%	4 4%	8 3%	25 4%	23 3%	10 4%	19 4%	14 3%	26 4%	3 4%	4 2%	7 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

12_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
The assessor did not recommend this	72 8%	34 7%	38 9%	22 6%	29 8%	22 9%	66 8%	5 4%	16 7%	56 8%	50 7%	23 9%	31 6%	42 9%	50 7%	7 8%	16 8%	23 8%
I don't know/can't remember if the assessor recommended this	74 8%	42 9%	32 7%	23 7%	25 7%	26 11%	61 8%	13 10%	25 10%	49 7%	57 8%	17 7%	38 8%	36 8%	39 6%	9 10%	26 14% n	35 13% n
Don't know	77 8%	38 8%	37 8%	37 11% d	22 6%	17 7%	61 8%	13 10%	21 8%	55 8%	67 10% k	10 4%	42 9%	35 8%	40 6%	12 14% n	25 13% n	38 14% n
NET: Definitely/probably will	170 18%	78 16%	92 20%	56 16%	85 24% ce	28 11%	151 19%	17 14%	39 16%	130 19%	119 17%	50 21%	74 15%	96 21% l	128 19%	11 13%	31 16%	42 15%
NET: Definitely/probably won't do this	263 28%	137 28%	126 28%	95 28%	99 27%	69 29%	239 30% g	23 18%	70 28%	194 28%	182 26%	81 33% j	115 24%	149 32% l	213 32% pq	23 27% pq	27 14%	50 18% p
NET: Had something done/in the process	616 65%	323 65%	291 65%	207 61%	247 68%	161 66%	523 65%	84 69%	161 64%	453 66%	498 71% k	118 49%	340 70% m	276 60%	463 69% pq	52 60%	101 53%	153 55%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	444 47%	225 46%	218 49%	158 47%	179 50%	107 44%	397 49% g	43 35%	115 46%	328 47%	304 43%	141 58% j	205 42%	239 52% l	340 51% pq	37 43%	66 35%	104 37%
NET: Had something done/in the process/definitely or probably will	722 76%	372 75%	348 78%	247 73%	296 82% ce	178 73%	616 76%	96 78%	186 74%	535 77%	568 81% k	155 64%	388 80% m	335 73%	533 80% opq	60 69%	129 68%	189 68%
NET: Might or might not/definitely or probably won't	344 36%	176 36%	168 38%	121 36%	132 37%	91 38%	309 38% g	32 26%	90 36%	254 37%	236 34%	108 44% j	160 33%	184 40% l	277 41% pq	30 35% pq	37 20%	67 24% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	238 25%	125 25%	109 24%	88 26%	83 23%	65 27%	200 25%	32 26%	67 27%	169 24%	179 25%	59 24%	119 24%	119 26%	139 21%	29 33%	69 37%	99 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Has been done	569 60%	478 61%	91 55%	171 55%	265 62%	87 67% †	108 65% M	138 53%	140 61%	182 63% M	377 60%	192 60%
In the process of being done	62 7%	60 8% s	2 1%	28 9%	24 6%	6 4%	11 7%	18 7%	12 5%	21 7%	38 6%	24 7%
Definitely will do this	77 8%	68 9%	9 5%	28 9%	37 9%	9 7%	19 12%	18 7%	18 8%	22 8%	47 8%	30 9%
Probably will do this	104 11%	92 12%	12 7%	46 15% u	41 10%	11 8%	19 11%	32 12%	20 9%	32 11%	66 11%	38 12%
Might or might not be done	132 14%	115 15%	17 10%	63 20% uv	55 13%	11 9%	26 16%	26 10%	31 14%	48 17% M	80 13%	52 16%
Probably won't be done	123 13%	118 15% s	6 3%	44 14%	56 13%	18 14%	25 15%	34 13%	24 11%	40 14%	84 13%	40 12%
Definitely won't be done	181 19%	168 22% s	12 7%	63 20%	86 20%	24 19%	28 17%	55 21%	40 17%	59 20%	119 19%	62 20%
Not made a decision because I've not received my Green Deal Advice Report yet	33 3%	27 3%	6 4%	13 4%	13 3%	5 4%	5 3%	10 4%	6 3%	12 4%	18 3%	14 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
The assessor did not recommend this	72 8%	56 7%	17 10%	20 6%	35 8%	13 10%	10 6%	14 5%	21 9%	27 9%	47 7%	26 8%
I don't know/can't remember if the assessor recommended this	74 8%	59 8%	15 9%	26 8%	32 7%	6 5%	10 6%	24 9%	11 5%	28 10%	45 7%	29 9%
Don't know	77 8%	54 7%	23 14%	29 9%	27 6%	10 7%	24 14% NO	23 9%	12 5%	19 7%	45 7%	33 10%
NET: Definitely/probably will	170 18%	149 19%	21 13%	70 22%	71 17%	19 15%	34 20%	49 19%	35 15%	51 18%	106 17%	64 20%
NET: Definitely/probably won't do this	263 28%	247 32% s	16 10%	89 29%	124 29%	38 29%	43 26%	74 28%	61 27%	85 30%	179 28%	85 27%
NET: Had something done/in the process	616 65%	523 67% s	93 56%	190 61%	286 67%	91 70%	112 67%	152 58%	152 66%	199 70% M	406 65%	210 66%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	444 47%	395 51% s	50 30%	173 55% uv	199 47%	51 40%	77 46%	125 48%	100 44%	142 50%	294 47%	150 47%
NET: Had something done/in the process/definitely or probably will	722 76%	612 78% s	111 67%	230 74%	333 78%	103 80%	130 79%	185 71%	176 77%	228 80% M	474 76%	248 78%
NET: Might or might not/definitely or probably won't	344 36%	312 40% s	32 19%	130 42%	158 37%	43 33%	58 35%	91 35%	79 35%	116 40%	229 36%	115 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	238 25%	178 23%	59 36% r	77 25%	103 24%	31 24%	45 27%	68 26%	48 21%	76 26%	145 23%	93 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Has been done	569 60%	340 64% B	89 63% B	126 56% B	31 42%	500 64% D	49 50%	569 100% FGHIJ	-	-	-	569 92% FGHIJ	-
In the process of being done	62 7%	38 7%	8 6%	15 7%	6 8%	50 6%	6 6%	15 3% J	47 100% EGHIJ	-	-	62 10% EGHIJ	-
Definitely will do this	77 8%	50 9%	10 7%	17 8%	9 12%	56 7%	8 8%	19 3%	2 4% H	56 52% EFHIJ	-	21 3% H	56 17% EFHI
Probably will do this	104 11%	52 10%	17 12%	20 9%	18 25% yzA	72 9%	8 8%	42 7% H	7 14% H	56 53% EFHIJ	-	48 8% H	56 17% EHI
Might or might not be done	132 14%	74 14%	25 18% A	21 9%	18 25% yA	107 14%	6 6%	71 12%	6 13%	12 11%	43 36% EFGIJ	77 13%	55 17%
Probably won't be done	123 13%	80 15% A	21 15% A	18 8%	11 14%	105 13%	7 7%	65 11%	6 13%	11 10%	42 35% EFGIJ	70 11%	53 16%
Definitely won't be done	181 19%	106 20%	32 23%	35 16%	14 19%	147 19%	13 13%	94 17%	11 24%	21 19%	54 46% EFGIJ	106 17%	75 23% EI
Not made a decision because I've not received my Green Deal Advice Report yet	33 3%	23 4%	4 3%	6 3%	-	23 3%	9 9% C	10 2%	3 5%	3 3%	2 2%	13 2%	20 6% EHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
The assessor did not recommend this	72 8%	42 8%	10 7%	15 7%	5 7%	55 7%	13 13% C	37 7%	2 5%	8 8%	2 2%	40 6%	33 10% H
I don't know/can't remember if the assessor recommended this	74 8%	33 6%	11 7%	24 11% Y	9 12%	63 8%	8 8%	37 6%	2 3%	3 2%	2 2%	38 6%	36 11% EGHI
Don't know	77 8%	31 6%	12 8%	29 13% Y	5 7%	63 8%	11 12%	31 5% H	2 3%	2 2%	1 1%	33 5%	45 13% EGHI
NET: Definitely/probably will	170 18%	97 18%	25 17%	36 16%	25 34% yZA	122 16%	16 16%	56 10% H	7 16% H	106 100% EFHIJ	-	63 10% H	106 32% EFHI
NET: Definitely/probably won't do this	263 28%	154 29%	45 31%	51 23%	23 31%	216 28%	20 21%	135 24%	14 30%	27 25%	88 74% EFGIJ	149 24%	114 35% EGI
NET: Had something done/in the process	616 65%	365 69% B	97 68% B	137 62% B	35 48%	538 69% D	53 54%	569 100% GHJ	47 100% GHJ	-	-	616 100% GHJ	-
NET: Not (yet) had something done/in the process (rec'd GDAR only)	444 47%	253 48%	75 52% A	92 41%	45 61% yA	354 45%	39 40%	199 35%	20 43%	106 100% EFJU	118 100% EFJU	219 36%	225 68% EFI
NET: Had something done/in the process/definitely or probably will	722 76%	423 80% B	108 76%	166 74%	49 67%	609 78%	67 68%	569 100% HJ	47 100% HJ	106 100% HJ	-	616 100% HJ	106 32% H
NET: Might or might not/definitely or probably won't	344 36%	196 37%	60 42% A	66 30%	34 46% A	281 36%	26 27%	174 31%	19 41%	32 30%	118 100% EFGJU	194 31%	150 46% EGI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 267

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	238 25%	114 22%	36 25%	71 32%	19 26%	191 24%	38 39% C	102 18% H	7 16%	15 14%	8 7%	110 18% H	128 39% EFGHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

12_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Has been done	569 60%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	- -	75 100% k	448 100% k	45 11%	84 51%	485 62% l	349 65% o	220 54%
In the process of being done	62 7%	- -	5 2%	1 1%	10 4% f	5 4%	15 3%	15 3%	47 12% abcde fg	- -	15 3%	47 11% ij	10 6%	52 7%	43 8% o	19 5%
Definitely will do this	77 8%	4 4%	4 2%	- -	10 5% b	8 6% b	19 3% b	18 3%	58 15% abcde fg	2 3%	13 3%	62 15% ij	22 13% m	55 7%	46 9%	31 8%
Probably will do this	104 11%	5 6%	20 8% c	- -	18 8% c	12 9% c	42 7% c	39 7% c	63 17% abcdf g	6 8%	27 6%	71 17% j	26 16%	79 10%	62 12%	42 10%
Might or might not be done	132 14%	9 10%	30 12% c	1 3%	33 15% c	20 15% c	71 12% c	68 12% c	61 16% c	6 9%	48 11%	77 18% ij	34 21% m	97 12%	73 14%	58 14%
Probably won't be done	123 13%	8 9%	34 13% c	2 3%	28 13% c	14 11%	65 11% c	63 11% c	59 16% c	5 7%	47 10%	72 17% ij	25 15%	98 13%	74 14%	50 12%
Definitely won't be done	181 19%	13 16%	35 13%	4 7%	43 19% c	32 24% abcf g	94 17% c	89 16% c	86 23% bcfg	10 13%	58 13%	112 27% ij	44 26% m	137 18%	114 21%	67 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

12_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not made a decision because I've not received my Green Deal Advice Report yet	33 3%	1 1%	5 2%	1 1%	4 2%	2 2%	10 2%	10 2%	23 6% bdfg	-	10 2%	23 5% j	5 3%	27 4%	16 3%	16 4%
The assessor did not recommend this	72 8%	3 3%	16 6%	3 6%	19 8% g	9 7%	37 7% g	32 6%	35 9% g	1 1%	31 7%	40 10% i	6 3%	67 9% l	44 8%	29 7%
I don't know/can't remember if the assessor recommended this	74 8%	4 4%	14 5%	6 11%	17 7%	8 6%	37 6%	35 6%	37 10% b	3 4%	32 7%	39 9%	3 2%	71 9% l	37 7%	37 9%
Don't know	77 8%	1 2%	15 6%	3 6%	15 7%	5 4%	31 5%	29 5%	46 12% abdef g	-	29 7% i	48 11% ij	4 2%	73 9% l	35 7%	42 10% n
NET: Definitely/probably will	170 18%	6 8% c	23 9% c	-	27 12% c	20 15% acfg	56 10% cg	52 9% c	114 30% abcde fg	6 8%	39 9%	125 30% ij	45 27% m	125 16%	103 19%	67 16%
NET: Definitely/probably won't do this	263 28%	18 21%	60 23% c	6 11%	58 26% c	38 29% c	135 24% c	130 23% c	128 34% abcd fg	13 17%	91 20%	159 38% ij	58 35% m	205 26%	161 30%	103 25%
NET: Had something done/in the process	616 65%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	47 12%	75 100% k	448 100% k	92 22%	91 55%	525 67% l	382 71% o	234 57%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	444 47%	27 32% c	80 31% c	7 12%	90 40% bcg	59 46% abcf g	199 35% cg	191 34% c	245 65% abcd efg	20 26%	139 31%	285 67% ij	107 65% m	337 43%	265 49%	180 44%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

12_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base 946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411	
Effective base 870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373	
NET: Had something done/in the process/definitely or probably will 722 76%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	153 41%	75 100% k	448 100% k	199 47%	121 73%	601 77%	442 83% o	280 68%	
NET: Might or might not/ definitely or probably won't 344 36%	24 28% c	74 29% c	7 12%	79 35% c	48 37% c	174 31% c	168 30% c	170 45% abcd fg	19 25%	118 26%	207 49% ij	83 50% m	261 33%	210 39% o	134 33%	
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only) 238 25%	9 10%	47 18%	13 22% a	47 21% a	23 18%	102 18% ag	95 17%	135 36% abcde fg	4 5%	91 20% i	143 34% ij	17 10%	221 28% l	116 22%	121 30% n	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Has been done	569 60%	49 52%	228 65% pr	141 56%	123 61%	256 63%	155 60%	195 60%	110 61%	70 72% S	104 69%	56 56%	49 58%	520 60%	59 47%	448 63% T	79 62% T	369 64% T
In the process of being done	62 7%	10 10%	18 5%	17 7%	16 8%	17 4%	22 9% M	19 6%	13 7%	9 9% S	7 5%	2 2%	2 2%	60 7%	15 12% UVW	42 6%	5 4%	37 6%
Definitely will do this	77 8%	5 6%	25 7%	23 9%	18 9%	26 6%	28 11% M	32 10%	13 7%	5 5%	11 7%	2 2%	2 2%	75 9% u	20 16% UVW	48 7%	8 6%	40 7%
Probably will do this	104 11%	7 7%	39 11%	25 10%	27 13%	39 10%	28 11%	43 13%	12 7%	14 14% PR	8 6%	9 9%	7 8%	97 11%	25 20% UVW	65 9% V	6 4%	59 10% V
Might or might not be done	132 14%	10 10%	41 12%	45 18% q	32 16%	48 12%	45 17% M	44 14%	31 17%	11 12%	16 11%	9 9%	9 10%	123 14%	21 16%	105 15%	15 12%	90 16%
Probably won't be done	123 13%	7 7%	37 11%	47 19% pq	28 14%	55 14%	37 14%	41 13%	27 15% S	9 10%	22 15% S	5 5%	4 5%	119 14% u	21 16%	102 14%	12 10%	89 15%
Definitely won't be done	181 19%	8 8%	57 16%	46 18% p	64 32% pqr	75 19%	56 21%	63 19%	31 17% S	20 21% S	33 22% S	6 6%	4 5%	176 20% u	43 34% UVW	123 17%	15 12%	108 19%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

12_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not made a decision because I've not received my Green Deal Advice Report yet	33 3%	4 4%	8 2%	9 4%	9 4%	11 3%	10 4%	13 4%	8 4%	4 4%	3 2%	2 2%	2 3%	31 4%	2 2%	24 3%	3 2%	21 4%
The assessor did not recommend this	72 8%	15 16% qrL	27 8%	15 6%	14 7%	36 9%	18 7%	25 8%	12 7%	7 7%	17 11%	9 9%	9 10%	64 7%	2 1%	59 8% T	8 7% T	51 9% T
I don't know/can't remember if the assessor recommended this	74 8%	8 9%	28 8%	20 8%	12 6%	28 7%	18 7%	29 9%	13 7%	3 3%	13 9%	15 16% PQ	15 17% v	59 7%	3 3%	60 8% T	15 12% T	44 8%
Don't know	77 8%	10 11%	28 8%	17 7%	17 8%	29 7%	16 6%	31 10%	15 8%	7 7%	14 9%	15 15%	10 12%	67 8%	-	56 8% T	11 8% T	45 8% T
NET: Definitely/probably will	170 18%	12 13%	60 17%	47 19%	41 20%	62 15%	52 20%	68 21%	23 13%	19 20%	20 13%	11 11%	9 11%	161 19%	39 31% UVW	110 16%	14 11%	96 17%
NET: Definitely/probably won't do this	263 28%	14 15%	83 24%	79 32% pq	78 39% pq	115 29%	78 30%	88 27%	48 27% S	27 28% S	49 32% S	11 11%	8 10%	255 30% u	57 45% UVW	191 27% V	25 20%	166 29% V
NET: Had something done/in the process	616 65%	58 61%	243 69%	155 62%	132 66%	271 67%	170 65%	210 65%	119 66%	76 79% PS	111 73% S	57 57%	50 59%	566 66%	71 56%	478 68% T	84 66%	394 68% T
NET: Not (yet) had something done/in the process (rec'd GDAR only)	444 47%	29 31%	155 44% p	124 49% p	116 58% pq	178 44%	130 50%	164 51%	78 43% S	42 43% S	67 44% S	28 28%	23 27%	421 49% u	89 70% UVW	322 45% V	46 36%	276 48% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Total	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Had something done/in the process/definitely or probably will	722 76%	66 70%	282 81% p	187 75%	152 75%	306 76%	200 77%	259 80%	133 73%	84 87% PS	121 80% S	65 66%	57 68%	666 77%	95 75%	547 77%	97 76%	451 78%
NET: Might or might not/definitely or probably won't	344 36%	21 22%	114 32%	99 39% p	97 48% pq	144 36%	99 38%	119 37%	68 38% S	31 32% S	59 39% S	18 18%	15 18%	329 38% u	69 55% UVW	257 36% V	36 28%	221 38% UV
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	238 25%	35 37% qL	85 24%	56 22%	46 23%	98 24%	57 22%	89 27%	45 26%	20 21%	43 28%	41 42% PQR	36 42% v	202 23%	7 6%	182 26% T	37 29% T	145 26% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Has been done	569 60%	233 66% xz	232 57% z	271 67% xz	194 54%	39 60%	163 63%	66 78% B	204 58%	145 60%	82 60%	265 60%	275 61%	190 59%	236 60%	160 59%
In the process of being done	62 7%	26 7%	20 5%	31 8%	15 4%	1 1%	23 9%	2 3%	16 5%	23 10% D	9 7%	29 7%	31 7%	21 7%	23 6%	20 7%
Definitely will do this	77 8%	35 10%	28 7%	40 10%	23 6%	5 7%	30 12%	5 6%	21 6%	25 10%	17 12% D	37 8%	35 8%	31 10%	30 8%	20 7%
Probably will do this	104 11%	42 12%	47 11%	50 12%	39 11%	4 6%	38 15% C	4 5%	35 10%	34 14%	20 14%	45 10%	54 12%	28 9%	44 11%	39 14% I
Might or might not be done	132 14%	67 19% xzA	48 12%	76 19% xzA	39 11%	3 5%	47 18%	20 23%	43 12%	30 12%	35 25% DE	53 12%	76 17%	44 14%	53 14%	42 16%
Probably won't be done	123 13%	71 20% xzA	34 8%	75 19% xzA	30 8%	2 4%	51 20%	17 19%	36 10%	36 15%	24 18% D	48 11%	74 16% G	52 16%	47 12%	33 12%
Definitely won't be done	181 19%	113 32% xzA	47 12%	122 30% xzA	38 11%	3 5%	80 31%	29 34%	49 14%	64 27% D	29 21%	78 18%	100 22%	54 17%	75 19%	57 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not made a decision because I've not received my Green Deal Advice Report yet	33 3%	-	27 7%	3 1%	24 7%	5 8%	-	-	9 3%	7 3%	8 6%	16 4%	16 4%	12 4%	18 5%	7 2%
The assessor did not recommend this	72 8%	-	57 14%	3 1%	55 15%	4 6%	-	-	26 7%	23 9%	9 6%	27 6%	37 8%	20 6%	35 9%	22 8%
I don't know/can't remember if the assessor recommended this	74 8%	-	46 11%	5 1%	41 12%	10 16%	-	-	41 12% EF	14 6%	5 4%	49 11% H	22 5%	20 6%	32 8%	22 8%
Don't know	77 8%	-	43 10%	5 1%	38 11%	9 14%	-	-	35 10% E	11 4%	8 6%	40 9%	29 6%	24 8%	27 7%	28 10%
NET: Definitely/probably will	170 18%	69 19%	74 18%	81 20%	62 17%	9 14%	60 23% C	9 10%	54 15%	56 23% D	32 24% D	75 17%	84 19%	54 17%	70 18%	56 21%
NET: Definitely/probably won't do this	263 28%	159 45% xyzA	72 18%	171 42% xzA	60 17%	6 9%	117 45%	38 44%	74 21%	86 36% D	43 31% D	113 26%	146 33% G	90 28%	106 27%	78 29%
NET: Had something done/in the process	616 65%	252 71% xz	245 60% z	293 72% xz	204 57%	40 62%	180 69%	68 79%	218 62%	162 67%	89 65%	285 65%	299 67%	202 63%	252 64%	179 66%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	444 47%	224 63% xzA	162 39% A	249 61% xzA	137 38% A	16 25%	166 64%	52 61%	148 42%	134 56% D	76 56% D	196 45%	232 52% G	151 47%	184 47%	130 48%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 268

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Had something done/in the process/definitely or probably will	722 76%	290 82% xzA	293 72% z	337 83% xzA	247 69%	44 69%	215 82%	71 84%	258 73%	192 80%	110 80%	338 77%	344 77%	241 75%	293 74%	215 79%
NET: Might or might not/definitely or probably won't	344 36%	192 54% xyzA	110 27% A	210 52% xzA	92 26% A	9 14%	138 53%	49 57%	106 30%	104 43% D	60 44% D	146 33%	191 43% G	115 36%	140 36%	105 39%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	238 25%	- -	159 39% wy	15 4% w	144 40% wy	28 44% wy	- -	- -	105 30% EF	48 20%	28 20%	121 28% H	95 21%	72 23%	101 26%	74 27%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 269

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Has been done	569 60%	212 59%	349 65% HJK	423 63% HK	146 54%	252 61%	223 63%	87 55%	423 65% M	81 43%	466 65% O	35 31%
In the process of being done	62 7%	28 8% K	43 8% K	52 8% K	10 4%	23 6%	21 6%	15 9%	52 8% M	4 2%	51 7%	6 6%
Definitely will do this	77 8%	37 10%	46 9%	61 9%	16 6%	36 9%	25 7%	14 9%	61 9%	11 6%	67 9%	8 7%
Probably will do this	104 11%	44 12%	62 12%	76 11%	29 11%	38 9%	49 14%	16 10%	75 12%	24 13%	75 11%	19 17% N
Might or might not be done	132 14%	67 19% LJK	73 14%	101 15%	30 11%	54 13%	55 16%	19 12%	99 15%	25 13%	103 14%	21 18%
Probably won't be done	123 13%	64 18% LJK	74 14%	98 15% K	25 9%	58 14%	43 12%	21 13%	92 14%	25 13%	100 14%	17 15%
Definitely won't be done	181 19%	81 22% K	114 21% K	148 22% K	32 12%	97 24% m	62 18%	19 12%	138 21%	31 16%	146 20%	28 25%
Not made a decision because I've not received my Green Deal Advice Report yet	33 3%	12 3%	16 3%	20 3%	12 5%	14 3%	14 4%	4 3%	15 2%	13 7% L	20 3%	6 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 269

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
The assessor did not recommend this	72 8%	24 7%	44 8%	50 7%	23 8%	41 10% m	23 6%	6 4%	45 7%	19 10%	50 7%	10 9%
I don't know/can't remember if the assessor recommended this	74 8%	27 8%	37 7%	49 7%	25 9%	33 8%	27 8%	12 7%	45 7%	17 9%	53 7%	8 7%
Don't know	77 8%	24 7%	35 7%	44 7%	33 12% HIJ	27 7%	22 6%	24 15% kl	43 7%	20 11%	53 7%	10 9%
NET: Definitely/probably will	170 18%	73 20%	103 19%	128 19%	41 15%	69 17%	70 20%	27 17%	127 20%	33 17%	134 19%	24 22%
NET: Definitely/probably won't do this	263 28%	120 33% K	161 30% K	210 31% K	54 20%	133 32% m	93 26%	34 22%	198 30%	50 27%	213 30%	39 35%
NET: Had something done/in the process	616 65%	230 63%	382 71% HJK	462 68% HK	154 57%	266 64%	240 68%	101 64%	461 71% M	84 45%	504 70% O	40 36%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	444 47%	194 54% JK	265 49% K	337 50% K	107 39%	198 48%	174 49%	64 40%	325 50%	89 47%	348 48%	70 63% N
NET: Had something done/in the process/definitely or probably will	722 76%	273 75%	442 83% HJK	537 80% HK	185 68%	310 75%	282 80%	119 75%	532 82% M	111 59%	582 81% O	59 53%
NET: Might or might not/definitely or probably won't	344 36%	160 44% IJK	210 39% K	272 40% K	72 26%	162 39% m	132 37% m	43 27%	255 39%	68 36%	273 38%	54 49% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 269

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	238 25%	78 22%	116 22%	147 22%	90 33% HIJ	103 25%	82 23%	44 28%	133 21%	65 35% L	159 22%	33 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 269

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Has been done	569 60%	457 67% QR	47 51% R	34 32%	121 46%	448 66% n	360 62%	274 100% pr	195 58%	121 57%	49 71%	107 59%	60 59%	97 61%	135 60%
In the process of being done	62 7%	48 7%	5 6%	7 7%	14 5%	48 7%	45 8% q	8 3%	15 5%	9 4%	1 2%	9 5%	10 10%	14 9%	19 8%
Definitely will do this	77 8%	63 9%	4 4%	5 5%	12 5%	65 9% n	53 9% q	10 4%	23 7%	23 11% w	5 7%	8 4%	9 9%	16 10% w	17 8%
Probably will do this	104 11%	74 11%	9 10%	18 17%	33 13%	71 10%	83 14% qr	26 9%	19 6%	26 12% w	10 15% w	11 6%	13 13%	20 13%	24 11%
Might or might not be done	132 14%	96 14%	13 14%	17 16%	37 14%	94 14%	102 18% r	45 17% r	27 8%	24 12%	5 8%	17 9%	21 21% uvw	23 15%	40 18% w
Probably won't be done	123 13%	86 13%	14 15%	18 17%	38 14%	85 12%	98 17% r	44 16% r	24 7%	18 9%	8 12%	23 13%	18 18% u	22 14%	33 15%
Definitely won't be done	181 19%	128 19%	17 18%	33 31% P	50 19%	130 19%	126 22% r	51 19%	52 16%	39 19%	14 20%	28 16%	22 22%	34 21%	44 19%
Not made a decision because I've not received my Green Deal Advice Report yet	33 3%	24 3%	3 3%	6 5%	16 6% o	17 3%	25 4% q	4 1%	8 2%	5 3%	-	2 1%	4 4%	11 7% vw	10 4% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 269

12_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
The assessor did not recommend this	72 8%	45 7%	11 12%	11 10%	30 11% o	43 6%	40 7% q	12 4%	30 9% q	15 7%	6 9%	17 9%	9 9%	9 6%	17 8%
I don't know/can't remember if the assessor recommended this	74 8%	44 6%	8 8%	11 10%	26 10%	48 7%	30 5%	12 4%	41 12% pq	15 7%	6 8%	27 15% xyz	6 6%	4 3%	16 7%
Don't know	77 8%	52 8%	12 13% R	5 5%	25 10%	52 8%	34 6% q	10 4%	36 11% pq	19 9% x	5 7%	23 13% xz	2 2%	15 10% x	13 6%
NET: Definitely/probably will	170 18%	127 18%	13 14%	22 20%	43 16%	127 19%	126 22% qr	32 12%	41 12%	43 20% w	14 20% w	19 10%	22 22% w	33 21% w	40 18% w
NET: Definitely/probably won't do this	263 28%	186 27%	27 29%	43 40% P	76 29%	187 27%	189 32% qr	77 28%	71 21%	55 26%	21 30%	47 26%	34 34%	44 28%	62 27%
NET: Had something done/in the process	616 65%	493 72% QR	50 54% R	41 38%	131 50%	485 71% n	392 67%	274 100% pr	209 63%	126 60%	50 72%	115 64%	66 66%	108 68%	151 67%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	444 47%	322 47%	42 46%	64 59% P	125 48%	319 47%	313 54% qr	109 40%	123 37%	93 44%	30 44%	69 38%	61 60% uvw	79 50% w	113 50% w
NET: Had something done/in the process/definitely or probably will	722 76%	567 83% QR	57 62%	58 54%	162 62%	561 82% n	462 79% r	274 100% pr	243 73%	156 74%	57 82%	127 70%	82 81%	128 81% w	173 76%
NET: Might or might not/definitely or probably won't	344 36%	248 36%	34 37%	52 49% P	100 38%	244 36%	246 42% qr	97 35%	93 28%	68 32%	24 34%	57 31%	49 48% uw	57 36%	89 40%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 269

I2_ACTIONS (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	238 25%	150 22%	33 35% P	30 28%	89 34% o	149 22%	118 20% q	32 12%	107 32% pq	53 25%	15 22%	62 34% xyz	17 17%	38 24%	53 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Has been done	569 60%	299 61%	268 60%	191 56%	229 63%	148 61%	483 60%	77 62%	146 58%	422 61%	459 65% k	110 45%	313 64% m	256 56%	425 64% pq	50 58%	94 49%	144 52%
In the process of being done	47 5%	24 5%	23 5%	16 5%	18 5%	13 5%	39 5%	8 6%	15 6%	32 5%	38 5%	9 4%	27 6%	20 4%	38 6%	2 2%	7 4%	9 3%
Definitely will do this	56 6%	22 5%	33 7%	22 6%	23 6%	11 4%	49 6%	6 5%	15 6%	41 6%	34 5%	22 9% j	26 5%	29 6%	37 6%	4 4%	15 8%	19 7%
Probably will do this	51 5%	27 5%	23 5%	18 5%	26 7% e	6 2%	44 5%	6 5%	10 4%	40 6%	36 5%	15 6%	21 4%	30 6%	33 5%	4 5%	13 7%	17 6%
Might or might not be done	43 5%	21 4%	22 5%	14 4%	18 5%	11 4%	40 5%	2 2%	11 5%	32 5%	24 3%	19 8% j	23 5%	20 4%	30 5%	6 7%	7 4%	13 5%
Probably won't be done	35 4%	21 4%	13 3%	15 5%	9 2%	11 4%	33 4%	1 1%	7 3%	28 4%	17 2%	18 7% j	10 2%	25 5% l	29 4%	1 2%	5 3%	6 2%
Definitely won't be done	41 4%	25 5%	16 4%	15 5%	15 4%	11 4%	35 4%	4 4%	8 3%	32 5%	27 4%	14 6%	18 4%	23 5%	32 5%	4 5%	5 3%	9 3%
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	7 1%	7 1%	5 2%	5 1%	4 2%	12 2%	3 2%	5 2%	10 1%	8 1%	7 3%	8 2%	7 2%	10 2%	2 2%	3 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
The assessor did not recommend this	20 2%	10 2%	10 2%	9 3%	3 1%	8 3%	18 2%	1 1%	9 4%	11 2%	8 1%	12 5%	3 1%	17 4%	9 1%	2 2%	9 5%	11 4%
I don't know/can't remember if the assessor recommended this	30 3%	17 4%	13 3%	9 3%	8 2%	13 5%	25 3%	6 5%	11 4%	19 3%	18 3%	12 5%	13 3%	18 4%	8 1%	4 5%	18 9%	22 8%
Don't know	40 4%	20 4%	18 4%	23 7%	7 2%	8 3%	28 3%	9 7%	14 6%	24 3%	33 5%	7 3%	24 5%	16 4%	17 3%	8 9%	15 8%	23 8%
NET: Definitely/probably will	106 11%	49 10%	57 13%	40 12%	49 14%	17 7%	93 12%	12 10%	24 10%	81 12%	70 10%	36 15%	48 10%	59 13%	70 10%	8 9%	28 15%	36 13%
NET: Definitely/probably won't do this	75 8%	46 9%	29 7%	31 9%	23 6%	22 9%	69 9%	6 5%	15 6%	60 9%	44 6%	31 13%	28 6%	47 10%	60 9%	5 6%	10 5%	15 5%
NET: Had something done/in the process	616 65%	323 65%	291 65%	207 61%	247 68%	161 66%	523 65%	84 69%	161 64%	453 66%	498 71%	118 49%	340 70%	276 60%	463 69%	52 60%	101 53%	153 55%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	225 24%	116 24%	108 24%	85 25%	90 25%	49 20%	202 25%	20 16%	51 20%	173 25%	138 20%	87 36%	99 20%	126 27%	161 24%	19 22%	45 24%	64 23%
NET: Had something done/in the process/definitely or probably will	722 76%	372 75%	348 78%	247 73%	296 82%	178 73%	616 76%	96 78%	186 74%	535 77%	568 81%	155 64%	388 80%	335 73%	533 80%	60 69%	129 68%	189 68%
NET: Might or might not/definitely or probably won't	118 13%	67 14%	51 11%	45 13%	41 11%	32 13%	109 14%	8 7%	27 11%	92 13%	68 10%	50 21%	51 11%	67 15%	91 14%	11 13%	17 9%	28 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 11%	55 11%	48 11%	47 14% d	24 7%	33 14% d	83 10%	18 15%	39 15% i	65 9%	67 9%	39 16% j	47 10%	58 13%	45 7%	16 18% n	44 23% n	60 22% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Has been done	569 60%	478 61%	91 55%	171 55%	265 62%	87 67% †	108 65% M	138 53%	140 61%	182 63% M	377 60%	192 60%
In the process of being done	47 5%	45 6% s	2 1%	19 6%	20 5%	4 3%	4 2%	14 5%	11 5%	18 6%	29 5%	18 6%
Definitely will do this	56 6%	47 6%	9 5%	19 6%	26 6%	7 5%	11 7%	15 6%	15 7%	14 5%	35 6%	21 7%
Probably will do this	51 5%	41 5%	10 6%	20 7%	21 5%	5 4%	7 4%	18 7%	9 4%	15 5%	33 5%	18 6%
Might or might not be done	43 5%	34 4%	8 5%	21 7%	16 4%	5 4%	6 3%	13 5%	11 5%	13 5%	31 5%	12 4%
Probably won't be done	35 4%	33 4%	2 1%	10 3%	16 4%	7 6%	3 2%	12 4%	11 5%	10 3%	23 4%	11 4%
Definitely won't be done	41 4%	37 5%	4 2%	17 5%	17 4%	6 4%	5 3%	16 6%	10 4%	10 3%	27 4%	14 4%
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	9 1%	6 4% r	6 2%	7 2%	1 1%	3 2%	6 2%	2 1%	5 2%	11 2%	4 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
The assessor did not recommend this	20 2%	13 2%	7 4% r	7 2%	10 2%	2 2%	3 2%	4 2%	7 3%	6 2%	17 3%	4 1%
I don't know/can't remember if the assessor recommended this	30 3%	20 3%	10 6% r	7 2%	19 4% v	-	3 2%	12 4%	6 3%	8 3%	20 3%	10 3%
Don't know	40 4%	24 3%	16 10% r	14 5%	11 3%	5 4%	13 8% NO	15 6%	5 2%	7 2%	25 4%	14 5%
NET: Definitely/probably will	106 11%	88 11%	18 11%	40 13%	47 11%	12 9%	19 11%	33 13%	24 11%	29 10%	68 11%	39 12%
NET: Definitely/probably won't do this	75 8%	69 9% s	6 4%	27 9%	33 8%	13 10%	8 5%	27 10% K	21 9%	19 7%	50 8%	25 8%
NET: Had something done/in the process	616 65%	523 67% s	93 56%	190 61%	286 67%	91 70%	112 67%	152 58%	152 66%	199 70% M	406 65%	210 66%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	225 24%	192 25%	33 20%	88 28%	95 22%	30 23%	32 19%	74 28% K	56 24%	62 21%	149 24%	76 24%
NET: Had something done/in the process/definitely or probably will	722 76%	612 78% s	111 67%	230 74%	333 78%	103 80%	130 79%	185 71%	176 77%	228 80% M	474 76%	248 78%
NET: Might or might not/definitely or probably won't	118 13%	104 13%	14 9%	48 15%	49 11%	18 14%	14 8%	40 15% K	32 14%	33 11%	82 13%	37 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 11%	65 8%	40 24% r	35 11%	46 11%	9 7%	22 13%	36 14%	21 9%	26 9%	72 12%	33 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Has been done	569 60%	340 64% B	89 63% B	126 56% B	31 42%	500 64% D	49 50%	569 100% FGHIJ	-	-	-	569 92% FGHIJ	-
In the process of being done	47 5%	25 5%	8 5%	12 5%	4 6%	38 5%	4 4%	-	47 100% EGHIJ	-	-	47 8% EGHIJ	-
Definitely will do this	56 6%	36 7%	6 4%	13 6%	5 7%	40 5%	6 6%	-	-	56 52% EFHIJ	-	-	56 17% EFHI
Probably will do this	51 5%	21 4%	6 4%	15 7%	9 12% YZ	32 4%	8 8%	-	-	51 48% EFHIJ	-	-	51 15% EFHI
Might or might not be done	43 5%	20 4%	8 6%	11 5%	4 6%	34 4%	5 5%	-	-	-	43 36% EFGIJ	-	43 13% EFGI
Probably won't be done	35 4%	18 3%	4 3%	6 3%	7 9% YA	25 3%	5 5%	-	-	-	35 29% EFGIJ	-	35 11% EFGI
Definitely won't be done	41 4%	21 4%	7 5%	9 4%	4 5%	31 4%	4 4%	-	-	-	41 34% EFGIJ	-	41 12% EFGI
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	10 2%	2 1%	3 1%	-	8 1%	6 6% C	-	-	-	-	-	15 4% EGHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
The assessor did not recommend this	20 2%	13 2%	2 2%	4 2%	1 2%	16 2%	4 4%	-	-	-	-	-	20 6%
I don't know/can't remember if the assessor recommended this	30 3%	12 2%	4 3%	10 4%	4 6%	27 3%	3 3%	-	-	-	-	-	30 9%
Don't know	40 4%	14 3%	6 5%	15 7% y	4 5%	33 4%	4 4%	-	-	-	-	-	40 12% EFGHI
NET: Definitely/probably will	106 11%	57 11%	11 8%	28 13%	15 20% yz	71 9%	14 14%	-	-	106 100% EFHIJ	-	-	106 32% EFHI
NET: Definitely/probably won't do this	75 8%	40 7%	11 8%	15 7%	11 15%	56 7%	9 9%	-	-	-	75 64% EFGIJ	-	75 23% EFGI
NET: Had something done/in the process	616 65%	365 69% B	97 68% B	137 62% B	35 48%	538 69% D	53 54%	569 100% GHJ	47 100% GHJ	-	-	616 100% GHJ	-
NET: Not (yet) had something done/in the process (rec'd GDAR only)	225 24%	117 22%	31 21%	54 24%	29 40% yzA	161 21%	28 28%	-	-	106 100% EFIJ	118 100% EFIJ	-	225 68% EFI
NET: Had something done/in the process/definitely or probably will	722 76%	423 80% B	108 76%	166 74%	49 67%	609 78%	67 68%	569 100% HJ	47 100% HJ	106 100% HJ	-	616 100% HJ	106 32% H
NET: Might or might not/definitely or probably won't	118 13%	59 11%	19 13%	26 12%	15 20% y	90 11%	14 14%	-	-	-	118 100% EFGIJ	-	118 36% EFGI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 270

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 11%	50 9%	15 11%	31 14%	9 12%	85 11%	17 18%	-	-	-	-	-	105 32% EFGHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Has been done	569 60%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	-	75 100% k	448 100% k	45 11%	84 51%	485 62% l	349 65% o	220 54%
In the process of being done	47 5%	-	-	-	-	-	-	-	47 12% abcde fg	-	-	47 11% ij	6 4%	41 5%	33 6%	14 3%
Definitely will do this	56 6%	-	-	-	-	-	-	-	56 15% abcde fg	-	-	56 13% ij	17 11% m	38 5%	32 6%	24 6%
Probably will do this	51 5%	-	-	-	-	-	-	-	51 13% abcde fg	-	-	51 12% ij	13 8%	37 5%	28 5%	23 6%
Might or might not be done	43 5%	-	-	-	-	-	-	-	43 11% abcde fg	-	-	43 10% ij	11 7%	32 4%	20 4%	23 6%
Probably won't be done	35 4%	-	-	-	-	-	-	-	35 9% abcde fg	-	-	35 8% ij	10 6%	25 3%	19 4%	16 4%
Definitely won't be done	41 4%	-	-	-	-	-	-	-	41 11% abcde fg	-	-	41 10% ij	14 8% m	27 3%	22 4%	19 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	-	-	-	-	-	-	-	15 4% bdefg	-	-	15 3% j	2 1%	13 2%	7 1%	8 2%
The assessor did not recommend this	20 2%	-	-	-	-	-	-	-	20 5% abdefg	-	-	20 5% j	2 2%	18 2%	7 1%	14 3% n
I don't know/can't remember if the assessor recommended this	30 3%	-	-	-	-	-	-	-	30 8% abcde fg	-	-	30 7% ij	1 *	30 4% l	7 1%	24 6% n
Don't know	40 4%	-	-	-	-	-	-	-	40 11% abcde fg	-	-	40 9% ij	4 2%	36 5%	12 2%	28 7% n
NET: Definitely/probably will	106 11%	-	-	-	-	-	-	-	106 28% abcde fg	-	-	106 25% ij	31 19% m	76 10%	60 11%	47 11%
NET: Definitely/probably won't do this	75 8%	-	-	-	-	-	-	-	75 20% abcde fg	-	-	75 18% ij	24 14% m	52 7%	41 8%	35 8%
NET: Had something done/in the process	616 65%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	47 12%	75 100% k	448 100% k	92 22%	91 55%	525 67% l	382 71% o	234 57%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	225 24%	-	-	-	-	-	-	-	225 60% abcde fg	-	-	225 53% ij	66 40% m	159 20%	121 23%	104 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Had something done/in the process/definitely or probably will	722 76%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	153 41%	75 100% k	448 100% k	199 47%	121 73%	601 77%	442 83% o	280 68%
NET: Might or might not/ definitely or probably won't	118 13%	-	-	-	-	-	-	-	118 31% abcde fg	-	-	118 28% ij	35 21% m	83 11%	61 11%	57 14%
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 11%	-	-	-	-	-	-	-	105 28% abcde fg	-	-	105 25% ij	9 5%	96 12% l	32 6%	73 18% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Has been done	569 60%	49 52%	228 65% pr	141 56%	123 61%	256 63%	155 60%	195 60%	110 61%	70 72% S	104 69%	56 56%	49 58%	520 60%	59 47%	448 63% T	79 62% T	369 64% T
In the process of being done	47 5%	9 9%	15 4%	13 5%	9 4%	15 4%	15 6%	15 5%	10 5%	6 7% S	7 5%	1 1%	1 1%	46 5%	12 10% UW	30 4%	5 4%	25 4%
Definitely will do this	56 6%	5 5%	20 6%	16 7%	10 5%	21 5%	17 7%	26 8%	10 5%	2 3%	5 3%	2 2%	2 2%	54 6%	14 11% UW	36 5%	8 6%	27 5%
Probably will do this	51 5%	4 4%	20 6%	15 6%	10 5%	15 4%	12 5%	23 7% M	4 2%	5 6%	5 3%	7 7% P	5 6%	45 5%	9 7%	34 5%	4 3%	30 5%
Might or might not be done	43 5%	2 2%	13 4%	18 7%	8 4%	16 4%	13 5%	11 3%	11 6%	2 2%	7 4%	4 4%	4 5%	39 5%	6 5%	33 5%	7 5%	26 5%
Probably won't be done	35 4%	3 4%	7 2%	14 5% q	8 4%	18 4%	10 4%	9 3%	7 4%	2 2%	7 4%	1 1%	1 1%	34 4%	9 7%	26 4%	3 3%	23 4%
Definitely won't be done	41 4%	2 2%	16 4%	5 2%	17 9% pr	20 5%	10 4%	12 4%	7 4%	4 4%	8 5%	2 2%	1 1%	40 5%	13 10% UVW	27 4%	4 3%	23 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	3 3%	3 1%	6 2%	3 1%	6 1%	4 2%	4 1%	3 2%	2 2%	2 1%	2 2%	2 3%	13 1%	-	11 2%	2 2%	9 2%
The assessor did not recommend this	20 2%	7 7% qrL	5 1%	5 2%	2 1%	10 3%	6 2%	6 2%	5 3%	-	2 1%	5 5% Q	5 5% v	16 2%	1 1%	13 2%	3 3%	10 2%
I don't know/can't remember if the assessor recommended this	30 3%	6 6% L	10 3%	9 4%	3 1%	13 3%	7 3%	8 3%	6 4%	1 1%	1 1%	8 8% QR	7 9% v	23 3%	3 3%	22 3%	6 5%	16 3%
Don't know	40 4%	4 5%	14 4%	9 3%	9 4%	13 3%	11 4%	14 4%	9 5%	1 1%	5 4%	12 12% QR	8 9% v	32 4%	-	29 4% T	6 4% T	23 4% T
NET: Definitely/probably will	106 11%	8 9%	39 11%	32 13%	19 10%	35 9%	29 11%	49 15% M	13 7%	8 8%	10 6%	9 9%	7 9%	99 12%	23 18% UW	69 10%	12 10%	57 10%
NET: Definitely/probably won't do this	75 8%	5 6%	23 7%	18 7%	25 13% q	38 9%	20 8%	21 7%	13 7%	6 6%	14 10%	3 3%	1 2%	74 9% u	21 17% UVW	52 7%	7 6%	45 8%
NET: Had something done/in the process	616 65%	58 61%	243 69%	155 62%	132 66%	271 67%	170 65%	210 65%	119 66%	76 79% PS	111 73% S	57 57%	50 59%	566 66%	71 56%	478 68% T	84 66%	394 68% T
NET: Not (yet) had something done/in the process (rec'd GDAR only)	225 24%	16 17%	76 22%	68 27%	52 26%	89 22%	62 24%	81 25%	38 21%	16 17%	31 20%	16 16%	12 15%	212 25% u	51 40% UVW	155 22%	26 21%	128 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Had something done/in the process/definitely or probably will	722 76%	66 70%	282 81% p	187 75%	152 75%	306 76%	200 77%	259 80%	133 73%	84 87% PS	121 80% S	65 66%	57 68%	666 77%	95 75%	547 77%	97 76%	451 78%
NET: Might or might not/definitely or probably won't	118 13%	8 8%	36 10%	36 14%	33 16%	54 13%	33 13%	32 10%	25 14%	8 9%	21 14%	7 7%	5 6%	113 13%	28 22% UVW	85 12%	14 11%	72 12%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 11%	20 21% qL	32 9%	28 11%	17 8%	43 11%	28 11%	32 10%	23 13% Q	4 4%	10 6%	26 27% PQR	22 26% v	83 10%	4 3%	74 11% T	17 13% T	57 10% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Has been done	569 60%	233 66% xz	232 57% z	271 67% xz	194 54%	39 60%	163 63%	66 78% B	204 58%	145 60%	82 60%	265 60%	275 61%	190 59%	236 60%	160 59%
In the process of being done	47 5%	19 5%	13 3%	21 5%	10 3%	1 1%	17 7%	2 2%	14 4%	17 7%	7 5%	20 5%	24 5%	12 4%	16 4%	19 7%
Definitely will do this	56 6%	21 6%	23 6%	24 6%	20 6%	5 7%	19 7%	3 3%	18 5%	17 7%	13 10%	27 6%	24 5%	22 7%	20 5%	17 6%
Probably will do this	51 5%	17 5%	26 6%	20 5%	22 6%	-	16 6%	1 1%	21 6%	13 5%	7 5%	26 6%	21 5%	17 5%	20 5%	18 7%
Might or might not be done	43 5%	18 5%	20 5%	20 5%	18 5%	-	11 4%	6 8%	17 5%	9 4%	8 6%	18 4%	22 5%	17 5%	18 5%	9 3%
Probably won't be done	35 4%	22 6% xz	8 2%	22 6% xz	8 2%	2 3%	18 7%	2 2%	11 3%	12 5%	5 3%	14 3%	21 5%	17 5%	14 4%	7 3%
Definitely won't be done	41 4%	24 7% x	13 3%	25 6%	12 3%	2 3%	17 6%	6 6%	14 4%	14 6%	6 4%	17 4%	23 5%	12 4%	17 4%	13 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	-	14 3%	-	14 4%	4 6%	-	-	8 2%	2 1%	2 2%	8 2%	6 1%	5 2%	12 3%	1 1%
The assessor did not recommend this	20 2%	-	18 4%	-	18 5%	3 4%	-	-	7 2%	5 2%	3 3%	7 1%	10 2%	10 3%	10 3%	3 1%
I don't know/can't remember if the assessor recommended this	30 3%	-	22 5%	1	21 6%	3 5%	-	-	19 6%	4 2%	-	18 4%	9 2%	4 1%	16 4%	10 4%
Don't know	40 4%	-	20 5%	-	20 6%	7 11%	-	-	17 5%	2 1%	3 2%	19 4%	13 3%	16 5%	12 3%	13 5%
NET: Definitely/probably will	106 11%	38 11%	48 12%	44 11%	43 12%	5 7%	35 13%	4 4%	40 11%	30 13%	20 15%	53 12%	45 10%	39 12%	40 10%	35 13%
NET: Definitely/probably won't do this	75 8%	45 13% xz	22 5%	47 12% xz	20 6%	4 6%	35 13%	8 9%	25 7%	26 11%	11 8%	31 7%	44 10%	29 9%	31 8%	20 7%
NET: Had something done/in the process	616 65%	252 71% xz	245 60% z	293 72% xz	204 57%	40 62%	180 69%	68 79%	218 62%	162 67%	89 65%	285 65%	299 67%	202 63%	252 64%	179 66%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	225 24%	101 29% xA	90 22%	111 27% A	80 22%	8 13%	80 31%	18 21%	82 23%	65 27%	39 28%	102 23%	111 25%	84 26%	90 23%	64 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 271

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Had something done/in the process/definitely or probably will	722 76%	290 82% xzA	293 72% z	337 83% xzA	247 69%	44 69%	215 82%	71 84%	258 73%	192 80%	110 80%	338 77%	344 77%	241 75%	293 74%	215 79%
NET: Might or might not/definitely or probably won't	118 13%	63 18% xzA	42 10%	67 17% xzA	38 11%	4 6%	46 18%	14 16%	42 12%	35 14%	19 14%	49 11%	66 15%	45 14%	49 13%	29 11%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 11%	- -	75 18% wy	1 *	73 21% wxy	16 26% wy	- -	- -	51 15% EF	13 6%	9 7%	51 12%	38 8%	35 11%	51 13%	27 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 272

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Has been done	569 60%	212 59%	349 65% HJK	423 63% HK	146 54%	252 61%	223 63%	87 55%	423 65% M	81 43%	466 65% O	35 31%
In the process of being done	47 5%	18 5%	33 6%	39 6%	8 3%	14 3%	18 5%	13 9% k	38 6% M	3 2%	38 5%	5 4%
Definitely will do this	56 6%	24 7%	32 6%	42 6%	14 5%	25 6%	17 5%	12 7%	43 7%	9 5%	48 7%	6 6%
Probably will do this	51 5%	19 5%	28 5%	34 5%	17 6%	19 5%	24 7%	6 4%	29 4%	17 9% L	30 4%	12 11% N
Might or might not be done	43 5%	22 6% IJ	20 4%	30 5%	13 5%	13 3%	21 6%	7 5%	25 4%	14 7% L	29 4%	11 10% N
Probably won't be done	35 4%	18 5%	19 4%	24 4%	11 4%	18 4%	10 3%	7 4%	19 3%	13 7% L	23 3%	12 11% N
Definitely won't be done	41 4%	15 4%	22 4%	29 4%	12 4%	26 6% m	11 3%	3 2%	24 4%	16 9% L	27 4%	14 12% N
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	5 1%	7 1%	9 1%	6 2%	8 2%	6 2%	1 1%	6 1%	6 3% L	8 1%	3 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 272

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
The assessor did not recommend this	20 2%	7 2%	7 1%	10 2%	10 4% IJ	13 3% I	2 1%	3 2%	8 1%	9 5% L	6 1%	3 2%
I don't know/can't remember if the assessor recommended this	30 3%	11 3% I	7 1%	15 2% I	15 6% IJ	16 4%	12 3%	3 2%	15 2%	8 4%	15 2%	6 5%
Don't know	40 4%	12 3%	12 2%	20 3%	20 7% HIJ	10 2%	10 3%	16 10% kl	19 3%	12 6% L	27 4%	4 4%
NET: Definitely/probably will	106 11%	43 12%	60 11%	75 11%	31 11%	44 11%	42 12%	18 11%	71 11%	27 14%	78 11%	19 17%
NET: Definitely/probably won't do this	75 8%	32 9%	41 8%	53 8%	23 8%	44 11% I	21 6%	10 6%	43 7%	29 15% L	50 7%	26 23% N
NET: Had something done/in the process	616 65%	230 63%	382 71% HJK	462 68% HK	154 57%	266 64%	240 68%	101 64%	461 71% M	84 45%	504 70% O	40 36%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	225 24%	97 27% IJ	121 23%	159 24%	66 24%	101 24%	84 24%	35 22%	139 21%	70 37% L	157 22%	55 49% N
NET: Had something done/in the process/definitely or probably will	722 76%	273 75%	442 83% HJK	537 80% HK	185 68%	310 75%	282 80%	119 75%	532 82% M	111 59%	582 81% O	59 53%
NET: Might or might not/definitely or probably won't	118 13%	54 15% IJ	61 11%	83 12%	35 13%	56 14%	42 12%	17 11%	68 11%	43 23% L	79 11%	36 33% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 272

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 11%	35 10% I	32 6%	54 8% I	51 19% HIJ	46 11%	30 9%	22 14%	48 7%	35 18% L	56 8%	16 15% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 272

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Has been done	569 60%	457 67% QR	47 51% R	34 32%	121 46%	448 66% n	360 62%	274 100% pr	195 58%	121 57%	49 71%	107 59%	60 59%	97 61%	135 60%
In the process of being done	47 5%	36 5%	3 3%	7 6%	10 4%	37 5%	32 5% q	-	14 4% q	6 3%	1 1%	8 4%	7 7%	10 7%	16 7%
Definitely will do this	56 6%	45 7%	2 3%	5 4%	11 4%	45 7%	34 6% q	-	21 6% q	16 8% w	4 5%	4 2%	8 8% w	13 8% w	12 5%
Probably will do this	51 5%	29 4%	5 5%	13 12% P	20 8%	31 5%	36 6% q	-	13 4% q	13 6%	4 5%	8 4%	8 8%	8 5%	11 5%
Might or might not be done	43 5%	24 3%	7 8% P	7 7%	20 7% o	23 3%	27 5% q	-	13 4% q	8 4%	3 4%	9 5%	5 5%	7 4%	12 5%
Probably won't be done	35 4%	19 3%	3 4%	11 10% P	17 7% o	17 3%	23 4% q	-	11 3% q	2 1%	1 2%	9 5% u	5 5% u	4 2%	13 6% u
Definitely won't be done	41 4%	20 3%	6 6%	15 14% P	21 8% o	20 3%	24 4% q	-	16 5% q	13 6%	4 6%	6 3%	4 4%	6 4%	7 3%
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	11 2%	1 1%	3 3%	7 3%	8 1%	9 2% q	-	5 2% q	5 2%	-	-	-	4 2%	7 3% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 272

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
The assessor did not recommend this	20 2%	7 1%	5 6% P	4 4% P	11 4% o	10 7%	9 2% q	-	10 3% q	7 3%	1 2%	4 2%	3 2%	2 1%	3 1%
I don't know/can't remember if the assessor recommended this	30 3%	13 2%	5 5%	7 6% P	12 4%	18 3%	10 2% q	-	19 6% pq	8 4% y	1 1%	14 8% xyz	1 1%	-	6 3%
Don't know	40 4%	26 4%	8 9% PR	2 2%	14 5%	26 4%	19 3% q	-	16 5% q	12 6%	2 3%	12 7% xz	1 1%	8 5%	5 2%
NET: Definitely/probably will	106 11%	74 71%	7 8%	18 17%	31 72%	76 71%	70 12% q	-	34 10% q	29 14% w	7 11%	12 6%	15 15% w	20 13%	22 10%
NET: Definitely/probably won't do this	75 8%	38 6%	9 10%	25 24% PQ	38 74% o	38 5%	47 8% q	-	27 8% q	15 7%	5 8%	15 8%	10 10%	10 7%	21 9%
NET: Had something done/in the process	616 65%	493 72% QR	50 54% R	41 38%	131 50%	485 71% n	392 67%	274 100% pr	209 63%	126 60%	50 72%	115 64%	66 66%	108 68%	151 67%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	225 24%	136 20%	24 26%	51 47% PQ	88 34% o	137 20%	144 25% q	-	74 22% q	53 25%	15 22%	35 19%	30 29%	37 24%	55 24%
NET: Had something done/in the process/definitely or probably will	722 76%	567 83% QR	57 62%	58 54%	162 62%	561 82% n	462 79% r	274 100% pr	243 73%	156 74%	57 82%	127 70%	82 81%	128 81% w	173 76%
NET: Might or might not/definitely or probably won't	118 13%	62 9%	17 18% P	33 31% PQ	58 22% o	61 9%	74 13% q	-	40 12% q	23 11%	8 11%	23 13%	14 14%	17 11%	33 14%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 272

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal? (RESPONDENT LEVEL)

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base 946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base 870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only) 105 11%	56 8%	18 20% P	16 15% P	43 17% o	62 9%	47 8% p	- -	50 15% pq	31 15% x	4 6%	31 17% wxyz	5 5%	13 8%	21 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 273

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	351	182	168	124	141	85	306	39	84	266	257	94	203	148	282	32	37	69
Weighted Base	353	180	173	117	148	86*	313	34*	82*	271	249	104*	173	180	295	25**	33*	58*
Effective base	324	168	155	113	130	81	284	35	77	246	233	91	192	141	262	30	34	64
Has been done	233 66%	126 70%	108 62%	75 63%	99 67%	60 69%	203 65%	27 77%	60 73%	174 64%	173 69%	60 58%	124 71% m	109 61%	196 66%	18 70%	19 59%	37 64%
In the process of being done	19 5%	10 6%	9 5%	5 5%	8 6%	5 6%	17 6%	1 4%	7 8%	12 4%	12 5%	6 6%	10 6%	9 5%	16 5%	1 3%	2 7%	3 5%
Definitely will do this	21 6%	5 3%	16 9% a	7 6%	9 6%	5 6%	21 7%	1 2%	4 5%	18 7%	11 5%	10 10%	7 4%	15 8%	19 7%	1 3%	1 4%	2 4%
Probably will do this	17 5%	7 4%	9 5%	9 7% e	7 5% e	-	13 4%	3 8%	1 2%	15 5%	14 6%	2 2%	7 4%	10 6%	11 4%	2 7%	4 11% n	5 9%
Might or might not be done	18 5%	8 5%	9 5%	7 6%	8 6%	3 3%	17 5%	1 2%	4 5%	13 5%	10 4%	7 7%	12 7%	6 3%	13 5%	2 8%	2 6%	4 7%
Probably won't be done	22 6%	10 6%	11 7%	8 7%	6 4%	7 8%	22 7%	-	3 3%	19 7%	10 4%	11 11% j	4 2%	18 10% l	21 7%	-	1 3%	1 2%
Definitely won't be done	24 7%	13 7%	11 6%	7 6%	11 7%	6 7%	20 7%	2 7%	4 5%	20 7%	18 7%	6 5%	10 6%	13 7%	18 6%	2 9%	3 9%	5 9%
Not made a decision because I've not received my Green Deal Advice Report yet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The assessor did not recommend this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 273

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	353	180	173	117	148	86*	313	34*	82*	271	249	104*	173	180	295	25**	33*	58*
Effective base	324	168	155	113	130	81	284	35	77	246	233	91	192	141	262	30	34	64
I don't know/can't remember if the assessor recommended this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Definitely/probably will	38 11%	13 7%	25 14% a	16 13%	17 11%	5 6%	34 11%	3 10%	5 6%	32 12%	26 10%	12 12%	13 8%	25 14%	31 10%	2 10%	5 16%	8 13%
NET: Definitely/probably won't do this	45 13%	23 13%	22 13%	15 13%	17 11%	14 16%	42 13%	2 7%	6 8%	39 14%	28 11%	17 17%	14 8%	31 17% l	39 13%	2 9%	4 12%	6 11%
NET: Had something done/in the process	252 71%	136 75%	116 67%	80 68%	107 72%	65 75%	220 70%	28 81%	66 81% i	186 69%	185 74%	67 64%	134 77% m	118 66%	212 72%	18 73%	21 66%	40 69%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	101 29%	44 25%	56 33%	38 32%	41 28%	21 25%	93 30%	6 19%	15 19%	85 31% h	64 26%	37 36%	40 23%	62 34% l	83 28%	7 27%	11 34%	18 31%
NET: Had something done/in the process/definitely or probably will	290 82%	149 83%	141 82%	96 81%	124 83%	70 81%	254 81%	31 91%	71 87%	218 81%	211 85%	79 76%	147 85%	143 80%	243 82%	21 83%	27 82%	47 82%
NET: Might or might not/definitely or probably won't	63 18%	31 17%	32 18%	22 19%	25 17%	16 19%	59 19%	3 9%	10 13%	52 19%	38 15%	25 24%	26 15%	37 20%	53 18%	4 17%	6 18%	10 18%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 273

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	351	329	22	122	158	52	59	88	92	110	232	119
Weighted Base	353	328	25**	119	163	56*	58*	89*	94*	110	230	123
Effective base	324	304	21	112	147	49	53	81	85	103	214	110
Has been done	233 66%	217 66%	16 64%	69 58%	113 70% †	39 70%	40 69%	49 55%	62 66%	82 74% M	160 69%	74 60%
In the process of being done	19 5%	18 5%	1 4%	9 7%	8 5%	1 2%	1 2%	4 5%	7 7%	7 6%	10 4%	9 7%
Definitely will do this	21 6%	19 6%	2 9%	8 6%	9 5%	5 9%	6 11%	4 4%	5 5%	6 6%	11 5%	11 9%
Probably will do this	17 5%	15 5%	2 8%	10 8%	5 3%	1 2%	5 9% O	7 8% O	3 4%	1 1%	12 5%	4 4%
Might or might not be done	18 5%	15 5%	3 11%	7 6%	8 5%	2 4%	3 6%	7 8%	4 4%	4 3%	10 4%	8 6%
Probably won't be done	22 6%	22 7%	-	7 5%	12 8%	3 5%	-	9 10% K	7 8% K	6 5%	13 6%	8 7%
Definitely won't be done	24 7%	22 7%	1 5%	10 9%	8 5%	4 8%	2 4%	10 11%	6 7%	5 5%	14 6%	9 8%
Not made a decision because I've not received my Green Deal Advice Report yet	-	-	-	-	-	-	-	-	-	-	-	-
The assessor did not recommend this	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 273

I2 MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	353	328	25**	119	163	56*	58*	89*	94*	110	230	123
Effective base	324	304	21	112	147	49	53	81	85	103	214	110
I don't know/can't remember if the assessor recommended this	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: Definitely/probably will	38 11%	34 10%	4 17%	17 15%	13 8%	6 11%	12 20% O	11 12%	8 9%	7 7%	23 10%	15 12%
NET: Definitely/probably won't do this	45 13%	44 13%	1 5%	17 14%	20 12%	7 13%	2 4%	18 21% KO	13 14%	11 10%	27 12%	18 14%
NET: Had something done/in the process	252 71%	235 72%	17 68%	78 65%	121 75%	40 72%	41 70%	53 60%	69 73%	88 80% M	169 74%	83 67%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	101 29%	93 28%	8 32%	42 35%	41 25%	15 28%	17 30%	36 40% O	26 27%	22 20%	61 26%	40 33%
NET: Had something done/in the process/definitely or probably will	290 82%	269 82%	21 84%	95 80%	134 83%	46 83%	52 90% M	64 72%	77 81%	96 87% M	192 84%	98 79%
NET: Might or might not/definitely or probably won't	63 18%	59 18%	4 16%	24 20%	28 17%	9 17%	6 10%	25 28% KO	18 19%	15 13%	37 16%	25 21%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 273

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	351	210	55	71	31	290	26	233	20	36	62	253	98
Weighted Base	353	217	53*	67*	35**	285	28**	233	19**	38*	63*	252	101*
Effective base	324	195	51	65	29	268	24	215	18	33	58	233	91
Has been done	233 66%	154 71%	39 74%	40 60%	12 34%	206 72%	18 65%	233 100% GHU	-	-	-	233 93% GHU	-
In the process of being done	19 5%	11 5%	1 1%	6 9%	2 7%	15 5%	1 4%	-	19 100%	-	-	19 7% EHU	-
Definitely will do this	21 6%	17 8%	1 3%	2 3%	5 16%	10 4%	1 4%	-	-	21 56% EHU	-	-	21 21% EHI
Probably will do this	17 5%	5 2%	2 4%	6 9% Y	4 13%	9 3%	1 3%	-	-	17 44% EHU	-	-	17 17% EHI
Might or might not be done	18 5%	8 4%	4 7%	4 5%	2 5%	13 4%	2 9%	-	-	-	18 28% EGU	-	18 17% EGI
Probably won't be done	22 6%	12 6%	1 2%	4 7%	5 15%	15 5%	3 11%	-	-	-	22 35% EGU	-	22 22% EGI
Definitely won't be done	24 7%	11 5%	5 9%	5 7%	4 11%	17 6%	1 4%	-	-	-	24 37% EGU	-	24 23% EGI
Not made a decision because I've not received my Green Deal Advice Report yet	-	-	-	-	-	-	-	-	-	-	-	-	-
The assessor did not recommend this	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 273

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	353	217	53*	67*	35**	285	28**	233	19**	38*	63*	252	101*
Effective base	324	195	51	65	29	268	24	215	18	33	58	233	91
I don't know/can't remember if the assessor recommended this	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Definitely/probably will	38 11%	22 10%	4 7%	8 12%	10 28%	19 7%	2 8%	-	-	38 100% EHIJ	-	-	38 38% EHI
NET: Definitely/probably won't do this	45 13%	23 11%	5 10%	9 13%	9 26%	32 11%	4 15%	-	-	-	45 72% EGIJ	-	45 45% EGI
NET: Had something done/in the process	252 71%	164 76%	40 75%	46 69%	14 41%	221 78%	19 68%	233 100% GHJ	19 100%	-	-	252 100% GHJ	-
NET: Not (yet) had something done/in the process (rec'd GDAR only)	101 29%	53 24%	13 25%	21 31%	20 59%	64 22%	9 32%	-	-	38 100% EI	63 100% EI	-	101 100% EI
NET: Had something done/in the process/definitely or probably will	290 82%	186 86%	43 82%	54 81%	24 69%	240 84%	21 76%	233 100% HJ	19 100%	38 100% HJ	-	252 100% HJ	38 38% H
NET: Might or might not/definitely or probably won't	63 18%	31 14%	9 18%	13 19%	11 31%	44 16%	7 24%	-	-	-	63 100% EGIJ	-	63 62% EGI
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	351	54	84	20	97	69	233	229	118	49	159	143	95	256	221	130
Weighted Base	353	56*	88*	18**	90*	70*	233	228	120	51*	157	145	100*	253	221	132
Effective base	324	50	78	19	90	65	215	211	109	45	146	132	86	238	205	119
Has been done	233 66%	56 100% h	88 100% h	18 100%	90 100% h	70 100% h	233 100% h	228 100% h	-	51 100% k	157 100% k	25 18%	59 59%	174 69%	153 69%	80 61%
In the process of being done	19 5%	-	-	-	-	-	-	-	19 16% abdef g	-	-	19 13% ij	5 6%	13 5%	15 7%	4 3%
Definitely will do this	21 6%	-	-	-	-	-	-	-	21 18% abdef g	-	-	21 15% ij	7 7%	14 6%	9 4%	12 9%
Probably will do this	17 5%	-	-	-	-	-	-	-	17 14% abdef g	-	-	17 12% ij	5 5%	12 5%	11 5%	6 5%
Might or might not be done	18 5%	-	-	-	-	-	-	-	18 15% abdef g	-	-	18 12% ij	6 6%	12 5%	7 3%	10 8%
Probably won't be done	22 6%	-	-	-	-	-	-	-	22 18% abdef g	-	-	22 15% ij	9 9%	13 5%	15 7%	7 5%
Definitely won't be done	24 7%	-	-	-	-	-	-	-	24 20% abdef g	-	-	24 16% ij	8 8%	15 6%	12 5%	12 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	353	56*	88*	18**	90*	70*	233	228	120	51*	157	145	100*	253	221	132
Effective base	324	50	78	19	90	65	215	211	109	45	146	132	86	238	205	119
Not made a decision because I've not received my Green Deal Advice Report yet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The assessor did not recommend this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know/can't remember if the assessor recommended this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Definitely/probably will	38 11%	-	-	-	-	-	-	-	38 32% abdef g	-	-	38 26% ij	12 12%	26 10%	20 9%	18 14%
NET: Definitely/probably won't do this	45 13%	-	-	-	-	-	-	-	45 38% abdef g	-	-	45 31% ij	17 17%	28 11%	27 12%	19 14%
NET: Had something done/in the process	252 71%	56 100% h	88 100% h	18 100%	90 100% h	70 100% h	233 100% h	228 100% h	19 16%	51 100% k	157 100% k	44 30%	65 65%	187 74%	167 76% o	84 64%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	101 29%	-	-	-	-	-	-	-	101 84% abdef g	-	-	101 70% ij	35 35%	66 26%	54 24%	47 36% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	353	56*	88*	18**	90*	70*	233	228	120	51*	157	145	100*	253	221	132
Effective base	324	50	78	19	90	65	215	211	109	45	146	132	86	238	205	119
NET: Had something done/in the process/definitely or probably will	290 82%	56 100% h	88 100% h	18 100%	90 100% h	70 100% h	233 100% h	228 100% h	57 48%	51 100% k	157 100% k	82 57%	77 77%	213 84%	187 85%	103 78%
NET: Might or might not/ definitely or probably won't	63 18%	-	-	-	-	-	-	-	63 52% abdef g	-	-	63 43% ij	23 23%	40 16%	34 15%	29 22%
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	351	26	111	106	100	136	115	134	51	42	50	14	9	342	90	237	41	196
Weighted Base	353	22**	109	111*	103*	136	120	135	53*	40*	51*	12**	7**	346	100*	229	38*	191
Effective base	324	24	104	98	92	126	106	123	48	38	46	13	9	316	84	219	38	181
Has been done	233 66%	17 74%	77 71%	70 63%	66 64%	96 71%	82 68%	91 68%	35 67%	29 73%	39 77%	9 74%	5 71%	228 66%	46 46%	167 73% TV	22 58%	145 76% TUV
In the process of being done	19 5%	3 12%	2 2%	7 6%	6 6%	5 3%	5 4%	7 6%	1 2%	4 10%	4 7%	-	-	19 5%	9 9%	9 4%	3 7%	7 4%
Definitely will do this	21 6%	1 6%	6 5%	7 6%	5 5%	7 5%	4 3%	11 8%	4 8%	1 2%	-	-	-	21 6%	12 12% UW	8 3%	3 8%	5 3%
Probably will do this	17 5%	-	5 5%	7 7%	4 4%	3 2%	7 6%	7 5%	-	3 8%	2 4%	1 8%	1 14%	16 5%	6 6%	9 4%	2 4%	7 4%
Might or might not be done	18 5%	-	6 5%	7 6%	4 4%	6 4%	7 6%	3 2%	5 10%	1 2%	2 4%	1 9%	1 15%	17 5%	6 6%	11 5%	4 10%	8 4%
Probably won't be done	22 6%	1 5%	5 4%	10 9%	6 6%	10 7%	7 6%	7 6%	5 9%	1 2%	1 3%	-	-	22 6%	8 8%	14 6%	2 5%	12 6%
Definitely won't be done	24 7%	1 3%	8 8%	2 2%	12 11% r	9 7%	7 6%	7 5%	2 4%	1 4%	3 5%	1 9%	-	24 7%	13 13% UW	11 5%	3 8%	8 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2 MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	353	22**	109	111*	103*	136	120	135	53*	40*	51*	12**	7**	346	100*	229	38*	191
Effective base	324	24	104	98	92	126	106	123	48	38	46	13	9	316	84	219	38	181
Not made a decision because I've not received my Green Deal Advice Report yet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The assessor did not recommend this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know/can't remember if the assessor recommended this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Definitely/probably will	38 11%	1 6%	11 10%	15 13%	9 9%	10 7%	11 9%	18 14%	4 8%	4 9%	2 4%	1 8%	1 14%	37 71%	19 19% UW	17 7%	5 12%	12 6%
NET: Definitely/probably won't do this	45 13%	2 8%	13 12%	12 11%	18 17%	19 14%	14 12%	15 11%	7 13%	2 5%	4 8%	1 9%	-	45 13%	21 21% UW	25 11%	5 12%	20 10%
NET: Had something done/in the process	252 71%	19 86%	79 73%	77 69%	72 70%	100 74%	87 73%	98 73%	36 69%	33 83%	43 84%	9 74%	5 71%	247 71%	55 55%	176 77% T	25 65%	152 79% T
NET: Not (yet) had something done/in the process (rec'd GDAR only)	101 29%	3 14%	29 27%	34 31%	31 30%	35 26%	33 27%	36 27%	17 31%	7 17%	8 16%	3 26%	2 29%	99 29%	45 45% UW	53 23%	13 35%	40 21%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	353	22**	109	111*	103*	136	120	135	53*	40*	51*	12**	7**	346	100*	229	38*	191
Effective base	324	24	104	98	92	126	106	123	48	38	46	13	9	316	84	219	38	181
NET: Had something done/in the process/definitely or probably will	290 82%	21 92%	90 83%	91 83%	82 79%	110 81%	98 82%	117 87%	41 77%	37 92%	45 88%	10 83%	6 85%	284 82%	74 74%	193 84% T	29 78%	164 86% T
NET: Might or might not/definitely or probably won't	63 18%	2 8%	19 17%	19 17%	22 21%	25 19%	22 18%	18 13%	12 23%	3 8%	6 12%	2 17%	1 15%	62 18%	26 26% UW	36 16%	8 22%	28 14%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	351	-	351	-	-	260	84	105	93	64	153	183	123	146	94
Weighted Base	353	**	353	**	**	261	85*	97*	101*	70*	149	188	117	149	99*
Effective base	324	-	324	-	-	241	77	97	86	59	139	171	113	136	87
Has been done	233 66%	-	233 66%	-	-	163 63%	66 78% B	67 69% F	61 60%	37 53%	103 69%	120 64%	75 64%	104 70%	60 60%
In the process of being done	19 5%	-	19 5%	-	-	17 7%	2 2%	5 5%	7 7%	4 6%	5 4%	13 7%	3 3%	6 4%	10 10% I
Definitely will do this	21 6%	-	21 6%	-	-	19 7%	3 3%	5 5%	5 5%	10 14%	6 4%	14 7%	7 6%	11 7%	6 6%
Probably will do this	17 5%	-	17 5%	-	-	16 6%	1 1%	4 4%	6 6%	4 6%	9 6%	5 3%	10 9% J	3 2%	5 5%
Might or might not be done	18 5%	-	18 5%	-	-	11 4%	6 8%	5 5%	4 4%	5 7%	9 6%	9 5%	6 5%	5 4%	6 6%
Probably won't be done	22 6%	-	22 6%	-	-	18 7%	2 2%	5 5%	9 9%	5 7%	6 4%	15 8%	9 8%	9 6%	5 5%
Definitely won't be done	24 7%	-	24 7%	-	-	17 6%	6 6%	6 7%	9 9%	5 7%	10 7%	13 7%	7 6%	10 7%	7 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	353	353	-**	353	-**	-**	261	85*	97*	101*	70*	149	188	117	149	99*
Effective base	324	324	-	324	-	-	241	77	97	86	59	139	171	113	136	87
Not made a decision because I've not received my Green Deal Advice Report yet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The assessor did not recommend this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know/can't remember if the assessor recommended this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Definitely/probably will	38 11%	38 11%	-	38 11%	-	-	35 13% C	4 4%	9 9%	10 10%	14 20%	16 10%	19 10%	17 14%	14 10%	11 11%
NET: Definitely/probably won't do this	45 13%	45 13%	-	45 13%	-	-	35 13%	8 9%	11 12%	18 18%	10 14%	16 11%	28 15%	16 13%	19 13%	12 12%
NET: Had something done/in the process	252 71%	252 71%	-	252 71%	-	-	180 69%	68 79%	72 74%	68 68%	41 59%	108 73%	133 70%	79 67%	110 74%	69 70%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	101 29%	101 29%	-	101 29%	-	-	80 31%	18 21%	25 26%	33 32%	29 41%	41 27%	56 30%	39 33%	39 26%	29 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 274

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Total	353	-**	353	-**	-**	261	85*	97*	101*	70*	149	188	117	149	99*
Weighted Base	353	-**	353	-**	-**	261	85*	97*	101*	70*	149	188	117	149	99*
Effective base	324	-	324	-	-	241	77	97	86	59	139	171	113	136	87
NET: Had something done/in the process/definitely or probably will	290 82%	-	290 82%	-	-	215 82%	71 84%	81 83%	78 78%	55 79%	124 83%	151 80%	95 81%	124 83%	81 82%
NET: Might or might not/definitely or probably won't	63 18%	-	63 18%	-	-	46 18%	14 16%	16 17%	22 22%	15 21%	25 17%	37 20%	22 19%	25 17%	18 18%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 275

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	351	171	221	287	64	160	121	61	295	45	306	38
Weighted Base	353	165	221	288	65*	167	121	55*	299	43*	310	36*
Effective base	324	158	205	267	58	149	112	55	271	42	282	36
Has been done	233 66%	109 66%	153 69%	193 67%	40 61%	110 66%	85 70%	35 63%	207 69% M	15 35%	215 69% O	13 35%
In the process of being done	19 5%	8 5%	15 7% K	19 7% K	- -	5 3%	7 5%	6 11% k	17 6%	2 4%	16 5%	3 8%
Definitely will do this	21 6%	11 6%	9 4%	14 5%	7 11% l	12 7%	5 4%	3 5%	18 6%	3 8%	19 6%	2 6%
Probably will do this	17 5%	7 4%	11 5%	14 5%	3 4%	8 5%	4 4%	3 5%	14 5%	3 6%	13 4%	3 7%
Might or might not be done	18 5%	10 6%	7 3%	13 5% l	4 6%	5 3%	9 8%	2 3%	13 4%	5 11%	15 5%	3 8%
Probably won't be done	22 6%	13 8%	15 7%	17 6%	4 7%	12 7%	5 4%	5 8%	14 5%	7 17% L	15 5%	7 20% N
Definitely won't be done	24 7%	8 5%	12 5%	17 6%	7 10%	14 8%	6 5%	3 5%	15 5%	9 20% L	18 6%	6 16% N
Not made a decision because I've not received my Green Deal Advice Report yet	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 275

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	353	165	221	288	65*	167	121	55*	299	43*	310	36*
Effective base	324	158	205	267	58	149	112	55	271	42	282	36
The assessor did not recommend this	-	-	-	-	-	-	-	-	-	-	-	-
I don't know/can't remember if the assessor recommended this	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: Definitely/probably will	38 11%	18 11%	20 9%	28 10%	10 16%	20 12%	10 8%	6 10%	32 11%	6 14%	33 11%	5 13%
NET: Definitely/probably won't do this	45 13%	21 13%	27 12%	34 12%	11 17%	26 16%	11 9%	7 13%	29 10%	16 36% L	32 10%	13 36% N
NET: Had something done/in the process	252 71%	117 71%	167 76% K	212 74%	40 61%	116 69%	91 75%	41 74%	224 75% M	17 39%	231 74% O	16 43%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	101 29%	49 29%	54 24%	76 26%	25 39% I	52 31%	30 25%	14 26%	75 25%	26 61% L	80 26%	21 57% N
NET: Had something done/in the process/definitely or probably will	290 82%	135 81%	187 85%	240 83%	50 77%	136 81%	101 83%	47 84%	257 86% M	23 53%	263 85% O	20 56%
NET: Might or might not/definitely or probably won't	63 18%	31 19%	34 15%	48 17%	15 23%	32 19%	20 17%	9 16%	42 14%	20 47% L	47 15%	16 44% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 275

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I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	353	165	221	288	65*	167	121	55*	299	43*	310	36*
Effective base	324	158	205	267	58	149	112	55	271	42	282	36
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 275

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	351	271	27	42	76	275	264	139	81	77	28	53	46	70	77
Weighted Base	353	272	27**	44*	76*	277	266	140	82*	77*	26**	49*	46*	74*	80*
Effective base	324	250	25	39	70	253	243	129	76	72	26	49	42	64	72
Has been done	233 66%	199 73% R	16 60%	12 28%	33 43%	200 72% n	175 66%	140 100% pr	56 69%	49 64%	21 83%	36 74%	30 64%	49 66%	48 59%
In the process of being done	19 5%	12 4%	1 5%	5 10%	7 9%	12 4%	15 5% q	-	4 5% q	3 4%	-	1 3%	2 5%	6 8%	6 7%
Definitely will do this	21 6%	17 6%	-	3 8%	4 5%	17 6%	17 6% q	-	5 6% q	8 11% z	1 3%	1 2%	4 9%	6 8%	1 2%
Probably will do this	17 5%	10 4%	2 7%	4 9%	4 5%	13 5%	14 5% q	-	3 3% q	4 6%	1 3%	1 3%	1 3%	4 5%	5 6%
Might or might not be done	18 5%	9 3%	4 14%	4 8%	7 9%	10 4%	13 5% q	-	3 4% q	4 5%	1 5%	4 8%	2 5%	1 1%	5 7%
Probably won't be done	22 6%	14 5%	-	6 15% P	11 14% o	11 4%	19 7% q	-	3 4% q	1 2%	-	2 4%	4 9%	3 4%	11 14% uy
Definitely won't be done	24 7%	10 4%	4 15%	9 22% P	11 14% o	13 5%	14 5% q	-	8 10% q	7 9%	2 6%	4 7%	2 5%	5 7%	4 5%
Not made a decision because I've not received my Green Deal Advice Report yet	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 275

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	353	272	27**	44*	76*	277	266	140	82*	77*	26**	49*	46*	74*	80*
Effective base	324	250	25	39	70	253	243	129	76	72	26	49	42	64	72
The assessor did not recommend this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know/can't remember if the assessor recommended this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Definitely/probably will	38 11%	27 10%	2 7%	7 17%	8 10%	30 11%	30 11% q	-	7 9% q	13 16% w	2 6%	2 4%	5 11%	10 14%	6 8%
NET: Definitely/probably won't do this	45 13%	25 9%	4 15%	16 36% P	22 28% o	24 9%	33 12% q	-	11 14% q	8 10%	2 6%	6 12%	6 14%	8 11%	15 19%
NET: Had something done/in the process	252 71%	211 78% R	18 65%	17 39%	39 52%	212 77% n	190 71%	140 100% pr	60 74%	52 68%	21 83%	38 77%	32 70%	55 74%	54 67%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	101 29%	61 22%	10 35%	27 61% P	37 48% o	64 23%	76 29% q	-	21 26% q	25 32%	4 17%	11 23%	14 30%	19 26%	27 33%
NET: Had something done/in the process/definitely or probably will	290 82%	238 88% R	20 72%	24 55%	47 62%	243 88% n	220 83%	140 100% pr	68 83%	65 84%	23 89%	40 81%	38 81%	65 88%	60 75%
NET: Might or might not/definitely or probably won't	63 18%	34 12%	8 28%	20 45% P	29 38% o	34 12%	46 17% q	-	14 17% q	12 16%	3 11%	9 19%	9 19%	9 12%	20 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 275

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have received their GDAR

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	353	272	27**	44*	76*	277	266	140	82*	77*	26**	49*	46*	74*	80*
Effective base	324	250	25	39	70	253	243	129	76	72	26	49	42	64	72
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	595	321	270	235	209	149	479	105	170	423	476	119	363	232	362	73	160	233
Weighted Base	593	314	274	221	212	157	494	89*	170	421	453	140	313	280	373	62*	157	220
Effective base	546	293	250	212	195	138	441	99	155	389	433	115	339	221	338	65	144	209
Has been done	336 57%	173 55%	161 59%	116 53%	130 61%	88 57%	280 57%	50 57%	87 51%	248 59%	287 63% k	49 35%	189 61%	147 52%	229 61% pq	33 52%	75 47%	107 49%
In the process of being done	28 5%	14 4%	14 5%	11 5%	10 5%	8 5%	22 4%	6 7%	8 5%	20 5%	26 6%	3 2%	17 5%	11 4%	22 6%	1 2%	5 3%	6 3%
Definitely will do this	34 6%	17 5%	18 6%	15 7%	14 7%	6 4%	28 6%	6 6%	11 6%	24 6%	23 5%	11 8%	20 6%	15 5%	18 5%	3 5%	14 9%	17 8%
Probably will do this	34 6%	19 6%	15 5%	10 4%	18 9%	6 4%	31 6%	3 3%	9 5%	25 6%	21 5%	13 9%	15 5%	19 7%	22 6%	3 4%	9 6%	12 5%
Might or might not be done	25 4%	13 4%	12 4%	7 3%	10 5%	8 5%	23 5%	2 2%	7 4%	18 4%	14 3%	12 8% j	11 4%	14 5%	17 4%	4 6%	5 3%	9 4%
Probably won't be done	13 2%	11 4% b	2 7%	7 3%	3 7%	4 2%	12 2%	1 2%	4 3%	9 2%	7 2%	6 4%	6 2%	7 3%	8 2%	1 2%	4 2%	5 2%
Definitely won't be done	17 3%	12 4%	5 2%	9 4%	4 2%	4 3%	15 3%	2 2%	5 3%	13 3%	9 2%	8 6% j	8 3%	9 3%	13 4%	2 3%	2 7%	4 2%
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	7 2%	7 2%	5 2%	5 2%	4 3%	12 2%	3 3%	5 3%	10 2%	8 2%	7 5% j	8 2%	7 3%	10 3%	2 3%	3 2%	5 2%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	593	314	274	221	212	157	494	89*	170	421	453	140	313	280	373	62*	157	220
Effective base	546	293	250	212	195	138	441	99	155	389	433	115	339	221	338	65	144	209
The assessor did not recommend this	20 3%	10 3%	10 4%	9 4%	3 2%	8 5%	18 4%	1 2%	9 5%	11 3%	8 2%	12 9%	3 1%	17 6%	9 3%	2 3%	9 6%	11 5%
I don't know/can't remember if the assessor recommended this	30 5%	17 6%	13 5%	9 4%	8 4%	13 8%	25 5%	6 6%	11 6%	19 5%	18 4%	12 9%	13 4%	18 6%	8 2%	4 7%	18 11%	22 10%
Don't know	40 7%	20 6%	18 7%	23 10%	7 3%	8 5%	28 6%	9 10%	14 8%	24 6%	33 7%	7 5%	24 8%	16 6%	17 5%	8 12%	15 9%	23 10%
NET: Definitely/probably will	68 12%	36 12%	32 12%	24 11%	33 15%	12 7%	59 12%	8 10%	19 11%	49 12%	44 10%	24 17%	34 11%	34 12%	39 11%	5 9%	23 15%	29 13%
NET: Definitely/probably won't do this	30 5%	23 7%	7 3%	16 7%	7 3%	8 5%	27 5%	4 4%	9 5%	21 5%	16 4%	14 10%	14 4%	16 6%	21 6%	3 5%	6 4%	9 4%
NET: Had something done/in the process	364 61%	188 60%	175 64%	127 58%	140 66%	96 61%	302 61%	56 64%	95 56%	268 64%	312 69%	52 37%	206 66%	158 56%	251 67%	34 55%	79 50%	113 52%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	124 21%	72 23%	51 19%	47 21%	49 23%	27 18%	109 22%	14 16%	36 21%	88 21%	74 16%	49 35%	59 19%	65 23%	77 21%	13 20%	34 21%	46 21%
NET: Had something done/in the process/definitely or probably will	432 73%	224 71%	207 75%	152 68%	172 81%	108 69%	361 73%	65 73%	115 68%	317 75%	357 79%	76 54%	241 77%	192 68%	290 78%	40 63%	103 65%	142 65%
NET: Might or might not/definitely or probably won't	55 9%	36 11%	19 7%	23 10%	17 8%	16 10%	50 10%	5 6%	16 10%	39 9%	30 7%	26 18%	25 8%	31 11%	38 10%	7 11%	11 7%	18 8%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	593	314	274	221	212	157	494	89*	170	421	453	140	313	280	373	62*	157	220
Effective base	546	293	250	212	195	138	441	99	155	389	433	115	339	221	338	65	144	209
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 18%	55 17%	48 17%	47 21% d	24 11%	33 21% d	83 17%	18 21%	39 23% i	65 15%	67 15%	39 28% j	47 15%	58 21%	45 12%	16 25% n	44 28% n	60 27% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	595	477	118	200	247	75	115	173	135	170	400	195
Weighted Base	593	453	140	193	265	74*	108	173	134	176	398	195
Effective base	546	442	109	183	230	69	104	157	125	159	365	181
Has been done	336 57%	261 58%	75 53%	102 53%	152 57%	48 65%	68 63%	89 51%	79 58%	100 57%	218 55%	118 61%
In the process of being done	28 5%	27 6% s	1 1%	10 5%	13 5%	3 4%	3 3%	10 6%	5 4%	11 6%	20 5%	9 4%
Definitely will do this	34 6%	28 6%	7 5%	12 6%	18 7%	2 2%	5 5%	12 7%	10 8%	8 4%	24 6%	11 5%
Probably will do this	34 6%	26 6%	8 5%	11 6%	16 6%	4 6%	2 2%	11 6%	6 4%	14 8% K	21 5%	13 7%
Might or might not be done	25 4%	20 4%	6 4%	13 7% u	7 3%	2 3%	2 2%	6 4%	7 5%	10 5%	21 5%	4 2%
Probably won't be done	13 2%	11 2%	2 1%	3 2%	4 1%	4 6% u	3 2%	3 2%	3 3%	4 2%	10 3%	3 2%
Definitely won't be done	17 3%	14 3%	3 2%	7 3%	9 3%	1 2%	3 3%	6 3%	4 3%	5 3%	13 3%	4 2%
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	9 2%	6 4%	6 3%	7 3%	1 2%	3 2%	6 3%	2 1%	5 3%	11 3%	4 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2 MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	593	453	140	193	265	74*	108	173	134	176	398	195
Effective base	546	442	109	183	230	69	104	157	125	159	365	181
The assessor did not recommend this	20 3%	13 3%	7 5%	7 4%	10 4%	2 3%	3 3%	4 3%	7 5%	6 3%	17 4%	4 2%
I don't know/can't remember if the assessor recommended this	30 5%	20 4%	10 7%	7 4%	19 7% v	- -	3 3%	12 7%	6 5%	8 5%	20 5%	10 5%
Don't know	40 7%	24 5%	16 12% r	14 7%	11 4%	5 7%	13 12% NO	15 8%	5 4%	7 4%	25 6%	14 7%
NET: Definitely/probably will	68 12%	54 12%	14 10%	22 12%	34 13%	6 8%	7 6%	23 13%	16 12%	22 12%	45 11%	24 12%
NET: Definitely/probably won't do this	30 5%	25 6%	5 3%	10 5%	13 5%	6 8%	6 5%	9 5%	7 5%	8 5%	23 6%	7 4%
NET: Had something done/in the process	364 61%	289 64%	76 54%	112 58%	165 62%	51 69%	71 66%	99 57%	83 62%	111 63%	237 60%	127 65%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	124 21%	99 22%	25 18%	46 24%	54 20%	14 19%	15 14%	38 22%	30 23%	40 23%	89 22%	35 18%
NET: Had something done/in the process/definitely or probably will	432 73%	343 76% s	90 64%	135 70%	198 75%	57 77%	78 72%	122 70%	99 74%	133 75%	282 71%	151 77%
NET: Might or might not/definitely or probably won't	55 9%	45 10%	10 7%	24 12%	20 8%	8 11%	8 7%	15 9%	14 11%	18 10%	44 11% x	11 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	593	453	140	193	265	74*	108	173	134	176	398	195
Effective base	546	442	109	183	230	69	104	157	125	159	365	181
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 18%	65 14%	40 29% r	35 18%	46 17%	9 12%	22 20%	36 21%	21 15%	26 15%	72 18%	33 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	595	306	94	167	37	509	63	335	31	67	57	366	229
Weighted Base	593	315	90*	156	39*	500	70*	336	28**	68*	55*	364	229
Effective base	546	284	89	149	34	467	59	308	29	62	53	336	210
Has been done	336 57%	187 59%	50 56%	85 55%	19 49%	294 50% D	31 44%	336 100% GHJU	-	-	-	336 92% GHJ	-
In the process of being done	28 5%	14 5%	7 8%	6 4%	2 4%	23 5%	3 4%	-	28 100%	-	-	28 8% EGHJ	-
Definitely will do this	34 6%	20 6%	4 5%	11 7%	-	29 6%	5 7%	-	-	34 50% EHIJ	-	-	34 15% EHI
Probably will do this	34 6%	16 5%	4 4%	9 6%	5 12%	23 5%	7 10%	-	-	34 50% EHIJ	-	-	34 15% EHI
Might or might not be done	25 4%	11 4%	4 5%	7 5%	3 7%	21 4%	2 3%	-	-	-	25 46% EGJU	-	25 11% EGI
Probably won't be done	13 2%	6 2%	3 4%	2 1%	2 4%	10 2%	2 3%	-	-	-	13 23% EGJU	-	13 6% EI
Definitely won't be done	17 3%	10 3%	2 2%	4 3%	-	14 3%	3 4%	-	-	-	17 31% EGJU	-	17 7% EGI
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	10 3%	2 2%	3 2%	-	8 2%	6 9% C	-	-	-	-	-	15 6% EGI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	593	315	90*	156	39*	500	70*	336	28**	68*	55*	364	229
Effective base	546	284	89	149	34	467	59	308	29	62	53	336	210
The assessor did not recommend this	20 3%	13 4%	2 3%	4 3%	1 3%	16 3%	4 6%	-	-	-	-	-	20 9% EGHI
I don't know/can't remember if the assessor recommended this	30 5%	12 4%	4 5%	10 6%	4 11%	27 5%	3 4%	-	-	-	-	-	30 13% EGHI
Don't know	40 7%	14 5%	6 7%	15 9%	4 9%	33 7%	4 6%	-	-	-	-	-	40 17% EGHI
NET: Definitely/probably will	68 12%	36 11%	8 9%	20 13%	5 12%	52 10%	12 17%	-	-	68 100% EHU	-	-	68 30% EHI
NET: Definitely/probably won't do this	30 5%	17 5%	5 6%	6 4%	2 4%	25 5%	5 7%	-	-	-	30 54% EGU	-	30 13% EGI
NET: Had something done/in the process	364 61%	201 64%	57 63%	91 59%	21 53%	317 63% D	34 48%	336 100% GHJ	28 100%	-	-	364 100% GHJ	-
NET: Not (yet) had something done/in the process (rec'd GDAR only)	124 21%	64 20%	18 20%	33 21%	9 23%	98 20%	19 27%	-	-	68 100% EU	55 100% EU	-	124 54% EI
NET: Had something done/in the process/definitely or probably will	432 73%	237 75%	65 72%	112 71%	25 66%	369 74%	46 65%	336 100% HJ	28 100%	68 100% HJ	-	364 100% HJ	68 30% H
NET: Might or might not/definitely or probably won't	55 9%	28 9%	10 11%	13 8%	4 11%	46 9%	7 10%	-	-	-	55 100% EGU	-	55 24% EGI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 276

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	593	315	90*	156	39*	500	70*	336	28**	68*	55*	364	229
Effective base	546	284	89	149	34	467	59	308	29	62	53	336	210
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 18%	50 16%	15 17%	31 20%	9 23%	85 17%	17 25%	-	-	-	-	-	105 46% EGHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 277

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	595	29	159	43	144	59	335	326	260	23	292	280	65	530	316	279
Weighted Base	593	31**	168	38*	137	61*	336	326	257	25**	291	277	65*	528	314	279
Effective base	546	27	146	41	131	55	308	299	238	21	269	257	61	485	292	254
Has been done	336 57%	31 100%	168 100% h	38 100% h	137 100% h	61 100% h	336 100% h	326 100% h	-	25 100%	291 100% k	20 7%	25 39%	311 59% l	196 63% o	140 50%
In the process of being done	28 5%	-	-	-	-	-	-	-	28 11% bcdef g	-	-	28 10% j	1 1%	27 5%	19 6%	10 3%
Definitely will do this	34 6%	-	-	-	-	-	-	-	34 13% bcdef g	-	-	34 12% j	10 15% m	24 5%	23 7%	12 4%
Probably will do this	34 6%	-	-	-	-	-	-	-	34 13% bcdef g	-	-	34 12% j	8 13% m	25 5%	17 5%	17 6%
Might or might not be done	25 4%	-	-	-	-	-	-	-	25 10% bcdef g	-	-	25 9% j	5 8%	20 4%	13 4%	13 5%
Probably won't be done	13 2%	-	-	-	-	-	-	-	13 5% bdfg	-	-	13 5% j	1 2%	12 2%	4 1%	9 3%
Definitely won't be done	17 3%	-	-	-	-	-	-	-	17 7% bdfg	-	-	17 6% j	5 8% m	12 2%	10 3%	7 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 277

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	593	31**	168	38*	137	61*	336	326	257	25**	291	277	65*	528	314	279
Effective base	546	27	146	41	131	55	308	299	238	21	269	257	61	485	292	254
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	-	-	-	-	-	-	-	15 6%	-	-	15 5%	2 3%	13 2%	7 2%	8 3%
The assessor did not recommend this	20 3%	-	-	-	-	-	-	-	20 8%	-	-	20 7%	2 4%	18 3%	7 2%	14 5%
I don't know/can't remember if the assessor recommended this	30 5%	-	-	-	-	-	-	-	30 12%	-	-	30 11%	1 1%	30 6%	7 2%	24 9%
Don't know	40 7%	-	-	-	-	-	-	-	40 15%	-	-	40 14%	4 5%	36 7%	12 4%	28 10%
NET: Definitely/probably will	68 12%	-	-	-	-	-	-	-	68 27%	-	-	68 25%	18 28%	50 9%	40 13%	28 10%
NET: Definitely/probably won't do this	30 5%	-	-	-	-	-	-	-	30 12%	-	-	30 11%	7 10%	23 4%	14 5%	16 6%
NET: Had something done/in the process	364 61%	31 100%	168 100%	38 100%	137 100%	61 100%	336 100%	326 100%	28 11%	25 100%	291 100%	48 17%	26 40%	338 64%	215 68%	149 53%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	124 21%	-	-	-	-	-	-	-	124 48%	-	-	124 45%	30 46%	93 18%	67 21%	57 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 277

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base 593	31**	168	38*	137	61*	336	326	257	25**	291	277	65*	528	314	279	
Effective base 546	27	146	41	131	55	308	299	238	21	269	257	61	485	292	254	
NET: Had something done/in the process/definitely or probably will 432 73%	31 100%	168 100%	38 100%	137 100%	61 100%	336 100%	326 100%	96 38%	25 100%	291 100%	116 42%	44 68%	388 74%	255 81%	178 64%	
NET: Might or might not/ definitely or probably won't 55 9%	-	-	-	-	-	-	-	55 22%	-	-	55 20%	12 18%	43 8%	27 9%	28 10%	
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only) 105 18%	-	-	-	-	-	-	-	105 41%	-	-	105 38%	9 14%	96 18%	32 10%	73 26%	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 277

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	595	69	244	140	96	261	142	188	124	64	99	91	80	515	27	484	93	391
Weighted Base	593	71*	242	140	98*	267	141	188	128	57*	100*	87*	77*	516	27**	478	90*	388
Effective base	546	62	224	129	88	242	130	169	115	59	92	81	72	474	25	444	84	360
Has been done	336 57%	32 45%	151 62% pr	72 51%	57 59%	160 60%	74 52%	104 55%	74 58%	41 72% S	65 64%	47 54%	44 57%	292 57%	13 47%	281 59%	57 63%	224 58%
In the process of being done	28 5%	6 8%	13 5%	6 5%	3 3%	11 4%	9 7%	8 4%	9 7%	2 4%	3 3%	1 1%	1 1%	27 5%	4 14%	21 4%	3 3%	18 5%
Definitely will do this	34 6%	3 5%	14 6%	9 7%	4 4%	14 5%	14 10%	15 8%	5 4%	2 3%	5 5%	2 2%	2 3%	32 6%	2 6%	28 6%	5 6%	22 6%
Probably will do this	34 6%	4 5%	14 6%	8 6%	5 6%	11 4%	5 3%	16 8%	4 3%	2 4%	3 3%	6 7%	4 5%	30 6%	3 11%	25 5%	3 3%	22 6%
Might or might not be done	25 4%	2 3%	8 3%	11 8%	4 4%	10 4%	5 4%	8 4%	6 5%	1 3%	4 4%	3 3%	3 4%	22 4%	1 3%	22 5%	3 3%	19 5%
Probably won't be done	13 2%	2 3%	3 1%	4 3%	2 2%	8 3%	3 2%	1 1%	2 1%	1 2%	5 5%	1 2%	1 1%	12 2%	1 3%	12 3%	1 2%	11 3%
Definitely won't be done	17 3%	1 2%	7 3%	3 2%	6 6%	10 4%	3 2%	5 3%	5 4%	3 5%	5 5%	1 1%	1 1%	17 3%	-	16 3%	1 1%	14 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 277

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	593	71*	242	140	98*	267	141	188	128	57*	100*	87*	77*	516	27**	478	90*	388
Effective base	546	62	224	129	88	242	130	169	115	59	92	81	72	474	25	444	84	360
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	3 4%	3 1%	6 4%	3 3%	6 2%	4 3%	4 2%	3 2%	2 3%	2 2%	2 2%	2 3%	13 2%	-	11 2%	2 2%	9 2%
The assessor did not recommend this	20 3%	7 10% qL	5 2%	5 3%	2 2%	10 4%	6 4%	6 3%	5 4%	-	2 2%	5 5%	5 6%	16 3%	1 4%	13 3%	3 4%	10 3%
I don't know/can't remember if the assessor recommended this	30 5%	6 8%	10 4%	9 6%	3 3%	13 5%	7 5%	8 5%	6 5%	1 1%	1 1%	8 9% R	7 10%	23 4%	3 13%	22 5%	6 7%	16 4%
Don't know	40 7%	4 6%	14 6%	9 6%	9 9%	13 5%	11 8%	14 7%	9 7%	1 2%	5 5%	12 13% Q	8 10%	32 6%	-	29 6%	6 6%	23 6%
NET: Definitely/probably will	68 12%	7 10%	29 12%	17 12%	10 10%	25 9%	18 13%	31 16% M	9 7%	4 7%	8 8%	8 9%	6 8%	62 12%	5 17%	52 11%	8 9%	45 11%
NET: Definitely/probably won't do this	30 5%	4 5%	10 4%	6 4%	8 8%	18 7%	6 4%	6 3%	6 5%	4 7%	10 10% S	2 2%	1 2%	29 6%	1 3%	28 6%	3 3%	25 6%
NET: Had something done/in the process	364 61%	38 54%	164 68% pr	78 56%	60 62%	171 64%	83 59%	111 59%	83 65%	43 76% S	68 68%	48 55%	45 58%	319 62%	16 61%	302 63%	60 66%	242 62%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	124 21%	13 18%	46 19%	34 24%	21 21%	54 20%	30 21%	45 24%	21 17%	9 17%	23 23%	13 15%	10 14%	113 22%	6 23%	102 21%	13 15%	89 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 277

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Total	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	593	71*	242	140	98*	267	141	188	128	57*	100*	87*	77*	516	27**	478	90*	388
Effective base	546	62	224	129	88	242	130	169	115	59	92	81	72	474	25	444	84	360
NET: Had something done/in the process/definitely or probably will	432 73%	45 63%	192 80% pr	95 68%	70 72%	196 73%	102 72%	142 75%	92 72%	47 83% S	76 75%	56 64%	51 66%	381 74%	21 78%	354 74%	67 75%	287 74%
NET: Might or might not/definitely or probably won't	55 9%	6 8%	18 7%	17 12%	11 11%	29 11%	11 8%	14 7%	12 10%	5 10%	15 15%	5 6%	4 6%	51 10%	1 5%	49 10%	5 6%	44 11%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 18%	20 28% q	32 13%	28 20%	17 17%	43 16%	28 20%	32 17%	23 18%	4 7%	10 10%	26 30% GR	22 29% v	83 16%	4 16%	74 16%	17 19%	57 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 277

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	595	-	413	50	363	60	-	-	260	137	61	302	248	215	236	172
Weighted Base	593	**	410	52*	358	64*	**	**	254	140	68*	289	259	204	244	172
Effective base	546	-	379	47	331	53	-	-	237	126	57	274	231	196	218	159
Has been done	336 57%	-	232 57% z	38 73% xz	194 54%	39 60%	-	-	137 54%	84 60%	45 67%	162 56%	155 60%	114 56%	132 54%	101 59%
In the process of being done	28 5%	-	13 3%	3 5%	10 3%	1 1%	-	-	10 4%	10 7%	3 4%	15 5%	12 5%	9 4%	11 4%	9 5%
Definitely will do this	34 6%	-	23 6%	2 4%	20 6%	5 7%	-	-	13 5%	12 9%	3 5%	21 7%	11 4%	15 7%	9 4%	11 6%
Probably will do this	34 6%	-	26 6%	3 7%	22 6%	-	-	-	18 7%	8 5%	3 4%	16 6%	16 6%	7 3%	17 7%	13 8%
Might or might not be done	25 4%	-	20 5%	2 5%	18 5%	-	-	-	12 5%	4 3%	3 5%	9 3%	13 5%	11 5%	13 5%	3 2%
Probably won't be done	13 2%	-	8 2%	1 1%	8 2%	2 3%	-	-	6 2%	3 2%	-	8 3%	5 2%	7 4%	5 2%	1 1%
Definitely won't be done	17 3%	-	13 3%	1 2%	12 3%	2 3%	-	-	8 3%	5 4%	1 1%	7 2%	10 4%	5 3%	7 3%	6 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 277

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		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	593	-**	410	52*	358	64*	-**	-**	254	140	68*	289	259	204	244	172
Effective base	546	-	379	47	331	53	-	-	237	126	57	274	231	196	218	159
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	-	14 3%	-	14 4%	4 6%	-	-	8 3%	2 2%	2 3%	8 3%	6 2%	5 3%	12 5% K	1 1%
The assessor did not recommend this	20 3%	-	18 4%	-	18 5%	3 4%	-	-	7 3%	5 3%	3 5%	7 2%	10 4%	10 5%	10 4%	3 2%
I don't know/can't remember if the assessor recommended this	30 5%	-	22 5%	1 3%	21 6%	3 5%	-	-	19 8% F	4 3%	-	18 6%	9 4%	4 2%	16 7% I	10 6%
Don't know	40 7%	-	20 5%	-	20 6%	7 11% Y	-	-	17 7% E	2 7%	3 5%	19 6%	13 5%	16 8%	12 5%	13 7%
NET: Definitely/probably will	68 12%	-	48 12%	6 11%	43 12%	5 7%	-	-	31 12%	20 14%	6 9%	37 13%	26 10%	22 11%	26 11%	24 14%
NET: Definitely/probably won't do this	30 5%	-	22 5%	2 3%	20 6%	4 6%	-	-	14 6%	8 6%	1 1%	15 5%	15 6%	13 6%	12 5%	8 4%
NET: Had something done/in the process	364 61%	-	245 60% Z	41 78% XZ	204 57%	40 62%	-	-	146 58%	94 67%	48 71%	176 61%	167 64%	123 60%	143 58%	110 64%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	124 21%	-	90 22%	10 19%	80 22%	8 13%	-	-	56 22%	32 23%	11 16%	61 21%	55 21%	46 22%	51 21%	35 20%



Green Deal Assessment Experience Wave 2

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Weighted Base	593	**	410	52*	358	64*	**	**	254	140	68*	289	259	204	244	172
Effective base	546	-	379	47	331	53	-	-	237	126	57	274	231	196	218	159
NET: Had something done/in the process/definitely or probably will	432 73%	-	293 72% z	46 90% xzA	247 69%	44 69%	-	-	177 70%	114 81% D	54 80%	214 74%	193 74%	146 71%	168 69%	134 78%
NET: Might or might not/definitely or probably won't	55 9%	-	42 10%	4 8%	38 11%	4 6%	-	-	26 10%	13 9%	4 6%	24 8%	29 11%	24 12%	25 10%	11 6%
NET: Not made a decision/assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 18%	-	75 18% y	1 3%	73 21% xy	16 26% y	-	-	51 20% E	13 10%	9 13%	51 18%	38 15%	35 17%	51 21%	27 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 278

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	595	208	316	392	203	235	235	111	353	148	408	79
Weighted Base	593	196	314	387	206	245	233	102	349	145	407	75*
Effective base	546	191	292	362	184	217	217	101	325	135	376	73
Has been done	336 57%	103 53%	196 63% HJK	230 59% H	106 51%	141 58%	138 59%	52 51%	215 62% M	65 45%	251 62% O	22 30%
In the process of being done	28 5%	10 5%	19 6%	20 5%	8 4%	9 4%	11 5%	7 7%	21 6% M	2 7%	22 5%	2 3%
Definitely will do this	34 6%	13 7%	23 7%	28 7%	7 3%	14 6%	12 5%	9 9%	25 7%	6 4%	28 7%	4 6%
Probably will do this	34 6%	12 6%	17 5%	20 5%	14 7%	11 4%	20 9%	3 3%	14 4%	14 10% L	17 4%	10 13% N
Might or might not be done	25 4%	12 6%	13 4%	17 4%	8 4%	8 3%	12 5%	6 5%	12 3%	10 7%	14 4%	8 10% N
Probably won't be done	13 2%	5 2%	4 1%	6 2%	7 3%	6 2%	5 2%	2 2%	4 1%	6 4%	8 2%	5 6% N
Definitely won't be done	17 3%	7 3%	10 3%	12 3%	5 2%	12 5% m	5 2%	-	9 3%	8 5%	9 2%	8 11% N
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	5 2%	7 2%	9 2%	6 3%	8 3%	6 3%	1 1%	6 2%	6 4%	8 2%	3 5%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 278

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	593	196	314	387	206	245	233	102	349	145	407	75*
Effective base	546	191	292	362	184	217	217	101	325	135	376	73
The assessor did not recommend this	20 3%	7 4%	7 2%	10 3%	10 5%	13 5%	2 1%	3 3%	8 2%	9 6%	6 2%	3 3%
I don't know/can't remember if the assessor recommended this	30 5%	11 6%	7 2%	15 4%	15 7%	16 6%	12 5%	3 3%	15 4%	8 5%	15 4%	6 8%
Don't know	40 7%	12 6%	12 4%	20 5%	20 10%	10 4%	10 4%	16 15%	19 5%	12 8%	27 7%	4 6%
NET: Definitely/probably will	68 12%	25 13%	40 13%	47 12%	21 10%	24 10%	32 14%	12 12%	39 11%	21 14%	45 11%	14 19%
NET: Definitely/probably won't do this	30 5%	11 6%	14 5%	19 5%	11 6%	17 7%	10 4%	2 2%	14 4%	13 9%	17 4%	13 17% N
NET: Had something done/in the process	364 61%	113 57%	215 68% HJK	250 65% HK	114 55%	150 61%	149 64%	60 58%	237 68% M	67 46%	273 67% O	24 32%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	124 21%	49 25%	67 21%	83 21%	41 20%	49 20%	54 23%	20 20%	65 19%	43 30% L	77 19%	35 46% N
NET: Had something done/in the process/definitely or probably will	432 73%	138 70%	255 81% HJK	297 77% HK	135 66%	174 71%	181 78%	72 71%	276 79% M	88 60%	319 78% O	38 51%
NET: Might or might not/definitely or probably won't	55 9%	23 12%	27 9%	36 9%	20 10%	25 10%	22 9%	8 8%	26 7%	23 16% L	32 8%	21 27% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 278

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	593	196	314	387	206	245	233	102	349	145	407	75*
Effective base	546	191	292	362	184	217	217	101	325	135	376	73
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only)	105 18%	35 18% IJ	32 10%	54 14% I	51 25% IJ	46 19%	30 13%	22 22% I	48 14%	35 24% L	56 14%	16 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 278

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	595	414	65	66	191	404	323	134	246	130	42	140	52	81	150
Weighted Base	593	414	65*	64*	187	406	316	134	252	133	43*	132	54*	85*	146
Effective base	546	380	61	61	175	372	299	124	225	119	39	128	48	75	138
Has been done	336 57%	258 62% QR	31 47%	22 34%	88 47%	248 61% n	185 58%	134 100% pr	139 55%	71 54%	27 63%	71 54%	30 55%	48 57%	88 60%
In the process of being done	28 5%	24 6%	2 3%	2 3%	4 2%	25 6% n	17 5% q	-	10 4% q	3 2%	1 2%	6 5%	4 8%	5 5%	10 7%
Definitely will do this	34 6%	29 7%	2 4%	1 2%	7 4%	28 7%	18 6% q	-	16 6% q	8 6%	3 6%	3 3%	4 7%	7 8%	10 7%
Probably will do this	34 6%	18 4%	3 4%	9 15% P	16 8%	18 4%	22 7% q	-	10 4% q	9 7%	3 7%	6 5%	6 12%	4 4%	6 4%
Might or might not be done	25 4%	14 3%	4 5%	4 6%	12 7%	13 3%	14 4% q	-	10 4% q	4 3%	1 3%	5 4%	2 4%	6 7%	7 5%
Probably won't be done	13 2%	4 1%	3 5% P	4 6% P	7 4%	6 2%	5 1%	-	8 3% q	1 *	1 3%	7 5% u	1 3%	1 1%	2 1%
Definitely won't be done	17 3%	10 2%	2 3%	5 9% P	9 5% o	8 2%	10 3%	-	7 3%	6 5%	2 6%	2 1%	2 3%	1 1%	4 2%
Not made a decision because I've not received my Green Deal Advice Report yet	15 2%	11 3%	1 1%	3 4%	7 4%	8 2%	9 3%	-	5 2%	5 3% w	-	-	-	4 4% w	7 5% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 278

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	593	414	65*	64*	187	406	316	134	252	133	43*	132	54*	85*	146
Effective base	546	380	61	61	175	372	299	124	225	119	39	128	48	75	138
The assessor did not recommend this	20 3%	7 2%	5 8% P	4 7% P	11 6% o	10 2%	9 3%	-	10 4% q	7 5%	1 3%	4 3%	3 5%	2 2%	3 2%
I don't know/can't remember if the assessor recommended this	30 5%	13 3%	5 7%	7 11% P	12 6%	18 5%	10 3% q	-	19 8% pq	8 6% y	1 2%	14 11% yz	1 3%	-	6 4%
Don't know	40 7%	26 6%	8 12%	2 3%	14 7%	26 6%	19 6% q	-	16 6% q	12 9%	2 5%	12 9%	1 1%	8 9%	5 4%
NET: Definitely/probably will	68 12%	47 11%	5 8%	11 17%	23 12%	46 11%	40 13% q	-	26 10% q	17 13%	6 13%	10 7%	10 18% w	10 12%	16 11%
NET: Definitely/probably won't do this	30 5%	14 3%	5 8%	10 15% P	16 9% o	14 3%	14 5% q	-	16 6% q	7 5%	4 9%	9 7%	3 6%	2 2%	5 4%
NET: Had something done/in the process	364 61%	282 68% QR	32 50%	24 37%	92 49%	272 67% n	202 64%	134 100% pr	149 59%	74 55%	28 65%	78 59%	34 63%	53 63%	97 67%
NET: Not (yet) had something done/in the process (rec'd GDAR only)	124 21%	76 18%	14 22%	24 38% P	51 28% o	72 18%	68 21% q	-	52 21% q	28 21%	11 25%	23 18%	15 28%	18 21%	28 19%
NET: Had something done/in the process/definitely or probably will	432 73%	329 80% QR	38 58%	34 54%	115 61%	318 78% n	242 76%	134 100% pr	175 70%	91 68%	34 78%	87 66%	44 81%	63 75%	113 77% w
NET: Might or might not/definitely or probably won't	55 9%	28 7%	9 14%	13 21% P	29 15% o	27 7%	28 9% q	-	26 10% q	11 8%	5 12%	14 10%	6 10%	8 9%	12 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 278

I2_MOST (AM) (ALL) For each of the improvements that were recommended, which of the following best describes what, if anything, has been done or is intended to be done, even if the work will not be done as part of the Green Deal?

Base: All who have not (yet) received their GDAR

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base 593	414	65*	64*	187	406	316	134	252	133	43*	132	54*	85*	146
Effective base 546	380	61	61	175	372	299	124	225	119	39	128	48	75	138
NET: Not made a decision/ assessor did not recommend this/don't know if recommended/don't know (not rec'd GDAR only) 105 18%	56 14%	18 28% P	16 25% P	43 23% o	62 15%	47 15% p	-	50 20% q	31 23% x	4 10%	31 23% w	5 8%	13 16%	21 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	634	339	293	232	248	152	519	102	161	471	530	104	409	225	446	81	107	188
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
Was planning to do it anyway	58 9%	27 8%	31 10%	15 7%	22 9%	20 13% c	53 10%	4 5%	16 10%	42 9%	41 8%	17 14%	18 5%	39 14% l	55 12% opq	1 2%	2 2%	3 2%
To save money on energy bills	324 51%	158 47%	166 56% a	117 52%	134 53%	72 47%	275 52%	43 48%	79 50%	245 52%	260 50%	64 54%	173 49%	150 54%	260 56% pq	32 47% pq	31 32%	63 38% p
Wanted a warmer/more comfortable home	291 46%	144 43%	146 49%	118 53% e	111 44%	61 40%	245 46%	42 47%	56 35%	235 49% h	245 47%	46 39%	166 46%	125 45%	233 50% pq	33 48% pq	25 25%	58 34% p
To help with associated problems (e.g. condensation illness)	49 8%	26 8%	23 8%	26 12% d	11 4%	12 8%	43 8%	4 5%	21 13% i	28 6%	43 8%	6 5%	28 8%	22 8%	39 8%	5 8%	5 5%	10 6%
To reduce energy use for environmental reasons	153 24%	63 19%	90 30% a	54 24%	72 28% e	27 18%	133 25%	20 22%	34 21%	119 25%	120 23%	33 28%	65 18%	88 32% l	140 30% opq	4 6%	9 9%	13 8%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 8%	28 8%	26 9%	10 5%	29 11% c	14 9%	51 9% g	3 3%	19 12%	34 7%	20 4%	33 28% j	23 7%	30 11% l	50 11% opq	2 3%	1 1%	3 2%
Availability of cashback schemes/discounts to make improvements	43 7%	27 8%	16 5%	7 3%	22 9% c	14 9% c	41 8%	3 3%	13 8%	30 6%	10 2%	33 28% j	11 3%	32 11% l	42 9% opq	-	1 1%	1 1%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	12 2%	8 2%	4 1%	2 1%	7 3%	2 2%	10 2%	1 1%	5 3%	7 1%	2 *	10 8% j	3 1%	9 3%	12 3% q	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
It was free/paid for by someone else (e.g. landlord local authority energy company)	265 42%	132 40%	132 44%	100 45%	110 43%	55 36%	224 42%	36 40%	53 34%	212 45% h	244 47% k	20 17%	157 44%	107 39%	206 44% q	24 36%	34 34%	58 35%
(Measure) was recommended by friend/relative/word of mouth	44 7%	20 6%	23 8%	14 6%	25 10% e	4 3%	34 6%	9 11%	7 5%	36 8%	38 7%	6 5%	21 6%	23 8%	38 8% q	2 2%	4 4%	6 3%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	4 1%	4 1%	4 2%	2 1%	2 1%	5 1%	3 4% f	1 *	7 2%	6 1%	2 2%	4 1%	4 1%	5 1%	3 4% p	-	3 2%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	53 8%	32 10%	21 7%	23 10%	16 6%	14 9%	43 8%	9 10%	17 11%	36 8%	50 10% k	3 2%	24 7%	29 11%	14 3%	6 9% n	33 33% noq	39 23% no
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	5 1%	2 1%	3 1%	2 1%	1 1%	5 1%	1 1%	2 1%	4 1%	7 1%	-	7 2% m	-	4 1%	-	2 2%	2 1%
Doing other work to the property/having other building work done	15 2%	6 2%	9 3%	8 3%	4 2%	3 2%	13 2%	1 1%	1 1%	13 3%	13 3%	1 1%	5 1%	10 3%	14 3%	1 1%	-	1 *
Change in household (e.g. new baby someone ill in household)	13 2%	2 1%	10 3% a	9 4% d	-	4 2% d	9 2%	4 4%	5 3%	8 2%	10 2%	2 2%	6 2%	6 2%	11 2%	1 1%	1 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	12 2%	5 1%	7 2%	6 3%	4 2%	2 1%	10 2%	2 2%	2 1%	10 2%	7 1%	4 4%	5 1%	7 2%	12 2% q	-	-	-
Other	16 3%	6 2%	10 3%	2 1%	7 3%	7 4% c	16 3%	-	3 2%	13 3%	10 2%	6 5%	3 1%	12 4% l	12 3%	2 3%	2 2%	4 2%
Don't know	21 3%	11 3%	8 3%	8 3%	8 3%	3 2%	14 3%	3 4%	5 3%	14 3%	16 3%	4 4%	16 5%	4 2%	11 2%	5 7% n	5 5%	9 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	634	549	85	185	280	95	129	166	159	178	410	224
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
Was planning to do it anyway	58 9%	56 10% s	2 2%	13 8%	32 11%	13 13%	12 10%	10 6%	15 9%	20 11%	37 9%	21 9%
To save money on energy bills	324 51%	296 55% s	28 28%	90 50%	161 54%	53 55%	59 49%	86 52%	86 53%	93 50%	192 47%	131 57% w
Wanted a warmer/more comfortable home	291 46%	263 49% s	27 27%	93 52%	129 43%	42 44%	58 49%	78 47%	76 47%	79 42%	173 43%	118 51% w
To help with associated problems (e.g. condensation illness)	49 8%	43 8%	6 6%	21 12% uv	18 6%	3 3%	16 13% NO	14 8%	10 6%	10 5%	22 5%	27 12% w
To reduce energy use for environmental reasons	153 24%	144 27% s	9 9%	46 26%	79 26%	21 22%	21 18%	50 30% K	33 21%	49 26%	77 19%	76 33% w
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 8%	48 9%	5 5%	15 8%	27 9%	10 11%	8 7%	8 5%	12 8%	25 13% M	29 7%	24 11%
Availability of cashback schemes/discounts to make improvements	43 7%	42 8% s	1 1%	10 5%	25 8%	8 9%	2 2%	9 5%	11 7%	22 12% KM	26 6%	17 7%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	12 2%	12 2%	-	3 2%	7 2%	2 2%	1 1%	1 *	7 4% M	3 2%	7 2%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
It was free/paid for by someone else (e.g. landlord local authority energy company)	265 42%	228 43%	36 37%	69 39%	126 42%	46 48%	43 36%	73 44%	81 50% KO	66 36%	170 42%	94 41%
(Measure) was recommended by friend/relative/word of mouth	44 7%	42 8% s	1 1%	14 8%	20 7%	5 5%	7 6%	8 5%	10 6%	18 10%	28 7%	16 7%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	8 2%	-	2 1%	3 1%	2 2%	1 1%	-	5 3% M	2 1%	4 1%	4 2%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	53 8%	24 5%	29 29% r	11 6%	25 8%	10 10%	18 15% NO	13 8%	12 7%	10 5%	41 10% x	12 5%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	5 1%	2 2%	3 1%	3 1%	1 1%	2 1%	2 1%	1 1%	2 1%	6 1%	1 .
Doing other work to the property/having other building work done	15 2%	15 3%	-	8 5% u	4 1%	1 2%	6 5% N	3 2%	2 1%	4 2%	11 3%	4 2%
Change in household (e.g. new baby someone ill in household)	13 2%	12 2%	1 1%	6 3%	5 2%	2 2%	7 6% MN	1 1%	1 1%	4 2%	8 2%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	12 2%	12 2%	-	6 3%	6 2%	-	3 3%	1 *	3 2%	5 3%	3 1%	9 4% w
Other	16 3%	13 2%	3 3%	8 4%	7 2%	1 1%	3 2%	3 2%	4 2%	6 3%	5 1%	11 5% w
Don't know	21 3%	15 3%	6 6%	6 3%	5 2%	5 5%	4 3%	10 6% o	3 2%	3 2%	13 3%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	634	350	100	161	38	560	53	634	-	-	-	634	-
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
Was planning to do it anyway	58 9%	48 13% zA	5 5%	7 5%	4 11%	47 8%	8 15%	58 9%	-	-	-	58 9%	-
To save money on energy bills	324 51%	213 58% zA	43 45%	59 39%	23 60% A	280 50%	31 57%	324 51%	-	-	-	324 51%	-
Wanted a warmer/more comfortable home	291 46%	186 51% A	51 53% A	50 33%	20 54% A	248 45%	32 58%	291 46%	-	-	-	291 46%	-
To help with associated problems (e.g. condensation illness)	49 8%	22 6%	9 9%	14 10%	8 20% y	44 8%	5 8%	49 8%	-	-	-	49 8%	-
To reduce energy use for environmental reasons	153 24%	107 29% A	22 23%	24 16%	12 33% A	132 24%	15 27%	153 24%	-	-	-	153 24%	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 8%	44 12% zAB	4 5%	6 4%	-	49 9%	4 7%	53 8%	-	-	-	53 8%	-
Availability of cashback schemes/discounts to make improvements	43 7%	33 9% A	5 5%	5 3%	1 3%	38 7%	4 8%	43 7%	-	-	-	43 7%	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	12 2%	7 2%	1 1%	4 3%	-	11 2%	-	12 2%	-	-	-	12 2%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	265 42%	159 44%	40 42%	59 39%	15 39%	238 43%	20 37%	265 42%	-	-	-	265 42%	-
(Measure) was recommended by friend/relative/word of mouth	44 7%	29 8%	11 12% A	5 3%	2 5%	39 7%	3 5%	44 7%	-	-	-	44 7%	-
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	5 1%	3 3%	1 1%	-	7 1%	-	8 1%	-	-	-	8 1%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	53 8%	13 3%	6 7%	32 21% YZ	3 7%	44 8%	8 14%	53 8%	-	-	-	53 8%	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	2 1%	-	3 2%	1 2%	6 1%	1 2%	7 1%	-	-	-	7 1%	-
Doing other work to the property/having other building work done	15 2%	9 3%	5 5%	2 2%	2 4%	13 2%	2 3%	15 2%	-	-	-	15 2%	-
Change in household (e.g. new baby someone ill in household)	13 2%	9 2%	1 2%	4 3%	2 4%	8 1%	4 7% C	13 2%	-	-	-	13 2%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 279

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	12 2%	11 3%	1 1%	3 2%	3 9%	6 1%	6 11% C	12 2%	-	-	-	12 2%	-
Other	16 3%	11 3%	2 2%	1 1%	3 7% A	12 2%	2 4%	16 3%	-	-	-	16 3%	-
Don't know	21 3%	10 3%	-	8 5% z	-	16 3%	2 3%	21 3%	-	-	-	21 3%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	634	97	300	90	317	150	634	634	-	80	554	-	86	548	401	233
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Was planning to do it anyway	58 9%	20 19% bcdfg	21 7%	3 4%	24 8%	20 13% bcd	58 9% b	58 9% b	-	19 23% j	38 7%	-	17 19% m	41 7%	38 9%	20 9%
To save money on energy bills	324 51%	55 54% c	185 59% cfg	25 32%	162 54% c	79 52% c	324 51% c	324 51% c	-	50 59%	273 50%	-	60 66% m	264 48%	227 56% o	96 42%
Wanted a warmer/more comfortable home	291 46%	32 31%	153 48% a	35 45%	161 53% aefg	66 44% a	291 46% a	291 46% a	-	28 33%	262 48% i	-	44 49%	246 45%	213 53% o	78 34%
To help with associated problems (e.g. condensation illness)	49 8%	5 5%	23 7%	12 15% abdfg	25 8%	13 9%	49 8%	49 8%	-	8 9%	42 8%	-	9 11%	40 7%	34 8%	16 7%
To reduce energy use for environmental reasons	153 24%	25 24%	76 24%	16 20%	80 26%	41 27%	153 24%	153 24%	-	22 26%	131 24%	-	34 38% m	119 22%	101 25%	52 23%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 8%	53 51% bcdefg	5 2%	-	6 2%	33 22% bcdfg	53 8% bcd	53 8% bcd	-	39 46% j	14 3%	-	27 30% m	26 5%	26 7%	27 12% n
Availability of cashback schemes/discounts to make improvements	43 7%	30 29% bcdefg	1 *	3 4% b	6 2% b	28 18% bcdfg	43 7% bd	43 7% bd	-	33 39% j	10 2%	-	30 33% m	13 2%	28 7%	15 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	634	103*	317	78*	302	151	634	634	-**	85*	550	-**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	12 2%	8 8%	-	1 1%	4 1%	5 3%	12 2%	12 2%	-	10 11%	2 *	-	10 11%	2 *	9 2%	3 1%
It was free/paid for by someone else (e.g. landlord local authority energy company)	265 42%	8 8%	183 58%	15 20%	142 47%	35 23%	265 42%	265 42%	-	4 5%	261 47%	-	12 13%	253 46%	205 50%	60 26%
(Measure) was recommended by friend/relative/word of mouth	44 7%	6 6%	28 9%	3 3%	18 6%	5 4%	44 7%	44 7%	-	6 7%	37 7%	-	7 8%	36 7%	34 8%	10 4%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	2 2%	4 1%	2 2%	5 2%	2 1%	8 1%	8 1%	-	1 1%	7 1%	-	2 2%	6 1%	7 2%	2 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	53 8%	2 2%	26 8%	12 16%	18 6%	5 3%	53 8%	53 8%	-	2 2%	51 9%	-	-	53 10%	19 5%	33 15%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	1 1%	2 1%	-	5 2%	-	7 1%	7 1%	-	-	7 1%	-	-	7 1%	4 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Doing other work to the property/having other building work done	15 2%	3 3%	7 2%	1 1%	5 2%	4 2%	15 2%	15 2%	-	2 2%	13 2%	-	2 3%	12 2%	7 2%	7 3%
Change in household (e.g. new baby someone ill in household)	13 2%	3 3%	3 1%	2 3%	2 1%	6 4% bd	13 2% bd	13 2% bd	-	-	13 2%	-	4 4%	9 2%	6 2%	7 3%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	12 2%	2 1%	4 1%	2 2%	3 1%	9 6% abdfg	12 2%	12 2%	-	2 3%	9 2%	-	7 8% m	4 1%	6 1%	6 2%
Other	16 3%	-	6 2%	4 5% a	7 2%	3 2%	16 3%	16 3%	-	1 2%	15 3%	-	3 3%	13 2%	6 1%	10 4% n
Don't know	21 3%	4 4%	10 3%	3 4%	13 4%	3 2%	21 3%	21 3%	-	-	21 4%	-	1 1%	20 4%	8 2%	12 5% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	634	58	258	147	133	283	174	209	112	93	125	67	57	577	57	503	88	415
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Was planning to do it anyway	58 9%	1 1%	28 11% p	12 8%	16 11% p	21 7%	21 12%	24 12%	2 2%	8 10% PS	5 4%	1 1%	1 1%	57 10% u	17 28% UVW	38 8%	2 3%	36 9%
To save money on energy bills	324 51%	23 42%	116 45%	87 59% pq	89 63% pq	158 55%	100 56% O	94 46%	78 66% RS	43 53% S	60 46% S	12 20%	7 13%	317 54% u	33 54% V	265 53% V	22 27%	243 58% UV
Wanted a warmer/more comfortable home	291 46%	21 38%	102 40%	82 55% pq	75 53% q	136 47%	91 51% O	80 39%	62 52% S	56 69% PRS	51 39% S	11 17%	9 18%	281 48% u	22 35%	244 49% V	21 25%	223 53% TUV
To help with associated problems (e.g. condensation illness)	49 8%	3 6%	21 8%	15 10%	7 5%	19 7%	16 9%	17 8%	11 9%	8 9%	6 4%	4 7%	3 7%	46 8%	4 6%	38 8%	4 5%	34 8%
To reduce energy use for environmental reasons	153 24%	8 15%	51 20%	46 31% pq	44 31% pq	70 24%	62 35% MO	48 23%	28 24% S	17 21%	36 27% S	6 9%	6 11%	147 26% u	20 33% V	123 26% V	11 14%	112 27% UV
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 8%	-	19 7% p	15 10% p	19 14% p	22 8%	19 10%	26 13%	7 6%	3 4%	4 3%	-	-	53 9% u	20 32% UVW	25 5%	1 2%	24 6%
Availability of cashback schemes/discounts to make improvements	43 7%	-	10 4%	15 10% pq	18 13% pq	22 7%	11 6%	21 10%	9 8% S	2 3%	4 3%	-	-	43 7% u	17 27% UVW	24 5%	1 1%	22 5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	12 2%	-	2 1%	4 3%	6 5% q	8 3% N	-	4 2%	-	1 2%	5 4% P	-	-	12 2%	4 7% UW	8 2%	1 1%	6 2%
It was free/paid for by someone else (e.g. landlord local authority energy company)	265 42%	29 53%	102 40%	69 46%	53 38%	152 53% O	82 46% O	69 34%	42 36%	28 34%	90 69% PQS	23 37%	17 33%	248 43%	4 7%	243 49% T	37 44% T	206 49% T
(Measure) was recommended by friend/relative/word of mouth	44 7%	6 10%	15 6%	11 8%	9 7%	23 8%	15 8%	17 8%	9 8%	6 7%	7 5%	1 2%	-	44 7% u	6 11%	36 7%	7 8%	29 7%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	-	4 2%	1 1%	2 2%	4 1%	4 2%	5 3%	-	1 1%	-	2 3%	-	8 1% UW	3 5% UW	4 1%	1 1%	3 1%
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	53 8%	10 18% qrl	21 8%	5 4%	10 7%	17 6%	7 4%	25 12% MN	4 3%	3 3%	1 1%	29 48% PQR	27 52% v	26 4%	-	46 9% TW	22 26% TUW	24 6%
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	7 1%	-	2 1%	3 2%	-	2 1%	2 1%	3 1%	1 1%	1 1%	-	1 2%	1 2%	5 1% W	* 1%	5 1% W	3 3% W	3 1%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Doing other work to the property/having other building work done	15 2%	-	4 2%	6 4%	4 3%	5 2%	6 4%	5 2%	4 3%	1 1%	-	-	-	15 3%	3 5%	12 2%	1 1%	11 3%
Change in household (e.g. new baby someone ill in household)	13 2%	-	6 2%	2 1%	5 3%	2 1%	8 5% M	6 3%	6 5% QR	-	-	-	-	13 2%	8 12% UVW	5 1%	1 1%	4 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	12 2%	-	7 3%	1 *	3 2%	4 1%	4 2%	4 2%	-	3 3%	3 2%	-	-	12 2%	3 5%	8 1%	1 1%	7 2%
Other	16 3%	1 1%	4 2%	5 3%	5 4%	5 2%	3 2%	6 3%	3 2%	1 1%	2 2%	2 3%	2 3%	14 2%	1 2%	11 2%	1 1%	10 2%
Don't know	21 3%	1 3%	6 2%	3 2%	4 3%	4 2%	8 4%	6 3%	3 2%	4 4%	3 3%	3 4%	2 4%	19 3%	2 4%	8 2%	2 2%	6 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	634	244	265	287	222	42	172	67	242	163	76	319	281	232	242	178
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Was planning to do it anyway	58 9%	30 12%	24 9%	37 13%	17 8%	3 7%	25 15%	6 8%	8 4%	17 10% D	18 20% DE	14 5%	40 13% G	17 7%	28 11%	16 9%
To save money on energy bills	324 51%	128 52% A	134 50% zA	158 54% A	104 47% A	11 26%	87 51%	41 58%	95 42%	107 61% D	61 69% D	136 45%	172 58% G	110 50%	122 50%	102 55%
Wanted a warmer/more comfortable home	291 46%	119 49% A	124 47% zA	148 51% A	96 43% A	12 27%	84 50%	32 46%	84 37%	98 56% D	51 58% D	134 44%	147 49%	99 45%	108 44%	93 50%
To help with associated problems (e.g. condensation illness)	49 8%	17 7%	22 8% z	25 9% w	14 6%	3 7%	12 7%	5 7%	17 8%	15 9%	7 8%	27 9%	22 7%	22 10%	16 7%	13 7%
To reduce energy use for environmental reasons	153 24%	71 29% zA	62 23% zA	95 33% wxzA	39 17% A	2 5%	54 32%	18 25%	31 14%	51 29% D	40 45% DE	60 20%	86 29% G	46 21%	54 22%	53 29%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 8%	37 15% xzA	10 4% z	42 15% xzA	5 2%	-	31 18%	6 9%	10 5%	12 7%	14 16% D	17 6%	33 11% G	11 5%	26 11% I	17 9%
Availability of cashback schemes/discounts to make improvements	43 7%	27 11% xzA	8 3%	30 10% xzA	5 2%	-	20 12%	7 10%	8 4%	16 9% D	10 11% D	9 3%	30 10% G	9 4%	20 8%	16 9%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	12 2%	7 3% xz	1 *	7 2% x	1 *	-	6 4%	1 2%	7 3%	1 *	3 3%	3 1%	9 3%	2 1%	3 1%	7 4% 1
It was free/paid for by someone else (e.g. landlord local authority energy company)	265 42%	96 39%	119 45% A	119 41%	96 43% A	13 29%	64 38%	29 41%	90 40%	78 44%	46 52%	112 37%	137 46% G	94 42%	90 37%	86 46%
(Measure) was recommended by friend/relative/word of mouth	44 7%	19 8%	18 7%	25 9%	12 6%	2 5%	18 10%	2 3%	10 4%	19 11% D	8 9%	9 3%	31 10% G	14 6%	17 7%	13 7%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	7 3% xz	1 *	7 3% xz	-	-	5 3%	2 2%	2 1%	4 2%	-	3 1%	2 7%	4 2%	4 1%	1 *
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	53 8%	7 3%	40 15% wy	9 3%	38 17% wxy	21 48% wxyz	3 2%	4 6%	30 13%	13 7%	4 5%	37 12% H	15 5%	21 9%	16 7%	16 9%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	3 1%	3 1%	3 1%	3 2%	3 6% wxy	3 2%	-	3 1%	3 1%	-	4 1%	2 7%	3 1%	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 280

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Doing other work to the property/having other building work done	15 2%	9 4%	5 2%	10 4%	4 2%	-	6 4%	3 4%	2 1%	2 1%	7 8% DE	3 1%	9 3%	6 3%	5 2%	4 2%
Change in household (e.g. new baby someone ill in household)	13 2%	10 4% xz	3 1%	12 4% xz	1 1%	-	9 5%	1 1%	2 1%	7 4%	1 1%	5 2%	6 2%	8 4%	4 1%	1 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	12 2%	7 3%	2 1%	7 3%	1 *	-	6 3%	1 1%	2 1%	3 2%	4 5% D	6 2%	5 2%	6 3%	2 1%	4 2%
Other	16 3%	3 1%	9 3%	6 2%	6 3%	-	2 1%	-	5 2%	8 4%	-	6 2%	10 3%	4 2%	9 4%	3 2%
Don't know	21 3%	7 3%	7 3%	7 3%	7 3%	4 8% x	6 4%	1 2%	9 4%	3 2%	-	10 3%	5 2%	6 3%	5 2%	9 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 281

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	634	246	401	473	161	267	241	115	477	80	527	33
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
Was planning to do it anyway	58 9%	34 15% JK	38 9%	50 11% IK	7 5%	35 13% I	17 7%	6 6%	42 9%	8 10%	48 9%	6 19%
To save money on energy bills	324 51%	125 53% K	227 56% K	261 55% K	62 40%	151 54%	114 47%	54 53%	251 53%	34 42%	286 54%	12 41%
Wanted a warmer/more comfortable home	291 46%	102 44%	213 53% HJK	237 50% HK	53 34%	137 50%	107 44%	44 43%	227 48%	32 40%	256 48%	9 32%
To help with associated problems (e.g. condensation illness)	49 8%	26 11%	34 8%	41 9%	8 5%	22 8%	17 7%	10 10%	38 8%	5 6%	40 7%	2 8%
To reduce energy use for environmental reasons	153 24%	67 29% K	101 25%	122 26%	31 20%	78 28%	55 23%	19 18%	122 26%	15 18%	138 26%	8 25%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 8%	24 10% I	26 7%	37 8% I	16 10%	28 10%	19 8%	5 5%	46 10%	4 5%	48 9%	3 11%
Availability of cashback schemes/discounts to make improvements	43 7%	19 8%	28 7%	34 7%	9 6%	26 10% m	17 7% m	- -	39 8%	2 3%	40 8%	1 3%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	12 2%	5 2%	9 2%	11 2%	1 1%	8 3%	4 2%	- -	11 2%	1 2%	11 2%	1 4%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 281

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
It was free/paid for by someone else (e.g. landlord local authority energy company)	265 42%	81 35%	205 50% HJK	220 46% HK	45 29%	111 40%	107 44%	45 44%	198 42%	34 43%	226 43%	11 38%
(Measure) was recommended by friend/relative/word of mouth	44 7%	20 9% K	34 8% K	38 8% K	5 3%	17 6%	18 7%	8 8%	38 8%	2 2%	41 8%	- -
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	5 2%	7 2%	7 2%	1 1%	1 -	5 2%	2 2%	8 2%	- -	8 2%	- -
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	53 8%	12 5%	19 5%	25 5%	28 18% HIJ	17 6%	24 10%	12 11%	25 5%	17 22% L	26 5%	5 16% N
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	7 1%	3 1%	4 1%	6 1%	1 1%	1 -	2 1%	4 3% k	4 1%	1 1%	5 1%	1 3%
Doing other work to the property/having other building work done	15 2%	10 4% IJ	7 2%	10 2%	5 3%	7 3%	5 2%	2 2%	12 3%	2 3%	14 3%	1 2%
Change in household (e.g. new baby someone ill in household)	13 2%	8 3% I	6 2%	11 2% I	2 1%	5 2%	6 2%	2 2%	12 3%	1 1%	12 2%	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 281

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13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	12 2%	7 3% 	6 1%	11 2% 	1 1%	9 3% 	1 *	2 2%	12 2%	-	11 2%	1 3%
Other	16 3%	7 3%	6 1%	9 2%	7 4% 	8 3%	5 2%	3 3%	11 2%	5 6%	9 2%	3 11% N
Don't know	21 3%	4 2%	8 2%	9 2%	11 7% HIJ	9 3%	5 2%	3 3%	12 3%	1 1%	14 3%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 281

I3 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	634	515	48	32	123	511	398	312	215	130	54	129	69	101	151
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
Was planning to do it anyway	58 9%	41 8%	12 25% P	2 8%	11 9%	46 9%	55 14% r	45 14% r	3 1%	16 12%	4 7%	9 8%	6 9%	13 12%	9 6%
To save money on energy bills	324 51%	278 54%	23 48%	10 31%	49 40%	275 53% n	217 55% r	183 58% pr	101 46%	63 47%	25 48%	43 36%	44 61% w	74 67% uvwz	74 51% w
Wanted a warmer/more comfortable home	291 46%	256 49% Q	15 32%	12 36%	47 39%	243 47%	198 50% r	165 53% pr	87 40%	54 41%	23 44%	35 30%	35 48% w	75 68% uvwxyz	68 46% w
To help with associated problems (e.g. condensation illness)	49 8%	38 7%	3 6%	1 2%	7 6%	42 8%	28 7%	23 7%	17 8%	11 9%	4 8%	8 6%	6 8%	13 11%	8 5%
To reduce energy use for environmental reasons	153 24%	129 25%	11 24%	4 14%	22 18%	131 26%	111 28% r	91 29% r	39 16%	29 22% w	10 19% w	9 8%	29 40% uvwz	52 47% uvwz	25 17% w
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 8%	43 8%	6 13%	2 6%	8 7%	45 9%	50 13% r	48 15% pr	3 1%	9 7%	3 5%	5 4%	10 14% w	11 10%	15 11% w
Availability of cashback schemes/discounts to make improvements	43 7%	40 8%	2 4%	- -	4 3%	39 8%	35 9% r	31 10% r	8 4%	5 4%	4 8%	7 6%	9 13% u	7 6%	11 8%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	12 2%	11 2%	- -	1 4%	1 1%	11 2%	11 3% r	11 3% r	1 1%	1 1%	- -	1 1%	4 6%	2 2%	4 3%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 281

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
It was free/paid for by someone else (e.g. landlord local authority energy company)	265 42%	234 45% Q	9 18%	14 45%	51 42%	214 42%	144 36%	116 37%	118 53% pq	45 33%	29 55% uwz	39 33%	27 37%	70 64% uwz	54 37%
(Measure) was recommended by friend/relative/word of mouth	44 7%	40 8%	2 4%	-	2 2%	42 8% n	29 7%	27 9%	15 7%	9 7%	6 12% z	6 5%	8 11% z	11 10% z	4 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	7 1%	1 2%	-	-	8 2%	8 2% r	7 2% r	-	3 2%	1 1%	-	3 4% w	1 1%	1 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	53 8%	34 6%	7 16% P	7 20%	22 19% o	31 6%	16 4%	12 4%	36 16% pq	17 13% vxy	1 1%	21 18% vxyz	3 3%	3 3%	9 6%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	7 1%	-	-	1 1%	6 1%	3 1%	2 1%	3 2%	2 2%	2 3%	1 1%	-	-	2 1%
Doing other work to the property/having other building work done	15 2%	11 2%	4 7% P	-	3 2%	12 2%	13 3%	9 3%	2 1%	6 4% wz	1 1%	-	5 6% wz	3 2%	1 1%
Change in household (e.g. new baby someone ill in household)	13 2%	9 2%	2 3%	2 6%	2 2%	11 2%	13 3% r	8 2% r	-	2 2%	-	-	3 5% w	6 5% w	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 281

13 (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	12 2%	8 2%	3 7% P	-	1 1%	11 2%	8 2% q	4 1%	3 2%	3 2%	1 1%	-	3 5% w	1 1%	3 2%
Other	16 3%	12 2%	3 6%	2 5%	7 6% o	9 2%	10 2% q	5 1%	6 3%	7 5% y	-	2 1%	5 7% y	-	3 2%
Don't know	21 3%	13 2%	2 4%	1 2%	2 1%	19 4%	12 3% q	6 2%	3 1%	8 6% y	1 3%	7 6% y	1 2%	1 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 282

I3_SUM (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

I3: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Unweighted Base	211	226	61	3	15	25	79	7	5	-	2
Weighted Base	200	240	54	2	12	28	83	6	6	-	3
Effective base	193	208	58	3	15	24	73	6	5	-	2
Was planning to do it anyway	15 7%	15 6%	2 3%	-	1 7%	2 6%	19 23%	2 27%	1 19%	-	2 57%
To save money on energy bills	101 50%	130 54%	16 30%	1 33%	5 40%	16 58%	44 53%	3 47%	6 100%	-	2 57%
Wanted a warmer/more comfortable home	102 51%	116 48%	20 38%	-	7 57%	15 54%	24 28%	2 39%	1 20%	-	3 100%
To help with associated problems (e.g. condensation illness)	15 8%	16 7%	8 15%	-	2 19%	3 9%	3 3%	2 38%	-	-	-
To reduce energy use for environmental reasons	54 27%	52 22%	11 20%	1 33%	1 6%	9 31%	18 22%	3 50%	2 39%	-	3 100%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	-	-	-	-	-	-	53 64%	-	-	-	-
Availability of cashback schemes/discounts to make improvements	4 2%	1	2 4%	-	1 7%	6 21%	27 33%	-	3 41%	-	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	3 2%	-	1 2%	-	-	1 5%	5 6%	-	1 21%	-	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	95 48%	141 59%	12 21%	2 75%	3 28%	9 30%	2 2%	1 23%	-	-	-
(Measure) was recommended by friend/relative/word of mouth	9 5%	24 10%	2 3%	-	-	1 4%	6 7%	-	1 19%	-	-
Saw (Measure) demonstrated somewhere (show home public building etc)	1	3 1%	1 2%	-	-	1 3%	1 1%	-	-	-	1 43%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 282

I3_SUM (M) Why did you have (Measure) installed?

Base: All key measures that have been installed

I3: Summary table										
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	200	240	54	2	12	28	83	6	6	3
Effective base	193	208	58	3	15	24	73	6	5	2
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	16 8%	22 9%	12 21%	-	-	1 4%	1 1%	1 25%	-	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 2%	1	-	-	-	-	1 1%	-	-	-
Doing other work to the property/having other building work done	4 2%	6 2%	1 1%	1 25%	-	-	2 2%	-	-	2 57%
Change in household (e.g. new baby someone ill in household)	2 1%	3 1%	2 4%	-	-	-	3 4%	2 39%	-	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	1	2 1%	-	-	1 7%	3 11%	2 2%	2 27%	-	2 57%
Other	5 3%	4 2%	4 7%	1 25%	-	3 9%	-	-	-	-
Don't know	7 3%	7 3%	2 4%	-	1 7%	-	3 3%	1 14%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	523	278	244	182	206	134	432	81	138	384	432	91	336	187	370	56	97	153
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
Was planning to do it anyway	55 10%	27 10%	28 11%	13 8%	21 10%	20 15% c	50 11%	4 6%	14 11%	40 10%	38 9%	17 16%	18 6%	36 16% l	52 13% opq	1 2%	2 2%	3 2%
To save money on energy bills	268 51%	133 48%	135 55%	90 51%	114 54%	64 48%	231 52%	32 46%	67 49%	201 52%	210 50%	58 56%	150 51%	118 51%	218 56% pq	23 49% pq	27 30%	51 37% p
Wanted a warmer/more comfortable home	239 46%	123 45%	116 47%	92 52% e	93 44%	54 40%	204 46%	32 45%	48 36%	191 49% h	199 47%	40 39%	141 48%	97 42%	192 50% pq	24 51% pq	23 25%	47 34% p
To help with associated problems (e.g. condensation illness)	43 8%	23 8%	20 8%	23 13% d	10 5%	10 8%	38 9%	4 6%	19 14% i	24 6%	37 9%	6 6%	25 9%	18 8%	34 9%	5 10%	5 5%	9 7%
To reduce energy use for environmental reasons	128 24%	57 21%	70 28%	40 22%	65 31% e	24 17%	110 25%	17 25%	29 22%	98 25%	97 23%	30 29%	58 20%	70 30% l	116 30% opq	3 7%	9 10%	12 9%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 10%	28 10%	26 10%	10 6%	29 14% c	14 10%	51 11% g	3 4%	19 14%	34 9%	20 5%	33 32% j	23 8%	30 13%	50 13% pq	2 4%	1 1%	3 2%
Availability of cashback schemes/discounts to make improvements	41 8%	25 9%	16 6%	7 4%	20 9%	14 10%	38 9%	3 4%	10 8%	30 8%	10 2%	30 29% j	11 4%	29 13% l	40 10% opq	-	1 1%	1 1%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 2%	5 2%	4 2%	2 1%	4 2%	2 2%	7 2%	1 1%	3 2%	7 2%	2 1%	7 7% j	3 1%	6 3%	9 2%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 43%	114 41%	112 45%	86 49% e	93 44%	46 34%	191 43%	31 44%	49 36%	176 46%	206 49% k	19 19%	140 48% m	86 37%	175 45% p	22 45%	29 32%	51 37%
(Measure) was recommended by friend/relative/word of mouth	41 8%	20 7%	21 8%	13 8%	24 11% e	4 3%	33 7%	9 12%	7 5%	34 9%	36 9%	6 5%	20 7%	22 9%	36 9%	2 3%	4 5%	6 4%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 2%	4 1%	4 2%	4 3%	2 1%	2 1%	5 1%	3 5% f	1 1%	7 2%	6 1%	2 2%	4 1%	4 2%	5 1%	3 6% npq	-	3 2%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 10%	30 11%	21 9%	23 13% d	14 6%	14 10%	42 10%	8 11%	16 12%	35 9%	48 11% k	3 3%	22 7%	29 13%	14 4%	5 11% n	32 36% noq	37 27% no
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	5 2%	2 1%	3 2%	2 1%	1 1%	5 1%	1 1%	2 2%	4 1%	7 2%	-	7 2% m	-	4 1%	-	2 3%	2 2%
Doing other work to the property/having other building work done	14 3%	5 2%	9 4%	7 4%	4 2%	3 2%	12 3%	1 2%	1 1%	12 3%	12 3%	1 1%	5 2%	9 4%	13 3%	1 1%	-	1 *
Change in household (e.g. new baby someone ill in household)	13 2%	2 1%	10 4% a	9 5% d	-	4 3% d	9 2%	4 6%	5 4%	8 2%	10 2%	2 2%	6 2%	6 3%	11 3%	1 1%	1 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	4 1%	4 2%	3 2%	3 1%	2 1%	7 2%	1 1%	2 1%	6 2%	5 1%	3 3%	4 1%	4 2%	8 2%	-	-	-
Other	15 3%	6 2%	8 3%	2 1%	7 3%	6 4%	15 3%	-	3 2%	11 3%	10 2%	5 4%	3 1%	11 5% 1	11 3%	2 4%	2 2%	4 3%
Don't know	19 4%	11 4%	8 3%	8 4%	8 4%	3 2%	14 3%	3 5%	5 3%	14 4%	16 4%	3 3%	15 5%	4 2%	10 3%	5 9% n	5 5%	9 7% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	523	446	77	154	233	81	103	130	133	156	352	171
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
Was planning to do it anyway	55 10%	53 12% s	2 2%	12 8%	32 13%	11 14%	11 11%	9 7%	15 11%	20 13%	37 11%	18 10%
To save money on energy bills	268 51%	241 56% s	27 30%	77 51%	132 54%	44 54%	49 50%	65 49%	74 55%	81 50%	165 47%	103 59% w
Wanted a warmer/more comfortable home	239 46%	212 49% s	26 29%	76 51%	109 44%	33 41%	48 49%	58 44%	64 48%	70 43%	148 43%	91 52%
To help with associated problems (e.g. condensation illness)	43 8%	37 9%	6 7%	19 12% v	17 7%	3 4%	12 13% O	13 10%	10 7%	8 5%	20 6%	23 13% w
To reduce energy use for environmental reasons	128 24%	119 27% s	9 10%	39 26%	66 27%	16 20%	17 17%	38 29% K	30 22%	43 27%	70 20%	58 33% w
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 10%	48 11%	5 6%	15 10%	27 11%	10 13%	8 8%	8 6%	12 9%	25 15% M	29 8%	24 14%
Availability of cashback schemes/discounts to make improvements	41 8%	39 9% s	1 2%	10 6%	23 9%	8 10%	2 2%	9 7%	8 6%	22 14% KN	26 8%	14 8%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 2%	9 2%	-	3 2%	4 2%	2 2%	1 1%	1 1%	4 3%	3 2%	7 2%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 43%	192 44%	34 38%	64 43%	102 41%	40 49%	38 40%	62 47% O	71 53% KO	53 33%	148 42%	78 44%
(Measure) was recommended by friend/relative/word of mouth	41 8%	40 9% s	1 1%	14 9%	19 8%	4 5%	7 8%	8 6%	10 8%	16 10%	26 7%	16 9%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 2%	8 2%	-	2 1%	3 1%	2 2%	1 1%	-	5 4% M	2 1%	4 1%	4 2%
The work was required by my landlord/local authority/housing association/freeholder/other organisation "I didn't have a choice"	51 10%	22 5%	29 32% r	11 7%	25 10%	8 10%	18 19% NO	13 10%	10 7%	10 6%	40 12%	11 6%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	5 1%	2 2%	3 2%	3 1%	1 1%	2 2%	2 1%	1 1%	2 1%	6 2%	1 *
Doing other work to the property/having other building work done	14 3%	14 3%	-	7 5%	4 2%	1 2%	5 6%	3 2%	2 1%	4 2%	10 3%	4 2%
Change in household (e.g. new baby someone ill in household)	13 2%	12 3%	1 1%	6 4%	5 2%	2 3%	7 7% MN	1 1%	1 1%	4 2%	8 2%	5 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	8 2%	-	3 2%	4 2%	-	2 2%	1 1%	2 1%	4 2%	3 1%	5 3%
Other	15 3%	12 3%	3 3%	6 4%	7 3%	1 1%	3 3%	2 2%	4 3%	6 4%	5 2%	9 5% w
Don't know	19 4%	15 3%	4 5%	6 4%	5 2%	5 6%	4 4%	9 7% O	3 2%	3 2%	13 4%	7 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	523	298	80	129	28	463	43	523	-	-	-	523	-
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
Was planning to do it anyway	55 10%	45 15% zA	5 6%	5 4%	3 9%	45 10%	6 14%	55 10%	-	-	-	55 10%	-
To save money on energy bills	268 51%	181 59% zA	33 43%	47 39%	16 57%	232 50%	26 57%	268 51%	-	-	-	268 51%	-
Wanted a warmer/more comfortable home	239 46%	155 50% A	39 51% A	42 35%	14 51%	207 45%	24 52%	239 46%	-	-	-	239 46%	-
To help with associated problems (e.g. condensation illness)	43 8%	21 7%	6 8%	14 12%	5 19%	38 8%	5 10%	43 8%	-	-	-	43 8%	-
To reduce energy use for environmental reasons	128 24%	88 29% A	19 24%	20 17%	9 30%	109 24%	12 27%	128 24%	-	-	-	128 24%	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 10%	44 14% zA	4 6%	6 5%	-	49 11%	4 9%	53 10%	-	-	-	53 10%	-
Availability of cashback schemes/discounts to make improvements	41 8%	33 11% A	5 6%	2 2%	1 4%	35 8%	4 10%	41 8%	-	-	-	41 8%	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 2%	7 2%	1 1%	1 1%	-	8 2%	-	9 2%	-	-	-	9 2%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

13 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 43%	136 44%	34 44%	51 41%	12 44%	202 44%	18 41%	226 43%	-	-	-	226 43%	-
(Measure) was recommended by friend/relative/word of mouth	41 8%	27 9%	10 13% A	5 4%	2 7%	37 8%	3 6%	41 8%	-	-	-	41 8%	-
Saw (Measure) demonstrated somewhere (show home public building etc)	8 2%	5 2%	3 4%	1 1%	-	7 1%	-	8 2%	-	-	-	8 2%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 10%	12 4%	6 7%	32 26% YZ	3 10%	42 9%	8 17%	51 10%	-	-	-	51 10%	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	2 1%	-	3 3%	1 3%	6 1%	1 2%	7 1%	-	-	-	7 1%	-
Doing other work to the property/having other building work done	14 3%	9 3%	4 5%	2 2%	2 6%	12 3%	2 4%	14 3%	-	-	-	14 3%	-
Change in household (e.g. new baby someone ill in household)	13 2%	9 3%	1 2%	4 3%	2 6%	8 2%	4 8% C	13 2%	-	-	-	13 2%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 283

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	7 2%	1 1%	2 1%	2 6%	5 1%	3 7% C	8 1%	-	-	-	8 1%	-
Other	15 3%	10 3%	2 3%	1 1%	3 10%	10 2%	2 5%	15 3%	-	-	-	15 3%	-
Don't know	19 4%	10 3%	-	8 6% z	-	16 4%	2 4%	19 4%	-	-	-	19 4%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	523	80	231	63	225	109	523	523	-	72	451	-	74	449	316	207
Weighted Base	524	84*	244	56*	212	111	524	524	-**	75*	448	-**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Was planning to do it anyway	55 10%	20 24% bcdfg	20 8%	3 6%	22 11%	18 17% bcfg	55 10%	55 10%	-	19 25% j	35 8%	-	15 20% m	39 9%	36 11%	18 9%
To save money on energy bills	268 51%	48 57% c	140 57% cfg	20 35%	116 55% c	64 57% c	268 51% c	268 51% c	-	48 64% j	220 49%	-	53 69% m	215 48%	182 57% o	86 42%
Wanted a warmer/more comfortable home	239 46%	28 33%	118 48% a	23 42%	116 55% aefg	46 42%	239 46% a	239 46% a	-	28 37%	211 47%	-	38 50%	201 45%	170 53% o	69 34%
To help with associated problems (e.g. condensation illness)	43 8%	5 6%	19 8%	10 18% abfg	20 9%	12 11%	43 8%	43 8%	-	8 10%	36 8%	-	9 12%	34 8%	29 9%	14 7%
To reduce energy use for environmental reasons	128 24%	21 25%	55 23%	13 23%	58 27%	33 30%	128 24%	128 24%	-	22 29%	106 24%	-	31 41% m	97 22%	81 25%	46 23%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 10%	53 64% bcdefg	5 2%	-	6 3%	33 30% bcdfg	53 10% bcd	53 10% bcd	-	39 51% j	14 3%	-	27 35% m	26 6%	26 8%	27 13%
Availability of cashback schemes/discounts to make improvements	41 8%	28 33% bcdefg	1 *	3 6% b	6 3% b	25 23% bcdfg	41 8% bd	41 8% bd	-	30 40% j	10 2%	-	27 36% m	13 3%	25 8%	15 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

13 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	524	84*	244	56*	212	111	524	524	-**	75*	448	-**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 2%	5 6%	-	1 1%	4 2%	2 2%	9 2%	9 2%	-	7 9%	2 1%	-	7 10%	2 *	6 2%	3 2%
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 43%	6 7%	147 60%	13 23%	106 50%	28 25%	226 43%	226 43%	-	4 5%	222 49%	-	12 16%	214 48%	171 54%	54 27%
(Measure) was recommended by friend/relative/word of mouth	41 8%	6 7%	26 10%	3 5%	15 7%	5 5%	41 8%	41 8%	-	6 8%	35 8%	-	7 9%	34 8%	32 10%	9 4%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 2%	2 2%	4 2%	2 3%	5 2%	2 2%	8 2%	8 2%	-	1 1%	7 2%	-	2 3%	6 1%	7 2%	2 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 10%	1 1%	24 10%	12 22%	17 8%	4 3%	51 10%	51 10%	-	2 3%	49 11%	-	-	51 11%	19 6%	32 16%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	1 1%	2 1%	-	5 2%	-	7 1%	7 1%	-	-	7 1%	-	-	7 1%	4 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

13 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	524	84*	244	56*	212	111	524	524	**	75*	448	**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Doing other work to the property/having other building work done	14 3%	3 3%	6 2%	1 1%	4 2%	4 3%	14 3%	14 3%	-	2 3%	11 3%	-	2 3%	11 2%	6 2%	7 4%
Change in household (e.g. new baby someone ill in household)	13 2%	3 4%	3 1%	2 4%	2 1%	6 5% bd	13 2%	13 2%	-	-	13 3%	-	4 5%	9 2%	6 2%	7 3%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	2 2%	3 1%	1 2%	2 1%	5 5% bd	8 1%	8 1%	-	2 3%	5 1%	-	4 6% m	3 1%	4 1%	4 2%
Other	15 3%	-	5 2%	4 7% afg	6 3%	3 3%	15 3%	15 3%	-	1 2%	13 3%	-	3 3%	12 3%	4 1%	10 5% n
Don't know	19 4%	3 3%	10 4%	3 5%	12 6%	3 3%	19 4%	19 4%	-	-	19 4%	-	1 1%	19 4%	8 3%	11 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

13 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	523	47	217	122	107	240	140	175	94	70	96	60	52	471	51	416	78	338
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Was planning to do it anyway	55 10%	1 2%	25 12% p	12 9%	16 14% p	20 8%	19 13%	24 14%	2 2%	8 13% PS	5 5%	1 1%	1 2%	54 11% u	16 28% UVW	37 9% V	2 3%	35 10%
To save money on energy bills	268 51%	19 42%	100 46%	76 61% pq	67 60% q	133 55%	74 52%	84 49%	67 67% RS	36 57% S	42 43% S	10 18%	7 14%	262 55% u	31 56% V	214 52% V	18 24%	195 58% UV
Wanted a warmer/more comfortable home	239 46%	18 41%	85 40%	72 58% q	55 49%	117 48%	70 49%	68 39%	52 52% S	42 68% RS	39 40% S	10 18%	9 19%	230 48% u	18 33%	198 48% TV	18 24%	180 54% TUV
To help with associated problems (e.g. condensation illness)	43 8%	3 8%	19 9%	12 10%	7 6%	18 7%	13 9%	15 9%	9 9%	7 12%	5 5%	3 6%	3 6%	41 9%	4 7%	33 8%	4 5%	30 9%
To reduce energy use for environmental reasons	128 24%	8 18%	43 20%	40 32% q	33 29%	61 25%	48 34%	42 24%	25 26% S	15 23% S	25 26% S	5 9%	5 10%	123 26% u	19 34% V	100 24% V	10 13%	90 27% UV
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 10%	-	19 9%	15 12% p	19 17% pq	22 9%	19 13%	26 15% M	7 7%	3 6%	4 4%	-	-	53 11% u	20 36% UVW	25 6%	1 2%	24 7%
Availability of cashback schemes/discounts to make improvements	41 8%	-	10 5%	15 12% pq	15 14% pq	19 8%	11 7%	21 12%	9 9% RS	2 3%	1 1%	-	-	41 9% u	17 30% UVW	21 5%	1 2%	20 6%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 2%	-	2 1%	4 3%	4 3%	5 2%	-	4 2%	-	1 2%	2 2%	-	-	9 2%	4 8% UW	5 1%	1 2%	4 1%
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 43%	25 55%	90 42%	59 47%	42 38%	131 54% O	63 44% O	58 34%	36 36%	23 37%	75 76% PQS	20 37%	16 34%	209 44%	4 7%	206 50% T	33 43% T	174 52% T
(Measure) was recommended by friend/relative/word of mouth	41 8%	4 9%	15 7%	10 8%	9 8%	22 9%	14 10%	16 9%	9 9%	6 10%	5 5%	1 2%	-	41 9% u	6 12%	34 8%	6 8%	28 8%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 2%	-	4 2%	1 1%	2 2%	4 1%	4 3%	5 3%	-	1 1%	-	2 3%	-	8 2%	3 5% UW	4 1%	1 1%	3 1%
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	51 10%	9 20% rL	21 10%	5 4%	9 8%	17 7%	6 5%	24 14% MN	3 3%	3 4%	1 1%	28 52% PQR	26 54% v	25 5%	-	44 11% TW	21 28% TUW	23 7%
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	7 1%	-	2 1%	3 3%	-	2 1%	2 1%	3 2%	1 1%	1 2%	-	1 2%	1 3%	5 1%	* 1%	5 1% W	3 3%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Doing other work to the property/having other building work done	14 3%	-	4 2%	5 4%	4 4%	5 2%	5 4%	5 3%	4 4%	1 1%	-	-	-	14 3%	3 5%	11 3%	1 1%	10 3%
Change in household (e.g. new baby someone ill in household)	13 2%	-	6 3%	2 2%	5 4%	2 7%	8 6% M	6 3%	6 6% QR	-	-	-	-	13 3%	8 14% UVW	5 7%	1 7%	4 7%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	-	5 2%	1 1%	2 2%	3 1%	2 2%	3 2%	-	2 3%	1 1%	-	-	8 2%	2 3%	5 7%	1 7%	4 7%
Other	15 3%	1 2%	4 2%	5 4%	4 4%	5 2%	3 2%	6 4%	1 1%	1 2%	2 2%	2 3%	2 4%	13 3%	1 2%	10 2%	1 7%	9 3%
Don't know	19 4%	1 3%	6 3%	3 2%	4 3%	4 2%	8 5% M	6 3%	3 3%	4 6%	3 3%	3 5%	2 4%	18 4%	2 4%	8 2%	2 2%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	523	208	214	242	180	33	149	55	203	125	66	254	240	182	211	146
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Was planning to do it anyway	55 10%	29 14%	22 10%	34 14%	17 9%	3 8%	23 16%	6 10%	8 4%	15 11% D	16 22% D	13 5%	38 15% G	14 8%	28 13%	16 11%
To save money on energy bills	268 51%	108 52%	108 50% z	133 55%	83 46%	10 26%	77 52%	32 55%	85 44%	80 59% D	50 68% D	109 45%	147 59% G	86 49%	108 51%	82 55%
Wanted a warmer/more comfortable home	239 46%	101 49%	97 45% z	125 51%	74 41%	9 25%	75 51%	24 42%	74 39%	76 57% D	40 54% D	107 44%	122 49%	79 45%	92 43%	76 50%
To help with associated problems (e.g. condensation illness)	43 8%	15 7%	20 9% z	22 9% w	13 7%	3 8%	10 7%	5 9%	16 8%	13 10%	6 7%	24 10%	19 8%	20 11%	15 7%	10 7%
To reduce energy use for environmental reasons	128 24%	61 29% z	50 23% z	79 32% wxz	32 18%	2 6%	46 31%	15 25%	27 14%	41 30% D	29 40% D	51 21%	71 28%	39 22%	48 23%	42 28%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 10%	37 18% xz	10 4% z	42 17% xz	5 3%	-	31 21%	6 10%	10 5%	12 9%	14 19% D	17 7%	33 13% G	11 6%	26 12%	17 11%
Availability of cashback schemes/discounts to make improvements	41 8%	27 13% xz	8 4% z	30 12% xz	5 3%	-	20 13%	7 12%	6 3%	16 12% D	10 13% D	9 4%	27 11% G	9 5%	20 9%	13 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 2%	7 3% xz	1 *	7 3% x	1 *	-	6 4%	1 2%	5 2%	1 1%	3 4%	3 1%	6 3%	2 1%	3 2%	5 3%
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 43%	81 39%	99 46%	99 41%	81 45%	12 32%	55 38%	23 40%	83 44%	59 44%	37 50%	98 40%	116 46%	85 48% J	77 36%	69 46%
(Measure) was recommended by friend/relative/word of mouth	41 8%	19 9%	16 7%	24 10%	11 6%	2 5%	18 12%	2 3%	10 5%	16 12% D	8 11%	9 4%	29 12% G	14 8%	14 7%	13 9%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 2%	7 3% xz	1 *	7 3% xz	-	-	5 3%	2 3%	2 1%	4 3%	-	3 1%	2 1%	4 2%	4 2%	1 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 10%	7 4%	38 18% wy	8 3%	37 21% wxy	20 55%	3 2%	4 7%	29 15%	13 9%	4 6%	35 14% H	15 6%	20 11%	16 8%	15 10%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	3 1%	3 2%	3 1%	3 2%	3 7%	3 2%	-	3 2%	3 2%	-	4 2%	2 1%	3 2%	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 284

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Doing other work to the property/having other building work done	14 3%	8 4%	5 3%	9 4%	4 2%	-	5 4%	3 5%	2 1%	2 1%	6 8% DE	3 1%	8 3%	6 3%	5 2%	3 2%
Change in household (e.g. new baby someone ill in household)	13 2%	10 5% xz	3 1%	12 5% xz	1 1%	-	9 6%	1 2%	2 1%	7 5% D	1 1%	5 2%	6 2%	8 5%	4 2%	1 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	4 2%	2 1%	5 2%	1 *	-	3 2%	1 1%	1 *	2 1%	3 4%	3 1%	4 1%	3 2%	2 1%	2 1%
Other	15 3%	3 2%	8 4%	4 2%	6 4%	-	2 1%	-	5 3%	7 5%	-	6 2%	9 3%	4 2%	8 4%	3 2%
Don't know	19 4%	7 4%	7 3%	7 3%	7 4%	4 10%	6 4%	1 2%	9 5%	3 2%	-	10 4%	5 2%	6 4%	5 2%	8 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 285

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	523	196	316	381	142	220	204	90	387	74	425	33
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
Was planning to do it anyway	55 10%	32 17% JK	36 11% K	48 12% K	7 5%	32 14%	17 8%	6 7%	39 10%	8 11%	45 11%	6 19%
To save money on energy bills	268 51%	106 57% K	182 57% K	214 56% K	55 39%	119 52%	101 48%	46 57%	204 53%	33 44%	233 54%	12 41%
Wanted a warmer/more comfortable home	239 46%	85 45% K	170 53% HJK	192 50% K	47 33%	105 46%	96 46%	36 45%	184 48%	31 42%	208 49%	9 32%
To help with associated problems (e.g. condensation illness)	43 8%	21 11%	29 9%	35 9%	8 6%	18 8%	15 7%	10 12%	34 9%	5 7%	35 8%	2 8%
To reduce energy use for environmental reasons	128 24%	57 31% JK	81 25%	99 26%	28 20%	58 26%	51 25%	17 21%	101 26%	15 20%	113 26%	8 25%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 10%	24 13% I	26 8%	37 10% I	16 11%	28 12%	19 9%	5 7%	46 12%	4 5%	48 11%	3 11%
Availability of cashback schemes/discounts to make improvements	41 8%	19 10%	25 8%	31 8%	9 7%	24 10% m	17 8% m	- -	36 9%	2 3%	37 9%	1 3%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 2%	5 3%	6 2%	8 2%	1 1%	5 2%	4 2%	- -	8 2%	1 2%	8 2%	1 4%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 285

13 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 43%	65 35%	171 54% HJK	185 48% HK	41 29%	89 39%	96 46%	39 49%	165 43%	34 46%	190 44%	11 38%
(Measure) was recommended by friend/relative/word of mouth	41 8%	20 11% K	32 10% K	37 10% K	4 3%	17 7%	15 7%	8 10%	36 9%	2 3%	39 9%	- -
Saw (Measure) demonstrated somewhere (show home public building etc)	8 2%	5 3%	7 2%	7 2%	1 1%	1 1%	5 2%	2 3% k	8 2%	- -	8 2%	- -
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	51 10%	12 7%	19 6%	24 6%	27 19% HIJ	17 7%	23 11%	11 13%	23 6%	17 23% L	24 6%	5 16% N
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	7 1%	3 2%	4 1%	6 1%	1 1%	1 1%	2 1%	4 4% k	4 1%	1 1%	5 1%	1 3%
Doing other work to the property/having other building work done	14 3%	9 5% IJ	6 2%	9 2%	5 3%	6 3%	5 2%	2 3%	11 3%	2 3%	13 3%	1 2%
Change in household (e.g. new baby someone ill in household)	13 2%	8 4% I	6 2%	11 3% I	2 1%	5 2%	6 3%	2 3%	12 3%	1 1%	12 3%	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 285

13 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	5 3%	4 1%	7 2% I	1 1%	6 3%	1 *	1 1%	8 2%	-	7 2%	1 3%
Other	15 3%	5 3%	4 1%	8 2% I	7 5% I	7 3%	5 2%	3 3%	10 3%	5 7%	8 2%	3 11% N
Don't know	19 4%	4 2%	8 3%	9 2%	10 7% HIJ	9 4%	5 3%	3 4%	12 3%	1 1%	14 3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 285

13 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	523	420	42	29	113	410	324	249	183	112	45	108	54	83	121
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
Was planning to do it anyway	55 10%	40 9%	10 25% P	2 9%	11 10%	43 11%	52 16% r	44 17% r	3 2%	14 13%	4 9%	9 9%	6 11%	12 14%	9 7%
To save money on energy bills	268 51%	227 54%	21 51%	9 30%	45 41%	223 54% n	182 56% r	152 61% pr	82 44%	54 48%	21 48%	37 36%	35 62% w	55 62% w	66 55% w
Wanted a warmer/more comfortable home	239 46%	208 49% Q	13 31%	10 35%	44 40%	195 47%	161 50% r	132 53% r	73 39%	46 40%	22 49%	32 31%	28 49% w	57 65% uwz	55 46% w
To help with associated problems (e.g. condensation illness)	43 8%	35 8%	3 7%	1 3%	7 6%	36 9%	25 8%	20 8%	16 9%	9 8%	4 10%	7 7%	6 10%	11 12%	7 6%
To reduce energy use for environmental reasons	128 24%	107 25%	10 23%	4 15%	22 20%	106 26%	92 29% r	75 30% r	34 18%	23 20% w	9 20%	8 8%	26 46% uvwz	40 46% uvwz	22 18% w
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 10%	43 10%	6 15%	2 6%	8 7%	45 11%	50 16% r	48 19% pr	3 2%	9 8%	3 6%	5 5%	10 18% w	11 13%	15 13% w
Availability of cashback schemes/discounts to make improvements	41 8%	38 9%	2 4%	- -	4 4%	36 9%	32 10% r	28 11% r	8 4%	5 4%	4 10%	7 7%	7 12%	7 8%	11 9%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 2%	8 2%	- -	1 4%	1 1%	8 2%	8 3%	8 3%	1 1%	1 1%	- -	1 1%	1 2%	2 2%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 285

13 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 43%	197 47% Q	9 21%	13 45%	48 43%	177 43%	122 38%	96 38%	102 54% pq	41 36%	25 57% uw	33 32%	22 39%	57 64% uwxz	47 40%
(Measure) was recommended by friend/relative/word of mouth	41 8%	38 9%	2 5%	-	2 2%	39 10% n	28 9%	26 10%	13 7%	9 8%	5 10%	6 6%	8 14% z	10 12% z	4 3%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 2%	7 2%	1 2%	-	-	8 2%	8 3% r	7 3% r	-	3 3%	1 2%	-	3 5% w	1 1%	1 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 10%	34 8%	5 13%	7 23%	22 20% o	29 7%	14 4%	11 4%	36 19% pq	17 15% vy	1 1%	20 20% vxyz	3 4%	3 3%	8 7%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	7 2%	-	-	1 1%	6 1%	3 1%	2 1%	3 2%	2 2%	2 4%	1 1%	-	-	2 1%
Doing other work to the property/having other building work done	14 3%	10 2%	4 8% P	-	3 3%	11 3%	12 4%	8 3%	2 1%	5 4% w	1 2%	-	5 8% wz	3 3%	1 1%
Change in household (e.g. new baby someone ill in household)	13 2%	9 2%	2 4%	2 7%	2 2%	11 3%	13 4% r	8 3% r	-	2 2%	-	-	3 6% w	6 6% w	1 1%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 285

I3 (R) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Weighted Base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
Effective base	8 1%	6 1%	2 4%	-	1 1%	7 2%	6 2%	3 1%	2 1%	2 1%	1 2%	-	2 4%	1 2%	2 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	15 3%	10 2%	3 6%	2 6%	7 6%	8 2%	9 3%	3 1%	6 3%	5 5%	-	2 2%	5 9%	-	3 2%
Other	19 4%	13 3%	2 5%	1 2%	2 1%	18 4%	12 4%	6 2%	3 1%	6 6%	1 3%	7 7%	1 3%	1 1%	2 2%
Don't know															



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Was planning to do it anyway	55 6%	27 5%	28 6%	13 4%	21 6%	20 8% c	50 6%	4 4%	14 6%	40 6%	38 5%	17 7%	18 4%	36 8% l	52 8% opq	1 1%	2 1%	3 1%
To save money on energy bills	268 28%	133 27%	135 30%	90 26%	114 32%	64 27%	231 29%	32 26%	67 27%	201 29%	210 30%	58 24%	150 31%	118 26%	218 33% pq	23 27% pq	27 14%	51 18% p
Wanted a warmer/more comfortable home	239 25%	123 25%	116 26%	92 27%	93 26%	54 22%	204 25%	32 26%	48 19%	191 28% h	199 28% k	40 16%	141 29% m	97 21%	192 29% pq	24 28% pq	23 12%	47 17% p
To help with associated problems (e.g. condensation illness)	43 5%	23 5%	20 5%	23 7% d	10 3%	10 4%	38 5%	4 4%	19 8% i	24 4%	37 5%	6 3%	25 5%	18 4%	34 5%	5 5%	5 2%	9 3%
To reduce energy use for environmental reasons	128 13%	57 12%	70 16%	40 12%	65 18% ce	24 10%	110 14%	17 14%	29 12%	98 14%	97 14%	30 12%	58 12%	70 15%	116 17% opq	3 4%	9 5%	12 4%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 6%	28 6%	26 6%	10 3%	29 8% c	14 6%	51 6%	3 2%	19 8%	34 5%	20 3%	33 14% j	23 5%	30 6%	50 7% pq	2 2%	1 1%	3 1%
Availability of cashback schemes/discounts to make improvements	41 4%	25 5%	16 4%	7 2%	20 5% c	14 6% c	38 5%	3 2%	10 4%	30 4%	10 1%	30 12% j	11 2%	29 6% l	40 6% opq	-	1 1%	1 1%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 1%	5 1%	4 1%	2 1%	4 1%	2 1%	7 1%	1 1%	3 1%	7 1%	2 *	7 3% j	3 1%	6 1%	9 1%	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 24%	114 23%	112 25%	86 26%	93 26%	46 19%	191 24%	31 25%	49 20%	176 26%	206 29% k	19 8%	140 29% m	86 19%	175 26% pq	22 25%	29 15%	51 18%
(Measure) was recommended by friend/relative/word of mouth	41 4%	20 4%	21 5%	13 4%	24 7% e	4 2%	33 4%	9 7%	7 3%	34 5%	36 5%	6 2%	20 4%	22 5%	36 5% q	2 2%	4 2%	6 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	4 1%	4 1%	4 1%	2 1%	2 1%	5 1%	3 3% f	1 *	7 1%	6 1%	2 1%	4 1%	4 1%	5 1%	3 3% npq	-	3 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 5%	30 6%	21 5%	23 7%	14 4%	14 6%	42 5%	8 6%	16 6%	35 5%	48 7% k	3 1%	22 4%	29 6%	14 2%	5 6% n	32 17% noq	37 13% no
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	5 1%	2 *	3 1%	2 1%	1 1%	5 1%	1 1%	2 1%	4 1%	7 1%	-	7 1% m	-	4 1%	-	2 1%	2 1%
Doing other work to the property/having other building work done	14 1%	5 1%	9 2%	7 2%	4 1%	3 1%	12 2%	1 1%	1 1%	12 2%	12 2%	1 1%	5 1%	9 2%	13 2%	1 1%	-	1 *
Change in household (e.g. new baby someone ill in household)	13 1%	2 *	10 2% a	9 3% d	-	4 1% d	9 1%	4 3%	5 2%	8 1%	10 1%	2 1%	6 1%	6 1%	11 2%	1 1%	1 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	4 1%	4 1%	3 1%	3 1%	2 1%	7 1%	1 1%	2 1%	6 1%	5 1%	3 1%	4 1%	4 1%	8 1%	-	-	-
Other	15 2%	6 1%	8 2%	2 1%	7 2%	6 2%	15 2%	-	3 1%	11 2%	10 1%	5 2%	3 1%	11 2%	11 2%	2 2%	2 1%	4 1%
Don't know	19 2%	11 2%	8 2%	8 2%	8 2%	3 1%	14 2%	3 3%	5 2%	14 2%	16 2%	3 1%	15 3%	4 1%	10 2%	5 5%	5 2%	9 3%
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57%	192 40%	230 50%	283 42%	39 45%	100 53%	140 50%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Was planning to do it anyway	55 6%	53 7% s	2 1%	12 4%	32 7% t	11 9% t	11 6%	9 3%	15 7%	20 7%	37 6%	18 6%
To save money on energy bills	268 28%	241 31% s	27 16%	77 25%	132 31%	44 34%	49 29%	65 25%	74 32%	81 28%	165 26%	103 32%
Wanted a warmer/more comfortable home	239 25%	212 27% s	26 16%	76 24%	109 26%	33 26%	48 29%	58 22%	64 28%	70 24%	148 24%	91 29%
To help with associated problems (e.g. condensation illness)	43 5%	37 5%	6 4%	19 6%	17 4%	3 2%	12 7% O	13 5%	10 4%	8 3%	20 3%	23 7% w
To reduce energy use for environmental reasons	128 13%	119 15% s	9 5%	39 13%	66 15%	16 13%	17 10%	38 14%	30 13%	43 15%	70 11%	58 18% w
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 6%	48 6%	5 3%	15 5%	27 6%	10 8%	8 5%	8 3%	12 5%	25 9% M	29 5%	24 8%
Availability of cashback schemes/discounts to make improvements	41 4%	39 5% s	1 1%	10 3%	23 5%	8 6%	2 1%	9 3%	8 3%	22 8% KM	26 4%	14 5%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 1%	9 1%	-	3 1%	4 1%	2 2%	1 1%	1 *	4 2%	3 1%	7 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 24%	192 25%	34 21%	64 20%	102 24%	40 37% †	38 23%	62 24%	71 31% O	53 19%	148 24%	78 24%
(Measure) was recommended by friend/relative/word of mouth	41 4%	40 5% s	1 1%	14 5%	19 4%	4 3%	7 4%	8 3%	10 4%	16 6%	26 4%	16 5%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	8 1%	-	2 1%	3 1%	2 1%	1 1%	-	5 2% M	2 1%	4 1%	4 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 5%	22 3%	29 17% r	11 3%	25 6%	8 6%	18 11% MNO	13 5%	10 4%	10 4%	40 6%	11 3%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	5 1%	2 1%	3 1%	3 1%	1 1%	2 1%	2 1%	1 1%	2 1%	6 1%	1 *
Doing other work to the property/having other building work done	14 1%	14 2%	-	7 2%	4 1%	1 1%	5 3%	3 1%	2 1%	4 1%	10 2%	4 1%
Change in household (e.g. new baby someone ill in household)	13 1%	12 1%	1 1%	6 2%	5 1%	2 2%	7 4% MNO	1 *	1 *	4 1%	8 1%	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	8 1%	-	3 1%	4 1%	-	2 1%	1 *	2 1%	4 1%	3 *	5 1%
Other	15 2%	12 2%	3 2%	6 2%	7 2%	1 1%	3 2%	2 1%	4 2%	6 2%	5 1%	9 3% w
Don't know	19 2%	15 2%	4 3%	6 2%	5 1%	5 4%	4 2%	9 4%	3 1%	3 1%	13 2%	7 2%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

I3 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Was planning to do it anyway	55 6%	45 8% zA	5 3%	5 2%	3 3%	45 6%	6 7%	55 10% FGHJ	-	-	-	55 9% FGHJ	-
To save money on energy bills	268 28%	181 34% zAB	33 23%	47 21%	16 22%	232 30%	26 26%	268 47% FGHJ	-	-	-	268 44% FGHJ	-
Wanted a warmer/more comfortable home	239 25%	155 29% A	39 28%	42 19%	14 20%	207 26%	24 24%	239 42% FGHJ	-	-	-	239 39% FGHJ	-
To help with associated problems (e.g. condensation illness)	43 5%	21 4%	6 4%	14 7%	5 7%	38 5%	5 5%	43 8% GHJ	-	-	-	43 7% GHJ	-
To reduce energy use for environmental reasons	128 13%	88 17% A	19 13%	20 9%	9 12%	109 14%	12 12%	128 22% FGHJ	-	-	-	128 21% FGHJ	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 6%	44 8% zAB	4 3%	6 3%	-	49 6%	4 4%	53 9% FGHJ	-	-	-	53 9% FGHJ	-
Availability of cashback schemes/discounts to make improvements	41 4%	33 6% A	5 4%	2 1%	1 2%	35 4%	4 5%	41 7% GHJ	-	-	-	41 7% GHJ	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 1%	7 1%	1 1%	1 1%	-	8 1%	-	9 2% J	-	-	-	9 2% J	-



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 24%	136 26%	34 24%	51 23%	12 17%	202 26%	18 19%	226 40% FGHJ	-	-	-	226 37% FGHJ	-
(Measure) was recommended by friend/relative/word of mouth	41 4%	27 5%	10 7% A	5 2%	2 3%	37 5%	3 3%	41 7% GHJ	-	-	-	41 7% GHJ	-
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	5 1%	3 2%	1 1%	-	7 1%	-	8 1% J	-	-	-	8 1% J	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 5%	12 2%	6 4%	32 14% yzB	3 4%	42 5%	8 8%	51 9% FGHJ	-	-	-	51 8% FGHJ	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	2 *	-	3 2%	1 1%	6 1%	1 1%	7 1%	-	-	-	7 1%	-
Doing other work to the property/having other building work done	14 1%	9 2%	4 3%	2 1%	2 2%	12 2%	2 2%	14 2% J	-	-	-	14 2% J	-
Change in household (e.g. new baby someone ill in household)	13 1%	9 2%	1 1%	4 2%	2 2%	8 1%	4 4% C	13 2% J	-	-	-	13 2% J	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 286

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	7 1%	1 1%	2 1%	2 2%	5 1%	3 3% C	8 1% J	- -	- -	- -	8 1%	- -
Other	15 2%	10 2%	2 1%	1 *	3 4% A	10 1%	2 2%	15 3% J	- -	- -	- -	15 2% J	- -
Don't know	19 2%	10 2%	- -	8 3% z	- -	16 2%	2 2%	19 3% HJ	- -	- -	- -	19 3% J	- -
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Was planning to do it anyway	55 6%	20 23% bcdef gh	20 8% h	3 6% h	22 10% h	18 14% bh	55 10% h	55 10% h	- -	19 25% jk	35 8% k	- -	15 9% m	39 5% o	36 7% o	18 4% o
To save money on energy bills	268 28%	48 56% ch	140 55% cfgh	20 35% h	116 51% ch	64 49% h	268 47% h	268 48% cfh	- -	48 64% jk	220 49% k	- -	53 32% o	215 28% o	182 34% o	86 21% o
Wanted a warmer/more comfortable home	239 25%	28 32% h	118 46% ah	23 42% h	116 51% aefg h	46 36% h	239 42% h	239 43% afh	- -	28 37% k	211 47% k	- -	38 23% o	201 26% o	170 32% o	69 17% o
To help with associated problems (e.g. condensation illness)	43 5%	5 6% h	19 7% h	10 18% abdfgh	20 9% h	12 9% h	43 8% h	43 8% h	- -	8 10% k	36 8% k	- -	9 6% o	34 4% o	29 5% o	14 3% o
To reduce energy use for environmental reasons	128 13%	21 25% h	55 22% h	13 23% h	58 26% h	33 25% h	128 22% h	128 23% fh	- -	22 29% k	106 24% k	- -	31 19% m	97 12% o	81 15% o	46 11% o
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 6%	53 62% bcdef gh	5 2% h	- -	6 3% h	33 25% bcdfg h	53 9% bcdh	53 10% bcdh	- -	39 51% jk	14 3% k	- -	27 16% m	26 3% o	26 5% o	27 7% o
Availability of cashback schemes/discounts to make improvements	41 4%	28 32% bcdef gh	1 *	3 6% bh	6 3% bh	25 19% bcdfg h	41 7% bah	41 7% bdh	- -	30 40% jk	10 2% k	- -	27 17% m	13 2% o	25 5% o	15 4% o



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 1%	5 6% befgh	-	1 1% bh	4 2% bh	2 2% h	9 2% h	9 2% bh	-	7 9% jk	2 1% k	-	7 4% m	2 *	6 1%	3 1%
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 24%	6 7% h	147 57% acde fgh	13 23% ah	106 47% acef gh	28 21% ah	226 40% aceh	226 41% acefh	-	4 5% k	222 49% ik	-	12 7%	214 27% l	171 32% o	54 13%
(Measure) was recommended by friend/relative/word of mouth	41 4%	6 7% h	26 10% efh	3 5% h	15 7% h	5 4% h	41 7% h	41 7% h	-	6 8% k	35 8% k	-	7 4%	34 4%	32 6% o	9 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	2 2% h	4 2% h	2 3% h	5 2% h	2 2% h	8 1% h	8 1% h	-	1 1% k	7 2% k	-	2 1%	6 1%	7 1%	2 *
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 5%	1 1%	24 9% aeh	12 22% abdefgh	17 8% aeh	4 3% h	51 9% aeh	51 9% aeh	-	2 3% k	49 11% ik	-	-	51 7% l	19 3%	32 8% n
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	1 1%	2 1%	-	5 2% h	-	7 1% h	7 1% h	-	-	7 1% k	-	-	7 1%	4 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Doing other work to the property/having other building work done	14 1%	3 3% h	6 2% h	1 1% h	4 2% h	4 3% h	14 2% h	14 2% h	-	2 3% k	11 3% k	-	2 1% l	11 1% m	6 1% n	7 2% o
Change in household (e.g. new baby someone ill in household)	13 1%	3 4% h	3 1% h	2 4% h	2 1% h	6 4% dh	13 2% h	13 2% dh	-	-	13 3% k	-	4 2% l	9 1% m	6 1% n	7 2% o
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	2 2% h	3 1% h	1 2% h	2 1% h	5 4% dfgh	8 1% h	8 1% h	-	2 3% k	5 1% k	-	4 3% m	3 * n	4 1% o	4 1% p
Other	15 2%	-	5 2% h	4 7% abfgh	6 3% h	3 2% h	15 3% h	15 3% h	-	1 2% k	13 3% k	-	3 2% l	12 2% m	4 1% n	10 3% o
Don't know	19 2%	3 3% h	10 4% h	3 5% h	12 5% h	3 2% h	19 3% h	19 4% h	-	-	19 4% k	-	1 * l	19 2% m	8 2% n	11 3% o
Have not installed any key measures	422 45%	3 3% h	12 5% h	-	15 7% c	20 15% abcd g	45 8% bcg	31 6% fg	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43% n	215 40% o	207 50% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Was planning to do it anyway	55 6%	1 1%	25 7% p	12 5%	16 8% p	20 5%	19 7%	24 7%	2 1%	8 9% PS	5 3%	1 1%	1 1%	54 6%	16 12% UVW	37 5% V	2 2%	35 6%
To save money on energy bills	268 28%	19 20%	100 29%	76 30%	67 33% p	133 33% O	74 29%	84 26%	67 37% S	36 37% S	42 28% S	10 10%	7 8%	262 30% u	31 24%	214 30% V	18 14%	195 34% UV
Wanted a warmer/more comfortable home	239 25%	18 19%	85 24%	72 29%	55 27%	117 29% O	70 27%	68 21%	52 29% S	42 44% PRS	39 26% S	10 10%	9 11%	230 27% u	18 14%	198 28% TV	18 14%	180 31% TUV
To help with associated problems (e.g. condensation illness)	43 5%	3 4%	19 5%	12 5%	7 3%	18 4%	13 5%	15 5%	9 5%	7 8%	5 3%	3 3%	3 3%	41 5%	4 3%	33 5%	4 3%	30 5%
To reduce energy use for environmental reasons	128 13%	8 9%	43 12%	40 16%	33 16%	61 15%	48 19%	42 13%	25 14% S	15 15% S	25 17% S	5 5%	5 6%	123 14% u	19 15%	100 14% V	10 8%	90 16% UV
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 6%	-	19 5% p	15 6% p	19 10% p	22 5%	19 7%	26 8%	7 4%	3 4%	4 3%	-	-	53 6% u	20 16% UVW	25 4%	1 1%	24 4%
Availability of cashback schemes/discounts to make improvements	41 4%	-	10 3%	15 6% p	15 8% pq	19 5%	11 4%	21 7%	9 5% RS	2 2%	1 1%	-	-	41 5% u	17 13% UVW	21 3%	1 1%	20 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 1%	-	2	4 2%	4 2%	5 1%	-	4 1%	-	1 1%	2 1%	-	-	9 1%	4 3% UW	5 1%	1 1%	4 1%
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 24%	25 26%	90 26%	59 24%	42 21%	131 33% NO	63 24%	58 18%	36 20%	23 24%	75 49% PQS	20 21%	16 19%	209 24%	4 3%	206 29% T	33 26% T	174 30% T
(Measure) was recommended by friend/relative/word of mouth	41 4%	4 4%	15 4%	10 4%	9 5%	22 5%	14 5%	16 5%	9 5%	6 6%	5 3%	1 1%	-	41 5% u	6 5%	34 5%	6 5%	28 5%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	-	4 1%	1	2 1%	4 1%	4 2%	5 2%	-	1 1%	-	2 2%	-	8 1%	3 2%	4 1%	1 1%	3 1%
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	51 5%	9 10% r	21 6% r	5 2%	9 4%	17 4%	6 2%	24 8% MN	3 2%	3 3%	1 1%	28 29% PQR	26 31% v	25 3%	-	44 6% TW	21 16% TUW	23 4% T
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	7 1%	-	2 1%	3 1%	-	2	2 1%	3 1%	1	1 1%	-	1 1%	1 2%	5 1%	*	5 1% W	3 2%	3



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Doing other work to the property/having other building work done	14 1%	-	4 1%	5 2%	4 2%	5 1%	5 2%	5 1%	4 2%	1 1%	-	-	-	14 2%	3 2%	11 1%	1 1%	10 2%
Change in household (e.g. new baby someone ill in household)	13 1%	-	6 2%	2 1%	5 2%	2 *	8 3% M	6 2%	6 4% R	-	-	-	-	13 1%	8 6% UVW	5 1%	1 1%	4 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	-	5 1%	1 *	2 1%	3 1%	2 1%	3 1%	-	2 2%	1 1%	-	-	8 1%	2 1%	5 1%	1 1%	4 1%
Other	15 2%	1 1%	4 1%	5 2%	4 2%	5 1%	3 1%	6 2%	1 1%	1 1%	2 2%	2 2%	2 2%	13 1%	1 1%	10 1%	1 1%	9 1%
Don't know	19 2%	1 2%	6 2%	3 1%	4 2%	4 1%	8 3%	6 2%	3 1%	4 4%	3 2%	3 3%	2 2%	18 2%	2 2%	8 1%	2 1%	6 1%
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 55% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Was planning to do it anyway	55 6%	29 8%	22 5%	34 8% z	17 5%	3 5%	23 9%	6 7%	8 2%	15 6% D	16 12% D	13 3%	38 9% G	14 4%	28 7%	16 6%
To save money on energy bills	268 28%	108 31% zA	108 26% zA	133 33% wxzA	83 23%	10 15%	77 29%	32 37%	85 24%	80 33% D	50 37% D	109 25%	147 33% G	86 27%	108 27%	82 30%
Wanted a warmer/more comfortable home	239 25%	101 29% zA	97 24% z	125 31% wxzA	74 21%	9 15%	75 29%	24 28%	74 21%	76 32% D	40 29%	107 24%	122 27%	79 25%	92 23%	76 28%
To help with associated problems (e.g. condensation illness)	43 5%	15 4%	20 5% z	22 5% w	13 4%	3 5%	10 4%	5 6%	16 4%	13 5%	6 4%	24 5%	19 4%	20 6%	15 4%	10 4%
To reduce energy use for environmental reasons	128 13%	61 17% zA	50 12% zA	79 19% wxzA	32 9%	2 3%	46 18%	15 17%	27 8%	41 17% D	29 21% D	51 12%	71 16%	39 12%	48 12%	42 15%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 6%	37 11% xzA	10 2% z	42 10% xzA	5 1%	-	31 12%	6 7%	10 3%	12 5%	14 10% D	17 4%	33 7% G	11 3%	26 7%	17 6%
Availability of cashback schemes/discounts to make improvements	41 4%	27 8% xzA	8 2% z	30 7% xzA	5 1%	-	20 8%	7 8%	6 2%	16 7% D	10 7% D	9 2%	27 6% G	9 3%	20 5%	13 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 1%	7 2% xz	1 *	7 2% xz	1 *	-	6 2%	1 1%	5 1%	1 *	3 2%	3 1%	6 1%	2 *	3 1%	5 2%
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 24%	81 23%	99 24%	99 25%	81 23%	12 18%	55 21%	23 27%	83 24%	59 25%	37 27%	98 22%	116 26%	85 26% J	77 20%	69 25%
(Measure) was recommended by friend/relative/word of mouth	41 4%	19 5%	16 4% z	24 6%	11 3%	2 3%	18 7%	2 2%	10 3%	16 7% D	8 6%	9 2%	29 6% G	14 4%	14 4%	13 5%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	7 2% xz	1 *	7 2% xz	-	-	5 2%	2 2%	2 1%	4 2%	-	3 1%	2 1%	4 1%	4 1%	1 *
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 5%	7 2%	38 9% wy	8 2%	37 10% wy	20 31% wxyz	3 1%	4 5%	29 8%	13 5%	4 3%	35 8% H	15 3%	20 6%	16 4%	15 6%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	3 1%	3 1%	3 1%	3 1%	3 4% xyz	3 1%	-	3 1%	3 1%	-	4 1%	2 1%	3 1%	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 287

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Doing other work to the property/having other building work done	14 1%	8 2%	5 1%	9 2%	4 1%	-	5 2%	3 3%	2 1%	2 1%	6 4% DE	3 1%	8 2%	6 2%	5 1%	3 1%
Change in household (e.g. new baby someone ill in household)	13 1%	10 3% xz	3 1% z	12 3% xz	1	-	9 3%	1 1%	2 1%	7 3% D	1 1%	5 1%	6 1%	8 2%	4 1%	1
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	4 1%	2	5 1%	1	-	3 1%	1 1%	1	2 1%	3 2%	3 1%	4 1%	3 1%	2 1%	2 1%
Other	15 2%	3 1%	8 2%	4 1%	6 2%	-	2 1%	-	5 2%	7 3%	-	6 1%	9 2%	4 1%	8 2%	3 1%
Don't know	19 2%	7 2%	7 2%	7 2%	7 2%	4 6% x	6 2%	1 2%	9 3%	3 1%	-	10 2%	5 1%	6 2%	5 1%	8 3%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 288

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Was planning to do it anyway	55 6%	32 9% JK	36 7% K	48 7% K	7 3%	32 8%	17 5%	6 4%	39 6%	8 4%	45 6%	6 5%
To save money on energy bills	268 28%	106 29% K	182 34% HJK	214 32% K	55 20%	119 29%	101 28%	46 29%	204 31% M	33 17%	233 32% O	12 11%
Wanted a warmer/more comfortable home	239 25%	85 23%	170 32% HJK	192 29% HK	47 17%	105 25%	96 27%	36 23%	184 28% M	31 17%	208 29% O	9 8%
To help with associated problems (e.g. condensation illness)	43 5%	21 6%	29 5%	35 5%	8 3%	18 4%	15 4%	10 6%	34 5%	5 3%	35 5%	2 2%
To reduce energy use for environmental reasons	128 13%	57 16%	81 15%	99 15%	28 10%	58 14%	51 15%	17 11%	101 16% M	15 8%	113 16% O	8 7%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 6%	24 7%	26 5%	37 6%	16 6%	28 7%	19 5%	5 3%	46 7% M	4 2%	48 7%	3 3%
Availability of cashback schemes/discounts to make improvements	41 4%	19 5%	25 5%	31 5%	9 3%	24 6% m	17 5% m	-	36 6% M	2 1%	37 5% O	1 1%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 1%	5 1%	6 1%	8 1%	1 *	5 1%	4 1%	-	8 1%	1 1%	8 1%	1 1%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 288

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 24%	65 18%	171 32% HJK	185 27% HK	41 15%	89 22%	96 27%	39 25%	165 25% M	34 18%	190 26% O	11 10%
(Measure) was recommended by friend/relative/word of mouth	41 4%	20 6% K	32 6% K	37 5% K	4 2%	17 4%	15 4%	8 5%	36 6% M	2 1%	39 5% O	-
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	5 1%	7 1%	7 1%	1	1	5 1%	2 2%	8 1%	-	8 1%	-
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	51 5%	12 3%	19 3%	24 4%	27 10% HIJ	17 4%	23 6%	11 7%	23 4%	17 9% L	24 3%	5 4%
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	7 1%	3 1%	4 1%	6 1%	1	1	2 1%	4 2% k	4 1%	1 1%	5 1%	1 1%
Doing other work to the property/having other building work done	14 1%	9 2% J	6 1%	9 1%	5 2%	6 2%	5 1%	2 1%	11 2%	2 1%	13 2%	1 1%
Change in household (e.g. new baby someone ill in household)	13 1%	8 2%	6 1%	11 2% I	2 1%	5 1%	6 2%	2 1%	12 2%	1	12 2%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 288

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	5 1%	4 1%	7 1%	1	6 1%	1	1 1%	8 1%	-	7 1%	1 1%
Other	15 2%	5 2%	4 1%	8 1%	7 3%	7 2%	5 1%	3 2%	10 1%	5 3%	8 1%	3 3%
Don't know	19 2%	4 1%	8 2%	9 1%	10 4% HJ	9 2%	5 1%	3 2%	12 2%	1	14 2%	-
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 288

I3 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Was planning to do it anyway	55 6%	40 6%	10 11% R	2 2%	11 4%	43 6%	52 9% r	44 16% pr	3 1%	14 7%	4 6%	9 5%	6 6%	12 8%	9 4%
To save money on energy bills	268 28%	227 33% R	21 23% R	9 8%	45 17%	223 33% n	182 31% r	152 56% pr	82 25%	54 26%	21 31%	37 20%	35 35% w	55 35% w	66 29% w
Wanted a warmer/more comfortable home	239 25%	208 30% QR	13 14%	10 10%	44 17%	195 29% n	161 28%	132 48% pr	73 22%	46 22%	22 31% w	32 17%	28 27%	57 36% uwz	55 24%
To help with associated problems (e.g. condensation illness)	43 5%	35 5%	3 3%	1 1%	7 3%	36 5%	25 4%	20 7% p	16 5%	9 4%	4 6%	7 4%	6 6%	11 7%	7 3%
To reduce energy use for environmental reasons	128 13%	107 16% R	10 10%	4 4%	22 8%	106 15% n	92 16% r	75 27% pr	34 10%	23 11% w	9 13% w	8 5%	26 26% uvwz	40 25% uvwz	22 10%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	53 6%	43 6%	6 7%	2 2%	8 3%	45 7% n	50 9% r	48 18% pr	3 1%	9 4%	3 4%	5 3%	10 10% w	11 7%	15 7%
Availability of cashback schemes/discounts to make improvements	41 4%	38 5% R	2 2%	- -	4 2%	36 5% n	32 6% r	28 10% pr	8 2%	5 2%	4 6%	7 4%	7 7%	7 4%	11 5%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	9 1%	8 1%	- -	1 1%	1 *	8 1%	8 1%	8 3% pr	1 *	1 1%	- -	1 1%	1 1%	2 1%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 288

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
It was free/paid for by someone else (e.g. landlord local authority energy company)	226 24%	197 29% QR	9 9%	13 12%	48 18%	177 26% n	122 21%	96 35% p	102 30% p	41 20%	25 37% uwxyz	33 18%	22 22%	57 36% uwxyz	47 21%
(Measure) was recommended by friend/relative/word of mouth	41 4%	38 6% R	2 2%	-	2 1%	39 6% n	28 5%	26 10% pr	13 4%	9 4%	5 7% z	6 3%	8 8% z	10 7% z	4 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	8 1%	7 1%	1 1%	-	-	8 1%	8 1% r	7 2% r	-	3 1%	1 1%	-	3 3% w	1 1%	1 *
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	51 5%	34 5%	5 6%	7 6%	22 8% o	29 4%	14 2%	11 4% p	36 11% pq	17 8% vy	1 1%	20 11% vxyz	3 2%	3 2%	8 4%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	7 1%	7 1%	-	-	1 *	6 1%	3 *	2 1%	3 1%	2 1%	2 2%	1 *	-	-	2 1%
Doing other work to the property/having other building work done	14 1%	10 1%	4 4%	-	3 1%	11 2%	12 2%	8 3% r	2 *	5 2% w	1 1%	-	5 5% wz	3 2%	1 *
Change in household (e.g. new baby someone ill in household)	13 1%	9 1%	2 2%	2 2%	2 1%	11 2%	13 2% r	8 3% r	-	2 1%	-	-	3 3% w	6 4% w	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 288

13 (R) (ALL) Why did you have (Measure) installed?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	8 1%	6 1%	2 2%	-	1 *	7 1%	6 1%	3 1%	2 1%	2 1%	1 1%	-	2 2%	1 1%	2 1%
Other	15 2%	10 2%	3 3%	2 1%	7 3%	8 1%	9 1%	3 1%	6 2%	5 2%	-	2 1%	5 5% wy	-	3 1%
Don't know	19 2%	13 2%	2 2%	1 1%	2 1%	18 3%	12 2%	6 2%	3 1%	6 3%	1 2%	7 4% y	1 1%	1 *	2 1%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 289

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	634	339	293	232	248	152	519	102	161	471	530	104	409	225	446	81	107	188
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
Savings or regular income from current account	76 12%	41 12%	35 12%	11 5%	31 12% c	34 22% cd	74 14% g	2 3%	23 15%	53 11%	30 6%	47 39% j	29 8%	47 17% l	75 16% opq	-	2 2%	2 1%
Loan from bank/building society	7 1%	1 *	6 2% a	3 1%	2 1%	3 2%	6 1%	1 1%	-	7 1%	2 *	5 4% j	2 1%	5 2%	6 1%	-	1 1%	1 1%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	7 2%	8 3%	2 1%	10 4% c	3 2%	13 2%	2 2%	5 3%	10 2%	9 2%	6 5%	5 1%	10 4%	15 3% q	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	9 1%	2 *	7 2% a	5 2%	3 1%	1 1%	9 2%	-	2 1%	7 2%	8 1%	1 1%	2 1%	7 2%	7 1%	2 3%	-	2 1%
Local authority/Council	100 16%	59 18%	41 14%	40 18%	34 13%	25 17%	79 15%	17 20%	29 19%	70 15%	91 18% k	9 7%	61 17%	39 14%	41 9%	9 13%	50 50% noq	59 35% no
Housing Association	40 6%	30 9% b	10 3%	22 10% e	14 5%	4 3%	25 5%	12 14% f	9 6%	30 6%	37 7%	3 2%	27 8%	12 4%	6 1%	4 5% n	31 31% noq	34 20% no
Landlord	42 7%	23 7%	19 6%	25 11% de	12 5%	5 3%	31 6%	10 11%	14 9%	28 6%	40 8% k	3 2%	32 9% m	11 4%	14 3%	23 34% npq	6 6%	28 17% np
Energy company (Energy Company Obligation - ECO)	90 14%	39 12%	50 17%	34 15%	38 15%	18 12%	81 15%	7 8%	17 11%	73 15%	83 16% k	7 6%	55 15%	35 13%	85 18% opq	3 5%	2 2%	5 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 289

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
Other Green Deal provider/installer (not an energy company)	108 17%	53 16%	55 18%	47 21%	39 15%	22 15%	94 18%	14 16%	19 12%	88 19%	87 17%	20 17%	53 15%	55 20%	91 19%	8 13%	8 8%	17 10%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	14 2%	11 3%	3 1%	4 2%	6 2%	4 3%	14 3%	1 1%	5 3%	9 2%	9 2%	6 5%	6 2%	9 3%	13 3%	1 2%	-	1 1%
Renewable Heat Premium Payment (RHPP) voucher	9 1%	3 1%	6 2%	-	7 3%	2 1%	6 1%	2 2%	4 2%	5 1%	3 1%	6 5%	3 1%	6 2%	8 2%	1 1%	-	1 *
Government scheme (nfs)	3 1%	2 1%	2 1%	-	3 1%	-	3 1%	-	2 1%	2 *	2 *	1 1%	2 1%	1 *	2 *	1 2%	-	1 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	3 1%	5 2%	2 1%	3 1%	3 2%	7 1%	1 1%	1 *	7 2%	4 1%	4 3%	2 1%	6 2%	5 1%	3 4%	-	3 2%
Don't know	12 2%	5 2%	5 2%	6 3%	4 1%	-	7 1%	2 2%	1 *	9 2%	7 1%	5 4%	7 2%	5 2%	8 2%	2 3%	1 1%	3 2%
Financed myself (from I4A_NEW)	2 *	2 1%	-	-	2 1%	-	2 *	-	1 1%	1 *	1 *	1 1%	1 *	1 *	2 *	-	-	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	-	5 2%	3 1%	2 1%	-	4 1%	1 1%	-	5 1%	5 1%	-	3 1%	2 1%	4 1%	1 1%	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 289

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
The (measure) was installed for free (from I4 coding + I4A_NEW)	128 20%	63 19%	65 22%	32 14%	59 23% c	36 24% c	104 19%	23 26%	32 20%	95 20%	122 24% k	6 5%	80 23%	47 17%	110 23% pq	12 18% pq	6 6%	18 11% p
NET: Financed themselves (from question I4+I4A_NEW)	106 17%	51 15%	55 18%	21 9%	46 18% c	39 25% c	100 19% g	5 6%	30 19%	76 16%	49 10%	57 48% j	38 11%	68 24% l	101 22% opq	2 3%	3 3%	5 3%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	496 78%	264 79%	231 78%	193 86% de	195 76%	108 71%	406 76%	82 92% f	119 76%	376 79%	449 87% k	47 39%	307 86% m	189 68%	339 73%	60 88% n	97 97% noq	156 94% no
NET: Paid for through Green Deal cashback scheme (from question I5)	82 13%	50 15%	31 11%	13 6%	42 17% c	26 17% c	78 15% g	2 2%	25 16%	56 12%	33 6%	48 41% j	31 9%	51 18% l	80 17% opq	1 2%	-	1 1%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	85 13%	52 15%	33 11%	14 6%	42 17% c	29 19% c	81 15% g	3 3%	27 17%	58 12%	35 7%	49 41% j	33 9%	52 19% l	83 18% opq	1 2%	-	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 289

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	634	549	85	185	280	95	129	166	159	178	410	224
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
Savings or regular income from current account	76 12%	74 14% s	3 3%	29 16%	37 12%	10 11%	5 5%	11 6%	21 13% K	40 21% KMN	48 12%	28 12%
Loan from bank/building society	7 1%	6 1%	1 1%	-	6 2%	1 1%	1 1%	2 1%	-	3 2%	6 1%	1 1%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	12 2%	3 3%	6 4%	5 2%	3 3%	-	5 3%	3 2%	7 4% K	10 2%	5 2%
Other finance (credit card high street loan loan from friends / family etc)	9 1%	9 2%	-	6 3%	3 1%	-	3 3%	2 1%	1 1%	2 1%	4 1%	5 2%
Local authority/Council	100 16%	76 14%	24 24% r	35 19% v	43 14%	8 9%	19 16%	26 15%	24 15%	31 16%	67 17%	33 14%
Housing Association	40 6%	17 3%	23 23% r	3 2%	22 7% t	7 7% t	12 10% NO	17 10% NO	6 4%	4 2%	37 9% x	2 1%
Landlord	42 7%	32 6%	10 10%	12 7% u	7 2%	5 5%	20 17% NO	17 10% NO	3 2%	3 2%	24 6%	18 8%
Energy company (Energy Company Obligation - ECO)	90 14%	84 16% s	5 5%	27 15%	40 13%	19 20%	24 20% M	14 8%	21 13%	29 16%	52 13%	37 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 289

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
Other Green Deal provider/ installer (not an energy company)	108 17%	96 18%	12 12%	27 15%	62 21%	13 14%	8 7%	43 26% KNO	26 16% K	30 16% K	65 16%	42 19%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	14 2%	12 2%	2 2%	5 3%	8 3%	2 2%	1 1%	2 1%	8 5% M	3 2%	6 2%	8 4%
Renewable Heat Premium Payment (RHPP) voucher	9 1%	9 2%	-	2 1%	5 2%	1 1%	2 1%	-	2 1%	5 3% M	4 1%	5 2%
Government scheme (nfs)	3 1%	3 1%	-	1 *	1 *	2 2%	-	1 1%	1 1%	1 *	2 *	2 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	8 2%	-	5 3% u	1 *	1 1%	2 1%	1 *	3 2%	3 2%	2 1%	6 3% w
Don't know	12 2%	8 2%	3 3%	2 1%	6 2%	1 1%	2 2%	6 4%	1 1%	3 1%	7 2%	5 2%
Financed myself (from I4A_NEW)	2 *	2 *	-	1 *	1 *	-	-	-	-	2 1%	1 *	1 1%
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	2 *	3 3% r	1 *	3 1%	1 1%	2 2%	1 1%	2 1%	-	3 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 289

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
The (measure) was installed for free (from I4 coding + I4A_NEW)	128 20%	111 21%	17 17%	26 15%	59 20%	27 29% †	23 19%	27 16%	48 29% MO	30 16%	87 22%	40 18%
NET: Financed themselves (from question I4+I4A_NEW)	106 17%	99 19% s	7 7%	40 22%	51 17%	15 16%	10 8%	20 12%	24 15%	52 28% KMN	68 17%	38 17%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	496 78%	407 76%	88 89% r	130 72%	230 77%	78 82%	104 87% O	141 85% O	126 78% O	123 66%	324 80%	171 75%
NET: Paid for through Green Deal cashback scheme (from question I5)	82 13%	72 13%	9 9%	19 11%	47 16%	15 15%	4 3%	10 6%	34 21% KM	34 18% KM	51 13%	30 13%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	85 13%	75 14%	9 9%	22 12%	47 16%	15 15%	4 3%	10 6%	34 21% KM	37 20% KM	52 13%	33 14%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 289

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I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Total	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	634	350	100	161	38	560	53	634	-	-	-	634	-
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
Savings or regular income from current account	76 12%	63 17% A	10 11% A	3 2%	2 6%	68 12%	3 5%	76 12%	-	-	-	76 12%	-
Loan from bank/building society	7 1%	6 2%	-	1 1%	-	4 1%	2 4% C	7 1%	-	-	-	7 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	12 3%	2 2%	1 1%	-	12 2%	3 6%	15 2%	-	-	-	15 2%	-
Other finance (credit card high street loan loan from friends / family etc)	9 1%	7 2%	2 2%	3 2%	3 9% y	4 1%	3 6% C	9 1%	-	-	-	9 1%	-
Local authority/Council	100 16%	40 11%	14 14%	42 28% yz	6 17%	90 16%	8 15%	100 16%	-	-	-	100 16%	-
Housing Association	40 6%	11 3%	4 4%	21 14% yz	4 11% y	38 7%	1 3%	40 6%	-	-	-	40 6%	-
Landlord	42 7%	8 2%	7 8% y	23 15% y	4 10% y	37 7%	4 8%	42 7%	-	-	-	42 7%	-
Energy company (Energy Company Obligation - ECO)	90 14%	58 16% A	19 20% A	12 8%	3 7%	78 14%	7 13%	90 14%	-	-	-	90 14%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 289

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
Other Green Deal provider/installer (not an energy company)	108 17%	67 18%	23 24% A	19 13%	5 13%	98 18%	7 12%	108 17%	-	-	-	108 17%	-
Green Deal finance scheme (loan paid back through savings on your electricity bill)	14 2%	5 1%	1 1%	5 3%	3 7% y	11 2%	2 4%	14 2%	-	-	-	14 2%	-
Renewable Heat Premium Payment (RHPP) voucher	9 1%	7 2%	2 2%	-	1 2%	5 1%	3 5% C	9 1%	-	-	-	9 1%	-
Government scheme (nfs)	3 1%	3 1%	-	1 1%	-	2 1%	1 2%	3 1%	-	-	-	3 1%	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	4 1%	2 2%	2 1%	-	6 1%	1 2%	8 1%	-	-	-	8 1%	-
Don't know	12 2%	6 2%	2 2%	1 1%	1 2%	6 1%	3 5% C	12 2%	-	-	-	12 2%	-
Financed myself (from I4A_NEW)	2 *	2 1%	-	-	-	2 *	-	2 *	-	-	-	2 *	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	1 *	-	3 2%	1 2%	5 1%	-	5 1%	-	-	-	5 1%	-



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Fieldwork: 17th April - 1st June 2014

Table 289

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
The (measure) was installed for free (from I4 coding + I4A_NEW)	128 20%	81 22% A	19 20%	22 14%	8 20%	117 21%	10 17%	128 20%	-	-	-	128 20%	-
NET: Financed themselves (from question I4+I4A_NEW)	106 17%	88 24% zA	13 13% A	8 6%	6 15%	88 16%	11 21%	106 17%	-	-	-	106 17%	-
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	496 78%	261 71%	80 84% y	137 90% yB	29 76%	449 81% D	37 67%	496 78%	-	-	-	496 78%	-
NET: Paid for through Green Deal cashback scheme (from question I5)	82 13%	61 17% A	9 9%	10 6%	2 6%	69 12%	9 16%	82 13%	-	-	-	82 13%	-
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	85 13%	61 17% A	9 10%	10 6%	4 10%	72 13%	9 16%	85 13%	-	-	-	85 13%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	634	97	300	90	317	150	634	634	-	80	554	-	86	548	401	233
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Savings or regular income from current account	76 12%	49 47% bcdef g	11 4%	10 13% bd	12 4%	41 27% bcdef g	76 12% bd	76 12% bd	-	41 49% j	35 6%	-	41 45% m	36 7%	34 8%	42 18% n
Loan from bank/building society	7 1%	4 4% bdfg	1 *	1 2% d	- -	4 3% bdfg	7 1%	7 1%	-	1 2%	6 1%	-	4 4% m	3 1%	1 *	6 2% n
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	11 17% bcdef g	-	1 2% b	1 *	8 5% bdfg	15 2% bd	15 2% bd	-	11 13% j	4 1%	-	9 10% m	6 1%	7 2%	8 4%
Other finance (credit card high street loan loan from friends / family etc)	9 1%	2 2%	2 1%	1 1%	3 1%	7 4% bdfg	9 1%	9 1%	-	1 1%	8 1%	-	5 5% m	4 1%	2 1%	7 3% n
Local authority/Council	100 16%	5 5%	48 15% a	22 29% abdefg	42 14% a	15 10%	100 16% ae	100 16% ae	-	1 1%	99 18% i	-	3 3%	97 18% i	61 15%	39 17%
Housing Association	40 6%	1 1%	29 9% adefg	4 5%	11 4%	5 3%	40 6% ad	40 6% ad	-	-	40 7% i	-	1 1%	39 7% i	9 2%	30 13% n
Landlord	42 7%	4 3%	13 4%	16 20% abdefg	28 9% bfg	14 9% ab	42 7% b	42 7% b	-	-	42 8% i	-	2 3%	40 7%	27 7%	16 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	634	103*	317	78*	302	151	634	634	-**	85*	550	-**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Energy company (Energy Company Obligation - ECO)	90 14%	3 3%	58 18%	3 3%	51 17%	14 9%	90 14%	90 14%	-	3 3%	87 16%	-	4 4%	86 16%	69 17%	21 9%
Other Green Deal provider/ installer (not an energy company)	108 17%	14 14%	64 20%	8 10%	69 23%	23 15%	108 17%	108 17%	-	6 7%	102 19%	-	10 12%	97 18%	88 22%	19 8%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	14 2%	5 5%	3 1%	3 4%	6 2%	5 4%	14 2%	14 2%	-	14 17%	-	-	9 10%	5 1%	12 3%	3 1%
Renewable Heat Premium Payment (RHPP) voucher	9 1%	2 2%	3 1%	2 2%	3 1%	5 4%	9 1%	9 1%	-	4 5%	5 1%	-	6 7%	3 1%	6 1%	3 1%
Government scheme (nfs)	3 1%	-	2	-	1	2 1%	3 1%	3 1%	-	1 2%	2	-	1 1%	2	2 1%	1 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	3 3%	1	1 1%	4 1%	1 1%	8 1%	8 1%	-	2 2%	6 1%	-	3 3%	6 1%	5 1%	3 1%
Don't know	12 2%	3 3%	4 1%	3 4%	7 2%	2 1%	12 2%	12 2%	-	1 1%	11 2%	-	-	12 2%	4 1%	8 4%



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Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Financed myself (from I4A_NEW)	2	1 1%	-	1 1%	-	2 1% bdfg	2	2	-	1 2%	1	-	-	2	1	1 1%
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	2 2%	2 1%	1 1%	2 1%	1	5 1%	5 1%	-	2 2%	3 1%	-	-	5 1%	2	3 1%
The (measure) was installed for free (from I4 coding + I4A_NEW)	128 20%	3 3%	87 28% acefg	5 7%	74 25% acefg	10 7%	128 20% ace	128 20% ace	-	3 4%	124 23% i	-	2 2%	126 23% l	96 24% o	31 14%
NET: Financed themselves (from question I4+I4A_NEW)	106 17%	65 62% bcdefg	15 5%	14 18% bd	16 5%	61 40% bcdfg	106 17% bd	106 17% bd	-	54 63% j	52 10%	-	55 61% m	51 9%	42 10%	64 28% n
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	496 78%	31 30%	293 93% acde fg	57 72% ae	269 89% acefg	82 54% a	496 78% ae	496 78% ae	-	15 18%	480 87% i	-	23 25%	473 87% l	343 85% o	153 67%
NET: Paid for through Green Deal cashback scheme (from question I5)	82 13%	57 55% bcdefg	11 3%	6 8%	18 6%	42 28% bcdfg	82 13% bd	82 13% bd	-	82 96% j	-	-	51 57% m	30 6%	42 10%	39 17% n
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	85 13%	57 55% bcdefg	11 3%	8 10% b	20 7% b	43 28% bcdfg	85 13% bd	85 13% bd	-	85 100% j	-	-	51 57% m	33 6%	44 11%	41 18% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	634	58	258	147	133	283	174	209	112	93	125	67	57	577	57	503	88	415
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Savings or regular income from current account	76 12%	1 1%	29 11% p	14 10%	31 22% pqr	24 8%	19 11%	40 19% MN	15 13% RS	4 5%	3 2%	-	-	76 13% u	36 58% UVW	30 6%	1 1%	28 7%
Loan from bank/building society	7 1%	-	3 1%	1 1%	3 2%	3 1%	3 1%	4 2%	3 2%	-	-	-	-	7 1%	6 10% UVW	1 *	1 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	-	3 1%	7 5% q	5 3%	4 1%	5 3%	10 5% M	4 3% R	1 2%	-	-	-	15 3%	4 7% UV	9 2%	-	9 2%
Other finance (credit card high street loan loan from friends / family etc)	9 1%	-	7 3%	1 1%	1 1%	1 *	3 2%	4 2%	2 2%	-	-	-	-	9 2%	5 7% UVW	2 *	-	2 *
Local authority/Council	100 16%	6 11%	52 20% L	19 13%	14 10%	43 15%	25 14%	39 19%	18 15%	11 14%	13 10%	28 45% PQR	27 51% v	73 13%	3 4%	86 17% TW	35 41% TUW	51 12%
Housing Association	40 6%	9 16% qL	18 7%	5 4%	4 3%	10 3%	10 6%	16 8% M	2 2%	2 3%	3 2%	20 33% PQR	18 34% v	22 4%	-	37 7% TW	26 30% TUW	11 3%
Landlord	42 7%	8 14% L	17 7% L	10 7% L	2 1%	13 4%	10 6%	21 10% M	6 5%	12 15% PR	4 3%	9 14% PR	6 11%	36 6%	1 2%	32 6%	6 7%	26 6%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Energy company (Energy Company Obligation - ECO)	90 14%	11 21%	28 11%	26 18%	21 15%	48 17% O	31 17% O	19 9%	18 15% S	14 18% S	27 21% S	1 1%	-	90 15% u	1 2%	84 17% TV	8 9%	76 18% TV
Other Green Deal provider/installer (not an energy company)	108 17%	2 4%	43 17% p	33 22% p	23 17% p	54 19%	38 21% O	26 12%	17 14%	12 14%	39 30% PQS	5 8%	4 7%	104 18% u	3 5%	98 20% TV	5 6%	93 22% TUV
Green Deal finance scheme (loan paid back through savings on your electricity bill)	14 2%	1 2%	6 2%	2 2%	5 4%	7 3%	2 1%	6 3%	1 1%	-	6 5%	-	-	14 2%	1 2%	13 2%	-	13 3%
Renewable Heat Premium Payment (RHPP) voucher	9 1%	-	3 1%	-	6 5% qr	5 2%	2 1%	3 2%	1 1%	-	3 2%	-	-	9 2%	2 3%	7 1%	-	7 2%
Government scheme (nfs)	3 1%	1 2%	1 1%	1 1%	-	2 1%	2 1%	1 1%	1 1%	1 2%	-	-	-	3 1%	-	2 1%	-	2 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	1 2%	1 1%	2 1%	4 3%	3 1%	2 1%	4 2%	2 2%	1 1%	1 1%	1 2%	1 2%	7 1%	4 6% UW	4 1%	1 2%	2 1%
Don't know	12 2%	1 2%	1 1%	2 2%	3 2%	2 1%	1 1%	5 3%	1 1%	4 5%	2 2%	1 2%	1 2%	11 2%	-	7 1%	1 2%	5 1%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Financed myself (from I4A_NEW)	2	-	1	1	-	2	-	1	1	-	1	-	-	2	1	-	-	-
	*	-	*	1%	-	1%	-	*	1%	-	1%	-	-	*	2%	-	-	-
NET: UW																		
Paid for partly or fully by a third party (from I4A_NEW)	5	-	2	2	-	1	1	1	1	-	1	-	-	5	-	2	-	2
	1%	-	1%	1%	-	1	1	1	1%	-	1%	-	-	1%	-	2	-	2
NET: TU																		
The (measure) was installed for free (from I4 coding + I4A_NEW)	128	14	50	30	27	82	35	18	30	21	31	3	2	126	2	114	6	108
	20%	26%	20%	20%	19%	29%	20%	9%	25%	26%	24%	5%	3%	22%	3%	23%	7%	26%
NET: TV						NO	O		S	S	S			u		TV		TUV
NET: Financed themselves (from question I4+I4A_NEW)	106	1	42	25	37	31	30	57	24	6	4	-	-	106	49	41	2	39
	17%	1%	16%	17%	26%	11%	17%	28%	20%	7%	3%	-	-	18%	80%	8%	2%	9%
NET: UV			p	p	pq		MN		QRS	S				u	UVW	V		V
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	496	51	206	120	91	246	144	135	92	71	115	59	50	445	10	436	80	356
	78%	93%	81%	80%	64%	85%	80%	66%	78%	87%	88%	96%	96%	77%	16%	87%	95%	85%
NET: TUW		qL	L	L		O	O				P	P	v		TW	TUV	T	
NET: Paid for through Green Deal cashback scheme (from question I5)	82	1	25	25	30	35	20	39	10	7	8	-	-	82	30	43	-	43
	13%	2%	10%	17%	21%	12%	11%	19%	9%	9%	6%	-	-	14%	49%	9%	-	10%
NET: UV				pq	pq		MN		S	S				u	UVW	V		UV
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	85	1	27	26	30	36	20	41	12	7	8	-	-	85	30	46	-	46
	13%	2%	11%	18%	21%	13%	11%	20%	10%	9%	7%	-	-	15%	49%	9%	-	11%
NET: UV			p	pq	pq		MN		S	S	S			u	UVW	V		UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	634	244	265	287	222	42	172	67	242	163	76	319	281	232	242	178
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Savings or regular income from current account	76 12%	50 20% xzA	20 7%	55 19% xzA	15 7%	1 3%	38 22%	12 17%	15 6%	23 13% D	16 19% D	19 6%	52 18% G	14 6%	49 20% IK	17 9%
Loan from bank/building society	7 1%	4 2%	3 1%	5 2%	2 1%	-	4 2%	-	1 1%	4 2%	1 1%	-	7 2% G	1 1%	3 1%	2 1%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	12 5% xz	1 *	14 5% xz	-	-	11 7%	1 2%	3 1%	3 2%	5 6% D	6 2%	9 3%	4 2%	6 2%	6 3%
Other finance (credit card high street loan loan from friends / family etc)	9 1%	6 2%	3 1%	6 2%	3 1%	-	6 4%	-	-	7 4% D	2 2%	7 2%	2 1%	6 3%	2 1%	1 *
Local authority/Council	100 16%	32 13%	41 16%	38 13%	35 16%	7 17%	23 14%	8 11%	55 24% EF	22 13% F	3 4%	71 23% H	22 7%	39 18%	34 14%	29 16%
Housing Association	40 6%	5 2%	26 10% wy	8 3% w	22 10% wy	15 33% wxyz	1 1%	3 4%	25 11% EF	4 2%	3 3%	31 10% H	7 2%	22 10% J	8 3%	12 7%
Landlord	42 7%	11 4%	23 8% y	11 4%	23 10% wxy	9 19% wxy	5 3%	6 8%	25 11% EF	8 5%	3 3%	30 10% H	11 4%	22 10% J	9 4%	10 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Energy company (Energy Company Obligation - ECO)	90 14%	32 13%	43 16% A	42 14% A	33 15% A	1 2%	22 13%	9 13%	20 9%	26 15%	22 25% D	25 8%	60 20% G	27 12%	35 14%	31 17%
Other Green Deal provider/ installer (not an energy company)	108 17%	40 16%	45 17%	46 16%	38 17%	3 7%	28 17%	11 16%	34 15%	35 20%	15 18%	60 20%	42 14%	46 21%	39 16%	25 13%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	14 2%	5 2%	6 2%	6 2%	4 2%	2 5%	5 3%	-	6 3%	4 3%	2 2%	5 2%	9 3%	4 2%	5 2%	6 3%
Renewable Heat Premium Payment (RHPP) voucher	9 1%	5 2%	1	5 2%	1	-	4 2%	1 1%	2 1%	1	3 3%	2 1%	5 2%	2 1%	4 1%	4 2%
Government scheme (nfs)	3 1%	1	1	1	1	-	1	-	1	1 1%	1 1%	1	3 1%	1	1	2 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	7 3% x	1	7 2%	1 1%	-	6 4%	1 1%	1 1%	3 1%	2 2%	3 1%	5 2%	1 1%	5 2%	2 1%
Don't know	12 2%	5 2%	4 1%	5 2%	4 2%	1 2%	5 3%	-	6 3%	2 1%	-	5 2%	4 1%	3 1%	4 1%	5 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 290

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Financed myself (from I4A_NEW)	2	-	1	1	-	-	-	-	1	-	-	1	-	-	2	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	2	2	2	2	1	2	-	2	2	-	2	2	1	1	3
The (measure) was installed for free (from I4 coding + I4A_NEW)	128 20%	47	55	57	44	5	24	19	40	43	16	54	68	44	53	35
NET: Financed themselves (from question I4+I4A_NEW)	106 17%	69	28	77	19	1	55	13	20	34	23	31	68	24	60	26
		28% xzA	11% z	27% xzA	9%	3%	33% C	19%	9%	20% D	27% D	10%	23% G	11%	24% IK	14%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	496 78%	163	229	198	193	40	102	56	194	133	61	259	213	192	173	145
		67%	86% wy	68%	87% wy	91% wy	60%	79% B	86% EF	76%	69%	86% H	72%	86% JK	71%	78%
NET: Paid for through Green Deal cashback scheme (from question I5)	82 13%	53	19	61	11	2	43	10	22	23	15	22	53	11	46	26
		22% xzA	7% z	21% xzA	5%	5%	25% L	15%	10%	13%	17%	7% G	18% G	5% I	19% I	14% I
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	85 13%	54	22	63	12	2	44	10	22	23	15	24	54	11	48	27
		22% xzA	8% z	22% xzA	6%	5%	26% M	15% N	10%	13% O	17% P	8% Q	18% G	5% R	20% S	14% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 291

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	634	246	401	473	161	267	241	115	477	80	527	33
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
Savings or regular income from current account	76 12%	35 15% J	34 8%	54 11% I	23 14% K	40 14% k	32 13% l	3 3%	60 13%	11 13%	64 12%	7 24%
Loan from bank/building society	7 1%	5 2% H	1	5 1% I	2 2%	3 1%	4 2%	-	6 1%	-	6 1%	1 3%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	7 3%	7 2%	11 2% I	4 3%	13 5% k	2 1%	-	15 3%	-	15 3%	-
Other finance (credit card high street loan loan from friends / family etc)	9 1%	6 3% H	2 1%	8 2% I	1	4 1%	5 2%	-	9 2%	-	9 2%	-
Local authority/Council	100 16%	37 16%	61 15%	70 15%	29 19%	24 9%	49 20% k	25 24% k	72 15%	18 23%	79 15%	5 17%
Housing Association	40 6%	9 4%	9 2%	12 2%	28 18% KJ	15 5%	15 6%	10 10%	24 5%	5 7%	23 4%	2 7%
Landlord	42 7%	19 8%	27 7%	31 6%	12 7%	14 5%	20 8%	9 8%	31 7%	2 3%	31 6%	1 3%
Energy company (Energy Company Obligation - ECO)	90 14%	30 13%	69 17% HK	77 16% HK	13 8%	41 15%	34 14%	13 12%	77 16% M	5 7%	87 16% O	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 291

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
Other Green Deal provider/ installer (not an energy company)	108 17%	48 21% K	88 22% JK	96 20% K	12 8%	50 18%	35 14%	21 21%	80 17%	12 14%	94 18%	3 9%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	14 2%	7 3%	12 3%	14 3%	1 *	7 3%	4 2%	2 2%	12 2%	- -	12 2%	- -
Renewable Heat Premium Payment (RHPP) voucher	9 1%	2 1%	6 1%	6 1%	3 2%	4 1%	3 1%	2 2%	9 2%	- -	8 2%	1 3%
Government scheme (nfs)	3 1%	1 1%	2 1%	2 *	1 1%	2 1%	1 1%	- -	3 1%	1 1%	3 1%	- -
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	4 2%	5 1%	6 1%	2 1%	3 1%	5 2%	1 1%	6 1%	1 2%	7 1%	- -
Don't know	12 2%	3 1%	4 1%	5 1%	7 5% HIJ	3 1%	5 2%	2 2%	7 1%	1 1%	7 1%	1 3%
Financed myself (from I4A_NEW)	2 *	-	1 *	1 *	1 1%	1 *	1 1%	-	1 *	-	2 *	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	2 1%	2 *	3 1%	1 1%	1 *	1 *	2 2%	3 1%	-	3 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 291

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
The (measure) was installed for free (from I4 coding + I4A_NEW)	128 20%	31 13%	96 24% HJK	104 22% H	24 15%	58 21%	48 20%	19 18%	87 18%	26 53% L	108 20%	10 33%
NET: Financed themselves (from question I4+I4A_NEW)	106 17%	51 22% IJ	42 10%	75 16% I	31 20% I	60 21% m	42 17% m	3 3%	88 19%	11 13%	93 17%	8 26%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	496 78%	172 74%	343 85% HJK	381 80% H	115 73%	204 73%	191 78%	95 92% kl	364 77%	68 84%	414 78%	21 69%
NET: Paid for through Green Deal cashback scheme (from question I5)	82 13%	38 16% IJ	42 10%	58 12% I	23 15%	43 15% m	29 12%	7 7%	72 15% M	5 6%	74 14%	4 12%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	85 13%	40 17% IJ	44 11%	61 13% I	23 15%	45 16% m	30 12%	7 7%	74 16% M	5 6%	77 14%	4 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 291

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	634	515	48	32	123	511	398	312	215	130	54	129	69	101	151
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
Savings or regular income from current account	76 12%	61 12%	9 19%	4 14%	15 12%	62 12%	65 16% r	53 17% r	11 5%	15 11%	4 8%	11 10%	13 18% y	7 7%	25 17% y
Loan from bank/building society	7 1%	4 1%	2 4% P	1 4%	2 2%	5 1%	7 2%	5 1%	-	-	-	1 1%	4 6% uz	1 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	13 3%	2 4%	-	-	15 3%	14 4% r	13 4% r	1 *	2 1%	1 2%	-	4 5% w	4 3%	4 3%
Other finance (credit card high street loan loan from friends / family etc)	9 1%	6 1%	3 7% P	-	-	9 2%	6 2% q	3 1%	3 1%	4 3% z	1 1%	1 1%	1 2%	2 2%	-
Local authority/Council	100 16%	83 16% Q	1 2%	5 16%	26 22%	73 14%	52 13%	41 13%	42 19%	33 25% xyz	8 15%	20 16%	6 8%	11 10%	22 15%
Housing Association	40 6%	25 5%	6 13% P	3 10%	9 8%	30 6%	14 3%	9 3%	24 11% pq	5 4%	4 8%	13 11% ux	1 1%	8 7%	9 6%
Landlord	42 7%	35 7%	4 8%	1 3%	3 3%	39 8%	23 6%	15 5%	18 8%	6 5%	3 6%	13 11%	4 5%	4 4%	12 8%
Energy company (Energy Company Obligation - ECO)	90 14%	82 16%	4 8%	1 2%	9 8%	80 16% n	55 14%	47 15%	35 16%	17 12%	8 16%	18 15%	10 14%	20 18%	17 11%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 291

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
Other Green Deal provider/installer (not an energy company)	108 17%	93 18%	6 12%	7 21%	18 15%	90 17%	74 19%	63 20%	33 15%	10 8%	12 23% u	16 13%	9 13%	33 30% uwx	27 19% u
Green Deal finance scheme (loan paid back through savings on your electricity bill)	14 2%	10 2%	-	1 2%	1 *	14 3%	10 2%	10 3%	3 1%	1 1%	-	4 3%	5 6% uy	1 1%	4 3%
Renewable Heat Premium Payment (RHPP) voucher	9 1%	7 1%	1 2%	-	1 1%	8 2%	4 1%	3 1%	4 2%	3 2%	-	-	3 5% w	2 2%	1 1%
Government scheme (nfs)	3 1%	3 1%	-	1 2%	2 1%	2 *	1 *	1 *	2 1%	-	-	1 1%	2 3%	-	1 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	8 2%	-	-	1 1%	7 1%	7 2% q	3 1%	1 *	1 1%	1 3%	3 3% z	1 2%	1 1%	-
Don't know	12 2%	6 1%	1 2%	1 4%	2 2%	10 2%	6 2% q	2 1%	3 1%	4 3%	2 4%	2 1%	2 3%	1 1%	1 1%
Financed myself (from I4A_NEW)	2	2	-	-	1 1%	1 *	2 1%	1 *	-	1 1%	-	-	-	1 1%	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	3 1%	-	-	-	5 1%	3 1%	3 1%	2 1%	2 1%	-	2 2%	1 1%	-	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 291

I4 (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
The (measure) was installed for free (from I4 coding + I4A_NEW)	128 20%	102 20%	10 22%	9 29%	35 29% o	93 18%	79 20%	63 20%	44 20%	34 26% x	10 18%	20 16%	8 11%	28 25% x	28 20%
NET: Financed themselves (from question I4+I4A_NEW)	106 17%	82 16%	16 34% P	6 18%	18 15%	88 17%	91 23% r	72 23% r	15 7%	22 16%	6 10%	12 10%	22 30% uvwxy	16 14%	29 20% w
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	496 78%	412 80% Q	29 62%	25 77%	98 81%	398 77%	287 72%	231 74%	196 89% pq	104 78% x	46 86% x	100 84% x	41 57%	92 84% x	112 77% x
NET: Paid for through Green Deal cashback scheme (from question I5)	82 13%	67 13%	8 16%	3 10%	9 7%	73 14%	69 17% r	64 20% pr	13 6%	16 12%	7 14%	10 9%	17 24% uvw	9 8%	22 15%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	85 13%	68 13%	8 16%	3 10%	9 7%	76 15% n	70 18% r	66 21% pr	13 6%	18 13%	7 14%	11 9%	17 24% wy	9 8%	23 16%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 292

I4_SUM (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

I4: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Unweighted Base	211	226	61	3	15	25	79	7	5	-	2
Weighted Base	200	240	54	2	12	28	83	6	6	-	3
Effective base	193	208	58	3	15	24	73	6	5	-	2
Savings or regular income from current account	6 3%	6 3%	10 18%	1 25%	1 7%	2 9%	47 57%	1 12%	1 20%	-	1 43%
Loan from bank/building society	-	1 1%	-	-	-	1 3%	4 5%	-	1 19%	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	1 1%	-	1 3%	-	-	-	11 13%	-	1 19%	-	-
Other finance (credit card high street loan loan from friends / family etc)	1	1	1 1%	-	-	-	2 2%	2 27%	-	-	3 100%
Local authority/Council	29 14%	42 17%	18 33%	2 75%	3 28%	2 8%	3 3%	1 14%	-	-	-
Housing Association	9 4%	24 10%	4 8%	-	-	1 4%	1 1%	-	-	-	-
Landlord	16 8%	7 3%	10 18%	-	3 24%	2 7%	3 3%	1 23%	-	-	-
Energy company (Energy Company Obligation - ECO)	40 20%	43 18%	2 3%	-	2 14%	1 4%	2 3%	-	-	-	-
Other Green Deal provider/ installer (not an energy company)	42 21%	46 19%	4 8%	-	2 14%	8 28%	5 6%	-	1 20%	-	-
Green Deal finance scheme (loan paid back through savings on your electricity bill)	5 2%	3 1%	1 2%	-	-	2 7%	3 3%	-	1 21%	-	-
Renewable Heat Premium Payment (RHPP) voucher	2 1%	1 1%	2 3%	-	-	2 7%	2 2%	-	-	-	-
Government scheme (nfs)	1	1	-	-	-	1 5%	-	1 11%	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 292

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I4_SUM (M) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All key measures that have been installed

I4: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	200	240	54	2	12	28	83	6	6	-	3
Effective base	193	208	58	3	15	24	73	6	5	-	2
Management Company	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	3 1%	1 *	1 1%	-	-	-	3 4%	-	-	-	1 43%
Don't know	3 1%	3 1%	2 4%	-	1 7%	1 4%	2 2%	-	-	-	-
Financed myself (from I4A_NEW)	-	-	-	-	-	-	1 2%	1 14%	-	-	-
Paid for partly or fully by a third party (from I4A_NEW)	-	2 1%	-	-	1 6%	-	2 2%	-	-	-	-
The (measure) was installed for free (from I4 coding + I4A_NEW)	51 25%	69 29%	2 4%	-	1 7%	4 13%	1 1%	-	-	-	-
NET: Financed themselves (from question I4+I4A_NEW)	8 4%	8 3%	12 22%	1 25%	1 7%	3 11%	63 76%	3 53%	4 59%	-	3 100%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	180 90%	225 94%	38 70%	2 75%	10 86%	20 70%	16 20%	3 47%	1 20%	-	-
NET: Paid for through Green Deal cashback scheme (from question I5)	10 5%	8 3%	5 8%	-	-	5 17%	51 62%	-	3 41%	-	-
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	13 6%	8 3%	5 8%	-	-	5 19%	51 62%	-	3 41%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	523	278	244	182	206	134	432	81	138	384	432	91	336	187	370	56	97	153
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
Savings or regular income from current account	73 14%	39 14%	34 14%	11 6%	30 14% c	32 24% cd	71 16% g	2 3%	22 16%	51 13%	30 7%	43 42% j	28 10%	45 20% l	72 19% opq	-	2 2%	2 1%
Loan from bank/building society	7 1%	1 *	6 3% a	3 1%	2 1%	3 2%	6 1%	1 2%	-	7 2%	2 1%	5 4% j	2 1%	5 2%	6 1%	-	1 1%	1 1%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 3%	7 2%	8 3%	2 1%	10 5%	3 2%	13 3%	2 3%	5 4%	10 3%	9 2%	6 5%	5 2%	10 4%	15 4% q	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	6 1%	2 1%	5 2%	3 1%	3 1%	1 1%	6 1%	-	2 1%	5 1%	5 1%	1 1%	2 1%	4 2%	5 1%	1 2%	-	1 1%
Local authority/Council	91 17%	54 19%	37 15%	34 20%	32 15%	24 18%	75 17%	14 20%	28 21%	63 16%	82 20% k	9 9%	52 18%	39 17%	37 9%	8 17%	46 51% noq	54 40% no
Housing Association	37 7%	27 10% b	10 4%	20 11% e	13 6%	4 3%	24 5%	11 16% f	9 6%	28 7%	34 8%	3 3%	24 8%	12 5%	5 1%	4 7% n	28 31% noq	32 23% no
Landlord	33 6%	18 6%	15 6%	20 11% de	10 5%	3 2%	23 5%	9 13% f	11 8%	22 6%	31 7%	3 2%	23 8%	11 5%	12 3%	15 32% npq	6 6%	21 15% np
Energy company (Energy Company Obligation - ECO)	82 16%	35 13%	47 19%	33 19%	32 15%	17 13%	74 17%	6 9%	16 12%	66 17%	75 18% k	7 6%	50 17%	32 14%	77 20% opq	3 7%	2 2%	5 4%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
Other Green Deal provider/installer (not an energy company)	87 17%	42 15%	44 18%	34 19%	32 15%	20 15%	77 17%	9 13%	17 12%	70 18%	69 16%	18 17%	42 14%	44 19%	72 19% pq	7 14%	8 9%	15 11%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 2%	7 3%	3 1%	3 2%	3 1%	4 3%	10 2%	1 1%	3 2%	8 2%	7 2%	3 3%	4 1%	6 3%	10 3%	1 1%	-	1 *
Renewable Heat Premium Payment (RHPP) voucher	8 1%	3 1%	5 2%	-	6 3% c	2 1%	5 1%	2 2%	4 3%	4 1%	3 1%	4 4% j	3 1%	5 2%	7 2%	1 2%	-	1 1%
Government scheme (nfs)	3 1%	2 1%	2 1%	-	3 2%	-	3 1%	-	2 1%	2 *	2 1%	1 1%	2 1%	1 1%	2 1%	1 3%	-	1 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 2%	3 1%	5 2%	2 1%	3 2%	3 2%	7 2%	1 1%	1 1%	7 2%	4 1%	4 4%	2 1%	6 3%	5 1%	3 6% np	-	3 2%
Don't know	11 2%	5 2%	5 2%	6 3% e	4 2%	-	7 2%	2 2%	1 1%	9 2%	7 2%	4 4%	6 2%	5 2%	7 2%	2 4%	1 2%	3 2%
Financed myself (from I4A_NEW)	2 *	2 1%	-	-	2 1%	-	2 *	-	1 1%	1 *	1 *	1 1%	1 *	1 1%	2 1%	-	-	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	-	5 2% a	3 2%	2 1%	-	4 1%	1 1%	-	5 1%	5 1%	-	3 1%	2 1%	4 1%	1 2%	-	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 21%	55 20%	57 23%	29 17%	54 26% c	29 21%	89 20%	22 31% f	27 20%	85 22%	107 25% k	5 5%	71 24%	41 18%	95 25% pq	11 23% pq	6 6%	17 12% p
NET: Financed themselves (from question I4+I4A_NEW)	100 19%	49 18%	51 20%	19 11%	45 21% c	37 27% c	95 21% g	5 8%	29 21%	71 18%	47 11%	54 52% j	37 13%	63 27% l	96 25% opq	1 2%	3 3%	4 3%
NET: Paid for fully/ partially by third party (from question I4+I4A_NEW)	410 78%	218 79%	192 77%	154 87% de	161 76%	95 70%	340 77%	64 91% f	104 76%	306 79%	366 87% k	44 42%	251 85% m	159 69%	281 73%	42 88% n	87 97% nq	129 94% n
NET: Paid for through Green Deal cashback scheme (from question I5)	72 14%	43 15%	30 12%	10 6%	38 18% c	25 19% c	69 16% g	2 3%	23 17%	50 13%	29 7%	43 42% j	30 10%	43 19% l	72 19% opq	1 1%	-	1 *
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 14%	44 16%	31 13%	11 6%	38 18% c	27 20% c	72 16% g	3 4%	24 18%	51 13%	31 7%	44 42% j	31 11%	44 19% l	75 19% opq	1 1%	-	1 *



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

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I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	523	446	77	154	233	81	103	130	133	156	352	171
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
Savings or regular income from current account	73 14%	71 16% s	3 3%	28 18%	35 14%	10 13%	5 6%	11 8%	18 13%	39 24% KMN	46 13%	27 15%
Loan from bank/building society	7 1%	6 1%	1 1%	-	6 2%	1 2%	1 1%	2 2%	-	3 2%	6 2%	1 1%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 3%	12 3%	3 3%	6 4%	5 2%	3 4%	-	5 4%	3 2%	7 4% K	10 3%	5 3%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	6 1%	-	4 3%	2 1%	-	2 2%	1 1%	1 1%	2 1%	3 1%	4 2%
Local authority/Council	91 17%	69 16%	22 25%	31 21% v	41 17%	8 9%	17 17%	24 18%	22 16%	29 18%	64 18%	27 15%
Housing Association	37 7%	15 3%	21 24% r	3 2%	21 9% t	6 7%	12 12% NO	16 12% NO	5 4%	4 2%	34 10% x	2 1%
Landlord	33 6%	25 6%	9 10%	9 6%	7 3%	4 5%	15 16% NO	13 10% NO	2 2%	3 2%	20 6%	13 7%
Energy company (Energy Company Obligation - ECO)	82 16%	77 18% s	5 6%	25 17%	36 14%	18 22%	22 23% M	14 11%	20 15%	25 16%	49 14%	33 19%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
Other Green Deal provider/ installer (not an energy company)	87 17%	76 17%	11 12%	22 15%	49 20%	12 14%	7 8%	30 23% K	23 17% K	27 17% K	56 16%	31 18%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 2%	8 2%	2 2%	4 3%	4 2%	2 3%	1 1%	2 1%	5 4%	3 2%	5 1%	6 3%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	8 2%	-	2 1%	4 2%	1 1%	2 2%	-	2 2%	4 2%	4 1%	4 2%
Government scheme (nfs)	3 1%	3 1%	-	1 *	1 1%	2 2%	-	1 1%	1 1%	1 1%	2 *	2 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 2%	8 2%	-	5 3% u	1 1%	1 2%	2 2%	1 1%	3 2%	3 2%	2 1%	6 3% w
Don't know	11 2%	8 2%	2 3%	2 2%	6 2%	1 1%	2 3%	5 4%	1 1%	3 2%	7 2%	4 2%
Financed myself (from I4A_NEW)	2 *	2 1%	-	1 1%	1 1%	-	-	-	-	2 1%	1 *	1 1%
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	2 *	3 3% r	1 *	3 1%	1 1%	2 2%	1 1%	2 1%	-	3 1%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 21%	96 22%	16 17%	24 16%	53 21%	22 27% †	19 20%	24 18%	42 32% MO	27 17%	77 22%	35 20%
NET: Financed themselves (from question I4+I4A_NEW)	100 19%	93 22% s	7 8%	37 25%	48 19%	15 18%	8 9%	19 15%	21 16%	51 32% KMN	65 19%	35 20%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 78%	329 76%	81 89% r	110 73%	192 78%	65 80%	85 88% O	112 85% O	105 79% O	107 67%	278 80%	132 75%
NET: Paid for through Green Deal cashback scheme (from question I5)	72 14%	65 15%	8 8%	18 12%	39 16%	15 18%	3 4%	10 8%	26 20% KM	32 20% KM	45 13%	27 15%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 14%	68 16%	8 8%	20 13%	40 16%	15 18%	3 4%	10 8%	26 20% KM	35 22% KM	46 13%	29 17%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 † small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	523	298	80	129	28	463	43	523	-	-	-	523	-
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
Savings or regular income from current account	73 14%	61 20% A	9 12% A	3 2%	2 9%	66 14%	3 6%	73 14%	-	-	-	73 14%	-
Loan from bank/building society	7 1%	6 2%	-	1 1%	-	4 1%	2 4% C	7 1%	-	-	-	7 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 3%	12 4%	2 3%	1 1%	-	12 3%	3 7%	15 3%	-	-	-	15 3%	-
Other finance (credit card high street loan loan from friends / family etc)	6 1%	4 1%	2 3%	2 1%	2 6%	3 1%	2 4%	6 1%	-	-	-	6 1%	-
Local authority/Council	91 17%	36 12%	12 16%	39 32% yz	5 19%	82 18%	8 17%	91 17%	-	-	-	91 17%	-
Housing Association	37 7%	9 3%	4 5%	21 17% yz	3 12%	35 8%	1 3%	37 7%	-	-	-	37 7%	-
Landlord	33 6%	7 2%	6 8% y	17 14% y	3 11%	29 6%	3 7%	33 6%	-	-	-	33 6%	-
Energy company (Energy Company Obligation - ECO)	82 16%	56 18% A	16 20% A	10 8%	3 10%	72 16%	6 14%	82 16%	-	-	-	82 16%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
Other Green Deal provider/installer (not an energy company)	87 17%	57 18%	16 21%	15 12%	4 16%	77 17%	7 15%	87 17%	-	-	-	87 17%	-
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 2%	4 1%	1 2%	2 2%	3 9%	7 2%	2 5%	10 2%	-	-	-	10 2%	-
Renewable Heat Premium Payment (RHPP) voucher	8 1%	5 2%	2 2%	-	1 3%	5 1%	1 3%	8 1%	-	-	-	8 1%	-
Government scheme (nfs)	3 1%	3 1%	-	1 1%	-	2 1%	1 3%	3 1%	-	-	-	3 1%	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 2%	4 1%	2 3%	2 2%	-	6 1%	1 3%	8 2%	-	-	-	8 2%	-
Don't know	11 2%	6 2%	2 2%	1 1%	1 3%	6 1%	3 6% C	11 2%	-	-	-	11 2%	-
Financed myself (from I4A_NEW)	2 *	2 1%	-	-	-	2 *	-	2 *	-	-	-	2 *	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	1 *	-	3 2%	1 3%	5 1%	-	5 1%	-	-	-	5 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 293

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Total	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 21%	69 22%	18 24%	20 16%	6 22%	103 22%	8 18%	112 21%	-	-	-	112 21%	-
NET: Financed themselves (from question I4+I4A_NEW)	100 19%	84 27% zA	11 15% A	7 6%	4 14%	85 18%	10 22%	100 19%	-	-	-	100 19%	-
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 78%	220 71%	64 83% y	113 92% yz	23 81%	371 81% D	30 67%	410 78%	-	-	-	410 78%	-
NET: Paid for through Green Deal cashback scheme (from question I5)	72 14%	57 19% A	8 10%	5 4%	2 9%	60 13%	9 19%	72 14%	-	-	-	72 14%	-
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 14%	58 19% A	8 11%	5 4%	4 14%	63 14%	9 19%	75 14%	-	-	-	75 14%	-



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Table 294

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	523	80	231	63	225	109	523	523	-	72	451	-	74	449	316	207
Weighted Base	524	84*	244	56*	212	111	524	524	**	75*	448	**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Savings or regular income from current account	73 14%	48 58% bcdefg	10 4%	10 18% bd	12 5%	38 35% bcdfg	73 14% bd	73 14% bd	-	40 53% j	33 7%	-	38 50% m	35 8%	33 10%	40 20% n
Loan from bank/building society	7 1%	4 5% bdfg	1 1%	1 2% d	-	4 4% bdfg	7 1%	7 1%	-	1 2%	6 1%	-	4 5% m	3 1%	1	6 3% n
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 3%	11 13% bcdfg	-	1 3% b	1 1%	8 7% bdfg	15 3% bd	15 3% bd	-	11 15% j	4 1%	-	9 11% m	6 1%	7 2%	8 4%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	2 2%	1 *	1 1%	2 1%	4 4% bfg	6 1%	6 1%	-	1 1%	5 1%	-	3 4% m	3 1%	2 1%	4 2%
Local authority/Council	91 17%	4 5%	43 18% a	20 35% abdefg	35 17% a	11 10%	91 17% ae	91 17% ae	-	2 3%	89 20% i	-	3 4%	88 20% i	54 17%	37 18%
Housing Association	37 7%	1 1%	26 11% adefg	4 7%	10 5%	3 3%	37 7% ae	37 7% ae	-	-	37 8% i	-	1 1%	36 8% i	8 3%	28 14% n
Landlord	33 6%	3 3%	10 4%	10 18% abefg	22 10% bfg	8 8%	33 6% b	33 6% b	-	-	33 7% i	-	2 2%	31 7%	19 6%	14 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 294

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	524	84*	244	56*	212	111	524	524	-**	75*	448	-**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Energy company (Energy Company Obligation - ECO)	82 16%	3 4%	50 21%	3 5%	44 21%	12 11%	82 16%	82 16%	-	3 4%	79 18%	-	4 5%	78 17%	63 20%	19 3%
Other Green Deal provider/ installer (not an energy company)	87 17%	9 11%	48 20%	4 8%	50 24%	16 14%	87 17%	87 17%	-	6 7%	81 18%	-	9 12%	77 17%	69 22%	18 4%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 2%	3 3%	3 1%	2 4%	5 2%	3 3%	10 2%	10 2%	-	10 14%	-	-	5 7%	5 1%	8 2%	3 1%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	2 2%	1 1%	2 3%	3 1%	4 4%	8 1%	8 1%	-	4 5%	4 1%	-	5 7%	3 1%	5 1%	3 2%
Government scheme (nfs)	3 1%	-	2 1%	-	1 1%	2 2%	3 1%	3 1%	-	1 2%	2 *	-	1 2%	2 *	2 1%	1 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 2%	3 4%	1 *	1 1%	4 2%	1 1%	8 2%	8 2%	-	2 3%	6 1%	-	3 3%	6 1%	5 2%	3 1%
Don't know	11 2%	2 2%	4 1%	3 6%	6 3%	2 2%	11 2%	11 2%	-	1 1%	10 2%	-	-	11 2%	4 1%	7 3%



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Table 294

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	524	84*	244	56*	212	111	524	524	**	75*	448	**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Financed myself (from I4A_NEW)	2	1 2%	-	1 1%	-	2 2% bcdfg	2	2	-	1 2%	1	-	-	2	1	1 1%
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	2 2%	2 1%	1 1%	2 1%	1 1%	5 1%	5 1%	-	2 2%	3 1%	-	-	5 1%	2 1%	3 1%
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 21%	3 4%	73 30% acefg	4 7%	59 28% acefg	10 9% a	112 21% ace	112 21% ace	-	3 4%	109 24% i	-	2 3%	110 25% l	83 26% o	30 15%
NET: Financed themselves (from question I4+I4A_NEW)	100 19%	64 76% bcdefg	12 5%	14 26% bd	14 7%	56 50% bcdfg	100 19% bd	100 19% bd	-	52 69% j	48 11% -	-	51 67% m	49 11% -	41 13% -	59 29% n
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 78%	21 26% g	230 94% acefg	41 73% ae	193 91% acefg	57 51% a	410 78% ae	410 78% ae	-	15 20% -	395 88% i	-	21 27% -	390 87% l	272 85% o	138 68% -
NET: Paid for through Green Deal cashback scheme (from question I5)	72 14%	51 61% bcdefg	9 4% -	5 8% -	13 6% -	37 33% bcdfg	72 14% bd	72 14% bd	-	72 96% j	-	-	45 58% m	28 6% -	36 11% -	36 18% n
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 14%	51 61% bcdefg	9 4% -	6 11% b	15 7% -	38 34% bcdfg	75 14% bd	75 14% bd	-	75 100% j	-	-	45 58% m	31 7% -	38 12% -	38 19% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 294

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	523	47	217	122	107	240	140	175	94	70	96	60	52	471	51	416	78	338
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Savings or regular income from current account	73 14%	1 2%	29 13% p	14 12%	28 25% pqr	22 9%	19 13%	38 22% MN	14 14% RS	4 7% S	3 3%	-	-	73 15% u	34 61% UVW	28 7% V	1 2%	27 8%
Loan from bank/building society	7 1%	-	3 2%	1 1%	3 2%	3 1%	3 2%	4 3%	3 3%	-	-	-	-	7 1%	6 11% UVW	1 *	1 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 3%	-	3 1%	7 6% q	5 4%	4 2%	5 4%	10 6% M	4 4%	1 2%	-	-	-	15 3%	4 7% UV	9 2%	-	9 3%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	-	4 2%	1 1%	1 1%	1 *	2 1%	4 2%	1 1%	-	-	-	-	6 1%	3 5% UW	2 *	-	2 *
Local authority/Council	91 17%	6 13%	48 22% rL	16 13%	14 12%	40 16%	23 16%	34 20%	17 17%	9 14%	13 14%	26 47% PQR	25 52% v	66 14%	3 5%	77 19% TW	32 42% TUV	45 13%
Housing Association	37 7%	7 16% rL	18 8%	5 4%	3 3%	8 3%	8 6%	16 9% M	2 2%	2 4%	2 2%	19 35% PQR	17 34% v	20 4%	-	34 8% TW	24 31% TUV	10 3%
Landlord	33 6%	4 10% L	13 6%	9 7%	2 2%	10 4%	10 7%	16 9% M	5 5%	8 13% R	3 3%	7 13% R	5 9%	29 6%	1 2%	27 6%	5 7%	22 6%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 294

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Energy company (Energy Company Obligation - ECO)	82 16%	9 20%	25 12%	24 19%	21 19%	43 18% O	28 19% O	18 10%	17 17% S	14 23% S	23 23% S	1 1%	-	82 17% u	1 2%	77 19% TV	8 10%	69 21% TUV
Other Green Deal provider/installer (not an energy company)	87 17%	2 5%	36 17%	27 21% p	16 15%	48 19% O	29 20% O	21 12%	12 12%	8 13%	31 31% PQS	5 9%	4 7%	83 17%	3 5%	77 19% TV	5 6%	73 22% TUV
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 2%	1 1%	6 3%	2 1%	3 2%	4 2%	2 1%	6 3%	1 1%	-	3 3%	-	-	10 2%	1 2%	8 2%	-	8 3%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	-	3 1%	-	5 5% r	3 1%	2 1%	3 2%	1 1%	-	1 1%	-	-	8 2%	2 4%	6 1%	-	6 2%
Government scheme (nfs)	3 1%	1 2%	1 1%	1 1%	-	2 1%	2 2%	1 1%	1 1%	1 2%	-	-	-	3 1%	-	2 1%	-	2 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 2%	1 2%	1 1%	2 2%	4 3%	3 1%	2 1%	4 2%	2 2%	1 1%	1 1%	1 2%	1 3%	7 1%	4 7% UW	4 1%	1 2%	2 1%
Don't know	11 2%	1 3%	1 1%	2 2%	3 3%	2 1%	1 1%	5 3%	1 1%	4 6% P	2 2%	1 3%	1 2%	10 2%	-	7 2%	1 2%	5 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 294

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Financed myself (from I4A_NEW)	2*	-	1*	1	-	2	-	1*	1	-	1	-	-	2*	1	-	-	-
				1%		1%			1%		1%				2% UW			
Paid for partly or fully by a third party (from I4A_NEW)	5	-	2	2	-	1	1	1	1	-	1	-	-	5	-	2	-	2
	1%		1%	1%		1%	1%	1%	1%		1%			1%		1%		1%
The (measure) was installed for free (from I4 coding + I4A_NEW)	112	13	45	27	21	73	30	16	26	19	29	3	2	110	1	100	5	95
	21%	28%	21%	22%	19%	30% NO	21% O	9%	26% S	30% S	29% S	5%	4%	23% u	2%	24% TV	7%	28% TUV
NET: Financed themselves (from question I4+I4A_NEW)	100	1	39	25	34	30	28	55	21	6	4	-	-	100	46	39	2	37
	19%	2%	18% p	20% p	31% pq	12%	20% M	32% MN	21% RS	9% S	4%			21% u	82% UVW	10% V	3% T	17% UV
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410	41	175	99	71	210	112	112	78	55	91	52	46	364	9	363	71	292
	78%	92% L	81% L	79% L	64% L	86% O	79% O	65% O	78% O	87% O	93% P	95% P	96% v	77% v	16% T	88% T	94% T	87% T
NET: Paid for through Green Deal cashback scheme (from question I5)	72	1	24	22	26	29	19	38	9	6	4	19	-	72	30	36	-	36
	14%	1%	11% p	18% p	23% pq	12% pq	14% MN	22% MN	9% S	10% S	4% S	-	-	15% u	54% UVW	9% V	-	11% UV
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75	1	26	23	26	30	19	40	11	6	5	-	-	75	30	38	-	38
	14%	1%	12% p	18% p	23% pq	12% pq	14% MN	23% MN	11% S	10% S	5% S			16% u	54% UVW	9% V	-	17% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 294

14 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	523	208	214	242	180	33	149	55	203	125	66	254	240	182	211	146
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Savings or regular income from current account	73 14%	48 23% xz	18 9%	53 22% xz	13 7%	1 3%	36 25%	12 21%	14 7%	21 16% D	16 22% D	18 7%	50 20% G	14 8%	46 21% IK	17 12%
Loan from bank/building society	7 1%	4 2%	3 1%	5 2%	2 1%	-	4 3%	-	1 1%	4 3%	1 2%	-	7 3% G	1 1%	3 2%	2 2%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 3%	12 6% xz	1 1%	14 6% xz	-	-	11 8%	1 2%	3 2%	3 2%	5 7% D	6 3%	9 3%	4 2%	6 3%	6 4%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	4 2%	2 1%	4 2%	2 1%	-	4 3%	-	-	5 3% D	2 2%	4 2%	2 1%	3 2%	2 1%	1 1%
Local authority/Council	91 17%	26 13%	38 18%	32 13%	33 18%	7 18%	19 13%	7 12%	49 26% EF	20 15% F	3 4%	65 27% H	21 8%	36 20%	32 15%	26 17%
Housing Association	37 7%	5 2%	23 11% wy	7 3%	21 12% wy	15 40%	1 1%	3 4%	23 12% EF	4 3%	3 3%	28 11% H	7 3%	18 10% J	8 4%	12 8%
Landlord	33 6%	10 5%	16 8%	10 4%	16 9% y	6 16%	5 3%	4 8%	20 11% E	5 4%	3 4%	23 9% H	9 4%	18 10% J	7 3%	9 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 294

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Energy company (Energy Company Obligation - ECO)	82 16%	29 14%	39 18%	39 16%	29 16%	1 3%	19 13%	9 16%	20 11%	22 16%	20 27% D	24 10%	54 22% G	27 15%	32 15%	25 17%
Other Green Deal provider/installer (not an energy company)	87 17%	34 16%	34 16%	38 16%	29 16%	2 6%	25 17%	8 15%	28 15%	23 17%	13 18%	47 19%	35 14%	33 19%	36 17%	20 14%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 2%	4 2%	5 2%	5 2%	4 2%	2 6%	4 3%	-	3 1%	4 3%	2 3%	4 2%	7 3%	2 1%	5 2%	3 2%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	5 2%	1	5 2%	1	-	4 3%	1 1%	2 1%	1 1%	1 2%	2 1%	3 1%	2 1%	4 2%	3 2%
Government scheme (nfs)	3 1%	1	1	1	1	-	1 1%	-	1	1 1%	1 1%	1	3 1%	1	1	2 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 2%	7 3%	1 1%	7 3%	1 1%	-	6 4%	1 1%	1 1%	3 2%	2 3%	3 1%	5 2%	1 1%	5 2%	2 1%
Don't know	11 2%	5 2%	4 2%	5 2%	4 2%	1 2%	5 3%	-	6 3%	2 2%	-	5 2%	4 2%	3 2%	4 2%	4 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 294

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Financed myself (from I4A_NEW)	2	-	1	1	-	-	-	-	1	-	-	1	-	-	2	-
		-	1%	1%	-	-	-	-	-	-	-	-	-	-	1%	-
Paid for partly or fully by a third party (from I4A_NEW)	5	2	2	2	2	1	2	-	2	2	-	2	2	1	1	3
	1%	1%	1%	1%	1%	3%	1%	-	1%	2%	-	1%	1%	1%	1%	2%
The (measure) was installed for free (from I4 coding + I4A_NEW)	112	41	47	50	38	5	24	15	37	35	14	49	58	40	41	33
	21%	20%	22%	21%	21%	15%	16%	26%	19%	26%	19%	20%	23%	23%	19%	22%
NET: Financed themselves (from question I4+I4A_NEW)	100	66	26	75	17	1	53	13	19	30	23	27	66	22	56	26
	19%	32% xz	12% z	31% xz	10%	3%	36%	23%	10%	23% D	31% D	11%	26% G	12%	26% I	17%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410	133	187	160	160	34	87	43	168	100	51	210	180	153	151	118
	78%	64%	87% wy	66%	89% wxy	92%	59%	75%	88% EF	75%	68%	86% H	72%	86% J	71%	79%
NET: Paid for through Green Deal cashback scheme (from question I5)	72	50	16	58	8	2	39	10	16	22	15	19	47	9	43	21
	14%	24% xz	8% z	24% xz	5% xz	6%	27%	18%	8%	16% D	20% D	8%	19% G	5% I	20% I	14% I
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75	51	19	60	9	2	40	10	17	23	15	21	48	9	45	22
	14%	24% xz	9% z	25% xz	5% xz	6%	27%	18%	9%	17% D	20% D	9%	19% G	5% I	21% I	15% I



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 295

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	523	196	316	381	142	220	204	90	387	74	425	33
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
Savings or regular income from current account	73 14%	34 18% IJ	33 10%	52 14% I	21 15%	40 18% m	29 14% m	3 4%	58 15%	9 12%	61 14%	7 24%
Loan from bank/building society	7 1%	5 2% I	1	5 1% I	2 2%	3 1%	4 2%	-	6 2%	-	6 1%	1 3%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 3%	7 4%	7 2%	11 3%	4 3%	13 6% lm	2 1%	-	15 4%	-	15 3%	-
Other finance (credit card high street loan loan from friends / family etc)	6 1%	3 2%	2 1%	5 1% I	1 1%	2 1%	4 2%	-	6 2%	-	6 1%	-
Local authority/Council	91 17%	30 16%	54 17%	63 16%	28 20%	22 10%	47 22% k	22 27% k	64 17%	18 24%	71 17%	5 17%
Housing Association	37 7%	8 4%	8 3%	11 3%	25 18% HIJ	13 6%	14 7%	10 12%	21 6%	5 7%	21 5%	2 7%
Landlord	33 6%	13 7%	19 6%	23 6%	10 7%	11 5%	16 8%	6 8%	25 7%	2 3%	25 6%	1 3%
Energy company (Energy Company Obligation - ECO)	82 16%	26 14%	63 20% HK	69 18% HK	13 9%	38 17%	30 15%	12 15%	70 18% M	5 7%	79 18% O	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 295

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
Other Green Deal provider/installer (not an energy company)	87 17%	38 21% K	69 22% K	76 20% K	10 7%	38 17%	31 15%	17 21%	62 16%	12 15%	75 17%	3 9%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 2%	6 3%	8 2%	10 3%	1 *	4 2%	3 2%	2 3%	8 2%	- -	8 2%	- -
Renewable Heat Premium Payment (RHPP) voucher	8 1%	2 1%	5 1%	5 1%	3 2%	3 1%	3 2%	2 2%	8 2%	- -	7 2%	1 3%
Government scheme (nfs)	3 1%	1 1%	2 1%	2 1%	1 1%	2 1%	1 1%	- -	3 1%	1 1%	3 1%	- -
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 2%	4 2%	5 2%	6 2%	2 1%	3 1%	5 2%	1 1%	6 2%	1 2%	7 2%	- -
Don't know	11 2%	3 2%	4 1%	5 1%	6 4% IJ	3 1%	5 3%	2 2%	7 2%	1 1%	7 2%	1 3%
Financed myself (from I4A_NEW)	2 *	-	1 *	1 *	1 1%	1 *	1 1%	-	1 *	-	2 1%	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	2 1%	2 1%	3 1%	1 1%	1 1%	1 1%	2 3%	3 1%	-	3 1%	-
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 21%	29 16%	83 26% HJK	90 23% H	22 16%	47 21%	44 21%	18 22%	75 20%	24 33% L	93 22%	10 33%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 295

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
NET: Financed themselves (from question I4+I4A_NEW)	100 19%	48 26% IJ	41 13%	70 18% I	30 21% I	58 25% m	38 18% m	3 4%	83 22%	9 12%	87 20%	8 26%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 78%	134 72%	272 85% HJK	306 80% H	104 74%	164 72%	166 80%	73 91% kl	294 76%	64 86%	335 78%	21 69%
NET: Paid for through Green Deal cashback scheme (from question I5)	72 14%	34 18% IJ	36 11%	51 13% I	22 16%	39 17% m	26 13%	6 7%	64 17% M	4 5%	65 15%	4 12%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 14%	36 19% IJ	38 12%	54 14% I	22 16%	41 18% m	27 13%	6 7%	66 17% M	4 5%	68 16%	4 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 295

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	523	420	42	29	113	410	324	249	183	112	45	108	54	83	121
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
Savings or regular income from current account	73 14%	60 14%	8 20%	3 11%	14 12%	60 14%	62 19% r	50 20% r	11 6%	14 12%	4 8%	11 11%	12 27% y	7 8%	25 21% y
Loan from bank/building society	7 1%	4 1%	2 5% P	1 4%	2 2%	5 1%	7 2%	5 2%	-	-	-	1 1%	4 8% uwz	1 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 3%	13 3%	2 5%	-	-	15 4%	14 4% r	13 5% r	1 *	2 2%	1 3%	-	4 7% w	4 4%	4 4%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	5 1%	2 4%	-	-	6 2%	4 1%	3 1%	2 1%	2 2%	1 2%	1 1%	1 2%	1 1%	-
Local authority/Council	91 17%	75 18% Q	1 2%	5 18%	25 22%	66 16%	44 14%	34 13%	41 12% pq	30 27% xy	8 18%	18 18%	6 11%	9 11%	19 16%
Housing Association	37 7%	24 6%	5 12%	3 12%	9 8%	27 7%	12 4%	8 3%	23 12% pq	5 4%	3 7%	12 11% x	1 1%	8 9%	9 7%
Landlord	33 6%	27 6%	3 7%	1 3%	3 3%	30 7%	19 6%	12 5%	14 7%	5 4%	2 5%	10 9%	4 7%	4 5%	8 7%
Energy company (Energy Company Obligation - ECO)	82 16%	75 18%	4 9%	1 3%	8 8%	74 18% n	51 16%	43 17%	31 16%	16 14%	7 15%	14 14%	10 17%	19 22%	17 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 295

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
Other Green Deal provider/installer (not an energy company)	87 17%	72 17%	6 14%	7 24%	18 16%	69 17%	57 18%	47 19%	29 16%	8 7%	10 23% u	15 14%	8 14%	25 28% uw	21 17% u
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 2%	6 1%	-	1 2%	1 1%	10 2%	6 2%	6 2%	3 1%	1 1%	-	3 3%	2 3%	1 1%	3 2%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	6 1%	1 2%	-	1 1%	7 2%	4 1%	3 1%	3 2%	3 2%	-	-	2 4%	2 2%	1 1%
Government scheme (nfs)	3 1%	3 1%	-	1 2%	2 1%	2 *	1 *	1 1%	2 1%	-	-	1 1%	2 3%	-	1 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 2%	8 2%	-	-	1 1%	7 2%	7 2% q	3 1%	1 *	1 1%	1 3%	3 3% z	1 2%	1 1%	-
Don't know	11 2%	6 1%	1 2%	1 4%	2 2%	9 2%	6 2% q	2 1%	3 2%	3 3%	2 4%	2 2%	2 4%	1 1%	1 1%
Financed myself (from I4A_NEW)	2 *	2 1%	-	-	1 1%	1 *	2 1%	1 1%	-	1 1%	-	-	-	1 2%	-
Paid for partly or fully by a third party (from I4A_NEW)	5 1%	3 1%	-	-	-	5 1%	3 1%	3 1%	2 1%	2 1%	-	2 2%	1 1%	-	-
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 21%	88 21%	10 23%	8 28%	31 28%	81 20%	69 22%	54 22%	39 21%	32 28% x	10 22%	17 17%	7 12%	23 26%	24 20%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 295

I4 (R) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents who have installed a recommended key measure

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base Effective base	524 481	422 386	42* 39	29** 27	111 105	412 377	322 299	250 230	188 168	114 105	44* 41	101* 98	56* 49	88* 76	120 113
NET: Financed themselves (from question I4+I4A_NEW)	100 19%	80 19%	14 33% P	4 15%	17 15%	83 20%	87 27% r	69 27% r	14 7%	19 17%	5 11%	12 12%	20 36% uvw	15 17%	29 24% w
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 78%	336 80% Q	26 63%	23 78%	91 82%	319 77%	231 72%	182 73%	167 89% pq	91 80% x	38 85% x	84 83% x	34 61%	74 84% x	89 74%
NET: Paid for through Green Deal cashback scheme (from question I5)	72 14%	59 14%	8 19%	2 6%	8 7%	65 16% n	61 19% r	56 23% pr	11 6%	13 12%	7 16%	10 10%	14 25% uwy	9 10%	20 16%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 14%	60 14%	8 19%	2 6%	8 7%	68 16% n	63 19% r	58 23% pr	11 6%	15 13%	7 16%	10 10%	14 25% wy	9 10%	21 17%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Savings or regular income from current account	73 8%	39 8%	34 8%	11 3%	30 8% c	32 13% c	71 9% g	2 2%	22 9%	51 7%	30 4%	43 18% j	28 6%	45 10% l	72 11% opq	-	2 1%	2 1%
Loan from bank/building society	7 1%	1 *	6 1% a	3 1%	2 1%	3 1%	6 1%	1 1%	-	7 1%	2 *	5 2% j	2 *	5 1%	6 1%	-	1 1%	1 *
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	7 1%	8 2%	2 1%	10 3% c	3 1%	13 2%	2 2%	5 2%	10 1%	9 1%	6 2%	5 1%	10 2%	15 2% pq	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	6 1%	2 *	5 1%	3 1%	3 1%	1 *	6 1%	-	2 1%	5 1%	5 1%	1 1%	2 *	4 1%	5 1%	1 1%	-	1 *
Local authority/Council	91 10%	54 11%	37 8%	34 10%	32 9%	24 10%	75 9%	14 11%	28 11%	63 9%	82 12% k	9 4%	52 11%	39 8%	37 5%	8 9%	46 24% noq	54 20% no
Housing Association	37 4%	27 5% b	10 2%	20 6% e	13 3%	4 2%	24 3%	11 9% f	9 3%	28 4%	34 5% k	3 1%	24 5%	12 3%	5 1%	4 4% n	28 15% noq	32 11% no
Landlord	33 4%	18 4%	15 3%	20 6% e	10 3%	3 1%	23 3%	9 8% f	11 4%	22 3%	31 4% k	3 1%	23 5%	11 2%	12 2%	15 17% npq	6 3%	21 8% np
Energy company (Energy Company Obligation - ECO)	82 9%	35 7%	47 10%	33 10%	32 9%	17 7%	74 9%	6 5%	16 6%	66 10%	75 11% k	7 3%	50 10%	32 7%	77 12% opq	3 4%	2 1%	5 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Other Green Deal provider/ installer (not an energy company)	87 9%	42 9%	44 10%	34 10%	32 9%	20 8%	77 10%	9 7%	17 7%	70 10%	69 10%	18 7%	42 9%	44 10%	72 11% pq	7 8%	8 4%	15 5%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 1%	7 1%	3 1%	3 1%	3 1%	4 2%	10 1%	1 1%	3 1%	8 1%	7 1%	3 1%	4 1%	6 1%	10 1%	1 1%	-	1 *
Renewable Heat Premium Payment (RHPP) voucher	8 1%	3 1%	5 1%	-	6 2% c	2 1%	5 1%	2 1%	4 1%	4 1%	3 *	4 2%	3 1%	5 1%	7 1%	1 1%	-	1 *
Government scheme (nfs)	3 *	2 *	2 *	-	3 1%	-	3 *	-	2 1%	2 *	2 *	1 1%	2 *	1 *	2 *	1 2%	-	1 *
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	3 1%	5 1%	2 1%	3 1%	3 1%	7 1%	1 1%	1 *	7 1%	4 1%	4 2%	2 *	6 1%	5 1%	3 3% pq	-	3 1%
Don't know	11 1%	5 1%	5 1%	6 2% e	4 1%	-	7 1%	2 1%	1 *	9 1%	7 1%	4 2%	6 1%	5 1%	7 1%	2 2%	1 1%	3 1%
Financed myself (from I4A_NEW)	2 *	2 *	-	-	2 1%	-	2 *	-	1 *	1 *	1 *	1 1%	1 *	1 *	2 *	-	-	-
Paid for partly or fully by a third party (from I4A_NEW)	5 *	-	5 1% a	3 1%	2 1%	-	4 *	1 1%	-	5 1%	5 1%	-	3 1%	2 *	4 1%	1 1%	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 12%	55 11%	57 13%	29 9%	54 15% c	29 12%	89 11%	22 18% f	27 11%	85 12%	107 15% k	5 2%	71 15% m	41 9%	95 14% pq	11 12% pq	6 3%	17 6% p
NET: Financed themselves (from question I4+I4A_NEW)	100 11%	49 10%	51 11%	19 5%	45 12% c	37 15% c	95 12% g	5 4%	29 12%	71 10%	47 7%	54 22% j	37 8%	63 14% l	96 14% opq	1 1%	3 2%	4 1%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 43%	218 44%	192 43%	154 45%	161 45%	95 39%	340 42%	64 52% f	104 41%	306 44%	366 52% k	44 18%	251 52% m	159 35%	281 42%	42 48%	87 46%	129 47%
NET: Paid for through Green Deal cashback scheme (from question I5)	72 8%	43 9%	30 7%	10 3%	38 10% c	25 10% c	69 9% g	2 2%	23 9%	50 7%	29 4%	43 18% j	30 6%	43 9%	72 11% opq	1 1%	-	1 *
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 8%	44 9%	31 7%	11 3%	38 10% c	27 11% c	72 9% g	3 2%	24 10%	51 7%	31 4%	44 18% j	31 6%	44 10%	75 11% opq	1 1%	-	1 *
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Savings or regular income from current account	73 8%	71 9% s	3 2%	28 9%	35 8%	10 8%	5 3%	11 4%	18 8%	39 14% KM	46 7%	27 8%
Loan from bank/building society	7 1%	6 1%	1 1%	-	6 1% †	1 1%	1 1%	2 1%	-	3 1%	6 1%	1 *
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	12 2%	3 2%	6 2%	5 1%	3 2%	-	5 2%	3 1%	7 2%	10 2%	5 2%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	6 1%	-	4 1%	2 *	-	2 1%	1 *	1 1%	2 1%	3 *	4 1%
Local authority/Council	91 10%	69 9%	22 14%	31 10%	41 10%	8 6%	17 10%	24 9%	22 9%	29 10%	64 10%	27 8%
Housing Association	37 4%	15 2%	21 13% r	3 1%	21 5% †	6 4% †	12 7% NO	16 6% O	5 2%	4 1%	34 5% x	2 1%
Landlord	33 4%	25 3%	9 5%	9 3%	7 2%	4 3%	15 9% NO	13 5% NO	2 1%	3 1%	20 3%	13 4%
Energy company (Energy Company Obligation - ECO)	82 9%	77 10% s	5 3%	25 8%	36 8%	18 14%	22 13% M	14 5%	20 9%	25 9%	49 8%	33 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
Other Green Deal provider/ installer (not an energy company)	76 10%	11 7%	22 7%	49 12% †	12 9%	7 4%	30 11% K	23 10%	27 9%	56 9%	31 10%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	8 1%	2 1%	4 1%	4 1%	2 2%	1 .	2 1%	5 2%	3 1%	5 1%	6 2%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	-	2 1%	4 1%	1 1%	2 1%	-	2 1%	4 1%	4 1%	4 1%
Government scheme (nfs)	3 .	-	1 .	1 .	2 1%	-	1 1%	1 1%	1 .	2 .	2 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	-	5 2%	1 .	1 1%	2 1%	1 .	3 1%	3 1%	2 .	6 2% w
Don't know	8 1%	2 1%	2 1%	6 1%	1 1%	2 1%	5 2%	1 .	3 1%	7 1%	4 1%
Financed myself (from I4A_NEW)	2 .	-	1 .	1 .	-	-	-	-	2 1%	1 .	1 .
Paid for partly or fully by a third party (from I4A_NEW)	2 .	3 2% r	1 .	3 1%	1 1%	2 1%	1 .	2 1%	-	3 .	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 12%	96 12%	16 10%	24 8%	53 12% †	22 17% †	19 12%	24 9%	42 19% MO	27 9%	77 12%	35 11%
NET: Financed themselves (from question I4+I4A_NEW)	100 11%	93 12% s	7 4%	37 12%	48 11%	15 11%	8 5%	19 7%	21 9%	51 18% KMN	65 10%	35 11%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 43%	329 42%	81 49%	110 35%	192 45% †	65 51% †	85 51% O	112 43%	105 46%	107 38%	278 44%	132 41%
NET: Paid for through Green Deal cashback scheme (from question I5)	72 8%	65 8%	8 5%	18 6%	39 9%	15 11%	3 2%	10 4%	26 12% KM	32 11% KM	45 7%	27 8%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 8%	68 9%	8 5%	20 6%	40 9%	15 11%	3 2%	10 4%	26 12% KM	35 12% KM	46 7%	29 9%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Savings or regular income from current account	73 8%	61 17% AB	9 6% A	3 1%	2 3%	66 8%	3 3%	73 13% FGHJ	-	-	-	73 12% FGHJ	-
Loan from bank/building society	7 1%	6 1%	-	1 1%	-	4	2 2%	7 1%	-	-	-	7 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	12 2%	2 2%	1 1%	-	12 1%	3 3%	15 3% J	-	-	-	15 2% J	-
Other finance (credit card high street loan loan from friends / family etc)	6 1%	4 1%	2 1%	2 1%	2 2%	3	2 2%	6 1%	-	-	-	6 1%	-
Local authority/Council	91 10%	36 7%	12 8%	39 18% yzB	5 7%	82 10%	8 8%	91 16% FGHJ	-	-	-	91 15% FGHJ	-
Housing Association	37 4%	9 2%	4 3%	21 9% yz	3 5%	35 4%	1 1%	37 6% GHJ	-	-	-	37 6% GHJ	-
Landlord	33 4%	7 1%	6 4% y	17 8% y	3 4%	29 4%	3 3%	33 6% GHJ	-	-	-	33 5% GHJ	-
Energy company (Energy Company Obligation - ECO)	82 9%	56 10% A	16 11% A	10 4%	3 4%	72 9%	6 6%	82 14% FGHJ	-	-	-	82 13% FGHJ	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Other Green Deal provider/installer (not an energy company)	87 9%	57 11%	16 11%	15 7%	4 6%	77 10%	7 7%	87 15% FGHJ	-	-	-	87 14% FGHJ	-
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 1%	4 1%	1 1%	2 1%	3 4%	7 1%	2 2%	10 2% J	-	-	-	10 2% J	-
Renewable Heat Premium Payment (RHPP) voucher	8 1%	5 1%	2 1%	-	1 1%	5 1%	1 1%	8 1% J	-	-	-	8 7%	-
Government scheme (nfs)	3	3 1%	-	1	-	2	1 1%	3 1%	-	-	-	3 1%	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	4 1%	2 1%	2 1%	-	6 1%	1 1%	8 1% J	-	-	-	8 1% J	-
Don't know	11 1%	6 1%	2 1%	1	1 1%	6 1%	3 3%	11 2% J	-	-	-	11 2% J	-
Financed myself (from I4A_NEW)	2	2	-	-	-	2	-	2	-	-	-	2	-
Paid for partly or fully by a third party (from I4A_NEW)	5	1	-	3 1%	1 1%	5 1%	-	5 1%	-	-	-	5 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 296

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 12%	69 13%	18 13%	20 9%	6 9%	103 13%	8 8%	112 20% FGHJ	-	-	-	112 18% FGHJ	-
NET: Financed themselves (from question I4+I4A_NEW)	100 11%	84 16% zAB	11 8% A	7 3%	4 6%	85 11%	10 10%	100 18% FGHJ	-	-	-	100 16% FGHJ	-
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 43%	220 41%	64 45%	113 51% yB	23 31%	371 47% D	30 31%	410 72% FGHJ	-	-	-	410 67% FGHJ	-
NET: Paid for through Green Deal cashback scheme (from question I5)	72 8%	57 11% zA	8 5%	5 2%	2 3%	60 8%	9 9%	72 13% FGHJ	-	-	-	72 12% FGHJ	-
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 8%	58 11% A	8 6%	5 2%	4 5%	63 8%	9 9%	75 13% FGHJ	-	-	-	75 12% FGHJ	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409	
Weighted Base	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411	
Effective base	870	224	60	221	119	523	511	347	66	415	389	147	723	498	373	
Savings or regular income from current account	73 8%	48 56% bcdef gh	10 4% h	10 18% bdh	12 5% h	38 29% bdfg h	73 13% bdh	73 13% bdh	-	40 53% jk	33 7% k	-	38 23% m	35 4% 4%	33 6%	40 10%
Loan from bank/building society	7 1%	4 4% bdfgh	1 *	1 2% dh	-	4 3% bdfgh	7 1% h	7 1% h	-	1 2% k	6 1% k	-	4 2% m	3 *	1 *	6 1%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	11 13% bcdef gh	-	1 3% bh	1 1%	8 6% bdfgh	15 3% bdh	15 3% bdh	-	11 15% jk	4 1% -	-	9 5% m	6 1% 1%	7 1%	8 2%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	2 2% h	1 *	1 1% h	2 1%	4 3% bh	6 1% h	6 1% h	-	1 1% k	5 1% k	-	3 2%	3 *	2 *	4 1%
Local authority/Council	91 10%	4 5% h	43 17% aeh	20 35% abdefgh	35 15% aeh	11 8% h	91 16% aeh	91 16% aeh	-	2 3% k	89 20% ik	-	3 2%	88 11% l	54 10%	37 9%
Housing Association	37 4%	1 1%	26 10% adefg h	4 7% ah	10 4% h	3 2% h	37 6% aeh	37 7% aeh	-	-	37 8% ik	-	1 *	36 5% l	8 2%	28 7% n
Landlord	33 4%	3 3% h	10 4% h	10 18% abdefgh	22 9% bfg	8 6% h	33 6% h	33 6% h	-	-	33 7% ik	-	2 1%	31 4%	19 4%	14 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Energy company (Energy Company Obligation - ECO)	82 9%	3 4% h	50 20% acefg h	3 5% h	44 19% acefg h	12 9% ah	82 14% ach	82 15% ach	-	3 4% k	79 18% ik	-	4 2% l	78 10% l	63 12% o	19 5%
Other Green Deal provider/ installer (not an energy company)	87 9%	9 11% h	48 19% ch	4 8% h	50 22% acefg gh	16 12% h	87 15% h	87 16% h	-	6 7% k	81 18% ik	-	9 6% l	77 10% m	69 13% o	18 4%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 1%	3 3% h	3 1% i	2 4% h	5 2% h	3 2% h	10 2% h	10 2% h	-	10 14% jk	-	-	5 3% m	5 7% n	8 1% o	3 7% p
Renewable Heat Premium Payment (RHPP) voucher	8 1%	2 2% h	1 1% i	2 3% h	3 1% h	4 3% bh	8 1% h	8 1% h	-	4 5% jk	4 1% k	-	5 3% m	3 * n	5 1% o	3 7% p
Government scheme (nfs)	3 *	-	2 1% i	-	1 1% j	2 2% h	3 1% i	3 1% i	-	1 2% k	2 * k	-	1 1% l	2 * m	2 * n	1 * o
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	3 3% bh	1 * i	1 1% j	4 2% h	1 1% k	8 1% bh	8 1% bh	-	2 3% k	6 1% k	-	3 2% l	6 1% m	5 1% n	3 7% o
Don't know	11 1%	2 2% h	4 1% h	3 6% bfg	6 3% h	2 2% h	11 2% h	11 2% h	-	1 1% k	10 2% k	-	-	11 1% m	4 1% n	7 2% o



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Financed myself (from I4A_NEW)	2	1 2% h	-	1 1% bh	-	2 2% fh	2	2	-	1 2% k	1	-	-	2	1	1
Paid for partly or fully by a third party (from I4A_NEW)	5	2 2% h	2 1%	1 1% h	2 1%	1 1%	5 1%	5 1%	-	2 2% k	3 1%	-	-	5 1%	2	3 1%
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 12%	3 4% h	73 29% acefg h	4 7% h	59 26% acefg h	10 8% h	112 20% aceh	112 20% aceh	-	3 4% k	109 24% ik	-	2 1%	110 14% l	83 15% o	30 7%
NET: Financed themselves (from question I4+I4A_NEW)	100 11%	64 74% bcdef gh	12 5% h	14 26% bdh	14 6% h	56 43% bcdaf gh	100 18% bdh	100 18% bdh	-	52 69% jk	48 11% k	-	51 31% m	49 6%	41 8%	59 14% n
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 43%	21 25% h	230 90% acef gh	41 73% aeh	193 85% acef gh	57 44% ah	410 72% aeh	410 74% aefh	-	15 20% k	395 88% ik	-	21 12%	390 50% l	272 51% o	138 34%
NET: Paid for through Green Deal cashback scheme (from question I5)	72 8%	51 60% bcdef gh	9 3% h	5 8% h	13 6% h	37 28% bcdaf gh	72 13% bdh	72 13% bdh	-	72 96% jk	-	-	45 27% m	28 4%	36 7%	36 9%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 8%	51 60% bcdef gh	9 3% h	6 11% bh	15 7% h	38 29% bcdaf gh	75 13% bdh	75 14% bdh	-	75 100% jk	-	-	45 27% m	31 4%	38 7%	38 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Have not installed any key measures	422 45%	3 3%	12 5%	- -	15 7%	20 15%	45 8%	31 6%	377 100%	- -	- -	422 100%	89 54%	334 43%	215 40%	207 50%
					c	abcd	g	bcg	fg			ij	m		n	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Savings or regular income from current account	73 8%	1 1%	29 8% p	14 6%	28 14% pqr	22 6%	19 7%	38 12% M	14 8% RS	4 5% S	3 2%	-	-	73 8% u	34 27% UVW	28 4% V	1 1%	27 5%
Loan from bank/building society	7 1%	-	3 1%	1 1%	3 1%	3 1%	3 1%	4 1%	3 1%	-	-	-	-	7 1%	6 5% UVW	1 *	1 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	-	3 1%	7 3%	5 2%	4 1%	5 2%	10 3% M	4 2%	1 1%	-	-	-	15 2%	4 3%	9 1%	-	9 2%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	-	4 1%	1 *	1 1%	1 *	2 1%	4 1%	1 1%	-	-	-	-	6 1%	3 2% UW	2 *	-	2 *
Local authority/Council	91 10%	6 6%	48 14% rL	16 6%	14 7%	40 10%	23 9%	34 11%	17 9%	9 9%	13 9%	26 26% PQR	25 30% v	66 8%	3 2%	77 11% TW	32 25% TUW	45 8% T
Housing Association	37 4%	7 8% rL	18 5%	5 2%	3 2%	8 2%	8 3%	16 5% M	2 1%	2 3%	2 1%	19 19% PQR	17 20% v	20 2%	-	34 5% TW	24 19% TUW	10 2%
Landlord	33 4%	4 5%	13 4%	9 4%	2 1%	10 2%	10 4%	16 5%	5 3%	8 9% PR	3 2%	7 7% R	5 5%	29 3%	1 1%	27 4%	5 4%	22 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Energy company (Energy Company Obligation - ECO)	82 9%	9 9%	25 7%	24 10%	21 10%	43 11% O	28 11% O	18 6%	17 9% S	14 15% S	23 15% S	1 1%	-	82 10% u	1 1%	77 11% TV	8 6% T	69 12% T
Other Green Deal provider/installer (not an energy company)	87 9%	2 2%	36 10% p	27 11% p	16 8%	48 12% O	29 11% O	21 6%	12 7%	8 9%	31 20% PQS	5 5%	4 4%	83 10%	3 2%	77 11% TV	5 4%	73 13% TUV
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 1%	1 1%	6 2%	2 1%	3 1%	4 1%	2 1%	6 2%	1 1%	-	3 2%	-	-	10 1%	1 1%	8 1%	-	8 1%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	-	3 1%	-	5 3% r	3 1%	2 1%	3 1%	1 1%	-	1 1%	-	-	8 1%	2 2%	6 1%	-	6 1%
Government scheme (nfs)	3 *	1 1%	1 *	1 1%	-	2 *	2 1%	1 *	1 *	1 1%	-	-	-	3 *	-	2 *	-	2 *
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	1 1%	1 *	2 1%	4 2%	3 1%	2 1%	4 1%	2 1%	1 1%	1 1%	1 1%	1 2%	7 1%	4 3% UW	4 1%	1 1%	2 *
Don't know	11 1%	1 1%	1 *	2 1%	3 2%	2 *	1 1%	5 2%	1 *	4 4% P	2 1%	1 1%	1 1%	10 1%	-	7 1%	1 1%	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Financed myself (from I4A_NEW)	2	-	1	1	-	2	-	1	1	-	1	-	-	2	1	-	-	-
Paid for partly or fully by a third party (from I4A_NEW)	5	-	2	2	-	1	1	1	1	-	1	-	-	5	-	2	-	2
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 12%	13 14%	45 13%	27 11%	21 10%	73 18% NO	30 11% O	16 5%	26 15% S	19 19% S	29 19% S	3 3%	2 2%	110 13% u	1 1%	100 14% TV	5 4%	95 16% TUV
NET: Financed themselves (from question I4+I4A_NEW)	100 11%	1 1%	39 11% p	25 10% p	34 17% pr	30 7%	28 11%	55 17% MN	21 12% RS	6 6% S	4 2%	-	-	100 12% u	46 36% UVW	39 6% V	2 2%	37 6% UV
NET: Paid for fully/ partially by third party (from question I4+I4A_NEW)	410 43%	41 44%	175 50% rL	99 39%	71 35%	210 52% NO	112 43% O	112 35%	78 43%	55 57% P	91 60% P	52 53%	46 53% v	364 42%	9 7%	363 51% T	71 56% T	292 50% T
NET: Paid for through Green Deal cashback scheme (from question I5)	72 8%	1 1%	24 7% p	22 9% p	26 13% pq	29 7%	19 7%	38 12% M	9 5% S	6 7% S	4 3%	-	-	72 8% u	30 24% UVW	36 5% V	-	36 6% UV
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 8%	1 1%	26 7% p	23 9% p	26 13% pq	30 8%	19 7%	40 12% MN	11 6% S	6 7% S	5 3%	-	-	75 9% u	30 24% UVW	38 5% V	-	38 7% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Savings or regular income from current account	73 8%	48 14% xzA	18 5% z	53 13% xzA	13 4%	1 2%	36 14%	12 14%	14 4%	21 9% D	16 12% D	18 4%	50 11% G	14 4%	46 12% IK	17 6%
Loan from bank/building society	7 1%	4 1%	3 1%	5 1%	2 1%	-	4 1%	-	1 *	4 2%	1 1%	-	7 2% G	1 *	3 1%	2 1%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	12 3% xz	1 *	14 3% xz	-	-	11 4%	1 1%	3 1%	3 1%	5 4% D	6 1%	9 2%	4 1%	6 1%	6 2%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	4 1%	2 *	4 1%	2 *	-	4 2%	-	-	5 2% D	2 1%	4 1%	2 1%	3 1%	2 1%	1 *
Local authority/Council	91 10%	26 7%	38 9%	32 8%	33 9%	7 10%	19 7%	7 8%	49 14% F	20 8% F	3 2%	65 15% H	21 5%	36 11%	32 8%	26 10%
Housing Association	37 4%	5 1%	23 6% wy	7 2%	21 6% wy	15 23% wxyz	1 1%	3 3%	23 7% E	4 2%	3 2%	28 6% H	7 2%	18 6% J	8 2%	12 4%
Landlord	33 4%	10 3%	16 4%	10 2%	16 5%	6 9% wy	5 2%	4 5%	20 6% E	5 2%	3 2%	23 5% H	9 2%	18 5% J	7 2%	9 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Energy company (Energy Company Obligation - ECO)	82 9%	29 8%	39 10%	39 10%	29 8%	1 1%	19 7%	9 11%	20 6%	22 9%	20 14%	24 6%	54 12%	27 8%	32 8%	25 9%
Other Green Deal provider/installer (not an energy company)	87 9%	34 10%	34 8%	38 9%	29 8%	2 3%	25 10%	8 10%	28 8%	23 10%	13 10%	47 11%	35 8%	33 10%	36 9%	20 8%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 1%	4 1%	5 1%	5 1%	4 1%	2 3%	4 2%	-	3 1%	4 2%	2 1%	4 1%	7 1%	2 1%	5 1%	3 1%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	5 1%	1	5 1%	1	-	4 2%	1 1%	2	1	1 1%	2 1%	3 1%	2	4 1%	3 1%
Government scheme (nfs)	3 -	1	1	1	1	-	1	-	1	1 1%	1 1%	1	3 1%	1	1	2 1%
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	7 2%	1 x	7 2%	1	-	6 2%	1 1%	1	3 1%	2 1%	3 1%	5 1%	1	5 1%	2 1%
Don't know	11 1%	5 1%	4 1%	5 1%	4 1%	1 1%	5 2%	-	6 2%	2 1%	-	5 1%	4 1%	3 1%	4 1%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Financed myself (from I4A_NEW)	2	-	1	1	-	-	-	-	1	-	-	1	-	-	2	-
Paid for partly or fully by a third party (from I4A_NEW)	5	2	2	2	2	1	2	-	2	2	-	2	2	1	1	3
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 12%	41	47	50	38	5	24	15	37	35	14	49	58	40	41	33
NET: Financed themselves (from question I4+I4A_NEW)	100 11%	66	26	75	17	1	53	13	19	30	23	27	66	22	56	26
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 43%	133	187	160	160	34	87	43	168	100	51	210	180	153	151	118
NET: Paid for through Green Deal cashback scheme (from question I5)	72 8%	50	16	58	8	2	39	10	16	22	15	19	47	9	43	21
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 8%	51	19	60	9	2	40	10	17	23	15	21	48	9	45	22



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 297

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Have not installed any key measures	422 45%	145 41%	195 48%	161 40%	179 50%	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 298

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Savings or regular income from current account	73 8%	34 9%	33 6%	52 8%	21 8%	40 10%	29 8%	3 2%	58 9%	9 5%	61 8%	7 6%
Loan from bank/building society	7 1%	5 1%	1	5 1%	2 1%	3 1%	4 1%	-	6 1%	-	6 1%	1 1%
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	7 2%	7 1%	11 2%	4 2%	13 3%	2 1%	-	15 2%	-	15 2%	-
Other finance (credit card high street loan loan from friends / family etc)	6 1%	3 1%	2	5 1%	1	2 1%	4 1%	-	6 1%	-	6 1%	-
Local authority/Council	91 10%	30 8%	54 10%	63 9%	28 10%	22 5%	47 13%	22 14%	64 10%	18 9%	71 10%	5 5%
Housing Association	37 4%	8 2%	8 2%	11 2%	25 9%	13 3%	14 4%	10 6%	21 3%	5 3%	21 3%	2 2%
Landlord	33 4%	13 4%	19 4%	23 3%	10 4%	11 3%	16 4%	6 4%	25 4%	2 1%	25 3%	1 1%
Energy company (Energy Company Obligation - ECO)	82 9%	26 7%	63 12%	69 10%	13 5%	38 9%	30 9%	12 7%	70 11%	5 3%	79 11%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 298

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Other Green Deal provider/installer (not an energy company)	87 9%	38 11% K	69 13% JK	76 11% K	10 4%	38 9%	31 9%	17 11%	62 10%	12 6%	75 10% O	3 2%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 1%	6 2%	8 1%	10 1%	1 *	4 1%	3 1%	2 1%	8 1%	- -	8 1%	- -
Renewable Heat Premium Payment (RHPP) voucher	8 1%	2 1%	5 1%	5 1%	3 1%	3 1%	2 1%	8 1%	- -	7 1%	1 1%	
Government scheme (nfs)	3 *	1 *	2 *	2 *	1 *	2 1%	1 *	- -	3 *	1 *	3 *	- -
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	4 1%	5 1%	6 1%	2 1%	3 1%	5 1%	1 1%	6 1%	1 1%	7 1%	- -
Don't know	11 1%	3 1%	4 1%	5 1%	6 2% J	3 1%	5 2%	2 1%	7 1%	1 *	7 1%	1 1%
Financed myself (from I4A_NEW)	2 *	-	1 *	1 *	1 *	1 *	1 *	-	1 *	-	2 *	-
Paid for partly or fully by a third party (from I4A_NEW)	5 *	2 1%	2 *	3 1%	1 *	1 *	1 *	2 1%	3 1%	-	3 *	-
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 12%	29 8%	83 15% HJK	90 13% HK	22 8%	47 12%	44 12%	18 11%	75 12%	24 13%	93 13%	10 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 298

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Financed themselves (from question I4+I4A_NEW)	100 11%	48 13% I	41 8%	70 10% I	30 11%	58 14% m	38 11% m	3 2%	83 13% M	9 5%	87 12%	8 7%
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 43%	134 37%	272 51% HJK	306 45% H	104 38%	164 40%	166 47%	73 47%	294 45% M	64 34%	335 47% O	21 18%
NET: Paid for through Green Deal cashback scheme (from question I5)	72 8%	34 9% I	36 7%	51 7%	22 8%	39 10% m	26 7%	6 4%	64 10% M	4 2%	65 9% O	4 3%
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 8%	36 10% I	38 7%	54 8%	22 8%	41 10% m	27 8%	6 4%	66 10% M	4 2%	68 9% O	4 3%
Have not installed any key measures	422 45%	175 48% I	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 298

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Savings or regular income from current account	73 8%	60 9%	8 9%	3 3%	14 5%	60 9%	62 11%	50 18%	11 3%	14 7%	4 5%	11 6%	12 12%	7 5%	25 11%
Loan from bank/building society	7 1%	4 1%	2 2%	1 1%	2 1%	5 1%	7 1%	5 2%	-	-	-	1 1%	4 4%	1 1%	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	15 2%	13 2%	2 2%	-	-	15 2%	14 2%	13 5%	1	2 1%	1 2%	-	4 4%	4 2%	4 2%
Other finance (credit card high street loan loan from friends / family etc)	6 1%	5 1%	2 2%	-	-	6 1%	4 1%	3 1%	2 1%	2 1%	1 1%	1	1 1%	1 1%	-
Local authority/Council	91 10%	75 11%	1 1%	5 5%	25 9%	66 10%	44 8%	34 12%	41 12%	30 14%	8 12%	18 10%	6 6%	9 6%	19 8%
Housing Association	37 4%	24 3%	5 5%	3 3%	9 4%	27 4%	12 2%	8 3%	23 7%	5 2%	3 4%	12 6%	1 1%	8 5%	9 4%
Landlord	33 4%	27 4%	3 3%	1 1%	3 1%	30 4%	19 3%	12 4%	14 4%	5 2%	2 4%	10 5%	4 4%	4 3%	8 4%
Energy company (Energy Company Obligation - ECO)	82 9%	75 11%	4 4%	1 1%	8 3%	74 11%	51 9%	43 16%	31 9%	16 7%	7 10%	14 8%	10 10%	19 12%	17 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 298

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Other Green Deal provider/installer (not an energy company)	87 9%	72 10%	6 6%	7 6%	18 7%	69 10%	57 10%	47 17% pr	29 9%	8 4%	10 15% u	15 8%	8 8%	25 16% uw	21 9% u
Green Deal finance scheme (loan paid back through savings on your electricity bill)	10 1%	6 1%	-	1 1%	1 *	10 1%	6 1%	6 2% p	3 1%	1 1%	-	3 2%	2 2%	1 *	3 1%
Renewable Heat Premium Payment (RHPP) voucher	8 1%	6 1%	1 1%	-	1 *	7 1%	4 1%	3 1%	3 1%	3 1%	-	-	2 2%	2 1%	1 1%
Government scheme (nfs)	3	3	-	1 1%	2 1%	2 *	1 *	1 *	2 1%	-	-	1 *	2 2%	-	1 *
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (from question I4+I4A_NEW)	8 1%	8 1%	-	-	1 *	7 1%	7 1%	3 1%	1 *	1 1%	1 2% z	3 2% z	1 1%	1 *	-
Don't know	11 1%	6 1%	1 1%	1 1%	2 1%	9 1%	6 1%	2 1%	3 1%	3 2%	2 3%	2 1%	2 2%	1 *	1 *
Financed myself (from I4A_NEW)	2	2	-	-	1 1%	1	2	1	-	1	-	-	-	1 1%	-
Paid for partly or fully by a third party (from I4A_NEW)	5	3 1%	-	-	-	5 1%	3	3 1%	2 1%	2 1%	-	2 1%	1 1%	-	-
The (measure) was installed for free (from I4 coding + I4A_NEW)	112 12%	88 13%	10 10%	8 8%	31 12%	81 12%	69 12%	54 20% pr	39 12%	32 15% x	10 14%	17 10%	7 7%	23 14%	24 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 298

I4 (R) (ALL) How did you pay/how are you paying for (Measure)? (SHOWS MERGED RESPONSES FROM I4 + I4A_NEW + I5)

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Financed themselves (from question I4+I4A_NEW)	100 11%	80 12% R	14 15% R	4 4% R	17 6% n	83 12% n	87 15% r	69 25% pr	14 4% p	19 9% u	5 7% v	12 7% w	20 20% uvwy	15 9% y	29 13% w
NET: Paid for fully/partially by third party (from question I4+I4A_NEW)	410 43%	336 49% QR	26 28% R	23 21% R	91 35% n	319 47% n	231 40% r	182 66% pr	167 50% p	91 43% u	38 55% xz	84 46% w	34 34% xy	74 47% y	89 39% z
NET: Paid for through Green Deal cashback scheme (from question I5)	72 8%	59 9% R	8 8% R	2 2% R	8 3% n	65 9% n	61 10% r	56 21% pr	11 3% p	13 6% u	7 10% v	10 5% w	14 14% wxy	9 5% y	20 9% z
NET: Paid for through Green Deal scheme: finance or cashback (from question I4+I5)	75 8%	60 9% R	8 8% R	2 2% R	8 3% n	68 10% n	63 11% r	58 21% pr	11 3% p	15 7% u	7 10% v	10 6% w	14 14% wxy	9 5% y	21 9% z
Have not installed any key measures	422 45%	264 39% P	51 55% P	78 73% PQ	152 58% o	271 40% o	261 45% q	24 9% r	146 44% q	97 46% u	25 36% v	80 44% w	44 44% x	70 44% y	107 47% z



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 299

14A_NEW (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All measures which respondents did not know how they paid for

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	82	46	34	25	38	17	61	17	17	63	73	9	65	17	63	12	7	19
Weighted Base	79	45*	32*	24**	36*	16**	60*	16**	15**	62*	69*	10**	60*	19**	64*	10**	5**	15**
Effective base	77	43	32	23	36	16	57	16	16	59	68	9	61	16	60	11	7	18
Financed myself	2 3%	2 5%	-	-	2 6%	-	2 4%	-	1 5%	1 2%	1 1%	1 13%	1 1%	1 7%	2 3%	-	-	-
Paid for partly or fully by a third party	5 6%	-	5 15% a	3 12%	2 5%	-	4 7%	1 5%	-	5 8%	5 7%	-	3 5%	2 9%	4 6%	1 7%	-	1 5%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	60 76%	37 84%	23 71%	15 63%	29 79%	16 100%	46 77%	13 85%	14 90%	47 76%	57 82%	4 37%	49 81%	11 60%	49 77%	7 73%	4 73%	11 73%
Don't know	12 15%	5 11%	5 14%	6 25%	4 10%	-	7 12%	2 10%	1 5%	9 14%	7 10%	5 50%	7 12%	5 24%	8 13%	2 20%	1 27%	3 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 299

I4A_NEW (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All measures which respondents did not know how they paid for

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	82	68	14	20	30	19	16	23	29	14	54	28
Weighted Base	79	62*	17**	17**	33**	18**	14**	22**	29**	14**	54*	25**
Effective base	77	64	13	19	28	18	15	22	27	13	51	27
Financed myself	2 3%	2 3%	-	1 5%	1 4%	-	-	-	-	2 15%	1 2%	1 5%
Paid for partly or fully by a third party	5 6%	2 3%	3 17%	1 4%	3 9%	1 6%	2 13%	1 6%	2 6%	-	3 5%	2 7%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	60 76%	50 80%	10 62%	13 76%	23 70%	16 89%	10 69%	15 68%	26 91%	9 66%	43 80%	17 69%
Don't know	12 15%	8 13%	3 21%	2 15%	6 17%	1 5%	2 18%	6 26%	1 3%	3 19%	7 13%	5 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 299

I4A_NEW (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All measures which respondents did not know how they paid for

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	82	52	8	15	4	69	10	82	-	-	-	82	-
Weighted Base	79	52*	7**	14**	3**	66*	10**	79*	-**	-**	-**	79*	-**
Effective base	77	49	8	14	4	65	9	77	-	-	-	77	-
Financed myself	2 3%	2 4%	-	-	-	2 3%	-	2 3%	-	-	-	2 3%	-
Paid for partly or fully by a third party	5 6%	1 2%	-	3 19%	1 22%	5 7%	-	5 6%	-	-	-	5 6%	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	60 76%	43 82%	5 76%	11 76%	2 52%	53 80%	7 72%	60 76%	-	-	-	60 76%	-
Don't know	12 15%	6 11%	2 24%	1 5%	1 26%	6 9%	3 28%	12 15%	-	-	-	12 15%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 300

14A_NEW (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All measures which respondents did not know how they paid for

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	82	7	46	11	41	13	82	82	-	5	77	-	-	82	51	31
Weighted Base	79	7**	46*	8**	37*	13**	79*	79*	**	5**	74*	**	**	79*	50*	29**
Effective base	77	6	44	11	39	12	77	77	-	5	73	-	-	77	48	29
Financed myself	2 3%	1 18%	-	1 10%	-	2 17%	2 3%	2 3%	-	1 24%	1 1%	-	-	2 3%	1 2%	1 5%
Paid for partly or fully by a third party	5 6%	2 22%	2 5%	1 9%	2 6%	1 6%	5 6%	5 6%	-	2 29%	3 4%	-	-	5 6%	2 4%	3 10%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	60 76%	2 21%	40 87% fg	4 43%	28 75%	8 60%	60 76%	60 76%	-	2 30%	59 80%	-	-	60 76%	43 87%	17 58%
Don't know	12 15%	3 40%	4 8%	3 39%	7 19%	2 17%	12 15% b	12 15% b	-	1 17%	11 15%	-	-	12 15%	4 8%	8 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 300

I4A_NEW (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All measures which respondents did not know how they paid for

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	82	10	35	20	9	49	19	16	17	15	15	5	3	79	3	64	6	58
Weighted Base	79	11**	32*	20**	8**	48*	17**	15**	16**	14**	13**	4**	3**	76*	3**	61*	6**	56*
Effective base	77	10	33	19	9	46	18	15	16	14	14	5	3	74	3	61	6	55
Financed myself	2 3%	-	1 3%	1 7%	-	2 5%	-	1 5%	1 8%	-	1 6%	-	-	2 3%	1 51%	-	-	-
Paid for partly or fully by a third party	5 6%	-	2 6%	2 8%	-	1 2%	1 4%	1 5%	1 4%	-	1 8%	-	-	5 6%	-	2 3%	-	2 3%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	60 76%	10 89%	28 88%	14 73%	5 60%	43 89%	15 87%	8 55%	14 83%	10 72%	9 70%	3 66%	2 70%	58 77%	1 49%	53 86%	4 77%	49 87%
Don't know	12 15%	1 11%	1 4%	2 12%	3 40%	2 4%	1 9%	5 35%	1 4%	4 28%	2 16%	1 34%	1 30%	11 14%	-	7 11%	1 23%	5 10%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 300

14A_NEW (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All measures which respondents did not know how they paid for

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	82	28	38	33	33	5	20	5	35	24	8	36	39	26	30	26
Weighted Base	79	26**	38*	32*	31*	5**	18**	5**	32*	24**	8**	31*	41*	23**	30**	26**
Effective base	77	26	36	31	31	5	18	5	33	23	7	34	37	25	28	25
Financed myself	2 3%	-	1 4%	1 4%	-	-	-	-	1 3%	-	-	1 3%	-	-	2 7%	-
Paid for partly or fully by a third party	5 6%	2 6%	2 6%	2 5%	2 8%	1 23%	2 9%	-	2 7%	2 10%	-	2 8%	2 6%	1 3%	1 4%	3 11%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	60 76%	20 75%	30 80%	24 75%	25 80%	3 62%	12 64%	5 100%	24 73%	19 80%	8 100%	23 73%	34 85%	19 83%	23 77%	18 69%
Don't know	12 15%	5 19%	4 10%	5 16%	4 12%	1 15%	5 27%	-	6 18%	2 10%	-	5 17%	4 9%	3 14%	4 12%	5 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 301

I4A_NEW (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All measures which respondents did not know how they paid for

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	82	19	51	56	26	32	30	16	50	19	61	9
Weighted Base	79	18**	50*	55*	24**	31*	30**	14**	46*	20**	59*	9**
Effective base	77	18	48	53	25	30	28	15	47	18	57	9
Financed myself	2 3%	-	1 2%	1 1%	1 6%	1 3%	1 4%	-	1 3%	-	2 4%	-
Paid for partly or fully by a third party	5 6%	2 13%	2 4%	3 6% 1	1 5%	1 4%	1 4%	2 17%	3 7%	-	3 6%	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	60 76%	13 71%	43 87%	47 84%	14 58%	26 84%	22 74%	10 72%	35 75%	19 96%	45 78%	8 91%
Don't know	12 15%	3 16%	4 8%	5 8%	7 31%	3 9%	5 18%	2 11%	7 15%	1 4%	7 13%	1 9%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 301

14A_NEW (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All measures which respondents did not know how they paid for

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	82	61	8	5	25	57	50	32	24	25	7	13	7	13	17
Weighted Base	79	59*	7**	6**	27**	52*	49*	34**	23**	27**	7**	11**	6**	13**	15**
Effective base	77	57	7	5	24	54	47	30	23	23	7	13	6	12	17
Financed myself	2 3%	2 4%	-	-	1 5%	1 2%	2 4%	1 4%	-	1 3%	-	-	-	1 10%	-
Paid for partly or fully by a third party	5 6%	3 6%	-	-	-	5 9%	3 6%	3 8%	2 8%	2 6%	-	2 21%	1 12%	-	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	60 76%	47 80%	6 88%	4 78%	23 87%	37 71%	38 78%	27 80%	19 79%	20 75%	5 73%	7 65%	3 47%	11 85%	14 94%
Don't know	12 15%	6 11%	1 12%	1 22%	2 8%	10 19%	6 12%	2 7%	3 13%	4 16%	2 27%	2 14%	2 41%	1 5%	1 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 302

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19 Jun 2014

I4A_NEW_SUM (M) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

I4A_NEW: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	26	39	6	-	2	3	5	1	-	-	-
Weighted Base	23	40	5	-	2	4	6	1	-	-	-
Effective base	25	37	6	-	2	3	5	1	-	-	-
Financed myself	-	-	-	-	-	-	1 24%	1 100%	-	-	-
Paid for partly or fully by a third party	-	2 6%	-	-	1 47%	-	2 29%	-	-	-	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	20 88%	34 87%	2 48%	-	-	3 67%	1 14%	-	-	-	-
Don't know	3 12%	3 7%	2 52%	-	1 53%	1 33%	2 33%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 303

14A_NEW (R) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	74	42	31	24	35	14	57	14	16	57	66	8	57	17	56	11	7	18
Weighted Base	71	41*	30**	23**	33*	14**	56*	13**	15**	56*	62*	9**	53*	19**	57*	9**	5**	15**
Effective base	69	40	29	22	33	13	54	13	15	54	62	8	54	16	53	10	7	17
Financed myself	2 3%	2 5%	-	-	2 7%	-	2 4%	-	1 6%	1 2%	1 1%	1 15%	1 2%	1 7%	2 4%	-	-	-
Paid for partly or fully by a third party	5 7%	-	5 16%	3 12%	2 6%	-	4 7%	1 6%	-	5 8%	5 8%	-	3 6%	2 9%	4 7%	1 8%	-	1 5%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 77%	33 82%	22 74%	15 65%	26 79%	14 100%	43 76%	12 94%	13 89%	42 76%	52 83%	4 42%	44 84%	11 60%	44 78%	7 78%	4 73%	11 77%
Don't know	11 15%	5 13%	5 15%	6 26%	4 11%	-	7 13%	2 13%	1 5%	9 16%	7 11%	4 43%	6 12%	5 24%	7 13%	2 22%	1 27%	3 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 303

I4A_NEW (R) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	74	62	12	18	28	17	15	19	27	13	49	25
Weighted Base	71	57*	15**	15**	31**	16**	13**	18**	27**	13**	49*	23**
Effective base	69	59	11	18	26	16	14	18	25	12	46	24
Financed myself	2 3%	2 4%	-	1 6%	1 4%	-	-	-	-	2 16%	1 2%	1 6%
Paid for partly or fully by a third party	5 7%	2 3%	3 20%	1 5%	3 9%	1 7%	2 14%	1 7%	2 6%	-	3 6%	2 8%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 77%	46 81%	9 64%	12 78%	21 68%	15 93%	10 73%	13 71%	24 91%	9 64%	39 79%	17 73%
Don't know	11 15%	8 15%	2 16%	2 17%	6 19%	1 5%	2 19%	5 26%	1 3%	3 20%	7 15%	4 16%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 303

I4A_NEW (R) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	74	46	8	15	3	63	9	74	-	-	-	74	-
Weighted Base	71	46*	7**	14**	3**	61*	8**	71*	-**	-**	-**	71*	-**
Effective base	69	43	8	14	3	59	8	69	-	-	-	69	-
Financed myself	2 3%	2 5%	-	-	-	2 4%	-	2 3%	-	-	-	2 3%	-
Paid for partly or fully by a third party	5 7%	1 3%	-	3 19%	1 28%	5 8%	-	5 7%	-	-	-	5 7%	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 77%	38 82%	5 76%	11 76%	2 67%	50 81%	6 68%	55 77%	-	-	-	55 77%	-
Don't know	11 15%	6 13%	2 24%	1 5%	1 33%	6 10%	3 32%	11 15%	-	-	-	11 15%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 304

14A_NEW (R) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	74	6	42	9	33	11	74	74	-	5	69	-	-	74	44	30
Weighted Base	71	6**	42*	7**	30*	11**	71*	71*	**	5**	66*	**	**	71*	43*	28**
Effective base	69	5	40	9	31	10	69	69	-	5	65	-	-	69	42	28
Financed myself	2 3%	1 27%	-	1 12%	-	2 20%	2 3%	2 3%	-	1 24%	1 7%	-	-	2 3%	1 2%	1 5%
Paid for partly or fully by a third party	5 7%	2 25%	2 6%	1 11%	2 8%	1 7%	5 7%	5 7%	-	2 29%	3 5%	-	-	5 7%	2 4%	3 10%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 77%	2 24%	36 86% fg	3 42%	23 77%	8 69%	55 77%	55 77%	-	2 30%	54 81%	-	-	55 77%	38 89%	17 60%
Don't know	11 15%	2 29%	4 9%	3 46%	6 20%	2 19%	11 15%	11 15%	-	1 17%	10 15%	-	-	11 15%	4 9%	7 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 304

I4A_NEW (R) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	74	9	32	18	8	46	15	14	16	14	15	5	3	71	2	58	6	52
Weighted Base	71	10**	29*	17**	7**	45*	13**	14**	16**	13**	13**	4**	3**	69*	2**	56*	6**	50*
Effective base	69	9	30	17	8	43	14	13	15	13	14	5	3	67	2	55	6	49
Financed myself	2 3%	-	1 3%	1 8%	-	2 5%	-	1 6%	1 8%	-	1 6%	-	-	2 3%	1 68%	-	-	-
Paid for partly or fully by a third party	5 7%	-	2 6%	2 9%	-	1 3%	1 5%	1 5%	1 5%	-	1 8%	-	-	5 7%	-	2 3%	-	2 4%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 77%	9 87%	26 89%	12 69%	5 67%	40 88%	13 95%	7 55%	14 87%	10 77%	9 70%	3 66%	2 70%	54 78%	1 32%	49 87%	4 77%	44 89%
Don't know	11 15%	1 13%	1 4%	2 14%	3 44%	2 4%	1 11%	5 39%	1 4%	4 30%	2 16%	1 34%	1 30%	10 14%	-	7 12%	1 23%	5 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 304

I4A_NEW (R) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	74	25	35	30	30	5	19	4	33	20	8	33	35	24	26	24
Weighted Base	71	23**	35*	29**	29**	5**	18**	4**	31*	20**	8**	29*	36*	21**	26**	24**
Effective base	69	23	33	28	28	5	17	4	31	19	7	31	33	23	24	23
Financed myself	2 3%	-	1 4%	1 5%	-	-	-	-	1 3%	-	-	1 3%	-	-	2 8%	-
Paid for partly or fully by a third party	5 7%	2 7%	2 7%	2 5%	2 8%	1 23%	2 9%	-	2 8%	2 12%	-	2 8%	2 7%	1 3%	1 4%	3 12%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 77%	17 75%	27 78%	22 76%	22 78%	3 62%	12 67%	4 100%	23 73%	16 80%	8 100%	22 76%	30 83%	19 89%	20 74%	17 71%
Don't know	11 15%	5 22%	4 11%	5 17%	4 13%	1 15%	5 28%	-	6 19%	2 12%	-	5 18%	4 11%	3 15%	4 13%	4 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 305

14A_NEW (R) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	74	17	44	49	25	29	27	15	46	17	55	9
Weighted Base	71	16**	43*	49*	22**	29**	27**	13**	43*	18**	53*	9**
Effective base	69	16	42	46	24	27	25	14	43	16	52	9
Financed myself	2 3%	-	1 2%	1 2%	1 6%	1 3%	1 5%	-	1 3%	-	2 4%	-
Paid for partly or fully by a third party	5 7%	2 14%	2 4%	3 7% 1	1 6%	1 4%	1 4%	2 18%	3 8%	-	3 7%	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 77%	12 73%	38 89% J	42 85%	14 61%	24 83%	20 74%	10 76%	33 76%	17 95%	41 78%	8 91%
Don't know	11 15%	3 17%	4 9%	5 9%	6 28%	3 10%	5 20%	2 12%	7 16%	1 5%	7 14%	1 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 305

14A_NEW (R) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents who did not know how they paid for a measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	74	55	7	5	23	51	46	29	22	22	7	13	6	12	14
Weighted Base	71	53*	6**	6**	25**	47*	45*	31**	22**	24**	7**	11**	5**	12**	12**
Effective base	69	52	7	5	22	48	43	27	21	21	7	13	6	11	14
Financed myself	2 3%	2 4%	-	-	1 5%	1 2%	2 5%	1 4%	-	1 4%	-	-	-	1 11%	-
Paid for partly or fully by a third party	5 7%	3 7%	-	-	-	5 10%	3 6%	3 9%	2 9%	2 7%	-	2 21%	1 14%	-	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 77%	42 81%	6 87%	4 78%	21 86%	34 73%	35 77%	24 78%	18 81%	18 76%	5 73%	7 65%	3 53%	10 83%	12 100%
Don't know	11 15%	6 12%	1 13%	1 22%	2 8%	9 19%	6 13%	2 8%	3 14%	3 14%	2 27%	2 14%	2 47%	1 6%	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 306

14A_NEW (R) (ALL) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Financed myself	2	2	-	-	2	-	2	-	1	1	1	1	1	1	2	-	-	-
Paid for partly or fully by a third party	5	-	5	3	2	-	4	1	-	5	5	-	3	2	4	1	-	1
			a	1%	1%	-	*	1%	-	1%	1%	-	1%	*	1%	1%	-	*
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55	33	22	15	26	14	43	12	13	42	52	4	44	11	44	7	4	11
	6%	7%	5%	4%	7%	6%	5%	10%	5%	6%	7%	2%	9%	2%	7%	8%	2%	4%
				e			f				k		m		p	pq		p
Don't know	11	5	5	6	4	-	7	2	1	9	7	4	6	5	7	2	1	3
	1%	1%	1%	2%	1%	-	1%	1%	*	1%	1%	2%	1%	1%	1%	2%	1%	1%
Know how paid for measure(s)	452	234	218	153	178	121	387	58	121	331	357	95	241	211	329	39	85	123
	48%	47%	49%	45%	49%	50%	48%	47%	48%	48%	51%	39%	50%	46%	49%	44%	45%	44%
											k							
Have not installed any key measures	422	219	199	163	150	108	364	52	116	304	283	140	192	230	283	39	100	140
	45%	44%	45%	48%	41%	44%	45%	42%	46%	44%	40%	57%	40%	50%	42%	45%	53%	50%
												j		l			n	n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 306

14A_NEW (R) (ALL) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Financed myself	2	2	-	1	1	-	-	-	-	2	1	1
Paid for partly or fully by a third party	5	2	3	1	3	1	2	1	2	-	3	2
			2%		1%	1%	1%	1%	1%			1%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55	46	9	12	21	15	10	13	24	9	39	17
	6%	6%	6%	4%	5%	11%	6%	5%	17%	3%	6%	5%
Don't know	11	8	2	2	6	1	2	5	1	3	7	4
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Know how paid for measure(s)	452	376	76	135	217	65	84	113	107	148	300	152
	48%	48%	46%	43%	51%	57%	57%	43%	47%	52%	48%	48%
Have not installed any key measures	422	348	75	162	180	48	69	131	95	125	279	143
	45%	45%	45%	52%	42%	37%	41%	50%	41%	44%	44%	45%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 306

14A_NEW (R) (ALL) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Financed myself	2	2	-	-	-	2	-	2	-	-	-	2	-
Paid for partly or fully by a third party	5	1	-	3	1	5	-	5	-	-	-	5	-
				1%	1%	1%	-	1%	-	-	-	1%	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 6%	38 7%	5 4%	11 5%	2 2%	50 6%	6 6%	55 10% FGHJ	-	-	-	55 9% FGHJ	-
Don't know	11 1%	6 1%	2 1%	1 *	1 1%	6 1%	3 3%	11 2% J	-	-	-	11 2% J	-
Know how paid for measure(s)	452 48%	263 49% B	70 49%	109 49% B	25 35%	400 51% D	37 38%	452 79% FGHJ	-	-	-	452 73% FGHJ	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 307

14A_NEW (R) (ALL) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Financed myself	2*	1 2% h	-	1 1% bh	-	2 2% fh	2*	2*	-	1 2% k	1*	-	-	2*	1*	1*
Paid for partly or fully by a third party	5*	2 2% h	2 1%	1 1% h	2 1%	1 1%	5 1%	5 1%	-	2 2% k	3 1%	-	-	5 1%	2*	3 1%
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 6%	2 2% h	36 14% aefgh	3 5% h	23 10% ah	8 6% h	55 10% ah	55 10% ah	-	2 2% k	54 12% ik	-	-	55 7% l	38 7%	17 4%
Don't know	11 1%	2 2% h	4 1% h	3 6% bfg	6 3% h	2 2% h	11 2% h	11 2% h	-	1 1% k	10 2% k	-	-	11 1%	4 1%	7 2%
Know how paid for measure(s)	452 48%	77 90% befgh	202 79% h	49 88% h	182 80% h	100 76% h	452 79% h	452 81% fh	-	70 93% k	382 85% k	-	77 46%	376 48%	277 52% o	175 43%
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 307

14A_NEW (R) (ALL) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Financed myself	2	-	1	1	-	2	-	1	1	-	1	-	-	2	1	-	-	-
	*	-	*	1%	-	1%	-	*	1%	-	1%	-	-	*	1%	-	-	-
Paid for partly or fully by a third party	5	-	2	2	-	1	1	1	1	-	1	-	-	5	-	2	-	2
	*	-	1%	1%	-	*	*	*	*	-	1%	-	-	1%	-	*	-	*
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55	9	26	12	5	40	13	7	14	10	9	3	2	54	1	49	4	44
	6%	9%	7%	5%	2%	10%	5%	2%	8%	10%	6%	3%	2%	6%	1%	7%	3%	8%
		L	L			NO				S					T		T	
Don't know	11	1	1	2	3	2	1	5	1	4	2	1	1	10	-	7	1	5
	1%	1%	*	1%	2%	*	1%	2%	*	4%	1%	1%	1%	1%	-	1%	1%	1%
										P								
Know how paid for measure(s)	452	35	187	108	104	200	129	160	84	50	84	51	46	407	54	356	70	287
	48%	37%	53%	43%	52%	50%	50%	49%	47%	52%	55%	51%	54%	47%	42%	50%	55%	49%
			pr		p													
Have not installed any key measures	422	49	134	125	90	159	118	150	81	34	54	44	36	386	71	295	52	243
	45%	52%	38%	50%	45%	39%	45%	46%	45%	35%	36%	44%	43%	45%	56%	42%	41%	42%
		q		q											UVW			



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 307

14A_NEW (R) (ALL) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Financed myself	2	-	1	1	-	-	-	-	1	-	-	1	-	-	2	-
Paid for partly or fully by a third party	5	2	2	2	2	1	2	-	2	2	-	2	2	1	1	3
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 6%	17 5%	27 7%	22 5%	22 6%	3 5%	12 5%	4 4%	23 6%	16 7%	8 6%	22 5%	30 7%	19 6%	20 5%	17 6%
Don't know	11 1%	5 1%	4 1%	5 1%	4 1%	1 1%	5 2%	-	6 2%	2 1%	-	5 1%	4 1%	3 1%	4 1%	4 1%
Know how paid for measure(s)	452 48%	185 52% xz	180 44% z	214 53% xz	150 42%	32 49%	129 49%	54 63% B	160 46%	114 47%	66 48%	215 49%	215 48%	155 48%	187 48%	126 47%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 308

14A_NEW (R) (ALL) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Financed myself	2	-	1	1	1	1	-	-	1	-	2	-
Paid for partly or fully by a third party	5	2 7%	2	3 7%	1	1	1	2 7%	3 7%	-	3	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 6%	12 3%	38 7% H	42 6% H	14 5%	24 6%	20 6%	10 6%	33 5%	17 9% L	41 6%	8 7%
Don't know	11 1%	3 1%	4 1%	5 1%	6 2% J	3 1%	5 2%	2 1%	7 1%	1	7 1%	1 1%
Know how paid for measure(s)	452 48%	170 47%	277 52% JK	335 50%	118 43%	199 48%	181 51%	67 43%	343 53% M	57 30%	375 52% O	21 19%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 308

14A_NEW (R) (ALL) Did you contribute towards the cost of the MEASURE, or was it installed for free?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Financed myself	2	2	-	-	1 1%	1	2	1	-	1	-	-	-	1 1%	-
Paid for partly or fully by a third party	5	3 1%	-	-	-	5 1%	3	3 1%	2 1%	2 1%	-	2 1%	1 1%	-	-
Paid for in an other way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The (measure) was installed for free	55 6%	42 6%	6 6%	4 4%	21 8%	34 5%	35 6%	24 9% p	18 5%	18 9%	5 7%	7 4%	3 3%	10 6%	12 5%
Don't know	11 1%	6 1%	1 1%	1 1%	2 1%	9 1%	6 1%	2 1%	3 1%	3 2%	2 3%	2 1%	2 2%	1	1
Know how paid for measure(s)	452 48%	369 54% QR	35 38% R	23 22%	87 33%	366 54% n	277 47%	219 80% pr	166 50%	90 43%	38 54%	90 50%	51 51%	76 48%	107 48%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 309

15 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	632	339	291	231	247	152	517	102	161	469	529	103	409	223	444	81	107	188
Weighted Base	632	334	296	222	254	153	530	89*	158	472	514	117*	357	275	464	67*	100*	167
Effective base	581	312	267	208	229	141	476	94	147	432	483	99	386	212	413	74	96	170
Yes - applied for and cashback received	41 6%	27 8%	13 5%	9 4%	21 8% c	11 7%	39 7%	2 2%	10 6%	31 7%	26 5%	14 12% j	21 6%	20 7%	39 8% opq	1 2%	-	1 1%
Yes - applied for but cashback not yet received	41 6%	23 7%	18 6%	4 2%	21 8% c	16 10% c	40 7% g	-	16 10%	25 5%	7 1%	34 29% j	10 3%	30 11% l	41 9% opq	-	-	-
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	1 *	6 2%	3 1%	2 1%	3 2%	6 1%	1 1%	2 1%	5 1%	1 *	6 5% j	4 1%	4 1%	6 1%	-	1 1%	1 1%
No - I have not applied for / do not intend to apply for cashback	472 75%	247 74%	224 76%	182 82% de	182 72%	108 70%	386 73%	77 86% f	114 73%	357 76%	428 83% k	44 37%	285 80% m	186 68%	327 70%	56 83% n	88 88% n	144 86% n
Don't know	71 11%	35 11%	34 11%	25 11%	28 11%	16 10%	60 11%	9 10%	16 10%	53 11%	52 10%	19 16%	37 10%	34 13%	51 11%	10 15%	10 10%	20 12%
NET: All using/intend to use cashback	89 14%	51 15%	38 13%	15 7%	44 17% c	30 19% c	85 16% g	3 4%	27 17%	62 13%	34 7%	55 47% j	35 10%	54 20% l	86 19% opq	1 2%	1 1%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 309

15 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	632	547	85	183	280	95	128	166	158	178	410	222
Weighted Base	632	532	99*	176	299	95*	117	166	160	186	406	226
Effective base	581	505	78	169	259	87	117	151	146	167	375	206
Yes - applied for and cashback received	41 6%	34 6%	7 7%	10 6%	21 7%	9 10%	3 3%	3 2%	16 10% KM	19 10% KM	29 7%	12 5%
Yes - applied for but cashback not yet received	41 6%	38 7%	2 2%	9 5%	25 8%	5 6%	1 1%	7 4%	18 11% KM	15 8% K	22 6%	18 8%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 1%	1 1%	2 1%	3 1%	2 2%	-	3 2%	2 1%	2 1%	7 2%	-
No - I have not applied for / do not intend to apply for cashback	472 75%	394 74%	78 79%	135 77%	211 71%	72 76%	99 85% NO	130 78% O	117 73%	125 67%	299 74%	172 76%
Don't know	71 11%	60 11%	11 11%	19 11%	38 13%	7 7%	14 12% N	23 14% N	8 5%	25 13% N	48 12%	23 10%
NET: All using/intend to use cashback	89 14%	78 15%	11 11%	22 12%	50 17%	17 18%	4 3%	13 8%	35 22% KM	36 19% KM	58 14%	30 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 309

15 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	632	349	99	160	37	560	52	632	-	-	-	632	-
Weighted Base	632	364	95*	150	36*	558	53*	632	**	**	**	632	**
Effective base	581	323	93	143	34	514	47	581	-	-	-	581	-
Yes - applied for and cashback received	41 6%	30 8% A	6 7%	4 3%	-	35 6%	6 11%	41 6%	-	-	-	41 6%	-
Yes - applied for but cashback not yet received	41 6%	31 8% z	2 2%	5 4%	2 7%	35 6%	3 5%	41 6%	-	-	-	41 6%	-
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 2%	-	1 1%	-	6 1%	1 2%	7 1%	-	-	-	7 1%	-
No - I have not applied for / do not intend to apply for cashback	472 75%	256 70%	80 85% y	124 82% y	28 78%	421 76%	39 73%	472 75%	-	-	-	472 75%	-
Don't know	71 11%	41 11%	6 6%	16 11%	6 15%	61 11%	4 8%	71 11%	-	-	-	71 11%	-
NET: All using/intend to use cashback	89 14%	67 18% zA	9 9%	11 7%	2 7%	75 14%	10 19%	89 14%	-	-	-	89 14%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 310

15 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	632	97	300	90	317	148	632	632	-	80	552	-	84	548	400	232
Weighted Base	632	103*	317	78*	302	148	632	632	**	85*	547	**	87*	545	404	227
Effective base	581	89	276	85	290	136	581	581	-	74	507	-	77	504	370	211
Yes - applied for and cashback received	41 6%	30 29% bcdef g	5 2%	3 4%	11 4% b	17 11% bdfg	41 6% bd	41 6% bd	-	41 48% j	-	-	24 28% m	17 3%	22 5%	19 8%
Yes - applied for but cashback not yet received	41 6%	27 26% bcdef g	6 2%	3 4%	7 2%	25 17% bcdfg	41 6% bd	41 6% bd	-	41 48% j	-	-	27 31% m	14 3%	20 5%	21 9%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	5 5% bdfg	1 *	-	1 *	4 2%	7 1%	7 1%	-	-	7 1%	-	4 5% m	3 1%	3 1%	4 2%
No - I have not applied for / do not intend to apply for cashback	472 75%	27 26%	274 87% acef g	59 75% ae	249 82% aefg	77 52% a	472 75% ae	472 75% ae	-	3 4%	469 86% i	-	28 32%	444 82% i	323 80% o	149 65%
Don't know	71 11%	15 14%	31 10%	13 17%	34 11%	25 17% bfg	71 11%	71 11%	-	-	71 13% i	-	4 5%	67 12% i	36 9%	35 15% n
NET: All using/intend to use cashback	89 14%	62 60% bcdef g	12 4%	6 8%	19 6%	46 31% bcdg	89 14% bd	89 14% bd	-	82 96% j	7 1%	-	55 64% m	34 6%	45 11%	44 19% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 310

15 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	632	58	257	147	132	283	173	208	112	93	125	67	57	575	55	503	88	415
Weighted Base	632	55*	254	149	141	289	178	204	119	82*	130	61*	52*	579	59*	501	84*	417
Effective base	581	52	236	137	122	264	157	188	105	86	115	59	50	531	51	462	80	382
Yes - applied for and cashback received	41 6%	1 2%	13 5%	14 10%	12 9%	13 4%	9 5%	25 12% MN	1 1%	4 5%	1 1%	-	-	41 7%	13 22% UVW	21 4%	-	21 5% V
Yes - applied for but cashback not yet received	41 6%	-	12 5%	11 7% p	18 13% pq	22 8%	11 6%	14 7%	9 8% S	3 4%	6 5%	-	-	41 7%	17 29% UVW	22 4%	-	22 5% V
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	-	-	3 2% q	5 3% q	-	2 1%	3 2% M	-	-	-	-	-	7 1%	6 10% UVW	1 *	-	1 *
No - I have not applied for / do not intend to apply for cashback	472 75%	52 9% qL	191 75%	109 73%	94 67%	225 78% O	141 79% O	132 65%	97 81%	63 78%	105 81%	55 89%	47 90% v	424 73%	17 29%	410 82% TW	77 92% TUW	332 80% T
Don't know	71 11%	1 3%	37 15% p	12 8%	12 9%	29 10%	15 8%	29 14% N	12 10%	11 13%	17 13%	7 11%	5 10%	66 11%	6 9%	47 9%	7 8%	40 10%
NET: All using/intend to use cashback	89 14%	1 2%	25 10%	28 19% pq	35 25% pq	35 12%	22 12%	42 21% MN	10 9% S	7 9% S	8 6%	-	-	89 15% u	36 61% UVW	45 9% V	-	45 11% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 310

15 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	632	242	265	285	222	42	170	67	242	161	76	317	281	231	241	178
Weighted Base	632	241	267	287	221	44*	166	70*	226	172	88*	300	297	220	244	185
Effective base	581	223	242	263	202	37	158	60	223	149	69	289	261	212	223	164
Yes - applied for and cashback received	41 6%	30 13% xz	10 4% z	36 13% xz	5 2%	2 5%	25 15%	6 8%	12 5%	8 5%	9 10%	12 4%	26 9% G	6 3%	24 10% I	12 6%
Yes - applied for but cashback not yet received	41 6%	23 10% xz	9 3%	25 9% xz	7 3%	-	18 11%	5 7%	10 4%	15 9%	6 7%	10 3%	28 9% G	5 2%	22 9% I	14 7% I
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	7 3% xz	-	7 3% xz	-	-	7 4%	-	3 1%	3 2%	1 1%	1 *	7 2% G	1 *	3 1%	3 2%
No - I have not applied for / do not intend to apply for cashback	472 75%	156 65%	226 85% wy	194 68% w	188 85% wy	38 85% wy	95 57%	57 81% B	164 73%	138 80%	64 73%	233 78%	215 72%	176 80% J	166 68%	144 78% J
Don't know	71 11%	24 10% y	22 8%	24 8%	22 10% x	5 11%	21 12%	3 4%	36 16% E	8 5%	8 9%	44 15% H	23 8%	33 15% K	28 12%	12 6%
NET: All using/intend to use cashback	89 14%	61 25% xzA	19 7% z	68 24% xzA	11 5%	2 5%	50 30% C	10 15%	25 11%	26 15%	16 18%	23 8%	60 20% G	11 5%	49 20% I	29 16% I



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 311

15 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	632	245	400	471	161	266	240	115	475	80	525	33
Weighted Base	632	231	404	474	157	276	243	103	472	80*	528	30*
Effective base	581	227	370	435	146	244	223	105	438	74	485	31
Yes - applied for and cashback received	41 6%	22 9% IJ	22 5%	32 7% I	9 6%	20 7%	12 5%	7 7%	37 8%	2 2%	37 7%	1 5%
Yes - applied for but cashback not yet received	41 6%	16 7%	20 5%	27 6%	14 9%	23 8% m	18 7% m	-	35 7%	3 4%	37 7%	2 7%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	7 3% JK	3 1%	7 2% I	-	4 1%	3 1%	-	6 1%	1 2%	6 1%	1 4%
No - I have not applied for / do not intend to apply for cashback	472 75%	159 69%	323 80% HJK	364 77% H	108 69%	204 74%	180 74%	83 80%	343 73%	67 84% L	394 75%	21 70%
Don't know	71 11%	26 11%	36 9%	45 9%	26 17% IJ	25 9%	30 12%	13 13%	52 11%	7 9%	54 10%	4 14%
NET: All using/intend to use cashback	89 14%	46 20% IJ	45 11%	66 14% I	23 15%	47 17% m	33 13%	7 7%	78 17%	6 8%	80 15%	5 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 311

15 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	632	514	47	32	123	509	396	311	215	129	54	129	68	101	151
Weighted Base	632	515	46*	32**	121	511	393	312	220	132	53*	119	72*	110*	146
Effective base	581	472	44	30	114	467	365	287	197	121	49	118	62	92	142
Yes - applied for and cashback received	41 6%	35 7%	2 5%	1 2%	4 4%	36 7%	34 9%	33 10%	7 3%	8 6%	4 7%	7 6%	7 10%	5 5%	9 6%
Yes - applied for but cashback not yet received	41 6%	32 6%	5 12%	2 8%	5 4%	36 7%	34 9%	32 10%	6 3%	8 6%	4 7%	3 3%	10 15%	3 3%	13 9%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 1%	-	1 4%	1 1%	6 1%	7 2%	6 2%	-	2 1%	-	-	1 2%	3 2%	2 1%
No - I have not applied for / do not intend to apply for cashback	472 75%	388 75%	34 74%	22 69%	95 79%	377 74%	268 68%	208 67%	188 85%	91 69%	41 78%	97 81%	41 58%	94 86%	107 73%
Don't know	71 11%	54 11%	4 9%	6 18%	16 13%	55 11%	49 12%	34 11%	19 9%	23 17%	5 9%	12 10%	12 16%	5 4%	15 10%
NET: All using/intend to use cashback	89 14%	73 14%	8 17%	4 13%	10 8%	79 15%	76 19%	70 22%	13 6%	18 13%	7 14%	10 9%	19 26%	11 10%	24 16%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 312

I5_SUM (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that have been installed (except renewable technologies)

I5: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal
Unweighted Base	211	226	61	3	15	25	79	7	5	-
Weighted Base	200	240	54	2	12	28	83	6	6	-
Effective base	193	208	58	3	15	24	73	6	5	-
Yes - applied for and cashback received	6 3%	5 2%	2 3%	-	-	1 3%	27 33%	-	-	-
Yes - applied for but cashback not yet received	4 2%	3 1%	3 5%	-	-	4 14%	24 29%	-	3 41%	-
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	1 1%	1 1%	-	-	1 7%	-	4 5%	-	-	-
No - I have not applied for / do not intend to apply for cashback	169 84%	211 88%	40 74%	1 25%	10 80%	18 62%	16 19%	5 76%	4 59%	-
Don't know	20 10%	20 8%	9 17%	2 75%	2 13%	6 21%	11 14%	1 24%	-	-
NET: All using/intend to use cashback	12 6%	9 4%	5 8%	-	1 7%	5 17%	55 67%	-	3 41%	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 313

15 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who have installed a recommended key measure (except renewable technologies)

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	523	278	244	182	206	134	432	81	138	384	432	91	336	187	370	56	97	153
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
Yes - applied for and cashback received	36 7%	25 9%	12 5%	6 4%	19 9% c	11 8%	34 8%	2 3%	10 7%	27 7%	23 6%	13 13% j	20 7%	16 7%	36 9% pq	1 1%	-	1 *
Yes - applied for but cashback not yet received	37 7%	19 7%	18 7%	4 2%	18 9% c	14 11% c	36 8% g	-	13 10%	24 6%	7 2%	30 29% j	10 4%	27 12% l	37 10% opq	-	-	-
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	1 *	6 2%	3 1%	2 1%	3 2%	6 1%	1 2%	2 1%	5 1%	1 *	6 6% j	4 1%	4 2%	6 2%	-	1 1%	1 1%
No - I have not applied for / do not intend to apply for cashback	395 75%	205 75%	190 77%	147 84% de	153 73%	95 70%	325 73%	63 89% f	97 72%	298 77%	354 84% k	41 39%	239 81% m	156 68%	275 71%	42 88% n	78 87% n	120 87% n
Don't know	62 12%	30 11%	30 12%	22 12%	23 11%	16 12%	53 12%	8 11%	14 11%	46 12%	45 11%	17 16%	30 10%	32 14%	44 11%	8 16%	10 12%	18 13%
NET: All using/intend to use cashback	80 15%	44 16%	36 15%	12 7%	39 19% c	28 21% c	75 17% g	3 4%	25 18%	55 14%	30 7%	49 48% j	33 11%	47 20% l	78 20% opq	1 1%	1 1%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 313

15 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who have installed a recommended key measure (except renewable technologies)

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	523	446	77	154	233	81	103	130	133	156	352	171
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
Yes - applied for and cashback received	36 7%	31 7%	5 6%	9 6%	18 7%	9 11%	3 3%	3 2%	13 10% KM	17 11% KM	25 7%	11 6%
Yes - applied for but cashback not yet received	37 7%	34 8%	2 3%	9 6%	21 9%	5 7%	1 1%	7 6%	14 10% K	15 9% K	21 6%	16 9%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 1%	1 1%	2 2%	3 1%	2 3%	-	3 3%	2 1%	2 1%	7 2%	-
No - I have not applied for / do not intend to apply for cashback	395 75%	323 75%	72 80%	117 78%	179 72%	60 73%	83 85% NO	105 80% O	98 74%	109 68%	262 75%	134 76%
Don't know	62 12%	52 12%	10 11%	15 10%	35 14%	7 8%	12 13%	17 13%	8 6%	23 14% N	43 12%	19 11%
NET: All using/intend to use cashback	80 15%	71 16%	9 10%	20 13%	42 17%	17 20%	3 4%	13 10%	28 21% KM	35 22% KM	53 15%	27 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 313

15 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who have installed a recommended key measure (except renewable technologies)

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	523	298	80	129	28	463	43	523	-	-	-	523	-
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
Yes - applied for and cashback received	36 7%	29 9% A	5 7%	2 2%	-	30 7%	6 13%	36 7%	-	-	-	36 7%	-
Yes - applied for but cashback not yet received	37 7%	30 10% A	2 3%	3 2%	2 9%	31 7%	3 6%	37 7%	-	-	-	37 7%	-
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 2%	-	1 1%	-	6 1%	1 3%	7 1%	-	-	-	7 1%	-
No - I have not applied for / do not intend to apply for cashback	395 75%	217 70%	66 85% y	104 85% y	23 82%	352 76%	32 71%	395 75%	-	-	-	395 75%	-
Don't know	62 12%	37 12%	6 8%	14 12%	3 12%	54 12%	4 10%	62 12%	-	-	-	62 12%	-
NET: All using/intend to use cashback	80 15%	64 21% zA	8 10%	6 5%	2 9%	66 14%	10 22%	80 15%	-	-	-	80 15%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 314

15 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who have installed a recommended key measure (except renewable technologies)

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	523	80	231	63	225	109	523	523	-	72	451	-	74	449	316	207
Weighted Base	524	84*	244	56*	212	111	524	524	**	75*	448	**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Yes - applied for and cashback received	36 7%	27 33% bcdef g	5 2%	3 5%	7 3%	15 14% bdfg	36 7% bd	36 7% bd	-	36 48% j	-	-	22 29% m	14 3%	19 6%	17 8%
Yes - applied for but cashback not yet received	37 7%	24 29% bcdfg	4 2%	3 5%	7 3%	22 19% bcdfg	37 7% bd	37 7% bd	-	37 49% j	-	-	23 30% m	14 3%	18 5%	19 10%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	5 6% bdfg	1 1%	-	1 1%	4 3%	7 1%	7 1%	-	-	7 2%	-	4 5% m	3 1%	3 1%	4 2%
No - I have not applied for / do not intend to apply for cashback	395 75%	19 23% aefg	215 88% aefg	44 79% ae	182 86% aefg	55 50% a	395 75% ae	395 75% ae	-	4 5%	391 87% i	-	25 33%	370 83% i	260 81% o	135 66%
Don't know	62 12%	12 14%	25 10%	11 19%	27 13%	23 20% bdfg	62 12%	62 12%	-	-	62 14% i	-	4 5%	58 13%	31 10%	31 15%
NET: All using/intend to use cashback	80 15%	56 67% bcdef g	10 4%	5 8%	14 7%	41 37% bcdf g	80 15% bd	80 15% bd	-	72 96% j	7 2%	-	49 64% m	31 7%	39 12%	41 20% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 314

15 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who have installed a recommended key measure (except renewable technologies)

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	523	47	217	122	107	240	140	175	94	70	96	60	52	471	51	416	78	338
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Yes - applied for and cashback received	36 7%	1 1%	12 6%	12 9%	12 11%	12 5%	8 6%	24 14% MN	1 1%	3 5%	1 1%	-	-	36 8%	13 23% UVW	18 4%	-	18 5% V
Yes - applied for but cashback not yet received	37 7%	-	12 5%	11 9% p	14 13% pq	18 7%	11 8%	14 8%	8 8% S	3 5%	4 4%	-	-	37 8%	17 31% UVW	18 4%	-	18 5% V
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	-	-	3 2% q	5 4% q	-	2 1%	3 2% M	-	-	-	-	-	7 2%	6 11% UVW	1 *	-	1 *
No - I have not applied for / do not intend to apply for cashback	395 75%	43 9% qL	163 75%	94 75%	74 66%	196 80% O	111 78% O	111 64%	82 82%	50 79%	85 87%	48 88%	43 89% v	352 74%	16 29%	342 83% T	69 91% TU	274 81% T
Don't know	62 12%	1 3%	34 16% p	11 9%	10 9%	25 10%	14 10%	24 14%	10 10%	9 14%	13 14%	7 12%	5 11%	57 12%	6 10%	41 10%	7 9%	34 10%
NET: All using/intend to use cashback	80 15%	1 1%	24 11%	24 20% pq	31 28% pq	29 12%	22 15%	42 24% MN	9 9% S	6 10% S	4 4%	-	-	80 17% u	36 65% UVW	37 9% V	-	37 11% UV



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 314

15 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who have installed a recommended key measure (except renewable technologies)

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	523	208	214	242	180	33	149	55	203	125	66	254	240	182	211	146
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Yes - applied for and cashback received	36 7%	27 13% xz	9 4% z	33 13% xz	4 2%	2 6%	21 15%	6 10%	8 4%	8 6%	9 12% D	10 4%	24 9% G	5 3%	22 10% I	10 7%
Yes - applied for but cashback not yet received	37 7%	23 11% xz	8 4%	25 10% xz	5 3%	-	18 12%	5 8%	7 4%	15 11% D	6 8%	10 4%	24 9% G	5 3%	21 10% I	11 7%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	7 4% xz	-	7 3% xz	-	-	7 5%	-	3 2%	3 2%	1 1%	1 *	7 3% G	1 *	3 2%	3 2%
No - I have not applied for / do not intend to apply for cashback	395 75%	132 64%	182 85% wy	160 66% wy	154 86% wy	30 82%	85 58%	44 77% B	146 77%	105 78%	52 69%	193 79%	183 73%	145 82% J	144 68%	118 79% J
Don't know	62 12%	22 11%	20 9%	22 9%	20 11%	5 13%	18 12%	3 5%	30 16% E	8 6%	8 11%	38 15% H	21 8%	28 16% K	27 12%	9 6%
NET: All using/intend to use cashback	80 15%	57 28% xz	16 8% z	65 27% xz	8 5%	2 6%	47 32%	10 18%	19 10%	25 19% D	16 22% D	20 8%	54 21% G	10 6%	46 21% I	25 17% I



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 315

15 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who have installed a recommended key measure (except renewable technologies)

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	523	196	316	381	142	220	204	90	387	74	425	33
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
Yes - applied for and cashback received	36 7%	18 10% 	19 6%	27 7%	9 6%	19 8%	10 5%	6 7%	33 8%	2 2%	33 8%	1 5%
Yes - applied for but cashback not yet received	37 7%	16 9% 	18 5%	24 6%	13 9%	20 9% m	17 8% m	-	32 8%	2 3%	33 8%	2 7%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	7 4% UK	3 1%	7 2% 	-	4 2%	3 2%	-	6 2%	1 2%	6 1%	1 4%
No - I have not applied for / do not intend to apply for cashback	395 75%	130 70%	260 81% HJK	298 78% H	98 70%	165 72%	159 77%	67 83%	283 73%	63 84%	324 76%	21 70%
Don't know	62 12%	23 12%	31 10%	40 10%	22 16%	22 10%	27 13%	10 13%	44 11%	7 9%	46 11%	4 14%
NET: All using/intend to use cashback	80 15%	41 22% IJ	39 12%	58 15% I	22 16%	43 19% m	29 14%	6 7%	70 18% M	5 7%	71 17%	5 16%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 315

15 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who have installed a recommended key measure (except renewable technologies)

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	523	420	42	29	113	410	324	249	183	112	45	108	54	83	121
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
Yes - applied for and cashback received	36 7%	31 7%	2 6%	1 2%	4 4%	32 8%	31 10%	30 12%	5 3%	7 6%	4 8%	7 7%	6 11%	5 6%	8 7%
Yes - applied for but cashback not yet received	37 7%	29 7%	5 13%	1 4%	3 3%	34 8%	31 9%	28 11%	6 3%	7 6%	4 8%	3 3%	8 14%	3 4%	13 11%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 1%	-	1 4%	1 1%	6 1%	7 2%	6 2%	-	2 1%	-	-	1 2%	3 3%	2 2%
No - I have not applied for / do not intend to apply for cashback	395 75%	323 77%	31 74%	20 70%	88 79%	308 75%	221 69%	167 67%	162 86%	80 70%	34 77%	82 81%	34 61%	75 85%	90 75%
Don't know	62 12%	46 11%	4 10%	6 20%	15 13%	47 11%	41 13%	28 11%	18 10%	20 17%	5 11%	10 10%	10 18%	3 4%	14 12%
NET: All using/intend to use cashback	80 15%	65 15%	8 19%	3 11%	9 8%	71 17%	68 21%	63 25%	11 6%	15 13%	7 16%	10 10%	15 27%	11 13%	22 18%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 316

15 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes - applied for and cashback received	36 4%	25 5%	12 3%	6 2%	19 5% c	11 4%	34 4%	2 2%	10 4%	27 4%	23 3%	13 5%	20 4%	16 4%	36 5% opq	1 1%	-	1 *
Yes - applied for but cashback not yet received	37 4%	19 4%	18 4%	4 1%	18 5% c	14 6% c	36 4% g	-	13 5%	24 3%	7 1%	30 12% j	10 2%	27 6% l	37 6% opq	-	-	-
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	1 *	6 7%	3 7%	2 *	3 7%	6 7%	1 7%	2 7%	5 7%	1 *	6 3% j	4 1%	4 1%	6 7%	-	1 7%	1 *
No - I have not applied for / do not intend to apply for cashback	395 42%	205 42%	190 43%	147 43%	153 42%	95 39%	325 40%	63 52% f	97 39%	298 43%	354 50% k	41 17%	239 49% m	156 34%	275 41%	42 48%	78 41%	120 43%
Don't know	62 7%	30 6%	30 7%	22 6%	23 6%	16 6%	53 7%	8 6%	14 6%	46 7%	45 6%	17 7%	30 6%	32 7%	44 7%	8 9%	10 5%	18 7%
NET: All using/intend to use cashback	80 8%	44 9%	36 8%	12 4%	39 11% c	28 12% c	75 9% g	3 3%	25 10%	55 8%	30 4%	49 20% j	33 7%	47 10%	78 12% opq	1 1%	1 7%	2 7%
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 316

15 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes - applied for and cashback received	36 4%	31 4%	5 3%	9 3%	18 4%	9 7% †	3 2%	3 1%	13 6% KM	17 6% KM	25 4%	11 4%
Yes - applied for but cashback not yet received	37 4%	34 4%	2 1%	9 3%	21 5%	5 4%	1 *	7 3%	14 6% K	15 5% K	21 3%	16 5%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 1%	1 1%	2 1%	3 1%	2 2%	-	3 1%	2 1%	2 1%	7 1%	-
No - I have not applied for / do not intend to apply for cashback	395 42%	323 41%	72 44%	117 37%	179 42%	60 46%	83 50% MO	105 40%	98 43%	109 38%	262 42%	134 42%
Don't know	62 7%	52 7%	10 6%	15 5%	35 8%	7 5%	12 7%	17 7%	8 4%	23 8% N	43 7%	19 6%
NET: All using/intend to use cashback	80 8%	71 9%	9 5%	20 6%	42 10%	17 13% †	3 2%	13 5%	28 12% KM	35 12% KM	53 8%	27 8%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% UV	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 316

15 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes - applied for and cashback received	36 4%	29 5% A	5 4%	2 1%	-	30 4%	6 6%	36 6% GHJ	-	-	-	36 6% GHJ	-
Yes - applied for but cashback not yet received	37 4%	30 6% zA	2 2%	3 1%	2 3%	31 4%	3 3%	37 6% GHJ	-	-	-	37 6% GHJ	-
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 1%	-	1 1%	-	6 1%	1 1%	7 1% J	-	-	-	7 1%	-
No - I have not applied for / do not intend to apply for cashback	395 42%	217 41%	66 46%	104 47% B	23 31%	352 45% D	32 33%	395 69% FGHJ	-	-	-	395 64% FGHJ	-
Don't know	62 7%	37 7%	6 4%	14 6%	3 5%	54 7%	4 4%	62 11% FGHJ	-	-	-	62 10% FGHJ	-
NET: All using/intend to use cashback	80 8%	64 12% zAB	8 5%	6 3%	2 3%	66 8%	10 10%	80 14% FGHJ	-	-	-	80 13% FGHJ	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yZA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 317

15 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes - applied for and cashback received	36 4%	27 32% bcdef gh	5 2% h	3 5% h	7 3% h	15 12% bd fgh	36 6% bdh	36 7% bdh	-	36 48% jk	-	-	22 13% m	14 2% m	19 4% m	17 4% m
Yes - applied for but cashback not yet received	37 4%	24 28% bcdef gh	4 2% h	3 5% h	7 3% h	22 17% bcd fgh	37 6% bdh	37 7% bdh	-	37 49% jk	-	-	23 14% m	14 2% m	18 3% m	19 5% m
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	5 6% bd fgh	1 *	-	1 1% h	4 3% h	7 1% h	7 1% h	-	-	7 2% k	-	4 3% m	3 *	3 1% m	4 1% m
No - I have not applied for / do not intend to apply for cashback	395 42%	19 22% h	215 84% aefg h	44 79% aeh	182 80% aefg h	55 42% ah	395 69% aeh	395 71% aefh	-	4 5% k	391 87% lk	-	25 15% m	370 47% l	260 49% o	135 33% o
Don't know	62 7%	12 14% h	25 10% h	11 19% fgh	27 12% h	23 17% b fgh	62 11% h	62 11% h	-	-	62 14% lk	-	4 2% m	58 7% l	31 6% m	31 8% m
NET: All using/intend to use cashback	80 8%	56 65% bcdef gh	10 4% h	5 8% h	14 6% h	41 31% bcd fgh	80 14% bdh	80 14% bdh	-	72 96% jk	7 2% k	-	49 30% m	31 4% m	39 7% m	41 10% m
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd f g	45 8% bcg	31 6% bcg	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43% m	215 40% m	207 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 317

15 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes - applied for and cashback received	36 4%	1 1%	12 3%	12 5%	12 6% p	12 3%	8 3%	24 7% MN	1 1%	3 3%	1 *	-	-	36 4%	13 10% UVW	18 3%	-	18 3% V
Yes - applied for but cashback not yet received	37 4%	-	12 3%	11 4% p	14 7% p	18 4%	11 4%	14 4%	8 4% S	3 3%	4 2%	-	-	37 4%	17 13% UVW	18 3%	-	18 3% V
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	-	-	3 1%	5 2% q	-	2 1%	3 1%	-	-	-	-	-	7 1%	6 5% UVW	1 *	-	1 *
No - I have not applied for / do not intend to apply for cashback	395 42%	43 46%	163 46% rL	94 37%	74 37%	196 49% O	111 43% O	111 34%	82 46%	50 51%	85 56%	48 49%	43 51%	352 41%	16 13%	342 48% T	69 54% T	274 47% T
Don't know	62 7%	1 2%	34 10% pL	11 4%	10 5%	25 6%	14 5%	24 8%	10 6%	9 9%	13 9%	7 7%	5 6%	57 7%	6 4%	41 6%	7 5%	34 6%
NET: All using/intend to use cashback	80 8%	1 1%	24 7% p	24 10% p	31 15% pq	29 7%	22 8%	42 13% M	9 5% S	6 7% S	4 3%	-	-	80 9% u	36 28% UVW	37 5% V	-	37 6% UV
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 317

15 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes - applied for and cashback received	36 4%	27 8% xz	9 2% z	33 8% xz	4 1% z	2 3%	21 8%	6 6%	8 2%	8 3%	9 7% D	10 2%	24 5% G	5 2%	22 6% I	10 4%
Yes - applied for but cashback not yet received	37 4%	23 7% xz	8 2%	25 6% xz	5 2%	-	18 7%	5 6%	7 2%	15 6% D	6 5%	10 2%	24 5% G	5 2%	21 5% I	11 4%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	7 2% xz	-	7 2% xz	-	-	7 3%	-	3 1%	3 1%	1 1%	1 *	7 1% G	1 *	3 1%	3 1%
No - I have not applied for / do not intend to apply for cashback	395 42%	132 37%	182 44%	160 40% w	154 43%	30 47%	85 33%	44 52% B	146 42%	105 44%	52 38%	193 44%	183 41%	145 45% J	144 37%	118 44%
Don't know	62 7%	22 6%	20 5%	22 5%	20 6%	5 7%	18 7%	3 4%	30 8% E	8 3%	8 6%	38 9% H	21 5%	28 9% K	27 7%	9 3%
NET: All using/intend to use cashback	80 8%	57 16% xzA	16 4% z	65 16% xzA	8 2%	2 3%	47 18%	10 12%	19 5%	25 10% D	16 12% D	20 4%	54 12% G	10 3%	46 12% I	25 9% I
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 318

15 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes - applied for and cashback received	36 4%	18 5%	19 4%	27 4%	9 3%	19 5%	10 3%	6 4%	33 5% M	2 1%	33 5%	1 1%
Yes - applied for but cashback not yet received	37 4%	16 5%	18 3%	24 4%	13 5%	20 5% m	17 5% m	-	32 5% M	2 1%	33 5%	2 2%
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	7 2% UK	3 1%	7 1% I	-	4 1%	3 1%	-	6 1%	1 1%	6 1%	1 1%
No - I have not applied for / do not intend to apply for cashback	395 42%	130 36%	260 49% HJK	298 44% HK	98 36%	165 40%	159 45%	67 42%	283 44% M	63 33%	324 45% O	21 19%
Don't know	62 7%	23 6%	31 6%	40 6%	22 8%	22 5%	27 8%	10 7%	44 7%	7 4%	46 6%	4 4%
NET: All using/intend to use cashback	80 8%	41 11% IJ	39 7%	58 9% I	22 8%	43 11% m	29 8%	6 4%	70 11% M	5 3%	71 10%	5 4%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 318

15 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes - applied for and cashback received	36 4%	31 4%	2 3%	1 1%	4 2%	32 5% n	31 5% r	30 11% pr	5 2%	7 3%	4 5%	7 4%	6 6%	5 3%	8 4%
Yes - applied for but cashback not yet received	37 4%	29 4%	5 6%	1 1%	3 1%	34 5% n	31 5% r	28 10% pr	6 2%	7 3%	4 5%	3 2%	8 8% wy	3 2%	13 6% w
Yes - but application was denied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - I intend to apply for cashback	7 1%	6 1%	-	1 1%	1 *	6 1%	7 1% r	6 2% r	-	2 1%	-	-	1 1%	3 2%	2 1%
No - I have not applied for / do not intend to apply for cashback	395 42%	323 47% QR	31 33% R	20 19%	88 33%	308 45% n	221 38%	167 61% pr	162 49% p	80 38%	34 49%	82 45%	34 34%	75 47%	90 40%
Don't know	62 7%	46 7%	4 4%	6 5%	15 6%	47 7%	41 7%	28 10% pr	18 6%	20 9% y	5 7%	10 6%	10 10% y	3 2%	14 6%
NET: All using/intend to use cashback	80 8%	65 9% R	8 8%	3 3%	9 3%	71 10% n	68 12% r	63 23% pr	11 3%	15 7%	7 10%	10 5%	15 15% uw	11 7%	22 10%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 319

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	476	252	224	190	177	109	377	89	118	358	438	38	325	151	314	67	95	162
Weighted Base	472	247	224	182	182	108	386	77*	114	357	428	44*	285	186	327	56*	88*	144
Effective base	437	232	205	171	165	101	346	83	107	329	401	36	305	143	292	61	86	146
I was not aware that cashback was available	68 15%	35 14%	33 15%	23 13%	29 16%	17 15%	55 14%	12 16%	20 18%	48 14%	62 15%	6 14%	49 17% m	19 10%	56 17% oq	3 5%	9 11%	12 9%
I was told that cashback was no longer available	1	-	1	1	-	-	-	1 7% f	-	1	1	-	1	-	-	-	1 1%	1 1%
Cashback was not available for the particular improvement that I had installed	10 2%	2 1%	8 4% a	1 *	7 4% c	2 2%	9 2%	1 1%	5 4%	6 2%	8 2%	2 6%	4 2%	6 3%	10 3% q	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	-	2 1%	-	2 1%	-	2 *	-	2 1% l	-	2 *	-	-	2 1%	2 *	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	16 3%	7 3%	9 4%	7 4%	5 3%	4 4%	10 3%	6 8% f	1 1%	15 4%	15 3%	1 3%	9 3%	7 4%	11 3%	2 3%	4 4%	6 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 319

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	472	247	224	182	182	108	386	77*	114	357	428	44*	285	186	327	56*	88*	144
Effective base	437	232	205	171	165	101	346	83	107	329	401	36	305	143	292	61	86	146
I did not think that I would be eligible	88 19%	53 21%	35 15%	40 22%	27 15%	21 19%	69 18%	16 21%	18 16%	69 19%	85 20% k	2 5%	63 22% m	25 13%	56 17%	4 7%	27 31% noq	31 22% o
I was advised not to apply for cashback	31 6%	13 5%	17 8%	9 5%	11 6%	11 10%	26 7%	4 6%	7 6%	23 7%	27 6%	4 9%	23 8%	8 4%	21 6% o	-	10 11% oq	10 7% o
It was free	131 28%	66 27%	65 29%	52 29%	48 26%	31 29%	109 28%	21 27%	25 21%	106 30%	120 28%	11 24%	66 23%	65 35% l	116 35% opq	10 19% pq	5 5%	15 11% p
Paid by Landlord/ Housing Ass/ Council	41 9%	21 9%	19 9%	18 10%	18 10%	5 4%	33 9%	7 9%	13 11%	28 8%	35 8%	6 13%	25 9%	16 9%	11 3%	12 21% n	18 20% n	30 21% n
Other	20 4%	11 5%	8 4%	7 4%	7 4%	6 5%	18 5%	2 2%	4 4%	15 4%	17 4%	2 6%	11 4%	9 5%	14 4%	2 3%	4 5%	6 4%
Don't know	89 19%	49 20%	40 18%	39 21%	37 20%	13 12%	71 18%	14 18%	22 19%	67 19%	80 19%	9 20%	50 18%	38 20%	51 16%	23 41% npq	14 16%	37 26% np



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 319

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	476	407	69	138	198	74	110	129	117	120	304	172
Weighted Base	472	394	78*	135	211	72*	99	130	117	125	299	172
Effective base	437	374	64	128	182	68	102	116	108	112	278	159
I was not aware that cashback was available	68 15%	58 15%	10 13%	20 15%	29 14%	16 23%	10 10%	16 12%	21 18%	21 17%	45 15%	23 13%
I was told that cashback was no longer available	1	-	1 1%	-	-	-	1 1%	-	-	-	1	-
Cashback was not available for the particular improvement that I had installed	10 2%	9 2%	2 2%	3 2%	6 3%	1 2%	1 1%	1 1%	7 5%	5 2%	5 3%	
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2	-	-	-	2 2%	-	-	2 1%	-	2 1%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	
I do not/did not know how to apply / I was not given enough information on how to apply	16 3%	14 4%	2 2%	5 3%	5 2%	4 6%	4 4%	1	4 4%	7 6%	12 4%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 319

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	472	394	78*	135	211	72*	99	130	117	125	299	172
Effective base	437	374	64	128	182	68	102	116	108	112	278	159
I did not think that I would be eligible	88 19%	63 16%	25 32% r	22 16%	45 21%	17 23%	17 17%	30 23%	21 18%	19 15%	62 21%	26 15%
I was advised not to apply for cashback	31 6%	26 7%	5 6%	8 6%	18 9%	2 3%	7 7%	9 7%	5 4%	11 9%	20 7%	11 6%
It was free	131 28%	122 31% s	9 11%	37 27%	65 31%	19 27%	27 27%	41 32%	31 26%	32 26%	75 25%	55 32%
Paid by Landlord/ Housing Ass/ Council	41 9%	34 9%	7 8%	12 9%	14 7%	1 2%	15 16% NO	12 9%	6 5%	7 6%	26 9%	15 9%
Other	20 4%	19 5%	1 1%	9 7% u	5 2%	4 5%	6 6%	3 2%	6 5%	6 4%	8 3%	12 7%
Don't know	89 19%	71 18%	18 23%	25 18%	34 16%	13 18%	21 21%	22 17%	25 21%	22 17%	57 19%	31 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 319

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	476	246	82	135	28	424	41	476	-	-	-	476	-
Weighted Base	472	256	80*	124	28**	421	39*	472	**	**	**	472	**
Effective base	437	227	77	121	26	388	38	437	-	-	-	437	-
I was not aware that cashback was available	68 15%	42 16%	9 11%	20 16%	1 3%	59 14%	9 23%	68 15%	-	-	-	68 15%	-
I was told that cashback was no longer available	1	-	-	1 1%	-	1	-	1	-	-	-	1	-
Cashback was not available for the particular improvement that I had installed	10 2%	9 4% A	2 3%	-	-	7 2%	2 4%	10 2%	-	-	-	10 2%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2 1%	-	-	-	2	-	2	-	-	-	2	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	16 3%	8 3%	7 8% y	4 3%	1 4%	14 3%	-	16 3%	-	-	-	16 3%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 319

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably/ will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	472	256	80*	124	28**	421	39*	472	**	**	**	472	**
Effective base	437	227	77	121	26	388	38	437	-	-	-	437	-
I did not think that I would be eligible	88 19%	43 17%	12 15%	31 25%	9 30%	81 19%	5 13%	88 19%	-	-	-	88 19%	-
I was advised not to apply for cashback	31 6%	18 7%	5 7%	7 6%	-	27 6%	4 10%	31 6%	-	-	-	31 6%	-
It was free	131 28%	82 32% A	25 31% A	18 15%	9 32%	122 29% D	5 14%	131 28%	-	-	-	131 28%	-
Paid by Landlord/ Housing Ass/ Council	41 9%	11 4%	6 7%	22 18% YZ	3 11%	35 8%	5 13%	41 9%	-	-	-	41 9%	-
Other	20 4%	10 4%	5 6%	6 5%	3 10%	15 4%	4 9%	20 4%	-	-	-	20 4%	-
Don't know	89 19%	47 18%	16 20%	22 18%	5 16%	79 19%	7 19%	89 19%	-	-	-	89 19%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 320

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	476	25	259	69	259	80	476	476	-	3	473	-	27	449	321	155
Weighted Base	472	27**	274	59*	249	77*	472	472	**	3**	469	**	28**	444	323	149
Effective base	437	22	239	65	236	73	437	437	-	3	434	-	24	412	296	141
I was not aware that cashback was available	68 15%	6 22%	40 14%	6 11%	33 13%	10 13%	68 15%	68 15%	-	-	68 15%	-	6 21%	63 14%	35 11%	33 22% n
I was told that cashback was no longer available	1 .	-	-	-	1 .	-	1 .	1 .	-	-	1 .	-	-	1 .	1 .	-
Cashback was not available for the particular improvement that I had installed	10 2%	-	8 3% d	-	2 1%	1 2%	10 2% d	10 2% d	-	-	10 2%	-	3 10%	8 2%	9 3%	2 1%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2 .	-	2 1%	-	-	-	2 .	2 .	-	-	2 .	-	-	2 .	2 .	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 320

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	472	27**	274	59*	249	77*	472	472	-**	3**	469	-**	28**	444	323	149
Effective base	437	22	239	65	236	73	437	437	-	3	434	-	24	412	296	141
I do not/did not know how to apply / I was not given enough information on how to apply	16 3%	1 5%	7 3%	4 6%	6 2%	3 3%	16 3%	16 3%	-	-	16 3%	-	1 5%	15 3%	6 2%	10 7% n
I did not think that I would be eligible	88 19%	3 11%	61 22% dfg	12 20%	35 14%	14 18%	88 19% d	88 19% d	-	1 48%	86 18%	-	7 24%	81 18%	56 17%	32 21%
I was advised not to apply for cashback	31 6%	1 3%	17 6%	1 2%	19 8%	2 3%	31 6%	31 6%	-	-	31 7%	-	1 5%	29 7%	21 6%	10 6%
It was free	131 28%	8 29%	84 31%	12 21%	90 36% cfg	21 27%	131 28%	131 28%	-	-	131 28%	-	4 13%	127 29%	111 34% o	20 13%
Paid by Landlord/ Housing Ass/ Council	41 9%	3 11%	14 5%	13 23% bdfg	15 6%	12 16% bdfg	41 9% bd	41 9% bd	-	-	41 9%	-	4 14%	37 8%	24 8%	16 11%
Other	20 4%	2 9%	4 1%	4 7% b	8 3%	6 8% b	20 4% b	20 4% b	-	-	20 4%	-	4 13%	16 4%	12 4%	8 6%
Don't know	89 19%	3 10%	55 20%	7 12%	51 21%	10 13%	89 19%	89 19%	-	2 52%	87 19%	-	2 6%	87 20%	60 18%	29 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 320

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	476	55	198	109	85	223	136	137	92	74	98	59	51	425	17	412	82	330
Weighted Base	472	52*	191	109	94*	225	141	132	97*	63*	105*	55*	47*	424	17**	410	77*	332
Effective base	437	49	182	102	78	207	123	124	86	69	90	52	45	392	15	379	75	304
I was not aware that cashback was available	68 15%	11 21%	30 16%	10 9%	16 17%	31 14%	25 17%	18 13%	10 11%	8 13%	18 18%	5 10%	5 11%	63 15%	4 25%	55 13%	7 9%	48 14%
I was told that cashback was no longer available	1 *	1 1%	-	-	-	-	1 1%	-	-	-	-	1 1%	1 2% v	-	-	1 *	1 1%	-
Cashback was not available for the particular improvement that I had installed	10 2%	2 3%	4 2%	1 1%	4 4%	8 4% N	-	2 2%	3 3%	-	1 1%	-	-	10 2%	1 7%	9 2%	1 1%	8 2%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2 *	-	-	-	2 2%	2 1%	2 1%	-	-	-	2 1%	-	-	2 *	-	2 *	-	2 *
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 320

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	472	52*	191	109	94*	225	141	132	97*	63*	105*	55*	47*	424	17**	410	77*	332
Effective base	437	49	182	102	78	207	123	124	86	69	90	52	45	392	15	379	75	304
I do not/did not know how to apply / I was not given enough information on how to apply	16 3%	2 4%	4 2%	3 3%	6 6%	10 5%	4 3%	2 2%	5 5%	2 3%	2 2%	2 4%	2 4%	14 3%	1 4%	14 3%	5 6%	9 3%
I did not think that I would be eligible	88 19%	11 22%	40 21% L	23 21% L	9 10%	48 21%	21 15%	32 25% N	21 21%	8 12%	16 15%	16 29% Q	15 32% v	73 17%	6 34%	79 19% W	22 29% UW	57 17%
I was advised not to apply for cashback	31 6%	1 1%	9 5%	14 13% pq	4 5%	14 6%	8 6%	7 5%	5 5%	4 6%	7 7%	4 7%	3 6%	27 6%	1 4%	28 7%	8 10%	20 6%
It was free	131 28%	8 16%	42 22%	35 32% p	41 43% pq	64 29%	51 36% O	27 20%	34 35% S	21 33% S	35 34% S	2 4%	1 3%	130 31% u	1 7%	126 31% V	9 12%	117 35% UV
Paid by Landlord/ Housing Ass/ Council	41 9%	5 10%	22 11% L	8 8%	3 3%	10 4%	6 4%	20 15% MN	4 4%	7 11%	4 4%	14 26% PQR	14 29% v	27 6%	-	33 8% W	13 16% UW	20 6%
Other	20 4%	2 3%	7 4%	4 4%	6 6%	8 3%	5 3%	8 6%	1 1%	2 4%	3 3%	3 6%	2 5%	17 4%	4 24%	14 3%	1 1%	13 4%
Don't know	89 19%	11 20%	43 22% L	18 17%	9 10%	41 18%	32 22%	22 17%	16 17%	13 20%	24 23%	9 17%	6 12%	83 20%	1 8%	70 17%	16 21%	53 16%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 320

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	476	159	226	194	191	37	100	55	179	131	54	248	204	185	165	141
Weighted Base	472	156	226	194	188	38*	95*	57*	164	138	64*	233	215	176	166	144
Effective base	437	146	207	179	173	33	93	49	165	121	50	226	189	169	153	129
I was not aware that cashback was available	68 15%	25 16%	31 14%	30 15%	27 14%	5 13%	21 23% C	4 7%	22 13%	20 14%	10 16%	25 11%	39 18% G	20 11%	24 14%	28 19% I
I was told that cashback was no longer available	1	1	-	1	-	-	-	1 1%	1	-	-	-	1	-	-	1 1%
Cashback was not available for the particular improvement that I had installed	10 2%	4 2%	5 2% Z	6 3%	3 1%	-	1 1%	2 4%	4 2%	3 2%	2 4%	1 1%	8 4% G	1 1%	5 3%	4 3%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2 1%	-	2 1%	-	-	2 2%	-	-	-	2 2%	2 1%	-	2 1%	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 320

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	472	156	226	194	188	38*	95*	57*	164	138	64*	233	215	176	166	144
Effective base	437	146	207	179	173	33	93	49	165	121	50	226	189	169	153	129
I do not/did not know how to apply / I was not given enough information on how to apply	16 3%	8 5%	7 3%	10 5%	4 2%	1 2%	3 3%	4 7%	7 4%	3 2%	2 3%	7 3%	6 3%	6 3%	8 5%	3 2%
I did not think that I would be eligible	88 19%	33 21%	39 17%	41 21%	31 16%	8 22%	24 25% C	6 11%	33 20%	23 17%	14 22%	48 20%	36 17%	33 19%	30 18%	26 18%
I was advised not to apply for cashback	31 6%	11 7%	14 6%	11 6%	14 7%	2 7%	8 9%	3 5%	8 5%	9 6%	5 7%	18 8%	12 6%	7 4%	14 9%	10 7%
It was free	131 28%	53 34% A	61 27% A	67 35% zA	46 25% A	3 8%	28 29%	25 43%	35 21%	49 36% D	17 27%	55 24%	71 33% G	45 26%	49 29%	40 28%
Paid by Landlord/ Housing Ass/ Council	41 9%	8 5%	17 7%	8 4%	17 9%	9 23% wxyz	4 5%	4 7%	21 13%	11 8%	3 4%	27 12% H	11 5%	21 12% J	9 5%	13 9%
Other	20 4%	6 4%	11 5%	7 4%	10 5%	-	5 5%	2 3%	4 3%	7 5%	2 4%	11 5%	8 4%	7 4%	9 5%	5 3%
Don't know	89 19%	17 11%	50 22% wy	25 13%	41 22% wy	10 28% wy	9 10%	7 12%	35 21%	25 18%	12 19%	49 21%	33 15%	43 25% JK	26 16%	22 15%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 321

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	476	174	321	364	112	199	177	95	346	68	392	24
Weighted Base	472	159	323	364	108	204	180	83*	343	67*	394	21**
Effective base	437	162	296	335	101	182	164	88	319	63	361	22
I was not aware that cashback was available	68 15%	18 11%	35 11%	44 12%	25 23% HIJ	32 16%	29 16%	7 8%	45 13%	16 23% L	55 14%	6 31%
I was told that cashback was no longer available	1	1	1	1	-	1	-	-	-	-	-	1 4%
Cashback was not available for the particular improvement that I had installed	10 2%	3 2%	9 3%	10 3%	1 1%	5 2%	4 2%	2 2%	9 3%	1 2%	10 3%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	-	2	2	-	-	2 1%	-	2	-	2	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	16 3%	6 4%	6 2%	8 2%	8 8% IJ	8 4%	5 3%	2 3%	10 3%	4 6%	10 3%	2 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 321

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	472	159	323	364	108	204	180	83*	343	67*	394	21**
Effective base	437	162	296	335	101	182	164	88	319	63	361	22
I did not think that I would be eligible	88 19%	32 20%	56 17%	68 19%	20 19%	46 22% m	33 18%	8 10%	68 20%	13 19%	72 18%	3 14%
I was advised not to apply for cashback	31 6%	13 8%	21 6%	25 7%	6 5%	14 7%	11 6%	5 7%	25 7%	2 3%	27 7%	2 8%
It was free	131 28%	38 24%	111 34% HJK	114 31% HK	17 15%	57 28%	49 27%	23 28%	105 31% M	11 16%	125 32%	1 4%
Paid by Landlord/ Housing Ass/ Council	41 9%	14 9%	24 8%	27 7%	13 12%	10 5%	19 10%	12 14% k	26 8%	7 10%	31 8%	1 7%
Other	20 4%	10 7% l	12 4%	15 4%	5 4%	13 6%	5 3%	2 3%	15 4%	3 5%	16 4%	3 13%
Don't know	89 19%	34 22%	60 18%	68 19%	20 19%	32 16%	32 18%	24 30% kl	58 17%	12 18%	68 17%	3 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 321

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	476	388	35	23	99	377	274	210	184	89	42	108	39	85	113
Weighted Base	472	388	34*	22**	95*	377	268	208	188	91*	41*	97	41*	94*	107
Effective base	437	356	32	21	91	346	252	193	169	83	38	101	35	77	105
I was not aware that cashback was available	68 15%	51 13%	8 24%	5 21%	22 24% o	46 12%	43 16%	33 16%	25 13%	5 6%	5 12%	26 27% uz	5 12%	15 16% u	12 11%
I was told that cashback was no longer available	1	1	-	-	1 1%	-	1	1	-	-	-	-	-	-	1 1%
Cashback was not available for the particular improvement that I had installed	10 2%	10 3%	-	-	1 1%	9 2%	10 4% r	10 5% r	1	2 2%	-	-	3 7% w	1 1%	4 4% w
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2	-	-	-	2	2 1%	2 1%	-	-	-	-	-	2 2%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	16 3%	10 3%	2 6%	3 11%	6 6%	11 3%	10 4%	9 4%	6 3%	2 3%	1 3%	4 4%	4 9%	2 3%	2 2%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 321

16 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	472	34*	22**	95*	377	268	208	188	91*	41*	97	41*	94*	107	
Effective base	437	32	21	91	346	252	193	169	83	38	101	35	77	105	
I did not think that I would be eligible	88 19%	71 18%	6 17%	6 28%	20 21%	68 18%	50 19%	38 18%	34 18%	32 35%	12 28%	16 16%	7 16%	8 9%	14 13%
I was advised not to apply for cashback	31 6%	25 6%	4 11%	-	2 3%	28 7%	14 5%	13 6%	17 9%	3 3%	2 6%	11 11%	2 4%	6 6%	7 6%
It was free	131 28%	121 31%	4 11%	5 23%	17 18%	113 30%	80 30%	69 33%	49 26%	20 22%	13 33%	16 17%	10 24%	44 46%	28 26%
Paid by Landlord/ Housing Ass/ Council	41 9%	32 8%	3 10%	2 7%	7 7%	34 9%	15 6%	7 3%	24 13%	10 11%	2 5%	9 9%	3 8%	4 5%	12 11%
Other	20 4%	16 4%	4 12%	-	4 5%	16 4%	12 4%	4 2%	8 4%	5 6%	1 2%	7 7%	2 5%	-	5 5%
Don't know	89 19%	69 18%	6 17%	4 17%	17 18%	72 19%	52 19%	39 19%	30 16%	20 22%	8 18%	12 12%	8 18%	19 20%	23 22%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 322

I6_SUM (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

I6: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	178	199	46	1	12	16	16	5	3	-	-
Weighted Base	169	211	40	1	10	18	16	5	4	-	-
Effective base	162	184	43	1	12	15	14	4	3	-	-
I was not aware that cashback was available	23 14%	29 14%	5 13%	1 100%	-	4 21%	5 31%	2 34%	-	-	-
I was told that cashback was no longer available	1	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 1%	7 3%	-	-	-	1 7%	-	-	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	2 1%	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 3%	6 3%	3 8%	-	-	-	1 8%	1 29%	-	-	-
I did not think that I would be eligible	22 13%	47 23%	10 24%	-	2 18%	1 7%	2 12%	2 36%	2 66%	-	-
I was advised not to apply for cashback	12 7%	15 7%	1 4%	-	1 9%	1 4%	1 5%	-	-	-	-
It was free	55 32%	60 29%	4 11%	-	4 44%	6 32%	2 10%	-	-	-	-
Paid by Landlord/ Housing Ass/ Council	11 6%	12 6%	9 22%	-	3 30%	3 17%	-	-	1 34%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 322

I6_SUM (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

I6: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	169	211	40	1	10	18	16	5	4	-	-
Effective base	162	184	43	1	12	15	14	4	3	-	-
Other	7 4%	4 2%	3 8%	-	-	1 7%	2 17%	2 53%	-	-	-
Don't know	38 23%	43 20%	5 12%	-	-	1 4%	2 17%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 323

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	400	209	191	154	150	96	318	74	100	300	365	35	272	128	266	49	85	134
Weighted Base	395	205	190	147	153	95*	325	63*	97*	298	354	41*	239	156	275	42*	78*	120
Effective base	368	192	176	140	139	89	293	69	91	277	335	33	255	121	248	44	77	121
I was not aware that cashback was available	64 16%	33 16%	31 17%	22 15%	26 17%	17 17%	53 16%	10 16%	19 20%	45 15%	58 16%	6 16%	45 19%	19 12%	53 19% oq	3 7%	8 11%	11 9%
I was told that cashback was no longer available	1	-	1	1 7%	-	-	-	1 7% f	-	1	1	-	1	-	-	-	1 7%	1 7%
Cashback was not available for the particular improvement that I had installed	10 3%	2 1%	8 4% a	1 1%	7 5% c	2 2%	9 3%	1 2%	5 5%	6 2%	8 2%	2 6%	4 2%	6 4%	10 4% q	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	-	2 1%	-	2 1%	-	2	-	2 2% i	-	2	-	-	2 7%	2 7%	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 4%	7 3%	9 5%	6 4%	5 3%	4 4%	10 3%	5 9% f	1 1%	14 5%	14 4%	1 3%	8 3%	7 5%	10 4%	2 4%	4 5%	6 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 323

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	395	205	190	147	153	95*	325	63*	97*	298	354	41*	239	156	275	42*	78*	120
Effective base	368	192	176	140	139	89	293	69	91	277	335	33	255	121	248	44	77	121
I did not think that I would be eligible	76 19%	42 21%	33 18%	34 23%	24 16%	18 19%	61 19%	13 21%	15 15%	61 20%	73 21% k	2 6%	53 22%	22 14%	48 17%	4 10%	24 30% noq	28 23% o
I was advised not to apply for cashback	28 7%	13 6%	15 8%	9 6%	9 6%	11 11%	23 7%	4 7%	7 7%	21 7%	24 7%	4 9%	20 8%	8 5%	19 7%	-	9 12% oq	9 8%
It was free	102 26%	54 26%	48 25%	38 26%	39 26%	25 26%	84 26%	17 27%	20 20%	83 28%	93 26%	9 21%	56 23%	46 30%	89 32% pq	8 20% pq	5 6%	13 11% p
Paid by Landlord/ Housing Ass/ Council	34 9%	17 8%	17 9%	14 10%	16 11%	4 4%	27 8%	6 10%	11 11%	23 8%	29 8%	5 11%	19 8%	15 9%	8 3%	8 20% n	18 22% n	26 22% n
Other	20 5%	11 6%	8 4%	7 5%	7 5%	6 6%	18 6%	2 3%	4 5%	15 5%	17 5%	2 6%	11 5%	9 6%	14 5%	2 4%	4 5%	6 5%
Don't know	80 20%	41 20%	39 20%	36 24% e	32 21%	12 13%	65 20%	12 19%	20 20%	60 20%	71 20%	9 21%	46 19%	34 22%	48 17%	20 48% npq	12 16%	32 27% np



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 323

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	337	63	119	170	62	90	104	99	107	267	133
Weighted Base	323	72*	117	179	60*	83*	105*	98*	109	262	134
Effective base	311	58	110	157	58	83	94	91	100	244	124
I was not aware that cashback was available	54 16%	10 14%	20 17%	28 15%	13 23%	9 11%	16 15%	20 21%	19 17%	43 17%	21 16%
I was told that cashback was no longer available	-	1 1%	-	-	-	1 1%	-	-	-	1	-
Cashback was not available for the particular improvement that I had installed	9 3%	2 2%	3 3%	6 3%	1 2%	1 1%	1 1%	1 1%	7 6%	5 2%	5 4%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	-	-	-	2 3% u	-	-	2 2%	-	2 1%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	13 4%	2 3%	5 4%	5 3%	3 6%	4 5%	1 1%	4 5%	6 6% M	11 4%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 323

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	395	323	72*	117	179	60*	83*	105*	98*	109	262	134
Effective base	368	311	58	110	157	58	83	94	91	100	244	124
I did not think that I would be eligible	76 19%	53 16%	23 32% r	17 15%	39 22%	15 25%	16 20%	25 24%	19 19%	16 15%	54 21%	22 16%
I was advised not to apply for cashback	28 7%	24 7%	4 6%	8 7%	16 9%	2 4%	7 8%	7 6%	5 5%	10 9%	20 8%	8 6%
It was free	102 26%	93 29% s	9 12%	27 23%	52 29%	15 25%	20 24%	33 32%	22 23%	26 24%	62 24%	40 30%
Paid by Landlord/ Housing Ass/ Council	34 9%	28 9%	7 9%	11 10%	12 7%	1 2%	12 15% o	10 9%	6 6%	6 5%	24 9%	10 8%
Other	20 5%	19 6%	1 1%	9 8% u	5 3%	4 7%	6 7%	3 3%	6 6%	6 5%	8 3%	12 9% w
Don't know	80 20%	63 20%	17 24%	25 21%	30 17%	12 20%	19 23%	22 21%	20 20%	20 18%	51 20%	29 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 323

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	400	212	66	112	23	356	33	400	-	-	-	400	-
Weighted Base	395	217	66*	104	23**	352	32*	395	**	**	**	395	**
Effective base	368	196	62	100	21	326	31	368	-	-	-	368	-
I was not aware that cashback was available	64 16%	40 19%	8 12%	18 17%	1 3%	55 15%	9 28%	64 16%	-	-	-	64 16%	-
I was told that cashback was no longer available	1	-	-	1 1%	-	1	-	1	-	-	-	1	-
Cashback was not available for the particular improvement that I had installed	10 3%	9 4% A	2 4%	-	-	7 2%	2 5%	10 3%	-	-	-	10 3%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2 1%	-	-	-	2	-	2	-	-	-	2	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 4%	7 3%	6 9%	4 3%	1 4%	14 4%	-	15 4%	-	-	-	15 4%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 323

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	395	217	66*	104	23**	352	32*	395	**	**	**	395	**
Effective base	368	196	62	100	21	326	31	368	-	-	-	368	-
I did not think that I would be eligible	76 19%	38 17%	10 16%	27 26%	6 27%	69 20%	5 16%	76 19%	-	-	-	76 19%	-
I was advised not to apply for cashback	28 7%	17 8%	5 8%	6 6%	-	25 7%	3 9%	28 7%	-	-	-	28 7%	-
It was free	102 26%	63 29% A	19 29% A	16 15%	8 33%	95 27%	4 11%	102 26%	-	-	-	102 26%	-
Paid by Landlord/ Housing Ass/ Council	34 9%	9 4%	5 7%	19 18% Y	2 11%	30 9%	4 12%	34 9%	-	-	-	34 9%	-
Other	20 5%	10 5%	5 7%	6 6%	3 12%	15 4%	4 11%	20 5%	-	-	-	20 5%	-
Don't know	80 20%	43 20%	13 20%	21 20%	4 17%	71 20%	7 23%	80 20%	-	-	-	80 20%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 324

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	400	19	204	51	193	56	400	400	-	4	396	-	24	376	260	140
Weighted Base	395	19**	215	44*	182	55*	395	395	**	4**	391	**	25**	370	260	135
Effective base	368	17	188	48	176	52	368	368	-	4	364	-	22	346	241	127
I was not aware that cashback was available	64 16%	6 31%	36 17%	6 14%	29 16%	10 18%	64 16%	64 16%	-	-	64 16%	-	6 23%	59 16%	33 13%	31 23% n
I was told that cashback was no longer available	1 .	-	-	-	1 .	-	1 .	1 .	-	-	1 .	-	-	1 .	1 .	-
Cashback was not available for the particular improvement that I had installed	10 3%	-	8 4%	-	2 1%	1 2%	10 3%	10 3%	-	-	10 3%	-	3 11%	8 2%	9 3%	2 1%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2 .	-	2 1%	-	-	-	2 .	2 .	-	-	2 .	-	-	2 .	2 1%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 324

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	395	19**	215	44*	182	55*	395	395	-**	4**	391	-**	25**	370	260	135
Effective base	368	17	188	48	176	52	368	368	-	4	364	-	22	346	241	127
I do not/did not know how to apply / I was not given enough information on how to apply	15 4%	1 7%	7 3%	4 8%	5 3%	3 5%	15 4%	15 4%	-	-	15 4%	-	1 5%	14 4%	6 2%	9 7% n
I did not think that I would be eligible	76 19%	2 10%	50 23% dfg	10 23%	26 14%	12 22%	76 19% d	76 19% d	-	1 39%	74 19%	-	6 25%	70 19%	48 18%	28 21%
I was advised not to apply for cashback	28 7%	1 4%	15 7%	1 3%	16 9%	2 4%	28 7%	28 7%	-	-	28 7%	-	1 5%	27 7%	19 7%	9 7%
It was free	102 26%	5 25%	61 29%	7 16%	63 34% cfg	14 26%	102 26%	102 26%	-	1 19%	101 26%	-	4 14%	98 27%	84 32% o	18 13%
Paid by Landlord/ Housing Ass/ Council	34 9%	2 11%	13 6%	10 22% bdfg	12 7%	7 13%	34 9% b	34 9% b	-	-	34 9%	-	3 10%	32 9%	18 7%	16 12%
Other	20 5%	2 13%	4 2%	4 9% b	8 5%	6 11% bfg	20 5% b	20 5% b	-	-	20 5%	-	4 15%	16 4%	12 4%	8 6%
Don't know	80 20%	2 9%	47 22%	6 14%	44 24%	8 15%	80 20%	80 20%	-	2 42%	79 20%	-	2 7%	79 21%	53 21%	27 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 324

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	400	45	168	93	69	195	109	115	79	57	82	52	46	354	15	348	72	276
Weighted Base	395	43*	163	94*	74*	196	111*	111	82*	50*	85*	48*	43*	352	16**	342	69*	274
Effective base	368	40	155	86	64	181	99	104	74	53	76	45	40	327	13	320	66	255
I was not aware that cashback was available	64 16%	10 23%	29 18%	9 10%	15 21%	29 15%	22 19%	17 15%	10 13%	8 17%	17 20%	4 9%	4 10%	60 17%	4 27%	51 15%	6 9%	45 16%
I was told that cashback was no longer available	1 *	1 2%	-	-	-	-	1 7%	-	-	-	-	1 2%	1 2% v	-	-	1 *	1 7%	-
Cashback was not available for the particular improvement that I had installed	10 3%	2 4%	4 2%	1 7%	4 5%	8 4% N	-	2 2%	3 4%	-	1 7%	-	-	10 3%	1 8%	9 3%	1 7%	8 3%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2 *	-	-	-	2 2%	2 7%	2 7%	-	-	-	2 2%	-	-	2 *	-	2 *	-	2 7%
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 324

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	395	43*	163	94*	74*	196	111*	111	82*	50*	85*	48*	43*	352	16**	342	69*	274
Effective base	368	40	155	86	64	181	99	104	74	53	76	45	40	327	13	320	66	255
I do not/did not know how to apply / I was not given enough information on how to apply	15 4%	2 5%	4 3%	2 3%	6 8%	10 5%	3 3%	2 1%	5 6%	2 4%	2 2%	2 4%	2 4%	13 4%	1 5%	13 4%	4 6%	9 3%
I did not think that I would be eligible	76 19%	10 24%	35 22%	17 18%	9 12%	40 20%	17 16%	28 26%	18 22%	7 14%	14 16%	16 32% QR	15 35% v	61 17%	5 34%	68 20%	19 28%	49 18%
I was advised not to apply for cashback	28 7%	1 2%	8 5%	13 13% pq	4 5%	13 7%	7 6%	6 6%	5 6%	3 6%	6 7%	3 6%	2 5%	26 7%	1 5%	25 7%	8 12%	17 6%
It was free	102 26%	7 16%	35 21%	29 31%	27 37% pq	55 28%	36 33% O	20 18%	29 35% S	15 30% S	26 31% S	2 4%	1 3%	101 29% u	1 8%	99 29% V	8 12%	91 33% UV
Paid by Landlord/ Housing Ass/ Council	34 9%	4 9%	19 12%	6 7%	3 4%	7 4%	6 5%	19 17% MN	3 3%	5 10%	4 4%	13 27% PQR	12 28% v	22 6%	-	29 8% W	12 18% UW	17 6%
Other	20 5%	2 4%	7 5%	4 5%	6 8%	8 4%	5 4%	8 7%	1 1%	2 5%	3 4%	3 7%	2 5%	17 5%	4 26%	14 4%	1 1%	13 5%
Don't know	80 20%	10 23%	37 23%	17 18%	9 12%	38 20%	26 24%	18 17%	13 16%	13 25%	22 26%	8 16%	6 13%	75 21%	1 4%	63 18%	14 20%	49 18%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 324

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	400	135	184	161	158	28	89	43	158	100	45	204	176	152	144	117
Weighted Base	395	132	182	160	154	30**	85*	44*	146	105*	52*	193	183	145	144	118
Effective base	368	124	169	148	145	25	83	39	145	92	42	185	164	139	133	108
I was not aware that cashback was available	64 16%	25 7%	28 7%	28 7%	26 7%	5 1%	21 5%	4 1%	22 6%	17 5%	10 3%	23 6%	38 10%	19 5%	23 6%	26 7%
I was told that cashback was no longer available	1	1 0%	-	1 0%	-	-	-	1 0%	1 0%	-	-	-	1 0%	-	-	1 0%
Cashback was not available for the particular improvement that I had installed	10 3%	4 1%	5 1%	6 2%	3 1%	-	1 0%	2 1%	4 1%	3 1%	2 1%	1 0%	8 2%	1 0%	5 1%	4 1%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2 0%	-	2 0%	-	-	2 0%	-	-	-	2 0%	2 0%	-	2 0%	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 324

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	395	132	182	160	154	30**	85*	44*	146	105*	52*	193	183	145	144	118
Effective base	368	124	169	148	145	25	83	39	145	92	42	185	164	139	133	108
I do not/did not know how to apply / I was not given enough information on how to apply	15 4%	8 6%	6 3%	9 6%	4 3%	1 2%	3 3%	4 9%	7 5%	2 2%	2 4%	7 4%	6 3%	6 4%	7 5%	3 3%
I did not think that I would be eligible	76 19%	25 19%	35 19%	31 19%	29 19%	8 27%	20 23%	5 10%	30 20%	18 17%	13 25%	41 21%	32 18%	29 20%	24 17%	24 20%
I was advised not to apply for cashback	28 7%	10 7%	12 7%	10 6%	12 8%	2 8%	7 8%	3 6%	7 5%	8 7%	5 9%	16 8%	11 6%	7 5%	14 10%	7 6%
It was free	102 26%	41 31%	46 25% z	52 33%	35 22%	2 6%	23 27%	18 40%	30 21%	34 32% D	12 24%	43 22%	55 30%	37 25%	38 26%	30 25%
Paid by Landlord/ Housing Ass/ Council	34 9%	7 5%	13 7%	7 4%	13 8%	7 24%	4 5%	3 6%	18 12%	9 8%	3 5%	22 11% H	10 5%	18 12% J	6 4%	12 10%
Other	20 5%	6 5%	11 6%	7 4%	10 7%	- -	5 6%	2 4%	4 3%	7 6%	2 5%	11 6%	8 4%	7 5%	9 6%	5 4%
Don't know	80 20%	15 12%	44 24% wy	21 13%	38 24% wy	9 31%	9 11%	5 12%	33 22%	23 22%	8 16%	44 23%	31 17%	39 27% K	25 18%	19 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 325

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	400	142	260	300	100	162	156	77	286	63	323	24
Weighted Base	395	130	260	298	98*	165	159	67*	283	63*	324	21**
Effective base	368	132	241	277	90	149	144	71	263	58	298	22
I was not aware that cashback was available	64 16%	18 14%	33 13%	42 14%	23 23% J	31 19%	26 16%	7 10%	41 14%	16 25% L	51 16%	6 31%
I was told that cashback was no longer available	1 *	1 1%	1 *	1 *	-	1 *	-	-	-	-	-	1 4%
Cashback was not available for the particular improvement that I had installed	10 3%	3 3%	9 3%	10 3%	1 1%	5 3%	4 2%	2 3%	9 3%	1 2%	10 3%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2 *	-	2 1%	2 1%	-	-	2 1%	-	2 1%	-	2 *	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 4%	6 4%	6 2%	8 3%	8 8% J	8 5%	5 3%	2 4%	9 3%	4 6%	9 3%	2 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 325

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	395	130	260	298	98*	165	159	67*	283	63*	324	21**
Effective base	368	132	241	277	90	149	144	71	263	58	298	22
I did not think that I would be eligible	76 19%	26 20%	48 18%	58 19%	18 18%	37 23%	30 19%	8 12%	56 20%	13 21%	60 18%	3 14%
I was advised not to apply for cashback	28 7%	11 8%	19 7%	23 8%	5 5%	12 7%	11 7%	5 7%	23 8%	2 3%	25 8%	2 8%
It was free	102 26%	29 23%	84 32% HJK	87 29% HK	15 15%	40 25%	43 27%	17 25%	82 29% M	10 16%	98 30%	1 4%
Paid by Landlord/ Housing Ass/ Council	34 9%	10 8%	18 7%	21 7%	13 14%	8 5%	16 10%	10 14% k	22 8%	7 11%	26 8%	1 7%
Other	20 5%	10 8% l	12 4%	15 5%	5 5%	13 8%	5 3%	2 4%	15 5%	3 5%	16 5%	3 13%
Don't know	80 20%	28 22%	53 21%	61 20%	19 20%	30 18%	31 19%	20 29%	52 18%	12 18%	60 19%	3 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 325

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	400	324	31	21	91	309	227	169	159	78	35	91	33	70	93
Weighted Base	395	323	31**	20**	88*	308	221	167	162	80*	34*	82*	34**	75*	90*
Effective base	368	298	29	20	84	284	209	156	146	73	31	85	30	64	87
I was not aware that cashback was available	64 16%	48 15%	7 23%	5 23%	22 26% o	42 14%	40 18%	30 18%	24 15%	5 6%	5 15%	23 28% uz	5 14%	14 19% u	12 14%
I was told that cashback was no longer available	1	1	-	-	1 1%	-	1	1	-	-	-	-	-	-	1 1%
Cashback was not available for the particular improvement that I had installed	10 3%	10 3%	-	-	1 2%	9 3%	10 4% r	10 6% r	1 1%	2 2%	-	-	3 8%	1 2%	4 5% w
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2	-	-	-	2	2 1%	2 1%	-	-	-	-	-	2 2%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 4%	10 3%	2 6%	3 12%	6 6%	10 3%	9 4%	8 5%	6 4%	2 3%	1 4%	4 5%	4 10%	2 2%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 325

16 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	395	323	31**	20**	88*	308	221	167	162	80*	34*	82*	34**	75*	90*
Effective base	368	298	29	20	84	284	209	156	146	73	31	85	30	64	87
I did not think that I would be eligible	76 19%	61 19%	6 19%	6 31%	19 22%	56 18%	43 19%	31 18%	30 19%	26 33% wyz	9 26% y	15 18%	6 17%	7 10%	13 15%
I was advised not to apply for cashback	28 7%	22 7%	4 12%	- -	2 3%	25 8%	13 6%	12 7%	15 9%	3 4%	2 7%	10 12%	2 5%	5 7%	6 6%
It was free	102 26%	93 29%	4 13%	4 18%	15 18%	87 28%	62 28%	51 31%	40 25%	16 20%	10 29%	13 16%	7 21%	35 46% uwz	21 23%
Paid by Landlord/ Housing Ass/ Council	34 9%	26 8%	3 11%	2 8%	7 8%	27 9%	11 5% q	5 3%	22 14% pq	10 12%	1 4%	8 9%	3 9%	3 4%	9 10%
Other	20 5%	16 5%	4 13%	- -	4 5%	16 5%	12 5% q	4 2%	8 5%	5 6% y	1 2%	7 8% y	2 6%	- -	5 5%
Don't know	80 20%	63 19%	4 13%	4 18%	16 19%	64 21%	47 21%	37 22%	27 17%	20 25%	8 22%	10 13%	6 17%	17 23%	20 22%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 326

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I was not aware that cashback was available	64 7%	33 7%	31 7%	22 7%	26 7%	17 7%	53 7%	10 9%	19 8%	45 7%	58 8% k	6 3%	45 9% m	19 4%	53 8% q	3 3%	8 4%	11 4%
I was told that cashback was no longer available	1	-	1	1	-	-	-	1 7% f	-	1	1	-	1	-	-	-	1	1
Cashback was not available for the particular improvement that I had installed	10 1%	2	8 2% a	1	7 2% c	2 1%	9 1%	1 1%	5 2%	6 1%	8 1%	2 1%	4 1%	6 1%	10 2% q	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	-	2	-	2	-	2	-	2 1% i	-	2	-	-	2	2	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 2%	7 1%	9 2%	6 2%	5 1%	4 2%	10 1%	5 4% f	1 1%	14 2%	14 2%	1 1%	8 2%	7 2%	10 1%	2 2%	4 2%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 326

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I did not think that I would be eligible	76 8%	42 9%	33 7%	34 10%	24 7%	18 7%	61 8%	13 11%	15 6%	61 9%	73 10% k	2 1%	53 11% m	22 5%	48 7%	4 5%	24 12% no	28 10% o
I was advised not to apply for cashback	28 3%	13 3%	15 3%	9 3%	9 2%	11 4%	23 3%	4 4%	7 3%	21 3%	24 3%	4 2%	20 4% m	8 2%	19 3%	-	9 5% o	9 3%
It was free	102 11%	54 11%	48 11%	38 11%	39 11%	25 10%	84 10%	17 14%	20 8%	83 12%	93 13% k	9 4%	56 11%	46 10%	89 13% pq	8 10% pq	5 2%	13 5% p
Paid by Landlord/ Housing Ass/ Council	34 4%	17 3%	17 4%	14 4%	16 4%	4 2%	27 3%	6 5%	11 4%	23 3%	29 4%	5 2%	19 4%	15 3%	8 7%	8 10% n	18 9% n	26 9% n
Other	20 2%	11 2%	8 2%	7 2%	7 2%	6 2%	18 2%	2 1%	4 2%	15 2%	17 2%	2 1%	11 2%	9 2%	14 2%	2 2%	4 2%	6 2%
Don't know	80 8%	41 8%	39 9%	36 10% e	32 9%	12 5%	65 8%	12 10%	20 8%	60 9%	71 10% k	9 4%	46 9%	34 7%	48 7%	20 23% npq	12 6%	32 12% np
NET: All using/intend to use cashback	80 8%	44 9%	36 8%	12 4%	39 11% c	28 12% c	75 9% g	3 3%	25 10%	55 8%	30 4%	49 20% j	33 7%	47 10%	78 12% opq	1 7%	1 7%	2 7%
NET: All don't know whether intending to use cashback	62 7%	30 6%	30 7%	22 6%	23 6%	16 6%	53 7%	8 6%	14 6%	46 7%	45 6%	17 7%	30 6%	32 7%	44 7%	8 9%	10 5%	18 7%
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 326

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
I was not aware that cashback was available	64 7%	54 7%	10 6%	20 7%	28 6%	13 10%	9 6%	16 6%	20 9%	19 7%	43 7%	21 7%
I was told that cashback was no longer available	1	-	1	-	-	-	1	-	-	-	1	-
Cashback was not available for the particular improvement that I had installed	10 1%	9 1%	2 1%	3 1%	6 1%	1 1%	1 1%	1 1%	7 2%	5 1%	5 2%	
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2	-	-	-	2 7% u	-	-	2 1%	-	2	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 2%	13 2%	2 1%	5 1%	5 1%	3 3%	4 2% M	1	4 2%	6 2%	11 2%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 326

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
I did not think that I would be eligible	76 8%	53 7%	23 14%	17 5%	39 9%	15 11%	16 10%	25 10%	19 8%	16 6%	54 9%	22 7%
I was advised not to apply for cashback	28 3%	24 3%	4 2%	8 2%	16 4%	2 2%	7 4%	7 3%	5 2%	10 3%	20 3%	8 3%
It was free	102 11%	93 12%	5	27 9%	52 12%	15 11%	20 12%	33 13%	22 10%	26 9%	62 10%	40 13%
Paid by Landlord/ Housing Ass/ Council	34 4%	28 4%	7 4%	11 4%	12 3%	1	12 7%	10 4%	6 3%	6 2%	24 4%	10 3%
Other	20 2%	19 2%	1 1%	9 3%	5 1%	4 3%	6 3%	3 1%	6 2%	6 2%	8 1%	12 4%
Don't know	80 8%	63 8%	17 10%	25 8%	30 7%	12 9%	19 11%	22 8%	20 9%	20 7%	51 8%	29 9%
NET: All using/intend to use cashback	80 8%	71 9%	9 5%	20 6%	42 10%	17 13%	3 2%	13 5%	28 12%	35 12%	53 8%	27 8%
NET: All don't know whether intending to use cashback	62 7%	52 7%	10 6%	15 5%	35 8%	7 5%	12 7%	17 7%	8 4%	23 8%	43 7%	19 6%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52%	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 326

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I was not aware that cashback was available	64 7%	40 8%	8 6%	18 8%	1 1%	55 7%	9 9%	64 17% FGHJ	-	-	-	64 10% FGHJ	-
I was told that cashback was no longer available	1	-	-	1	-	1	-	1	-	-	-	1	-
Cashback was not available for the particular improvement that I had installed	10 1%	9 2%	2 2%	-	-	7 1%	2 2%	10 2% J	-	-	-	10 2% J	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2	-	-	-	2	-	2	-	-	-	2	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 2%	7 1%	6 4% y	4 2%	1 1%	14 2%	-	15 3% J	-	-	-	15 2% J	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 326

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I did not think that I would be eligible	76 8%	38 7%	10 7%	27 12% y	6 8%	69 9%	5 5%	76 13% FGHU	-	-	-	76 12% FGHJ	-
I was advised not to apply for cashback	28 3%	17 3%	5 4%	6 3%	-	25 3%	3 3%	28 5% GHJ	-	-	-	28 5% GHJ	-
It was free	102 11%	63 12%	19 13%	16 7%	8 10%	95 12% D	4 4%	102 18% FGHU	-	-	-	102 17% FGHJ	-
Paid by Landlord/ Housing Ass/ Council	34 4%	9 2%	5 3%	19 9% y	2 3%	30 4%	4 4%	34 6% GHJ	-	-	-	34 6% GHJ	-
Other	20 2%	10 2%	5 3%	6 3%	3 4%	15 2%	4 4%	20 3% HJ	-	-	-	20 3% J	-
Don't know	80 8%	43 8%	13 9%	21 9%	4 5%	71 9%	7 8%	80 14% FGHU	-	-	-	80 13% FGHJ	-
NET: All using/intend to use cashback	80 8%	64 12% zAB	8 5%	6 3%	2 3%	66 8%	10 10%	80 14% FGHU	-	-	-	80 13% FGHJ	-
NET: All don't know whether intending to use cashback	62 7%	37 7%	6 4%	14 6%	3 5%	54 7%	4 4%	62 11% FGHU	-	-	-	62 10% FGHJ	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yZA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I was not aware that cashback was available	64 7%	6 7% h	36 14% h	6 11% h	29 13% h	10 8% h	64 11% h	64 12% h	-	-	64 14% lk	-	6 4%	59 8%	33 6%	31 8%
I was told that cashback was no longer available	1	-	-	-	1	-	1	1	-	-	1	-	-	1	1	-
Cashback was not available for the particular improvement that I had installed	10 1%	-	8 3% dh	-	2 1%	1 1%	10 2% h	10 2% h	-	-	10 2% k	-	3 2%	8 1%	9 2%	2
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	-	2 1%	-	-	-	2	2	-	-	2	-	-	2	2	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I do not/did not know how to apply / I was not given enough information on how to apply	15 2%	1 2% h	7 3% h	4 7% h	5 2% h	3 2% h	15 3% h	15 3% h	-	-	15 3% k	-	1 1%	14 2%	6 1%	9 2%
I did not think that I would be eligible	76 8%	2 2% h	50 20% adef gh	10 18% aeh	26 12% ah	12 9% ah	76 13% ah	76 14% ah	-	1 2% k	74 17% lk	-	6 4%	70 9% l	48 9%	28 7%
I was advised not to apply for cashback	28 3%	1 1%	15 6% h	1 3% h	16 7% aefh	2 2% h	28 5% h	28 5% h	-	-	28 6% lk	-	1 1%	27 3%	19 4%	9 2%
It was free	102 11%	5 6% h	61 24% aefg h	7 12% h	63 28% acef gh	14 11% h	102 18% aeh	102 18% aeh	-	1 1%	101 23% lk	-	4 2%	98 13% l	84 16% o	18 4%
Paid by Landlord/ Housing Ass/ Council	34 4%	2 2% h	13 5% h	10 17% abdefgh	12 5% h	7 6% h	34 6% h	34 6% h	-	-	34 8% lk	-	3 2%	32 4%	18 3%	16 4%
Other	20 2%	2 3% h	4 1% h	4 7% bh	8 4% h	6 5% h	20 3% bh	20 4% bh	-	-	20 4% k	-	4 2%	16 2%	12 2%	8 2%
Don't know	80 8%	2 2% h	47 18% aefg h	6 11% ah	44 19% aefgh	8 6% h	80 14% aeh	80 14% aeh	-	2 2% k	79 18% lk	-	2 1%	79 10% l	53 10%	27 7%
NET: All using/intend to use cashback	80 8%	56 65% bcdef gh	10 4% h	5 8% h	14 6% h	41 31% bcd fgh	80 14% bdh	80 14% bdh	-	72 96% jk	7 2% k	-	49 30% m	31 4%	39 7%	41 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All don't know whether intending to use cashback	62 7%	12 14% h	25 10% h	11 19% fgh	27 12% h	23 17% bfg	62 11% h	62 17% h	-	-	62 14% lk	-	4 2%	58 7% l	31 6%	31 8%
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd g	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I was not aware that cashback was available	64 7%	10 10% r	29 8% r	9 4%	15 8%	29 7%	22 8%	17 5%	10 6%	8 9%	17 11%	4 4%	4 5%	60 7%	4 3%	51 7%	6 5%	45 8%
I was told that cashback was no longer available	1	1 1%	-	-	-	-	1	-	-	-	-	1 1%	1 1% v	-	-	1	1 1%	-
Cashback was not available for the particular improvement that I had installed	10 1%	2 2%	4 1%	1	4 2%	8 2% N	-	2 1%	3 2%	-	1 1%	-	-	10 1%	1 1%	9 1%	1 1%	8 1%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	-	-	-	2 1%	2	2 1%	-	-	-	2 1%	-	-	2	-	2	-	2
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I do not/did not know how to apply / I was not given enough information on how to apply	15 2%	2 2%	4 1%	2 1%	6 3%	10 3% O	3 1%	2 *	5 3%	2 2%	2 1%	2 2%	2 2%	13 2%	1 1%	13 2%	4 3%	9 2%
I did not think that I would be eligible	76 8%	10 11%	35 10% L	17 7%	9 5%	40 10%	17 7%	28 9%	18 10%	7 7%	14 9%	16 16%	15 18% v	61 7%	5 4%	68 10% W	19 15% TUW	49 8%
I was advised not to apply for cashback	28 3%	1 1%	8 2%	13 5%	4 2%	13 3%	7 3%	6 2%	5 3%	3 3%	6 4%	3 3%	2 3%	26 3%	1 1%	25 4%	8 6% T	17 3%
It was free	102 11%	7 7%	35 10%	29 12%	27 14%	55 14% O	36 14% O	20 6%	29 16% S	15 15% S	26 17% S	2 2%	1 1%	101 12% u	1 1%	99 14% TV	8 7% T	91 16% TUV
Paid by Landlord/ Housing Ass/ Council	34 4%	4 4%	19 6% L	6 3%	3 2%	7 2%	6 2%	19 6% MN	3 2%	5 5%	4 2%	13 13% PR	12 14% v	22 3%	- -	29 4% TW	12 9% TUW	17 3%
Other	20 2%	2 2%	7 2%	4 2%	6 3%	8 2%	5 2%	8 3%	1 *	2 3%	3 2%	3 3%	2 3%	17 2%	4 3%	14 2%	1 1%	13 2%
Don't know	80 8%	10 10%	37 10% L	17 7%	9 4%	38 10%	26 10% O	18 6%	13 7%	13 13%	22 15% P	8 8%	6 7%	75 9%	1 1%	63 9% T	14 11% T	49 9% T
NET: All using/intend to use cashback	80 8%	1 1%	24 7% p	24 10% p	31 15% pq	29 7%	22 8%	42 13% M	9 5% S	6 7% S	4 3%	- -	- -	80 9% u	36 28% UVW	37 5% V	- -	37 5% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Weighted Base	946																	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All don't know whether intending to use cashback	62 7%	1 2%	34 10% pL	11 4%	10 5%	25 6%	14 5%	24 8%	10 6%	9 9%	13 9%	7 7%	5 6%	57 7%	6 4%	41 6%	7 5%	34 6%
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I was not aware that cashback was available	64 7%	25 7%	28 7%	28 7%	26 7%	5 8%	21 8%	4 4%	22 6%	17 7%	10 8%	23 5%	38 9%	19 6%	23 6%	26 10%
I was told that cashback was no longer available	1	1	-	1	-	-	-	1 1%	1	-	-	-	1	-	-	1
Cashback was not available for the particular improvement that I had installed	10 1%	4 1%	5 1% z	6 2% w	3 1%	-	1	2 3%	4 1%	3 1%	2 2%	1	8 2% G	1	5 1%	4 2%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2	-	2	-	-	2 1%	-	-	-	2 1%	2	-	2	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I do not/did not know how to apply / I was not given enough information on how to apply	15 2%	8 2%	6 1%	9 2%	4 1%	1 1%	3 1%	4 4%	7 2%	2 1%	2 1%	7 2%	6 1%	6 2%	7 2%	3 1%
I did not think that I would be eligible	76 8%	25 7%	35 9%	31 8%	29 8%	8 13%	20 7%	5 5%	30 9%	18 8%	13 10%	41 9%	32 7%	29 9%	24 6%	24 9%
I was advised not to apply for cashback	28 3%	10 3%	12 3%	10 2%	12 3%	2 4%	7 3%	3 3%	7 2%	8 3%	5 3%	16 4%	11 2%	7 2%	14 4%	7 3%
It was free	102 11%	41 12%	46 11% zA	52 13% wA	35 10%	2 3%	23 9%	18 21% B	30 9%	34 14% D	12 9%	43 10%	55 12%	37 11%	38 10%	30 11%
Paid by Landlord/ Housing Ass/ Council	34 4%	7 2%	13 3%	7 2%	13 4%	7 11% wxyz	4 2%	3 3%	18 5%	9 4%	3 2%	22 5% H	10 2%	18 6% J	6 2%	12 4% J
Other	20 2%	6 2%	11 3%	7 2%	10 3%	- -	5 2%	2 2%	4 1%	7 3%	2 2%	11 3%	8 2%	7 2%	9 2%	5 2%
Don't know	80 8%	15 4%	44 11% wy	21 5% w	38 11% wy	9 15% wy	9 4%	5 6%	33 9%	23 9%	8 6%	44 10%	31 7%	39 12% JK	25 6%	19 7%
NET: All using/intend to use cashback	80 8%	57 16% xzA	16 4% z	65 16% xzA	8 2%	2 3%	47 18%	10 12%	19 5%	25 10% D	16 12% D	20 4%	54 12% G	10 3%	46 12% I	25 9% I



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 327

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All don't know whether intending to use cashback	62 7%	22 6%	20 5%	22 5%	20 6%	5 7%	18 7%	3 4%	30 8% E	8 3%	8 6%	38 9% H	21 5%	28 9% K	27 7%	9 3%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 328

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I was not aware that cashback was available	64 7%	18 5%	33 6%	42 6%	23 8%	31 7%	26 7%	7 4%	41 6%	16 8%	51 7%	6 6%
I was told that cashback was no longer available	1	1	1	1	-	1	-	-	-	-	-	1 1% N
Cashback was not available for the particular improvement that I had installed	10 1%	3 1%	9 2%	10 1%	1	5 1%	4 1%	2 1%	9 1%	1 1%	10 1%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	-	2	2	-	-	2	-	2	-	2	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 2%	6 2%	6 1%	8 1%	8 3%	8 2%	5 1%	2 2%	9 1%	4 2%	9 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 328

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I did not think that I would be eligible	76 8%	26 7%	48 9%	58 9%	18 7%	37 9%	30 8%	8 5%	56 9%	13 7%	60 8% O	3 3%
I was advised not to apply for cashback	28 3%	11 3%	19 4%	23 3%	5 2%	12 3%	11 3%	5 3%	23 4%	2 7%	25 3%	2 2%
It was free	102 11%	29 8%	84 16% HJK	87 13% HK	15 5%	40 10%	43 12%	17 11%	82 13% M	10 5%	98 14% O	1 1%
Paid by Landlord/ Housing Ass/ Council	34 4%	10 3%	18 3%	21 3%	13 5%	8 2%	16 5% k	10 6% k	22 3%	7 4%	26 4%	1 1%
Other	20 2%	10 3%	12 2%	15 2%	5 2%	13 3%	5 7%	2 7%	15 2%	3 2%	16 2%	3 2%
Don't know	80 8%	28 8%	53 10%	61 9%	19 7%	30 7%	31 9%	20 12%	52 8%	12 6%	60 8% O	3 3%
NET: All using/intend to use cashback	80 8%	41 11% IJ	39 7%	58 9% I	22 8%	43 11% m	29 8%	6 4%	70 11% M	5 3%	71 10%	5 4%
NET: All don't know whether intending to use cashback	62 7%	23 6%	31 6%	40 6%	22 8%	22 5%	27 8%	10 7%	44 7%	7 4%	46 6%	4 4%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 328

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I was not aware that cashback was available	64 7%	48 7%	7 8%	5 4%	22 9%	42 6%	40 7%	30 11% p	24 7%	5 2%	5 7%	23 13% uxz	5 5%	14 9% u	12 5%
I was told that cashback was no longer available	1	1	-	-	1	-	1	1	-	-	-	-	-	-	1
Cashback was not available for the particular improvement that I had installed	10 1%	10 2%	-	-	1 1%	9 1%	10 2%	10 3% pr	1	2 1%	-	-	3 3% w	1 1%	4 2%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	2	2	-	-	-	2	2 1%	-	-	-	-	-	-	2 1%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	15 2%	10 1%	2 2%	3 2%	6 2%	10 1%	9 2%	8 3% p	6 2%	2 1%	1 2%	4 2%	4 4%	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 328

16 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I did not think that I would be eligible	76 8%	61 9%	6 6%	6 6%	19 7%	56 8%	43 7%	31 11% p	30 9%	26 12% yz	9 13% y	15 8%	6 6%	7 5%	13 6%
I was advised not to apply for cashback	28 3%	22 3%	4 4% R	-	2 1%	25 4% n	13 2%	12 4% p	15 5%	3 1%	2 3%	10 6% u	2 2%	5 3%	6 3%
It was free	102 11%	93 14% QR	4 4%	4 3%	15 6%	87 13% n	62 11%	51 19% pr	40 12%	16 8%	10 14%	13 7%	7 7%	35 22% uwz	21 9%
Paid by Landlord/ Housing Ass/ Council	34 4%	26 4%	3 4%	2 2%	7 3%	27 4%	11 2%	5 2%	22 7% pq	10 5%	1 2%	8 4%	3 3%	3 2%	9 4%
Other	20 2%	16 2%	4 4% R	-	4 2%	16 2%	12 2%	4 1%	8 2%	5 2%	1 1%	7 4% y	2 2%	-	5 2%
Don't know	80 8%	63 9%	4 4%	4 3%	16 6%	64 9%	47 8%	37 13% pr	27 8%	20 9%	8 11%	10 6%	6 6%	17 11%	20 9%
NET: All using/intend to use cashback	80 8%	65 9% R	8 8%	3 3%	9 3%	71 10% n	68 12% r	63 23% pr	11 3%	15 7%	7 10%	10 5%	15 15% uw	11 7%	22 10%
NET: All don't know whether intending to use cashback	62 7%	46 7%	4 4%	6 5%	15 6%	47 7%	41 7%	28 10% pr	18 6%	20 9% y	5 7%	10 6%	10 10% y	3 2%	14 6%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 329

16A_NEW (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	84	50	34	15	41	28	81	2	26	58	36	48	42	42	81	2	1	3
Weighted Base	89	51*	38*	15**	44*	30**	85*	3**	27**	62*	34*	55*	35*	54*	86*	1**	1**	2**
Effective base	78	46	32	14	38	26	75	2	24	53	32	46	41	41	75	2	1	3
Definitely would have	33 37%	16 30%	17 45%	6 40%	19 42%	8 27%	31 37%	1 40%	10 37%	22 36%	20 59% k	12 22%	18 51% m	15 27%	31 36%	-	1 100%	1 51%
Probably would have	28 31%	15 29%	13 34%	5 33%	12 27%	11 36%	25 29%	2 60%	5 20%	22 36%	9 28%	18 34%	7 20%	21 39%	28 32%	-	-	-
Might or might not have	11 13%	6 11%	5 14%	1 8%	4 9%	6 19%	11 13%	-	2 8%	9 15%	1 2%	10 19% j	2 7%	9 16%	11 13%	-	-	-
Probably would not have	11 13%	9 18%	3 7%	2 11%	6 15%	3 12%	11 14%	-	7 24%	5 8%	2 5%	10 18%	4 12%	7 14%	11 13%	-	-	-
Definitely would not have	6 7%	6 11%	-	1 8%	3 6%	2 6%	6 7%	-	3 11%	3 4%	2 6%	4 7%	3 10%	2 4%	5 5%	1 100%	-	1 49%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	60 68%	31 60%	30 79%	11 73%	31 70%	19 63%	56 66%	3 100%	16 57%	45 73%	30 87% k	31 56%	25 71%	36 66%	59 68%	-	1 100%	1 51%
NET: All would not	17 19%	15 29% b	3 7%	3 19%	9 21%	5 18%	17 20%	-	10 35%	8 12%	4 11%	14 25%	8 22%	10 18%	16 19%	1 100%	-	1 49%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 329

16A_NEW (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	84	77	7	22	47	14	5	12	33	34	57	27
Weighted Base	89	78*	11**	22**	50*	17**	4**	13**	35*	36*	58*	30**
Effective base	78	72	7	20	44	13	5	11	30	32	53	25
Definitely would have	33 37%	25 32%	7 71%	7 34%	16 33%	8 47%	2 49%	4 30%	16 45%	11 30%	20 35%	12 40%
Probably would have	28 31%	25 32%	3 29%	9 44%	16 32%	3 16%	1 22%	6 46%	9 25%	12 33%	19 32%	9 30%
Might or might not have	11 13%	11 14%	-	1 4%	7 14%	3 19%	-	1 9%	4 12%	6 16%	8 13%	3 11%
Probably would not have	11 13%	11 15%	-	3 13%	8 16%	1 5%	-	2 15%	4 12%	5 14%	6 10%	6 19%
Definitely would not have	6 7%	6 7%	-	1 5%	3 5%	2 12%	1 29%	-	2 5%	3 8%	6 10%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	60 68%	50 64%	11 100%	17 78%	32 64%	11 64%	3 71%	10 76%	25 70%	23 62%	39 67%	21 70%
NET: All would not	17 19%	17 22%	-	4 19%	10 21%	3 17%	1 29%	2 15%	6 18%	8 22%	12 20%	6 19%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 329

16A_NEW (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	84	63	10	9	2	74	7	84	-	-	-	84	-
Weighted Base	89	67*	9**	11**	2**	75*	10**	89*	**	**	**	89*	**
Effective base	78	59	10	8	2	69	7	78	-	-	-	78	-
Definitely would have	33 37%	26 39%	3 38%	4 38%	-	29 39%	3 33%	33 37%	-	-	-	33 37%	-
Probably would have	28 31%	21 32%	4 43%	3 27%	-	23 31%	3 32%	28 31%	-	-	-	28 31%	-
Might or might not have	11 13%	10 15%	-	-	1 52%	7 10%	3 26%	11 13%	-	-	-	11 13%	-
Probably would not have	11 13%	6 9%	1 10%	3 24%	1 48%	9 13%	1 8%	11 13%	-	-	-	11 13%	-
Definitely would not have	6 7%	4 6%	1 9%	1 11%	-	6 8%	-	6 7%	-	-	-	6 7%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	60 68%	47 71%	7 81%	7 65%	-	53 70%	6 66%	60 68%	-	-	-	60 68%	-
NET: All would not	17 19%	10 15%	2 19%	4 35%	1 48%	15 20%	1 8%	17 19%	-	-	-	17 19%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 330

16A_NEW (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	84	58	11	7	19	43	84	84	-	77	7	-	54	30	42	42
Weighted Base	89	62*	12**	6**	19**	46*	89*	89*	**	82*	7**	**	55*	34**	45*	44*
Effective base	78	54	10	7	18	41	78	78	-	71	7	-	50	28	39	39
Definitely would have	33 37%	23 38%	5 43%	3 48%	7 36%	15 32%	33 37%	33 37%	-	31 37%	2 28%	-	18 33%	15 43%	16 34%	17 39%
Probably would have	28 31%	21 35%	1 10%	2 28%	7 37%	12 25%	28 31%	28 31%	-	23 29%	4 61%	-	15 28%	12 37%	10 23%	17 40%
Might or might not have	11 13%	5 9%	3 27%	-	-	8 18% a	11 13%	11 13%	-	10 13%	1 11%	-	10 18%	1 4%	7 14%	5 11%
Probably would not have	11 13%	9 15%	-	1 13%	3 17%	9 19%	11 13%	11 13%	-	11 14%	-	-	9 16%	3 8%	9 20%	3 6%
Definitely would not have	6 7%	2 3%	2 20%	1 11%	2 10%	3 6%	6 7%	6 7%	-	6 7%	-	-	3 6%	3 8%	4 8%	2 5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	60 68%	45 73% e	6 53%	5 75%	14 73%	26 57%	60 68% e	60 68% e	-	54 66%	7 89%	-	33 60%	27 81%	26 57%	34 79% n
NET: All would not	17 19%	11 19%	2 20%	2 25%	5 27%	11 25%	17 19%	17 19%	-	17 21%	-	-	12 22%	5 16%	13 28%	5 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 330

16A_NEW (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	84	2	23	25	34	31	22	41	8	8	8	-	-	84	33	44	-	44
Weighted Base	89	1**	25**	28**	35*	35**	22**	42*	10**	7**	8**	-**	-**	89*	36*	45*	-**	45*
Effective base	78	2	21	23	32	29	20	37	8	8	7	-	-	78	31	40	-	40
Definitely would have	33 37%	-	9 36%	10 38%	13 38%	10 29%	9 43%	18 43%	-	4 49%	2 29%	18 -	-	33 37%	12 34%	17 38%	-	17 38%
Probably would have	28 31%	-	7 26%	11 39%	10 30%	10 29%	6 28%	15 34%	5 51%	4 51%	-	-	-	28 31%	12 34%	13 29%	-	13 29%
Might or might not have	11 13%	-	3 13%	3 12%	5 13%	7 20%	1 6%	3 8%	4 36%	-	-	1 -	-	11 13%	7 20%	4 9%	-	4 9%
Probably would not have	11 13%	-	5 20%	2 6%	5 13%	6 16%	4 19%	4 9%	1 13%	-	3 46%	-	-	11 13%	3 8%	7 15%	-	7 15%
Definitely would not have	6 7%	1 100%	1 5%	2 6%	2 6%	2 5%	1 5%	3 6%	-	-	2 25%	1 -	-	6 7%	1 3%	4 9%	-	4 9%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	60 68%	-	16 62%	21 76%	24 68%	20 58%	16 70%	33 77%	5 51%	7 100%	2 29%	-	-	60 68%	25 68%	30 67%	-	30 67%
NET: All would not	17 19%	1 100%	6 25%	3 12%	7 19%	8 22%	5 24%	6 15%	1 13%	-	5 71%	-	-	17 19%	4 11%	11 24%	-	11 24%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 330

16A_NEW (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	84	58	18	66	10	1	48	10	23	23	16	22	56	12	48	25
Weighted Base	89	61*	19**	68*	11**	2**	50*	10**	25**	26**	16**	23**	60*	11**	49*	29**
Effective base	78	54	17	61	9	1	44	10	21	21	15	20	52	11	45	24
Definitely would have	33 37%	26 42% y	5 24%	26 38%	5 41%	2 100%	23 45%	3 28%	9 38%	9 36%	8 49%	9 41%	22 37%	4 32%	17 35%	13 43%
Probably would have	28 31%	19 32%	8 44%	24 36%	3 30%	-	18 36%	1 13%	7 27%	9 36%	5 29%	7 31%	19 32%	4 36%	15 30%	9 31%
Might or might not have	11 13%	5 9%	5 23%	7 11%	2 22%	-	3 6%	2 23%	2 8%	6 24%	2 10%	1 6%	9 14%	1 7%	7 13%	4 13%
Probably would not have	11 13%	5 8%	2 9%	6 9%	1 7%	-	4 8%	1 9%	5 19%	1 3%	2 12%	3 13%	7 11%	2 14%	6 12%	4 13%
Definitely would not have	6 7%	5 8%	-	5 7%	-	-	2 5%	3 27%	2 8%	-	-	2 9%	3 5%	1 10%	5 9%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	60 68%	45 74%	13 68%	50 73%	8 71%	2 100%	41 81%	4 41%	16 65%	19 72%	12 77%	17 73%	42 70%	8 68%	32 65%	21 74%
NET: All would not	17 19%	10 17%	2 9%	11 16%	1 7%	-	6 13%	4 35%	7 27%	1 3%	2 12%	5 22%	10 16%	3 25%	11 22%	4 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 331

16A_NEW (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	84	44	42	62	22	44	32	5	75	6	76	5
Weighted Base	89	46*	45*	66*	23**	47*	33*	7**	78*	6**	80*	5**
Effective base	78	41	39	57	21	41	30	5	70	6	71	5
Definitely would have	33 37%	16 34%	16 34%	26 40%	7 28%	18 39%	9 28%	5 68%	28 36%	3 40%	27 34%	3 59%
Probably would have	28 31%	16 34%	10 23%	19 28%	9 40%	16 33%	10 30%	2 32%	25 32%	2 40%	27 33%	1 26%
Might or might not have	11 13%	4 9%	7 14%	7 10%	5 20%	7 14%	5 14%	-	7 10%	1 20%	10 12%	-
Probably would not have	11 13%	7 16%	9 20%	11 16%	1 4%	3 7%	7 22%	-	11 15%	-	11 14%	-
Definitely would not have	6 7%	3 7%	4 8%	4 6%	2 9%	3 6%	2 6%	-	6 7%	-	5 6%	1 15%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	60 68%	31 69%	26 57%	45 68%	16 68%	34 73%	19 58%	7 100%	53 68%	5 80%	53 67%	4 85%
NET: All would not	17 19%	10 23%	13 28%	15 22%	3 12%	6 13%	9 28%	-	17 22%	-	17 21%	1 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 331

16A_NEW (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	84	69	8	4	10	74	72	66	12	17	7	10	17	10	23
Weighted Base	89	73*	8**	4**	10**	79*	76*	70*	13**	18**	7**	10**	19**	11**	24**
Effective base	78	64	8	4	9	68	67	62	11	16	7	9	16	9	22
Definitely would have	33 37%	25 35%	5 69%	-	4 37%	29 37%	26 35%	23 33%	6 48%	10 56%	3 41%	3 28%	7 36%	5 47%	5 20%
Probably would have	28 31%	23 32%	1 16%	3 71%	4 43%	23 30%	27 35%	27 38%	1 7%	4 21%	2 30%	1 13%	7 38%	5 46%	8 35%
Might or might not have	11 13%	7 10%	1 15%	1 29%	1 12%	10 13%	8 10%	7 9%	3 26%	3 18%	1 17%	2 20%	1 7%	-	3 14%
Probably would not have	11 13%	11 15%	-	-	-	11 15%	10 13%	10 14%	1 10%	1 5%	1 11%	2 16%	3 19%	-	5 19%
Definitely would not have	6 7%	6 8%	-	-	1 7%	5 6%	5 6%	3 5%	1 9%	-	-	2 23%	-	1 7%	3 11%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	60 68%	49 67%	7 85%	3 71%	8 80%	52 65%	53 70%	50 72%	7 55%	14 77%	5 71%	4 41%	14 74%	10 93%	13 56%
NET: All would not	17 19%	16 23%	-	-	1 7%	17 21%	15 19%	13 19%	3 19%	1 5%	1 11%	4 39%	3 19%	1 7%	7 31%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 332

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19 Jun 2014

16_SUM (M) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All measures for which Green Deal cashback has been applied for

	16A_NEW : Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	11	8	5	-	1	4	53	-	2	-	-
Weighted Base	12	9	5	-	1	5	55	-	3	-	-
Effective base	10	7	5	-	1	4	49	-	2	-	-
Definitely would have	4 38%	4 45%	2 48%	-	-	-	22 39%	-	-	-	-
Probably would have	4 36%	1 14%	1 18%	-	-	-	21 39%	-	-	-	-
Might or might not have	-	2 22%	-	-	1 100%	3 55%	4 8%	-	1 48%	-	-
Probably would not have	2 21%	-	1 18%	-	-	1 29%	6 10%	-	1 52%	-	-
Definitely would not have	1 5%	2 19%	1 16%	-	-	1 16%	2 4%	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-
NET: All would	9 74%	5 59%	3 66%	-	-	-	43 78%	-	-	-	-
NET: All would not	3 26%	2 19%	2 34%	-	-	2 45%	8 14%	-	1 52%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 333

16A_NEW (R) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All who applied for Green Deal cashback to pay for measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	76	43	33	12	37	27	73	2	24	52	32	44	40	36	74	1	1	2
Weighted Base	80	44*	36*	12**	39*	28**	75*	3**	25**	55*	30**	49*	33*	47*	78*	1**	1**	2**
Effective base	70	40	31	11	34	25	68	2	23	48	28	42	39	35	69	1	1	2
Definitely would have	33 41%	16 36%	17 47%	6 50%	19 48%	8 28%	31 42%	1 40%	10 41%	22 41%	20 67%	12 25%	18 54%	15 32%	31 40%	-	1 100%	1 68%
Probably would have	28 35%	15 34%	13 36%	5 42%	12 31%	11 38%	25 33%	2 60%	5 22%	22 41%	9 31%	18 37%	7 20%	21 45%	28 36%	-	-	-
Might or might not have	11 14%	6 13%	5 15%	1 10%	4 11%	6 20%	11 15%	-	2 9%	9 16%	1 3%	10 21%	2 7%	9 19%	11 14%	-	-	-
Probably would not have	10 13%	8 17%	3 7%	2 14%	5 13%	3 12%	10 13%	-	5 21%	5 9%	2 6%	8 17%	4 12%	6 13%	10 13%	-	-	-
Definitely would not have	5 7%	5 12% b	-	1 5%	3 7%	2 7%	5 7%	-	3 13%	2 4%	1 4%	4 8%	3 9%	2 5%	5 6%	1 100%	-	1 32%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 73%	30 68%	28 78%	10 78%	30 76%	19 65%	54 71%	3 100%	16 63%	42 77%	27 90%	31 62%	25 74%	33 72%	57 73%	-	1 100%	1 68%
NET: All would not	15 19%	13 29% b	3 7%	2 18%	8 20%	5 19%	15 20%	-	8 34%	7 13%	3 10%	12 25%	7 21%	8 18%	15 19%	1 100%	-	1 32%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 333

16A_NEW (R) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All who applied for Green Deal cashback to pay for measure

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	76	6	20	41	14	4	12	27	33	52	24
Weighted Base	80	9**	20**	42*	17**	3**	13**	28**	35*	53*	27**
Effective base	70	6	18	39	13	4	11	25	31	48	22
Definitely would have	33 41%	7 84%	7 37%	16 39%	8 47%	2 57%	4 30%	16 57%	11 31%	20 39%	12 45%
Probably would have	28 35%	3 34%	9 47%	16 37%	3 16%	1 26%	6 46%	9 32%	12 34%	19 35%	9 34%
Might or might not have	11 14%	-	1 4%	7 17%	3 19%	-	1 9%	4 15%	6 16%	8 15%	3 12%
Probably would not have	10 13%	-	3 14%	6 15%	1 5%	-	2 15%	3 11%	5 15%	6 11%	4 16%
Definitely would not have	5 7%	-	1 3%	3 6%	2 12%	1 17%	-	2 7%	3 8%	5 10%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 73%	9 100%	16 79%	30 72%	11 64%	3 83%	10 76%	22 79%	23 65%	37 71%	21 76%
NET: All would not	15 19%	-	3 17%	9 22%	3 17%	1 17%	2 15%	5 18%	8 23%	11 21%	4 16%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 333

16A_NEW (R) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All who applied for Green Deal cashback to pay for measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	76	60	9	5	2	66	7	76	-	-	-	76	-
Weighted Base	80	64*	8**	6**	2**	66*	10**	80*	-**	-**	-**	80*	-**
Effective base	70	56	9	5	2	62	7	70	-	-	-	70	-
Definitely would have	33 41%	26 41%	3 42%	4 69%	-	29 44%	3 33%	33 41%	-	-	-	33 41%	-
Probably would have	28 35%	21 33%	4 48%	3 48%	-	23 35%	3 32%	28 35%	-	-	-	28 35%	-
Might or might not have	11 14%	10 16%	-	-	1 52%	7 11%	3 26%	11 14%	-	-	-	11 14%	-
Probably would not have	10 13%	6 9%	1 11%	1 22%	1 48%	8 12%	1 8%	10 13%	-	-	-	10 13%	-
Definitely would not have	5 7%	4 6%	1 10%	1 10%	-	5 8%	-	5 7%	-	-	-	5 7%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 73%	47 74%	6 79%	6 90%	-	50 76%	6 66%	58 73%	-	-	-	58 73%	-
NET: All would not	15 19%	10 15%	2 21%	2 31%	1 48%	13 20%	1 8%	15 19%	-	-	-	15 19%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 334

16A_NEW (R) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All who applied for Green Deal cashback to pay for measure

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	76	54	9	5	14	39	76	76	-	69	7	-	48	28	36	40
Weighted Base	80	56*	10**	5**	14**	41*	80*	80*	**	72*	7**	**	49*	31**	39*	41*
Effective base	70	50	8	5	13	37	70	70	-	64	7	-	44	26	33	37
Definitely would have	33 41%	23 42%	5 51%	3 66%	7 49%	15 36%	33 41%	33 41%	-	31 42%	2 28%	-	18 37%	15 47%	16 40%	17 42%
Probably would have	28 35%	21 38%	1 12%	2 38%	7 51%	12 28%	28 35%	28 35%	-	23 32%	4 61%	-	15 31%	12 40%	10 27%	17 43%
Might or might not have	11 14%	5 9%	3 32%	-	-	8 20% a	11 14%	11 14%	-	10 14%	1 11%	-	10 20%	1 4%	7 17%	5 11%
Probably would not have	10 13%	8 14%	-	1 18%	3 23%	7 18%	10 13%	10 13%	-	10 14%	-	-	8 16%	3 8%	8 19%	3 6%
Definitely would not have	5 7%	2 4%	2 17%	1 16%	1 9%	3 7%	5 7%	5 7%	-	5 7%	-	-	3 5%	3 9%	3 8%	2 5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 73%	43 77% e	6 63%	4 84%	11 82%	26 64%	58 73%	58 73%	-	51 71%	7 89%	-	33 68%	24 79%	25 64%	33 81%
NET: All would not	15 19%	10 18%	2 17%	2 34%	5 33%	10 25%	15 19%	15 19%	-	15 21%	-	-	10 21%	5 17%	11 28%	5 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 334

16A_NEW (R) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All who applied for Green Deal cashback to pay for measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	76	1	22	22	31	26	21	40	7	7	5	-	-	76	33	37	-	37
Weighted Base	80	1**	24**	24**	31**	29**	22**	42*	9**	6**	4**	-**	-**	80*	36*	37*	-**	37*
Effective base	70	1	20	21	29	24	19	36	7	7	5	-	-	70	31	34	-	34
Definitely would have	33 41%	-	9 38%	10 43%	13 43%	10 35%	9 44%	18 44%	-	4 56%	2 51%	18 -	-	33 41%	12 34%	17 46%	-	17 46%
Probably would have	28 35%	-	7 28%	11 44%	10 34%	10 35%	6 28%	15 35%	5 58%	4 58%	-	-	-	28 35%	12 34%	13 35%	-	13 35%
Might or might not have	11 14%	-	3 13%	3 14%	5 15%	7 25%	1 6%	3 8%	4 41%	-	-	1 -	-	11 14%	7 20%	4 10%	-	4 10%
Probably would not have	10 13%	-	5 22%	2 7%	3 11%	4 15%	4 19%	4 9%	1 15%	-	2 49%	-	-	10 13%	3 8%	6 15%	-	6 15%
Definitely would not have	5 7%	1 100%	1 5%	2 6%	2 6%	2 7%	1 3%	3 7%	-	-	1 30%	1 -	-	5 7%	1 3%	3 9%	-	3 9%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 73%	-	16 65%	19 76%	24 77%	20 70%	16 72%	32 77%	5 58%	6 100%	2 51%	-	-	58 73%	25 68%	29 79%	-	29 79%
NET: All would not	15 19%	1 100%	6 26%	3 13%	5 17%	6 22%	5 22%	6 16%	1 15%	-	3 79%	-	-	15 19%	4 11%	9 24%	-	9 24%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 334

16A_NEW (R) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All who applied for Green Deal cashback to pay for measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	76	55	15	63	7	1	45	10	18	22	16	19	51	10	45	22
Weighted Base	80	57*	16**	65*	8**	2**	47*	10**	19**	25**	16**	20**	54*	10**	46*	25**
Effective base	70	51	14	59	6	1	42	10	17	21	15	18	47	9	42	21
Definitely would have	33 41%	26 45% y	5 29%	26 40%	5 56%	2 100%	23 49%	3 28%	9 49%	9 37%	8 49%	9 48%	22 42%	4 37%	17 38%	13 50%
Probably would have	28 35%	19 34%	8 52%	24 38%	3 40%	-	18 39%	1 13%	7 36%	9 37%	5 29%	7 36%	19 36%	4 41%	15 32%	9 36%
Might or might not have	11 14%	5 9%	5 28%	7 11%	2 30%	-	3 6%	2 23%	2 10%	6 25%	2 10%	1 6%	9 16%	1 8%	7 14%	4 15%
Probably would not have	10 13%	5 9%	2 10%	6 9%	1 10%	-	4 9%	1 9%	3 18%	1 3%	2 12%	3 15%	5 10%	2 17%	6 13%	3 10%
Definitely would not have	5 7%	5 8%	-	5 7%	-	-	2 4%	3 27%	1 7%	-	-	1 7%	3 5%	1 6%	5 10%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 73%	44 76%	12 75%	49 75%	7 85%	2 100%	39 84%	4 41%	14 72%	19 75%	12 77%	15 76%	41 76%	8 78%	31 68%	20 80%
NET: All would not	15 19%	10 17%	2 10%	10 16%	1 10%	-	6 13%	4 35%	5 25%	1 3%	2 12%	4 22%	8 15%	2 22%	11 23%	3 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 335

16A_NEW (R) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All who applied for Green Deal cashback to pay for measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	76	40	36	55	21	41	29	4	68	5	68	5
Weighted Base	80	41*	39*	58*	22**	43*	29**	6**	70*	5**	71*	5**
Effective base	70	37	33	51	20	38	27	4	63	5	63	5
Definitely would have	33 41%	16 38%	16 40%	26 45%	7 30%	18 43%	9 31%	5 87%	28 40%	3 50%	27 38%	3 59%
Probably would have	28 35%	16 38%	10 27%	19 32%	9 42%	16 36%	10 34%	2 41%	25 36%	2 50%	27 38%	1 26%
Might or might not have	11 14%	4 10%	7 17%	7 11%	5 21%	7 15%	5 16%	-	7 11%	1 25%	10 14%	-
Probably would not have	10 13%	7 17%	8 19%	9 16%	1 4%	2 5%	7 24%	-	10 14%	-	10 14%	-
Definitely would not have	5 7%	3 6%	3 8%	3 6%	2 9%	3 6%	2 6%	-	5 7%	-	4 6%	1 15%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 73%	30 72%	25 64%	42 73%	16 72%	33 77%	19 65%	6 100%	51 72%	5 100%	51 72%	4 85%
NET: All would not	15 19%	10 23%	11 28%	13 22%	3 13%	5 11%	9 31%	-	15 22%	-	15 21%	1 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 335

16A_NEW (R) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All who applied for Green Deal cashback to pay for measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	76	62	8	3	9	67	66	60	10	15	7	9	14	10	21
Unweighted Base	76	62	8	3	9	67	66	60	10	15	7	9	14	10	21
Weighted Base	80	65*	8**	3**	9**	71*	68*	63*	11**	15**	7**	10**	15**	11**	22**
Effective base	70	58	8	3	8	62	62	56	9	14	7	8	13	9	20
Definitely would have	33 41%	25 39%	5 69%	-	4 42%	29 41%	26 39%	23 37%	6 54%	10 66%	3 41%	3 30%	7 45%	5 47%	5 22%
Probably would have	28 35%	23 36%	1 16%	3 100%	4 50%	23 33%	27 39%	27 43%	1 8%	4 25%	2 30%	1 14%	7 47%	5 46%	8 39%
Might or might not have	11 14%	7 12%	1 15%	1 40%	1 14%	10 14%	8 11%	7 10%	3 29%	3 22%	1 17%	2 21%	1 9%	-	3 15%
Probably would not have	10 13%	9 14%	-	-	-	10 14%	9 13%	9 14%	1 12%	1 6%	1 11%	2 17%	2 14%	-	5 21%
Definitely would not have	5 7%	5 8%	-	-	1 8%	4 6%	5 7%	3 5%	1 5%	-	-	2 18%	-	1 7%	3 12%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 73%	46 71%	7 85%	3 100%	8 92%	50 70%	52 76%	49 78%	6 54%	12 80%	5 71%	4 44%	13 86%	10 93%	13 61%
NET: All would not	15 19%	15 22%	-	-	1 8%	15 21%	13 20%	12 19%	2 17%	1 6%	1 11%	3 36%	2 14%	1 7%	7 33%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 336

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Definitely would have	33 3%	16 3%	17 4%	6 2%	19 5% c	8 3%	31 4%	1 1%	10 4%	22 3%	20 3%	12 5%	18 4%	15 3%	31 5% opq	-	1 1%	1 *
Probably would have	28 3%	15 3%	13 3%	5 2%	12 3%	11 4% c	25 3%	2 2%	5 2%	22 3%	9 1%	18 8% j	7 1%	21 5% l	28 4% opq	-	-	-
Might or might not have	11 1%	6 1%	5 1%	1 *	4 1%	6 2% c	11 1%	-	2 1%	9 1%	1 *	10 4% j	2 *	9 2%	11 2% q	-	-	-
Probably would not have	10 1%	8 2%	3 1%	2 *	5 1%	3 1%	10 1%	-	5 2%	5 1%	2 *	8 3% j	4 1%	6 1%	10 2% q	-	-	-
Definitely would not have	5 1%	5 1% b	-	1 *	3 1%	2 1%	5 1%	-	3 1%	2 *	1 *	4 2% j	3 1%	2 1%	5 1%	1 1%	-	1 *
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 6%	30 6%	28 6%	10 3%	30 8% c	19 8% c	54 7%	3 3%	16 6%	42 6%	27 4%	31 13% j	25 5%	33 7%	57 8% opq	-	1 1%	1 *
NET: All would not	15 2%	13 3% b	3 1%	2 1%	8 2%	5 2%	15 2%	-	8 3% l	7 1%	3 *	12 5% j	7 1%	8 2%	15 2% pq	1 1%	-	1 *
Have not applied for cashback	445 47%	232 47%	212 47%	164 48%	172 48%	108 44%	369 46%	68 55% f	111 44%	333 48%	390 56% k	54 22%	261 54% m	183 40%	309 46%	47 54%	89 47%	136 49%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 336

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 336

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Definitely would have	33 3%	25 3%	7 5%	7 2%	16 4%	8 6%	2 1%	4 2%	16 7% KM	11 4%	20 3%	12 4%
Probably would have	28 3%	25 3%	3 2%	9 3%	16 4%	3 2%	1 1%	6 2%	9 4% K	12 4% K	19 3%	9 3%
Might or might not have	11 1%	11 1%	-	1 *	7 2%	3 3% t	-	1 *	4 2%	6 2%	8 1%	3 1%
Probably would not have	10 1%	10 1%	-	3 1%	6 2%	1 1%	-	2 1%	3 1%	5 2%	6 1%	4 1%
Definitely would not have	5 1%	5 1%	-	1 *	3 1%	2 2%	1 *	-	2 1%	3 1%	5 1%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 6%	49 6%	9 5%	16 5%	30 7%	11 8%	3 2%	10 4%	22 10% KM	23 8% K	37 6%	21 6%
NET: All would not	15 2%	15 2%	-	3 1%	9 2%	3 2%	1 *	2 1%	5 2%	8 3%	11 2%	4 1%
Have not applied for cashback	445 47%	363 46%	82 49%	130 42%	206 48%	65 50%	94 56% MO	117 45%	106 47%	127 44%	296 47%	148 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 336

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 336

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Definitely would have	33 3%	26 5%	3 2%	4 2%	-	29 4%	3 3%	33 6% GHJ	-	-	-	33 5% GHJ	-
Probably would have	28 3%	21 4%	4 3%	3 1%	-	23 3%	3 3%	28 5% GHJ	-	-	-	28 5% GHJ	-
Might or might not have	11 1%	10 2% A	-	-	1 2%	7 1%	3 3%	11 2% J	-	-	-	11 2% J	-
Probably would not have	10 1%	6 1%	1 1%	1 1%	1 2%	8 1%	1 1%	10 2% J	-	-	-	10 2% J	-
Definitely would not have	5 1%	4 1%	1 1%	1 *	-	5 1%	-	5 1%	-	-	-	5 1%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 6%	47 9% AB	6 4%	6 2%	-	50 6%	6 7%	58 10% FGHJ	-	-	-	58 9% FGHJ	-
NET: All would not	15 2%	10 2%	2 1%	2 1%	1 2%	13 2%	1 1%	15 3% J	-	-	-	15 2% J	-
Have not applied for cashback	445 47%	246 46%	70 49%	117 52% B	26 35%	395 50% D	35 36%	445 78% FGHJ	-	-	-	445 72% FGHJ	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 336

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62%	323 41%	52 54%	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 337

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Definitely would have	33 3%	23 27% bcdef gh	5 2% h	3 5% h	7 3% h	15 11% bdfgh	33 6% bdh	33 6% bdh	-	31 40% jk	2 *	-	18 17% m	15 2%	16 3%	17 4%
Probably would have	28 3%	21 25% bcdef gh	1 *	2 3% h	7 3% bh	12 9% bdfgh	28 5% bh	28 5% bh	-	23 31% jk	4 7% k	-	15 9% m	12 2%	10 2%	17 4% n
Might or might not have	11 1%	5 6% bdfgh	3 1% h	-	-	8 6% bdfgh	11 2% dh	11 2% dh	-	10 14% jk	1 *	-	10 6% m	1 *	7 1%	5 1%
Probably would not have	10 1%	8 9% bdfgh	-	1 1% bh	3 1% h	7 6% bdfgh	10 2% bh	10 2% bh	-	10 13% jk	-	-	8 5% m	3 *	8 1%	3 1%
Definitely would not have	5 1%	2 2% h	2 1%	1 1% h	1 1% h	3 2% h	5 1%	5 1%	-	5 7% jk	-	-	3 2%	3 *	3 1%	2 *
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 6%	43 50% bcdef gh	6 3% h	4 7% h	11 5% h	26 20% bcd fgh	58 10% bdh	58 10% bdh	-	51 68% jk	7 1% k	-	33 20% m	24 3%	25 5%	33 8% n
NET: All would not	15 2%	10 12% bdfgh	2 1%	2 3% h	5 2% h	10 8% bdfgh	15 3% bh	15 3% bh	-	15 20% jk	-	-	10 6% m	5 1%	11 2%	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 337

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Have not applied for cashback	445 47%	27 32% h	234 91% aefg h	52 93% aefgh	199 87% aefg h	70 54% ah	445 78% ceh	445 80% cefh	- -	4 5% k	441 98% ik	- -	28 17%	417 53% l	282 53% o	163 40%
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6%	377 100% fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 337

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Definitely would have	33 3%	-	9 3%	10 4%	13 7% pq	10 2%	9 4%	18 6% M	-	4 4% P	2 1%	-	-	33 4%	12 10% UVW	17 2%	-	17 3%
Probably would have	28 3%	-	7 2%	11 4%	10 5% pq	10 3%	6 2%	15 5%	5 3% R	4 4% R	-	-	-	28 3%	12 10% UVW	13 2%	-	13 2%
Might or might not have	11 1%	-	3 1%	3 1%	5 2%	7 2%	1 *	3 1%	4 2%	-	-	-	-	11 1%	7 6% UVW	4 1%	-	4 1%
Probably would not have	10 1%	-	5 1%	2 1%	3 2%	4 1%	4 2%	4 1%	1 1%	-	2 1%	-	-	10 1%	3 2%	6 1%	-	6 1%
Definitely would not have	5 1%	1 1%	1 *	2 1%	2 1%	2 *	1 *	3 1%	-	-	1 1%	-	-	5 1%	1 1%	3 *	-	3 1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 6%	-	16 4% p	19 7% p	24 12% pq	20 5%	16 6%	32 10% M	5 3%	6 7% RS	2 1%	-	-	58 7% u	25 19% UVW	29 4% V	-	29 5% UV
NET: All would not	15 2%	1 1%	6 2%	3 1%	5 3%	6 2%	5 2%	6 2%	1 1%	-	3 2%	-	-	15 2%	4 3%	9 1%	-	9 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 337

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Have not applied for cashback	445 47%	44 47%	192 55% rL	102 41%	80 40%	216 54% O	121 47%	132 41%	91 50%	56 58%	94 62% P	55 56%	48 57%	396 46%	19 15%	375 53% T	75 59% T	300 52% T
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 337

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Definitely would have	33 3%	26 7% xz	5 1%	26 6% xz	5 1%	2 3%	23 9%	3 3%	9 3%	9 4%	8 6%	9 2%	22 5% G	4 1%	17 4% I	13 5% I
Probably would have	28 3%	19 5% xz	8 2% z	24 6% xz	3 1%	-	18 7%	1 2%	7 2%	9 4%	5 3%	7 2%	19 4% G	4 1%	15 4% I	9 3%
Might or might not have	11 1%	5 2%	5 1% z	7 2%	2 1%	-	3 1%	2 3%	2 1%	6 3% D	2 1%	1 -	9 2% G	1 -	7 2%	4 1%
Probably would not have	10 1%	5 1%	2 -	6 1%	1 -	-	4 2%	1 1%	3 1%	1 -	2 1%	3 1%	5 1%	2 1%	6 2%	3 1%
Definitely would not have	5 1%	5 1% xz	-	5 1% x	-	-	2 1%	3 3%	1 -	-	-	1 -	3 1%	1 -	5 1%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 6%	44 12% xzA	12 3% z	49 12% xz	7 2%	2 3%	39 15% C	4 5%	14 4%	19 8%	12 9% D	15 3%	41 9% G	8 2%	31 8% I	20 7% I
NET: All would not	15 2%	10 3% xz	2 -	10 3% xz	1 -	-	6 2%	4 4%	5 1%	1 -	2 1%	4 1%	8 2%	2 1%	11 3%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 337

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Have not applied for cashback	445 47%	150 43%	199 48%	179 44%	171 48%	35 54%	100 38%	47 55% B	173 49%	109 45%	58 42%	224 51%	198 44%	166 52% J	168 43%	125 46%
Have not installed any key measures	422 45%	145 41%	195 48% Y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 338

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Definitely would have	33 3%	16 4%	16 3%	26 4% I	7 2%	18 4%	9 3%	5 3%	28 4%	3 1%	27 4%	3 3%
Probably would have	28 3%	16 4% J	10 2%	19 3% I	9 3%	16 4%	10 3%	2 1%	25 4%	2 1%	27 4%	1 1%
Might or might not have	11 1%	4 1%	7 1%	7 1%	5 2%	7 2%	5 1%	-	7 1%	1 1%	10 1%	-
Probably would not have	10 1%	7 2%	8 1%	9 1%	1 *	2 1%	7 2%	-	10 2%	-	10 1%	-
Definitely would not have	5 1%	3 1%	3 1%	3 *	2 1%	3 1%	2 1%	-	5 1%	-	4 1%	1 1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 6%	30 8% J	25 5%	42 6% I	16 6%	33 8%	19 5%	6 4%	51 8% M	5 3%	51 7%	4 4%
NET: All would not	15 2%	10 3%	11 2%	13 2%	3 1%	5 1%	9 3% m	-	15 2% M	-	15 2%	1 1%
Have not applied for cashback	445 47%	145 40%	282 53% HJK	326 48% H	118 44%	184 45%	179 51%	75 48%	316 49% M	70 37%	358 50% O	25 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 338

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Have not installed any key measures	422 45%	175 48% J	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 338

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Definitely would have	33 3%	25 4%	5 6% R	-	4 1%	29 4% n	26 5% r	23 9% pr	6 2%	10 5%	3 4%	3 2%	7 7% w	5 3%	5 2%
Probably would have	28 3%	23 3%	1 1%	3 3%	4 2%	23 3%	27 5% r	27 10% pr	1 *	4 2%	2 3%	1 1%	7 7% uw	5 3%	8 4%
Might or might not have	11 1%	7 1%	1 1%	1 1%	1 *	10 1%	8 1%	7 2%	3 1%	3 2%	1 2%	2 1%	1 1%	-	3 1%
Probably would not have	10 1%	9 1%	-	-	-	10 1%	9 2%	9 3% pr	1 *	1 *	1 1%	2 1%	2 2%	-	5 2%
Definitely would not have	5 1%	5 1%	-	-	1 *	4 1%	5 1%	3 1%	1 *	-	-	2 1%	-	1 *	3 1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: All would	58 6%	46 7%	7 7%	3 3%	8 3%	50 7% n	52 9% r	49 18% pr	6 2%	12 6%	5 7%	4 2%	13 13% uwz	10 7%	13 6%
NET: All would not	15 2%	15 2%	-	-	1 *	15 2%	13 2%	12 4% pr	2 1%	1 *	1 1%	3 2%	2 2%	1 *	7 3% u
Have not applied for cashback	445 47%	357 52% QR	34 37%	26 24%	102 39%	342 50% n	254 44%	187 68% pr	176 53% p	99 47%	37 54%	91 51%	41 41%	77 49%	99 44%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 338

16A_NEW (R) (ALL) To what extent do you either agree or disagree with the following statement? I would have installed MEASURE even if cashback was not available

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 339

17 (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	634	339	293	232	248	152	519	102	161	471	530	104	409	225	446	81	107	188
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
The same company that did the Green Deal assessment	386 61%	208 62%	178 60%	133 59%	166 65%	87 57%	323 60%	59 66%	96 61%	290 61%	328 64% k	58 49%	220 62%	166 60%	301 64% pq	37 55%	48 48%	85 51%
Another company - recommended by them	69 11%	39 12%	30 10%	30 13% d	16 6%	23 15% d	57 11%	12 13%	14 9%	55 12%	52 10%	17 14%	35 10%	34 12%	53 11%	7 11%	8 8%	16 9%
Another company - not recommended by the company that did the assessment	41 6%	14 4%	26 9% a	13 6%	18 7%	10 6%	38 7%	2 2%	10 6%	30 6%	22 4%	18 15% j	23 6%	18 6%	38 8% pq	2 2%	1 1%	2 1%
Did it myself/ourselves	11 2%	5 1%	6 2%	-	10 4% c	1 1%	10 2%	-	3 2%	8 2%	2 *	9 8% j	2 1%	9 3% l	11 2% q	-	-	-
Don't know	128 20%	68 20%	58 19%	49 22%	46 18%	31 20%	105 20%	17 19%	34 22%	92 19%	111 22%	17 14%	76 21%	52 19%	64 14%	21 32% n	43 43% n	64 39% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 339

17 (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	634	549	85	185	280	95	129	166	159	178	410	224
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
The same company that did the Green Deal assessment	386 61%	341 64% s	45 46%	105 59%	191 64%	61 64%	65 55%	98 59%	109 67% K	114 61%	236 58%	150 66%
Another company - recommended by them	69 11%	57 11%	12 12%	24 13%	32 11%	10 10%	11 9%	18 11%	11 7%	28 15% N	50 12%	19 8%
Another company - not recommended by the company that did the assessment	41 6%	38 7%	3 3%	13 7%	19 6%	8 8%	9 8%	6 3%	14 9%	11 6%	24 6%	17 7%
Did it myself/ourselves	11 2%	10 2%	2 2%	8 4% u	2 1%	1 1%	-	1 1%	4 3%	5 3%	9 2%	2 1%
Don't know	128 20%	90 17%	38 38% r	29 16%	55 18%	16 16%	33 28% NO	43 26% NO	23 14%	27 14%	87 21%	41 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 339

I7 (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	634	350	100	161	38	560	53	634	-	-	-	634	-
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
The same company that did the Green Deal assessment	386 61%	223 61%	64 67%	83 54%	24 63%	348 62%	29 52%	386 61%	-	-	-	386 61%	-
Another company - recommended by them	69 11%	45 12%	10 10%	16 10%	1 2%	61 11%	7 12%	69 11%	-	-	-	69 11%	-
Another company - not recommended by the company that did the assessment	41 6%	37 10% zA	3 3%	4 3%	3 9%	31 6%	7 14% C	41 6%	-	-	-	41 6%	-
Did it myself/ourselves	11 2%	7 2%	2 3%	-	2 6% A	6 1%	1 1%	11 2%	-	-	-	11 2%	-
Don't know	128 20%	53 15%	17 17%	50 33% yz	7 19%	112 20%	11 21%	128 20%	-	-	-	128 20%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 340

17 (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	634	97	300	90	317	150	634	634	-	80	554	-	86	548	401	233
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
The same company that did the Green Deal assessment	386 61%	48 47%	212 67% acef g	41 53%	218 72% acef g	80 53%	386 61% ae	386 61% ae	-	50 59%	336 61%	-	47 52%	339 62%	273 67% o	113 49%
Another company - recommended by them	69 11%	19 18% bdefg	25 8%	11 14% d	22 7%	16 10%	69 11% bd	69 11% bd	-	13 16%	56 10%	-	15 17%	54 10%	38 9%	31 14%
Another company - not recommended by the company that did the assessment	41 6%	22 22% bcdfg	11 3%	-	8 3%	22 15% bcdfg	41 6% bcd	41 6% bcd	-	14 17% j	26 5%	-	19 21% m	22 4%	20 5%	20 9%
Did it myself/ourselves	11 2%	2 2%	2 1%	1 1%	5 2%	6 4% b	11 2% b	11 2% b	-	4 5% j	7 1%	-	8 9% m	3	6 2%	5 2%
Don't know	128 20%	12 12%	68 21% a	25 32% adefg	50 16%	28 18%	128 20% ad	128 20% ad	-	3 4%	125 23% i	-	1 1%	127 23% l	68 17%	60 26% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 340

17 (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	634	58	258	147	133	283	174	209	112	93	125	67	57	577	57	503	88	415
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
The same company that did the Green Deal assessment	386 61%	34 62%	156 61%	96 64%	92 65%	193 67% O	107 60%	113 55%	76 64% S	49 60% S	94 72% S	23 37%	20 38%	366 63% u	20 33%	334 67% TV	35 42%	299 72% TUV
Another company - recommended by them	69 11%	5 10%	25 10%	24 16%	14 10%	27 9%	22 12%	27 13%	14 12%	4 5%	9 7%	4 7%	4 8%	65 11%	12 20% UW	48 10%	11 13%	38 9%
Another company - not recommended by the company that did the assessment	41 6%	1 2%	16 6%	9 6%	15 10%	14 5%	18 10% M	18 9%	5 4%	4 5%	4 3%	1 1%	1 2%	40 7%	20 32% UVW	21 4%	3 4%	18 4%
Did it myself/ourselves	11 2%	-	4 1%	2 1%	6 4%	2 1%	2 1%	8 4% M	1 1%	-	1 1%	-	-	11 2%	6 10% UVW	3 1%	1 1%	2
Don't know	128 20%	15 27% rL	56 22% rL	18 12%	16 11%	53 18%	30 17%	38 19%	21 18%	25 31% PR	22 17%	34 55% PQR	27 52% v	101 17%	4 6%	95 19% TW	35 41% TUW	60 14%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 340

17 (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	634	244	265	287	222	42	172	67	242	163	76	319	281	232	242	178
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
The same company that did the Green Deal assessment	386 61%	149 61%	164 62% z	184 63%	130 59%	22 50%	94 56%	52 74% B	136 60%	109 62%	54 62%	184 61%	184 62%	134 60%	145 59%	119 64%
Another company - recommended by them	69 11%	36 15%	26 10%	41 14%	21 9%	2 4%	28 17%	7 10%	25 17%	17 10%	10 12%	29 9%	34 11%	29 13%	28 11%	14 8%
Another company - not recommended by the company that did the assessment	41 6%	25 10% x2	13 5%	27 9% x	10 5%	2 4%	22 13%	3 4%	11 5%	12 7%	11 12% D	18 6%	22 8%	13 6%	18 7%	10 5%
Did it myself/ourselves	11 2%	8 3%	3 1%	8 3%	3 1%	1 3%	8 4%	- -	3 1%	4 2%	1 1%	4 1%	7 2%	- -	8 3% I	3 2%
Don't know	128 20%	27 11%	62 23% wy	31 17%	58 26% wxy	17 39% wxy	18 10%	8 12%	51 22%	34 19%	11 13%	68 22%	50 17%	47 21%	47 19%	39 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 341

17 (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	634	246	401	473	161	267	241	115	477	80	527	33
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
The same company that did the Green Deal assessment	386 61%	141 60%	273 67% HJK	306 64% K	80 51%	166 60%	153 62%	64 62%	303 64%	44 54%	339 64%	17 58%
Another company - recommended by them	69 11%	26 11%	38 9%	49 10%	20 13%	36 13%	21 9%	10 9%	56 12%	5 6%	60 11%	2 6%
Another company - not recommended by the company that did the assessment	41 6%	23 10% IJK	20 5%	34 7% I	6 4%	26 9% I	9 4%	5 4%	34 7%	4 5%	36 7%	3 11%
Did it myself/ourselves	11 2%	4 2%	6 2%	8 2%	3 2%	6 2%	6 2%	-	8 2%	1 1%	9 2%	2 6%
Don't know	128 20%	38 16%	68 17%	79 17%	49 31% HIJ	44 16%	56 23%	24 24%	74 16%	27 34% L	86 16%	5 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 341

17 (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	634	515	48	32	123	511	398	312	215	130	54	129	69	101	151
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
The same company that did the Green Deal assessment	386 61%	331 64%	25 53%	14 44%	64 53%	322 63%	240 61%	200 64% p	138 63%	84 63%	25 48%	74 62%	44 60%	71 64%	88 60%
Another company - recommended by them	69 11%	60 12%	2 3%	5 15%	7 6%	62 12% n	42 11%	32 10%	27 12%	12 9%	4 7%	14 12%	9 12%	12 11%	18 13%
Another company - not recommended by the company that did the assessment	41 6%	27 5%	10 22% p	2 6%	7 6%	34 7%	37 9% r	27 9% r	4 2%	13 10% w	5 10% w	1 1%	7 10% w	3 3%	10 7% w
Did it myself/ourselves	11 2%	10 2%	1 2%	-	4 4%	7 1%	11 3% r	7 2% r	-	2 2%	-	-	3 4% w	4 4% w	2 1%
Don't know	128 20%	88 17%	10 21%	11 34%	39 32% o	89 17%	67 17%	48 15%	51 23% q	22 16%	19 35% uxyz	31 26%	10 14%	20 18%	27 18%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 342

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19 Jun 2014

17_SUM (M) Who carried out the work/installation for (Measure)?

Base: All key measures that have been installed

17: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	211	226	61	3	15	25	79	7	5	-	2
Weighted Base	200	240	54	2	12	28	83	6	6	-	3
Effective base	193	208	58	3	15	24	73	6	5	-	2
The same company that did the Green Deal assessment	141 71%	156 65%	24 44%	-	6 53%	18 64%	34 42%	-	6 100%	-	-
Another company - recommended by them	18 9%	21 9%	11 21%	-	1 7%	1 4%	17 21%	-	-	-	-
Another company - not recommended by the company that did the assessment	4 2%	7 3%	-	1 58%	1 7%	-	22 26%	3 52%	-	-	3 100%
Did it myself/ourselves	5 2%	1	-	-	-	3 11%	2 2%	1 14%	-	-	-
Don't know	33 16%	55 23%	19 36%	1 42%	4 34%	6 20%	8 10%	2 34%	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 343

17 (R) Who carried out the work/installation for (Measure)?

Base: All respondents who have installed a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	523	278	244	182	206	134	432	81	138	384	432	91	336	187	370	56	97	153
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
The same company that did the Green Deal assessment	314 60%	168 61%	146 59%	103 59%	135 64%	76 56%	264 60%	47 66%	83 61%	231 60%	265 63% k	49 47%	180 61%	134 58%	245 64% pq	27 57%	42 46%	69 50%
Another company - recommended by them	66 13%	37 13%	29 12%	28 16% d	15 7%	23 17% d	54 12%	12 16%	13 10%	53 14%	50 12%	16 15%	33 11%	33 14%	52 13%	6 12%	8 9%	14 10%
Another company - not recommended by the company that did the assessment	39 7%	14 5%	24 10%	11 6%	18 9%	10 7%	37 8%	2 3%	10 7%	29 7%	21 5%	18 18% j	23 8%	16 7%	37 9% pq	2 3%	1 1%	2 2%
Did it myself/ourselves	11 2%	5 2%	6 3%	-	10 5% c	1 1%	10 2%	-	3 2%	8 2%	2 *	9 9% j	2 1%	9 4% l	11 3% q	-	-	-
Don't know	112 21%	61 22%	50 20%	42 24%	41 19%	29 21%	93 21%	14 20%	29 21%	82 21%	97 23%	15 14%	64 22%	48 21%	54 14%	17 36% n	41 45% n	58 42% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 343

17 (R) Who carried out the work/installation for (Measure)?

Base: All respondents who have installed a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	523	446	77	154	233	81	103	130	133	156	352	171
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
The same company that did the Green Deal assessment	314 60%	274 63% s	40 44%	84 56%	155 63%	51 63%	53 55%	74 56%	89 67%	98 60%	198 57%	116 66%
Another company - recommended by them	66 13%	54 12%	12 13%	24 16%	29 12%	10 12%	10 10%	18 14%	10 8%	28 17% N	47 14%	19 11%
Another company - not recommended by the company that did the assessment	39 7%	36 8%	3 3%	12 8%	19 8%	8 9%	7 8%	6 4%	14 11%	11 7%	24 7%	15 9%
Did it myself/ourselves	11 2%	10 2%	2 2%	8 5% u	2 1%	1 1%	-	1 1%	4 3%	5 3%	9 3%	2 1%
Don't know	112 21%	77 18%	35 38% r	27 18%	50 20%	13 16%	30 31% NO	36 27% NO	21 16%	25 15%	81 23%	31 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 343

17 (R) Who carried out the work/installation for (Measure)?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	523	298	80	129	28	463	43	523	-	-	-	523	-
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
The same company that did the Green Deal assessment	314 60%	188 61%	52 67% A	64 52%	18 64%	281 61%	25 55%	314 60%	-	-	-	314 60%	-
Another company - recommended by them	66 13%	43 14%	10 13%	14 12%	1 3%	59 13%	6 13%	66 13%	-	-	-	66 13%	-
Another company - not recommended by the company that did the assessment	39 7%	35 11% A	3 4%	2 2%	2 6%	31 7%	6 13%	39 7%	-	-	-	39 7%	-
Did it myself/ourselves	11 2%	7 2%	2 3%	-	2 8%	6 1%	1 2%	11 2%	-	-	-	11 2%	-
Don't know	112 21%	47 15%	15 19%	45 36% YZ	5 19%	100 22%	9 20%	112 21%	-	-	-	112 21%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 344

17 (R) Who carried out the work/installation for (Measure)?

Base: All respondents who have installed a recommended key measure

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	523	80	231	63	225	109	523	523	-	72	451	-	74	449	316	207
Weighted Base	524	84*	244	56*	212	111	524	524	**	75*	448	**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
The same company that did the Green Deal assessment	314 60%	38 46%	162 66% acef g	28 51%	155 73% acef g	59 53%	314 60% a	314 60% a	-	43 57%	271 60%	-	38 49%	276 62% l	216 68% o	98 48%
Another company - recommended by them	66 13%	17 21% bdfg	23 9%	11 20% bd	19 9%	15 13%	66 13% d	66 13% d	-	13 18%	52 12%	-	15 19%	51 11%	36 11%	29 14%
Another company - not recommended by the company that did the assessment	39 7%	22 27% bcdfg	11 4%	-	8 4%	20 18% bcdfg	39 7% bcd	39 7% bcd	-	14 19% j	25 6%	-	17 22% m	22 5%	20 6%	19 9%
Did it myself/ourselves	11 2%	2 2%	2 1%	1 1%	5 2%	6 5% bfg	11 2% b	11 2% b	-	4 5%	7 2%	-	8 11% m	3 1%	6 2%	5 2%
Don't know	112 21%	9 11%	59 24% a	20 36% adefg	39 18%	18 16%	112 21% a	112 21% a	-	3 4%	109 24% i	-	1 1%	111 25% l	57 18%	55 27% n



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 344

I7 (R) Who carried out the work/installation for (Measure)?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	523	47	217	122	107	240	140	175	94	70	96	60	52	471	51	416	78	338
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
The same company that did the Green Deal assessment	314 60%	29 65%	131 61%	77 61%	69 62%	160 66% O	82 57%	95 55%	61 61% S	39 62% S	71 73% S	20 37%	18 38%	296 62% u	19 34%	270 65% TV	32 42%	238 71% TUV
Another company - recommended by them	66 13%	5 12%	24 11%	23 19%	13 11%	26 11%	21 15%	27 15%	13 13%	3 5%	9 10%	4 7%	4 8%	62 13%	11 21%	48 12%	10 13%	38 11%
Another company - not recommended by the company that did the assessment	39 7%	1 2%	14 6%	9 7%	15 13% pq	14 6%	16 11% M	18 11%	5 5%	4 6%	4 4%	1 1%	1 2%	38 8%	18 32% UVW	21 5%	3 4%	18 5%
Did it myself/ourselves	11 2%	-	4 2%	2 1%	6 5%	2 1%	2 2%	8 5% M	1 1%	-	1 1%	-	-	11 2%	6 11% UVW	3 7%	1 1%	2 1%
Don't know	112 21%	12 28% rL	51 24% rL	17 14%	12 11%	46 19%	27 19%	36 21%	20 21%	19 30%	18 19%	31 57% PQR	25 52% v	87 18%	4 7%	84 20% TW	32 43% TUW	51 15%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 344

17 (R) Who carried out the work/installation for (Measure)?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	523	208	214	242	180	33	149	55	203	125	66	254	240	182	211	146
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
The same company that did the Green Deal assessment	314 60%	123 59%	132 62% z	151 62% w	105 59%	18 50%	79 54%	42 72% B	113 59%	84 62%	45 61%	148 61%	150 60%	104 59%	125 59%	94 63%
Another company - recommended by them	66 13%	35 17%	24 11%	39 16%	20 11%	2 5%	27 19%	7 12%	24 13%	17 13%	9 13%	27 11%	32 13%	27 15%	27 13%	13 9%
Another company - not recommended by the company that did the assessment	39 7%	23 11%	13 6%	25 10%	10 6%	2 5%	20 14%	3 5%	11 6%	10 7%	11 15% D	17 7%	22 9%	11 6%	18 8%	10 7%
Did it myself/ourselves	11 2%	8 4%	3 1%	8 3%	3 2%	1 3%	8 5%	- -	3 2%	4 3%	1 2%	4 2%	7 3%	- -	8 4% I	3 2%
Don't know	112 21%	23 11%	55 26% wy	27 11%	51 28% wy	16 45%	14 10%	8 13%	44 23%	29 22%	11 15%	56 23%	47 19%	40 23%	42 20%	34 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 345

17 (R) Who carried out the work/installation for (Measure)?

Base: All respondents who have installed a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	523	196	316	381	142	220	204	90	387	74	425	33
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
The same company that did the Green Deal assessment	314 60%	110 59%	216 68% HJK	245 64% K	69 50%	132 58%	129 62%	50 63%	243 63%	40 54%	272 63%	17 58%
Another company - recommended by them	66 13%	25 13%	36 11%	47 12%	19 14%	34 15%	21 10%	9 11%	53 14%	5 7%	57 13%	2 6%
Another company - not recommended by the company that did the assessment	39 7%	22 12% JK	20 6%	33 9% I	6 4%	24 11% I	9 4%	5 6%	32 8%	4 5%	35 8%	3 11%
Did it myself/ourselves	11 2%	4 2%	6 2%	8 2%	3 2%	6 2%	6 3%	-	8 2%	1 1%	9 2%	2 6%
Don't know	112 21%	32 17%	57 18%	67 17%	45 32% HIJ	35 16%	51 25% k	22 27% k	61 16%	27 36% L	74 17%	5 18%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 345

17 (R) Who carried out the work/installation for (Measure)?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	523	420	42	29	113	410	324	249	183	112	45	108	54	83	121
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
The same company that did the Green Deal assessment	314 60%	267 63%	23 54%	12 43%	60 54%	254 62%	193 60%	157 63%	115 61%	70 62%	22 49%	60 59%	34 60%	57 65%	71 60%
Another company - recommended by them	66 13%	58 14% Q	1 2%	5 17%	7 6%	59 14% n	39 12%	29 12%	26 14%	12 11%	3 7%	12 12%	9 16%	12 13%	18 15%
Another company - not recommended by the company that did the assessment	39 7%	27 7%	9 21% P	2 7%	7 6%	32 8%	35 11% r	27 11% r	4 2%	11 10% w	5 12% w	1 1%	7 13% w	3 4%	10 9% w
Did it myself/ourselves	11 2%	10 2%	1 2%	-	4 4%	7 2%	11 3% r	7 3% r	-	2 2%	-	-	3 6% w	4 4% w	2 2%
Don't know	112 21%	76 18%	10 24%	10 33%	36 32% o	76 18%	57 18%	41 16%	47 25% q	20 18%	15 35% uxz	28 27%	9 16%	17 20%	23 19%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 346

17 (R) (ALL) Who carried out the work/installation for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
The same company that did the Green Deal assessment	314 33%	168 34%	146 33%	103 30%	135 37%	76 31%	264 33%	47 38%	83 33%	231 33%	265 38% k	49 20%	180 37% m	134 29%	245 37% pq	27 31%	42 22%	69 25%
Another company - recommended by them	66 7%	37 7%	29 7%	28 8% d	15 4%	23 9% d	54 7%	12 9%	13 5%	53 8%	50 7%	16 6%	33 7%	33 7%	52 8%	6 7%	8 4%	14 5%
Another company - not recommended by the company that did the assessment	39 4%	14 3%	24 5%	11 3%	18 5%	10 4%	37 5%	2 2%	10 4%	29 4%	21 3%	18 7% j	23 5%	16 3%	37 5% pq	2 2%	1 *	2 7%
Did it myself/ourselves	11 1%	5 1%	6 1%	-	10 3% c	1 *	10 1%	-	3 1%	8 1%	2 *	9 4% j	2 *	9 2%	11 2% q	-	-	-
Don't know	112 12%	61 12%	50 11%	42 12%	41 11%	29 12%	93 12%	14 12%	29 11%	82 12%	97 14% k	15 6%	64 13%	48 10%	54 8%	17 19% n	41 21% n	58 21% n
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 346

17 (R) (ALL) Who carried out the work/installation for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
The same company that did the Green Deal assessment	314 33%	274 35% s	40 24%	84 27%	155 36% †	51 40% †	53 32%	74 28%	89 39% M	98 34%	198 32%	116 36%
Another company - recommended by them	66 7%	54 7%	12 7%	24 8%	29 7%	10 7%	10 6%	18 7%	10 5%	28 10% N	47 8%	19 6%
Another company - not recommended by the company that did the assessment	39 4%	36 5%	3 2%	12 4%	19 5%	8 6%	7 4%	6 2%	14 6% M	11 4%	24 4%	15 5%
Did it myself/ourselves	11 1%	10 1%	2 1%	8 3% u	2 *	1 1%	-	1 *	4 2%	5 2%	9 1%	2 1%
Don't know	112 12%	77 10%	35 21% r	27 8%	50 12%	13 10%	30 18% NO	36 14%	21 9%	25 9%	81 13%	31 10%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 346

17 (R) (ALL) Who carried out the work/installation for (Measure)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
The same company that did the Green Deal assessment	314 33%	188 35%	52 36%	64 29%	18 24%	281 36%	25 26%	314 55% FGHJ	-	-	-	314 51% FGHJ	-
Another company - recommended by them	66 7%	43 8% B	10 7%	14 6%	1 1%	59 8%	6 6%	66 12% FGHJ	-	-	-	66 11% FGHJ	-
Another company - not recommended by the company that did the assessment	39 4%	35 7% zA	3 2%	2 1%	2 2%	31 4%	6 6%	39 7% GHJ	-	-	-	39 6% GHJ	-
Did it myself/ourselves	11 1%	7 1%	2 2%	-	2 3% A	6 1%	1 1%	11 2% J	-	-	-	11 2% J	-
Don't know	112 12%	47 9%	15 10%	45 20% yzB	5 7%	100 13%	9 9%	112 20% FGHJ	-	-	-	112 18% FGHJ	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 347

17 (R) (ALL) Who carried out the work/installation for (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
The same company that did the Green Deal assessment	314 33%	38 44% h	162 63% aefg h	28 51% h	155 68% acef gh	59 45% h	314 55% aeh	314 57% aefh	-	43 57% k	271 60% k	-	38 23% l	276 35% l	216 40% o	98 24%
Another company - recommended by them	66 7%	17 20% bdefg h	23 9% h	11 20% bdfgh	19 8% h	15 11% h	66 12% dh	66 12% dh	-	13 18% k	52 12% k	-	15 9% m	51 7% m	36 7% n	29 7%
Another company - not recommended by the company that did the assessment	39 4%	22 26% bcdef gh	11 4% h	-	8 3% h	20 16% bcdgh	39 7% bcdh	39 7% bcdh	-	14 19% jk	25 6% k	-	17 10% m	22 3% m	20 4% n	19 5%
Did it myself/ourselves	11 1%	2 2% h	2 1% h	1 1% h	5 2% h	6 4% bh	11 2% h	11 2% bh	-	4 5% k	7 2% k	-	8 5% m	3 * m	6 1% n	5 1%
Don't know	112 12%	9 11% h	59 23% aeh	20 36% abdefgh	39 17% h	18 14% h	112 20% ah	112 20% aeh	-	3 4% k	109 24% lk	-	1 * m	111 14% l	57 11% n	55 13%
Have not installed any key measures	422 45%	3 3% h	12 5% h	-	15 7% c	20 15% abcdf g	45 8% bcg	31 6% fg	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43% m	215 40% n	207 50% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 347

17 (R) (ALL) Who carried out the work/installation for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
The same company that did the Green Deal assessment	314 33%	29 31%	131 37%	77 31%	69 34%	160 40% NO	82 31%	95 29%	61 34% S	39 41% S	71 47% PS	20 21%	18 22%	296 34% u	19 15%	270 38% TV	32 25%	238 41% TUV
Another company - recommended by them	66 7%	5 6%	24 7%	23 9%	13 6%	26 7%	21 8%	27 8%	13 7%	3 3%	9 6%	4 4%	4 5%	62 7%	11 9%	48 7%	10 8%	38 7%
Another company - not recommended by the company that did the assessment	39 4%	1 1%	14 4%	9 4%	15 7% P	14 3%	16 6%	18 6%	5 3%	4 4%	4 3%	1 1%	1 1%	38 4%	18 14% UVW	21 3%	3 2%	18 3%
Did it myself/ourselves	11 1%	- -	4 1%	2 1%	6 3%	2 *	2 1%	8 2% M	1 1%	- -	1 1%	- -	- -	11 1%	6 5% UW	3 *	1 1%	2 *
Don't know	112 12%	12 13% L	51 15% rL	17 7%	12 6%	46 11%	27 10%	36 11%	20 11%	19 20%	18 12%	31 32% PR	25 30% v	87 10%	4 3%	84 12% TW	32 25% TUW	51 9% T
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 347

17 (R) (ALL) Who carried out the work/installation for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
The same company that did the Green Deal assessment	314 33%	123 35%	132 32% z	151 37% wz	105 29%	18 29%	79 30%	42 49% B	113 32%	84 35%	45 33%	148 34%	150 33%	104 32%	125 32%	94 35%
Another company - recommended by them	66 7%	35 10% xz	24 6%	39 10% xz	20 6%	2 3%	27 11%	7 8%	24 7%	17 7%	9 7%	27 6%	32 7%	27 8%	27 7%	13 5%
Another company - not recommended by the company that did the assessment	39 4%	23 7% xz	13 3%	25 6% xz	10 3%	2 3%	20 8%	3 4%	11 3%	10 4%	11 8% D	17 4%	22 5%	11 3%	18 5%	10 4%
Did it myself/ourselves	11 1%	8 2%	3 1%	8 2%	3 1%	1 2%	8 3%	- -	3 1%	4 1%	1 1%	4 1%	7 1%	- -	8 2% I	3 1%
Don't know	112 12%	23 6%	55 14% wy	27 7%	51 14% wy	16 26% wxyz	14 6%	8 9%	44 12%	29 12%	11 8%	56 13%	47 10%	40 12%	42 11%	34 13%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 348

17 (R) (ALL) Who carried out the work/installation for (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
The same company that did the Green Deal assessment	314 33%	110 31%	216 40% HJK	245 36% HK	69 26%	132 32%	129 36%	50 32%	243 37% M	40 21%	272 38% O	17 16%
Another company - recommended by them	66 7%	25 7%	36 7%	47 7%	19 7%	34 8%	21 6%	9 6%	53 8% M	5 3%	57 8% O	2 2%
Another company - not recommended by the company that did the assessment	39 4%	22 6% IK	20 4%	33 5% I	6 2%	24 6% I	9 3%	5 3%	32 5%	4 2%	35 5%	3 3%
Did it myself/ourselves	11 1%	4 1%	6 1%	8 1%	3 1%	6 1%	6 2%	-	8 1%	1 1%	9 1%	2 2%
Don't know	112 12%	32 9%	57 11%	67 10%	45 17% HIJ	35 9%	51 15% k	22 14%	61 9%	27 14%	74 10%	5 5%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 348

17 (R) (ALL) Who carried out the work/installation for (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
The same company that did the Green Deal assessment	314 33%	267 39% QR	23 24% R	12 12%	60 23%	254 37% n	193 33%	157 57% pr	115 34%	70 33%	22 31%	60 33%	34 34%	57 36%	71 31%
Another company - recommended by them	66 7%	58 8% Q	1 1%	5 5%	7 3%	59 9% n	39 7%	29 11% p	26 8%	12 6%	3 4%	12 7%	9 9%	12 7%	18 8%
Another company - not recommended by the company that did the assessment	39 4%	27 4%	9 9% PR	2 2%	7 3%	32 5%	35 6% r	27 10% pr	4 1%	11 5% w	5 8% w	1 1%	7 7% w	3 2%	10 5% w
Did it myself/ourselves	11 1%	10 2%	1 1%	-	4 2%	7 1%	11 2% r	7 3% r	-	2 1%	-	-	3 3% w	4 3% w	2 1%
Don't know	112 12%	76 11%	10 11%	10 9%	36 14%	76 11%	57 10%	41 15% p	47 14%	20 9%	15 22% uxyz	28 15%	9 9%	17 11%	23 10%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 349

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	634	339	293	232	248	152	519	102	161	471	530	104	409	225	446	81	107	188
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
0	138 22%	71 21%	67 23%	38 17%	51 20%	50 32% cd	123 23%	13 15%	38 24%	100 21%	124 24% k	14 12%	81 23%	57 20%	125 27% opq	6 9%	7 7%	13 8%
1	227 36%	115 34%	112 38%	80 36%	90 35%	57 37%	196 37%	28 32%	53 34%	173 37%	184 36%	43 36%	122 34%	105 38%	196 42% opq	15 23%	15 15%	30 18%
2	27 4%	18 5%	9 3%	10 4%	14 5%	3 2%	24 4%	3 4%	7 4%	20 4%	16 3%	10 9% j	14 4%	13 5%	26 6% pq	1 1%	-	1 *
3	25 4%	8 2%	18 6% a	11 5%	9 4%	5 3%	25 5% g	-	5 3%	21 4%	16 3%	9 8% j	7 2%	18 7% l	25 5% opq	-	*	*
4	3 1%	1 *	3 1%	1 *	3 1%	-	1 *	1 1%	-	3 1%	1 *	3 2% j	1 *	3 1%	3 1%	-	-	-
5	1 0%	-	1 *	-	1 *	-	1 *	-	-	1 *	-	1 1% j	-	1 *	1 *	-	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 349

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	88 14%	60 18% b	28 9%	40 18% e	37 14% e	12 8%	67 13%	20 22% f	20 13%	68 14%	85 16% k	3 3%	57 16%	31 11%	-	23 34% n	65 65% noq	88 53% no
Don't know	125 20%	62 19%	61 20%	44 20%	51 20%	27 18%	95 18%	23 26%	35 22%	88 19%	90 17%	35 29% j	75 21%	50 18%	90 19%	23 34% npq	12 12%	35 21% p
Mean	0.89	0.83	0.95	0.98 e	0.96 e	0.68	0.89	0.83	0.78	0.93	0.79	1.34 j	0.77	1.03 l	0.91	0.77	0.72	0.74
Standard Deviation	0.86	0.76	0.95	0.85	0.93	0.73	0.86	0.71	0.76	0.89	0.76	1.09	0.73	0.97	0.89	0.50	0.59	0.54



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 349

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	634	549	85	185	280	95	129	166	159	178	410	224
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
0	138 22%	126 24% s	12 12%	44 24%	63 21%	23 24%	25 21%	21 13%	39 24% M	53 29% M	80 20%	58 26%
1	227 36%	206 39% s	20 20%	66 37%	117 39%	33 35%	36 31%	56 34%	57 35%	77 41%	142 35%	85 37%
2	27 4%	27 5% s	-	10 5%	11 4%	6 6%	5 4%	12 7% N	4 2%	7 3%	16 4%	11 5%
3	25 4%	25 5% s	-	6 3%	11 4%	8 9%	4 3%	11 7%	5 3%	6 3%	14 4%	11 5%
4	3 1%	3 1%	-	-	3 1%	-	1 1%	-	1 1%	1 1%	2 *	1 1%
5	1 *	1 *	-	1 1%	-	-	-	-	1 1%	-	-	1 1%
6	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 349

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18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
10	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	88 14%	51 10%	37 37% r	21 12%	39 13%	12 13%	24 20% O	33 20% O	20 12% O	11 6%	72 18% x	16 7%
Don't know	125 20%	94 18%	30 31% r	32 18%	55 18%	13 14%	24 20%	33 20%	34 21%	31 17%	80 20%	45 20%
Mean	0.89	0.91	0.63	0.86	0.90	0.99	0.85	1.13 NO	0.83	0.79	0.89	0.90
Standard Deviation	0.86	0.88	0.49	0.87	0.85	0.95	0.85	0.87	0.91	0.79	0.81	0.93



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 349

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	634	350	100	161	38	560	53	634	-	-	-	634	-
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
0	138 22%	79 22%	26 27% A	25 16%	11 29%	128 23%	6 12%	138 22%	-	-	-	138 22%	-
1	227 36%	155 42% A	34 36% A	35 23%	11 30%	204 37%	19 34%	227 36%	-	-	-	227 36%	-
2	27 4%	19 5%	4 5%	3 2%	1 3%	22 4%	4 7%	27 4%	-	-	-	27 4%	-
3	25 4%	22 6% z	-	5 3%	2 4%	20 4%	2 5%	25 4%	-	-	-	25 4%	-
4	3 1%	3 1%	-	-	-	2	-	3 1%	-	-	-	3 1%	-
5	1 *	-	1 1% y	-	-	-	-	1 *	-	-	-	1 *	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 349

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	88 14%	24 6%	10 10%	50 33% yzB	6 15%	81 14%	6 11%	88 14%	-	-	-	88 14%	-
Don't know	125 20%	64 17%	20 21%	34 22%	7 19%	100 18%	17 32% C	125 20%	-	-	-	125 20%	-
Mean	0.89	0.98	0.75	0.83	0.74	0.84	1.07	0.89	-	-	-	0.89	-
Standard Deviation	0.86	0.88	0.84	0.82	0.84	0.80	0.81	0.86	-	-	-	0.86	-



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 350

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	634	97	300	90	317	150	634	634	-	80	554	-	86	548	401	233
Weighted Base	634	103*	317	78*	302	151	634	634	-**	85*	550	-**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
0	138 22%	15 15%	89 28% acef g	8 10%	78 26% acef g	18 12%	138 22% ce	138 22% ce	-	5 6%	133 24% i	-	7 7%	132 24% l	103 25% o	35 15%
1	227 36%	46 45% bfg	106 33%	27 34%	119 40% b	57 37%	227 36%	227 36%	-	50 60% j	176 32%	-	45 50% m	182 33%	158 39% o	69 30%
2	27 4%	10 10% bcdfg	12 4%	1 1%	11 4%	11 7% c	27 4%	27 4%	-	8 9% j	19 3%	-	9 10% m	18 3%	15 4%	11 5%
3	25 4%	12 12% bcdfg	9 3%	2 3%	6 2%	15 10% bdfg	25 4% d	25 4% d	-	7 8% j	18 3%	-	9 10% m	17 3%	12 3%	14 6%
4	3 1%	2 2% b	-	-	1 *	1 1%	3 1%	3 1%	-	3 3% j	1 *	-	1 1%	2 *	2 1%	1 1%
5	1 !	-	-	-	-	1 1%	1 !	1 !	-	-	1 !	-	1 1% m	-	1 !	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 350

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	88 14%	4 4%	50 16% ade	18 22% adefg	32 17% a	13 8%	88 14% ade	88 14% ade	-	-	88 16% i	-	1 7%	87 16% l	31 8%	57 25% n
Don't know	125 20%	14 13%	52 16%	23 29% abdfg	54 18%	36 24% ab	125 20%	125 20%	-	11 13%	114 21%	-	17 19%	108 20%	83 21%	41 18%
Mean	0.89	1.30 bcd fg	0.73	0.93	0.76	1.29 bcd fg	0.89 bd	0.89 bd	-	1.33 j	0.80	-	1.40 m	0.79	0.82	1.05 n
Standard Deviation	0.86	1.00	0.75	0.68	0.72	1.03	0.86	0.86	-	0.88	0.83	-	0.99	0.79	0.82	0.93



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 350

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	634	58	258	147	133	283	174	209	112	93	125	67	57	577	57	503	88	415
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
0	138 22%	12 22%	59 23%	29 20%	31 22%	91 32% NO	40 23% O	22 11%	29 24% S	17 21% S	32 25% S	2 3%	2 4%	136 23% u	10 16%	123 25%	14 16%	110 26%
1	227 36%	10 19%	83 32%	70 47% pq	58 41% p	94 32%	68 38%	69 33%	39 33% S	31 38% S	52 40% S	3 4%	2 4%	225 39% u	21 33% V	176 35% V	15 17%	161 39% UV
2	27 4%	3 6%	11 4%	6 4%	6 4%	14 5%	7 4%	11 5%	6 5%	2 2%	5 3%	-	-	27 5%	8 13% UVW	16 3%	1 1%	15 4%
3	25 4%	1 1%	7 3%	3 2%	15 10% pqr	8 3%	14 8% M	11 5%	10 8% Q	-	5 4%	*	*	25 4%	10 17% UVW	14 3%	-	14 3%
4	3 1%	-	2 1%	-	1 1%	1 *	1 *	1 1%	-	-	-	-	-	3 1%	3 4% UW	1 *	-	1 *
5	1 *	-	-	-	1 1%	-	-	1 1%	-	-	-	-	-	1 *	1 2% UW	-	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 350

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	88 14%	13 23% rL	42 16% L	15 10% L	10 7% L	22 8% L	21 12% MN	42 21% MN	13 11% L	6 7% L	10 8% L	45 73% PQR	41 78% v	47 8% L	* 1% L	78 16% TW	44 52% TUW	34 8% L
Don't know	125 20%	16 29% L	51 20% L	26 18% L	20 14% L	58 20% L	28 16% L	48 23% N	23 19% L	26 32% P	26 20% L	11 18% L	7 13% L	118 20% L	9 14% L	93 19% L	11 13% L	83 20% L
Mean	0.89	0.73	0.83	0.83	1.11 qr	0.73	0.98 M	1.16 M	0.95	0.68	0.81	0.79	0.76	0.89	1.60 UW	0.77	0.58	0.78
Standard Deviation	0.86	0.81	0.84	0.64	1.06	0.81	0.92	0.95	0.94	0.53	0.76	0.96	1.05	0.86	1.27	0.75	0.58	0.76



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 350

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	634	244	265	287	222	42	172	67	242	163	76	319	281	232	242	178
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
0	138 22%	38 16% A	64 24% wyA	48 17% A	54 24% wyA	1 3%	25 15%	11 15%	57 25% F	47 27% F	11 12%	63 21%	70 23%	37 17%	73 30% IK	33 18%
1	227 36%	120 49% xzA	79 30%	138 48% xzA	60 27%	10 23%	88 52%	32 45%	47 21%	70 40% D	41 47% D	106 35%	115 39%	88 39%	87 35%	60 32%
2	27 4%	14 6%	10 4%	17 6%	8 4%	1 2%	10 6%	5 7%	3 2%	12 7% D	7 7% D	6 2%	19 6% G	8 4%	6 2%	13 7% J
3	25 4%	16 6% z	9 3% z	19 7% z	5 2%	-	11 6%	5 7%	1 1%	9 5% D	11 12% D	5 1%	18 6% G	6 3%	7 3%	12 7%
4	3 1%	3 1%	1 *	3 1%	-	-	3 1%	-	-	1 *	-	-	3 1%	1 *	1 1%	1 1%
5	1 *	1 1%	-	1 *	-	-	1 1%	-	-	1 1%	-	1 *	-	-	1 1%	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 350

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	88 14%	16 7%	52 20% wy	20 7%	49 22% wxy	21 48% wxyz	13 8%	3 4%	62 27% EF	9 5%	3 3%	70 23% H	15 5%	45 20% J	20 8%	27 14% J
Don't know	125 20%	37 15%	53 20%	43 15%	46 21%	11 24%	19 11%	15 22% B	55 24% E	26 15%	16 18%	53 17%	57 19%	38 17%	50 20%	39 21%
Mean	0.89	1.10 xz	0.79 z	1.10 xz	0.71	0.98	1.13	1.08	0.54	0.93 D	1.26 DE	0.77	0.98 G	0.89	0.76	1.07 J
Standard Deviation	0.86	0.90	0.82	0.92	0.75	0.44	0.93	0.83	0.62	0.93	0.91	0.73	0.92	0.73	0.86	0.94



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 351

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	634	246	401	473	161	267	241	115	477	80	527	33
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
0	138 22%	38 17%	103 25% HK	115 24% HK	23 15%	54 19%	67 28% km	17 17%	103 22%	22 27%	120 23%	9 29%
1	227 36%	102 44% JK	158 39% K	184 39% K	42 27%	119 43% lm	73 30%	30 30%	189 40% M	19 24%	208 39% O	5 18%
2	27 4%	8 4%	15 4%	19 4%	7 5%	11 4%	11 4%	4 4%	18 4%	6 7%	26 5%	1 4%
3	25 4%	10 4%	12 3%	19 4% l	7 4%	16 6%	7 3%	3 2%	19 4%	3 4%	23 4%	1 2%
4	3 1%	2 1%	2 1%	2 1%	1 1%	-	3 1%	-	3 1%	-	3 1%	-
5	1	-	1	1	-	-	1 1%	-	1	-	1	-
6	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 351

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
10	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	88 <i>14%</i>	22 <i>9%</i>	31 <i>8%</i>	37 <i>8%</i>	51 <i>32% HIJ</i>	22 <i>8%</i>	41 <i>17% k</i>	24 <i>24% k</i>	59 <i>12%</i>	17 <i>21% L</i>	60 <i>11%</i>	3 <i>12%</i>
Don't know	125 <i>20%</i>	50 <i>21%</i>	83 <i>21%</i>	99 <i>21%</i>	26 <i>16%</i>	55 <i>20%</i>	41 <i>17%</i>	25 <i>24%</i>	83 <i>17%</i>	13 <i>17%</i>	89 <i>17%</i>	10 <i>34% N</i>
Mean	0.89	0.98 <i>U</i>	0.82	0.86 <i>I</i>	1.01	0.95	0.83	0.84	0.90	0.81	0.91	0.63
Standard Deviation	0.86	0.81	0.82	0.84	0.92	0.80	0.97	0.75	0.85	0.90	0.87	0.84



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 351

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	634	515	48	32	123	511	398	312	215	130	54	129	69	101	151
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
0	138 22%	116 23%	9 20%	8 26%	29 24%	109 21%	75 19%	69 22% p	62 28% p	23 17%	14 27%	38 32% uyz	14 19%	20 18%	30 21%
1	227 36%	196 38%	13 28%	8 25%	28 23%	198 39% n	163 41% r	139 44% pr	60 27%	49 36%	17 32%	34 28%	27 37%	40 37%	60 41% w
2	27 4%	21 4%	4 9%	1 4%	7 6%	20 4%	26 6% r	22 7% r	1 1%	7 5%	-	2 1%	3 4%	11 10% vwz	4 3%
3	25 4%	21 4%	3 6%	2 6%	6 5%	19 4%	21 5%	15 5%	5 2%	5 3%	-	1 1%	4 5%	8 7% w	8 5%
4	3 1%	3 1%	-	-	-	3 1%	3 1%	3 1%	-	1 1%	-	-	-	2 2%	-
5	1	1	-	-	-	1	1	1	-	-	-	-	1 2%	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 351

18 (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	88 14%	64 12%	7 16%	9 27%	25 21% o	63 12%	27 7% q	14 5%	57 26% pq	25 19% xy	7 13%	28 23% xyz	4 5%	9 8%	16 11%
Don't know	125 20%	94 18%	10 21%	4 11%	26 21%	99 19%	81 20% q	51 16%	35 16%	25 19%	15 28% w	17 14%	20 27% w	20 18%	28 19%
Mean	0.89	0.89	1.02	0.84	0.86	0.90	1.02 r	0.98 r	0.60	0.96 w	0.54	0.55	1.04 w	1.16 w	0.90 w
Standard Deviation	0.86	0.86	0.93	0.96	0.92	0.85	0.90	0.88	0.70	0.85	0.51	0.64	1.04	0.98	0.80



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 352

I8_SUM (M) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All key measures that have been installed

	I8: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	211	226	61	3	15	25	79	7	5	-	2
Weighted Base	200	240	54	2	12	28	83	6	6	-	3
Effective base	193	208	58	3	15	24	73	6	5	-	2
0	54 27%	65 27%	5 9%	-	1 7%	5 17%	9 11%	-	-	-	-
1	74 37%	78 33%	18 34%	1 25%	4 35%	8 29%	38 46%	2 27%	4 59%	-	-
2	6 3%	8 3%	-	-	-	1 4%	10 12%	1 24%	-	-	-
3	3 1%	5 2%	2 4%	-	-	-	12 15%	1 12%	1 19%	-	2 57%
4	1 1%	-	-	-	-	-	2 3%	-	-	-	-
5	-	-	-	-	-	-	-	-	-	-	1 43%
6	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	24 12%	41 17%	15 27%	1 33%	1 12%	2 8%	3 4%	1 14%	-	-	-
Don't know	39 19%	43 18%	14 26%	1 42%	5 45%	12 42%	8 10%	1 23%	1 21%	-	-
Mean	0.72	0.70	0.96	1.00	0.83	0.75	1.44	1.76	1.49	-	3.86
Standard Deviation	0.72	0.71	0.74	-	0.42	0.63	1.02	0.87	0.96	-	1.22

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 353

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	523	278	244	182	206	134	432	81	138	384	432	91	336	187	370	56	97	153
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
0	114 22%	58 21%	56 23%	30 17%	40 19%	43 32% cd	101 23%	11 15%	33 24%	81 21%	100 24% k	14 13%	69 23%	45 20%	101 26% opq	5 10%	7 8%	12 9%
1	190 36%	95 35%	95 38%	60 34%	79 37%	50 37%	167 38%	22 31%	47 35%	142 37%	152 36%	37 36%	99 34%	91 39%	166 43% opq	11 24%	12 14%	24 17%
2	24 5%	16 6%	8 3%	10 6%	11 5%	3 2%	22 5%	2 3%	5 4%	19 5%	14 3%	10 10% j	12 4%	12 5%	24 6% pq	1 1%	-	1 *
3	24 5%	8 3%	16 6%	10 6%	9 4%	5 4%	24 5% g	-	5 3%	19 5%	15 3%	9 9% j	7 2%	17 7% l	23 6% pq	-	1 1%	1 *
4	3 1%	1 *	3 1%	1 *	3 1%	-	1 *	1 1%	-	3 1%	1 *	3 2% j	1 *	3 1%	3 1%	-	-	-
5	1 *	-	1 1%	-	1 1%	-	1 *	-	-	1 *	-	1 1% j	-	1 1%	1 *	-	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 353

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 15%	54 20% b	26 10%	35 20% e	33 16%	12 9%	62 14%	17 24% f	19 14%	61 16%	76 18% k	3 3%	49 17%	30 13%	-	19 40% n	61 68% noq	80 58% no
Don't know	107 20%	50 18%	55 22%	39 22%	41 20%	25 19%	83 19%	19 27%	30 22%	76 20%	78 19%	29 28%	64 22%	43 19%	77 20%	18 37% npq	12 13%	30 21% p
Mean	0.93	0.87	0.98	1.02 e	1.01 e	0.70	0.93	0.82	0.80	0.97	0.81	1.37 j	0.79	1.08 l	0.95	0.76	0.68	0.72
Standard Deviation	0.89	0.79	0.98	0.89	0.96	0.75	0.89	0.74	0.77	0.92	0.78	1.13	0.76	1.00	0.92	0.53	0.62	0.57



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 353

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	523	446	77	154	233	81	103	130	133	156	352	171
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
0	114 22%	102 23%	12 13%	39 26%	50 20%	18 22%	20 21%	16 12%	33 24% M	45 28% M	66 19%	47 27% w
1	190 36%	172 40% s	18 20%	58 38%	96 39%	30 37%	29 30%	44 34%	48 36%	69 43% K	122 35%	68 39%
2	24 5%	24 6% s	-	10 6%	9 4%	5 6%	5 5%	9 7%	4 3%	7 4%	15 4%	9 5%
3	24 5%	24 6% s	-	6 4%	11 5%	7 8%	4 4%	10 7%	5 3%	6 4%	13 4%	11 6%
4	3 1%	3 1%	-	-	3 1%	-	1 1%	-	1 1%	1 1%	2 1%	1 1%
5	1	1	-	1 1%	-	-	-	-	1 1%	-	-	1 1%
6	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 353

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
10	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 15%	46 11%	33 37% r	19 13%	36 15%	11 13%	21 22% o	30 23% o	18 14%	11 7%	67 19% x	13 8%
Don't know	107 20%	79 18%	28 31% r	27 18%	49 20%	12 15%	22 23%	27 21%	28 21%	29 18%	73 21%	34 20%
Mean	0.93	0.95	0.60	0.89	0.95	1.00	0.91	1.15 o	0.88	0.83	0.91	0.95
Standard Deviation	0.89	0.91	0.50	0.90	0.89	0.92	0.89	0.89	0.96	0.82	0.83	0.98



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 353

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	523	298	80	129	28	463	43	523	-	-	-	523	-
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
0	114 22%	64 21%	23 29% A	19 16%	9 32%	104 23%	6 14%	114 22%	-	-	-	114 22%	-
1	190 36%	136 44% A	25 33%	27 22%	9 33%	170 37%	17 38%	190 36%	-	-	-	190 36%	-
2	24 5%	16 5%	4 6%	3 3%	1 4%	21 4%	3 6%	24 5%	-	-	-	24 5%	-
3	24 5%	21 7% z	-	5 4%	2 6%	19 4%	2 5%	24 5%	-	-	-	24 5%	-
4	3 1%	3 1%	-	-	-	2	-	3 1%	-	-	-	3 1%	-
5	1 *	-	1 2% y	-	-	-	-	1 *	-	-	-	1 *	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 353

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 15%	21 7%	8 11%	47 38% yz	5 18%	73 16%	5 12%	80 15%	-	-	-	80 15%	-
Don't know	107 20%	56 18%	18 23%	29 24%	6 20%	88 19%	14 30%	107 20%	-	-	-	107 20%	-
Mean	0.93	1.02	0.76	0.88	0.80	0.87	1.04	0.93	-	-	-	0.93	-
Standard Deviation	0.89	0.90	0.91	0.88	0.89	0.82	0.83	0.89	-	-	-	0.89	-



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 354

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	523	80	231	63	225	109	523	523	-	72	451	-	74	449	316	207
Weighted Base	524	84*	244	56*	212	111	524	524	-**	75*	448	-**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
0	114 22%	10 12%	66 27% acef g	6 11%	56 26% acef g	16 14%	114 22% ace	114 22% ace	-	5 7%	108 24% i	-	7 9%	107 24% l	82 26% o	31 15%
1	190 36%	41 49% bfg	80 33%	21 38%	86 41% b	45 40%	190 36%	190 36%	-	46 61% j	143 32%	-	39 51% m	150 34%	128 40% o	61 30%
2	24 5%	10 12% bcdfg	10 4%	1 1%	8 4%	11 10% bcdfg	24 5%	24 5%	-	8 11% j	16 4%	-	9 12% m	15 3%	13 4%	11 6%
3	24 5%	12 14% bcdfg	7 3%	2 4%	5 2%	15 13% bcdfg	24 5% d	24 5% d	-	7 9% j	17 4%	-	9 12% m	15 3%	10 3%	14 7%
4	3 1%	2 3% b	-	-	1 1%	1 1%	3 1%	3 1%	-	3 3% j	1	-	1 2%	2	2 1%	1 1%
5	1	-	-	-	-	1 1%	1	1	-	-	1	-	1 2% m	-	1	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 354

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	524	84*	244	56*	212	111	524	524	**	75*	448	**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 15%	4 4%	45 18% ade	15 27% adefg	26 12%	8 8%	80 15% ae	80 15% ae	-	-	80 18% i	-	1 1%	79 18% l	28 9%	52 26% n
Don't know	107 20%	9 11%	46 19%	17 30% a	44 21%	26 23% a	107 20% a	107 20% a	-	8 10%	99 22% j	-	13 17%	94 21%	68 21%	39 19%
Mean	0.93	1.40 bcd fg	0.74	0.97	0.78	1.36 bcd fg	0.93 bd	0.93 bd	-	1.35 j	0.82	-	1.43 m	0.81	0.84	1.09 n
Standard Deviation	0.89	1.01	0.76	0.73	0.74	1.08	0.89	0.89	-	0.90	0.86	-	1.03	0.81	0.85	0.95



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 354

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	523	47	217	122	107	240	140	175	94	70	96	60	52	471	51	416	78	338
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
0	114 22%	9 21%	51 24%	25 20%	23 21%	75 31% NO	30 21% O	19 11%	25 25% S	12 20% S	25 26% S	2 4%	2 4%	112 23% u	9 16%	100 24%	12 16%	88 26%
1	190 36%	10 22%	72 33%	55 44% p	49 44% p	80 33%	56 39%	63 36%	33 33% S	24 38% S	41 42% S	3 5%	2 4%	188 39% u	19 35% V	144 35% V	12 16%	132 39% UV
2	24 5%	2 5%	10 5%	6 4%	6 5%	13 5%	7 5%	11 6%	6 6%	2 2%	5 5%	-	-	24 5%	8 14% UVW	14 3%	1 2%	12 4%
3	24 5%	1 2%	7 3%	3 2%	13 12% qr	8 3%	12 9% M	9 5%	10 10% QS	-	4 4%	*	*	23 5%	10 19% UVW	12 3%	-	12 4%
4	3 1%	-	2 1%	-	1 1%	1 1%	1 1%	1 1%	-	-	-	-	-	3 1%	3 5% UW	1 *	-	1 *
5	1 *	-	-	-	1 1%	-	-	1 1%	-	-	-	-	-	1 *	1 2% UW	-	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 354

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 15%	11 24% L	40 19% L	14 12%	7 6%	20 8%	18 12%	39 22% MN	11 11%	5 8%	8 8%	43 78% PQR	39 81% v	41 9%	* 1%	71 17% TW	41 54% TUW	30 9%
Don't know	107 20%	14 32% L	45 21%	23 19%	15 13%	48 20%	26 18%	42 24%	23 23%	21 34% S	20 20%	8 15%	5 11%	102 21%	9 16%	79 19%	10 13%	69 21%
Mean	0.93	0.74	0.85	0.85	1.19 qr	0.76	1.04 M	1.18 M	1.00	0.71	0.81	0.79	0.76	0.93	1.63 UW	0.78	0.57	0.80
Standard Deviation	0.89	0.79	0.87	0.67	1.08	0.83	0.94	0.95	0.98	0.54	0.75	0.96	1.05	0.89	1.28	0.76	0.60	0.77



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 354

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	523	208	214	242	180	33	149	55	203	125	66	254	240	182	211	146
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
0	114 22%	33 16%	52 24% wy	40 16%	44 25% wy	1 3%	22 15%	9 16%	49 26% F	34 25% F	9 12%	53 22%	56 22%	29 17%	61 29% IK	26 18%
1	190 36%	101 48% xz	65 30% z	117 48% xz	49 27%	10 27%	75 51%	26 45%	40 21%	56 42% D	36 49% D	85 35%	102 40%	71 40%	77 36%	49 33%
2	24 5%	14 7%	8 4%	16 6%	6 4%	1 3%	10 7%	5 8%	3 2%	11 8% D	5 7% D	6 3%	17 7% G	7 4%	6 3%	12 8% J
3	24 5%	14 7%	9 4% z	18 7% z	5 3%	-	11 7%	3 6%	1 1%	9 7% D	9 13% D	5 2%	16 6% G	6 3%	7 3%	11 7%
4	3 1%	3 1%	1 *	3 1%	-	-	3 2%	-	-	1 1%	-	-	3 1%	1 *	1 1%	1 1%
5	1 *	1 1%	-	1 1%	-	-	1 1%	-	-	1 1%	-	1 1%	-	-	1 1%	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 354

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 15%	15 7%	46 22% wy	18 7%	44 24% wxy	19 53%	12 8%	3 5%	56 29% EF	9 6%	3 4%	62 26% H	14 6%	38 27% J	19 9%	25 17% J
Don't know	107 20%	31 15%	48 22%	38 15%	41 23%	10 27%	17 11%	12 21%	45 24%	22 16%	15 20%	46 19%	48 19%	34 19%	45 21%	31 21%
Mean	0.93	1.13 xz	0.82 z	1.13 xz	0.73	0.98	1.17	1.05	0.54	1.02 D	1.25 D	0.78	1.02 G	0.92	0.80	1.11 J
Standard Deviation	0.89	0.93	0.85	0.94	0.78	0.45	0.97	0.81	0.64	0.98	0.90	0.78	0.93	0.76	0.89	0.96



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 355

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	523	196	316	381	142	220	204	90	387	74	425	33
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
0	114 22%	31 17%	82 26% HK	92 24% HK	21 15%	43 19%	56 27%	15 18%	81 21%	22 30%	98 23%	9 29%
1	190 36%	80 43% K	128 40% K	153 40% K	36 26%	102 45% lm	63 30%	21 27%	160 42% M	16 21%	173 40% O	5 18%
2	24 5%	8 4%	13 4%	17 4%	7 5%	10 4%	10 5%	4 5%	17 4%	4 6%	23 5%	1 4%
3	24 5%	10 5%	10 3%	17 5% l	7 5%	14 6%	7 3%	3 3%	17 4%	3 5%	22 5%	1 2%
4	3 1%	2 1%	2 1%	2 1%	1 1%	-	3 2%	-	3 1%	-	3 1%	-
5	1	-	1	1	-	-	1 1%	-	1	-	1	-
6	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 355

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
10	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 15%	20 11%	28 9%	34 9%	46 33% HIJ	19 9%	36 17% k	24 29% kl	51 13%	17 23% L	52 12%	3 12%
Don't know	107 20%	43 23%	68 21%	83 22%	24 17%	47 21%	37 18%	20 25%	69 18%	13 18%	75 17%	10 34% N
Mean	0.93	1.03 IJ	0.84	0.90 I	1.04	0.97	0.88	0.86	0.95	0.76	0.95	0.63
Standard Deviation	0.89	0.87	0.85	0.87	0.95	0.81	1.01	0.82	0.88	0.92	0.90	0.84



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 355

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	523	420	42	29	113	410	324	249	183	112	45	108	54	83	121
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
0	114 22%	95 22%	9 21%	7 24%	28 25%	86 21%	60 19%	53 21% p	52 28% p	20 18%	11 25%	30 30% u	11 20%	17 20%	24 20%
1	190 36%	162 38%	13 31%	6 21%	24 22%	165 40% n	134 42% r	111 44% r	53 28%	39 34%	15 33%	30 30%	26 46%	33 37%	47 40%
2	24 5%	19 4%	4 10%	1 5%	6 5%	19 5%	23 7% r	19 8% r	1 1%	7 6%	-	2 2%	3 6%	9 10% vw	4 3%
3	24 5%	19 5%	3 7%	2 7%	6 5%	18 4%	21 6% r	15 6% r	3 2%	5 4%	-	1 1%	4 7%	6 7%	8 7%
4	3 1%	3 1%	-	-	-	3 1%	3 1%	3 1%	-	1 1%	-	-	-	2 2%	-
5	1	1	-	-	-	1	1	1 1%	-	-	-	-	1 2%	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 355

18 (R) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 15%	58 74%	6 15%	9 31%	24 21% o	56 14%	23 7% q	13 5%	52 28% pq	23 20% xy	6 12%	26 25% xyz	3 6%	7 8%	15 13%
Don't know	107 20%	79 19%	9 22%	4 12%	25 22%	82 20%	69 21% q	43 17%	31 17%	23 20%	13 30% w	15 15%	13 22%	19 22%	24 20%
Mean	0.93	0.92	1.04	0.89	0.85	0.94	1.08 r	1.04 r	0.60	0.99 w	0.57	0.59	1.11 w	1.14 w	0.96 w
Standard Deviation	0.89	0.89	0.94	1.02	0.95	0.88	0.94	0.93	0.67	0.90	0.50	0.66	1.06	1.01	0.85



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 356

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
0	114 12%	58 12%	56 13%	30 9%	40 11%	43 18% cd	101 13%	11 9%	33 13%	81 12%	100 14% k	14 6%	69 14%	45 10%	101 15% opq	5 5%	7 4%	12 4%
1	190 20%	95 19%	95 21%	60 18%	79 22%	50 21%	167 21%	22 18%	47 19%	142 21%	152 22% k	37 15%	99 20%	91 20%	166 25% opq	11 13%	12 6%	24 9%
2	24 3%	16 3%	8 2%	10 3%	11 3%	3 1%	22 3%	2 2%	5 2%	19 3%	14 2%	10 4%	12 3%	12 3%	24 4% pq	1 1%	-	1 *
3	24 3%	8 2%	16 4%	10 3%	9 3%	5 2%	24 3% g	-	5 2%	19 3%	15 2%	9 4%	7 1%	17 4% l	23 4% pq	-	*	*
4	3 *	1 *	3 7%	1 *	3 7%	-	1 *	1 7%	-	3 *	1 *	3 7%	1 *	3 7%	3 *	-	-	-
5	1 *	-	1 *	-	1 *	-	1 *	-	-	1 *	-	1 7%	-	1 *	1 *	-	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 356

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 8%	54 11% b	26 6%	35 10% e	33 9%	12 5%	62 8%	17 14% f	19 8%	61 9%	76 11% k	3 1%	49 10%	30 7%	-	19 22% n	61 32% n	80 29% n
Don't know	107 11%	50 10%	55 12%	39 12%	41 11%	25 10%	83 10%	19 16%	30 12%	76 11%	78 11%	29 12%	64 13%	43 9%	77 12% p	18 20% npq	12 6%	30 11% p
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n
Mean	0.93	0.87	0.98	1.02 e	1.01 e	0.70	0.93	0.82	0.80	0.97	0.81	1.37 j	0.79	1.08 l	0.95	0.76	0.68	0.72
Standard Deviation	0.89	0.79	0.98	0.89	0.96	0.75	0.89	0.74	0.77	0.92	0.78	1.13	0.76	1.00	0.92	0.53	0.62	0.57



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 356

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
0	114 12%	102 13%	12 7%	39 13%	50 12%	18 14%	20 12% M	16 6%	33 14% M	45 16% M	66 11%	47 15%
1	190 20%	172 22% s	18 11%	58 18%	96 22%	30 23%	29 18%	44 17%	48 21%	69 24% M	122 19%	68 21%
2	24 3%	24 3% s	-	10 3%	9 2%	5 4%	5 3%	9 4%	4 2%	7 2%	15 2%	9 3%
3	24 3%	24 3% s	-	6 2%	11 3%	7 5%	4 2%	10 4%	5 2%	6 2%	13 2%	11 3%
4	3	3	-	-	3 1%	-	1	-	1 1%	1	2	1
5	1	1	-	1	-	-	-	-	1 1%	-	-	1
6	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 356

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
10	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 8%	46 6%	33 20% r	19 6%	36 8%	11 8%	21 13% o	30 11% o	18 8%	11 4%	67 11% x	13 4%
Don't know	107 11%	79 10%	28 17% r	27 9%	49 11%	12 10%	22 13%	27 10%	28 12%	29 10%	73 12%	34 11%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%
Mean	0.93	0.95	0.60	0.89	0.95	1.00	0.91	1.15 o	0.88	0.83	0.91	0.95
Standard Deviation	0.89	0.91	0.50	0.90	0.89	0.92	0.89	0.89	0.96	0.82	0.83	0.98



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 356

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
0	114 12%	64 12%	23 16% A	19 9%	9 12%	104 13%	6 7%	114 20% FGHJ	-	-	-	114 18% FGHJ	-
1	190 20%	136 26% AB	25 18%	27 12%	9 13%	170 22%	17 17%	190 33% FGHJ	-	-	-	190 31% FGHJ	-
2	24 3%	16 3%	4 3%	3 2%	1 2%	21 3%	3 3%	24 4% GHJ	-	-	-	24 4% GHJ	-
3	24 3%	21 4% z	-	5 2%	2 2%	19 2%	2 3%	24 4% GHJ	-	-	-	24 4% HJ	-
4	3 *	3 7%	-	-	-	2 *	-	3 7%	-	-	-	3 7%	-
5	1 *	-	1 1% y	-	-	-	-	1 *	-	-	-	1 *	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 356

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
10	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 8%	21 4%	8 6%	47 21% yzB	5 7%	73 9%	5 6%	80 74% FGHJ	-	-	-	80 73% FGHJ	-
Don't know	107 11%	56 11%	18 12%	29 13%	6 8%	88 11%	14 14%	107 79% FGHJ	-	-	-	107 17% FGHJ	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI
Mean	0.93	1.02	0.76	0.88	0.80	0.87	1.04	0.93	-	-	-	0.93	-
Standard Deviation	0.89	0.90	0.91	0.88	0.89	0.82	0.83	0.89	-	-	-	0.89	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 357

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
0	114 12%	10 12% h	66 26% acef gh	6 11% h	56 25% acef h	16 12% h	114 20% eh	114 20% aceh	-	5 7% k	108 24% lk	-	7 4% l	107 14% l	82 15% o	31 8%
1	190 20%	41 47% befg h	80 31% h	21 38% h	86 38% h	45 34% h	190 33% h	190 34% fh	-	46 61% jk	143 32% k	-	39 24% l	150 19% l	128 24% o	61 15%
2	24 3%	10 12% bcdfg h	10 4% h	1 1% h	8 4% h	11 8% fgh	24 4% h	24 4% h	-	8 11% jk	16 4% k	-	9 6% m	15 2% n	13 2% o	11 3%
3	24 3%	12 14% bdfgh	7 3% h	2 4% h	5 2% h	15 11% bdfgh	24 4% dh	24 4% dh	-	7 9% jk	17 4% k	-	9 5% m	15 2% n	10 2% o	14 3%
4	3 .	2 2% bh	-	-	1 1% h	1 1% h	3 1% h	3 1% h	-	3 3% jk	1 .	-	1 1% l	2 .	2 .	1 .
5	1 .	-	-	-	-	1 1% h	1 .	1 .	-	-	1 .	-	1 1% m	-	1 .	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 357

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 8%	4 4% h	45 17% adeh	15 27% adeefgh	26 11% h	8 6% h	80 14% aeah	80 14% aeah	-	-	80 18% ik	-	1 *	79 10% l	28 5%	52 13% n
Don't know	107 11%	9 11% h	46 18% h	17 30% abfgh	44 19% h	26 20% ah	107 19% ah	107 19% ah	-	8 10% k	99 22% ik	-	13 8%	94 12%	68 13%	39 9%
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcdi g	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n
Mean	0.93	1.40 bcd fg	0.74	0.97	0.78	1.36 bcd fg	0.93 bd	0.93 bd	-	1.35 j	0.82	-	1.43 m	0.81	0.84	1.09 n
Standard Deviation	0.89	1.01	0.76	0.73	0.74	1.08	0.89	0.89	-	0.90	0.86	-	1.03	0.81	0.85	0.95



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 357

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
0	114 12%	9 10%	51 15%	25 10%	23 12%	75 19% NO	30 12% O	19 6%	25 14% S	12 13% S	25 17% S	2 2%	2 2%	112 13% u	9 7%	100 14% T	12 10%	88 15% T
1	190 20%	10 10%	72 20% p	55 22% p	49 24% p	80 20%	56 21%	63 19%	33 18% S	24 25% S	41 27% S	3 3%	2 2%	188 22% u	19 15%	144 20% V	12 9%	132 23% UV
2	24 3%	2 2%	10 3%	6 2%	6 3%	13 3%	7 3%	11 3%	6 3%	2 2%	5 3%	-	-	24 3%	8 6% UVW	14 2%	1 1%	12 2%
3	24 3%	1 1%	7 2%	3 1%	13 6% pqr	8 2%	12 5% M	9 3%	10 5% QS	-	4 2%	*	*	23 3%	10 8% UVW	12 2%	-	12 2%
4	3 *	-	2 1%	-	1 1%	1 *	1 *	1 *	-	-	-	-	-	3 *	3 2% UW	1 *	-	1 *
5	1 *	-	-	-	1 1%	-	-	1 *	-	-	-	-	-	1 *	1 1% UW	-	-	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 357

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 8%	11 12% L	40 11% rL	14 6%	7 3%	20 5%	18 7%	39 12% MN	11 6%	5 5%	8 5%	43 44% PQR	39 46% v	41 5%	* *	71 10% TW	41 32% TUW	30 5% T
Don't know	107 11%	14 15% L	45 13%	23 9%	15 7%	48 12%	26 10%	42 13%	23 12%	21 22% PS	20 13%	8 8%	5 6%	102 12%	9 7%	79 11%	10 8%	69 12%
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%
Mean	0.93	0.74	0.85	0.85	1.19 qr	0.76	1.04 M	1.18 M	1.00	0.71	0.81	0.79	0.76	0.93	1.63 UW	0.78	0.57	0.80
Standard Deviation	0.89	0.79	0.87	0.67	1.08	0.83	0.94	0.95	0.98	0.54	0.75	0.96	1.05	0.89	1.28	0.76	0.60	0.77



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 357

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
0	114 12%	33 9%	52 13% A	40 10%	44 12% A	1 2%	22 9%	9 11%	49 14% F	34 14% F	9 7%	53 12%	56 12%	29 9%	61 16% IK	26 10%
1	190 20%	101 29% xzA	65 16% z	117 29% xzA	49 14%	10 15%	75 29%	26 30%	40 17%	56 23% D	36 26% D	85 19%	102 23%	71 22%	77 20%	49 18%
2	24 3%	14 4%	8 2%	16 4%	6 2%	1 2%	10 4%	5 5%	3 1%	11 4% D	5 4% D	6 1%	17 4% G	7 2%	6 2%	12 4% J
3	24 3%	14 4% z	9 2% z	18 4% z	5 1%	-	11 4%	3 4%	1 *	9 4% D	9 7% D	5 1%	16 4% G	6 2%	7 2%	11 4%
4	3 *	3 1%	1 *	3 1%	-	-	3 1%	-	-	1 *	-	-	3 1%	1 *	1 *	1 *
5	1 *	1 *	-	1 *	-	-	1 *	-	-	1 1%	-	1 *	-	-	1 *	-
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 357

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 8%	15 4%	46 11% wy	18 4%	44 12% wy	19 30% wxyz	12 5%	3 4%	56 16% EF	9 4%	3 2%	62 14% H	14 3%	38 12% J	19 5%	25 9% J
Don't know	107 11%	31 9%	48 12%	38 9%	41 12%	10 15%	17 6%	12 14% B	45 13%	22 9%	15 11%	46 11%	48 11%	34 11%	45 11%	31 11%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%
Mean	0.93	1.13 xz	0.82 z	1.13 xz	0.73	0.98	1.17	1.05	0.54	1.02 D	1.25 D	0.78	1.02 G	0.92	0.80	1.11 J
Standard Deviation	0.89	0.93	0.85	0.94	0.78	0.45	0.97	0.81	0.64	0.98	0.90	0.78	0.93	0.76	0.89	0.96



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 358

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
0	114 12%	31 9%	82 15% HJK	92 14% HK	21 8%	43 10%	56 16% km	15 9%	81 13%	22 12%	98 14%	9 8%
1	190 20%	80 22% K	128 24% K	153 23% K	36 13%	102 25% lm	63 18%	21 14%	160 25% M	16 8%	173 24% O	5 5%
2	24 3%	8 2%	13 2%	17 3%	7 3%	10 2%	10 3%	4 2%	17 3%	4 2%	23 3%	1 1%
3	24 3%	10 3%	10 2%	17 3% l	7 2%	14 3%	7 2%	3 2%	17 3%	3 2%	22 3%	1 1%
4	3	2 1%	2	2	1	-	3 1%	-	3 1%	-	3	-
5	1	-	1	1	-	-	1	-	1	-	1	-
6	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 358

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
10	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 8%	20 5%	28 5%	34 5%	46 17% HIJ	19 5%	36 10% k	24 15% k	51 8%	17 9%	52 7%	3 3%
Don't know	107 11%	43 12%	68 13%	83 12%	24 9%	47 11%	37 10%	20 13%	69 11%	13 7%	75 10%	10 9%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N
Mean	0.93	1.03 IJ	0.84	0.90 I	1.04	0.97	0.88	0.86	0.95	0.76	0.95	0.63
Standard Deviation	0.89	0.87	0.85	0.87	0.95	0.81	1.01	0.82	0.88	0.92	0.90	0.84



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 358

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
0	114 12%	95 14% R	9 9%	7 7%	28 10%	86 13%	60 10%	53 19% p	52 16% p	20 10%	11 16%	30 17% u	11 11%	17 11%	24 10%
1	190 20%	162 24% QR	13 14%	6 6%	24 9%	165 24% n	134 23% r	111 41% pr	53 16%	39 19%	15 21%	30 17%	26 25%	33 21%	47 21%
2	24 3%	19 3%	4 5%	1 1%	6 2%	19 3%	23 4% r	19 7% pr	1 *	7 3%	- -	2 1%	3 3%	9 6% w	4 2%
3	24 3%	19 3%	3 3%	2 2%	6 2%	18 3%	21 4% r	15 5% pr	3 1%	5 2%	- -	1 1%	4 4%	6 4%	8 4%
4	3 *	3 *	- -	- -	- -	3 *	3 1%	3 1%	- -	1 1%	- -	- -	- -	2 1%	- -
5	1 *	1 *	- -	- -	- -	1 *	1 *	1 *	- -	- -	- -	- -	1 1%	- -	- -
6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 358

18 (R) (ALL) How many quotes in total did you get for the (Measure) (including the company that did the assessment/installation)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
10	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not applicable - quotes were sent directly to my landlord/housing association	80 8%	58 8%	6 7%	9 8%	24 9%	56 8%	23 4%	13 5%	52 16% pq	23 11% xy	6 8%	26 14% xyz	3 3%	7 5%	15 7%
Don't know	107 11%	79 12% R	9 10%	4 3%	25 9%	82 12%	69 12%	43 16% pr	31 9%	23 11%	13 19% w	15 8%	13 12%	19 12%	24 10%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%
Mean	0.93	0.92	1.04	0.89	0.85	0.94	1.08 r	1.04 r	0.60	0.99 w	0.57	0.59	1.11 w	1.14 w	0.96 w
Standard Deviation	0.89	0.89	0.94	1.02	0.95	0.88	0.94	0.93	0.67	0.90	0.50	0.66	1.06	1.01	0.85



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 359

19 (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	52	26	26	20	24	8	47	4	12	40	32	20	25	27	50	1	1	2
Weighted Base	57	26**	31**	22**	27**	8**	52*	4**	11**	46*	33**	24**	21**	35**	56*	1**	***	1**
Effective base	48	24	24	18	23	7	43	4	11	37	29	20	23	26	47	1	1	2
The same company that did the Green Deal assessment	17 31%	8 30%	10 31%	7 30%	9 32%	2 25%	17 34%	-	4 36%	13 29%	12 35%	6 24%	7 31%	11 30%	17 31%	-	-	-
Another company - recommended by them	10 17%	3 12%	7 21%	5 23%	2 9%	2 26%	9 17%	1 20%	1 10%	9 19%	6 18%	4 16%	3 14%	7 19%	10 18%	-	-	-
Another company - not recommended by the company that did the assessment	37 65%	11 43%	25 83%	15 66%	17 66%	5 57%	36 70%	1 19%	9 81%	27 60%	19 57%	18 75%	7 35%	29 83%	36 65%	1 100%	-	1 56%
Someone else	6 10%	5 18%	1 4%	1 4%	4 16%	1 10%	2 4%	3 61%	1 7%	5 11%	5 14%	1 5%	5 22%	1 3%	6 11%	-	-	-
Don't know	5 9%	4 15%	1 4%	3 12%	2 8%	* 6%	5 10%	-	1 12%	4 9%	5 16%	-	4 19%	1 3%	5 8%	-	* 100%	* 44%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 359

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19 Jun 2014

I9 (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	52	52	-	16	23	12	10	19	10	13	32	20
Weighted Base	57	57*	**	17**	25**	14**	9**	23**	11**	14**	33**	24**
Effective base	48	48	-	15	21	11	9	18	9	12	30	19
The same company that did the Green Deal assessment	17 31%	17 31%	-	4 22%	8 32%	6 40%	2 17%	10 44%	2 21%	3 24%	8 26%	9 37%
Another company - recommended by them	10 17%	10 17%	-	3 18%	1 5%	5 39%	1 9%	4 19%	1 11%	3 25%	5 17%	4 18%
Another company - not recommended by the company that did the assessment	37 65%	37 65%	-	11 66%	14 56%	12 82%	6 66%	14 62%	8 75%	8 60%	18 57%	18 75%
Someone else	6 10%	6 10%	-	1 5%	5 20%	-	1 8%	3 11%	1 11%	1 10%	5 16%	1 3%
Don't know	5 9%	5 9%	-	2 11%	1 5%	1 9%	2 17%	2 7%	-	2 15%	5 16%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 359

19 (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	52	40	5	8	2	41	5	52	-	-	-	52	-
Weighted Base	57	45*	6**	8**	3**	44*	6**	57*	-**	-**	-**	57*	-**
Effective base	48	37	5	7	2	38	5	48	-	-	-	48	-
The same company that did the Green Deal assessment	17 31%	13 29%	3 56%	-	1 43%	14 32%	1 13%	17 31%	-	-	-	17 31%	-
Another company - recommended by them	10 17%	9 20%	-	1 10%	-	8 17%	2 33%	10 17%	-	-	-	10 17%	-
Another company - not recommended by the company that did the assessment	37 65%	31 69%	2 44%	5 59%	3 100%	30 67%	2 26%	37 65%	-	-	-	37 65%	-
Someone else	6 10%	6 13%	-	-	-	2 5%	3 40%	6 10%	-	-	-	6 10%	-
Don't know	5 9%	3 6%	-	3 30%	-	5 12%	-	5 9%	-	-	-	5 9%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 360

19 (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	52	22	17	3	17	25	52	52	-	16	36	-	19	33	28	24
Weighted Base	57	24**	21**	3**	18**	27**	57*	57*	-**	18**	39*	-**	21**	36*	30**	26**
Effective base	48	20	16	3	15	23	48	48	-	15	33	-	18	30	26	23
The same company that did the Green Deal assessment	17 31%	6 23%	9 43%	1 28%	7 40%	6 23%	17 31%	17 31%	-	8 43%	10 25%	-	8 37%	10 27%	9 31%	8 30%
Another company - recommended by them	10 17%	5 19%	4 21%	1 28%	3 17%	2 9%	10 17%	10 17%	-	4 21%	6 15%	-	4 18%	6 17%	8 26%	2 8%
Another company - not recommended by the company that did the assessment	37 65%	16 68%	13 63%	1 43%	10 55%	22 80%	37 65%	37 65%	-	10 59%	26 67%	-	13 65%	23 65%	16 53%	20 78%
Someone else	6 10%	1 3%	3 16%	-	6 32%	-	6 10%	6 10%	-	1 7%	5 12%	-	1 6%	5 13%	5 16%	1 4%
Don't know	5 9%	-	3 15%	1 28%	2 13%	1 5%	5 9%	5 9%	-	-	5 13%	-	-	5 14%	4 13%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 360

19 (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	52	4	20	7	20	22	20	22	13	2	8	1	1	51	19	29	1	28
Weighted Base	57	4**	21**	8**	23**	24**	22**	24**	15**	2**	10**	***	***	56*	22**	31**	1**	30**
Effective base	48	4	18	7	19	21	18	21	13	2	7	1	1	48	18	26	1	25
The same company that did the Green Deal assessment	17 31%	-	7 33%	3 32%	8 34%	8 34%	5 21%	11 45%	4 28%	-	3 32%	-	-	17 31%	7 31%	11 34%	-	11 36%
Another company - recommended by them	10 17%	1 20%	-	1 15%	8 34%	4 16%	5 24%	4 17%	3 23%	-	4 41%	-	-	10 17%	3 12%	7 24%	-	7 24%
Another company - not recommended by the company that did the assessment	37 65%	1 19%	13 65%	5 59%	18 76%	15 63%	17 77%	15 65%	10 65%	2 100%	5 53%	-	-	37 65%	16 73%	17 57%	-	17 59%
Someone else	6 10%	3 61%	1 7%	-	2 9%	1 6%	2 7%	2 9%	1 5%	-	-	-	-	6 10%	1 5%	5 15%	-	5 16%
Don't know	5 9%	-	2 12%	1 10%	1 5%	3 14%	1 6%	2 8%	1 7%	-	4 38%	*	*	5 8%	-	4 14%	1 100%	3 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 360

19 (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	52	31	17	37	11	1	23	8	6	20	14	13	35	13	16	23
Weighted Base	57	34**	20**	41*	12**	1**	24**	10**	5**	23**	18**	12**	40*	14**	16**	26**
Effective base	48	29	16	35	10	1	22	8	6	19	13	12	33	12	15	21
The same company that did the Green Deal assessment	17 31%	11 34%	6 30%	17 41%	1 6%	-	7 29%	4 46%	-	5 20%	9 53%	3 24%	13 33%	5 32%	5 29%	8 30%
Another company - recommended by them	10 17%	7 22%	1 6%	7 18%	1 10%	-	3 14%	4 41%	-	4 17%	3 18%	1 7%	7 16%	-	3 21%	6 24%
Another company - not recommended by the company that did the assessment	37 65%	22 65%	13 65%	29 71%	6 45%	-	16 68%	6 58%	3 56%	13 56%	16 91%	6 50%	27 68%	10 73%	11 69%	15 57%
Someone else	6 10%	3 8%	3 17%	3 6%	3 26%	-	2 8%	1 6%	-	4 17%	-	1 6%	5 13%	-	1 5%	5 19%
Don't know	5 9%	1 4%	2 12%	1 3%	2 19%	1 100%	-	1 13%	2 44%	1 5%	-	3 26%	2 5%	2 13%	1 8%	2 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 361

19 (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	52	21	28	39	13	24	20	7	39	8	49	2
Weighted Base	57	20**	30**	42*	15**	27**	22**	6**	42*	9**	53*	2**
Effective base	48	19	26	36	12	22	19	6	36	8	45	2
The same company that did the Green Deal assessment	17 31%	4 22%	9 31%	12 29%	5 35%	8 30%	9 38%	1 12%	17 40%	1 10%	17 33%	-
Another company - recommended by them	10 17%	2 11%	8 26%	9 21%	1 8%	6 24%	2 11%	1 13%	6 15%	1 15%	10 18%	-
Another company - not recommended by the company that did the assessment	37 65%	14 71%	16 53%	26 62%	11 71%	19 70%	13 59%	3 54%	29 69%	5 53%	33 62%	2 100%
Someone else	6 10%	1 7%	5 16%	5 11%	1 8%	1 5%	4 16%	1 12%	3 8%	3 28%	6 11%	-
Don't know	5 9%	1 4%	4 13%	4 10%	1 8%	2 6%	2 10%	1 20%	4 9%	1 9%	5 10%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 361

19 (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	52	42	6	4	12	40	47	37	5	13	-	3	8	17	11
Weighted Base	57	46*	7**	3**	13**	44*	51*	40*	6**	12**	-**	3**	8**	21**	12**
Effective base	48	39	6	4	11	37	44	35	5	12	-	3	7	16	11
The same company that did the Green Deal assessment	17 31%	13 28%	3 41%	1 41%	4 28%	14 31%	13 26%	11 27%	4 71%	3 23%	-	1 29%	3 31%	9 43%	2 16%
Another company - recommended by them	10 17%	10 21%	-	-	1 10%	8 19%	7 13%	4 9%	3 50%	1 7%	-	2 71%	-	3 15%	4 31%
Another company - not recommended by the company that did the assessment	37 65%	29 61%	6 88%	2 59%	7 57%	29 67%	32 64%	27 66%	4 71%	7 60%	-	-	7 83%	12 59%	10 83%
Someone else	6 10%	5 11%	-	1 23%	3 25%	3 6%	6 12%	6 15%	-	-	-	-	1 9%	4 20%	1 7%
Don't know	5 9%	5 11%	-	-	1 6%	4 10%	5 9%	3 8%	* 8%	3 24%	-	-	-	2 11%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 362

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19 Jun 2014

I9_SUM (M) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All measures for which more than one quote was received

I9: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	10	11	2	-	-	1	22	3	1	-	2
Weighted Base	10	13	2	-	-	1	24	2	1	-	3
Effective base	9	11	2	-	-	1	20	3	1	-	2
The same company that did the Green Deal assessment	4 37%	6 47%	1 39%	-	-	-	6 23%	-	1 100%	-	-
Another company - recommended by them	2 16%	3 22%	1 39%	-	-	-	5 19%	-	-	-	-
Another company - not recommended by the company that did the assessment	4 38%	8 65%	1 61%	-	-	1 100%	16 68%	1 62%	1 100%	-	3 100%
Someone else	4 39%	1 10%	-	-	-	-	1 3%	-	-	-	-
Don't know	2 24%	2 16%	-	-	-	-	-	1 38%	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 363

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19 Jun 2014

19 (R) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents who received more than one quote

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	49	25	24	19	22	8	45	3	11	38	29	20	24	25	47	1	1	2
Weighted Base	53	25**	28**	21**	24**	8**	49*	3**	10**	43*	29**	24**	20**	33**	52*	1**	***	1**
Effective base	45	24	22	17	21	7	41	3	10	35	26	20	23	24	44	1	1	2
The same company that did the Green Deal assessment	15 28%	8 31%	7 24%	5 25%	7 30%	2 25%	15 30%	-	3 28%	12 28%	9 31%	6 24%	7 33%	8 24%	15 28%	-	-	-
Another company - recommended by them	8 16%	3 13%	5 18%	4 18%	2 10%	2 26%	7 15%	1 29%	1 12%	7 17%	5 15%	4 16%	3 15%	5 16%	8 16%	-	-	-
Another company - not recommended by the company that did the assessment	34 64%	11 46%	22 81%	13 63%	16 67%	5 57%	33 68%	1 27%	8 79%	26 61%	16 56%	18 75%	7 37%	26 81%	33 64%	1 100%	-	1 56%
Someone else	5 9%	3 14%	1 4%	1 4%	3 13%	1 10%	2 5%	1 44%	1 8%	4 9%	3 12%	1 5%	3 17%	1 4%	5 9%	-	-	-
Don't know	5 10%	4 16%	1 5%	3 13%	2 9%	* 6%	5 11%	-	1 13%	4 9%	5 18%	-	4 21%	1 3%	5 9%	-	* 100%	* 44%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 363

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I9 (R) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents who received more than one quote

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	49	-	16	22	10	10	16	10	13	30	19
Weighted Base	53*	**	17**	24**	11**	9**	19**	11**	14**	30**	23**
Effective base	45	-	15	20	9	9	15	9	12	28	18
The same company that did the Green Deal assessment	15 28%	-	4 22%	8 33%	3 25%	2 17%	7 39%	2 21%	3 24%	7 23%	8 34%
Another company - recommended by them	8 16%	-	3 18%	1 6%	4 35%	1 9%	3 15%	1 11%	3 25%	4 13%	4 19%
Another company - not recommended by the company that did the assessment	34 64%	-	11 66%	14 58%	9 77%	6 66%	11 61%	8 75%	8 60%	17 57%	17 74%
Someone else	5 9%	-	1 5%	4 16%	-	1 8%	1 7%	1 11%	1 10%	4 13%	1 3%
Don't know	5 10%	-	2 11%	1 5%	1 12%	2 17%	2 8%	-	2 15%	5 17%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 363

19 (R) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents who received more than one quote

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	49	37	5	8	2	39	4	49	-	-	-	49	-
Weighted Base	53	40*	6**	8**	3**	41*	5**	53*	..**	..**	..**	53*	..**
Effective base	45	34	5	7	2	36	4	45	-	-	-	45	-
The same company that did the Green Deal assessment	15 28%	10 25%	3 56%	-	1 43%	11 27%	1 17%	15 28%	-	-	-	15 28%	-
Another company - recommended by them	8 16%	7 18%	-	1 10%	-	6 15%	2 42%	8 16%	-	-	-	8 16%	-
Another company - not recommended by the company that did the assessment	34 64%	28 69%	2 44%	5 59%	3 100%	27 65%	2 33%	34 64%	-	-	-	34 64%	-
Someone else	5 9%	5 11%	-	-	-	2 5%	1 25%	5 9%	-	-	-	5 9%	-
Don't know	5 10%	3 7%	-	3 30%	-	5 13%	-	5 10%	-	-	-	5 10%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 364

19 (R) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents who received more than one quote

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	49	22	14	3	14	25	49	49	-	16	33	-	19	30	25	24
Weighted Base	53	24**	17**	3**	14**	27**	53*	53*	**	18**	35*	**	21**	32**	26**	26**
Effective base	45	20	13	3	12	23	45	45	-	15	30	-	18	27	23	23
The same company that did the Green Deal assessment	15 28%	6 23%	6 36%	1 28%	4 31%	6 23%	15 28%	15 28%	-	8 43%	7 20%	-	8 37%	7 22%	7 25%	8 30%
Another company - recommended by them	8 16%	5 19%	3 17%	1 28%	2 11%	2 9%	8 16%	8 16%	-	4 21%	5 13%	-	4 18%	5 14%	6 24%	2 8%
Another company - not recommended by the company that did the assessment	34 64%	16 68%	10 62%	1 43%	7 51%	22 80%	34 64%	34 64%	-	10 59%	23 67%	-	13 65%	21 64%	13 51%	20 78%
Someone else	5 9%	1 3%	2 12%	-	5 33%	-	5 9%	5 9%	-	1 7%	3 10%	-	1 6%	3 11%	3 13%	1 4%
Don't know	5 10%	-	3 18%	1 28%	2 16%	1 5%	5 10%	5 10%	-	-	5 15%	-	-	5 16%	4 15%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 364

19 (R) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents who received more than one quote

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	49	3	19	7	19	21	19	21	13	2	7	1	1	48	19	26	1	25
Weighted Base	53	3**	19**	8**	21**	22**	20**	22**	15**	2**	8**	***	***	52*	22**	27**	1**	25**
Effective base	45	3	17	7	18	20	17	20	13	2	6	1	1	45	18	23	1	22
The same company that did the Green Deal assessment	15 28%	-	6	3	6	7	3	9	4	-	2	-	-	15	7	8	-	8
Another company - recommended by them	8 16%	1	-	1	6	4	4	2	3	-	2	-	-	8	3	6	-	6
Another company - not recommended by the company that did the assessment	34 64%	1	12	5	16	14	15	14	10	2	4	-	-	34	16	15	-	15
Someone else	5 9%	1	1	-	2	1	2	2	1	-	-	-	-	5	1	3	-	3
Don't know	5 10%	-	2	1	1	3	1	2	1	-	4	*	*	5	-	4	1	3
		-	12%	10%	6%	15%	7%	8%	7%	-	46%	100%	100%	9%	-	16%	100%	12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 364

19 (R) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents who received more than one quote

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	49	30	15	35	10	1	23	7	6	19	12	13	32	12	16	21
Weighted Base	53	32**	17**	38*	11**	1**	24**	8**	5**	22**	15**	12**	36**	13**	16**	24**
Effective base	45	28	14	33	9	1	22	7	6	18	11	12	30	11	15	19
The same company that did the Green Deal assessment	15 28%	10 31%	5 27%	14 36%	1 7%	-	7 29%	3 36%	-	5 27%	6 44%	3 24%	10 28%	3 26%	5 29%	6 27%
Another company - recommended by them	8 16%	6 18%	1 7%	6 15%	1 11%	-	3 14%	2 30%	-	4 18%	2 10%	1 7%	5 14%	-	3 21%	5 21%
Another company - not recommended by the company that did the assessment	34 64%	20 64%	12 67%	26 69%	6 50%	-	16 68%	4 50%	3 56%	13 59%	13 89%	6 50%	25 68%	9 70%	11 69%	14 57%
Someone else	5 9%	3 8%	2 12%	3 7%	2 18%	-	2 8%	1 8%	-	3 12%	-	1 6%	4 11%	-	1 5%	4 16%
Don't know	5 10%	1 4%	2 14%	1 3%	2 21%	1 100%	-	1 15%	2 44%	1 5%	-	3 26%	2 6%	2 14%	1 8%	2 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 365

19 (R) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents who received more than one quote

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	49	21	25	36	13	22	19	7	37	7	46	2
Weighted Base	53	20**	26**	38*	15**	24**	21**	6**	39*	8**	49*	2**
Effective base	45	19	23	33	12	20	18	6	34	7	42	2
The same company that did the Green Deal assessment	15 28%	4 22%	7 25%	9 25%	5 35%	5 22%	9 40%	1 12%	14 35%	1 11%	15 29%	-
Another company - recommended by them	8 16%	2 11%	6 24%	7 19%	1 8%	5 20%	2 12%	1 13%	5 13%	1 17%	8 17%	-
Another company - not recommended by the company that did the assessment	34 64%	14 71%	13 51%	23 61%	11 71%	16 67%	13 63%	3 54%	26 66%	5 62%	31 62%	2 100%
Someone else	5 9%	1 7%	3 13%	3 9%	1 8%	1 6%	2 11%	1 12%	3 9%	1 16%	5 9%	-
Don't know	5 10%	1 4%	4 15%	4 11%	1 8%	2 7%	2 11%	1 20%	4 9%	1 11%	5 11%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 365

19 (R) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents who received more than one quote

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	49	39	6	4	11	38	45	35	4	13	-	3	8	14	11
Weighted Base	53	42*	7**	3**	12**	41*	48*	38*	5**	12**	-**	3**	8**	17**	12**
Effective base	45	36	6	4	10	35	42	33	4	12	-	3	7	13	11
The same company that did the Green Deal assessment	15 28%	10 24%	3 41%	1 41%	4 31%	11 27%	12 24%	10 26%	3 61%	3 23%	-	1 29%	3 31%	6 37%	2 16%
Another company - recommended by them	8 16%	8 20%	-	-	1 11%	7 17%	7 14%	4 10%	2 34%	1 7%	-	2 71%	-	2 9%	4 31%
Another company - not recommended by the company that did the assessment	34 64%	26 61%	6 88%	2 59%	7 63%	26 64%	31 64%	25 67%	3 62%	7 60%	-	-	7 83%	10 56%	10 83%
Someone else	5 9%	4 9%	-	1 23%	2 17%	3 6%	5 10%	5 12%	-	-	-	-	1 9%	3 18%	1 7%
Don't know	5 10%	5 12%	-	-	1 7%	4 11%	5 10%	3 8%	* 11%	3 24%	-	-	-	2 13%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 366

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
The same company that did the Green Deal assessment	15 2%	8 2%	7 2%	5 2%	7 2%	2 1%	15 2%	-	3 1%	12 2%	9 1%	6 2%	7 1%	8 2%	15 2% pq	-	-	-
Another company - recommended by them	8 1%	3 1%	5 1%	4 1%	2 1%	2 1%	7 1%	1 1%	1 *	7 1%	5 1%	4 2%	3 1%	5 1%	8 1%	-	-	-
Another company - not recommended by the company that did the assessment	34 4%	11 2%	22 5% a	13 4%	16 4%	5 2%	33 4%	1 1%	8 3%	26 4%	16 2%	18 7% j	7 2%	26 6% l	33 5% pq	1 1%	-	1 *
Someone else	5 *	3 1%	1 *	1 *	3 1%	1 *	2 *	1 1%	1 *	4 1%	3 *	1 *	3 1%	1 *	5 1%	-	-	-
Don't know	5 1%	4 1%	1 *	3 1%	2 1%	*	5 1%	-	1 1%	4 1%	5 1%	-	4 1%	1 *	5 1%	-	*	*
Received fewer than two quotes	295 31%	151 31%	144 32%	86 25%	117 32% c	92 38% c	260 32%	33 27%	80 32%	215 31%	247 35% k	48 20%	167 34% m	129 28%	259 39% opq	16 18%	20 10%	36 13%
Not applicable - quote sent directly to my landlord/housing association	77 8%	53 11% b	24 5%	32 10% e	33 9%	12 5%	59 7%	17 13% f	19 8%	58 8%	73 10% k	3 1%	46 10%	30 7%	-	17 20% n	59 31% no	77 28% no
Don't know how many quotes received	103 11%	49 10%	53 12%	38 11%	40 11%	24 10%	79 10%	19 16% f	28 11%	74 11%	75 11%	29 12%	64 13% m	40 9%	75 11%	17 19% npq	12 6%	29 10% p
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 366

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
The same company that did the Green Deal assessment	15 2%	15 2%	-	4 1%	8 2%	3 2%	2 1%	7 3%	2 1%	3 1%	7 1%	8 2%
Another company - recommended by them	8 1%	8 1%	-	3 1%	1 *	4 3% u	1 1%	3 1%	1 1%	3 1%	4 1%	4 1%
Another company - not recommended by the company that did the assessment	34 4%	34 4% s	-	11 4%	14 3%	9 7%	6 4%	11 4%	8 3%	8 3%	17 3%	17 5% w
Someone else	5 *	5 1%	-	1 *	4 1%	-	1 *	1 *	1 1%	1 1%	4 1%	1 *
Don't know	5 1%	5 1%	-	2 1%	1 *	1 1%	2 1%	2 1%	-	2 1%	5 1%	-
Received fewer than two quotes	295 31%	265 34% s	30 78%	92 30%	142 33%	48 37%	48 29%	57 22%	79 35% M	112 39% KM	185 29%	110 35%
Not applicable - quote sent directly to my landlord/housing association	77 8%	44 6%	33 20% r	18 6%	35 8%	11 8%	20 12% O	28 11% O	18 8%	11 4%	64 10% x	12 4%
Don't know how many quotes received	103 11%	75 10%	28 17% r	24 8%	48 11%	12 10%	22 13%	26 10%	28 12%	26 9%	72 11%	32 10%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 366

I9 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
The same company that did the Green Deal assessment	15 2%	10 2% A	3 2% A	- -	1 2%	11 1%	1 1%	15 3% J	- -	- -	- -	15 2% J	- -
Another company - recommended by them	8 1%	7 1%	- -	1 -	- -	6 1%	2 2%	8 1% J	- -	- -	- -	8 1% J	- -
Another company - not recommended by the company that did the assessment	34 4%	28 5%	2 2%	5 2%	3 4%	27 3%	2 2%	34 6% GHJ	- -	- -	- -	34 5% GHJ	- -
Someone else	5 -	5 1%	- -	- -	- -	2 -	1 1%	5 1%	- -	- -	- -	5 1%	- -
Don't know	5 1%	3 1%	- -	3 1%	- -	5 1%	- -	5 1%	- -	- -	- -	5 1%	- -
Received fewer than two quotes	295 31%	193 36% AB	47 33% A	44 20%	17 23%	268 34% D	22 22%	295 52% FGHJ	- -	- -	- -	295 48% FGHJ	- -
Not applicable - quote sent directly to my landlord/ housing association	77 8%	21 4%	8 6%	44 20% yzB	5 7%	71 9%	5 5%	77 13% FGHJ	- -	- -	- -	77 12% FGHJ	- -
Don't know how many quotes received	103 11%	54 10%	18 12%	29 13%	4 6%	85 11%	14 14%	103 18% FGHJ	- -	- -	- -	103 17% FGHJ	- -
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 367

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
The same company that did the Green Deal assessment	15 2%	6 6% fgh	6 2% h	1 1% h	4 2% h	6 5% h	15 3% h	15 3% h	-	8 10% jk	7 2% k	-	8 5% m	7 1% n	7 1% o	8 2% p
Another company - recommended by them	8 1%	5 5% bdfgh	3 1% h	1 1% h	2 1% h	2 2% h	8 1% h	8 1% h	-	4 5% jk	5 1% k	-	4 2% m	5 1% n	6 1% o	2 *
Another company - not recommended by the company that did the assessment	34 4%	16 19% bcdgh	10 4% h	1 2% h	7 3% h	22 17% bcdgh	34 6% dh	34 6% dh	-	10 14% jk	23 5% k	-	13 8% m	21 3% n	13 3% o	20 5% p
Someone else	5 *	1 1% h	2 1% h	-	5 2% fgh	-	5 1% h	5 1% h	-	1 2% k	3 1% k	-	1 1% l	3 *	3 1% o	1 *
Don't know	5 1%	-	3 1% h	1 1% h	2 1% h	1 1% h	5 1% h	5 1% h	-	-	5 1% k	-	-	5 1% n	4 1% o	1 *
Received fewer than two quotes	295 31%	48 56% eh	143 56% eh	25 45% h	138 61% cefg h	54 41% h	295 52% eh	295 53% efh	-	52 68% jk	243 54% k	-	43 26% l	252 32% m	205 38% o	90 22% p
Not applicable ~ quote sent directly to my landlord/ housing association	77 8%	3 3% h	43 17% adeh	15 26% defgh	23 10% h	8 6% h	77 13% adeh	77 14% adeh	-	-	77 17% lk	-	1 *	76 10% l	25 5% o	51 13% n
Don't know how many quotes received	103 11%	9 11% h	43 17% h	15 28% ah	40 18% h	25 19% ah	103 18% h	103 19% ah	-	6 8% k	97 22% lk	-	13 8% l	90 12% m	67 13% o	36 9% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 367

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Have not installed any key measures	422	3	12	-	15	20	45	31	377	-	-	422	89	334	215	207
	45%	3%	5%	-	7%	15%	8%	6%	100%	-	-	100%	54%	43%	40%	50%
				c	abcd	fg	bcg	fg	fg			ij	m		n	n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 367

I9 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
The same company that did the Green Deal assessment	15 2%	-	6 2%	3 1%	6 3%	7 2%	3 1%	9 3%	4 2%	-	2 1%	-	-	15 2%	7 5% UVW	8 1%	-	8 1%
Another company - recommended by them	8 1%	1 1%	-	1 *	6 3% qr	4 1%	4 1%	2 1%	3 2%	-	2 2%	-	-	8 1%	3 2%	6 1%	-	6 1%
Another company - not recommended by the company that did the assessment	34 4%	1 1%	12 3%	5 2%	16 8% pqr	14 3%	15 6%	14 4%	10 5% S	2 2%	4 2%	-	-	34 4%	16 13% UVW	15 2%	-	15 3%
Someone else	5 *	1 1%	1 *	-	2 1%	1 *	2 1%	2 1%	1 *	-	-	-	-	5 1%	1 1%	3 *	-	3 1%
Don't know	5 1%	-	2 1%	1 *	1 1%	3 1%	1 1%	2 1%	1 1%	-	4 2%	*	*	5 1%	-	4 1%	1 1%	3 1%
Received fewer than two quotes	295 31%	19 20%	118 34% p	80 32% p	69 34% p	154 38% O	82 32% O	77 24%	56 31% S	36 38% S	64 42% S	5 5%	4 5%	291 34% u	24 19%	242 34% TV	24 19%	218 38% TUV
Not applicable - quote sent directly to my landlord/housing association	77 8%	11 12% L	39 11% rL	14 5%	6 3%	20 5%	17 7%	37 12% MN	10 5%	4 5%	8 5%	42 42% PQR	38 46% v	38 4%	*	70 10% TW	41 32% TUW	30 5% T
Don't know how many quotes received	103 11%	14 15% L	42 12%	23 9%	15 7%	48 12%	26 10%	40 12%	20 11%	21 22% FS	20 13%	8 8%	5 6%	98 11%	9 7%	77 11%	10 8%	67 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 367

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 367

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
The same company that did the Green Deal assessment	15 2%	10 3% z	5 1% z	14 3% xz	1 *	-	7 3%	3 3%	-	5 2% D	6 5% D	3 7%	10 2%	3 7%	5 7%	6 2%
Another company - recommended by them	8 1%	6 2%	1 *	6 1%	1 *	-	3 7%	2 3%	-	4 2% D	2 7%	1 *	5 7%	-	3 7%	5 2% I
Another company - not recommended by the company that did the assessment	34 4%	20 6% z	12 3% z	26 7% xz	6 2%	-	16 6%	4 5%	3 7%	13 5% D	13 9% D	6 7%	25 5% G	9 3%	11 3%	14 5%
Someone else	5 *	3 7%	2 *	3 7%	2 7%	-	2 7%	1 7%	-	3 7%	-	1 *	4 7%	-	1 *	4 7% I
Don't know	5 1%	1 *	2 7%	1 *	2 7%	1 2%	-	1 7%	2 7%	1 *	-	3 7%	2 *	2 7%	1 *	2 7%
Received fewer than two quotes	295 31%	131 37% xzA	112 27% zA	154 38% xzA	89 25%	10 16%	94 36%	35 41%	89 25%	85 35% D	44 32%	133 30%	154 34%	98 30%	136 35%	73 27%
Not applicable - quote sent directly to my landlord/housing association	77 8%	15 4%	44 11% wy	17 4%	42 12% wy	19 29% wxyz	12 4%	3 4%	54 16% EF	9 4%	3 2%	59 14% H	14 3%	36 7% J	19 5%	24 9% J
Don't know how many quotes received	103 11%	31 9%	44 11%	36 9%	39 11%	9 13%	17 6%	12 14% B	45 13%	20 8%	15 17%	44 10%	47 17%	33 10%	43 17%	30 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 367

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Have not installed any key measures	422	145	195	161	179	27	114	28	160	106	63	195	196	145	180	121
	45%	41%	48%	40%	50%	43%	44%	33%	46%	44%	46%	44%	44%	45%	46%	45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 368

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
The same company that did the Green Deal assessment	15 2%	4 1%	7 1%	9 1%	5 2%	5 1%	9 2%	1 *	14 2%	1 *	15 2%	-
Another company - recommended by them	8 1%	2 1%	6 1%	7 1%	1 *	5 1%	2 1%	1 1%	5 1%	1 1%	8 1%	-
Another company - not recommended by the company that did the assessment	34 4%	14 4%	13 3%	23 3%	11 4%	16 4%	13 4%	3 2%	26 4%	5 3%	31 4%	2 2%
Someone else	5 *	1 *	3 1%	3 1%	1 *	2 1%	1 *	3 1%	1 1%	5 1%	-	-
Don't know	5 1%	1 *	4 1%	4 1%	1 *	2 *	2 1%	1 1%	4 1%	1 *	5 1%	-
Received fewer than two quotes	295 31%	110 30% K	205 38% HJK	239 35% HK	56 21%	140 34% m	116 33% m	36 23%	236 36% M	38 20%	263 37% O	14 13%
Not applicable - quote sent directly to my landlord/housing association	77 8%	18 5%	25 5%	31 5%	45 17% HIJ	19 5%	36 10% k	21 14% k	48 7%	17 9%	49 7%	3 3%
Don't know how many quotes received	103 11%	41 11%	67 13%	80 12%	24 9%	45 11%	35 10%	20 13%	67 10%	12 7%	71 10%	10 9%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 368

19 (R)(ALL) Who did you get a quote from (including the company that did the assessment/installation)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
The same company that did the Green Deal assessment	15 2%	10 1%	3 3%	1 1%	4 1%	11 2%	12 2%	10 4% pr	3 1%	3 1%	-	1 *	3 3%	6 4% w	2 1%
Another company - recommended by them	8 1%	8 1%	-	-	1 1%	7 1%	7 1%	4 1%	2 *	1 *	-	2 1%	-	2 1%	4 2%
Another company - not recommended by the company that did the assessment	34 4%	26 4%	6 7%	2 2%	7 3%	26 4%	31 5% r	25 9% pr	3 1%	7 4% w	-	-	7 7% vw	10 6% vw	10 4% w
Someone else	5 *	4 1%	-	1 1%	2 1%	3 *	5 1%	5 2% r	-	-	-	-	1 1%	3 2%	1 *
Don't know	5 1%	5 1%	-	-	1 *	4 1%	5 1%	3 1%	*	3 1%	-	-	-	2 1%	-
Received fewer than two quotes	295 31%	250 36% QR	20 21%	13 12%	52 20%	243 36% n	186 32%	159 58% pr	105 31%	57 27%	25 37%	60 33%	34 34%	47 30%	71 31%
Not applicable - quote sent directly to my landlord/housing association	77 8%	55 8%	6 7%	9 8%	24 9%	53 8%	22 4%	11 4%	51 15% pq	23 11% xy	6 8%	24 13% xyz	3 3%	7 5%	15 6%
Don't know how many quotes received	103 11%	77 11% R	9 10%	4 3%	24 9%	80 12%	68 12%	42 15% pr	30 9%	22 10%	13 19% w	15 8%	11 11%	18 12%	24 10%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 369

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	634	339	293	232	248	152	519	102	161	471	530	104	409	225	446	81	107	188
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
Energy company	37 6%	21 6%	17 6%	14 6%	15 6%	9 6%	33 6%	4 4%	10 6%	28 6%	30 6%	8 7%	23 6%	15 5%	35 8% pq	2 3%	-	2 1%
Local council/housing association/landlord	20 3%	11 3%	8 3%	13 6% d	3 1%	4 3%	11 2%	9 10% f	5 3%	14 3%	17 3%	2 2%	15 4%	4 1%	9 2%	2 3%	8 8% n	10 6% n
Energy Saving Advice Service/Home Energy Scotland (telephone line)	12 2%	3 1%	9 3%	3 1%	6 2%	3 2%	10 2%	1 1%	2 1%	11 2%	3 1%	10 8% j	4 1%	9 3%	11 2%	-	1 1%	1 1%
Energy Saving Trust website	13 2%	4 1%	9 3%	7 3%	3 1%	2 1%	13 2%	-	-	13 3% h	10 2%	3 2%	3 1%	10 4% l	13 3% q	-	-	-
DECC/Department of Energy and Climate Change	7 1%	-	7 2% a	1 *	4 1%	2 1%	6 1%	1 1%	1 1%	6 1%	5 1%	1 1%	3 1%	3 1%	6 1%	-	1 1%	1 *
Green Deal (Gov.uk) website	26 4%	11 3%	16 5%	7 3%	14 6%	5 4%	26 5% g	-	6 4%	20 4%	19 4%	7 6%	11 3%	15 6%	24 5% pq	2 4%	-	2 1%
Yellow Pages/telephone book	2	2	1	2 1%	-	-	-	2 3% f	-	2	2	-	1	2 1%	-	2 2% n	1 1%	2 1% n
Asked friends/family for recommendation	49 8%	28 8%	21 7%	22 10%	15 6%	12 8%	37 7%	11 13%	12 8%	36 8%	39 8%	10 8%	30 9%	18 7%	43 9% pq	3 4%	3 3%	5 3%
Spoke with company that was going to install it	68 11%	24 7%	43 15% a	17 8%	32 13%	18 12%	62 12%	5 6%	17 11%	51 11%	49 10%	19 16%	32 9%	36 13%	65 14% opq	1 2%	2 2%	3 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 369

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
Spoke with local builder	11 2%	2 7%	9 3% a	3 7%	7 3%	1 7%	10 2%	1 7%	4 2%	7 2%	7 7%	4 3%	3 7%	8 3%	11 2% q	-	-	-
Spoke with surveyor	18 3%	6 2%	11 4%	4 2%	10 4%	3 2%	12 2%	5 6%	4 2%	14 3%	15 3%	3 2%	12 3%	5 2%	14 3%	1 7%	3 3%	4 2%
Looked on internet for more information	74 12%	29 9%	44 15% a	24 7%	38 15% e	12 8%	67 13%	5 6%	14 9%	60 13%	56 11%	18 15%	26 7%	48 17% l	72 15% opq	1 7%	1 7%	2 7%
Other	10 2%	4 7%	7 2%	3 7%	3 7%	4 3%	10 2%	-	2 7%	8 2%	7 7%	3 3%	5 7%	5 2%	10 2%	1 7%	-	1 *
None of these	358 56%	206 62% b	152 51%	128 57%	137 54%	93 61%	301 56%	52 58%	95 60%	264 56%	312 61% k	46 39%	217 61% m	141 51%	227 49%	51 76% n	80 80% n	131 79% n
Don't know/can't remember	52 8%	30 9%	20 7%	20 9%	21 8%	9 6%	41 8%	7 8%	11 7%	40 8%	38 7%	15 12%	24 7%	28 10%	40 9%	7 10%	6 6%	12 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 369

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	634	549	85	185	280	95	129	166	159	178	410	224
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
Energy company	37 6%	35 7%	3 3%	14 8%	17 6%	6 6%	5 4%	9 6%	11 7%	13 7%	24 6%	13 6%
Local council/housing association/landlord	20 3%	17 3%	2 2%	5 3%	6 2%	3 3%	8 7% O	5 3%	4 3%	3 2%	16 4%	3 1%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	12 2%	11 2%	1 1%	5 3%	6 2%	2 2%	-	5 3%	5 3%	3 2%	5 1%	7 3%
Energy Saving Trust website	13 2%	13 2%	-	5 3%	5 2%	3 3%	4 3% O	6 4% O	3 2%	-	6 1%	7 3%
DECC/Department of Energy and Climate Change	7 1%	6 1%	1 1%	1 *	6 2%	-	-	4 2%	2 1%	1 *	5 1%	2 1%
Green Deal (Gov.uk) website	26 4%	25 5%	1 1%	8 5%	14 5%	4 4%	6 5%	4 2%	10 6%	7 4%	16 4%	11 5%
Yellow Pages/telephone book	2 1%	2 *	1 1%	-	-	-	1 1%	-	2 1%	-	2 1%	-
Asked friends/family for recommendation	49 8%	45 8%	3 3%	16 9%	19 6%	10 10%	11 9%	10 6%	15 9%	13 7%	31 8%	17 8%
Spoke with company that was going to install it	68 11%	60 11%	8 8%	23 13%	32 11%	12 13%	13 11%	17 10%	17 10%	20 11%	44 11%	23 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 369

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
Spoke with local builder	11 2%	11 2%	-	3 1%	3 1%	6 6% tu	3 2%	5 3% N	-	4 2%	6 1%	5 2%
Spoke with surveyor	18 3%	15 3%	3 3%	6 3%	7 2%	3 3%	1 1%	4 3%	5 3%	5 3%	11 3%	7 3%
Looked on internet for more information	74 12%	72 14% s	1 1%	20 11%	40 13%	14 14%	12 10%	17 10%	20 12%	25 14%	41 10%	32 14%
Other	10 2%	9 2%	2 2%	4 2%	6 2%	-	3 2%	1 1%	5 3%	2 1%	6 1%	5 2%
None of these	358 56%	285 53%	73 73% r	90 50%	164 55%	62 66% t	74 62% N	103 62% N	79 49%	103 55%	233 57%	125 55%
Don't know/can't remember	52 8%	41 8%	11 11%	14 8%	28 9% v	2 2%	6 5%	13 8%	16 10%	17 9%	29 7%	23 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 369

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	634	350	100	161	38	560	53	634	-	-	-	634	-
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
Energy company	37 6%	28 8% A	4 4%	4 3%	3 7%	31 6%	5 9%	37 6%	-	-	-	37 6%	-
Local council/housing association/landlord	20 3%	9 2%	5 5%	7 5%	1 2%	19 3%	1 2%	20 3%	-	-	-	20 3%	-
Energy Saving Advice Service/Home Energy Scotland (telephone line)	12 2%	9 2%	4 4%	1 1%	-	8 1%	1 2%	12 2%	-	-	-	12 2%	-
Energy Saving Trust website	13 2%	12 3%	1 1%	3 2%	3 9% Z	9 2%	3 6% C	13 2%	-	-	-	13 2%	-
DECC/Department of Energy and Climate Change	7 1%	4 1%	1 1%	1 1%	1 2%	5 1%	1 2%	7 1%	-	-	-	7 1%	-
Green Deal (Gov.uk) website	26 4%	21 6% A	4 4%	2 1%	3 7% A	22 4%	3 5%	26 4%	-	-	-	26 4%	-
Yellow Pages/telephone book	2	2	-	1	-	2	-	2	-	-	-	2	-
Asked friends/family for recommendation	49 8%	39 11% A	6 7%	3 2%	1 3%	46 8%	2 3%	49 8%	-	-	-	49 8%	-
Spoke with company that was going to install it	68 11%	53 15% A	8 8%	8 5%	3 7%	58 10%	9 16%	68 11%	-	-	-	68 11%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 369

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
Spoke with local builder	11 2%	10 3% A	1 1%	-	-	11 2%	-	11 2%	-	-	-	11 2%	-
Spoke with surveyor	18 3%	14 4%	1 1%	3 2%	-	12 2%	3 6%	18 3%	-	-	-	18 3%	-
Looked on internet for more information	74 12%	57 16% A	8 8%	10 7%	7 19% A	62 11%	4 7%	74 12%	-	-	-	74 12%	-
Other	10 2%	7 2%	1 1%	2 2%	-	8 1%	2 4%	10 2%	-	-	-	10 2%	-
None of these	358 56%	173 47%	60 63% Y	109 72% Y	23 59%	330 59% D	23 41%	358 56%	-	-	-	358 56%	-
Don't know/can't remember	52 8%	31 8%	6 7%	10 6%	3 9%	36 6%	12 22% C	52 8%	-	-	-	52 8%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 370

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	634	97	300	90	317	150	634	634	-	80	554	-	86	548	401	233
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Energy company	37 6%	15 15% bcdefg	7 2%	3 3%	17 6% b	10 7% b	37 6% b	37 6% b	-	19 22% j	19 3%	-	15 16% m	23 4%	22 5%	16 7%
Local council/housing association/landlord	20 3%	-	11 3%	1 2%	16 5% aefg	1 1%	20 3%	20 3%	-	-	20 4%	-	-	20 4%	10 3%	9 4%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	12 2%	3 3%	4 1%	-	3 1%	5 3%	12 2%	12 2%	-	4 5%	9 2%	-	8 8% m	5 1%	7 2%	5 2%
Energy Saving Trust website	13 2%	4 4% d	6 2%	1 1%	3 1%	11 7% bcdfg	13 2% d	13 2% d	-	4 4%	9 2%	-	8 9% m	5 1%	6 2%	7 3%
DECC/Department of Energy and Climate Change	7 1%	1 1%	3 1%	1 1%	3 1%	4 3%	7 1%	7 1%	-	1 1%	6 1%	-	2 2%	5 1%	3 1%	4 2%
Green Deal (Gov.uk) website	26 4%	8 7% d	11 3%	2 3%	8 3%	8 5%	26 4%	26 4%	-	7 8% j	19 3%	-	7 8%	19 4%	17 4%	9 4%
Yellow Pages/telephone book	2 *	-	2 *	-	2 1%	-	2 *	2 *	-	-	2 *	-	-	2 *	2 1%	-
Asked friends/family for recommendation	49 8%	13 12%	25 8%	7 9%	19 6%	11 7%	49 8%	49 8%	-	9 11%	40 7%	-	8 9%	41 7%	34 8%	15 6%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 370

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Spoke with company that was going to install it	68 11%	26 25% bcde fg	34 11% d	4 5%	21 7%	22 15% cd	68 11% d	68 11% d	-	21 25% j	47 9%	-	21 24% m	46 9%	41 10%	27 12%
Spoke with local builder	11 2%	4 4%	5 2%	-	5 2%	4 2%	11 2%	11 2%	-	3 3%	9 2%	-	1 1%	10 2%	7 2%	4 2%
Spoke with surveyor	18 3%	3 2%	11 4%	-	8 3%	4 3%	18 3%	18 3%	-	3 3%	15 3%	-	4 4%	14 3%	12 3%	5 2%
Looked on internet for more information	74 12%	24 23% bcdf g	37 12%	6 8%	33 11%	28 18% bcdf g	74 12%	74 12%	-	17 20% j	57 10%	-	20 23% m	53 10%	49 12%	25 11%
Other	10 2%	3 3%	2 1%	2 2%	7 2%	4 2%	10 2%	10 2%	-	4 4% j	7 1%	-	2 2%	8 2%	7 2%	4 2%
None of these	358 56%	34 33%	187 59% ae	48 62% ae	179 59% ae	70 46% a	358 56% ae	358 56% ae	-	24 29%	334 61% i	-	33 37%	325 60% l	239 59%	119 52%
Don't know/can't remember	52 8%	8 8%	31 10%	8 10%	25 8%	13 9%	52 8%	52 8%	-	5 6%	47 9%	-	3 4%	49 9%	26 7%	26 11% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 370

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	634	58	258	147	133	283	174	209	112	93	125	67	57	577	57	503	88	415
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Energy company	37 6%	-	7 3%	15 10% pq	16 11% pq	14 5%	14 8%	19 9%	11 10% RS	4 5%	2 1%	-	-	37 6%	7 12% V	29 6%	2 2%	27 6%
Local council/housing association/landlord	20 3%	4 7%	7 3%	3 2%	6 4%	5 2%	8 4%	6 3%	4 4% R	4 4% R	-	4 6% R	1 3%	18 3%	1 1%	17 3% W	9 10% TUV	8 2%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	12 2%	-	1 *	4 3%	8 5% q	5 2%	4 2%	6 3%	6 5% R	1 1%	-	-	-	12 2%	8 12% UVW	5 1%	-	5 1%
Energy Saving Trust website	13 2%	-	5 2%	3 2%	5 4%	-	9 5% M	6 3% M	1 1%	-	2 2%	-	-	13 2%	8 13% UVW	5 1%	-	5 1%
DECC/Department of Energy and Climate Change	7 1%	-	2 1%	3 2%	2 1%	3 1%	2 1%	3 1%	-	1 1%	2 2%	1 1%	1 2%	6 1%	2 3%	5 1%	2 2%	3 1%
Green Deal (Gov.uk) website	26 4%	1 2%	11 4%	4 3%	10 7%	14 5%	14 8%	7 4%	5 4%	2 2%	3 2%	-	-	26 5%	8 13% UVW	15 3%	1 1%	14 3%
Yellow Pages/telephone book	2 *	1 1%	2 1%	-	-	2 1%	2 1%	2 1%	-	-	-	2 4% PR	1 1%	2 *	-	2 *	1 1%	2 *
Asked friends/family for recommendation	49 8%	4 7%	18 7%	13 9%	11 8%	18 6%	17 10%	23 11% M	6 5%	6 7%	6 5%	4 7%	1 2%	48 8%	7 12%	37 7%	5 6%	32 8%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 370

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Base: All key measures that have been installed

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Spoke with company that was going to install it	68 11%	4 8%	19 7%	24 16% q	21 15% q	29 10%	28 15%	21 10%	10 8%	8 10% S	7 5%	1 1%	1 1%	67 12% u	15 24% UVW	48 10% V	1 1%	48 11% UV
Spoke with local builder	11 2%	-	6 2%	3 2%	3 2%	8 3%	1 1%	5 2%	5 4%	-	1 1%	-	-	11 2%	4 6% UV	7 1%	-	7 2%
Spoke with surveyor	18 3%	1 2%	7 3%	6 4%	5 3%	5 2%	8 5%	7 4%	4 4%	1 1%	8 6%	-	-	18 3%	3 4%	14 3%	-	14 3%
Looked on internet for more information	74 12%	5 10%	23 9%	17 11%	29 20% qr	33 12%	28 16%	24 12%	13 11% S	4 5%	12 10% S	-	-	74 13% u	16 26% UVW	53 11% V	3 3%	51 12% UV
Other	10 2%	1 1%	-	4 3% q	4 3% q	3 1%	2 1%	1 1%	1 1%	2 2%	1 1%	-	-	10 2%	1 1%	7 1%	-	7 2%
None of these	358 56%	31 56%	162 63% L	79 53%	64 45%	175 61% N	87 48%	109 53%	69 58%	48 58%	86 66%	52 84% PQR	49 94% v	309 53%	12 20%	305 61% TW	61 72% TUW	244 59% T
Don't know/can't remember	52 8%	11 19% qL	24 9%	6 4%	6 4%	27 9%	10 6%	15 7%	7 6%	10 12%	12 9%	3 5%	-	52 9% u	7 11%	35 7%	6 8%	29 7%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 370

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	634	244	265	287	222	42	172	67	242	163	76	319	281	232	242	178
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Energy company	37 6%	17 7%	17 7% z	26 9% wz	9 4%	1 2%	14 8%	3 5%	11 5%	8 5%	10 11%	11 4%	24 8% G	11 5%	14 6%	14 7%
Local council/housing association/landlord	20 3%	6 3%	7 3% z	10 3%	4 2%	2 4%	1 1%	5 7% B	10 4%	6 4%	-	13 4% H	4 1%	12 5%	7 3%	3 2%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	12 2%	9 4% z	3 1% z	12 4% xz	1	-	9 5%	-	2 1%	7 4% D	1 1%	3 1%	8 3%	2 1%	8 3%	2 1%
Energy Saving Trust website	13 2%	7 3%	6 2%	10 3%	3 2%	-	7 4%	-	1 *	3 2%	9 10% DE	3 1%	10 3%	5 2%	2 1%	6 3%
DECC/Department of Energy and Climate Change	7 1%	3 1%	3 1% z	5 2%	1 1%	-	3 2%	-	1 *	1 1%	3 3%	3 1%	3 1%	2 1%	3 1%	3 1%
Green Deal (Gov.uk) website	26 4%	13 5%	13 5%	15 5%	11 5%	1 2%	12 7%	1 1%	6 3%	6 4%	8 10% D	9 3%	16 5%	9 4%	12 5%	7 4%
Yellow Pages/telephone book	2 *	2 1%	-	2 1%	-	-	-	2 3% B	1 *	2 1%	-	-	1 *	2 1%	-	1 *
Asked friends/family for recommendation	49 8%	27 11% xz	14 5%	31 11% xz	10 5%	2 4%	22 13%	4 6%	14 6%	17 9%	9 10%	13 4%	31 11% G	17 8%	19 8%	14 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Spoke with company that was going to install it	68 11%	44 18% xzA	22 8%	49 17% xzA	16 7%	1 2%	34 20%	8 11%	17 8%	19 11%	17 20% D	17 6%	48 16% G	17 8%	33 14% I	19 10%
Spoke with local builder	11 2%	2 1%	7 2% z	6 2% w	3 1%	-	1 1%	1 2%	1 1%	3 1%	4 5% D	-	8 3% G	5 2%	3 1%	3 2%
Spoke with surveyor	18 3%	12 5%	6 2%	13 5%	4 2%	-	10 6%	1 1%	4 2%	5 3%	2 2%	6 2%	9 3%	5 2%	6 2%	6 3%
Looked on internet for more information	74 12%	30 12% A	37 14% zA	42 14% wA	25 11% A	-	26 15%	4 6%	11 5%	23 13% D	28 32% DE	11 4%	58 20% G	19 9%	26 11%	31 17% I
Other	10 2%	4 2%	3 1% z	6 2%	1 1%	-	4 2%	1 1%	3 1%	3 2%	-	5 2%	6 2%	3 1%	4 2%	5 3%
None of these	358 56%	113 46%	165 62% wy	131 45%	147 66% wxy	38 85% wxyz	71 42%	42 60% B	147 65% EF	92 52%	36 41%	206 68% H	138 47%	135 61%	136 56%	96 52%
Don't know/can't remember	52 8%	16 7%	19 7%	20 7%	16 7%	1 2%	8 4%	7 11%	17 7%	16 9%	6 7%	22 7%	22 7%	17 8%	17 7%	19 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 371

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	634	246	401	473	161	267	241	115	477	80	527	33
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
Energy company	37 6%	15 6%	22 5%	29 6%	9 6%	19 7%	12 5%	5 5%	34 7%	2 3%	35 7%	1 3%
Local council/housing association/landlord	20 3%	13 5% j	10 3%	15 3% i	4 3%	7 3%	5 2%	7 7% kl	13 3%	2 2%	15 3%	3 8%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	12 2%	6 3%	7 2%	10 2%	3 2%	4 1%	8 3%	1 1%	12 3%	-	12 2%	-
Energy Saving Trust website	13 2%	8 4% i	6 2%	12 2% i	1 1%	8 3%	3 1%	1 1%	9 2%	2 3%	13 2%	-
DECC/Department of Energy and Climate Change	7 1%	5 2% i	3 1%	5 1%	2 1%	3 1%	1 *	3 3%	5 1%	1 2%	7 1%	-
Green Deal (Gov.uk) website	26 4%	10 4%	17 4%	23 5%	3 2%	12 4%	10 4%	4 4%	23 5%	2 3%	21 4%	2 7%
Yellow Pages/telephone book	2	2 1%	2 1%	2	-	1	-	2 1%	2	-	2	1 2%
Asked friends/family for recommendation	49 8%	21 9%	34 8%	40 8%	8 5%	22 8%	15 6%	10 10%	38 8%	6 7%	45 8%	2 8%
Spoke with company that was going to install it	68 11%	26 11%	41 10%	50 11%	18 11%	36 13%	24 10%	6 6%	58 12%	8 10%	65 12%	2 6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 371

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
Spoke with local builder	11 2%	3 1%	7 2%	7 1%	4 3%	7 3%	3 1%	1 1%	8 2%	3 4%	10 2%	1 2%
Spoke with surveyor	18 3%	14 6% IJ	12 3%	14 3%	3 2%	7 2%	7 3%	4 4%	17 4%	1 1%	17 3%	- -
Looked on internet for more information	74 12%	29 12%	49 12%	60 13%	14 9%	40 14% m	28 11%	5 5%	57 12%	10 12%	67 13%	2 7%
Other	10 2%	4 2%	7 2%	9 2%	1 1%	5 2%	3 1%	2 2%	10 2%	-	10 2%	-
None of these	358 56%	119 51%	239 59% HJ	266 56% H	92 59%	152 55%	140 57%	62 60%	260 55%	48 60%	287 54%	15 51%
Don't know/can't remember	52 8%	17 7%	26 7%	34 7%	18 12%	21 8%	22 9%	7 7%	33 7%	7 8%	41 8%	2 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 371

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	634	515	48	32	123	511	398	312	215	130	54	129	69	101	151
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
Energy company	37 6%	34 7%	2 4%	1 4%	2 2%	35 7% n	32 8% r	27 9% r	5 2%	9 6%	4 7%	2 2%	7 9% w	10 9% w	6 4%
Local council/housing association/landlord	20 3%	17 3%	1 1%	-	3 2%	17 3%	12 3%	9 3%	8 4%	6 5%	1 2%	5 4%	2 3%	2 1%	3 2%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	12 2%	12 2%	-	-	1 1%	11 2%	12 3% r	10 3% r	-	1 1%	-	1 1%	3 4%	6 5% z	1 1%
Energy Saving Trust website	13 2%	7 1%	6 13% p	-	2 2%	11 2%	13 3% qr	7 2% r	-	5 4%	-	1 1%	3 4%	3 3%	1 1%
DECC/Department of Energy and Climate Change	7 1%	3 1%	2 5% p	-	1 1%	5 1%	6 1%	4 1%	1 *	-	1 2%	1 1%	3 4% u	-	2 1%
Green Deal (Gov.uk) website	26 4%	20 4%	6 12% p	1 2%	3 2%	23 5%	22 6% r	19 6% r	3 1%	4 3%	1 1%	-	8 11% uw	8 7% w	6 4% w
Yellow Pages/telephone book	2 *	2 1%	-	-	1 1%	2 *	2 1%	1 *	-	-	-	-	2 2%	-	1 1%
Asked friends/family for recommendation	49 8%	43 8%	4 8%	2 7%	6 5%	42 8%	36 9%	30 9%	12 6%	11 8%	2 4%	4 4%	8 10%	10 9%	14 10%
Spoke with company that was going to install it	68 11%	58 11%	6 13%	3 8%	10 8%	58 11%	60 15% r	47 15% r	7 3%	14 10%	7 13%	8 6%	14 19% wz	18 16% wz	9 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 371

110 (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
Spoke with local builder	11 2%	8 2%	2 4%	1 4%	6 5%	5 1%	10 3%	9 3%	1	1 1%	-	1 1%	3 4%	5 5%	1 1%
Spoke with surveyor	18 3%	17 3%	1 2%	-	3 2%	15 3%	12 3%	9 3%	6 3%	1 1%	2 4%	4 3%	-	10 9%	1 1%
Looked on internet for more information	74 12%	64 12%	7 15%	3 8%	11 9%	63 12%	64 16%	55 17%	10 5%	13 10%	6 12%	5 4%	15 20%	21 19%	14 9%
Other	10 2%	10 2%	1 1%	-	-	10 2%	9 2%	8 3%	1 1%	4 3%	1 2%	1 1%	1 2%	1 1%	2 1%
None of these	358 56%	289 56%	23 48%	23 70%	77 64%	281 55%	183 46%	137 44%	166 75%	74 55%	30 56%	88 74%	24 33%	46 42%	97 66%
Don't know/can't remember	52 8%	36 7%	3 7%	2 5%	10 8%	43 8%	34 9%	28 9%	11 5%	15 11%	6 11%	4 3%	7 10%	13 12%	7 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 372

I10_SUM (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

I10: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Unweighted Base	211	226	61	3	15	25	79	7	5	-	2
Weighted Base	200	240	54	2	12	28	83	6	6	-	3
Effective base	193	208	58	3	15	24	73	6	5	-	2
Energy company	14 7%	4 2%	2 3%	-	-	-	15 19%	-	2 39%	-	-
Local council/housing association/landlord	10 5%	8 3%	-	-	1 6%	-	-	-	-	-	-
Energy Saving Advice Service/Home Energy Scotland (telephone line)	2 1%	3 1%	-	-	-	2 9%	3 4%	-	-	-	1 43%
Energy Saving Trust website	-	4 1%	1 2%	-	-	-	4 5%	2 27%	1 19%	-	2 57%
DECC/Department of Energy and Climate Change	-	3 1%	1 1%	-	-	1 4%	1 1%	-	1 19%	-	-
Green Deal (Gov.uk) website	5 3%	8 3%	2 4%	-	-	-	8 9%	2 27%	1 19%	-	-
Yellow Pages/telephone book	1	2 1%	-	-	-	-	-	-	-	-	-
Asked friends/family for recommendation	9 5%	20 8%	4 7%	-	2 14%	2 6%	12 14%	1 12%	-	-	-
Spoke with company that was going to install it	14 7%	24 10%	1 2%	1 25%	-	1 4%	26 31%	2 27%	-	-	-
Spoke with local builder	3 2%	4 2%	-	-	-	-	4 5%	-	-	-	-
Spoke with surveyor	6 3%	8 3%	-	-	1 7%	-	3 3%	-	-	-	-
Looked on internet for more information	20 10%	24 10%	5 9%	-	-	-	18 22%	2 27%	3 41%	-	3 100%
Other	3 2%	2 1%	1 1%	-	1 7%	1 5%	2 2%	-	-	-	-
None of these	122 61%	143 60%	34 63%	2 75%	9 71%	18 63%	25 30%	4 61%	2 39%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 372

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I10_SUM (M) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All key measures that have been installed

	I10: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	200	240	54	2	12	28	83	6	6	-	3
Effective base	193	208	58	3	15	24	73	6	5	-	2
Don't know/can't remember	16 8%	23 10%	6 12%	-	-	3 9%	5 6%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 373

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	523	278	244	182	206	134	432	81	138	384	432	91	336	187	370	56	97	153
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
Energy company	37 7%	21 8%	17 7%	14 8%	15 7%	9 6%	33 8%	4 6%	10 7%	28 7%	30 7%	8 8%	23 8%	15 6%	35 9% pq	2 4% p	-	2 1%
Local council/housing association/landlord	18 3%	10 4%	8 3%	12 7% d	2 1%	4 3%	10 2%	8 11% f	4 3%	13 3%	15 4%	2 2%	14 5%	4 2%	8 2%	2 5%	7 8% n	9 7% n
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 2%	3 1%	8 3%	3 2%	5 2%	3 2%	9 2%	1 2%	2 1%	10 3%	3 1%	8 8% j	4 1%	8 3%	10 3%	-	1 1%	1 1%
Energy Saving Trust website	11 2%	4 2%	7 3%	6 3%	3 2%	2 2%	11 3%	-	-	11 3%	8 2%	3 3%	3 1%	9 4% l	11 3% q	-	-	-
DECC/Department of Energy and Climate Change	7 1%	-	7 3% a	1 1%	4 2%	2 2%	6 1%	1 1%	1 1%	6 2%	5 1%	1 1%	3 1%	3 1%	6 2%	-	1 1%	1 1%
Green Deal (Gov.uk) website	24 5%	10 4%	15 6%	7 4%	14 7%	4 3%	24 5% g	-	5 4%	19 5%	18 4%	6 6%	10 4%	14 6%	23 6% pq	2 4%	-	2 1%
Yellow Pages/telephone book	2 0%	2 1%	1 0%	2 1%	-	-	-	2 3% f	-	2 1%	2 1%	-	1 0%	2 1%	-	2 3% n	1 1%	2 2% n
Asked friends/family for recommendation	46 9%	25 9%	21 8%	20 11%	15 7%	11 8%	37 8%	10 13%	11 8%	35 9%	37 9%	9 9%	28 9%	18 8%	41 11% pq	3 5%	3 3%	5 4%
Spoke with company that was going to install it	63 12%	23 8%	40 16% a	16 9%	30 14%	17 12%	57 13%	5 7%	16 12%	47 12%	44 10%	19 18% j	30 10%	33 14%	60 15% opq	1 2%	2 2%	3 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 373

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
Spoke with local builder	10 2%	2 1%	8 3%	3 1%	6 3%	1 1%	9 2%	1 2%	3 2%	7 2%	6 1%	4 4%	3 1%	6 3%	10 3%	-	-	-
Spoke with surveyor	16 3%	5 2%	10 4%	4 2%	8 4%	3 2%	10 2%	4 6%	4 3%	12 3%	13 3%	3 2%	11 4%	5 2%	12 3%	1 2%	3 3%	4 3%
Looked on internet for more information	60 11%	26 9%	34 14%	17 9%	32 15%	11 8%	54 12%	5 6%	11 8%	49 13%	43 10%	17 16%	24 8%	36 16% l	58 15% opq	1 1%	1 1%	2 1%
Other	10 2%	4 1%	7 3%	3 2%	3 2%	4 3%	10 2%	-	2 2%	8 2%	7 2%	3 3%	5 2%	5 2%	10 3%	1 1%	-	1 *
None of these	305 58%	176 64% b	129 52%	103 58%	117 56%	85 63%	257 58%	43 60%	84 62%	220 57%	261 62% k	43 42%	179 61%	126 55%	194 50%	36 75% n	76 84% n	111 81% n
Don't know/can't remember	49 9%	29 10%	19 8%	19 11%	20 10%	9 6%	40 9%	6 8%	11 8%	37 10%	35 8%	14 13%	22 8%	27 12%	37 10%	7 14%	6 6%	12 9%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 373

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	523	446	77	154	233	81	103	130	133	156	352	171
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
Energy company	37 7%	35 8%	3 3%	14 9%	17 7%	6 7%	5 5%	9 7%	11 8%	13 8%	24 7%	13 7%
Local council/housing association/landlord	18 3%	15 4%	2 3%	5 4%	5 2%	3 3%	7 7% O	5 3%	3 2%	3 2%	15 4%	3 2%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 2%	10 2%	1 1%	3 2%	6 2%	2 3%	-	5 3%	3 2%	3 2%	5 2%	6 3%
Energy Saving Trust website	11 2%	11 3%	-	4 3%	5 2%	3 3%	2 3% O	6 5% O	3 2%	-	6 2%	5 3%
DECC/Department of Energy and Climate Change	7 1%	6 1%	1 1%	1 1%	6 2%	-	-	4 3%	2 2%	1 1%	5 1%	2 1%
Green Deal (Gov.uk) website	24 5%	23 5%	1 1%	8 6%	12 5%	4 5%	5 5%	4 3%	10 8%	5 3%	14 4%	11 6%
Yellow Pages/telephone book	2 1%	2 1%	1 1%	-	-	-	1 1%	-	2 1%	-	2 1%	-
Asked friends/family for recommendation	46 9%	43 10%	3 4%	15 10%	19 7%	10 12%	11 11%	10 7%	13 10%	13 8%	31 9%	15 9%
Spoke with company that was going to install it	63 12%	55 13%	8 8%	22 15%	29 12%	11 13%	12 13%	14 11%	17 13%	19 12%	42 12%	20 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 373

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
Spoke with local builder	10 2%	10 2%	-	3 2%	3 1%	5 6% u	3 3%	3 3%	-	4 2%	6 2%	4 2%
Spoke with surveyor	16 3%	13 3%	3 3%	5 3%	6 3%	3 4%	1 1%	3 3%	5 4%	5 3%	11 3%	5 3%
Looked on internet for more information	60 11%	58 13% s	1 2%	17 11%	31 13%	11 14%	9 9%	12 9%	19 14%	20 13%	36 10%	24 14%
Other	10 2%	9 2%	2 2%	4 2%	6 2%	-	3 3%	1 1%	5 3%	2 1%	6 2%	5 3%
None of these	305 58%	237 55%	68 75% r	79 52%	142 57%	52 64%	59 61%	85 65% N	69 52%	92 57%	206 59%	98 56%
Don't know/can't remember	49 9%	39 9%	10 11%	14 9%	26 11% v	2 3%	5 6%	11 8%	16 12%	17 10%	28 8%	21 12%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 373

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	523	298	80	129	28	463	43	523	-	-	-	523	-
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
Energy company	37 7%	28 9% A	4 5%	4 3%	3 9%	31 7%	5 11%	37 7%	-	-	-	37 7%	-
Local council/housing association/landlord	18 3%	9 3%	4 5%	6 5%	1 2%	17 4%	1 2%	18 3%	-	-	-	18 3%	-
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 2%	9 3%	2 3%	1 1%	-	8 2%	1 3%	11 2%	-	-	-	11 2%	-
Energy Saving Trust website	11 2%	11 3%	1 1%	2 1%	2 6%	9 2%	2 4%	11 2%	-	-	-	11 2%	-
DECC/Department of Energy and Climate Change	7 1%	4 1%	1 1%	1 1%	1 3%	5 1%	1 2%	7 1%	-	-	-	7 1%	-
Green Deal (Gov.uk) website	24 5%	20 6% A	4 5%	2 1%	3 9%	20 4%	3 6%	24 5%	-	-	-	24 5%	-
Yellow Pages/telephone book	2 0%	2 0%	-	1 1%	-	2 0%	-	2 0%	-	-	-	2 0%	-
Asked friends/family for recommendation	46 9%	37 12% A	6 8%	3 2%	1 4%	44 9%	2 4%	46 9%	-	-	-	46 9%	-
Spoke with company that was going to install it	63 12%	50 16% A	7 9%	8 6%	3 9%	53 12%	9 19%	63 12%	-	-	-	63 12%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 373

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
Spoke with local builder	10 2%	9 3%	1 1%	-	-	10 2%	-	10 2%	-	-	-	10 2%	-
Spoke with surveyor	16 3%	12 4%	1 1%	3 2%	-	11 2%	3 7%	16 3%	-	-	-	16 3%	-
Looked on internet for more information	60 11%	46 15% A	6 7%	8 6%	6 20%	50 11%	2 5%	60 11%	-	-	-	60 11%	-
Other	10 2%	7 2%	1 1%	2 2%	-	8 2%	2 5%	10 2%	-	-	-	10 2%	-
None of these	305 58%	151 49%	51 66% Y	92 75% Y	17 62%	281 61% D	19 41%	305 58%	-	-	-	305 58%	-
Don't know/can't remember	49 9%	29 10%	5 7%	10 8%	3 12%	35 8%	11 24% C	49 9%	-	-	-	49 9%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 374

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	523	80	231	63	225	109	523	523	-	72	451	-	74	449	316	207
Weighted Base	524	84*	244	56*	212	111	524	524	-**	75*	448	-**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Energy company	37 7%	15 19% bcdefg	7 3%	3 5%	17 8% b	10 9% b	37 7% b	37 7% b	-	19 25% j	19 4%	-	15 19% m	23 5%	22 7%	16 8%
Local council/housing association/landlord	18 3%	-	9 4%	1 2%	14 7% aefg	1 1%	18 3%	18 3%	-	-	18 4%	-	-	18 4%	9 3%	8 4%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 2%	3 4%	4 2%	-	3 1%	4 3%	11 2%	11 2%	-	4 5%	7 2%	-	6 8% m	5 1%	6 2%	5 2%
Energy Saving Trust website	11 2%	4 5%	6 2%	1 1%	3 1%	9 8% bdfg	11 2%	11 2%	-	4 5%	8 2%	-	7 9% m	5 1%	6 2%	5 3%
DECC/Department of Energy and Climate Change	7 1%	1 1%	3 1%	1 1%	3 1%	4 4% fg	7 1%	7 1%	-	1 1%	6 1%	-	2 3%	5 1%	3 1%	4 2%
Green Deal (Gov.uk) website	24 5%	8 9% d	9 4%	2 4%	6 3%	8 7%	24 5%	24 5%	-	7 9% j	17 4%	-	7 9%	17 4%	15 5%	9 5%
Yellow Pages/telephone book	2 *	-	2 1%	-	2 1%	-	2 *	2 *	-	-	2 1%	-	-	2 1%	2 1%	-
Asked friends/family for recommendation	46 9%	12 14%	25 10%	5 9%	17 8%	9 8%	46 9%	46 9%	-	9 12%	37 8%	-	8 10%	38 9%	32 10%	14 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 374

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	524	84*	244	56*	212	111	524	524	-**	75*	448	-**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Spoke with company that was going to install it	63 12%	26 31%	29 12%	4 7%	16 7%	22 20%	63 12%	63 12%	-	21 28%	41 9%	-	21 28%	41 9%	35 11%	27 13%
Spoke with local builder	10 2%	4 4%	4 2%	-	3 2%	4 3%	10 2%	10 2%	-	3 3%	7 2%	-	1 2%	9 2%	6 2%	4 2%
Spoke with surveyor	16 3%	3 3%	9 4%	-	7 3%	3 3%	16 3%	16 3%	-	3 3%	13 3%	-	4 5%	12 3%	10 3%	5 3%
Looked on internet for more information	60 11%	18 22%	25 10%	6 10%	22 10%	21 19%	60 11%	60 11%	-	16 21%	44 10%	-	17 23%	42 9%	37 12%	22 11%
Other	10 2%	3 4%	2 1%	2 3%	7 3%	4 3%	10 2%	10 2%	-	4 5%	7 1%	-	2 3%	8 2%	7 2%	4 2%
None of these	305 58%	27 32%	151 62%	36 65%	133 63%	52 47%	305 58%	305 58%	-	23 30%	282 63%	-	28 37%	276 62%	194 60%	111 55%
Don't know/can't remember	49 9%	7 8%	28 12%	8 14%	21 10%	13 12%	49 9%	49 9%	-	5 7%	44 10%	-	3 4%	46 10%	24 8%	25 12%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 374

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	523	47	217	122	107	240	140	175	94	70	96	60	52	471	51	416	78	338
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Energy company	37 7%	-	7 3%	15 12% pq	16 14% pq	14 6%	14 10%	19 11%	11 11% RS	4 7%	2 2%	-	-	37 8%	7 13% V	29 7%	2 2%	27 8%
Local council/housing association/landlord	18 3%	4 9%	6 3%	3 2%	5 5%	5 2%	7 5%	6 4%	4 4%	3 4% R	-	4 7% R	1 3%	16 3%	1 1%	15 4% W	8 10% UW	8 2%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 2%	-	1 *	4 3%	7 6% q	5 2%	4 3%	4 3%	6 6% R	1 7%	-	-	-	11 2%	6 11% UVW	5 7%	-	5 7%
Energy Saving Trust website	11 2%	-	3 2%	3 2%	5 5%	-	8 5% M	6 3% M	1 7%	-	2 2%	-	-	11 2%	7 12% UVW	5 7%	-	5 7%
DECC/Department of Energy and Climate Change	7 1%	-	2 1%	3 3%	2 2%	3 7%	2 7%	3 2%	-	1 7%	2 2%	1 7%	1 2%	6 7%	2 3%	5 7%	2 2%	3 7%
Green Deal (Gov.uk) website	24 5%	1 2%	10 5%	4 3%	9 8%	13 5%	13 9%	7 4%	4 4%	2 3%	3 3%	-	-	24 5%	8 14% UVW	13 3%	1 7%	12 4%
Yellow Pages/telephone book	2 *	1 2%	2 1%	-	-	2 7%	2 2%	2 7%	-	-	-	2 4%	1 2%	2 *	-	2 7%	1 7%	2 *
Asked friends/family for recommendation	46 9%	4 9%	16 7%	13 10%	11 10%	18 7%	17 12%	20 12%	6 6%	4 7%	6 6%	4 7%	1 2%	45 10%	6 11%	35 9%	5 7%	30 9%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 374

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Spoke with company that was going to install it	63 12%	4 10%	17 8%	22 17% q	20 18% q	26 11%	24 17%	21 12%	10 10%	7 12% S	6 6%	1 1%	1 2%	62 13% u	15 27% UVW	43 10% V	1 1%	42 13% UV
Spoke with local builder	10 2%	-	4 2%	3 2%	3 2%	7 3%	1 1%	5 3%	5 5%	-	1 1%	-	-	10 2%	4 7% UVW	6 1%	-	6 2%
Spoke with surveyor	16 3%	1 2%	6 3%	4 4%	5 4%	5 2%	7 5%	6 4%	4 4%	1 1%	6 6%	-	-	16 3%	3 5%	12 3%	-	12 4%
Looked on internet for more information	60 11%	4 8%	20 9%	14 11%	22 20% q	27 11%	19 14%	23 13%	13 13% S	4 7%	6 6%	-	-	60 13% u	14 26% UVW	41 10% V	2 2%	39 12% UV
Other	10 2%	1 2%	-	4 3% q	4 4% q	3 1%	2 1%	1 1%	1 1%	2 3%	1 1%	-	-	10 2%	1 1%	7 2%	-	7 2%
None of these	305 58%	25 56%	143 66% rL	67 54%	50 45%	150 61% N	70 49%	95 55%	58 58%	37 59%	70 72%	47 86% PQ	45 93% v	260 55%	12 21%	260 63% TW	58 76% TUW	202 60% T
Don't know/can't remember	49 9%	9 21% rL	24 11%	6 5%	6 5%	26 11%	10 7%	15 8%	7 7%	9 14%	12 12%	3 5%	-	49 10% u	7 12%	33 8%	6 9%	27 8%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 374

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	523	208	214	242	180	33	149	55	203	125	66	254	240	182	211	146
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Energy company	37 7%	17 8%	17 8% z	26 11% wz	9 5%	1 3%	14 10%	3 6%	11 6%	8 6%	10 13%	11 4%	24 10% G	11 6%	14 7%	14 9%
Local council/housing association/landlord	18 3%	6 3%	7 3% z	10 4%	4 2%	2 4%	1 1%	5 9% B	9 5%	6 5%	-	12 5% H	4 1%	10 6%	6 3%	3 2%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 2%	8 4% z	3 2% z	10 4% z	1	-	8 5%	-	2 1%	6 4%	1 1%	2 1%	8 3%	2 1%	7 3%	2 2%
Energy Saving Trust website	11 2%	5 3%	6 3%	8 3%	3 2%	-	5 4%	-	1 *	2 1%	9 12% DE	2 1%	10 4% G	3 2%	2 1%	6 4%
DECC/Department of Energy and Climate Change	7 1%	3 2%	3 2% z	5 2%	1 1%	-	3 2%	-	1 *	1 1%	3 4%	3 1%	3 1%	2 1%	3 1%	3 2%
Green Deal (Gov.uk) website	24 5%	13 6%	11 5%	15 6%	9 5%	1 3%	12 8%	1 1%	5 2%	6 5%	8 11% D	9 4%	15 6%	9 5%	11 5%	7 5%
Yellow Pages/telephone book	2 *	2 1%	-	2 1%	-	-	-	2 4% B	1 *	2 1%	-	-	1 *	2 1%	-	1 *
Asked friends/family for recommendation	46 9%	25 12% z	14 7%	29 12% xz	10 6%	2 5%	20 14%	4 7%	11 6%	17 12%	9 11%	11 5%	30 12% G	16 9%	18 8%	14 9%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 374

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Spoke with company that was going to install it	63 12%	41 20% xz	19 9%	45 18% xz	15 8%	1 3%	32 22%	8 14%	16 9%	17 13%	15 20% D	17 7%	43 17% G	15 8%	32 15% I	17 11%
Spoke with local builder	10 2%	2 1%	5 2% z	5 2% w	3 2%	-	1 1%	1 2%	1 1%	3 2%	3 4%	-	6 3% G	4 2%	3 1%	3 2%
Spoke with surveyor	16 3%	10 5%	6 3%	11 5%	4 2%	-	8 6%	1 1%	4 2%	4 3%	2 2%	6 2%	7 3%	5 3%	6 3%	4 3%
Looked on internet for more information	60 11%	26 13%	28 13% z	36 15% w	19 10%	-	22 15%	4 7%	8 4%	17 13% D	22 30% DE	9 4%	47 19% G	16 9%	22 10%	24 16%
Other	10 2%	4 2%	3 1% z	6 3%	1 1%	-	4 2%	1 1%	3 2%	3 3%	-	5 2%	6 2%	3 2%	4 2%	5 3%
None of these	305 58%	96 46%	140 65% wy	111 46%	125 70% wxy	33 90%	64 44%	32 55%	127 67% EF	73 54%	34 45%	172 70% H	121 48%	109 62%	122 57%	82 55%
Don't know/can't remember	49 9%	16 8%	18 8%	20 8%	14 8%	1 3%	8 5%	7 13%	17 9%	14 10%	6 8%	21 9%	21 8%	16 9%	17 8%	17 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 375

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	523	196	316	381	142	220	204	90	387	74	425	33
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
Energy company	37 7%	15 8%	22 7%	29 7%	9 6%	19 9%	12 6%	5 7%	34 9%	2 3%	35 8%	1 3%
Local council/housing association/landlord	18 3%	12 6% J	9 3%	15 4%	3 2%	7 3%	4 2%	7 8% I	11 3%	2 2%	14 3%	3 8%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 2%	6 3%	6 2%	9 2%	3 2%	4 2%	7 3%	1 1%	11 3%	-	11 3%	-
Energy Saving Trust website	11 2%	7 4%	6 2%	10 3%	1 1%	7 3%	3 2%	1 2%	7 2%	2 3%	11 3%	-
DECC/Department of Energy and Climate Change	7 1%	5 2% I	3 1%	5 1%	2 2%	3 1%	1 1%	3 3%	5 1%	1 2%	7 2%	-
Green Deal (Gov.uk) website	24 5%	10 5%	15 5%	21 6%	3 2%	11 5%	10 5%	4 5%	21 6%	2 3%	19 4%	2 7%
Yellow Pages/telephone book	2 *	2 1%	2 1%	2 1%	-	1 *	-	2 2% I	2 *	-	2 *	1 2%
Asked friends/family for recommendation	46 9%	19 10%	32 10%	38 10%	8 6%	22 10%	15 7%	8 10%	36 9%	6 8%	42 10%	2 8%
Spoke with company that was going to install it	63 12%	24 13%	35 11%	45 12%	18 13%	31 14%	24 11%	6 8%	53 14%	8 10%	60 14%	2 6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 375

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
Spoke with local builder	10 2%	3 2%	6 2%	6 2%	4 3%	6 3%	3 1%	1 2%	6 2%	3 5%	9 2%	1 2%
Spoke with surveyor	16 3%	12 6% J	10 3%	12 3%	3 2%	5 2%	7 3%	4 5%	15 4%	1 1%	15 3%	- -
Looked on internet for more information	60 11%	25 13%	37 12%	47 12%	13 9%	29 13%	24 12%	5 7%	47 12%	10 13%	53 12%	2 7%
Other	10 2%	4 2%	7 2%	9 2%	1 1%	5 2%	3 1%	2 3%	10 3%	-	10 2%	-
None of these	305 58%	96 51%	194 60% HJ	221 58% H	84 60%	127 56%	123 59%	50 62%	214 56%	47 62%	238 56%	15 51%
Don't know/can't remember	49 9%	17 9%	24 8%	32 8%	17 12%	21 9%	20 10%	7 8%	32 8%	5 7%	39 9%	2 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 375

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	523	420	42	29	113	410	324	249	183	112	45	108	54	83	121
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
Energy company	37 7%	34 8%	2 5%	1 4%	2 2%	35 9% n	32 10% r	27 11% r	5 3%	9 7%	4 8%	2 2%	7 12% w	10 12% w	6 5%
Local council/housing association/landlord	18 3%	16 4%	1 2%	-	3 2%	15 4%	11 3%	9 3%	7 4%	5 5%	1 3%	4 4%	2 4%	2 2%	3 3%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 2%	11 3%	-	-	1 1%	10 2%	11 3% r	9 4% r	-	1 1%	-	1 1%	2 4%	6 7% uz	1 1%
Energy Saving Trust website	11 2%	7 2%	5 11% P	-	2 2%	9 2%	11 4% r	7 3% r	-	3 3%	-	1 1%	3 5%	3 4%	1 1%
DECC/Department of Energy and Climate Change	7 1%	3 1%	2 6% P	-	1 1%	5 1%	6 2%	4 1%	1 1%	-	1 2%	1 1%	3 5% u	-	2 1%
Green Deal (Gov.uk) website	24 5%	18 4%	6 14% P	1 3%	3 3%	22 5%	21 6% r	18 7% r	3 2%	4 3%	1 2%	-	7 12% uw	8 9% w	5 5% w
Yellow Pages/telephone book	2 *	2 1%	-	-	1 1%	2 *	2 1%	1 *	-	-	-	-	2 3%	-	1 1%
Asked friends/family for recommendation	46 9%	41 10%	3 7%	2 7%	6 6%	40 10%	34 11% r	27 11% r	12 7%	11 9%	2 3%	4 4%	8 13%	10 11%	12 10%
Spoke with company that was going to install it	63 12%	53 13%	6 15%	3 9%	10 9%	53 13%	56 17% r	43 17% r	6 3%	13 11%	7 15%	8 8%	12 21% wz	15 17% z	9 7%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 375

110 (R) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
Spoke with local builder	10 2%	7 2%	2 5%	1 4%	6 5%	4 1%	9 3%	8 3%	1	1 1%	-	1 1%	3 5%	4 4%	1 1%
Spoke with surveyor	16 3%	15 4%	1 2%	-	2 1%	14 3%	11 3%	9 3%	4 2%	1 1%	2 5%	4 4%	-	8 9%	1 1%
Looked on internet for more information	60 11%	51 12%	6 14%	3 9%	11 10%	49 12%	51 16%	44 17%	9 5%	10 9%	5 11%	5 5%	12 22%	15 17%	12 10%
Other	10 2%	10 2%	1 2%	-	-	10 3%	9 3%	8 3%	1 1%	4 4%	1 2%	1 1%	1 2%	1 1%	2 2%
None of these	305 58%	242 57%	21 50%	21 71%	73 65%	232 56%	150 46%	109 44%	147 78%	69 61%	26 59%	73 72%	21 37%	38 43%	77 65%
Don't know/can't remember	49 9%	34 8%	3 8%	2 6%	8 8%	41 10%	32 10%	26 10%	11 6%	14 12%	6 13%	4 4%	7 13%	11 13%	7 6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 376

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Energy company	37 4%	21 4%	17 4%	14 4%	15 4%	9 4%	33 4%	4 3%	10 4%	28 4%	30 4%	8 3%	23 5%	15 3%	35 5% pq	2 2% p	-	2 1%
Local council/housing association/landlord	18 2%	10 2%	8 2%	12 4% d	2 *	4 2%	10 1%	8 6% f	4 2%	13 2%	15 2%	2 1%	14 3% m	4 1%	8 1%	2 3%	7 4% n	9 3% n
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 1%	3 1%	8 2%	3 1%	5 1%	3 1%	9 1%	1 1%	2 1%	10 1%	3 *	8 3% j	4 1%	8 2%	10 1%	-	1 1%	1 *
Energy Saving Trust website	11 1%	4 1%	7 2%	6 2%	3 1%	2 1%	11 1%	-	-	11 2% h	8 1%	3 1%	3 1%	9 2%	11 2% q	-	-	-
DECC/Department of Energy and Climate Change	7 1%	-	7 2% a	1 *	4 1%	2 1%	6 1%	1 1%	1 *	6 1%	5 1%	1 1%	3 1%	3 1%	6 1%	-	1 *	1 *
Green Deal (Gov.uk) website	24 3%	10 2%	15 3%	7 2%	14 4%	4 1%	24 3% g	-	5 2%	19 3%	18 3%	6 3%	10 2%	14 3%	23 3% pq	2 2%	-	2 1%
Yellow Pages/telephone book	2 *	2 *	1 *	2 1%	-	-	-	2 2% f	-	2 *	2 *	-	1 *	2 *	-	2 2% n	1 *	2 1% n
Asked friends/family for recommendation	46 5%	25 5%	21 5%	20 6%	15 4%	11 4%	37 5%	10 8%	11 5%	35 5%	37 5%	9 4%	28 6%	18 4%	41 6% pq	3 3%	3 1%	5 2%
Spoke with company that was going to install it	63 7%	23 5%	40 9% a	16 5%	30 8%	17 7%	57 7%	5 4%	16 6%	47 7%	44 6%	19 8%	30 6%	33 7%	60 9% opq	1 1%	2 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 376

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Spoke with local builder	10 1%	2 *	8 2%	3 1%	6 2%	1 1%	9 1%	1 1%	3 1%	7 1%	6 1%	4 2%	3 1%	6 1%	10 1% q	-	-	-
Spoke with surveyor	16 2%	5 1%	10 2%	4 1%	8 2%	3 1%	10 1%	4 3%	4 2%	12 2%	13 2%	3 1%	11 2%	5 1%	12 2%	1 1%	3 1%	4 1%
Looked on internet for more information	60 6%	26 5%	34 8%	17 5%	32 9% ce	11 4%	54 7%	5 4%	11 4%	49 7%	43 6%	17 7%	24 5%	36 8%	58 9% opq	1 1%	1 1%	2 1%
Other	10 1%	4 1%	7 2%	3 1%	3 1%	4 2%	10 1%	-	2 1%	8 1%	7 1%	3 1%	5 1%	5 1%	10 1%	1 1%	-	1 *
None of these	305 32%	176 36% b	129 29%	103 30%	117 33%	85 35%	257 32%	43 35%	84 34%	220 32%	261 37% k	43 18%	179 37% m	126 27%	194 29%	36 41% n	76 40% n	111 40% n
Don't know/can't remember	49 5%	29 6%	19 4%	19 6%	20 6%	9 4%	40 5%	6 5%	11 4%	37 5%	35 5%	14 6%	22 5%	27 6%	37 6%	7 8%	6 3%	12 4%
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 376

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (f)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Energy company	37 4%	35 4%	3 2%	14 4%	17 4%	6 4%	5 3%	9 4%	11 5%	13 4%	24 4%	13 4%
Local council/housing association/landlord	18 2%	15 2%	2 1%	5 2%	5 1%	3 2%	7 4% O	5 2%	3 1%	3 1%	15 2%	3 1%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 1%	10 1%	1 1%	3 1%	6 1%	2 2%	-	5 2%	3 1%	3 1%	5 1%	6 2%
Energy Saving Trust website	11 1%	11 1%	-	4 1%	5 1%	3 2%	2 7% O	6 2% O	3 1%	-	6 1%	5 2%
DECC/Department of Energy and Climate Change	7 1%	6 1%	1	1	6 1%	-	-	4 1%	2 1%	1	5 1%	2 1%
Green Deal (Gov.uk) website	24 3%	23 3%	1 1%	8 3%	12 3%	4 3%	5 3%	4 1%	10 5% M	5 2%	14 2%	11 3%
Yellow Pages/telephone book	2	2	1	-	-	-	1	-	2 1%	-	2	-
Asked friends/family for recommendation	46 5%	43 5%	3 2%	15 5%	19 4%	10 8%	11 6%	10 4%	13 6%	13 4%	31 5%	15 5%
Spoke with company that was going to install it	63 7%	55 7%	8 5%	22 7%	29 7%	11 8%	12 7%	14 5%	17 7%	19 7%	42 7%	20 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 376

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (f)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Spoke with local builder	10 1%	10 1%	-	3 1%	3 1%	5 4% tu	3 2%	3 1%	-	4 1%	6 1%	4 1%
Spoke with surveyor	16 2%	13 2%	3 2%	5 2%	6 1%	3 3%	1 1%	3 1%	5 2%	5 2%	11 2%	5 2%
Looked on internet for more information	60 6%	58 7% s	1 1%	17 5%	31 7%	11 9%	9 5%	12 4%	19 8%	20 7%	36 6%	24 8%
Other	10 1%	9 1%	2 1%	4 1%	6 1%	-	3 2%	1 *	5 2%	2 1%	6 1%	5 1%
None of these	305 32%	237 30%	68 41% r	79 25%	142 33% t	52 40% t	59 35%	85 32%	69 30%	92 32%	206 33%	98 31%
Don't know/can't remember	49 5%	39 5%	10 6%	14 4%	26 6%	2 2%	5 3%	11 4%	16 7%	17 6%	28 4%	21 7%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 376

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Energy company	37 4%	28 5% A	4 3%	4 2%	3 3%	31 4%	5 5%	37 7% GHJ	- -	- -	- -	37 6% GHJ	- -
Local council/housing association/landlord	18 2%	9 2%	4 2%	6 3%	1 1%	17 2%	1 1%	18 3% J	- -	- -	- -	18 3% J	- -
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 1%	9 2%	2 2%	1 1%	- -	8 1%	1 1%	11 2% J	- -	- -	- -	11 2% J	- -
Energy Saving Trust website	11 1%	11 2%	1 1%	2 1%	2 2%	9 1%	2 2%	11 2% J	- -	- -	- -	11 2% J	- -
DECC/Department of Energy and Climate Change	7 1%	4 1%	1 1%	1 1%	1 1%	5 1%	1 1%	7 1%	- -	- -	- -	7 1%	- -
Green Deal (Gov.uk) website	24 3%	20 4% A	4 2%	2 1%	3 3%	20 3%	3 3%	24 4% GHJ	- -	- -	- -	24 4% GHJ	- -
Yellow Pages/telephone book	2 *	2 *	- -	1 *	- -	2 *	- -	2 *	- -	- -	- -	2 *	- -
Asked friends/family for recommendation	46 5%	37 7% A	6 4%	3 1%	1 1%	44 6%	2 2%	46 8% FGHJ	- -	- -	- -	46 7% GHJ	- -
Spoke with company that was going to install it	63 7%	50 9% A	7 5%	8 3%	3 3%	53 7%	9 9%	63 11% FGHJ	- -	- -	- -	63 10% FGHJ	- -



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 376

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Spoke with local builder	10 1%	9 2%	1 1%	-	-	10 1%	-	10 2% J	-	-	-	10 2% J	-
Spoke with surveyor	16 2%	12 2%	1 1%	3 1%	-	11 1%	3 3%	16 3% J	-	-	-	16 3% J	-
Looked on internet for more information	60 6%	46 9% A	6 4%	8 3%	6 8%	50 6%	2 2%	60 70% FGHJ	-	-	-	60 70% FGHJ	-
Other	10 1%	7 1%	1 *	2 1%	-	8 1%	2 2%	10 2% J	-	-	-	10 2% J	-
None of these	305 32%	151 28%	51 36%	92 41% yB	17 24%	281 36% D	19 19%	305 54% FGHJ	-	-	-	305 49% FGHJ	-
Don't know/can't remember	49 5%	29 6%	5 4%	10 4%	3 5%	35 4%	11 11% C	49 9% FGHJ	-	-	-	49 8% FGHJ	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 377

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Energy company	37 4%	15 18% bcdef gh	7 3% h	3 5% h	17 7% bh	10 8% bh	37 7% bh	37 7% bh	-	19 25% jk	19 4% k	-	15 9% m	23 3%	22 4%	16 4%
Local council/housing association/landlord	18 2%	-	9 4% h	1 2% h	14 6% aefgh	1 1% h	18 3% h	18 3% h	-	-	18 4% k	-	-	18 2%	9 2%	8 2%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 1%	3 4% h	4 2% h	-	3 1% h	4 3% h	11 2% h	11 2% h	-	4 5% k	7 2% k	-	6 4% m	5 1%	6 1%	5 1%
Energy Saving Trust website	11 1%	4 5% h	6 2% h	1 1% h	3 1% h	9 7% bdfgh	11 2% h	11 2% h	-	4 5% k	8 2% k	-	7 4% m	5 1%	6 1%	5 1%
DECC/Department of Energy and Climate Change	7 1%	1 1%	3 1%	1 1% h	3 1% h	4 3% h	7 1% h	7 1% h	-	1 1%	6 1% k	-	2 1%	5 1%	3 1%	4 1%
Green Deal (Gov.uk) website	24 3%	8 9% dfh	9 4% h	2 4% h	6 3% h	8 6% h	24 4% h	24 4% h	-	7 9% jk	17 4% k	-	7 4%	17 2%	15 3%	9 2%
Yellow Pages/telephone book	2 *	-	2 1%	-	2 1%	-	2 *	2 *	-	-	2 1%	-	-	2 *	2 *	-
Asked friends/family for recommendation	46 5%	12 14% eh	25 10% h	5 9% h	17 7% h	9 7% h	46 8% h	46 8% h	-	9 12% k	37 8% k	-	8 5%	38 5%	32 6%	14 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 377

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Spoke with company that was going to install it	63 7%	26 30% bcde fgh	29 11% h	4 7% h	16 7% h	22 17% dfgh	63 17% dh	63 17% dh	-	21 28% jk	41 9% k	-	21 13% m	41 5%	35 7%	27 7%
Spoke with local builder	10 1%	4 4% h	4 2% h	-	3 1% h	4 3% h	10 2% h	10 2% h	-	3 3% k	7 2% k	-	1 1%	9 1%	6 1%	4 1%
Spoke with surveyor	16 2%	3 3% h	9 4% h	-	7 3% h	3 2% h	16 3% h	16 3% h	-	3 3% k	13 3% k	-	4 2%	12 2%	10 2%	5 1%
Looked on internet for more information	60 6%	18 21% bdfg h	25 10% h	6 10% h	22 10% h	21 16% fh	60 10% h	60 11% h	-	16 21% jk	44 10% k	-	17 10% m	42 5%	37 7%	22 5%
Other	10 1%	3 4% h	2 1% h	2 3% h	7 3% h	4 3% h	10 2% h	10 2% h	-	4 5% k	7 1% k	-	2 1%	8 1%	7 1%	4 1%
None of these	305 32%	27 31% h	151 59% aefh	36 65% aeh	133 59% aefh	52 40% h	305 54% aeh	305 55% aefh	-	23 30% k	282 63% lk	-	28 17%	276 35% l	194 36% o	111 27%
Don't know/can't remember	49 5%	7 8% h	28 11% h	8 14% h	21 9% h	13 10% h	49 9% h	49 9% h	-	5 7% k	44 10% k	-	3 2%	46 6%	24 5%	25 6%
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcdf g	45 8% bcg	31 6% fg	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 377

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Energy company	37 4%	-	7 2%	15 6% pq	16 8% pq	14 4%	14 5%	19 6%	11 6% RS	4 4% S	2 1%	-	-	37 4%	7 6%	29 4%	2 1%	27 5%
Local council/housing association/landlord	18 2%	4 4%	6 2%	3 1%	5 3%	5 1%	7 3%	6 2%	4 2%	3 3% R	-	4 4% R	1 2%	16 2%	1 1%	15 2% W	8 6% TUW	8 1%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 1%	-	1 *	4 2%	7 3% q	5 1%	4 2%	4 1%	6 3% R	1 1%	-	-	-	11 1%	6 5% UVW	5 1%	-	5 1%
Energy Saving Trust website	11 1%	-	3 1%	3 1%	5 3%	-	8 3% M	6 2% M	1 1%	-	2 1%	-	-	11 1%	7 5% UVW	5 1%	-	5 1%
DECC/Department of Energy and Climate Change	7 1%	-	2 *	3 1%	2 1%	3 1%	2 1%	3 1%	-	1 1%	2 1%	1 1%	1 1%	6 1%	2 2%	5 1%	2 1%	3 1%
Green Deal (Gov.uk) website	24 3%	1 1%	10 3%	4 2%	9 4%	13 3%	13 5%	7 2%	4 2%	2 2%	3 2%	-	-	24 3%	8 6% UVW	13 2%	1 1%	12 2%
Yellow Pages/telephone book	2 *	1 1%	2 *	-	-	2 *	2 1%	2 *	-	-	-	2 2% P	1 1%	2 *	-	2 *	1 1%	2 *
Asked friends/family for recommendation	46 5%	4 4%	16 5%	13 5%	11 5%	18 4%	17 7%	20 6%	6 3%	4 4%	6 4%	4 4%	1 1%	45 5%	6 5%	35 5%	5 4%	30 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 377

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Spoke with company that was going to install it	63 7%	4 5%	17 5%	22 9%	20 10% q	26 6%	24 9%	21 7%	10 5%	7 8% S	6 4%	1 1%	1 1%	62 7% u	15 12% UV	43 6% V	1 1%	42 7% UV
Spoke with local builder	10 1%	-	4 1%	3 1%	3 1%	7 2%	1 *	5 2%	5 3%	-	1 *	-	-	10 1%	4 3%	6 1%	-	6 1%
Spoke with surveyor	16 2%	1 1%	6 2%	4 2%	5 2%	5 1%	7 3%	6 2%	4 2%	1 1%	6 4%	-	-	16 2%	3 2%	12 2%	-	12 2%
Looked on internet for more information	60 6%	4 4%	20 6%	14 5%	22 11% qr	27 7%	19 7%	23 7%	13 7% S	4 4% S	6 4%	-	-	60 7% u	14 11% UV	41 6% V	2 1%	39 7% UV
Other	10 1%	1 1%	-	4 2% q	4 2% q	3 1%	2 1%	1 *	1 1%	2 2%	1 1%	-	-	10 1%	1 1%	7 1%	-	7 1%
None of these	305 32%	25 27%	143 41% pL	67 27%	50 25%	150 37% NO	70 27%	95 30%	58 32%	37 38%	70 46% P	47 48% P	45 53% v	260 30%	12 9%	260 37% TW	58 45% TUW	202 35% T
Don't know/can't remember	49 5%	9 10% rL	24 7% r	6 2%	6 3%	26 6%	10 4%	15 5%	7 4%	9 9%	12 8%	3 3%	-	49 6% u	7 5%	33 5%	6 5%	27 5%
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 377

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Energy company	37 4%	17 5%	17 4% z	26 6% wz	9 2%	1 2%	14 5%	3 4%	11 3%	8 3%	10 7%	11 2%	24 5% G	11 3%	14 4%	14 5%
Local council/housing association/landlord	18 2%	6 2%	7 2% z	10 2%	4 1%	2 3%	1 1%	5 6% B	9 3%	6 3%	-	12 3% H	4 1%	10 3%	6 1%	3 1%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 1%	8 2% z	3 1% z	10 3% xz	1	-	8 3%	-	2 1%	6 2%	1 1%	2 *	8 2%	2 1%	7 2%	2 1%
Energy Saving Trust website	11 1%	5 2%	6 1% z	8 2%	3 1%	-	5 2%	-	1 *	2 1%	9 6% DE	2 *	10 2% G	3 1%	2 1%	6 2%
DECC/Department of Energy and Climate Change	7 1%	3 1%	3 1% z	5 1%	1 *	-	3 1%	-	1 *	1 *	3 2%	3 1%	3 1%	2 1%	3 1%	3 1%
Green Deal (Gov.uk) website	24 3%	13 4%	11 3%	15 4%	9 3%	1 2%	12 5%	1 1%	5 1%	6 3%	8 6% D	9 2%	15 3%	9 3%	11 3%	7 3%
Yellow Pages/telephone book	2 *	2 1%	-	2 1%	-	-	-	2 3% B	1 *	2 1%	-	-	1 *	2 *	-	1 *
Asked friends/family for recommendation	46 5%	25 7% xz	14 3%	29 7% xz	10 3%	2 3%	20 8%	4 5%	11 3%	17 7% D	9 6%	11 3%	30 7% G	16 5%	18 5%	14 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 377

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Spoke with company that was going to install it	63 7%	41 12% xzA	19 5%	45 11% xzA	15 4%	1 2%	32 12%	8 9%	16 5%	17 7%	15 11% D	17 4%	43 10% G	15 5%	32 8%	17 6%
Spoke with local builder	10 1%	2 1%	5 1% z	5 1% w	3 1%	-	1 1%	1 1%	1 1%	3 1%	3 2%	-	6 1% G	4 1%	3 1%	3 1%
Spoke with surveyor	16 2%	10 3%	6 1%	11 3%	4 1%	-	8 3%	1 1%	4 1%	4 2%	2 1%	6 1%	7 2%	5 2%	6 2%	4 2%
Looked on internet for more information	60 6%	26 7% A	28 7% zA	36 9% wA	19 5%	-	22 8%	4 5%	8 2%	17 7% D	22 16% DE	9 2%	47 10% G	16 5%	22 6%	24 9%
Other	10 1%	4 1%	3 1% z	6 2%	1 1%	-	4 1%	1 1%	3 1%	3 1%	-	5 1%	6 1%	3 1%	4 1%	5 2%
None of these	305 32%	96 27%	140 34% wy	111 27%	125 35% wy	33 52% wxyz	64 25%	32 37% B	127 36% F	73 30%	34 24%	172 39% H	121 27%	109 34%	122 31%	82 30%
Don't know/can't remember	49 5%	16 5%	18 4%	20 5%	14 4%	1 2%	8 3%	7 9% B	17 5%	14 6%	6 4%	21 5%	21 5%	16 5%	17 4%	17 6%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 378

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Energy company	37 4%	15 4%	22 4%	29 4%	9 3%	19 5%	12 3%	5 3%	34 5% M	2 1%	35 5%	1 1%
Local council/housing association/landlord	18 2%	12 3% J	9 2%	15 2%	3 1%	7 2%	4 1%	7 4% I	11 2%	2 1%	14 2%	3 2%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 1%	6 2%	6 1%	9 1%	3 1%	4 1%	7 2%	1 *	11 2%	-	11 2%	-
Energy Saving Trust website	11 1%	7 2%	6 1%	10 1%	1 1%	7 2%	3 1%	1 1%	7 1%	2 1%	11 2%	-
DECC/Department of Energy and Climate Change	7 1%	5 1%	3 1%	5 1%	2 1%	3 1%	1 *	3 2%	5 1%	1 1%	7 1%	-
Green Deal (Gov.uk) website	24 3%	10 3%	15 3%	21 3%	3 1%	11 3%	10 3%	4 3%	21 3%	2 1%	19 3%	2 2%
Yellow Pages/telephone book	2 *	2 1%	2 *	2 *	-	1 *	-	2 1%	2 *	-	2 *	1 1%
Asked friends/family for recommendation	46 5%	19 5%	32 6%	38 6%	8 3%	22 5%	15 4%	8 5%	36 6%	6 3%	42 6%	2 2%
Spoke with company that was going to install it	63 7%	24 7%	35 7%	45 7%	18 6%	31 8%	24 7%	6 4%	53 8%	8 4%	60 8%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 378

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Spoke with local builder	10 1%	3 1%	6 1%	6 1%	4 1%	6 1%	3 1%	1 1%	6 1%	3 2%	9 1%	1 1%
Spoke with surveyor	16 2%	12 3% J	10 2%	12 2%	3 1%	5 1%	7 2%	4 3%	15 2%	1 *	15 2%	- -
Looked on internet for more information	60 6%	25 7%	37 7%	47 7%	13 5%	29 7%	24 7%	5 3%	47 7%	10 5%	53 7% O	2 2%
Other	10 1%	4 1%	7 1%	9 1%	1 *	5 1%	3 1%	2 2%	10 1%	-	10 1%	-
None of these	305 32%	96 26%	194 36% HJ	221 33% H	84 31%	127 31%	123 35%	50 32%	214 33% M	47 25%	238 33% O	15 14%
Don't know/can't remember	49 5%	17 5%	24 5%	32 5%	17 6%	21 5%	20 6%	7 4%	32 5%	5 3%	39 5%	2 2%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 378

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Energy company	37 4%	34 5%	2 2%	1 1%	2 1%	35 5% n	32 6% r	27 10% pr	5 1%	9 4%	4 5%	2 1%	7 7% w	10 7% w	6 3%
Local council/housing association/landlord	18 2%	16 2%	1 1%	-	3 1%	15 2%	11 2%	9 3%	7 2%	5 3%	1 2%	4 2%	2 2%	2 1%	3 1%
Energy Saving Advice Service/Home Energy Scotland (telephone line)	11 1%	11 2%	-	-	1 1%	10 1%	11 2% r	9 3% pr	-	1 1%	-	1 1%	2 2%	6 4% uz	1
Energy Saving Trust website	11 1%	7 1%	5 5% PR	-	2 1%	9 1%	11 2% r	7 3% r	-	3 2%	-	1	3 3%	3 2%	1 1%
DECC/Department of Energy and Climate Change	7 1%	3 1%	2 3% P	-	1	5 1%	6 1%	4 1%	1	-	1 2%	1 1%	3 3% uy	-	2 1%
Green Deal (Gov.uk) website	24 3%	18 3%	6 6% R	1 1%	3 1%	22 3%	21 4% r	18 7% pr	3 1%	4 2%	1 1%	-	7 7% uw	8 5% w	5 2% w
Yellow Pages/telephone book	2	2	-	-	1	2	2	1	-	-	-	-	2 2%	-	1
Asked friends/family for recommendation	46 5%	41 6%	3 3%	2 2%	6 2%	40 6% n	34 6%	27 10% pr	12 4%	11 5%	2 2%	4 2%	8 7%	10 6%	12 5%
Spoke with company that was going to install it	63 7%	53 8%	6 7%	3 2%	10 4%	53 8% n	56 10% r	43 16% pr	6 2%	13 6%	7 10%	8 4%	12 12% wz	15 10% z	9 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 378

110 (R) (ALL) Did you get or look for any information or advice about the (Measure) in any of these places before deciding whether to install it or who to install it?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Spoke with local builder	10 1%	7 1%	2 2%	1 1%	6 2% o	4 1%	9 2%	8 3% r	1 *	1 1%	-	1 *	3 3%	4 2%	1 1%
Spoke with surveyor	16 2%	15 2%	1 1%	-	2 1%	14 2%	11 2%	9 3%	4 1%	1 *	2 3%	4 2%	-	8 5% uxz	1 1%
Looked on internet for more information	60 6%	51 7%	6 6%	3 2%	11 4%	49 7%	51 9% r	44 16% pr	9 3%	10 5%	5 7%	5 3%	12 12% uwz	15 9% w	12 5%
Other	10 1%	10 1%	1 1%	-	-	10 2%	9 2%	8 3% pr	1 *	4 2%	1 1%	1 *	1 1%	1 1%	2 1%
None of these	305 32%	242 35% QR	21 22%	21 19%	73 28%	232 34%	150 26%	109 40% p	147 44% p	69 33% x	26 38% xy	73 40% xy	21 21%	38 24%	77 34% xy
Don't know/can't remember	49 5%	34 5%	3 4%	2 2%	8 3%	41 6%	32 6%	26 10% pr	11 3%	14 7% w	6 8% w	4 2%	7 7% w	11 7% w	7 3%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	624	334	288	232	239	151	510	102	158	464	528	96	406	218	436	81	107	188
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Availability of convenient/ early appointment times to do the installation	31 5%	15 4%	17 6%	11 5%	16 6%	5 3%	29 5%	3 3%	4 3%	27 6%	25 5%	7 6%	15 4%	17 6%	30 7% opq	-	1 1%	1 1%
Company were specialists in installing (Measure)	54 9%	23 7%	32 11%	13 6%	29 12% c	13 9%	51 10%	3 4%	11 7%	43 9%	37 7%	18 16% j	23 7%	31 12% l	52 11% opq	1 2%	1 1%	2 1%
They were offering to do it for free	225 36%	109 33%	117 40%	92 41%	86 35%	47 31%	196 37%	25 28%	45 29%	181 39% h	207 40% k	18 17%	141 40%	85 32%	185 41% opq	18 26%	23 23%	40 24%
They were the lowest price option (though not free)	16 3%	5 2%	11 4%	7 3%	8 3%	2 1%	13 2%	3 4%	4 2%	13 3%	9 2%	7 7% j	8 2%	8 3%	15 3% q	-	1 1%	1 *
It was the same company who did the Green Deal Assessment	115 18%	56 17%	59 20%	30 13%	53 22% c	32 21%	95 18%	17 19%	30 19%	86 18%	91 18%	24 22%	64 18%	51 19%	90 20%	10 15%	15 15%	25 15%
Recommendation from friends/ family	33 5%	14 4%	19 7%	15 7%	12 5%	6 4%	26 5%	8 9%	7 5%	26 6%	24 5%	9 9%	18 5%	15 6%	32 7% pq	1 1%	-	1 *
Recommendation from Green Deal Assessor	90 14%	54 16%	37 13%	28 13%	33 14%	29 19%	77 15%	13 14%	23 15%	67 14%	70 14%	20 19%	51 14%	39 15%	77 17% pq	9 13% pq	4 4%	13 8% p
Already known to me/have used them before	24 4%	11 3%	13 4%	5 2%	11 5%	7 5%	24 5% g	-	6 4%	18 4%	15 3%	9 8% j	13 4%	11 4%	24 5% opq	-	-	-
Trusted name/brand name	51 8%	24 7%	28 9%	16 7%	26 10%	9 6%	45 9%	6 6%	14 9%	38 8%	34 7%	18 16% j	23 6%	29 11%	49 11% opq	2 2%	1 1%	3 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Green Deal Accreditation/Quality mark	50 8%	21 6%	29 10%	15 7%	27 11%	9 6%	46 9%	5 5%	9 6%	41 9%	33 7%	17 15% j	17 5%	33 12% l	48 10% opq	1 1%	2 2%	2 1%
Local company/tradesperson	22 4%	9 3%	13 4%	6 3%	9 4%	6 4%	21 4%	1 1%	1 1%	21 5% h	13 3%	9 8% j	8 2%	14 5% l	20 4% p	3 4% p	-	3 2%
They offered warranties/guarantees	37 6%	11 3%	26 9% a	10 4%	23 9% ce	4 3%	33 6%	5 5%	5 3%	32 7%	29 6%	8 7%	17 5%	20 7%	34 8% oq	-	3 3%	3 2%
They seemed to be the most professional	50 8%	24 7%	26 9%	21 9%	21 8%	9 6%	48 9% g	3 3%	7 4%	44 9%	41 8%	10 9%	29 8%	22 8%	48 10% pq	3 4% p	-	3 2%
They seemed to offer the best quality work	25 4%	11 3%	14 5%	6 3%	13 5%	6 4%	23 4%	1 1%	6 4%	18 4%	18 3%	7 6%	14 4%	10 4%	22 5% p	3 4% p	-	3 2%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	16 3%	6 2%	10 3%	6 3%	7 3%	3 2%	15 3%	1 1%	4 3%	12 3%	15 3%	1 1%	7 2%	9 3%	16 3% q	-	-	-
Landlord's/Housing Ass/Council decision.	33 5%	20 6%	13 4%	14 6%	12 5%	7 5%	25 5%	8 9%	10 7%	23 5%	32 6%	2 1%	21 6%	13 5%	8 2%	9 13% n	17 17% n	25 15% n
No choice / had no say	8 1%	6 2%	1 *	4 2%	3 1%	1 *	8 1%	-	1 *	7 2%	8 1%	-	5 1%	3 1%	-	3 5% n	4 4% n	8 5% n
Other	15 2%	6 2%	9 3%	3 1%	7 3%	4 3%	15 3%	-	5 3%	10 2%	12 2%	3 2%	5 1%	10 4%	12 3%	2 3%	1 1%	3 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
None of these	77 12%	37 11%	40 14%	29 13%	27 11%	20 13%	66 13%	10 11%	30 19% i	47 10%	70 14% k	6 6%	42 12%	34 13%	31 7%	14 21% n	31 31% n	46 27% n
Don't know/can't remember	32 5%	16 5%	13 5%	15 7%	10 4%	5 3%	23 4%	6 6%	6 4%	23 5%	26 5%	6 6%	17 5%	14 5%	17 4%	6 9% n	8 8%	14 9% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	624	540	84	178	278	94	129	165	155	173	402	222
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Availability of convenient/ early appointment times to do the installation	31 5%	28 5%	3 3%	12 7%	18 6%	2 2%	4 3%	9 5%	7 4%	11 6%	13 3%	19 8% w
Company were specialists in installing (Measure)	54 9%	49 9%	5 5%	13 8%	31 10%	10 11%	7 6%	12 7%	14 9%	21 12%	28 7%	26 12%
They were offering to do it for free	225 36%	197 38%	28 28%	51 30%	116 39%	46 49% †	41 34%	66 40%	54 34%	65 36%	150 38%	75 33%
They were the lowest price option (though not free)	16 3%	15 3%	2 2%	5 3%	9 3%	2 2%	4 3%	5 3%	3 2%	5 3%	10 2%	6 3%
It was the same company who did the Green Deal Assessment	115 18%	101 19%	15 15%	35 20%	61 21%	14 15%	17 14%	21 13%	37 23% M	39 22% M	74 19%	42 18%
Recommendation from friends/ family	33 5%	33 6% s	-	11 6%	12 4%	7 7%	7 6%	6 4%	7 5%	13 7%	20 5%	13 6%
Recommendation from Green Deal Assessor	90 14%	87 17% s	3 3%	23 13%	45 15%	16 17%	13 11%	19 11%	32 21% KM	27 15%	53 13%	37 16%
Already known to me/have used them before	24 4%	24 5%	-	10 6%	12 4%	2 2%	4 3%	7 4%	4 3%	9 5%	13 3%	11 5%
Trusted name/brand name	51 8%	46 9%	5 6%	12 7%	23 8%	14 15%	6 5%	15 9%	11 7%	19 11%	33 8%	18 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 † small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Green Deal Accreditation/ Quality mark	50 8%	50 10%	-	9 5%	29 10%	12 13%	4 4%	17 11%	15 10%	13 7%	28 7%	23 10%
Local company/tradesperson	22 4%	21 4%	1 1%	6 4%	12 4%	3 3%	6 5%	5 3%	2 1%	9 5%	13 3%	10 4%
They offered warranties/ guarantees	37 6%	34 6%	3 3%	4 3%	22 7%	10 10%	2 1%	12 7%	12 8%	11 6%	21 5%	16 7%
They seemed to be the most professional	50 8%	48 9%	3 3%	14 8%	26 9%	10 10%	6 5%	20 12%	12 7%	13 7%	27 7%	23 10%
They seemed to offer the best quality work	25 4%	22 4%	3 3%	9 6%	12 4%	3 3%	1 1%	8 5%	9 5%	7 4%	14 3%	11 5%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	16 3%	15 3%	1 1%	4 3%	8 3%	2 2%	3 3%	7 4%	3 2%	4 2%	7 2%	9 4%
Landlord's/Housing Ass/ Council decision.	33 5%	23 4%	10 10%	9 5%	11 4%	3 3%	9 8%	10 6%	6 4%	9 5%	20 5%	14 6%
No choice / had no say	8 1%	2	6 6%	3 1%	5 2%	1 1%	1 1%	5 3%	1	1	7 2%	1
Other	15 2%	15 3%	-	6 4%	5 2%	3 3%	2 2%	3 2%	6 4%	3 2%	8 2%	7 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

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I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Total												
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
None of these	77 12%	52 10%	25 25% r	16 10%	37 12%	16 17%	16 14%	27 16%	17 11%	17 9%	57 14%	20 9%
Don't know/can't remember	32 5%	27 5%	5 5%	6 4%	14 5%	1 1%	8 7%	8 5%	8 5%	8 4%	21 5%	11 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	624	343	98	161	36	555	52	624	-	-	-	624	-
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Availability of convenient/early appointment times to do the installation	31 5%	22 6% A	7 7% A	3 2%	-	28 5%	2 3%	31 5%	-	-	-	31 5%	-
Company were specialists in installing (Measure)	54 9%	43 12% A	6 6%	6 4%	4 11%	46 8%	5 9%	54 9%	-	-	-	54 9%	-
They were offering to do it for free	225 36%	139 39%	38 41%	45 30%	13 35%	208 38%	14 26%	225 36%	-	-	-	225 36%	-
They were the lowest price option (though not free)	16 3%	13 4%	-	3 2%	-	15 3%	-	16 3%	-	-	-	16 3%	-
It was the same company who did the Green Deal Assessment	115 18%	84 23% AB	15 16%	16 10%	1 4%	109 20%	5 9%	115 18%	-	-	-	115 18%	-
Recommendation from friends/family	33 5%	25 7% A	7 8% A	2 2%	3 9% A	26 5%	4 6%	33 5%	-	-	-	33 5%	-
Recommendation from Green Deal Assessor	90 14%	64 18% A	10 10%	12 8%	3 9%	82 15%	7 13%	90 14%	-	-	-	90 14%	-
Already known to me/have used them before	24 4%	20 6% A	3 4%	1 1%	-	21 4%	1 2%	24 4%	-	-	-	24 4%	-
Trusted name/brand name	51 8%	44 12% A	7 7% A	3 2%	1 3%	47 8%	5 9%	51 8%	-	-	-	51 8%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Green Deal Accreditation/Quality mark	50 8%	41 71% zAB	3 3%	5 3%	-	46 8%	3 5%	50 8%	-	-	-	50 8%	-
Local company/tradesperson	22 4%	16 4%	4 4%	4 2%	2 5%	20 4%	2 4%	22 4%	-	-	-	22 4%	-
They offered warranties/guarantees	37 6%	28 8% z	1 1%	6 4%	1 3%	31 6%	5 9%	37 6%	-	-	-	37 6%	-
They seemed to be the most professional	50 8%	37 10%	4 4%	10 7%	3 8%	44 8%	4 8%	50 8%	-	-	-	50 8%	-
They seemed to offer the best quality work	25 4%	13 4%	5 6%	5 3%	2 6%	23 4%	-	25 4%	-	-	-	25 4%	-
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	16 3%	9 2%	3 3%	3 2%	1 4%	14 2%	1 2%	16 3%	-	-	-	16 3%	-
Landlord's/Housing Ass/Council decision.	33 5%	5 1%	8 9% y	19 13% y	2 6% y	28 5%	5 9%	33 5%	-	-	-	33 5%	-
No choice / had no say	8 1%	4 1%	1 1%	2 1%	1 4%	7 1%	1 1%	8 1%	-	-	-	8 1%	-
Other	15 2%	10 3%	1 1%	3 2%	1 4%	13 2%	2 4%	15 2%	-	-	-	15 2%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 379

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
None of these	77 12%	31 9%	10 10%	33 22% yz	5 13%	69 12%	6 10%	77 12%	-	-	-	77 12%	-
Don't know/can't remember	32 5%	11 3%	8 8% y	8 6%	2 5%	24 4%	5 9%	32 5%	-	-	-	32 5%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	624	96	298	89	313	145	624	624	-	77	547	-	79	545	395	229
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Availability of convenient/ early appointment times to do the installation	31 5%	10 10%	13 4%	-	13 4%	8 5%	31 5%	31 5%	-	11 14%	20 4%	-	9 11%	22 4%	23 6%	8 4%
Company were specialists in installing (Measure)	54 9%	21 21%	24 8%	2 2%	15 5%	20 14%	54 9%	54 9%	-	21 26%	34 6%	-	22 28%	32 6%	37 9%	18 8%
They were offering to do it for free	225 36%	13 13%	153 49%	10 13%	129 43%	27 18%	225 36%	225 36%	-	9 11%	217 40%	-	12 15%	213 39%	181 45%	44 20%
They were the lowest price option (though not free)	16 3%	9 9%	1 *	3 4%	2 7%	8 6%	16 3%	16 3%	-	5 6%	11 2%	-	7 9%	9 2%	6 1%	10 5%
It was the same company who did the Green Deal Assessment	115 18%	16 16%	70 22%	5 6%	58 20%	27 19%	115 18%	115 18%	-	16 20%	99 18%	-	17 21%	98 18%	89 22%	26 12%
Recommendation from friends/ family	33 5%	14 14%	11 3%	6 8%	14 5%	11 7%	33 5%	33 5%	-	9 11%	24 5%	-	9 10%	25 5%	20 5%	13 6%
Recommendation from Green Deal Assessor	90 14%	15 15%	39 12%	11 14%	45 15%	30 20%	90 14%	90 14%	-	20 24%	71 13%	-	17 20%	74 14%	68 17%	23 10%
Already known to me/have used them before	24 4%	17 16%	6 2%	1 1%	9 3%	11 7%	24 4%	24 4%	-	12 15%	12 2%	-	14 17%	10 2%	14 3%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	623	102*	315	77*	297	146	623	623	-**	81*	543	-**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Trusted name/brand name	51 8%	24 24% bcdef g	19 6%	1 1%	16 5%	17 12% bcd	51 8% bcd	51 8% bcd	-	24 30% j	27 5%	-	23 28% m	29 5%	33 8%	19 8%
Green Deal Accreditation/ Quality mark	50 8%	15 14% bcdfg	22 7%	4 5%	21 7%	16 11%	50 8%	50 8%	-	15 19% j	35 6%	-	16 20% m	34 6%	35 9%	16 7%
Local company/tradesperson	22 4%	13 12% bdfg	6 2%	3 4%	8 3%	12 8% bdfg	22 4% b	22 4% b	-	6 8% j	16 3%	-	8 9% m	15 3%	14 4%	8 4%
They offered warranties/ guarantees	37 6%	15 15% bcdef g	16 5%	1 1%	14 5%	11 7% c	37 6% c	37 6% c	-	15 18% j	22 4%	-	14 17% m	23 4%	21 5%	16 7%
They seemed to be the most professional	50 8%	14 14% cfg	30 10% c	1 2%	25 8% c	16 11% c	50 8% c	50 8% c	-	16 20% j	35 6%	-	18 22% m	33 6%	35 9%	15 7%
They seemed to offer the best quality work	25 4%	7 7%	12 4%	3 3%	12 4%	7 5%	25 4%	25 4%	-	7 9% j	18 3%	-	8 10% m	16 3%	20 5%	4 2%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	16 3%	2 2%	9 3%	1 2%	13 4% fg	1 1%	16 3%	16 3%	-	2 3%	14 3%	-	3 3%	13 2%	12 3%	4 2%
Landlord's/Housing Ass/ Council decision.	33 5%	1 1%	9 3%	14 18% abdefg	15 5%	6 4%	33 5% ab	33 5% ab	-	-	33 6% i	-	-	33 6% l	15 4%	19 8% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
No choice / had no say	8 1%	-	4 1%	1 2%	3 1%	1	8 1%	8 1%	-	-	8 1%	-	1 1%	7 1%	2	6 3% n
Other	15 2%	-	10 3%	4 5% a	9 3%	4 3%	15 2%	15 2%	-	-	15 3%	-	1 1%	14 3%	10 3%	5 2%
None of these	77 12%	8 7%	41 13%	9 12%	33 11%	13 9%	77 12%	77 12%	-	2 3%	74 14% i	-	2 2%	75 14% i	29 7%	48 21% n
Don't know/can't remember	32 5%	4 4%	18 6%	5 6%	18 6%	5 3%	32 5%	32 5%	-	1 1%	31 6%	-	1 1%	31 6%	18 5%	14 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	624	58	254	146	128	281	172	202	111	93	124	67	57	567	52	500	87	413
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Availability of convenient/early appointment times to do the installation	31 5%	-	5 2%	13 9%	12 9%	15 5%	14 8%	13 7%	6 5%	1 1%	7 5%	-	-	31 5%	7 13% UVW	23 5%	1 2%	21 5%
Company were specialists in installing (Measure)	54 9%	1 1%	12 5%	16 11% pq	24 18% pq	23 8%	26 15% M	26 13%	13 11% S	4 5%	11 8%	1 1%	1 1%	54 9%	16 29% UVW	37 7% V	-	37 9% UV
They were offering to do it for free	225 36%	21 38%	90 36%	51 35%	55 40%	131 46% O	68 39% O	46 23%	50 43% S	28 35% S	70 54% QS	4 7%	3 6%	222 39% u	3 5%	205 41% TV	22 27% T	182 44% TUV
They were the lowest price option (though not free)	16 3%	1 2%	8 3%	2 1%	6 5%	3 1%	8 4% M	10 5% M	4 3%	-	1 1%	-	-	16 3%	8 15% UVW	5 1%	-	5 1%
It was the same company who did the Green Deal Assessment	115 18%	8 15%	43 17%	31 21%	31 23%	60 21%	34 19%	35 18%	25 22% S	10 12%	25 19%	5 9%	5 10%	110 19%	8 14%	102 21% V	10 17%	93 22% UV
Recommendation from friends/family	33 5%	1 1%	15 6%	3 2%	14 10% pr	10 3%	16 9% M	21 11% M	4 3%	8 10% RS	3 2%	-	-	33 6%	11 20% UVW	21 4%	2 2%	20 5%
Recommendation from Green Deal Assessor	90 14%	3 5%	29 12%	32 22% pq	24 18% p	46 16%	27 15%	31 16%	13 11% S	10 12% S	24 18% S	-	-	90 16% u	4 8%	82 16% V	4 5%	78 19% UV
Already known to me/have used them before	24 4%	-	6 3%	5 3%	12 9% pq	8 3%	5 3%	13 7% M	3 3%	2 3%	4 3%	-	-	24 4%	9 16% UVW	13 3%	-	13 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Trusted name/brand name	51 8%	1 1%	10 4%	14 9%	26 19%	21 7%	23 13%	32 16%	3 3%	3 4%	9 7%	2 3%	-	51 9%	14 26%	37 7%	1 1%	36 9%
Green Deal Accreditation/Quality mark	50 8%	1 1%	11 4%	20 14%	19 14%	22 8%	20 11%	21 10%	7 6%	5 6%	17 13%	1 1%	-	50 9%	15 26%	33 7%	3 3%	30 7%
Local company/tradesperson	22 4%	-	6 2%	8 5%	7 5%	7 2%	10 6%	5 3%	5 4%	3 3%	3 2%	-	-	22 4%	10 18%	10 2%	-	10 2%
They offered warranties/guarantees	37 6%	1 1%	5 2%	12 8%	19 14%	14 5%	20 11%	20 10%	7 6%	1 1%	10 8%	1 1%	1 1%	36 6%	12 21%	25 5%	2 3%	23 6%
They seemed to be the most professional	50 8%	1 2%	16 6%	10 7%	23 17%	19 6%	23 13%	19 10%	12 10%	4 4%	10 8%	-	-	50 9%	9 16%	38 8%	2 2%	36 9%
They seemed to offer the best quality work	25 4%	-	10 4%	9 6%	6 4%	9 3%	10 6%	13 6%	6 5%	1 2%	5 4%	-	-	25 4%	5 9%	17 3%	-	17 4%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	16 3%	-	3 1%	6 4%	6 5%	3 1%	9 5%	8 4%	4 3%	-	6 5%	-	-	16 3%	3 5%	13 3%	-	13 3%
Landlord's/Housing Ass/ Council decision.	33 5%	6 10%	11 4%	7 5%	5 3%	7 2%	4 2%	18 9%	-	5 6%	1 1%	18 29%	17 33%	16 3%	* 1%	25 5%	9 11%	16 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
No choice / had no say	8 1%	1 2%	4 2%	1 1%	-	2 1%	1 *	3 1%	-	1 1%	-	7 12% PQR	7 14% v	1 *	-	5 1% W	4 5% UW	1 *
Other	15 2%	2 4%	2 1%	4 3%	7 5% q	6 2%	5 3%	4 2%	2 2%	2 2%	6 4%	-	-	15 3%	1 2%	12 2%	3 3%	10 2%
None of these	77 12%	12 22% q/L	27 11%	16 11%	14 10%	26 9%	23 13%	29 15%	12 10%	9 12%	11 8%	24 38% PQR	22 42% v	55 10%	2 4%	61 12% W	30 36% TUW	31 7%
Don't know/can't remember	32 5%	4 8%	17 7%	3 2%	3 2%	13 4%	9 5%	9 4%	6 5%	6 7%	5 4%	5 9%	2 4%	30 5%	3 5%	22 5%	4 5%	18 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	624	238	262	281	219	41	166	67	239	160	75	315	275	232	235	175
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Availability of convenient/early appointment times to do the installation	31 5%	23 10% xzA	5 2% z	26 9% xz	3 1%	-	17 11%	6 8%	2 1%	19 11% D	8 9% D	14 5%	16 6%	6 3%	10 4%	15 8% I
Company were specialists in installing (Measure)	54 9%	33 14% xzA	17 6% z	41 14% xzA	8 4%	-	24 15%	8 12%	10 4%	22 13% D	15 18% D	21 7%	32 11%	13 6%	23 10%	19 11%
They were offering to do it for free	225 36%	81 34% A	105 40% A	101 36% A	85 39% A	5 11%	57 35%	22 31%	71 32%	73 43% D	39 44%	103 34%	112 39%	84 38%	79 33%	69 38%
They were the lowest price option (though not free)	16 3%	11 5% xz	3 1% z	13 5% xz	1 1%	-	9 6%	2 3%	2 1%	5 3%	5 6% D	2 1%	14 5% G	5 2%	3 1%	8 4%
It was the same company who did the Green Deal Assessment	115 18%	53 22% xz	38 14% z	67 24% xz	24 11%	4 10%	31 19%	19 27%	36 16%	31 18%	19 22%	46 16%	63 22%	31 14%	53 22% I	34 19%
Recommendation from friends/family	33 5%	15 6%	14 5%	19 7%	11 5%	1 2%	13 8%	3 4%	7 3%	9 5%	7 8%	12 4%	18 6%	12 5%	12 5%	10 5%
Recommendation from Green Deal Assessor	90 14%	49 21% xzA	24 9%	57 20% xzA	17 8%	2 5%	31 19%	18 26%	32 14%	28 16%	11 13%	48 16%	40 14%	31 14%	42 18%	21 12%
Already known to me/have used them before	24 4%	14 6%	6 2%	16 6% x	5 2%	1 2%	13 8%	1 2%	4 2%	10 6% D	6 7% D	9 3%	15 5%	6 3%	12 5%	8 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Trusted name/brand name	51 8%	42 18% xyzA	6 2%	44 16% xzA	3 2%	-	26 16%	16 22%	9 4%	15 9%	21 24% DE	11 4%	38 13% G	11 5%	17 7%	24 13% I
Green Deal Accreditation/Quality mark	50 8%	33 14% xzA	13 5%	37 13% xzA	8 4%	1 7%	25 15%	9 12%	5 2%	20 12% D	16 19% D	17 6%	30 10% G	13 6%	14 6%	23 13% IJ
Local company/tradesperson	22 4%	13 5%	6 2%	14 5%	5 2%	-	13 8% C	-	1 *	7 4% D	7 8% D	4 7%	14 5% G	6 3%	9 4%	7 4%
They offered warranties/guarantees	37 6%	26 11% xzA	8 3% z	31 11% xzA	3 7%	-	15 10%	10 15%	4 2%	13 7% D	12 14% D	8 3%	27 9% G	5 2%	12 5%	20 11% IJ
They seemed to be the most professional	50 8%	32 13% xzA	14 5%	34 12% xzA	12 6%	-	18 11%	13 19%	10 4%	22 13% D	11 12% D	18 6%	31 11%	19 8%	17 7%	17 9%
They seemed to offer the best quality work	25 4%	18 8% xz	6 2% z	21 7% xz	3 7%	-	13 8%	5 7%	4 2%	9 5%	3 4%	11 4%	13 5%	7 3%	10 4%	9 5%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	16 3%	12 5% xz	4 7% z	14 5% xz	1 *	-	8 5%	3 5%	2 7%	6 4% D	7 8% D	5 2%	11 4%	2 7%	4 2%	10 5% I
Landlord's/Housing Ass/ Council decision.	33 5%	5 2%	18 7% wy	5 2%	18 8% wy	5 17% wy	2 7%	3 5%	17 8% F	8 4%	-	26 9% H	7 2%	16 7%	12 5%	8 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 380

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
No choice / had no say	8 1%	1	7 3% wy	1	7 3% wy	6 13% wxyz	-	1 1%	2 1%	3 2%	1 1%	6 2%	1	4 2%	1 1%	3 1%
Other	15 2%	8 3%	6 2%	11 4%	3 1%	1 3%	3 2%	5 8% B	3 1%	5 3%	3 3%	5 2%	10 3%	6 3%	7 3%	3 2%
None of these	77 12%	16 7%	45 17% wy	18 7%	43 20% wxy	20 47% wxyz	13 8%	3 4%	46 21% EF	10 6%	5 6%	45 15% H	27 9%	28 13%	26 11%	22 12%
Don't know/can't remember	32 5%	9 4%	11 4%	10 4%	10 5%	-	7 4%	2 2%	13 6%	11 6%	3 3%	17 6%	10 3%	13 6%	8 3%	11 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 381

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	624	242	395	465	159	262	236	115	470	79	519	31
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Availability of convenient/early appointment times to do the installation	31 5%	15 7%	23 6%	25 5%	7 4%	13 5%	14 6%	4 4%	27 6%	3 4%	29 6%	-
Company were specialists in installing (Measure)	54 9%	23 10%	37 9%	43 9%	12 7%	29 11%	17 7%	7 7%	49 11%	3 4%	50 10%	2 8%
They were offering to do it for free	225 36%	83 36% K	181 45% HJK	193 41% HK	32 21%	113 42% I	77 32%	33 32%	173 37%	28 35%	203 39%	7 24%
They were the lowest price option (though not free)	16 3%	10 5% IJ	6 1%	12 3% I	4 2%	6 2%	8 3%	2 2%	13 3%	1 1%	14 3%	1 2%
It was the same company who did the Green Deal Assessment	115 18%	45 20%	89 22% K	97 21% K	19 12%	50 18%	48 20%	17 17%	103 22% M	6 7%	108 21%	3 11%
Recommendation from friends/family	33 5%	17 7% J	20 5%	25 5%	8 5%	17 6%	11 4%	6 6%	26 6%	5 7%	32 6%	1 3%
Recommendation from Green Deal Assessor	90 14%	30 13%	68 17%	74 16%	17 11%	37 14%	34 14%	19 18%	79 17% M	6 8%	86 16%	2 7%
Already known to me/have used them before	24 4%	11 5%	14 3%	20 4%	4 3%	14 5%	9 4%	2 1%	20 4%	2 2%	23 4%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 381

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Trusted name/brand name	51 8%	25 11%	33 8%	43 9%	9 6%	27 10%	18 7%	5 5%	49 11% M	2 3%	49 9%	1 4%
Green Deal Accreditation/ Quality mark	50 8%	17 7%	35 9%	40 9%	10 7%	29 11%	17 7%	4 4%	45 10%	3 3%	46 9%	1 5%
Local company/tradesperson	22 4%	11 5%	14 4%	17 4%	6 4%	12 4%	6 3%	3 3%	18 4%	1 1%	21 4%	1 3%
They offered warranties/ guarantees	37 6%	18 8%	21 5%	28 6%	10 6%	20 7%	11 5%	6 6%	36 8% M	1 1%	35 7%	1 3%
They seemed to be the most professional	50 8%	20 9%	35 9%	41 9%	9 6%	26 9%	20 8%	5 5%	41 9%	4 5%	49 9%	- -
They seemed to offer the best quality work	25 4%	12 5%	20 5%	22 5%	2 1%	10 4%	11 4%	4 4%	23 5%	1 2%	23 4%	- -
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	16 3%	10 5%	12 3%	14 3%	2 1%	11 4%	4 1%	1 1%	16 3%	- -	16 3%	- -
Landlord's/Housing Ass/ Council decision.	33 5%	19 8% IJ	15 4%	22 5% I	12 7%	7 3%	17 7% k	9 9% k	20 4%	7 8%	21 4%	2 6%
No choice / had no say	8 1%	-	2 *	2 *	6 4% HIJ	3 1%	5 2%	-	4 1%	3 3%	3 1%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 381

111 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Other	15 2%	5 2%	10 3%	11 2%	4 2%	6 2%	7 3%	2 2%	12 3%	1 1%	13 3%	-
None of these	77 12%	18 8%	29 7%	37 8%	39 25% HIJ	37 14%	26 11%	11 11%	44 9%	16 20% L	45 9%	6 20%
Don't know/can't remember	32 5%	12 5%	18 5%	22 5%	10 6%	5 2%	16 7% k	9 9% k	20 4%	5 6%	22 4%	3 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 381

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	624	506	47	32	119	505	388	306	215	128	54	129	66	98	149
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Availability of convenient/early appointment times to do the installation	31 5%	29 6%	1 3%	-	5 4%	27 5%	22 6%	21 7%	10 4%	7 5%	4 7%	3 2%	3 4%	12 11% wz	3 2%
Company were specialists in installing (Measure)	54 9%	48 9%	7 14%	-	7 6%	48 9%	47 12% r	38 12% r	8 4%	11 8%	4 8%	5 4%	8 11%	17 16% wz	9 6%
They were offering to do it for free	225 36%	196 39% Q	10 22%	15 45%	40 35%	185 36%	140 36%	117 38%	83 38%	46 35%	29 54% uwz	29 24%	25 36%	55 51% uwz	42 29%
They were the lowest price option (though not free)	16 3%	12 2%	3 6%	1 4%	3 2%	14 3%	14 4% q	8 3%	2 1%	4 3%	-	2 1%	5 7% y	1 1%	5 4%
It was the same company who did the Green Deal Assessment	115 18%	101 20%	8 17%	1 4%	10 9%	105 21% n	70 18%	63 21% p	44 20%	22 16%	10 19%	17 14%	20 29% w	21 20%	26 18%
Recommendation from friends/family	33 5%	28 5%	4 8%	2 6%	7 6%	27 5%	28 7% r	23 8% r	5 2%	7 5%	1 1%	2 2%	10 14% uvw	6 6%	8 6%
Recommendation from Green Deal Assessor	90 14%	78 15%	3 6%	5 14%	14 12%	76 15%	54 14%	43 14%	34 15%	20 15% x	8 15%	16 13%	3 5%	20 19% x	24 16% x
Already known to me/have used them before	24 4%	22 4%	2 3%	-	2 1%	22 4%	23 6% r	22 7% r	1 1%	4 3%	2 3%	5 4%	4 5%	4 4%	6 4%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 381

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Trusted name/brand name	51 8%	44 9%	7 15%	-	3 3%	48 9% n	41 71% r	36 12% r	9 4%	9 7%	5 10%	6 5%	9 13%	13 13%	9 6%
Green Deal Accreditation/ Quality mark	50 8%	43 9%	7 15%	-	4 3%	46 9% n	33 9%	31 10%	15 7%	7 5%	1 2%	4 4%	8 12% w	21 19% uvwz	9 6%
Local company/tradesperson	22 4%	17 3%	4 8%	-	2 2%	20 4%	19 5% r	17 6% r	3 1%	10 8%	-	4 3%	1 2%	3 3%	4 3%
They offered warranties/ guarantees	37 6%	34 7%	4 8%	-	3 2%	34 7%	27 7%	23 8%	10 5%	6 5%	5 10% w	2 2%	5 7%	13 12% wz	6 4%
They seemed to be the most professional	50 8%	44 9%	6 12%	1 4%	4 3%	47 9% n	37 10%	32 10%	14 6%	10 8%	5 10%	4 4%	5 7%	15 14% w	11 7%
They seemed to offer the best quality work	25 4%	22 4%	1 3%	-	1 1%	23 5%	14 4%	14 5%	9 4%	9 7%	2 4%	3 3%	1 2%	7 6%	3 2%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	16 3%	12 2%	2 5%	-	-	16 3%	9 2%	7 2%	6 3%	4 3%	2 4% z	3 2%	1 2%	6 6% z	-
Landlord's/Housing Ass/ Council decision.	33 5%	25 5%	2 5%	3 9%	8 6%	26 5%	6 2%	4 1%	25 11% pq	9 7% y	1 2%	11 9% y	3 4%	1 1%	8 6%
No choice / had no say	8 1%	5 1%	1 2%	1 4%	3 2%	5 1%	3 1%	2 1%	5 2%	1 1%	3 5% z	3 2%	-	1 1%	-



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 381

I11 (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Weighted Base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Effective base	15	14	1	-	1	14	12	9	3	1	1	3	-	7	3
Other	2%	3%	1%	-	1%	3%	3%	3%	1%	1%	3%	2%	-	6%	2%
None of these	77	50	9	5	24	52	42	28	30	15	6	30	5	6	15
	12%	10%	19%	17%	21%	10%	11%	9%	14%	11%	10%	25%	8%	6%	11%
Don't know/can't remember	32	21	3	1	5	27	18	13	10	7	2	3	5	8	7
	5%	4%	6%	3%	4%	5%	5%	4%	5%	5%	4%	2%	7%	8%	5%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 382

I11_SUM (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

I11: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Unweighted Base	207	225	61	3	15	22	78	6	5	-	2
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
Availability of convenient/ early appointment times to do the installation	9 4%	10 4%	-	-	-	1 5%	9 11%	-	1 19%	-	1 43%
Company were specialists in installing (Measure)	5 3%	20 8%	2 3%	-	-	-	21 25%	2 31%	4 59%	-	1 43%
They were offering to do it for free	90 46%	113 47%	6 11%	-	2 15%	9 35%	5 6%	-	1 20%	-	-
They were the lowest price option (though not free)	2 1%	1	3 6%	1 25%	-	-	9 11%	-	1 19%	-	-
It was the same company who did the Green Deal Assessment	43 22%	47 19%	2 3%	-	3 21%	6 24%	14 18%	-	1 19%	-	-
Recommendation from friends/ family	7 3%	8 3%	3 5%	-	1 7%	-	13 16%	2 45%	-	-	-
Recommendation from Green Deal Assessor	30 15%	30 13%	5 10%	-	2 20%	8 34%	12 14%	-	2 39%	-	-
Already known to me/have used them before	4 2%	2 1%	-	-	-	-	17 21%	-	-	-	1 43%
Trusted name/brand name	10 5%	16 7%	1 2%	-	-	-	24 30%	-	-	-	-
Green Deal Accreditation/ Quality mark	11 5%	16 7%	3 6%	-	-	4 15%	13 16%	-	4 60%	-	-
Local company/tradesperson	3 2%	2 1%	2 3%	-	1 7%	-	12 15%	-	1 19%	-	2 57%
They offered warranties/ guarantees	7 4%	12 5%	1 1%	-	-	-	15 18%	-	2 38%	-	-
They seemed to be the most professional	14 7%	17 7%	1 2%	-	-	-	14 18%	-	2 39%	-	2 57%
They seemed to offer the best quality work	5 3%	9 4%	3 5%	-	-	-	7 8%	-	-	-	1 43%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 382

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19 Jun 2014

I11_SUM (M) Why did you decide to use the installer you used for (Measure)?

Base: All key measures that have been installed by a company

I11: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	7 4%	4 2%	1 3%	-	-	-	2 3%	-	1 19%	-	-
Landlord's/Housing Ass/ Council decision.	13 6%	7 3%	11 19%	-	3 24%	-	1 1%	-	-	-	-
No choice / had no say	2 1%	4 2%	1 1%	-	-	-	-	1 11%	-	-	-
Other	5 2%	6 2%	3 6%	-	-	1 3%	-	-	-	-	-
None of these	21 11%	34 14%	9 16%	1 33%	1 7%	1 5%	7 8%	3 55%	-	-	-
Don't know/can't remember	10 5%	14 6%	5 9%	1 42%	-	-	2 2%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	516	274	241	182	200	133	426	81	136	379	432	84	334	182	363	56	97	153
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Availability of convenient/ early appointment times to do the installation	29 6%	13 5%	16 6%	10 6%	15 7%	5 3%	26 6%	3 4%	4 3%	25 7%	23 5%	7 7%	14 5%	16 7%	28 7% opq	-	1 1%	1 1%
Company were specialists in installing (Measure)	54 11%	23 8%	32 13%	13 7%	29 14% c	13 10%	51 12%	3 5%	11 9%	43 11%	37 9%	18 19% j	23 8%	31 14% l	52 14% opq	1 3%	1 1%	2 2%
They were offering to do it for free	192 37%	93 34%	99 40%	78 44% e	75 37%	39 29%	165 38%	24 34%	39 30%	153 40% h	176 42% k	16 16%	124 42% m	68 30%	157 42% pq	15 32%	20 22%	35 25%
They were the lowest price option (though not free)	16 3%	5 2%	11 5%	7 4%	8 4%	2 2%	13 3%	3 4%	4 3%	13 3%	9 2%	7 7% j	8 3%	8 4%	15 4% q	-	1 1%	1 1%
It was the same company who did the Green Deal Assessment	102 20%	50 18%	52 21%	28 16%	46 22%	28 21%	86 20%	13 19%	28 21%	74 19%	80 19%	21 22%	57 20%	44 20%	79 21%	9 19%	13 15%	22 16%
Recommendation from friends/ family	29 6%	12 5%	17 7%	11 6%	12 6%	6 5%	24 5%	5 7%	7 5%	22 6%	20 5%	9 10%	15 5%	14 6%	28 7% pq	1 2%	-	1 1%
Recommendation from Green Deal Assessor	81 16%	49 18%	32 13%	24 14%	28 14%	29 21%	70 16%	11 15%	21 16%	59 16%	62 15%	19 20%	46 16%	35 16%	69 18% pq	8 17% pq	4 4%	12 8% p
Already known to me/have used them before	24 5%	11 4%	13 5%	5 3%	11 6%	7 6%	24 5% g	-	6 5%	18 5%	15 4%	9 9% j	13 5%	11 5%	24 6% pq	-	-	-
Trusted name/brand name	50 10%	24 9%	26 11%	15 8%	26 13%	9 7%	44 10%	6 8%	14 10%	36 9%	32 8%	18 19% j	23 8%	27 12%	47 12% pq	2 3%	1 1%	3 2%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Green Deal Accreditation/ Quality mark	46 9%	21 8%	26 10%	13 7%	25 12%	9 6%	42 10%	4 6%	9 7%	37 10%	29 7%	17 17% j	15 5%	31 14% l	44 12% opq	1 1%	2 2%	2 2%
Local company/tradesperson	21 4%	8 3%	13 5%	5 3%	9 5%	6 5%	20 5%	1 2%	1 1%	20 5% h	12 3%	9 9% j	8 3%	13 6%	18 5% p	3 5% p	-	3 2%
They offered warranties/ guarantees	33 6%	11 4%	22 9% a	7 4%	22 11% ce	4 3%	29 7%	5 6%	5 4%	28 7%	25 6%	8 8%	15 5%	18 8%	31 8% oq	-	3 3%	3 2%
They seemed to be the most professional	44 8%	21 8%	23 9%	17 9%	20 10%	8 6%	42 10%	2 3%	7 5%	37 10%	34 8%	10 10%	23 8%	21 9%	43 11% pq	1 3%	-	1 1%
They seemed to offer the best quality work	22 4%	10 4%	13 5%	5 3%	12 6%	6 5%	21 5%	1 1%	6 5%	16 4%	15 4%	7 7%	12 4%	10 5%	21 6% pq	1 3%	-	1 1%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 3%	5 2%	9 4%	5 3%	6 3%	3 2%	13 3%	1 1%	4 3%	10 3%	12 3%	1 1%	6 2%	8 4%	14 4% q	-	-	-
Landlord's/Housing Ass/ Council decision.	31 6%	19 7%	12 5%	13 7%	11 5%	7 6%	23 5%	7 10%	10 7%	22 6%	30 7%	2 2%	19 6%	13 6%	8 2%	6 13% n	17 19% n	23 17% n
No choice / had no say	8 1%	6 2%	1 1%	4 2%	3 2%	1 *	8 2%	-	1 *	7 2%	8 2%	-	5 2%	3 1%	-	3 7% n	4 5% n	8 6% n
Other	14 3%	6 2%	8 3%	3 2%	7 3%	4 3%	14 3%	-	5 3%	10 3%	12 3%	3 3%	4 1%	10 5% l	11 3%	2 4%	1 1%	3 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
None of these	72 14%	35 13%	36 15%	27 16%	25 12%	20 15%	62 14%	9 12%	28 21% i	44 11%	65 16% k	6 7%	38 13%	33 15%	29 8%	12 25% n	31 34% n	42 31% n
Don't know/can't remember	30 6%	16 6%	12 5%	14 8%	10 5%	5 4%	22 5%	6 8%	6 5%	22 6%	25 6%	5 5%	16 6%	13 6%	15 4%	6 13% n	8 9%	14 10% n



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	516	440	76	150	231	80	103	129	130	153	345	171
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Availability of convenient/ early appointment times to do the installation	29 6%	26 6%	3 3%	11 7%	17 7%	2 2%	3 3%	8 6%	7 5%	11 7%	12 3%	18 10% w
Company were specialists in installing (Measure)	54 11%	49 12%	5 6%	13 9%	31 13%	10 12%	7 8%	12 9%	14 11%	21 13%	28 8%	26 15% w
They were offering to do it for free	192 37%	166 39%	26 29%	47 32%	97 39%	37 46%	37 38%	50 39%	49 38%	55 35%	133 39%	59 34%
They were the lowest price option (though not free)	16 3%	15 3%	2 2%	5 4%	9 4%	2 3%	4 4%	5 4%	3 2%	5 3%	10 3%	6 4%
It was the same company who did the Green Deal Assessment	102 20%	88 21%	14 15%	30 21%	54 22%	13 16%	16 16%	17 13%	32 25% M	35 22%	65 19%	37 21%
Recommendation from friends/ family	29 6%	29 7% s	- -	9 6%	12 5%	6 7%	6 6%	4 3%	7 6%	12 8%	17 5%	13 7%
Recommendation from Green Deal Assessor	81 16%	78 18% s	3 3%	20 14%	42 17%	14 18%	11 11%	15 11%	30 23% KM	25 16%	49 14%	32 18%
Already known to me/have used them before	24 5%	24 6% s	- -	10 7%	12 5%	2 2%	4 4%	7 5%	4 3%	9 6%	13 4%	11 6%
Trusted name/brand name	50 10%	45 10%	5 6%	12 8%	23 9%	12 15%	6 6%	14 11%	11 8%	19 12%	32 9%	18 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Green Deal Accreditation/ Quality mark	46 9%	46 11% s	- -	9 6%	27 11%	10 12%	4 4%	14 11%	15 12% K	13 8%	26 8%	20 11%
Local company/tradesperson	21 4%	20 5%	1 1%	5 4%	12 5%	3 3%	5 5%	5 4%	2 2%	9 6%	12 3%	10 5%
They offered warranties/ guarantees	33 6%	30 7%	3 4%	4 3%	20 8% t	8 10% t	2 2%	9 7%	12 9% K	11 7%	20 6%	13 8%
They seemed to be the most professional	44 8%	43 10% s	1 1%	11 8%	23 9%	9 11%	4 5%	15 12%	12 9%	12 8%	23 7%	21 12%
They seemed to offer the best quality work	22 4%	21 5%	1 1%	8 6%	11 4%	3 4%	1 1%	6 5%	9 7% K	7 4%	13 4%	10 5%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 3%	13 3%	1 1%	3 2%	7 3%	2 2%	2 2%	5 4%	3 2%	4 2%	6 2%	8 4%
Landlord's/Housing Ass/ Council decision.	31 6%	21 5%	10 11% r	9 6%	11 4%	3 3%	8 9%	8 6%	6 5%	9 5%	20 6%	12 7%
No choice / had no say	8 1%	2 -	6 6% r	3 2%	5 2%	1 1%	1 1%	5 4%	1 -	1 1%	7 2%	1 -
Other	14 3%	14 3%	- -	6 4%	5 2%	3 3%	1 1%	3 3%	6 5%	3 2%	7 2%	7 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
None of these	72 14%	48 11%	24 27% r	16 11%	35 14%	13 17%	15 15%	25 19% O	15 11%	17 11%	54 16%	18 10%
Don't know/can't remember	30 6%	26 6%	4 4%	6 4%	14 6%	1 2%	7 7%	7 6%	8 6%	8 5%	21 6%	9 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	516	293	79	129	26	460	42	516	-	-	-	516	-
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Availability of convenient/early appointment times to do the installation	29 6%	21 7%	6 7%	3 2%	-	26 6%	2 4%	29 6%	-	-	-	29 6%	-
Company were specialists in installing (Measure)	54 11%	43 14% A	6 8%	6 5%	4 15%	46 10%	5 11%	54 11%	-	-	-	54 11%	-
They were offering to do it for free	192 37%	119 39%	34 44% A	37 30%	10 40%	176 38%	13 30%	192 37%	-	-	-	192 37%	-
They were the lowest price option (though not free)	16 3%	13 4%	-	3 3%	-	15 3%	-	16 3%	-	-	-	16 3%	-
It was the same company who did the Green Deal Assessment	102 20%	73 24% A	14 19%	15 12%	1 3%	97 21% D	3 8%	102 20%	-	-	-	102 20%	-
Recommendation from friends/family	29 6%	23 8% A	5 6%	2 2%	3 10%	23 5%	4 8%	29 6%	-	-	-	29 6%	-
Recommendation from Green Deal Assessor	81 16%	58 19% A	7 9%	12 9%	3 12%	73 16%	7 15%	81 16%	-	-	-	81 16%	-
Already known to me/have used them before	24 5%	20 7% A	3 4%	1 1%	-	21 5%	1 3%	24 5%	-	-	-	24 5%	-
Trusted name/brand name	50 10%	42 14% A	7 9% A	3 2%	1 4%	45 10%	5 11%	50 10%	-	-	-	50 10%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Green Deal Accreditation/Quality mark	46 9%	38 12% zA	3 4%	5 4%	-	42 9%	3 6%	46 9%	-	-	-	46 9%	-
Local company/tradesperson	21 4%	16 5%	3 3%	4 3%	2 6%	19 4%	2 5%	21 4%	-	-	-	21 4%	-
They offered warranties/guarantees	33 6%	26 8% z	1 1%	5 4%	1 4%	27 6%	5 11%	33 6%	-	-	-	33 6%	-
They seemed to be the most professional	44 8%	33 11%	4 5%	7 6%	3 11%	37 8%	4 9%	44 8%	-	-	-	44 8%	-
They seemed to offer the best quality work	22 4%	12 4%	5 7%	3 3%	2 9%	21 5%	-	22 4%	-	-	-	22 4%	-
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 3%	8 3%	2 2%	3 2%	1 6%	12 3%	1 2%	14 3%	-	-	-	14 3%	-
Landlord's/Housing Ass/Council decision.	31 6%	5 2%	8 11% y	17 14% y	2 9%	27 6%	4 10%	31 6%	-	-	-	31 6%	-
No choice / had no say	8 1%	4 1%	1 1%	2 2%	1 5%	7 2%	1 2%	8 1%	-	-	-	8 1%	-
Other	14 3%	10 3%	1 1%	3 2%	1 3%	12 3%	2 4%	14 3%	-	-	-	14 3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 383

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	516	303	76*	123	26**	457	45*	516	-**	-**	-**	516	-**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
None of these	72 14%	28 9%	9 11%	32 26% yz	5 19%	65 14%	5 11%	72 14%	-	-	-	72 14%	-
Don't know/can't remember	30 6%	11 4%	7 9%	8 7%	2 7%	23 5%	5 11%	30 6%	-	-	-	30 6%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 384

111 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	516	79	230	63	222	106	516	516	-	69	447	-	68	448	313	203
Weighted Base	516	82*	244	56*	208	107*	516	516	**	72*	444	**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Availability of convenient/ early appointment times to do the installation	29 6%	10 13% bcdfg	11 5%	-	11 5%	8 7% c	29 6%	29 6%	-	11 15% j	18 4%	-	9 13% m	20 4%	21 7%	8 4%
Company were specialists in installing (Measure)	54 11%	21 26% bcdf g	24 10%	2 3%	15 7%	20 19% bcdf g	54 11% cd	54 11% cd	-	21 29% j	34 8%	-	22 32% m	32 7%	37 12%	18 9%
They were offering to do it for free	192 37%	8 10%	123 50% acef g	8 15%	100 48% acef g	21 20% a	192 37% ace	192 37% ace	-	9 12%	183 41% i	-	11 15%	181 41% l	151 48% o	41 21%
They were the lowest price option (though not free)	16 3%	9 11% bdfg	1 *	3 6% bd	2 1%	8 8% bdfg	16 3% bd	16 3% bd	-	5 7%	11 3%	-	7 10% m	9 2%	6 2%	10 5% n
It was the same company who did the Green Deal Assessment	102 20%	16 20% c	58 24% cfg	3 6%	47 22% c	24 22% c	102 20% c	102 20% c	-	16 23%	85 19%	-	16 23%	86 19%	76 24% o	25 13%
Recommendation from friends/ family	29 6%	13 16% bdefg	10 4%	4 7%	10 5%	9 8%	29 6%	29 6%	-	9 12% j	20 5%	-	9 12% m	21 5%	17 5%	12 6%
Recommendation from Green Deal Assessor	81 16%	13 16%	34 14%	9 15%	36 18%	26 24% bfg	81 16%	81 16%	-	18 26% j	62 14%	-	15 21%	66 15%	59 19% o	22 11%
Already known to me/have used them before	24 5%	17 20% bcdef g	6 2%	1 1%	9 4%	11 10% bcdfg	24 5% b	24 5% b	-	13 18% j	11 3%	-	14 20% m	10 2%	14 4%	10 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 384

111 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	516	82*	244	56*	208	107*	516	516	-**	72*	444	-**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Trusted name/brand name	50 10%	24 29% bcdef g	17 7%	1 2%	14 7%	17 16% bcdf g	50 10% c	50 10% c	-	24 34% j	26 6%	-	23 33% m	27 6%	31 10%	19 9%
Green Deal Accreditation/ Quality mark	46 9%	15 18% bdfg	17 7%	4 7%	16 8%	16 15% bdfg	46 9%	46 9%	-	15 21% j	31 7%	-	16 23% m	30 7%	30 10%	16 8%
Local company/tradesperson	21 4%	13 15% bdfg	5 2%	3 6%	7 3%	12 11% bdfg	21 4% b	21 4% b	-	6 9%	15 3%	-	8 11% m	14 3%	13 4%	8 4%
They offered warranties/ guarantees	33 6%	15 18% bcdef g	12 5%	1 1%	10 5%	11 10% c	33 6%	33 6%	-	15 21% j	19 4%	-	14 20% m	20 4%	18 6%	16 8%
They seemed to be the most professional	44 8%	14 17% cdfg	23 10%	1 2%	19 9%	16 15% cfg	44 8%	44 8%	-	16 22% j	28 6%	-	18 25% m	26 6%	30 9%	14 7%
They seemed to offer the best quality work	22 4%	7 8%	10 4%	3 5%	10 5%	7 6%	22 4%	22 4%	-	8 12% j	14 3%	-	8 12% m	14 3%	18 6%	4 2%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 3%	2 3%	6 3%	1 3%	11 5% fg	1 1%	14 3%	14 3%	-	4 5%	10 2%	-	3 4%	11 3%	10 3%	4 2%
Landlord's/Housing Ass/ Council decision.	31 6%	1 1%	9 4%	12 21% abdefg	14 7%	4 4%	31 6% ab	31 6% ab	-	-	31 7% i	-	-	31 7% l	13 4%	19 9% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 384

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	516	82*	244	56*	208	107*	516	516	**	72*	444	**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
No choice / had no say	8 1%	-	4 2%	1 2%	3 1%	1 1%	8 1%	8 1%	-	-	8 2%	-	1 1%	7 2%	2 1%	6 3% n
Other	14 3%	-	9 4%	4 7% afg	8 4%	4 4%	14 3%	14 3%	-	-	14 3%	-	1 1%	13 3%	10 3%	5 2%
None of these	72 14%	7 8%	38 16%	9 17%	29 14%	10 10%	72 14%	72 14%	-	2 3%	69 16% 	-	2 3%	70 16% 	25 8%	47 24% n
Don't know/can't remember	30 6%	3 4%	17 7%	5 9%	15 7%	5 4%	30 6%	30 6%	-	1 1%	29 6%	-	1 1%	29 6%	17 5%	12 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 384

111 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	516	47	215	121	103	239	138	170	93	70	96	60	52	464	47	414	77	337
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Availability of convenient/early appointment times to do the installation	29 6%	-	5 2%	11 9%	12 11%	15 6%	12 9%	13 8%	6 6%	1 1%	6 6%	-	-	29 6%	7 14% UVW	20 5%	1 2%	19 6%
Company were specialists in installing (Measure)	54 11%	1 1%	12 6%	16 13%	24 23%	23 10%	26 19%	26 16%	13 13%	4 7%	11 11%	1 1%	1 2%	54 11% u	16 32% UVW	37 9% V	-	37 11% UV
They were offering to do it for free	192 37%	18 41%	81 38%	42 34%	43 40%	112 46% O	55 39% O	41 25%	43 44% S	24 38% S	60 61% PQS	4 8%	3 6%	189 40% u	2 4%	173 42% TV	19 25% T	154 46% TUV
They were the lowest price option (though not free)	16 3%	1 2%	8 4%	2 1%	6 6%	3 1%	8 5% M	10 6% M	4 4%	-	1 1%	-	-	16 3%	8 16% UVW	5 1%	-	5 2%
It was the same company who did the Green Deal Assessment	102 20%	7 15%	40 18%	28 23%	25 24%	53 22%	28 20%	30 18%	23 24% S	9 14%	19 20%	5 10%	5 11%	96 21%	8 15%	89 22% V	7 10%	81 24% UV
Recommendation from friends/family	29 6%	1 2%	12 6%	2 2%	13 12% r	10 4%	15 11% M	18 11% M	4 4%	5 9% S	3 3%	-	-	29 6%	11 22% UVW	17 4%	1 1%	16 5%
Recommendation from Green Deal Assessor	81 16%	3 6%	27 12%	28 22% pq	22 21% p	43 18%	21 15%	29 17%	13 14% S	9 14% S	19 20% S	-	-	81 17% u	4 7%	73 18% V	3 4%	70 21% TUV
Already known to me/have used them before	24 5%	-	6 3%	5 4%	12 11% pq	8 3%	5 4%	13 8% M	3 3%	2 4%	4 4%	-	-	24 5%	9 17% UVW	13 3%	-	13 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 384

111 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Trusted name/brand name	50 10%	1 2%	10 5%	14 11%	24 23% pqr	21 9%	21 15% M	30 18% M	3 3%	3 6%	7 7%	2 3%	-	50 11% u	14 28% UVW	35 9% V	1 1%	34 10% UV
Green Deal Accreditation/ Quality mark	46 9%	1 2%	10 5%	18 15% pq	17 16% pq	20 8%	17 12%	19 11%	7 7%	4 6%	13 13% S	1 1%	-	46 10% u	15 29% UVW	29 7%	3 4%	26 8%
Local company/tradesperson	21 4%	-	6 3%	7 5%	7 7%	7 3%	9 6%	5 3%	5 5%	3 4%	3 3%	-	-	21 5%	10 19% UVW	9 2%	-	9 3%
They offered warranties/ guarantees	33 6%	1 2%	5 2%	10 8% q	17 16% pq	14 6%	16 11%	18 11%	7 7%	1 1%	8 8%	1 1%	1 2%	33 7%	12 23% UVW	21 5%	2 3%	19 6%
They seemed to be the most professional	44 8%	1 3%	14 7%	8 7%	20 19% pqr	15 6%	20 14% M	17 10%	10 10% S	3 5%	9 10% S	-	-	44 9% u	9 18% UV	32 8%	2 3%	30 9%
They seemed to offer the best quality work	22 4%	-	9 4%	8 6%	6 5%	9 4%	9 6%	11 7%	5 5%	1 2%	4 4%	-	-	22 5%	5 10% V	15 4%	-	15 5%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 3%	-	3 1%	4 3%	6 6% q	3 1%	6 5% M	8 5% M	4 4%	-	5 5%	-	-	14 3%	3 5%	11 3%	-	11 3%
Landlord's/Housing Ass/ Council decision.	31 6%	4 9%	10 5%	7 5%	5 4%	6 2%	4 3%	17 10% MN	-	4 7% PR	1 1%	17 31% PQR	16 34% v	15 3%	* 1%	24 6% W	9 12% TUW	15 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
No choice / had no say	8 1%	1 3%	4 2%	1 1%	-	2 1%	1 1%	3 2%	-	1 1%	-	7 13% PQR	7 15% v	1 *	-	5 1% W	4 6% UW	1 *
Other	14 3%	2 5%	2 1%	3 3%	7 6% q	5 2%	5 4%	4 2%	2 2%	2 3%	6 6%	-	-	14 3%	1 2%	12 3%	2 3%	10 3%
None of these	72 14%	11 25% qL	26 12%	16 13%	12 11%	25 10%	20 15%	28 17%	10 10%	8 13%	11 11%	23 41% PQR	21 44% v	51 11%	2 4%	57 14% W	29 38% TUW	28 8%
Don't know/can't remember	30 6%	4 10%	17 8%	3 2%	3 3%	12 5%	9 6%	9 5%	6 6%	5 8%	5 5%	5 10%	2 4%	28 6%	3 5%	21 5%	4 5%	17 5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 384

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	516	203	212	237	178	33	144	55	201	124	65	252	235	182	206	144
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Availability of convenient/early appointment times to do the installation	29 6%	21 71% xz	5 3% z	24 70% xz	3 7%	-	15 71%	6 10%	2 7%	18 73% D	7 9% D	14 6%	14 6%	6 3%	10 5%	13 9%
Company were specialists in installing (Measure)	54 11%	33 16% xz	17 8% z	41 17% xz	8 5%	-	24 77%	8 14%	10 5%	22 16% D	15 21% D	21 9%	32 73%	13 7%	23 71%	19 13%
They were offering to do it for free	192 37%	71 35%	89 42%	88 37%	72 40%	4 10%	50 35%	19 33%	64 34%	57 43%	32 44%	88 36%	96 39%	73 41%	71 34%	56 38%
They were the lowest price option (though not free)	16 3%	11 6% xz	3 2% z	13 6% xz	1 7%	-	9 7%	2 4%	2 7%	5 4%	5 7% D	2 7%	14 6% G	5 3%	3 2%	8 6%
It was the same company who did the Green Deal Assessment	102 20%	46 23% z	34 16% z	59 25% xz	21 12%	4 12%	28 20%	16 28%	31 16%	27 21%	17 23%	43 18%	53 22%	29 16%	46 22%	29 20%
Recommendation from friends/family	29 6%	14 7%	11 5%	17 7%	8 5%	1 2%	13 9%	2 3%	6 3%	8 6%	7 10% D	10 4%	17 7%	8 5%	11 5%	10 7%
Recommendation from Green Deal Assessor	81 16%	42 21% xz	22 10%	48 20% xz	16 9%	2 6%	29 21%	13 23%	30 16%	25 18%	9 12%	44 18%	35 14%	28 16%	41 20% K	16 11%
Already known to me/have used them before	24 5%	14 7%	6 3%	16 7%	5 3%	1 3%	13 9%	1 2%	4 2%	10 7% D	6 8% D	9 4%	15 6%	6 3%	12 6%	8 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 384

111 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Trusted name/brand name	50 10%	40 20% xz	6 3%	43 18%	3 2%	-	26 19%	14 24%	9 5%	15 11% D	19 27% DE	11 4%	37 15% G	11 6%	17 8%	22 15% I
Green Deal Accreditation/Quality mark	46 9%	30 15% xz	12 6%	33 14% xz	8 5%	1 2%	23 16%	7 12%	5 3%	18 13% D	15 20% D	16 7%	27 11%	12 7%	14 7%	20 13% J
Local company/tradesperson	21 4%	12 6%	6 3%	13 5%	5 3%	-	12 8% C	-	1 1%	7 5% D	6 8% D	4 1%	13 5% G	6 4%	9 4%	6 4%
They offered warranties/guarantees	33 6%	22 11% xz	8 4% z	28 12% xz	3 2%	-	13 9%	9 15%	4 2%	11 8% D	11 15% D	7 3%	24 10% G	4 2%	12 6%	17 12% I
They seemed to be the most professional	44 8%	28 14% xz	12 6%	30 13% xz	10 6%	-	16 11%	12 21%	8 4%	18 14% D	11 14% D	15 6%	28 11%	15 8%	14 7%	16 11%
They seemed to offer the best quality work	22 4%	17 8% xz	4 2% z	20 8% xz	1 1%	-	12 8%	5 8%	3 2%	8 6% D	3 4%	10 4%	12 5%	6 3%	10 5%	8 5%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 3%	10 5% z	4 2% z	12 5% xz	1 1%	-	6 5%	3 6%	2 1%	5 4%	6 8% D	5 2%	9 4%	2 1%	4 2%	8 5% I
Landlord's/Housing Ass/ Council decision.	31 6%	5 3%	17 8% wy	5 2%	17 10% wy	4 11%	2 1%	3 6%	16 8% F	7 5%	-	24 10% H	7 3%	14 8%	12 6%	8 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 384

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
No choice / had no say	8 1%	1	7 3% wy	1	7 4% wy	6 15%	-	1 1%	2 1%	3 2%	1 2%	6 3%	1 1%	4 2%	1 1%	3 2%
Other	14 3%	8 4%	5 2% z	11 4%	2 1%	1 2%	3 2%	5 9% B	3 2%	5 4%	3 4%	5 2%	9 4%	6 3%	7 3%	3 2%
None of these	72 14%	14 7%	42 20% wy	17 7%	40 22% wxy	19 50%	11 8%	3 5%	43 23% EF	9 7%	5 7%	42 18% H	25 10%	26 15%	25 12%	21 14%
Don't know/can't remember	30 6%	9 4%	11 5%	10 4%	10 6%	-	7 5%	2 3%	13 7%	10 8%	3 4%	16 7%	10 4%	12 7%	8 4%	10 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 385

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	516	192	313	376	140	216	201	90	381	74	420	31
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Availability of convenient/early appointment times to do the installation	29 6%	13 7%	21 7%	23 6%	7 5%	11 5%	14 7%	4 5%	24 6%	3 5%	27 6%	-
Company were specialists in installing (Measure)	54 11%	23 13%	37 12%	43 11%	12 8%	29 13%	17 9%	7 9%	49 13% M	3 4%	50 12%	2 8%
They were offering to do it for free	192 37%	72 40% K	151 48% HJK	163 43% K	29 21%	90 40%	70 34%	30 37%	145 38%	27 37%	172 41%	7 24%
They were the lowest price option (though not free)	16 3%	10 6% J	6 2%	12 3% I	4 3%	6 3%	8 4%	2 3%	13 3%	1 1%	14 3%	1 2%
It was the same company who did the Green Deal Assessment	102 20%	40 22% K	76 24% K	84 22% K	18 13%	42 19%	44 21%	16 20%	89 24% M	6 7%	94 22%	3 11%
Recommendation from friends/family	29 6%	15 8%	17 5%	22 6%	7 5%	15 7%	9 4%	5 6%	23 6%	4 6%	28 7%	1 3%
Recommendation from Green Deal Assessor	81 16%	24 13%	59 19% H	65 17% H	16 11%	34 15%	31 15%	16 20%	70 19% M	5 7%	77 18%	2 7%
Already known to me/have used them before	24 5%	11 6%	14 4%	20 5%	4 3%	14 6%	9 4%	2 2%	20 5%	2 2%	23 5%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents who have had a measure installed by a company

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Trusted name/brand name	50 10%	25 14% K	31 10%	41 11%	9 6%	25 11%	18 9%	5 6%	48 13% M	2 3%	48 11%	1 4%
Green Deal Accreditation/ Quality mark	46 9%	16 9%	30 10%	36 9%	10 7%	26 12%	16 8%	4 5%	41 11%	3 3%	42 10%	1 5%
Local company/tradesperson	21 4%	10 6%	13 4%	15 4%	6 4%	11 5%	6 3%	3 3%	17 5%	1 1%	20 5%	1 3%
They offered warranties/ guarantees	33 6%	16 9%	18 6%	24 6%	10 7%	18 8%	11 5%	5 6%	32 8% M	1 1%	31 7%	1 3%
They seemed to be the most professional	44 8%	17 10%	30 9%	36 9%	8 6%	21 10%	19 9%	4 5%	35 9%	4 5%	43 10%	-
They seemed to offer the best quality work	22 4%	10 6%	18 6%	20 5%	2 1%	9 4%	9 5%	4 5%	21 6%	1 2%	21 5%	-
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 3%	8 5%	10 3%	12 3%	2 1%	9 4%	4 2%	1 1%	14 4%	-	14 3%	-
Landlord's/Housing Ass/ Council decision.	31 6%	16 9% IJ	13 4%	20 5% I	12 8%	7 3%	16 8% k	8 10% k	19 5%	7 9%	20 5%	2 6%
No choice / had no say	8 1%	-	2 1%	2 1%	6 4% HIJ	3 1%	5 2%	-	4 1%	3 4%	3 1%	1 3%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 385

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Other	14 3%	5 3%	10 3%	10 3%	4 3%	6 3%	7 3%	1 2%	12 3%	1 1%	13 3%	-
None of these	72 14%	18 10%	25 8%	33 9%	38 28% HIJ	34 15%	25 12%	10 13%	40 11%	15 20% L	41 10%	6 20%
Don't know/can't remember	30 6%	12 6%	17 5%	21 6%	9 6%	5 2%	15 7% k	9 11% k	19 5%	5 7%	21 5%	3 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 385

111 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/ would (P)	Might/ might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	516	414	41	29	110	406	317	245	183	111	45	108	53	80	119
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Availability of convenient/ early appointment times to do the installation	29 6%	27 6%	1 3%	-	5 4%	24 6%	21 7%	20 8%	9 5%	6 5%	4 9%	3 3%	3 6%	11 13% wz	3 2%
Company were specialists in installing (Measure)	54 11%	48 12%	7 16%	-	7 6%	48 12%	47 15% r	38 16% r	8 4%	11 10%	4 10%	5 5%	8 14%	17 20% wz	9 8%
They were offering to do it for free	192 37%	165 40% Q	10 23%	13 46%	38 35%	154 38%	116 37%	95 39%	74 39%	42 38% w	24 54% wz	24 24%	22 39%	43 51% wz	36 31%
They were the lowest price option (though not free)	16 3%	12 3%	3 7%	1 4%	3 3%	14 3%	14 5% qr	8 3%	2 1%	4 3%	-	2 2%	5 8% y	1 1%	5 5%
It was the same company who did the Green Deal Assessment	102 20%	89 21%	8 19%	1 5%	9 9%	92 23% n	64 20%	57 23% p	37 20%	18 16%	8 19%	16 16%	17 30%	18 22%	24 21%
Recommendation from friends/ family	29 6%	23 6%	4 9%	2 7%	6 5%	23 6%	26 8% r	21 9% r	3 2%	6 5%	1 2%	2 2%	10 18% uvwz	5 6%	6 5%
Recommendation from Green Deal Assessor	81 16%	68 16%	3 7%	5 16%	13 12%	68 17%	48 15%	38 15%	30 16%	19 17%	8 17%	16 15%	3 6%	17 20% x	19 16%
Already known to me/have used them before	24 5%	22 5%	2 4%	-	2 1%	22 5%	23 7% r	22 9% pr	1 1%	4 4%	2 3%	5 4%	4 7%	4 5%	6 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 385

111 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Trusted name/brand name	50 10%	42 10%	7 17%	-	3 3%	46 11% n	41 13% r	36 15% r	8 4%	9 8%	5 12%	6 6%	9 16%	12 14%	9 8%
Green Deal Accreditation/ Quality mark	46 9%	39 9%	7 17%	-	4 4%	42 10% n	33 10%	30 12% r	12 6%	7 6%	1 2%	3 3%	8 14% w	18 21% uvwz	9 8%
Local company/tradesperson	21 4%	16 4%	4 9%	-	2 2%	19 5%	18 6% r	16 7% r	3 2%	9 8%	-	4 4%	1 2%	3 4%	4 3%
They offered warranties/ guarantees	33 6%	30 7%	4 9%	-	3 3%	31 7%	27 9% r	23 9% r	6 3%	6 6%	4 10% w	2 2%	5 9%	10 12% w	6 5%
They seemed to be the most professional	44 8%	37 9%	6 13%	1 4%	4 4%	40 10% n	34 11%	29 12% r	10 5%	9 8%	4 10%	3 3%	3 5%	14 16% w	11 9%
They seemed to offer the best quality work	22 4%	20 5%	1 3%	-	1 1%	21 5%	14 4%	14 6%	7 4%	8 7%	2 4%	3 3%	1 2%	6 7%	3 2%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 3%	10 2%	2 5%	-	-	14 3%	8 2%	6 3%	5 3%	3 2%	2 4% z	3 3%	1 2%	5 6% z	-
Landlord's/Housing Ass/ Council decision.	31 6%	23 6%	2 5%	3 10%	8 7%	24 6%	6 2%	3 1%	24 13% pq	9 8%	1 3%	10 10% y	3 5%	1 1%	7 6%
No choice / had no say	8 1%	5 1%	1 2%	1 4%	3 2%	5 1%	3 1%	2 1%	5 2%	1 1%	3 6% z	3 3%	-	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 385

I11 (R) Why did you decide to use the installer you used for (Measure)?

Base: All respondents who have had a measure installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Weighted Base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Effective base	14	13	1	-	1	13	12	9	2	1	1	3	-	7	3
Other	3%	3%	2%	-	1%	3%	4%	4%	1%	1%	2%	2%	-	8%	2%
None of these	72	48	8	5	23	49	39	26	29	14	6	27	5	6	14
Don't know/can't remember	14%	11%	19%	17%	21%	12%	12%	11%	15%	12%	12%	27%	10%	7%	12%
	30	21	3	1	5	25	17	12	10	6	2	3	5	7	7
	6%	5%	7%	3%	5%	6%	5%	5%	5%	5%	5%	3%	9%	8%	6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Availability of convenient/ early appointment times to do the installation	29 3%	13 3%	16 4%	10 3%	15 4%	5 2%	26 3%	3 2%	4 2%	25 4%	23 3%	7 3%	14 3%	16 3%	28 4% opq	-	1 1%	1 *
Company were specialists in installing (Measure)	54 6%	23 5%	32 7%	13 4%	29 8% c	13 5%	51 6%	3 3%	11 5%	43 6%	37 5%	18 7%	23 5%	31 7%	52 8% opq	1 2%	1 *	2 1%
They were offering to do it for free	193 20%	94 19%	99 22%	79 23% e	75 21%	39 16%	166 21%	24 19%	39 16%	154 22% h	177 25% k	16 6%	124 26% m	69 15%	158 24% pq	15 17%	20 10%	35 12%
They were the lowest price option (though not free)	16 2%	5 1%	11 3%	7 2%	8 2%	2 1%	13 2%	3 3%	4 1%	13 2%	9 1%	7 3%	8 2%	8 2%	15 2% q	-	1 *	1 *
It was the same company who did the Green Deal Assessment	102 11%	50 10%	52 12%	28 8%	46 13%	28 12%	86 11%	13 11%	28 11%	74 11%	80 11%	21 9%	57 12%	44 10%	79 12%	9 11%	13 7%	22 8%
Recommendation from friends/ family	29 3%	12 2%	17 4%	11 3%	12 3%	6 3%	24 3%	5 4%	7 3%	22 3%	20 3%	9 4%	15 3%	14 3%	28 4% pq	1 1%	-	1 *
Recommendation from Green Deal Assessor	81 9%	49 10%	32 7%	24 7%	28 8%	29 12%	70 9%	11 9%	21 9%	59 9%	62 9%	19 8%	46 9%	35 8%	69 10% pq	8 9% pq	4 2%	12 4% p
Already known to me/have used them before	24 3%	11 2%	13 3%	5 2%	11 3%	7 3%	24 3% g	-	6 3%	18 3%	15 2%	9 4%	13 3%	11 2%	24 4% pq	-	-	-
Trusted name/brand name	50 5%	24 5%	26 6%	15 4%	26 7%	9 4%	44 5%	6 4%	14 6%	36 5%	32 5%	18 7%	23 5%	27 6%	47 7% pq	2 2%	1 1%	3 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Green Deal Accreditation/ Quality mark	46 5%	21 4%	26 6%	13 4%	25 7%	9 4%	42 5%	4 3%	9 4%	37 5%	29 4%	17 7%	15 3%	31 7% l	44 7% opq	1 1%	2 1%	2 1%
Local company/tradesperson	21 2%	8 2%	13 3%	5 2%	9 3%	6 3%	20 2%	1 1%	1 *	20 3% h	12 2%	9 4%	8 2%	13 3%	18 3% p	3 3% pq	-	3 1%
They offered warranties/ guarantees	33 4%	11 2%	22 5% a	7 2%	22 6% ce	4 2%	29 4%	5 4%	5 2%	28 4%	25 4%	8 3%	15 3%	18 4%	31 5% oq	-	3 1%	3 1%
They seemed to be the most professional	44 5%	21 4%	23 5%	17 5%	20 5%	8 3%	42 5%	2 2%	7 3%	37 5%	34 5%	10 4%	23 5%	21 4%	43 6% pq	1 1%	-	1 *
They seemed to offer the best quality work	22 2%	10 2%	13 3%	5 1%	12 3%	6 2%	21 3%	1 1%	6 3%	16 2%	15 2%	7 3%	12 2%	10 2%	21 3% pq	1 1%	-	1 *
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 1%	5 1%	9 2%	5 2%	6 2%	3 1%	13 2%	1 *	4 2%	10 1%	12 2%	1 1%	6 1%	8 2%	14 2% q	-	-	-
Landlord's/Housing Ass/ Council decision.	31 3%	19 4%	12 3%	13 4%	11 3%	7 3%	23 3%	7 6%	10 4%	22 3%	30 4% k	2 1%	19 4%	13 3%	8 1%	6 7% n	17 9% n	23 8% n
No choice / had no say	8 1%	6 1%	1 *	4 1%	3 1%	1 *	8 1%	-	1 *	7 1%	8 1%	-	5 1%	3 1%	-	3 4% n	4 2% n	8 3% n
Other	14 1%	6 1%	8 2%	3 1%	7 2%	4 2%	14 2%	-	5 2%	10 1%	12 2%	3 1%	4 1%	10 2%	11 2%	2 2%	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
None of these	72 8%	35 7%	36 8%	27 8%	25 7%	20 8%	62 8%	9 7%	28 11%	44 6%	65 9%	6 3%	38 8%	33 7%	29 4%	12 14%	31 16%	42 15%
Don't know/can't remember	30 3%	16 3%	12 3%	14 4%	10 3%	5 2%	22 3%	6 5%	6 3%	22 3%	25 4%	5 2%	16 3%	13 3%	15 2%	6 7%	8 4%	14 5%
Installed the measure themselves	8 1%	4 1%	4 1%	-	7 2%	1 0%	7 1%	-	2 1%	6 1%	-	8 3%	2 0%	6 1%	8 1%	-	-	-
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57%	192 40%	230 50%	283 42%	39 45%	100 53%	140 50%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Availability of convenient/ early appointment times to do the installation	29 3%	26 3%	3 2%	11 3%	17 4%	2 1%	3 2%	8 3%	7 3%	11 4%	12 2%	18 6% w
Company were specialists in installing (Measure)	54 6%	49 6%	5 3%	13 4%	31 7%	10 8%	7 4%	12 5%	14 6%	21 7%	28 4%	26 8% w
They were offering to do it for free	193 20%	167 21%	26 16%	47 15%	98 23% †	37 28% †	37 22%	50 19%	51 22%	55 19%	133 21%	60 19%
They were the lowest price option (though not free)	16 2%	15 2%	2 1%	5 2%	9 2%	2 2%	4 2%	5 2%	3 1%	5 2%	10 2%	6 2%
It was the same company who did the Green Deal Assessment	102 11%	88 11%	14 8%	30 10%	54 13%	13 10%	16 10%	17 7%	32 14% M	35 12% M	65 10%	37 12%
Recommendation from friends/ family	29 3%	29 4% s	-	9 3%	12 3%	6 4%	6 4%	4 1%	7 3%	12 4%	17 3%	13 4%
Recommendation from Green Deal Assessor	81 9%	78 10% s	3 2%	20 7%	42 10%	14 11%	11 7%	15 6%	30 13% M	25 9%	49 8%	32 10%
Already known to me/have used them before	24 3%	24 3% s	-	10 3%	12 3%	2 2%	4 2%	7 2%	4 2%	9 3%	13 2%	11 4%
Trusted name/brand name	50 5%	45 6%	5 3%	12 4%	23 5%	12 9% †	6 3%	14 5%	11 5%	19 7%	32 5%	18 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Green Deal Accreditation/ Quality mark	46 5%	46 6% s	-	9 3%	27 6% †	10 7% †	4 2%	14 5%	15 7% K	13 5%	26 4%	20 6%
Local company/tradesperson	21 2%	20 3%	1	5 2%	12 3%	3 2%	5 3%	5 2%	2 1%	9 3%	12 2%	10 3%
They offered warranties/ guarantees	33 4%	30 4%	3 2%	4 1%	20 5% †	8 6% †	2 1%	9 3%	12 5% K	11 4%	20 3%	13 4%
They seemed to be the most professional	44 5%	43 5% s	1 1%	11 4%	23 5%	9 7%	4 3%	15 6%	12 5%	12 4%	23 4%	21 6%
They seemed to offer the best quality work	22 2%	21 3%	1 1%	8 3%	11 3%	3 3%	1 1%	6 2%	9 4% K	7 2%	13 2%	10 3%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 1%	13 2%	1 1%	3 1%	7 2%	2 1%	2 1%	5 2%	3 1%	4 1%	6 1%	8 2%
Landlord's/Housing Ass/ Council decision.	31 3%	21 3%	10 6% r	9 3%	11 2%	3 2%	8 5%	8 3%	6 3%	9 3%	20 3%	12 4%
No choice / had no say	8 1%	2	6 3% r	3 1%	5 1%	1	1 1%	5 2%	1	1	7 1%	1
Other	14 1%	14 2%	-	6 2%	5 1%	3 2%	1 1%	3 1%	6 3%	3 1%	7 1%	7 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
None of these	72 8%	24 14% r	16 5%	35 8%	13 10%	15 9%	25 10%	15 7%	17 6%	54 9%	18 6%
Don't know/can't remember	26 3%	4 2%	6 2%	14 3%	1 1%	7 4%	7 3%	8 4%	8 3%	21 3%	9 3%
Installed the measure themselves	6 1%	2 1%	5 2%	2 *	1 1%	-	1 *	3 1%	4 1%	8 1%	-
Have not installed any key measures	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Availability of convenient/early appointment times to do the installation	29 3%	21 4%	6 4%	3 1%	-	26 3%	2 2%	29 5% GHJ	-	-	-	29 5% GHJ	-
Company were specialists in installing (Measure)	54 6%	43 8% A	6 4%	6 3%	4 5%	46 6%	5 5%	54 10% FGHJ	-	-	-	54 9% FGHJ	-
They were offering to do it for free	193 20%	120 23%	34 24%	37 16%	10 14%	177 23%	13 14%	193 34% FGHJ	-	-	-	193 31% FGHJ	-
They were the lowest price option (though not free)	16 2%	13 2%	-	3 2%	-	15 2%	-	16 3% J	-	-	-	16 3% J	-
It was the same company who did the Green Deal Assessment	102 11%	73 14% AB	14 10% B	15 7%	1 1%	97 12% D	3 4%	102 18% FGHJ	-	-	-	102 17% FGHJ	-
Recommendation from friends/family	29 3%	23 4% A	5 3%	2 1%	3 3%	23 3%	4 4%	29 5% GHJ	-	-	-	29 5% GHJ	-
Recommendation from Green Deal Assessor	81 9%	58 11% zA	7 5%	12 5%	3 4%	73 9%	7 7%	81 14% FGHJ	-	-	-	81 13% FGHJ	-
Already known to me/have used them before	24 3%	20 4% A	3 2%	1 *	-	21 3%	1 1%	24 4% GHJ	-	-	-	24 4% HJ	-
Trusted name/brand name	50 5%	42 8% A	7 5%	3 1%	1 1%	45 6%	5 5%	50 9% FGHJ	-	-	-	50 8% FGHJ	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Green Deal Accreditation/Quality mark	46 5%	38 7% zAB	3 2%	5 2%	-	42 5%	3 3%	46 8% FGHJ	-	-	-	46 7% GHJ	-
Local company/tradesperson	21 2%	16 3%	3 2%	4 2%	2 2%	19 2%	2 2%	21 4% HJ	-	-	-	21 3% HJ	-
They offered warranties/guarantees	33 4%	26 5% z	1 1%	5 2%	1 1%	27 3%	5 5%	33 6% GHJ	-	-	-	33 5% GHJ	-
They seemed to be the most professional	44 5%	33 6%	4 3%	7 3%	3 4%	37 5%	4 4%	44 8% FGHJ	-	-	-	44 7% GHJ	-
They seemed to offer the best quality work	22 2%	12 2%	5 4%	3 2%	2 3%	21 3%	-	22 4% HJ	-	-	-	22 4% HJ	-
They were able to do other work at the same time (e.g. rerouting pipes/clearing loft/redecorating)	14 1%	8 1%	2 1%	3 1%	1 2%	12 1%	1 1%	14 2% J	-	-	-	14 2% J	-
Landlord's/Housing Ass/Council decision.	31 3%	5 1%	8 6% Y	17 8% Y	2 3%	27 3%	4 4%	31 5% GHJ	-	-	-	31 5% GHJ	-
No choice / had no say	8 1%	4 1%	1 1%	2 1%	1 2%	7 1%	1 1%	8 1% J	-	-	-	8 1% J	-
Other	14 1%	10 2%	1	3 1%	1 1%	12 2%	2 2%	14 2% J	-	-	-	14 2% J	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 386

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
None of these	72 8%	28 5%	9 6%	32 14% yz	5 7%	65 8%	5 5%	72 13% FGHU	-	-	-	72 12% FGHJ	-
Don't know/can't remember	30 3%	11 2%	7 5%	8 4%	2 2%	23 3%	5 5%	30 5% GHJ	-	-	-	30 5% GHJ	-
Installed the measure themselves	8 1%	6 7%	1 7%	-	2 3% A	4 *	1 7%	8 7% J	-	-	-	8 7% J	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Availability of convenient/ early appointment times to do the installation	29 3%	10 12% bcdef gh	11 4% h	-	11 5% h	8 6% h	29 5% h	29 5% h	-	11 14% jk	18 4% k	-	9 6% l	20 3% m	21 4% n	8 2% o
Company were specialists in installing (Measure)	54 6%	21 25% bcdef gh	24 9% h	2 3% h	15 7% h	20 16% cdfg h	54 10% dh	54 10% cdh	-	21 27% jk	34 8% k	-	22 14% m	32 4% n	37 7% o	18 4% p
They were offering to do it for free	193 20%	8 9% h	124 48% acef gh	8 15% h	101 44% acef gh	22 17% ah	193 34% aceh	193 35% acefh	-	9 12% k	184 47% ik	-	11 6% l	182 23% m	152 26% n	41 10% o
They were the lowest price option (though not free)	16 2%	9 10% bdfgh	1	3 6% bdh	2 7% bdh	8 6% bdfgh	16 3% bdh	16 3% bdh	-	5 7% k	11 3% k	-	7 4% m	9 1% n	6 1% o	10 3% p
It was the same company who did the Green Deal Assessment	102 11%	16 19% ch	58 23% cfgh	3 6% h	47 21% ch	24 18% ch	102 18% ch	102 18% ch	-	16 22% k	85 19% k	-	16 10% l	86 11% m	76 14% n	25 6% o
Recommendation from friends/ family	29 3%	13 16% bdefg h	10 4% h	4 7% h	10 5% h	9 7% h	29 5% h	29 5% h	-	12% jk	20 5% k	-	9 5% l	21 3% m	17 3% n	12 3% o
Recommendation from Green Deal Assessor	81 9%	13 15% h	34 13% h	9 15% h	36 16% h	26 20% fh	81 14% h	81 15% h	-	18 24% jk	62 14% k	-	15 9% l	66 8% m	59 11% n	22 5% o
Already known to me/have used them before	24 3%	17 19% bcdef gh	6 2% h	1 1% h	9 4% h	11 8% bfg	24 4% bh	24 4% bh	-	13 17% jk	11 3% k	-	14 8% m	10 1% n	14 3% o	10 2% p



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Trusted name/brand name	50 5%	24 28% bcdef gh	17 7% h	1 2% h	14 6% h	17 13% bcdh	50 9% ch	50 9% ch	-	24 32% jk	26 6% k	-	23 14% m	27 3%	31 6%	19 5%
Green Deal Accreditation/ Quality mark	46 5%	15 17% bdfgh	17 7% h	4 7% h	16 7% h	16 13% h	46 8% h	46 8% h	-	15 20% jk	31 7% k	-	16 10% m	30 4%	30 6%	16 4%
Local company/tradesperson	21 2%	13 15% bdfgh	5 2% h	3 6% h	7 3% h	12 9% bdfgh	21 4% bh	21 4% bh	-	6 8% k	15 3% k	-	8 5% m	14 2%	13 2%	8 2%
They offered warranties/ guarantees	33 4%	15 17% bcdef gh	12 5% h	1 1% h	10 5% h	11 8% h	33 6% h	33 6% h	-	15 20% jk	19 4% k	-	14 8% m	20 3%	18 3%	16 4%
They seemed to be the most professional	44 5%	14 17% cdfgh	23 9% h	1 2% h	19 8% h	16 12% cfh	44 8% h	44 8% h	-	16 21% jk	28 6% k	-	18 11% m	26 3%	30 6%	14 3%
They seemed to offer the best quality work	22 2%	7 8% h	10 4% h	3 5% h	10 4% h	7 5% h	22 4% h	22 4% h	-	8 11% jk	14 3% k	-	8 5% m	14 2%	18 3% o	4 1%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 1%	2 2% h	6 2% h	1 3% h	11 5% fgh	1 1%	14 2% h	14 2% h	-	4 5% k	10 2% k	-	3 2%	11 1%	10 2%	4 1%
Landlord's/Housing Ass/ Council decision.	31 3%	1 1%	9 4% h	12 21% abdefgh	14 6% h	4 3% h	31 5% ah	31 6% ah	-	-	31 7% ik	-	-	31 4% l	13 2%	19 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
No choice / had no say	8 1%	-	4 2% h	1 2% h	3 1% h	1 *	8 1% h	8 1% h	-	-	8 2% k	-	1 *	7 1%	2 *	6 1%
Other	14 1%	-	9 3% h	4 7% afgh	8 4% h	4 3% h	14 2% h	14 3% h	-	-	14 3% k	-	1 *	13 2%	10 2%	5 1%
None of these	72 8%	7 8% h	38 15% h	9 17% eh	29 13% h	10 8% h	72 13% h	72 13% h	-	2 3% k	69 15% lk	-	2 1%	70 9% l	25 5%	47 11% n
Don't know/can't remember	30 3%	3 4% h	17 6% h	5 9% h	15 7% h	5 4% h	30 5% h	30 5% h	-	1 1% k	29 6% k	-	1 1%	29 4% l	17 3%	12 3%
Installed the measure themselves	8 1%	2 2% h	1 *	-	4 2% h	3 3% bh	8 1% bh	8 1% bh	-	4 5% jk	4 1%	-	7 4% m	1 *	3 1%	5 1%
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcdf g	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Availability of convenient/early appointment times to do the installation	29 3%	-	5 1%	11 4%	12 6%	15 4%	12 5%	13 4%	6 3%	1 1%	6 4%	-	-	29 3%	7 6%	20 3%	1 1%	19 3%
Company were specialists in installing (Measure)	54 6%	1 1%	12 3%	16 7%	24 12%	23 6%	26 10%	26 8%	13 7%	4 5%	11 7%	1 1%	1 1%	54 6%	16 13%	37 5%	-	37 6%
They were offering to do it for free	193 20%	18 19%	81 23%	43 17%	43 21%	114 28%	55 21%	41 13%	43 24%	24 25%	61 40%	4 4%	3 4%	190 22%	2 2%	174 25%	19 15%	155 27%
They were the lowest price option (though not free)	16 2%	1 1%	8 2%	2 1%	6 3%	3 1%	8 3%	10 3%	4 2%	-	1 1%	-	-	16 2%	8 7%	5 1%	-	5 1%
It was the same company who did the Green Deal Assessment	102 11%	7 7%	40 11%	28 11%	25 12%	53 13%	28 11%	30 9%	23 13%	9 9%	19 13%	5 5%	5 6%	96 11%	8 6%	89 13%	7 6%	81 14%
Recommendation from friends/family	29 3%	1 1%	12 4%	2 1%	13 6%	10 2%	15 6%	18 5%	4 2%	5 6%	3 2%	-	-	29 3%	11 9%	17 2%	1 1%	16 3%
Recommendation from Green Deal Assessor	81 9%	3 3%	27 8%	28 11%	22 11%	43 11%	21 8%	29 9%	13 7%	9 9%	19 13%	-	-	81 9%	4 3%	73 10%	3 2%	70 12%
Already known to me/have used them before	24 3%	-	6 2%	5 2%	12 6%	8 2%	5 2%	13 4%	3 2%	2 2%	4 2%	-	-	24 3%	9 7%	13 2%	-	13 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Trusted name/brand name	50 5%	1 1%	10 3%	14 5%	24 12% pqr	21 5%	21 8%	30 9% M	3 2%	3 4%	7 5%	2 2%	-	50 6% u	14 11% UVW	35 5% V	1 1%	34 6% UV
Green Deal Accreditation/Quality mark	46 5%	1 1%	10 3%	18 7% pq	17 9% pq	20 5%	17 7%	19 6%	7 4%	4 4%	13 9% S	1 1%	-	46 5% u	15 11% UVW	29 4%	3 2%	26 4%
Local company/tradesperson	21 2%	-	6 2%	7 3%	7 4%	7 2%	9 3%	5 2%	5 3%	3 3%	3 2%	-	-	21 2%	10 8% UVW	9 1%	-	9 1%
They offered warranties/guarantees	33 4%	1 1%	5 1%	10 4%	17 9% pq	14 4%	16 6%	18 6%	7 4%	1 1%	8 5%	1 1%	1 1%	33 4%	12 9% UVW	21 3%	2 2%	19 3%
They seemed to be the most professional	44 5%	1 1%	14 4%	8 3%	20 10% pqr	15 4%	20 8% M	17 5%	10 5% S	3 3%	9 6% S	-	-	44 5% u	9 7% V	32 4%	2 2%	30 5%
They seemed to offer the best quality work	22 2%	-	9 2%	8 3%	6 3%	9 2%	9 3%	11 4%	5 3%	1 1%	4 2%	-	-	22 3%	5 4% V	15 2%	-	15 3%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 1%	-	3 1%	4 2%	6 3%	3 1%	6 2%	8 2% M	4 2%	-	5 3%	-	-	14 2%	3 2%	11 2%	-	11 2%
Landlord's/Housing Ass/Council decision.	31 3%	4 5%	10 3%	7 3%	5 2%	6 1%	4 2%	17 5% MN	-	4 5% PR	1 *	17 17% PQR	16 19% v	15 2%	* *	24 3% W	9 7% TUV	15 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
No choice / had no say	8 1%	1 1%	4 1%	1 1%	-	2 1%	1 *	3 1%	-	1 1%	-	7 7% PQR	7 8% v	1 *	-	5 1% W	4 3% TUW	1 *
Other	14 1%	2 2%	2 1%	3 1%	7 3% q	5 1%	5 2%	4 1%	2 1%	2 2%	6 4%	-	-	14 2%	1 1%	12 2%	2 2%	10 2%
None of these	72 8%	11 12%	26 8%	16 6%	12 6%	25 6%	20 8%	28 9%	10 6%	8 8%	11 7%	23 23% PQR	21 25% v	51 6%	2 2%	57 8% TW	29 22% TUW	28 5%
Don't know/can't remember	30 3%	4 5%	17 5% r	3 1%	3 1%	12 3%	9 3%	9 3%	6 3%	5 5%	5 3%	5 5%	2 2%	28 3%	3 2%	21 3%	4 3%	17 3%
Installed the measure themselves	8 1%	-	2 *	2 1%	5 2%	1 *	2 1%	6 2% M	1 1%	-	-	-	-	8 1%	5 4% UW	2 *	1 1%	1 *
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Availability of convenient/early appointment times to do the installation	29 3%	21 6% xz	5 1% z	24 6% xz	3 1% z	- -	15 6%	6 7%	2 1%	18 7% D	7 5% D	14 3%	14 3%	6 2%	10 3%	13 5%
Company were specialists in installing (Measure)	54 6%	33 9% xzA	17 4% z	41 10% xzA	8 2%	- -	24 9%	8 10%	10 3%	22 9% D	15 11% D	21 5%	32 7%	13 4%	23 6%	19 7%
They were offering to do it for free	193 20%	72 20% A	89 22% zA	89 22% A	72 20% A	4 6%	50 19%	20 23%	64 18%	58 24%	32 23%	88 20%	97 22%	74 23%	71 18%	56 21%
They were the lowest price option (though not free)	16 2%	11 3% xz	3 1% z	13 3% xz	1 *	- -	9 4%	2 2%	2 *	5 2%	5 4% D	2 *	14 3% G	5 1%	3 1%	8 3%
It was the same company who did the Green Deal Assessment	102 11%	46 13% xz	34 8% z	59 15% wxz	21 6%	4 7%	28 11%	16 19%	31 9%	27 11%	17 12%	43 10%	53 12%	29 9%	46 12%	29 11%
Recommendation from friends/family	29 3%	14 4%	11 3%	17 4%	8 2%	1 1%	13 5%	2 2%	6 2%	8 3%	7 5% D	10 2%	17 4%	8 3%	11 3%	10 4%
Recommendation from Green Deal Assessor	81 9%	42 12% xz	22 5%	48 12% xz	16 4%	2 3%	29 11%	13 16%	30 9%	25 10%	9 6%	44 10%	35 8%	28 9%	41 10%	16 6%
Already known to me/have used them before	24 3%	14 4% xz	6 2%	16 4% xz	5 1%	1 2%	13 5%	1 2%	4 1%	10 4% D	6 5% D	9 2%	15 3%	6 2%	12 3%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Trusted name/brand name	50 5%	40 11% xzA	6 1% z	43 10% xzA	3 1%	-	26 10%	14 16%	9 2%	15 6% D	19 14% DE	11 2%	37 8% G	11 3%	17 4%	22 8% IJ
Green Deal Accreditation/ Quality mark	46 5%	30 8% xz	12 3%	33 8% xz	8 2%	1 1%	23 9%	7 8%	5 1%	18 7% D	15 11% D	16 4%	27 6%	12 4%	14 4%	20 7% J
Local company/tradesperson	21 2%	12 3%	6 2%	13 3%	5 1%	-	12 4%	-	1 *	7 3% D	6 4% D	4 1%	13 3% G	6 2%	9 2%	6 2%
They offered warranties/ guarantees	33 4%	22 6% xz	8 2% z	28 7% xzA	3 1%	-	13 5%	9 10%	4 1%	11 4% D	11 8% D	7 2%	24 5% G	4 1%	12 3%	17 6% IJ
They seemed to be the most professional	44 5%	28 8% xzA	12 3%	30 7% xzA	10 3%	-	16 6%	12 14% B	8 2%	18 8% D	11 8% D	15 3%	28 6%	15 5%	14 4%	16 6%
They seemed to offer the best quality work	22 2%	17 5% xz	4 1% z	20 5% xz	1 *	-	12 5%	5 6%	3 1%	8 3% D	3 2%	10 2%	12 3%	6 2%	10 2%	8 3%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 1%	10 3% z	4 1% z	12 3% xz	1 *	-	6 2%	3 4%	2 *	5 2%	6 4% D	5 1%	9 2%	2 1%	4 1%	8 3% I
Landlord's/Housing Ass/ Council decision.	31 3%	5 2%	17 4% wy	5 1%	17 5% wy	4 6% wy	2 1%	3 4%	16 4% F	7 3%	-	24 5% H	7 1%	14 4%	12 3%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 387

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
No choice / had no say	8 1%	1 .	7 2% wy	1 .	7 2% wy	6 9% wxyz	-	1 1%	2 1%	3 1%	1 1%	6 1%	1 .	4 1%	1 .	3 1%
Other	14 1%	8 2%	5 1% z	11 3% z	2 1%	1 1%	3 1%	5 6% B	3 1%	5 2%	3 2%	5 1%	9 2%	6 2%	7 2%	3 1%
None of these	72 8%	14 4%	42 10% wy	17 4%	40 11% wy	19 29% wxyz	11 4%	3 4%	43 12% EF	9 4%	5 3%	42 10% H	25 6%	26 8%	25 6%	21 8%
Don't know/can't remember	30 3%	9 2%	11 3%	10 3%	10 3%	-	7 3%	2 2%	13 4%	10 4%	3 2%	16 4%	10 2%	12 4%	8 2%	10 4%
Installed the measure themselves	8 1%	6 2%	2 .	6 2%	2 .	-	6 2%	-	2 1%	1 .	1 1%	2 1%	6 1%	-	6 1% I	2 1%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 388

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Availability of convenient/early appointment times to do the installation	29 3%	13 4%	21 4%	23 3%	7 2%	11 3%	14 4%	4 3%	24 4%	3 2%	27 4%	- 0%
Company were specialists in installing (Measure)	54 6%	23 6%	37 7%	43 6%	12 4%	29 7%	17 5%	7 4%	49 8%	3 2%	50 7%	2 2%
They were offering to do it for free	193 20%	72 20%	152 28%	164 24%	29 11%	91 22%	70 20%	30 19%	146 23%	27 15%	173 24%	7 6%
They were the lowest price option (though not free)	16 2%	10 3%	6 1%	12 2%	4 1%	6 1%	8 2%	2 1%	13 2%	1 1%	14 2%	1 1%
It was the same company who did the Green Deal Assessment	102 11%	40 11%	76 14%	84 12%	18 6%	42 10%	44 12%	16 10%	89 14%	6 3%	94 13%	3 3%
Recommendation from friends/family	29 3%	15 4%	17 3%	22 3%	7 2%	15 4%	9 2%	5 3%	23 3%	4 2%	28 4%	1 1%
Recommendation from Green Deal Assessor	81 9%	24 7%	59 11%	65 10%	16 6%	34 8%	31 9%	16 10%	70 11%	5 3%	77 11%	2 2%
Already known to me/have used them before	24 3%	11 3%	14 3%	20 3%	4 2%	14 3%	9 3%	2 1%	20 3%	2 1%	23 3%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 388

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Trusted name/brand name	50 5%	25 7%	31 6%	41 6%	9 3%	25 6%	18 5%	5 3%	48 7% M	2 1%	48 7% O	1 1%
Green Deal Accreditation/ Quality mark	46 5%	16 4%	30 6%	36 5%	10 4%	26 6%	16 4%	4 3%	41 6% M	3 1%	42 6% O	1 1%
Local company/tradesperson	21 2%	10 3%	13 2%	15 2%	6 2%	11 3%	6 2%	3 2%	17 3%	1 *	20 3%	1 1%
They offered warranties/ guarantees	33 4%	16 4%	18 3%	24 4%	10 4%	18 4%	11 3%	5 3%	32 5% M	1 *	31 4%	1 1%
They seemed to be the most professional	44 5%	17 5%	30 6%	36 5%	8 3%	21 5%	19 5%	4 2%	35 5%	4 2%	43 6% O	- -
They seemed to offer the best quality work	22 2%	10 3%	18 3% K	20 3%	2 1%	9 2%	9 3%	4 2%	21 3%	1 1%	21 3%	- -
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 1%	8 2%	10 2%	12 2%	2 1%	9 2%	4 1%	1 1%	14 2%	- -	14 2%	- -
Landlord's/Housing Ass/ Council decision.	31 3%	16 5% IJ	13 2%	20 3%	12 4%	7 2%	16 5% k	8 5% k	19 3%	7 3%	20 3%	2 2%
No choice / had no say	8 1%	- -	2 *	2 *	6 2% HIJ	3 1%	5 1%	- -	4 1%	3 1%	3 *	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 388

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Other	14 1%	5 1%	10 2%	10 2%	4 1%	6 1%	7 2%	1 1%	12 2%	1 *	13 2%	-
None of these	72 8%	18 5%	25 5%	33 5%	38 14% HIJ	34 8%	25 7%	10 6%	40 6%	15 8%	41 6%	6 5%
Don't know/can't remember	30 3%	12 3%	17 3%	21 3%	9 3%	5 1%	15 4% k	9 6% k	19 3%	5 3%	21 3%	3 3%
Installed the measure themselves	8 1%	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%	-	7 1%	-	6 1%	2 2%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 388

111 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Availability of convenient/early appointment times to do the installation	29 3%	27 4% R	1 1%	-	5 2%	24 4%	21 4%	20 7% pr	9 3%	6 3%	4 6% z	3 1%	3 3%	11 7% wz	3 1%
Company were specialists in installing (Measure)	54 6%	48 7% R	7 7% R	-	7 3%	48 7% n	47 8% r	38 14% pr	8 2%	11 5%	4 6%	5 3%	8 8%	17 11% wz	9 4%
They were offering to do it for free	193 20%	166 24% QR	10 10%	13 12%	38 15%	155 23% n	117 20%	96 35% pr	74 22%	42 20%	24 35% uwz	24 13%	22 21%	44 28% wz	36 16%
They were the lowest price option (though not free)	16 2%	12 2%	3 3%	1 1%	3 1%	14 2%	14 2%	8 3% r	2 1%	4 2%	-	2 1%	5 5% y	1	5 2%
It was the same company who did the Green Deal Assessment	102 11%	89 13% R	8 9% R	1 1%	9 4%	92 14% n	64 11%	57 21% pr	37 11%	18 9%	8 12%	16 9%	17 17%	18 12%	24 11%
Recommendation from friends/family	29 3%	23 3%	4 4%	2 2%	6 2%	23 3%	26 4% r	21 8% pr	3 1%	6 3%	1 1%	2 1%	10 10% uvwxyz	5 3%	6 2%
Recommendation from Green Deal Assessor	81 9%	68 10% Q	3 3%	5 4%	13 5%	68 10% n	48 8%	38 14% p	30 9%	19 9%	8 11%	16 9%	3 3%	17 10%	19 8%
Already known to me/have used them before	24 3%	22 3%	2 2%	-	2 1%	22 3% n	23 4% r	22 8% pr	1	4 2%	2 2%	5 3%	4 4%	4 3%	6 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 388

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Trusted name/brand name	50 5%	42 6% R	7 8% R	- -	3 1%	46 7% n	41 7% r	36 13% pr	8 2%	9 4%	5 8%	6 3%	9 9%	12 7%	9 4%
Green Deal Accreditation/ Quality mark	46 5%	39 6% R	7 7% R	- -	4 1%	42 6% n	33 6%	30 11% pr	12 4%	7 3%	1 2%	3 2%	8 8% w	18 11% uvwz	9 4%
Local company/tradesperson	21 2%	16 2%	4 4% R	- -	2 1%	19 3%	18 3% r	16 6% pr	3 1%	9 4%	- -	4 2%	1 1%	3 2%	4 2%
They offered warranties/ guarantees	33 4%	30 4% R	4 4% R	- -	3 1%	31 4% n	27 5% r	23 9% pr	6 2%	6 3%	4 6% w	2 1%	5 5%	10 6% w	6 3%
They seemed to be the most professional	44 5%	37 5%	6 6%	1 1%	4 1%	40 6% n	34 6%	29 10% pr	10 3%	9 4%	4 6%	3 2%	3 3%	14 9% w	11 5%
They seemed to offer the best quality work	22 2%	20 3%	1 1%	- -	1 *	21 3% n	14 2%	14 5% p	7 2%	8 4%	2 3%	3 2%	1 1%	6 4%	3 1%
They were able to do other work at the same time (e.g. rerouting pipes clearing loft redecorating)	14 1%	10 1%	2 2%	- -	- -	14 2% n	8 1%	6 2%	5 1%	3 1%	2 3% z	3 2%	1 1%	5 3% z	- -
Landlord's/Housing Ass/ Council decision.	31 3%	23 3%	2 2%	3 3%	8 3%	24 3%	6 1%	3 1%	24 7% pq	9 4%	1 2%	10 6% y	3 3%	1 1%	7 3%
No choice / had no say	8 1%	5 1%	1 1%	1 1%	3 1%	5 1%	3 1%	2 1%	5 1%	1 1%	3 4% z	3 1%	- -	1 1%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 388

I11 (R) (ALL) Why did you decide to use the installer you used for (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Weighted Base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Effective base	14	13	1	-	1	13	12	9	2	1	1	3	-	7	3
Other	1%	2%	1%	-	1	2%	2%	3%	1%	1%	1%	1%	-	4%	1%
								r	r					ux	
None of these	72	48	8	5	23	49	39	26	29	14	6	27	5	6	14
	8%	7%	9%	4%	9%	7%	7%	10%	9%	7%	8%	15%	5%	4%	6%
								p				xyz			
Don't know/can't remember	30	21	3	1	5	25	17	12	10	6	2	3	5	7	7
	3%	3%	3%	1%	2%	4%	3%	4%	3%	3%	3%	1%	5%	4%	3%
Installed the measure themselves	8	7	1	-	3	5	8	5	-	1	-	-	1	4	2
	1%	1%	1%	-	1%	1%	1%	2%	-	1%	-	-	1%	3%	1%
							r	r						w	
Have not installed any key measures	422	264	51	78	152	271	261	24	146	97	25	80	44	70	107
	45%	39%	55%	73%	58%	40%	45%	9%	44%	46%	36%	44%	44%	44%	47%
			P	PQ	o		q		q						



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 389

112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All key measures that have been installed by a company

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	624	334	288	232	239	151	510	102	158	464	528	96	406	218	436	81	107	188
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Very satisfied	354 57%	198 60%	157 54%	115 51%	152 62% c	88 58%	313 60% g	36 40%	92 59%	262 56%	291 57%	63 58%	187 53%	167 62% l	286 63% pq	34 51% pq	34 34%	68 41% p
Fairly satisfied	178 29%	89 27%	89 30%	79 35% d	56 23%	44 29%	136 26%	41 46% f	37 24%	141 30%	145 28%	33 30%	114 32% m	64 24%	120 26%	24 35%	34 34%	58 35% n
Neither satisfied nor dissatisfied	29 5%	13 4%	16 6%	6 3%	17 7% c	6 4%	22 4%	7 7%	9 6%	19 4%	28 5%	1 1%	20 6%	9 3%	12 3%	4 6%	13 13% n	17 10% n
Fairly dissatisfied	12 2%	6 2%	7 2%	6 3%	4 2%	2 1%	12 2%	1 1%	1 1%	11 2%	7 1%	5 5% j	4 1%	8 3%	8 2%	1 1%	3 3%	4 2%
Very dissatisfied	17 3%	5 2%	12 4%	4 2%	8 3%	5 3%	13 3%	3 3%	3 2%	13 3%	16 3%	1 1%	9 3%	8 3%	15 3%	1 1%	1 1%	1 1%
Don't know	10 2%	4 1%	4 1%	6 3%	1 1%	1 1%	6 1%	2 2%	2 1%	5 1%	7 1%	3 3%	7 2%	3 1%	6 1%	3 4%	1 1%	4 3%
Not applicable	24 4%	15 5%	8 3%	9 4%	7 3%	7 5%	22 4%	1 1%	9 6%	14 3%	21 4%	3 3%	12 3%	11 4%	9 2%	1 1%	14 14% noq	15 9% no
NET: All satisfied	532 85%	286 87%	246 84%	193 86%	207 85%	131 86%	449 86%	77 86%	128 83%	404 86%	436 85%	96 88%	302 85%	230 86%	406 89% pq	58 86% pq	68 68%	126 75% p



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 389

**I12a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
NET: All dissatisfied	29 5%	11 3%	18 6%	10 4%	12 5%	7 5%	25 5%	3 4%	5 3%	24 5%	23 4%	6 6%	13 4%	16 6%	24 5%	1 2%	4 4%	5 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 389

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	624	540	84	178	278	94	129	165	155	173	402	222
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Very satisfied	354 57%	306 58%	48 49%	98 57%	181 61% v	46 49%	64 54%	84 51%	92 59%	114 63% M	221 56%	133 59%
Fairly satisfied	178 29%	161 31% s	17 18%	55 32%	77 26%	26 27%	34 29%	52 31%	44 28%	46 26%	112 28%	66 29%
Neither satisfied nor dissatisfied	29 5%	20 4%	9 9%	5 3%	12 4%	9 9% t	4 3%	14 8% O	6 4%	5 3%	21 5%	8 3%
Fairly dissatisfied	12 2%	7 1%	6 6% r	3 2%	8 3%	2 2%	4 3%	3 2%	3 2%	2 1%	10 3%	2 1%
Very dissatisfied	17 3%	17 3%	-	4 2%	5 2%	7 7% u	2 2%	4 2%	4 2%	7 4%	8 2%	8 4%
Don't know	10 2%	4 1%	6 6% r	1 *	5 2%	-	1 1%	4 3%	2 1%	2 1%	6 2%	4 2%
Not applicable	24 4%	11 2%	12 12% r	6 4%	9 3%	5 6%	9 7% M	4 2%	6 4%	6 3%	17 4%	6 3%
NET: All satisfied	532 85%	467 89% s	65 66%	153 89% v	258 87% v	71 76%	99 83%	136 82%	136 86%	160 88%	334 84%	198 88%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 389

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**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	498	77	164	257	86	118	150	143	162	368	206
NET: All dissatisfied	23 5%	6 6%	7 4%	13 4%	8 9%	6 5%	7 4%	7 4%	9 5%	19 5%	10 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 389

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	624	343	98	161	36	555	52	624	-	-	-	624	-
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Very satisfied	354 57%	206 58%	59 63% A	75 49%	21 59%	310 56%	32 59%	354 57%	-	-	-	354 57%	-
Fairly satisfied	178 29%	112 31%	25 27%	41 27%	9 25%	165 30%	12 21%	178 29%	-	-	-	178 29%	-
Neither satisfied nor dissatisfied	29 5%	12 3%	5 6%	11 7%	1 3%	24 4%	5 10%	29 5%	-	-	-	29 5%	-
Fairly dissatisfied	12 2%	3 1%	-	8 5% yz	1 2%	12 2%	-	12 2%	-	-	-	12 2%	-
Very dissatisfied	17 3%	12 3%	1 1%	1 *	3 9% zA	15 3%	1 2%	17 3%	-	-	-	17 3%	-
Don't know	10 2%	4 1%	-	3 2%	-	6 1%	2 4%	10 2%	-	-	-	10 2%	-
Not applicable	24 4%	7 2%	3 3%	13 8% y	1 3%	21 4%	2 4%	24 4%	-	-	-	24 4%	-
NET: All satisfied	532 85%	319 89% A	84 90% A	116 76%	30 83%	475 86%	44 80%	532 85%	-	-	-	532 85%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 389

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	623	358	94*	152	36*	552	54*	623	-**	-**	-**	623	-**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
NET: All dissatisfied	29 5%	15 4%	1 1%	9 6%	4 11% z	28 5%	1 2%	29 5%	-	-	-	29 5%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 390

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	624	96	298	89	313	145	624	624	-	77	547	-	79	545	395	229
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Very satisfied	354 57%	65 64% ce	181 58%	37 48%	188 63% cefg	76 52%	354 57%	354 57%	-	51 63%	303 56%	-	53 65%	301 56%	256 64% o	98 44%
Fairly satisfied	178 29%	25 24%	86 27%	26 34%	76 26%	54 37% abdf g	178 29%	178 29%	-	18 23%	160 29%	-	21 26%	157 29%	103 26%	75 33%
Neither satisfied nor dissatisfied	29 5%	1 1%	18 6% ad	3 4%	8 3%	5 4%	29 5% d	29 5% d	-	3 4%	26 5%	-	4 5%	25 5%	9 2%	20 9% n
Fairly dissatisfied	12 2%	6 6% bdfg	3 1%	2 3%	5 2%	4 2%	12 2% b	12 2% b	-	6 7% j	6 1%	-	2 2%	10 2%	5 1%	7 3%
Very dissatisfied	17 3%	2 2%	11 3%	2 3%	8 3%	3 2%	17 3%	17 3%	-	2 3%	15 3%	-	1 1%	16 3%	14 4%	3 1%
Don't know	10 2%	3 3%	5 2%	1 1%	5 2%	1 *	10 2%	10 2%	-	-	10 2%	-	-	10 2%	3 1%	7 3% n
Not applicable	24 4%	1 1%	11 3%	6 8% ade	7 2%	3 2%	24 4%	24 4%	-	-	24 4%	-	1 1%	23 4%	9 2%	15 6% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 390

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	623	102*	315	77*	297	146	623	623	-**	81*	543	-**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
NET: All satisfied	532 85%	89 88%	267 85%	64 82%	264 89% fg	130 89%	532 85%	532 85%	-	70 86%	462 85%	-	74 90%	458 85%	359 90% o	173 77%
NET: All dissatisfied	29 5%	8 7%	13 4%	4 5%	13 4%	7 4%	29 5%	29 5%	-	8 10% j	21 4%	-	3 4%	26 5%	19 5%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 390

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	624	58	254	146	128	281	172	202	111	93	124	67	57	567	52	500	87	413
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Very satisfied	354 57%	23 41%	146 58% p	80 54%	94 69% pqr	184 64% O	105 59%	104 53%	74 63% S	47 58% S	76 59% S	19 31%	17 32%	337 59% u	29 52%	297 60% V	33 40%	264 64% UV
Fairly satisfied	178 29%	22 41% L	80 32% L	41 28%	25 18%	69 24%	52 29%	62 31%	38 32%	23 29%	44 34%	16 26%	14 26%	164 29%	19 35%	135 27%	24 29%	112 27%
Neither satisfied nor dissatisfied	29 5%	2 4%	11 4%	9 6%	5 4%	8 3%	9 5%	11 5%	2 2%	3 4%	4 3%	8 13% PQR	8 16% v	21 4%	2 4%	22 4% W	12 14% UW	11 3%
Fairly dissatisfied	12 2%	1 1%	2 1%	8 5% q	2 2%	3 1%	3 2%	5 2%	2 2%	-	-	2 3%	2 4%	10 2%	2 4% W	5 1% W	3 4% UW	2 1%
Very dissatisfied	17 3%	3 5%	5 2%	5 3%	5 3%	11 4%	2 1%	4 2%	1 1%	4 4%	3 2%	1 1%	1 1%	16 3%	1 2%	14 3%	1 1%	14 3%
Don't know	10 2%	-	3 1%	1 1%	1 1%	4 2%	3 2%	4 2%	1 1%	1 2%	-	3 5% R	1 1%	9 2%	-	6 1%	2 2%	4 1%
Not applicable	24 4%	4 8%	6 2%	4 3%	4 3%	8 3%	3 2%	9 5%	-	3 3% P	3 2%	13 21% PQR	11 20% v	13 2%	2 4%	19 4% W	10 12% UW	9 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 390

112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All key measures that have been installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
NET: All satisfied	532 85%	45 82%	226 90%	120 82%	119 87%	253 88%	157 88%	166 84%	111 95%	71 87%	120 93%	35 57%	31 58%	502 88%	48 87%	432 87%	57 68%	375 90%
NET: All dissatisfied	29 5%	3 6%	7 3%	13 9%	7 5%	14 5%	5 3%	8 4%	3 2%	4 4%	3 2%	2 4%	2 5%	27 5%	3 6%	19 4%	4 4%	16 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 390

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	624	238	262	281	219	41	166	67	239	160	75	315	275	232	235	175
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Very satisfied	354 57%	135 57% A	145 55% A	163 58% A	117 54% A	16 38%	97 60%	34 49%	116 52%	102 60%	57 66% D	160 54%	184 63% G	123 55%	145 61%	97 53%
Fairly satisfied	178 29%	75 32%	71 27%	89 32%	57 26%	15 34%	47 29%	27 38%	61 28%	49 29%	22 25%	90 30%	73 25%	77 35% JK	62 26%	45 25%
Neither satisfied nor dissatisfied	29 5%	7 3%	14 5%	9 3%	12 6%	4 9%	6 4%	1 2%	16 7%	5 3%	4 5%	18 6%	8 3%	8 4%	8 3%	14 8% J
Fairly dissatisfied	12 2%	8 3%	3 1%	8 3%	3 1%	1 3%	5 3%	3 4%	5 2%	3 2%	3 4%	7 2%	5 2%	3 1%	2 1%	8 4% J
Very dissatisfied	17 3%	3 1%	13 5% w	6 2%	10 5%	-	1 1%	2 3%	4 2%	6 4%	-	5 2%	11 4%	6 3%	6 3%	5 2%
Don't know	10 2%	3 1%	4 2%	3 1%	4 2%	1 3%	1 1%	2 2%	3 1%	3 2%	-	4 1%	2 1%	2 1%	3 1%	5 3%
Not applicable	24 4%	5 2%	15 6% y	5 2%	15 7% wy	6 13% wy	4 2%	1 2%	17 8% EF	3 2%	-	15 5%	7 3%	4 2%	11 5%	8 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 390

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
NET: All satisfied	532 85%	210 89% xZA	216 82%	252 89% xZA	174 80%	31 72%	144 89%	61 87%	177 80%	152 88% D	79 91% D	250 84%	257 89%	200 90% K	207 87% K	142 78%
NET: All dissatisfied	29 5%	11 5%	15 6%	13 5%	13 6%	1 3%	6 4%	5 7%	9 4%	9 5%	3 4%	12 4%	16 5%	9 4%	8 3%	12 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 391

**112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	624	242	395	465	159	262	236	115	470	79	519	31
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Very satisfied	354 57%	123 54%	256 64% HJK	286 61% HK	68 44%	165 61%	128 54%	59 57%	277 59% M	37 46%	309 59%	15 55%
Fairly satisfied	178 29%	74 32% IJ	103 26%	128 27%	50 32%	71 26%	78 33%	25 24%	141 30%	21 26%	158 30%	6 22%
Neither satisfied nor dissatisfied	29 5%	7 3%	9 2%	12 3%	17 11% HIJ	13 5%	11 4%	5 4%	15 3%	7 8% L	17 3%	3 10%
Fairly dissatisfied	12 2%	8 3% I	5 1%	10 2% I	2 1%	2 1%	6 3%	4 4% k	8 2%	2 2%	10 2%	-
Very dissatisfied	17 3%	5 2%	14 4%	16 3%	1 *	9 3%	8 3%	1 1%	12 3%	3 4%	15 3%	-
Don't know	10 2%	2 1%	3 1%	3 1%	7 4% HIJ	2 1%	1 *	4 4% kl	4 1%	1 1%	5 1%	1 2%
Not applicable	24 4%	8 4%	9 2%	13 3%	11 7% IJ	10 4%	7 3%	6 6%	8 2%	9 11% L	10 2%	3 11%
NET: All satisfied	532 85%	197 86% K	359 90% HJK	414 88% K	118 76%	236 87%	206 86%	84 81%	418 90% M	58 73%	466 89%	22 77%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 391

112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
NET: All dissatisfied	29 5%	13 6% K	19 5%	27 6% K	3 2%	11 4%	14 6%	5 4%	21 4%	5 7%	24 5%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 391

112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	624	506	47	32	119	505	388	306	215	128	54	129	66	98	149
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Very satisfied	354 57%	306 60% Q	16 35%	18 55%	52 45%	302 60% n	235 61% r	203 66% pr	112 51%	79 60%	24 46%	57 48%	47 67% vw	59 56%	87 61% w
Fairly satisfied	178 29%	147 29%	19 41%	5 17%	34 29%	144 28%	99 26%	73 24%	73 33% q	30 23%	21 39% ux	43 36% ux	12 17%	35 33% x	38 26%
Neither satisfied nor dissatisfied	29 5%	14 3%	7 14% P	3 8%	9 7%	20 4%	15 4% q	6 2%	10 5%	6 4%	4 7%	7 6%	3 4%	4 4%	5 4%
Fairly dissatisfied	12 2%	10 2%	1 2%	1 4%	2 2%	10 2%	9 2%	8 3%	3 1%	6 5%	1 1%	2 2%	1 1%	1 1%	1 1%
Very dissatisfied	17 3%	12 2%	1 3%	3 9%	7 6% o	10 2%	11 3%	9 3%	6 3%	4 3%	2 3%	1 *	1 2%	3 3%	6 4%
Don't know	10 2%	4 1%	-	-	1 1%	9 2%	6 2%	3 1%	1 *	2 2%	1 2%	1 1%	3 4%	1 1%	1 1%
Not applicable	24 4%	13 3%	3 5%	3 8%	12 10% o	12 2%	8 2% q	4 1%	15 7% pq	4 3%	1 1%	9 7%	3 4%	2 2%	5 4%
NET: All satisfied	532 85%	453 89% Q	35 76%	23 71%	86 74%	446 88% n	335 87%	276 90% p	185 84%	109 83%	45 85%	100 84%	58 84%	94 89%	125 87%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 391

112a (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Total	623	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Weighted Base	573	44	30	110	463	357	283	197	120	49	118	60	89	140
Effective base	29	2	4	9	20	20	18	9	10	2	3	2	5	7
NET: All dissatisfied	5%	4%	12%	7%	4%	5%	6%	4%	8% w	4%	2%	3%	4%	5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 392

**I12a_SUM (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All key measures that have been installed by a company

	I12a: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	207	225	61	3	15	22	78	6	5	-	2
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
Very satisfied	124 63%	131 55%	23 43%	2 75%	5 42%	8 32%	51 63%	2 37%	6 100%	-	1 43%
Fairly satisfied	47 24%	68 28%	18 33%	-	6 51%	14 55%	22 27%	2 31%	-	-	2 57%
Neither satisfied nor dissatisfied	7 4%	17 7%	3 6%	-	1 7%	1 5%	-	-	-	-	-
Fairly dissatisfied	2 1%	3 1%	1 2%	-	-	2 8%	4 5%	-	-	-	-
Very dissatisfied	7 3%	6 3%	2 4%	-	-	-	2 2%	-	-	-	-
Don't know	4 2%	3 1%	1 1%	1 25%	-	-	2 2%	-	-	-	-
Not applicable	5 3%	11 5%	6 11%	-	-	-	-	2 31%	-	-	-
NET: All satisfied	170 87%	199 83%	41 76%	2 75%	11 93%	22 87%	73 90%	4 69%	6 100%	-	3 100%
NET: All dissatisfied	9 5%	9 4%	3 6%	-	-	2 8%	6 7%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 393

**112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	516	274	241	182	200	133	426	81	136	379	432	84	334	182	363	56	97	153
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Very satisfied	298 58%	162 60%	136 56%	92 52%	126 62%	80 59%	263 60% g	30 42%	77 58%	221 58%	242 58%	56 58%	159 54%	139 62%	238 63% pq	27 56% pq	33 37%	60 43% p
Fairly satisfied	155 30%	81 30%	74 31%	66 37% d	50 24%	40 30%	117 27%	37 52% f	35 26%	120 31%	124 30%	31 32%	99 34%	57 25%	107 28%	18 39%	30 33%	49 35%
Neither satisfied nor dissatisfied	28 5%	13 5%	15 6%	5 3%	17 8% c	6 4%	22 5%	6 8%	9 7%	19 5%	27 6%	1 1%	19 7%	9 4%	11 3%	4 9% n	13 14% n	17 12% n
Fairly dissatisfied	11 2%	6 2%	5 2%	4 2%	4 2%	2 1%	10 2%	1 1%	1 1%	9 2%	5 1%	5 5% j	4 1%	7 3%	7 2%	1 2%	3 3%	4 3%
Very dissatisfied	15 3%	5 2%	10 4%	4 2%	8 4%	4 3%	12 3%	3 4%	3 3%	12 3%	14 3%	1 1%	9 3%	6 3%	14 4%	1 1%	1 1%	1 1%
Don't know	9 2%	4 1%	4 2%	6 3%	1 1%	1 1%	6 1%	2 2%	2 2%	5 1%	7 2%	2 2%	6 2%	3 1%	5 1%	3 6% n	1 1%	4 3%
Not applicable	24 5%	15 6%	8 3%	9 5%	7 3%	7 5%	22 5%	1 1%	9 7%	14 4%	21 5%	3 3%	12 4%	11 5%	9 2%	1 1%	14 16% noq	15 11% no
NET: All satisfied	439 85%	234 86%	205 84%	150 85%	172 84%	116 87%	369 84%	65 91%	110 83%	328 86%	354 84%	84 88%	249 85%	189 85%	336 89% pq	42 88% pq	60 67%	102 74% p
NET: All dissatisfied	26 5%	11 4%	15 6%	8 5%	12 6%	6 4%	22 5%	3 5%	5 4%	21 6%	20 5%	6 7%	13 5%	13 6%	21 6%	1 3%	4 4%	5 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 393

**112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	516	440	76	150	231	80	103	129	130	153	345	171
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Very satisfied	298 58%	253 59%	45 50%	84 58%	152 62%	41 51%	51 53%	67 52%	78 60%	102 64% M	193 57%	105 60%
Fairly satisfied	155 30%	140 33% s	15 17%	48 33%	68 28%	23 29%	28 29%	43 33%	41 31%	42 27%	103 30%	53 30%
Neither satisfied nor dissatisfied	28 5%	19 5%	9 10%	5 3%	12 5%	8 10%	4 4%	13 10% O	6 5%	5 3%	20 6%	8 4%
Fairly dissatisfied	11 2%	7 2%	4 5%	3 2%	6 3%	2 2%	4 4%	3 2%	2 1%	2 1%	9 3%	2 1%
Very dissatisfied	15 3%	15 4%	- -	4 3%	5 2%	5 7%	2 2%	4 3%	4 3%	5 3%	8 2%	7 4%
Don't know	9 2%	4 1%	5 6% r	1 *	5 2%	- -	1 1%	3 3%	2 2%	2 1%	6 2%	2 1%
Not applicable	24 5%	11 3%	12 14% r	6 4%	9 4%	5 7%	9 9%	4 3%	6 5%	6 4%	17 5%	6 4%
NET: All satisfied	439 85%	379 89% s	60 67%	128 88%	211 86%	63 78%	78 81%	104 80%	115 88%	141 89% M	287 84%	152 87%
NET: All dissatisfied	26 5%	22 5%	4 5%	7 5%	12 5%	7 9%	6 7%	7 5%	5 4%	7 5%	17 5%	9 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 393

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**112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	516	293	79	129	26	460	42	516	-	-	-	516	-
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Very satisfied	298 58%	181 60% A	47 61%	59 48%	17 67%	260 57%	27 60%	298 58%	-	-	-	298 58%	-
Fairly satisfied	155 30%	98 32%	23 30%	36 29%	5 21%	145 32%	9 20%	155 30%	-	-	-	155 30%	-
Neither satisfied nor dissatisfied	28 5%	11 4%	5 7%	11 9% y	1 4%	23 5%	5 12%	28 5%	-	-	-	28 5%	-
Fairly dissatisfied	11 2%	3 1%	-	7 5% yz	1 3%	11 2%	-	11 2%	-	-	-	11 2%	-
Very dissatisfied	15 3%	12 4%	1 2%	1 *	2 8%	14 3%	1 3%	15 3%	-	-	-	15 3%	-
Don't know	9 2%	4 1%	-	3 2%	-	6 1%	2 5%	9 2%	-	-	-	9 2%	-
Not applicable	24 5%	7 2%	3 4%	13 10% y	1 4%	21 5%	2 5%	24 5%	-	-	-	24 5%	-
NET: All satisfied	439 85%	270 89% A	70 91% A	90 73%	22 85%	391 86%	35 79%	439 85%	-	-	-	439 85%	-
NET: All dissatisfied	26 5%	15 5%	1 2%	7 6%	3 11%	25 5%	1 3%	26 5%	-	-	-	26 5%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 394

**112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	516	79	230	63	222	106	516	516	-	69	447	-	68	448	313	203
Weighted Base	516	82*	244	56*	208	107*	516	516	**	72*	444	**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Very satisfied	298 58%	55 67% ce	141 58%	27 48%	139 67% bcef g	60 55%	298 58%	298 58%	-	46 64%	252 57%	-	45 65%	252 57%	208 66% o	90 45%
Fairly satisfied	155 30%	23 28%	73 30%	20 36%	60 29%	43 40% adfg	155 30%	155 30%	-	18 26%	137 31%	-	19 27%	137 31%	87 27%	69 35%
Neither satisfied nor dissatisfied	28 5%	1 1%	18 8% ad	3 6%	7 3%	4 4%	28 5%	28 5%	-	3 4%	25 6%	-	4 6%	24 5%	8 3%	20 7% n
Fairly dissatisfied	11 2%	4 5% b	3 1%	2 4%	3 2%	4 3%	11 2%	11 2%	-	4 6% j	6 1%	-	2 3%	9 2%	5 2%	6 3%
Very dissatisfied	15 3%	2 2%	9 4%	2 4%	7 3%	3 3%	15 3%	15 3%	-	2 3%	13 3%	-	1 2%	14 3%	13 4%	3 1%
Don't know	9 2%	2 2%	5 2%	1 1%	4 2%	1 1%	9 2%	9 2%	-	-	9 2%	-	-	9 2%	3 1%	6 3%
Not applicable	24 5%	1 1%	11 4%	6 11% adefg	7 4%	3 3%	24 5%	24 5%	-	-	24 5%	-	1 1%	23 5%	9 3%	15 7% n
NET: All satisfied	439 85%	74 90% c	204 84%	44 78%	188 90% bcfg	96 89%	439 85%	439 85%	-	62 87%	377 85%	-	62 90%	376 84%	285 90% o	154 77%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 394

**112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	516	82*	244	56*	208	107*	516	516	-**	72*	444	-**	70*	446	317	199
Weighted Base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Effective base	26	6	12	4	10	7	26	26	-	7	20	-	3	23	18	8
NET: All dissatisfied	5%	7%	5%	7%	5%	6%	5%	5%	-	9%	4%	-	5%	5%	6%	4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 394

112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	516	47	215	121	103	239	138	170	93	70	96	60	52	464	47	414	77	337
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Very satisfied	298 58%	21 47%	125 58%	67 54%	76 71% pqr	157 64%	86 61%	93 56%	62 63% S	37 59% S	58 59% S	18 33%	17 35%	281 60% u	28 56%	248 60% V	31 41%	217 65% UV
Fairly satisfied	155 30%	17 38% L	74 34% L	37 30%	21 19%	65 26%	44 31%	53 32%	34 34%	21 33%	36 36%	13 23%	11 22%	145 31%	17 34%	120 29%	23 30%	97 29%
Neither satisfied nor dissatisfied	28 5%	2 5%	11 5%	9 7%	5 4%	8 3%	9 6%	11 6%	2 2%	2 4%	4 4%	8 15% PQR	8 17% v	20 4%	2 4%	22 5% W	12 16% UW	10 3%
Fairly dissatisfied	11 2%	1 1%	2 1%	6 5% q	2 2%	3 1%	3 2%	5 3%	2 2%	-	-	2 3%	2 4%	9 2%	2 4% W	5 1% W	3 4% UW	2 1%
Very dissatisfied	15 3%	3 6%	5 2%	5 4%	3 3%	9 4%	2 2%	4 2%	1 1%	2 3%	3 3%	1 1%	1 1%	15 3%	1 2%	13 3%	1 1%	12 4%
Don't know	9 2%	-	3 1%	1 1%	1 1%	4 2%	3 2%	4 2%	1 1%	1 2%	-	3 5% R	1 1%	8 2%	-	6 1%	2 2%	4 1%
Not applicable	24 5%	4 10% q	6 3%	4 3%	4 3%	8 3%	3 2%	9 6%	-	3 4% P	3 3%	13 24% PQR	11 22% v	13 3%	2 4%	19 5% W	10 13% UW	9 3%
NET: All satisfied	439 85%	38 84%	190 89%	100 81%	93 88%	214 88%	125 89%	141 84%	94 96% S	55 87% S	89 91% S	31 56%	27 56%	411 88% u	44 86% V	355 87% V	52 69%	304 90% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 394

**112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
NET: All dissatisfied	26 5%	3 7%	7 3%	11 9% q	5 5%	12 5%	5 4%	8 5%	3 3%	2 3%	3 3%	2 4%	2 5%	24 5%	3 6%	18 4%	4 5%	14 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 394

**112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	516	203	212	237	178	33	144	55	201	124	65	252	235	182	206	144
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Very satisfied	298 58%	117 58%	118 55%	140 59%	96 54%	14 38%	88 63%	27 48%	99 53%	82 61%	49 67% D	132 55%	157 64%	100 57%	130 63%	78 53%
Fairly satisfied	155 30%	67 33%	61 29%	79 33%	49 28%	13 36%	41 29%	25 43%	55 29%	39 29%	20 28%	76 32%	65 27%	65 37% J	57 27%	39 26%
Neither satisfied nor dissatisfied	28 5%	6 3%	14 6%	8 3%	12 7%	4 11%	5 4%	1 2%	16 9%	5 3%	4 6%	17 7%	8 3%	7 4%	8 4%	14 10% I
Fairly dissatisfied	11 2%	6 3%	3 1%	6 3%	3 1%	1 3%	4 3%	3 4%	4 2%	3 2%	3 4%	5 2%	5 2%	3 1%	2 1%	6 4%
Very dissatisfied	15 3%	3 2%	11 5%	6 2%	9 5%	-	1 1%	2 4%	4 2%	6 5%	-	4 2%	11 4%	6 3%	5 2%	5 3%
Don't know	9 2%	3 1%	4 2%	3 1%	4 2%	1 3%	1 1%	2 3%	3 2%	3 2%	-	4 2%	2 1%	2 1%	3 2%	4 3%
Not applicable	24 5%	5 2%	15 7% wy	5 2%	15 8% wy	6 15%	4 3%	1 2%	17 9% EF	3 2%	-	15 6%	7 3%	4 2%	11 5%	8 6%
NET: All satisfied	439 85%	180 90% xz	171 80%	213 90% xz	138 78%	27 72%	126 90%	51 88%	149 79%	118 88% D	66 90%	201 83%	216 88%	158 90% K	183 88% K	113 77%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 394

**112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
NET: All dissatisfied	26 5%	10 5%	14 6%	12 5%	12 7%	1 3%	5 3%	5 8%	7 4%	9 6%	3 4%	9 4%	16 6%	9 5%	7 3%	11 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 395

112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All respondents who have had a measure installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	516	192	313	376	140	216	201	90	381	74	420	31
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Very satisfied	298 58%	104 57% K	208 66% HJK	236 62% HK	62 45%	135 61%	111 54%	50 62%	231 61% M	35 47%	255 60%	15 55%
Fairly satisfied	155 30%	58 32%	87 27%	108 28%	48 35%	61 27%	68 33%	22 28%	120 32%	21 28%	137 33%	6 22%
Neither satisfied nor dissatisfied	28 5%	7 4%	8 3%	11 3%	17 12% HIJ	13 6%	10 5%	5 6%	14 4%	7 9%	16 4%	3 10%
Fairly dissatisfied	11 2%	6 3%	5 2%	9 2% I	2 1%	2 1%	6 3%	2 3%	7 2%	2 2%	8 2%	- -
Very dissatisfied	15 3%	5 3%	13 4%	15 4%	1 *	7 3%	8 4%	1 1%	11 3%	3 5%	13 3%	- -
Don't know	9 2%	2 1%	3 1%	3 1%	6 4% IJ	2 1%	1 *	4 5% kl	4 1%	1 1%	5 1%	1 2%
Not applicable	24 5%	8 5%	9 3%	13 3%	11 8% IJ	10 5%	7 3%	6 7%	8 2%	9 12% L	10 2%	3 11%
NET: All satisfied	439 85%	156 86% K	285 90% JK	334 88% K	105 77%	190 85%	176 86%	67 83%	341 90% M	54 73%	379 90%	22 77%
NET: All dissatisfied	26 5%	12 7%	18 6%	24 6%	3 2%	9 4%	14 7%	3 4%	18 5%	5 7%	21 5%	- -



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 395

112a (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All respondents who have had a measure installed by a company

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	516	414	41	29	110	406	317	245	183	111	45	108	53	80	119
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Very satisfied	298 58%	254 61% Q	16 38%	17 59%	51 47%	247 61% n	198 63% r	168 69% pr	96 51%	71 63% w	22 49%	47 46%	38 68% w	48 57%	72 61% w
Fairly satisfied	155 30%	129 31%	15 36%	5 18%	33 30%	123 30%	87 28%	63 26%	63 34%	27 24%	15 34%	38 38% ux	11 20%	30 36%	34 29%
Neither satisfied nor dissatisfied	28 5%	13 3%	7 16% P	3 9%	9 8%	19 5%	14 5% q	6 2%	10 5%	6 5%	4 9%	7 7%	3 6%	4 5%	5 4%
Fairly dissatisfied	11 2%	8 2%	1 2%	1 4%	2 2%	9 2%	7 2%	7 3%	3 2%	5 4%	1 1%	2 2%	1 1%	1 2%	1 1%
Very dissatisfied	15 3%	12 3%	1 3%	1 5%	5 5%	10 2%	11 3%	9 4%	5 2%	4 4%	2 4%	1 1%	1 2%	3 4%	4 4%
Don't know	9 2%	4 1%	-	-	1 1%	8 2%	6 2%	3 1%	1	1 1%	1 3%	1 1%	3 5%	1 2%	1 1%
Not applicable	24 5%	13 3%	3 6%	3 9%	12 11% o	12 3%	8 3% q	4 2%	15 8% pq	4 3%	1 1%	9 9%	3 6%	2 2%	5 5%
NET: All satisfied	439 85%	370 89% Q	31 75%	21 73%	81 75%	357 88% n	274 87%	220 90% pr	156 83%	94 84%	36 82%	83 82%	47 85%	74 88%	103 87%
NET: All dissatisfied	26 5%	20 5%	2 5%	3 9%	7 7%	19 5%	18 6%	16 7%	8 4%	9 8%	2 5%	3 3%	2 4%	5 6%	6 5%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 396

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very satisfied	298 31%	162 33%	136 30%	92 27%	126 35% c	80 33%	263 33%	30 24%	77 31%	221 32%	242 34% k	56 23%	159 33%	139 30%	238 36% pq	27 31% pq	33 17%	60 22% p
Fairly satisfied	155 16%	81 16%	74 17%	66 19% d	50 14%	40 16%	117 15%	37 30% f	35 14%	120 17%	124 18%	31 13%	99 20% m	57 12%	107 16%	18 21%	30 16%	49 17%
Neither satisfied nor dissatisfied	28 3%	13 3%	15 3%	5 1%	17 5% c	6 2%	22 3%	6 5%	9 4%	19 3%	27 4% k	1 1%	19 4%	9 2%	11 2%	4 5% n	13 7% n	17 6% n
Fairly dissatisfied	11 1%	6 1%	5 1%	4 1%	4 1%	2 1%	10 1%	1 1%	1 1%	9 1%	5 1%	5 2%	4 1%	7 1%	7 1%	1 1%	3 2%	4 1%
Very dissatisfied	15 2%	5 1%	10 2%	4 1%	8 2%	4 2%	12 1%	3 2%	3 1%	12 2%	14 2%	1 *	9 2%	6 1%	14 2%	1 1%	1 *	1 *
Don't know	9 1%	4 1%	4 1%	6 2%	1 *	1 *	6 1%	2 1%	2 1%	5 1%	7 1%	2 1%	6 1%	3 1%	5 1%	3 3% n	1 1%	4 2%
Not applicable	24 2%	15 3%	8 2%	9 3%	7 2%	7 3%	22 3%	1 1%	9 4%	14 2%	21 3%	3 1%	12 3%	11 2%	9 1%	1 1%	14 7% noq	15 5% no
Installed the measure themselves	8 1%	4 1%	4 1%	-	7 2% c	1 *	7 1%	-	2 1%	6 1%	-	8 3% j	2 *	6 1%	8 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 396

I12a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n
NET: All satisfied	439 46%	234 47%	205 46%	150 44%	172 48%	116 48%	369 46%	65 53%	110 44%	328 47%	354 50% k	84 35%	249 51% m	189 41%	336 50% pq	42 48% pq	60 32%	102 37% p
NET: All dissatisfied	26 3%	11 2%	15 3%	8 2%	12 3%	6 2%	22 3%	3 3%	5 2%	21 3%	20 3%	6 3%	13 3%	13 3%	21 3%	1 2%	4 2%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 396

112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very satisfied	298 31%	253 32%	45 27%	84 27%	152 36% †	41 31%	51 31%	67 26%	78 34%	102 35% M	193 31%	105 33%
Fairly satisfied	155 16%	140 18% s	15 9%	48 15%	68 16%	23 18%	28 17%	43 16%	41 18%	42 15%	103 16%	53 17%
Neither satisfied nor dissatisfied	28 3%	19 2%	9 5%	5 1%	12 3%	8 6% †	4 2%	13 5% O	6 3%	5 2%	20 3%	8 2%
Fairly dissatisfied	11 1%	7 1%	4 2%	3 1%	6 1%	2 1%	4 2%	3 1%	2 1%	2 1%	9 1%	2 1%
Very dissatisfied	15 2%	15 2%	-	4 1%	5 1%	5 4%	2 1%	4 1%	4 2%	5 2%	8 1%	7 2%
Don't know	9 1%	4 *	5 3% r	1 *	5 1%	-	1 1%	3 1%	2 1%	2 1%	6 1%	2 1%
Not applicable	24 2%	11 1%	12 7% r	6 2%	9 2%	5 4%	9 5% M	4 1%	6 3%	6 2%	17 3%	6 2%
Installed the measure themselves	8 1%	6 1%	2 1%	5 2%	2 *	1 1%	-	1 *	3 1%	4 1%	8 1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 396

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**I12a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%
NET: All satisfied	439 46%	379 49% s	60 36%	128 41%	211 49% t	63 48%	78 47%	104 40%	115 50% m	141 49% m	287 46%	152 48%
NET: All dissatisfied	26 3%	22 3%	4 2%	7 2%	12 3%	7 5%	6 4%	7 3%	5 2%	7 3%	17 3%	9 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 396

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very satisfied	298 31%	181 34%	47 33%	59 27%	17 23%	260 33%	27 27%	298 52% FGHIJ	-	-	-	298 48% FGHIJ	-
Fairly satisfied	155 16%	98 18% B	23 16%	36 16%	5 7%	145 19% D	9 9%	155 27% FGHIJ	-	-	-	155 25% FGHIJ	-
Neither satisfied nor dissatisfied	28 3%	11 2%	5 4%	11 5% Y	1 1%	23 3%	5 5%	28 5% GHJ	-	-	-	28 5% GHJ	-
Fairly dissatisfied	11 1%	3 1%	-	7 3% YZ	1 1%	11 1%	-	11 2% J	-	-	-	11 2% J	-
Very dissatisfied	15 2%	12 2%	1 1%	1 *	2 3%	14 2%	1 1%	15 3% J	-	-	-	15 2% J	-
Don't know	9 1%	4 1%	-	3 1%	-	6 1%	2 2%	9 2% J	-	-	-	9 1% J	-
Not applicable	24 2%	7 1%	3 2%	13 6% Y	1 1%	21 3%	2 2%	24 4% GHJ	-	-	-	24 4% HJ	-
Installed the measure themselves	8 1%	6 1%	1 1%	-	2 3% A	4 *	1 1%	8 1% J	-	-	-	8 1% J	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 396

**I12a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI
NET: All satisfied	439 46%	270 51% AB	70 49% B	90 40%	22 30%	391 50% D	35 36%	439 77% FGHJ	- -	- -	- -	439 71% FGHJ	- -
NET: All dissatisfied	26 3%	15 3%	1 1%	7 3%	3 4%	25 3%	1 1%	26 5% GHJ	- -	- -	- -	26 4% GHJ	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 397

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very satisfied	298 31%	55 64% efh	141 55% h	27 48% h	139 61% efgh	60 46% h	298 52% h	298 54% fh	-	46 61% k	252 56% k	-	45 28%	252 32%	208 39% o	90 22%
Fairly satisfied	155 16%	23 27% h	73 28% h	20 36% h	60 27% h	43 33% h	155 27% h	155 28% fh	-	18 24% k	137 31% k	-	19 11%	137 18%	87 16%	69 17%
Neither satisfied nor dissatisfied	28 3%	1 1%	18 7% adh	3 6% h	7 3% h	4 3% h	28 5% h	28 5% h	-	3 4% k	25 6% k	-	4 2%	24 3%	8 2%	20 5% n
Fairly dissatisfied	11 1%	4 5% bh	3 1%	2 4% h	3 1% h	4 3% h	11 2% h	11 2% h	-	4 6% jk	6 1% k	-	2 1%	9 1%	5 1%	6 1%
Very dissatisfied	15 2%	2 2% h	9 4% h	2 4% h	7 3% h	3 2% h	15 3% h	15 3% h	-	2 3% k	13 3% k	-	1 1%	14 2%	13 2% o	3 1%
Don't know	9 1%	2 2% h	5 2% h	1 1% h	4 2% h	1 *	9 2% h	9 2% h	-	-	9 2% k	-	-	9 1%	3 1%	6 1%
Not applicable	24 2%	1 1%	11 4% h	6 11% adefgh	7 3% h	3 2% h	24 4% h	24 4% h	-	-	24 5% k	-	1 *	23 3%	9 2%	15 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 397

112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Installed the measure themselves	8 1%	2 2% h	1	-	4 2% h	3 3% bh	8 1% bh	8 1% bh	-	4 5% jk	4 1% -	-	7 4% m	1	3 1% -	5 1% -
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n
NET: All satisfied	439 46%	74 86% efh	204 79% h	44 78% h	188 83% efh	96 73% h	439 77% h	439 79% fh	-	62 82% k	377 84% k	-	62 38%	376 48% l	285 53% o	154 37%
NET: All dissatisfied	26 3%	6 7% h	12 5% h	4 7% h	10 4% h	7 5% h	26 5% h	26 5% h	-	7 9% k	20 4% k	-	3 2%	23 3%	18 3%	8 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 397

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very satisfied	298 31%	21 22%	125 36% pr	67 27%	76 38% pr	157 39% O	86 33%	93 29%	62 34% S	37 38% S	58 38% S	18 19%	17 20%	281 33% u	28 22%	248 35% TV	31 24%	217 37% TUV
Fairly satisfied	155 16%	17 18%	74 21% L	37 15%	21 10%	65 16%	44 17%	53 16%	34 19%	21 22%	36 23% S	13 13%	11 12%	145 17%	17 13%	120 17%	23 18%	97 17%
Neither satisfied nor dissatisfied	28 3%	2 3%	11 3%	9 4%	5 2%	8 2%	9 3%	11 3%	2 1%	2 2%	4 2%	8 8% PR	8 10% v	20 2%	2 2%	22 3% W	12 9% TUW	10 2%
Fairly dissatisfied	11 1%	1 1%	2 1%	6 2%	2 1%	3 1%	3 1%	5 1%	2 1%	-	-	2 2%	2 2%	9 1%	2 2%	5 1% W	3 2% UW	2 1%
Very dissatisfied	15 2%	3 3%	5 1%	5 2%	3 2%	9 2%	2 1%	4 1%	1 1%	2 2%	3 2%	1 1%	1 1%	15 2%	1 1%	13 2%	1 1%	12 2%
Don't know	9 1%	-	3 1%	1 1%	1 1%	4 1%	3 1%	4 1%	1 1%	1 1%	-	3 3% R	1 1%	8 1%	-	6 1%	2 1%	4 1%
Not applicable	24 2%	4 5%	6 2%	4 2%	4 2%	8 2%	3 1%	9 3%	-	3 3% P	3 2%	13 13% PQR	11 13% v	13 2%	2 2%	19 3% W	10 8% TUW	9 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 397

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base 870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Installed the measure themselves 8 1%	-	2	2	5	1	2	6	1	-	-	-	-	8	5	2	1	1
			1%	2%	*	1%	2%	1%	-	-	-	-	1%	4%	*	1%	*
Have not installed any key measures 422 45%	49	134	125	90	159	118	150	81	34	54	44	36	386	71	295	52	243
	52%	38%	50%	45%	39%	45%	46%	45%	35%	36%	44%	43%	45%	56%	42%	41%	42%
	q		q											UVW			
NET: All satisfied 439 46%	38	190	100	93	214	125	141	94	55	89	31	27	411	44	355	52	304
	40%	54%	40%	46%	53%	48%	44%	52%	57%	58%	31%	32%	48%	34%	50%	41%	52%
		pr			O			S	S	S			u	TV		TUV	
NET: All dissatisfied 26 3%	3	7	11	5	12	5	8	3	2	3	2	2	24	3	18	4	14
	3%	2%	4%	3%	3%	2%	3%	2%	2%	2%	2%	3%	3%	2%	3%	3%	2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 397

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very satisfied	298 31%	117 33%	118 29% z	140 35% z	96 27%	14 22%	88 34%	27 32%	99 28%	82 34%	49 36%	132 30%	157 35%	100 31%	130 33%	78 29%
Fairly satisfied	155 16%	67 19%	61 15%	79 20% z	49 14%	13 20%	41 16%	25 29% B	55 16%	39 16%	20 15%	76 17%	65 15%	65 20% J	57 14%	39 14%
Neither satisfied nor dissatisfied	28 3%	6 2%	14 3%	8 2%	12 3%	4 6%	5 2%	1 1%	16 5%	5 2%	4 3%	17 4%	8 2%	7 2%	8 2%	14 5% I
Fairly dissatisfied	11 1%	6 2%	3 1%	6 2%	3 1%	1 2%	4 1%	3 3%	4 1%	3 1%	3 2%	5 1%	5 1%	3 1%	2 1%	6 2%
Very dissatisfied	15 2%	3 1%	11 3%	6 1%	9 3%	-	1 *	2 3%	4 1%	6 3%	-	4 1%	11 2%	6 2%	5 1%	5 2%
Don't know	9 1%	3 1%	4 1%	3 1%	4 1%	1 2%	1 1%	2 2%	3 1%	3 1%	-	4 1%	2 *	2 *	3 1%	4 1%
Not applicable	24 2%	5 1%	15 4% y	5 1%	15 4% wy	6 9% wy	4 1%	1 2%	17 5% EF	3 1%	-	15 3%	7 2%	4 1%	11 3%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 397

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Installed the measure themselves	8 1%	6 2%	2	6 2%	2	-	6 2%	-	2 1%	1	1 1%	2 1%	6 1%	-	6 1%	2 1%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%
NET: All satisfied	439 46%	180 51% xz	171 42% z	213 53% xz	138 39%	27 41%	126 48%	51 60%	149 42%	118 49%	66 48%	201 46%	216 48%	158 49%	183 47%	113 42%
NET: All dissatisfied	26 3%	10 3%	14 3%	12 3%	12 3%	1 2%	5 2%	5 6%	7 2%	9 4%	3 2%	9 2%	16 4%	9 3%	7 2%	11 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 398

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very satisfied	298 31%	104 29%	208 39% HJK	236 35% HK	62 23%	135 33%	111 31%	50 32%	231 36% M	35 19%	255 36% O	15 14%
Fairly satisfied	155 16%	58 16%	87 16%	108 16%	48 18%	61 15%	68 19%	22 14%	120 19% M	21 11%	137 19% O	6 6%
Neither satisfied nor dissatisfied	28 3%	7 2%	8 2%	11 2%	17 6% HIJ	13 3%	10 3%	5 3%	14 2%	7 4%	16 2%	3 2%
Fairly dissatisfied	11 1%	6 2%	5 1%	9 1%	2 1%	2 1%	6 2%	2 1%	7 1%	2 1%	8 1%	-
Very dissatisfied	15 2%	5 2%	13 2% K	15 2% K	1 *	7 2%	8 2%	1 *	11 2%	3 2%	13 2%	-
Don't know	9 1%	2 1%	3 1%	3 *	6 2% J	2 1%	1 *	4 3% kl	4 1%	1 *	5 1%	1 1%
Not applicable	24 2%	8 2%	9 2%	13 2%	11 4%	10 2%	7 2%	6 4%	8 1%	9 5% L	10 1%	3 3%
Installed the measure themselves	8 1%	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%	-	7 1%	-	6 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 398

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Have not installed any key measures	422 45%	175 48% I	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N
NET: All satisfied	439 46%	156 43%	285 53% HJK	334 49% HK	105 39%	190 46%	176 50%	67 43%	341 53% M	54 29%	379 53% O	22 19%
NET: All dissatisfied	26 3%	12 3%	18 3%	24 3% K	3 1%	9 2%	14 4%	3 2%	18 3%	5 3%	21 3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 398

**112a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very satisfied	298 31%	254 37% QR	16 17%	17 16%	51 19%	247 36% n	198 34%	168 61% pr	96 29%	71 34%	22 31%	47 26%	38 38%	48 30%	72 32%
Fairly satisfied	155 16%	129 19% R	15 16% R	5 5%	33 12%	123 18% n	87 15%	63 23% p	63 19%	27 13%	15 22%	38 21% ux	11 11%	30 19%	34 15%
Neither satisfied nor dissatisfied	28 3%	13 2%	7 7% P	3 2%	9 3%	19 3%	14 2%	6 2%	10 3%	6 3%	4 5%	7 4%	3 3%	4 3%	5 2%
Fairly dissatisfied	11 1%	8 1%	1 1%	1 1%	2 1%	9 1%	7 1%	7 3% p	3 1%	5 2%	1 1%	2 1%	1 1%	1 1%	1 1%
Very dissatisfied	15 2%	12 2%	1 1%	1 1%	5 2%	10 1%	11 2%	9 3% p	5 1%	4 2%	2 2%	1 1%	1 1%	3 2%	4 2%
Don't know	9 1%	4 1%	- -	- -	1 *	8 1%	6 1%	3 1%	1 *	1 1%	1 2%	1 1%	3 3%	1 1%	1 *
Not applicable	24 2%	13 2%	3 3%	3 2%	12 5% o	12 2%	8 1%	4 1%	15 5% pq	4 2%	1 1%	9 5%	3 3%	2 1%	5 2%
Installed the measure themselves	8 1%	7 1%	1 1%	- -	3 1%	5 1%	8 1% r	5 2% r	- -	1 1%	- -	- -	1 1%	4 3% w	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 398

**I12a (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long you had to wait for an appointment to have the (Measure) installed**

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%
NET: All satisfied	439 46%	370 54% QR	31 33% R	21 20%	81 31%	357 52% n	274 47%	220 80% pr	156 47%	94 45%	36 53%	83 46%	47 47%	74 47%	103 45%
NET: All dissatisfied	26 3%	20 3%	2 2%	3 2%	7 3%	19 3%	18 3%	16 6% pr	8 2%	9 4%	2 3%	3 1%	2 2%	5 3%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 399

**I12b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	624	334	288	232	239	151	510	102	158	464	528	96	406	218	436	81	107	188
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Very satisfied	380 61%	207 63%	173 59%	123 55%	160 65% c	97 64%	338 65% g	37 42%	98 64%	282 60%	312 61%	68 62%	198 56%	182 68% l	306 67% opq	31 46%	43 43%	74 44%
Fairly satisfied	150 24%	82 25%	68 23%	60 27%	52 21%	37 25%	114 22%	34 39% f	39 25%	111 24%	121 24%	29 27%	99 28% m	51 19%	97 21%	20 30%	34 34% n	54 32% n
Neither satisfied nor dissatisfied	32 5%	17 5%	15 5%	13 6%	15 6%	4 3%	22 4%	9 10% f	7 5%	25 5%	30 6%	2 2%	20 6%	12 5%	18 4%	5 7%	10 10% n	14 9% n
Fairly dissatisfied	18 3%	8 3%	10 3%	8 4%	5 2%	5 3%	16 3%	2 2%	-	18 4% h	13 2%	5 5%	10 3%	8 3%	13 3%	3 4%	2 2%	5 3%
Very dissatisfied	21 3%	6 2%	16 5% a	7 3%	8 3%	6 4%	18 3%	3 4%	7 4%	14 3%	21 4% k	-	12 3%	10 4%	13 3%	3 4%	6 6%	8 5%
Don't know	15 2%	6 2%	7 2%	10 5% de	3 1%	-	9 2%	3 3%	1 1%	12 2%	12 2%	3 3%	11 3%	4 1%	7 2%	6 8% n	3 3%	8 5% n
Not applicable	6 1%	3 1%	4 1%	1 1%	3 1%	2 1%	6 1%	-	2 1%	4 1%	4 1%	2 2%	5 1%	1 *	3 1%	1 1%	3 3%	3 2%
NET: All satisfied	530 85%	289 88%	241 82%	184 82%	212 86%	135 89%	451 86%	71 80%	137 89%	393 84%	433 84%	97 89%	296 84%	234 87%	403 88% opq	51 76%	77 77%	128 76%
NET: All dissatisfied	39 6%	14 4%	25 9% a	15 7%	13 5%	11 7%	34 7%	5 6%	7 4%	33 7%	34 7%	5 5%	21 6%	18 7%	26 6%	6 8%	8 8%	14 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 399

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	624	540	84	178	278	94	129	165	155	173	402	222
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Very satisfied	380 61%	336 64% s	44 45%	103 60%	195 66%	55 58%	72 61%	99 60%	91 58%	118 65%	236 59%	144 64%
Fairly satisfied	150 24%	128 24%	22 22%	45 26%	64 22%	24 26%	28 24%	36 22%	42 27%	43 24%	102 26%	49 21%
Neither satisfied nor dissatisfied	32 5%	24 4%	9 9%	7 4%	11 4%	8 8%	5 4%	12 7%	7 4%	9 5%	22 6%	10 5%
Fairly dissatisfied	18 3%	13 3%	5 5%	5 3%	10 4%	2 2%	3 3%	4 3%	5 3%	5 3%	12 3%	6 3%
Very dissatisfied	21 3%	13 3%	8 8% r	9 5%	8 3%	3 3%	3 3%	7 4%	7 4%	5 3%	14 4%	7 3%
Don't know	15 2%	7 1%	8 8% r	1 1%	6 2%	1 1%	4 3%	6 4%	4 2%	1 1%	8 2%	7 3%
Not applicable	6 1%	4 1%	2 2%	1 1%	2 1%	2 2%	2 2%	1 1%	2 2%	-	3 1%	3 1%
NET: All satisfied	530 85%	464 88% s	66 67%	148 86%	259 87%	79 84%	101 85%	135 82%	132 84%	160 89%	337 85%	193 85%
NET: All dissatisfied	39 6%	27 5%	13 13% r	14 8%	18 6%	5 5%	6 5%	11 7%	12 8%	10 6%	26 7%	13 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 399

**I12b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	624	343	98	161	36	555	52	624	-	-	-	624	-
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Very satisfied	380 61%	227 63%	55 59%	87 58%	21 59%	338 61%	32 59%	380 61%	-	-	-	380 61%	-
Fairly satisfied	150 24%	89 25%	26 28%	31 20%	9 25%	133 24%	13 23%	150 24%	-	-	-	150 24%	-
Neither satisfied nor dissatisfied	32 5%	15 4%	6 7%	12 8%	1 2%	30 5%	2 4%	32 5%	-	-	-	32 5%	-
Fairly dissatisfied	18 3%	8 2%	3 3%	6 4%	1 2%	16 3%	2 3%	18 3%	-	-	-	18 3%	-
Very dissatisfied	21 3%	7 2%	2 2%	9 6% y	5 13% yz	20 4%	2 3%	21 3%	-	-	-	21 3%	-
Don't know	15 2%	7 2%	2 2%	4 3%	-	10 2%	3 5%	15 2%	-	-	-	15 2%	-
Not applicable	6 1%	4 1%	-	2 1%	-	5 1%	1 2%	6 1%	-	-	-	6 1%	-
NET: All satisfied	530 85%	316 88% A	81 87%	119 78%	30 83%	471 85%	44 82%	530 85%	-	-	-	530 85%	-
NET: All dissatisfied	39 6%	15 4%	5 5%	15 10% y	5 15% y	36 7%	3 6%	39 6%	-	-	-	39 6%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 400

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	624	96	298	89	313	145	624	624	-	77	547	-	79	545	395	229
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Very satisfied	380 61%	71 69% c	191 61%	41 53%	195 65% cfg	90 62%	380 61%	380 61%	-	60 74% j	320 59%	-	61 75% m	319 59%	264 66% o	116 52%
Fairly satisfied	150 24%	21 21%	78 25%	21 27%	67 23%	41 28%	150 24%	150 24%	-	11 14%	139 26% i	-	13 16%	137 25%	88 22%	62 27%
Neither satisfied nor dissatisfied	32 5%	2 2%	18 6%	4 5%	12 4%	4 3%	32 5%	32 5%	-	2 2%	31 6%	-	2 2%	30 6%	12 3%	21 9% n
Fairly dissatisfied	18 3%	2 2%	7 2%	4 5%	5 2%	6 4%	18 3%	18 3%	-	5 7%	13 2%	-	3 4%	15 3%	12 3%	6 3%
Very dissatisfied	21 3%	2 2%	8 3%	5 6% e	10 3%	2 1%	21 3%	21 3%	-	3 3%	19 3%	-	1 2%	20 4%	13 3%	8 4%
Don't know	15 2%	3 3%	9 3%	3 4%	4 2%	1 1%	15 2%	15 2%	-	-	15 3%	-	-	15 3%	8 2%	7 3%
Not applicable	6 1%	-	2 1%	1 1%	4 1%	2 2%	6 1%	6 1%	-	-	6 1%	-	1 1%	6 1%	2 1%	4 2%
NET: All satisfied	530 85%	92 90% c	269 86%	61 79%	262 88% cfg	130 89% c	530 85%	530 85%	-	71 88%	459 85%	-	75 92%	456 84%	352 88% o	178 79%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 400

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	623	315	77*	297	146	623	623	-**	81*	543	-**	81*	542	399	224	
Weighted Base	573	274	84	286	134	573	573	-	71	502	-	72	502	365	208	
Effective base	39	16	9	15	8	39	39	-	8	32	-	4	35	25	14	
NET: All dissatisfied	6%	5%	11% bd	5%	5%	6%	6%	-	10%	6%	-	5%	6%	6%	6%	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 400

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	624	58	254	146	128	281	172	202	111	93	124	67	57	567	52	500	87	413
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Very satisfied	380 61%	26 48%	157 62%	95 65% p	89 65% p	177 62%	117 66%	122 62%	74 63% S	52 64% S	82 64% S	20 33%	16 31%	364 64% u	36 65% V	311 62% V	35 42%	276 66% UV
Fairly satisfied	150 24%	17 32%	64 25%	34 23%	27 20%	63 22%	41 23%	51 26%	33 28%	17 21%	33 26%	19 31%	17 32%	133 23%	15 27%	117 23% W	29 35% UW	87 21%
Neither satisfied nor dissatisfied	32 5%	5 10% qr	9 3%	3 2%	11 8% r	13 5%	11 6%	8 4%	6 5%	4 4%	7 5%	8 13%	7 14% v	25 4%	2 4%	26 5%	7 9%	19 4%
Fairly dissatisfied	18 3%	2 3%	7 3%	6 4%	3 2%	13 4%	4 2%	3 1%	2 1%	2 3%	1 1%	2 4%	2 4%	16 3%	1 1%	13 3%	3 4%	10 2%
Very dissatisfied	21 3%	2 4%	8 3%	7 4%	3 2%	13 5% N	2 1%	5 3%	1 1%	4 4%	4 3%	4 7%	4 8%	17 3%	-	18 4%	5 5%	14 3%
Don't know	15 2%	1 2%	5 2%	-	2 1%	7 3%	2 1%	5 3%	1 1%	1 2%	1 1%	6 9% PQR	3 7% v	12 2%	-	9 2%	1 1%	8 2%
Not applicable	6 1%	1 1%	1	2 1%	1 1%	1	1 1%	3 2%	-	1 2%	-	2 3% R	2 4% v	4 1%	1 2%	5 1% W	3 3% UW	2 1%
NET: All satisfied	530 85%	44 79%	221 88%	129 88%	116 85%	240 84%	157 89%	173 88%	107 91% S	70 85% S	116 90% S	39 64%	33 63%	497 87% u	51 93% V	427 86% V	64 77%	363 87% UV



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 400

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
NET: All dissatisfied	39 6%	4 7%	16 6%	13 9%	6 5%	26 9% NO	5 3%	8 4%	3 3%	6 7%	5 4%	6 10% P	6 12%	33 6%	1 1%	31 6%	8 9%	24 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 400

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	624	238	262	281	219	41	166	67	239	160	75	315	275	232	235	175
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Very satisfied	380 61%	155 66% zA	154 58% A	186 66% zA	123 56%	18 42%	111 69%	41 58%	120 54%	107 62%	65 75% D	175 59%	194 67% G	134 60%	156 66% K	99 55%
Fairly satisfied	150 24%	56 24%	62 24%	68 24%	50 23%	15 35%	34 21%	20 29%	62 28% F	40 23%	13 16%	78 26%	60 21%	57 26%	55 23%	46 25%
Neither satisfied nor dissatisfied	32 5%	9 4%	17 6%	9 3%	16 7% y	4 9%	6 4%	2 3%	14 6%	9 5%	3 3%	15 5%	13 4%	13 6%	7 3%	13 7%
Fairly dissatisfied	18 3%	6 2%	8 3%	7 2%	7 3%	1 3%	3 2%	2 4%	9 4%	5 3%	3 3%	10 3%	7 2%	5 2%	7 3%	5 3%
Very dissatisfied	21 3%	4 2%	14 5% wy	5 2%	14 6% wy	1 7%	3 2%	1 7%	11 5%	4 2%	3 3%	13 4%	7 2%	8 4%	7 3%	6 3%
Don't know	15 2%	3 1%	6 2%	3 1%	6 3%	2 5%	1 7%	2 2%	4 2%	6 3%	-	4 7%	7 2%	3 7%	3 7%	9 5% IJ
Not applicable	6 1%	3 1%	3 1%	3 1%	3 1%	2 5% x	2 7%	1 2%	3 2%	2 7%	-	4 7%	2 7%	1 7%	3 7%	2 7%
NET: All satisfied	530 85%	211 89% zA	216 82% z	254 90% zA	173 79%	33 77%	145 90%	61 88%	182 82%	147 85%	78 90%	253 85%	254 88%	191 86%	211 89% k	146 80%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 400

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
NET: All dissatisfied	39 6%	10 4%	22 8% y	12 4%	20 9% wy	2 4%	7 4%	4 5%	20 9%	9 5%	6 7%	23 8%	14 5%	13 6%	14 6%	12 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 401

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	624	242	395	465	159	262	236	115	470	79	519	31
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Very satisfied	380 61%	136 60%	264 66% HK	301 64% HK	79 51%	184 68% lm	137 57%	55 54%	302 65% M	36 46%	335 64%	13 48%
Fairly satisfied	150 24%	61 27%	88 22%	109 23%	41 27%	53 20%	69 29% k	27 26%	117 25%	20 25%	127 24%	8 28%
Neither satisfied nor dissatisfied	32 5%	8 4%	12 3%	17 4%	15 10% HIJ	12 5%	15 6%	4 4%	16 4%	10 13% L	22 4%	4 14%
Fairly dissatisfied	18 3%	7 3%	12 3%	14 3%	4 3%	7 2%	8 3%	3 3%	12 3%	2 3%	12 2%	-
Very dissatisfied	21 3%	9 4%	13 3%	16 3%	5 3%	7 3%	6 2%	7 6%	13 3%	7 9% L	14 3%	1 5%
Don't know	15 2%	4 2%	8 2%	8 2%	7 5% J	3 1%	3 1%	6 6% kl	3 1%	3 3% L	8 2%	-
Not applicable	6 1%	3 1%	2 1%	3 1%	3 2%	5 2%	1 *	-	3 1%	1 1%	3 1%	1 5%
NET: All satisfied	530 85%	198 86% K	352 88% K	410 87% K	120 78%	237 87%	206 86%	83 80%	419 90% M	56 71%	463 89%	21 76%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 401

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19 Jun 2014

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
NET: All dissatisfied	39 6%	16 7%	25 6%	30 6%	9 6%	14 5%	14 6%	10 10%	25 5%	9 12% L	26 5%	1 5%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 401

**112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	624	506	47	32	119	505	388	306	215	128	54	129	66	98	149
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Very satisfied	380 61%	331 65% Q	18 38%	16 49%	55 48%	325 64% n	247 64%	208 68% pr	125 57%	82 63%	27 51%	69 57%	46 65%	66 62%	90 63%
Fairly satisfied	150 24%	118 23%	19 41% P	8 23%	29 25%	121 24%	92 24%	69 23%	52 24%	26 20%	17 33%	34 28%	12 17%	28 26%	33 23%
Neither satisfied nor dissatisfied	32 5%	20 4%	6 12% P	2 5%	13 11% o	19 4%	17 4% q	10 3%	15 7% q	8 6%	2 3%	8 6%	2 3%	4 4%	8 6%
Fairly dissatisfied	18 3%	13 3%	2 4%	1 4%	4 3%	15 3%	10 3%	8 3%	7 3%	4 3%	4 7%	2 2%	3 4%	2 2%	4 3%
Very dissatisfied	21 3%	12 2%	1 3%	6 18%	10 9% o	11 2%	8 2%	7 2%	13 6% pq	7 5% w	1 2%	1 *	3 4%	3 3%	7 5% w
Don't know	15 2%	8 1%	- -	- -	3 2%	13 2%	6 2%	3 1%	5 2%	3 3%	2 3%	4 3%	2 3%	3 3%	1 1%
Not applicable	6 1%	4 1%	1 2%	- -	2 2%	4 1%	4 1% q	2 1%	2 1%	1 1%	1 1%	3 3%	2 2%	- -	- -
NET: All satisfied	530 85%	449 89%	37 79%	24 73%	84 73%	446 88% n	339 88% r	277 90% pr	177 81%	108 82%	44 84%	103 86%	58 83%	94 89%	123 86%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
*small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 401

112b (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
NET: All dissatisfied	39	25	3	7	14	25	19	15	20	11	5	3	6	5	11
	6%	5%	7%	22%	12%	5%	5%	5%	9%	8%	9%	2%	8%	5%	8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 402

**I12b_SUM (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All key measures that have been installed by a company

	I12b: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	207	225	61	3	15	22	78	6	5	-	2
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
Very satisfied	128 65%	138 58%	25 46%	2 100%	6 49%	12 46%	59 73%	2 37%	6 100%	-	3 100%
Fairly satisfied	42 22%	62 26%	15 27%	-	5 38%	9 36%	16 20%	2 31%	-	-	-
Neither satisfied nor dissatisfied	10 5%	17 7%	4 7%	-	1 7%	-	1 2%	-	-	-	-
Fairly dissatisfied	2 1%	7 3%	2 4%	-	1 6%	5 18%	2 3%	-	-	-	-
Very dissatisfied	10 5%	6 3%	5 9%	-	-	-	1 1%	-	-	-	-
Don't know	3 1%	8 3%	3 5%	-	-	-	2 2%	-	-	-	-
Not applicable	2 1%	2 1%	1 1%	-	-	-	-	2 31%	-	-	-
NET: All satisfied	170 87%	200 84%	40 73%	2 100%	11 87%	21 82%	75 92%	4 69%	6 100%	-	3 100%
NET: All dissatisfied	11 6%	13 5%	7 13%	-	1 6%	5 18%	3 4%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 403

**I12b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	516	274	241	182	200	133	426	81	136	379	432	84	334	182	363	56	97	153
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Very satisfied	319 62%	169 62%	150 62%	96 54%	133 65% c	90 67% c	285 65% g	30 42%	84 63%	235 62%	259 62%	61 63%	165 56%	154 69% l	257 68% opq	21 43%	42 46%	63 45%
Fairly satisfied	132 26%	72 27%	60 25%	52 30%	46 22%	35 26%	101 23%	31 44% f	35 26%	98 26%	104 25%	28 30%	83 29%	49 22%	87 23%	16 33%	29 33%	45 33% n
Neither satisfied nor dissatisfied	32 6%	17 6%	15 6%	12 7%	15 7%	4 3%	22 5%	8 12% f	7 5%	25 6%	29 7%	2 2%	19 7%	12 5%	17 5%	5 10%	10 11% n	14 10% n
Fairly dissatisfied	18 4%	8 3%	10 4%	8 5%	5 2%	5 4%	16 4%	2 3%	-	18 5% h	13 3%	5 6%	10 3%	8 4%	13 3%	3 6%	2 3%	5 4%
Very dissatisfied	21 4%	6 2%	16 6% a	7 4%	8 4%	6 5%	18 4%	3 5%	7 5%	14 4%	21 5% k	-	12 4%	10 4%	13 3%	3 6%	6 6%	8 6%
Don't know	14 3%	6 2%	7 3%	10 6% de	3 1%	-	9 2%	3 4%	1 1%	12 3%	12 3%	2 2%	10 4%	4 2%	6 2%	6 12% np	3 3%	8 6% np
Not applicable	6 1%	3 1%	4 1%	1 1%	3 1%	2 1%	6 1%	-	2 2%	4 1%	4 1%	2 2%	5 2%	1 1%	3 1%	1 1%	3 3%	3 2%
NET: All satisfied	439 85%	237 87%	202 83%	144 82%	174 85%	121 90% c	376 86%	58 82%	118 89%	321 84%	354 84%	85 89%	244 83%	195 87%	334 88% opq	36 76%	69 76%	105 76%
NET: All dissatisfied	38 7%	14 5%	24 10%	14 8%	13 6%	11 8%	32 7%	5 8%	7 5%	31 8%	32 8%	5 6%	21 7%	17 7%	24 6%	6 12%	8 9%	14 10%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 403

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	516	440	76	150	231	80	103	129	130	153	345	171
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Very satisfied	319 62%	278 65% s	41 46%	89 61%	163 66%	49 61%	58 60%	77 60%	77 59%	107 68%	204 60%	116 66%
Fairly satisfied	132 26%	113 26%	20 22%	42 29%	56 23%	20 24%	26 27%	28 22%	36 28%	41 26%	92 27%	41 23%
Neither satisfied nor dissatisfied	32 6%	23 5%	9 10%	7 4%	11 5%	7 9%	5 5%	11 8%	7 5%	9 6%	21 6%	10 6%
Fairly dissatisfied	18 4%	13 3%	5 5%	5 4%	10 4%	2 2%	3 3%	4 3%	5 4%	5 3%	12 3%	6 4%
Very dissatisfied	21 4%	13 3%	8 9% r	9 6%	8 3%	3 4%	3 3%	7 5%	7 5%	5 3%	14 4%	7 4%
Don't know	14 3%	7 2%	7 8% r	1 1%	6 3%	1 1%	4 4%	5 4%	4 3%	1 1%	8 2%	6 3%
Not applicable	6 1%	4 1%	2 2%	1 1%	2 1%	2 3%	2 3%	1 1%	2 2%	-	3 1%	3 2%
NET: All satisfied	439 85%	379 89% s	61 68%	124 85%	213 87%	69 85%	82 84%	103 80%	111 85%	142 90% M	292 86%	148 84%
NET: All dissatisfied	38 7%	27 6%	11 13%	14 10%	17 7%	5 6%	6 7%	11 8%	10 8%	10 6%	25 7%	13 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 403

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19 Jun 2014

**I12b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	516	293	79	129	26	460	42	516	-	-	-	516	-
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Very satisfied	319 62%	198 65%	45 59%	69 56%	17 67%	283 62%	27 60%	319 62%	-	-	-	319 62%	-
Fairly satisfied	132 26%	77 25%	24 31%	28 23%	8 31%	117 26%	12 27%	132 26%	-	-	-	132 26%	-
Neither satisfied nor dissatisfied	32 6%	15 5%	6 8%	12 10%	1 3%	29 6%	2 5%	32 6%	-	-	-	32 6%	-
Fairly dissatisfied	18 4%	8 3%	3 4%	6 5%	1 3%	16 4%	2 4%	18 4%	-	-	-	18 4%	-
Very dissatisfied	21 4%	7 2%	2 2%	9 7% y	5 18%	20 4%	2 4%	21 4%	-	-	-	21 4%	-
Don't know	14 3%	7 2%	2 2%	4 3%	-	10 2%	3 6%	14 3%	-	-	-	14 3%	-
Not applicable	6 1%	4 1%	-	2 2%	-	5 1%	1 3%	6 1%	-	-	-	6 1%	-
NET: All satisfied	439 85%	268 88% A	66 87%	93 76%	23 88%	391 86%	35 80%	439 85%	-	-	-	439 85%	-
NET: All dissatisfied	38 7%	15 5%	5 6%	13 11% y	5 20%	34 8%	3 8%	38 7%	-	-	-	38 7%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 404

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	516	79	230	63	222	106	516	516	-	69	447	-	68	448	313	203
Weighted Base	516	82*	244	56*	208	107*	516	516	**	72*	444	**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Very satisfied	319 62%	60 73% bcfg	146 60%	30 54%	141 68% bcfg	70 65%	319 62%	319 62%	-	53 74% j	266 60%	-	54 77% m	266 60%	214 68% o	105 53%
Fairly satisfied	132 26%	19 23%	65 27%	17 30%	54 26%	34 32%	132 26%	132 26%	-	11 16%	121 27% i	-	13 19%	119 27%	76 24%	56 28%
Neither satisfied nor dissatisfied	32 6%	2 3%	18 8%	4 7%	11 5%	3 3%	32 6%	32 6%	-	2 2%	30 7%	-	2 3%	30 7%	11 3%	21 10% n
Fairly dissatisfied	18 4%	2 3%	7 3%	4 7%	5 3%	6 6%	18 4%	18 4%	-	5 7%	13 3%	-	3 4%	15 3%	12 4%	6 3%
Very dissatisfied	21 4%	2 3%	8 3%	5 9% e	10 5%	2 2%	21 4%	21 4%	-	3 4%	19 4%	-	1 2%	20 4%	13 4%	8 4%
Don't know	14 3%	2 2%	9 4%	3 5%	3 2%	1 1%	14 3%	14 3%	-	-	14 3%	-	-	14 3%	8 2%	6 3%
Not applicable	6 1%	-	2 1%	1 1%	4 2%	2 2%	6 1%	6 1%	-	-	6 1%	-	1 1%	6 1%	2 1%	4 2%
NET: All satisfied	439 85%	76 92% c	205 84%	44 79%	187 90% bcfg	97 90% c	439 85%	439 85%	-	64 90%	375 84%	-	64 92%	375 84%	281 89% o	158 80%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 404

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	516	82*	244	56*	208	107*	516	516	-**	72*	444	-**	70*	446	317	199
Weighted Base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Effective base	38	3	16	9	13	8	38	38	-	6	32	-	4	34	25	12
NET: All dissatisfied	7%	4%	7%	15% abdfg	6%	7%	7%	7%	-	9%	7%	-	6%	8%	8%	6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 404

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	516	47	215	121	103	239	138	170	93	70	96	60	52	464	47	414	77	337
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Very satisfied	319 62%	20 45%	135 63% p	82 66% p	73 68% p	149 61%	100 71% M	109 65%	63 64% S	41 66% S	63 64% S	19 35%	16 33%	303 65% u	36 70% V	259 63% V	32 43%	227 68% UV
Fairly satisfied	132 26%	15 32%	59 28%	29 24%	24 23%	59 24%	34 24%	43 26%	30 31%	14 22%	28 28%	17 31%	15 31%	117 25%	14 27%	102 25%	25 34%	77 23%
Neither satisfied nor dissatisfied	32 6%	5 12% qr	9 4%	3 3%	10 9% r	13 5%	11 8%	8 5%	6 6%	3 4%	7 7%	8 15%	7 15% v	24 5%	2 4%	25 6%	7 10%	18 5%
Fairly dissatisfied	18 4%	2 4%	7 3%	6 5%	3 3%	13 5%	4 3%	3 2%	2 2%	2 3%	1 1%	2 4%	2 5%	16 3%	1 2%	13 3%	3 4%	10 3%
Very dissatisfied	21 4%	2 5%	8 4%	7 5%	3 3%	13 5% N	2 1%	5 3%	1 1%	4 6%	4 5%	4 7%	4 8%	17 4%	-	18 4%	5 6%	14 4%
Don't know	14 3%	1 3%	5 2%	-	2 1%	7 3%	2 2%	5 3%	1 1%	1 2%	1 1%	6 10% PR	3 7%	11 2%	-	9 2%	1 2%	8 2%
Not applicable	6 1%	1 1%	1 1%	2 1%	1 1%	1 *	1 1%	3 2%	-	1 2%	-	2 4%	2 4% v	4 1%	1 2%	5 1% W	3 4% W	2 1%
NET: All satisfied	439 85%	35 78%	187 87%	109 88%	94 88%	204 84%	128 91% M	147 88%	91 92% S	54 87% S	85 87% S	37 67%	31 65%	408 87% u	47 92% V	352 86% V	57 77%	294 88% UV



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 404

112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)

Base: All respondents who have had a measure installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
NET: All dissatisfied	38 7%	4 9%	16 7%	11 9%	6 6%	26 11% NO	5 4%	8 5%	3 3%	6 9%	5 5%	6 11%	6 13%	32 7%	1 2%	31 8%	8 10%	24 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 404

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	516	203	212	237	178	33	144	55	201	124	65	252	235	182	206	144
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Very satisfied	319 62%	137 68% xz	121 57%	163 69% xz	95 54%	14 37%	100 72%	34 60%	106 56%	84 63%	56 76% D	147 61%	162 66%	109 62%	140 67% K	78 53%
Fairly satisfied	132 26%	50 25%	56 26%	60 25%	46 26%	14 38%	30 21%	18 32%	55 29%	34 26%	12 16%	66 27%	55 23%	50 28%	51 25%	39 27%
Neither satisfied nor dissatisfied	32 6%	8 4%	17 8% y	9 4%	16 9% wy	4 10%	6 4%	2 4%	14 7%	8 6%	3 4%	14 6%	13 5%	13 7%	7 3%	13 9% J
Fairly dissatisfied	18 4%	6 3%	8 4%	7 3%	7 4%	1 3%	3 2%	2 4%	9 5%	5 4%	3 4%	10 4%	7 3%	5 3%	7 4%	5 4%
Very dissatisfied	21 4%	4 2%	14 7% wy	5 2%	14 8% wy	1 2%	3 2%	1 2%	11 6%	4 3%	3 4%	13 6%	7 3%	8 5%	7 3%	6 4%
Don't know	14 3%	3 1%	6 3%	3 1%	6 3%	2 6%	1 1%	2 3%	4 2%	6 4%	-	4 2%	7 3%	3 2%	3 1%	8 6% J
Not applicable	6 1%	3 2%	3 1%	3 1%	3 2%	2 6%	2 1%	1 2%	3 2%	2 1%	-	4 2%	2 1%	1 1%	3 1%	2 1%
NET: All satisfied	439 85%	181 90% xz	173 81%	214 90% xz	140 79%	28 76%	127 90%	51 88%	157 83%	113 85%	65 88%	205 85%	214 87%	152 86%	187 90% K	116 79%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 404

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
NET: All dissatisfied	38 7%	9 4%	22 10% wy	11 4%	20 11% wy	2 5%	5 4%	4 6%	18 10%	9 7%	6 8%	21 9%	14 6%	13 8%	14 7%	10 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 405

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	516	192	313	376	140	216	201	90	381	74	420	31
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Very satisfied	319 62%	115 63% K	214 68% K	249 66% K	70 51%	153 68% l	117 57%	46 58%	256 68% M	33 44%	279 66%	13 48%
Fairly satisfied	132 26%	52 29%	76 24%	94 25%	38 28%	46 21%	63 31% k	23 28%	101 27%	19 26%	110 26%	8 28%
Neither satisfied nor dissatisfied	32 6%	8 5%	11 3%	16 4%	15 71% HIJ	12 6%	14 7%	4 5%	16 4%	10 14% L	21 5%	4 14%
Fairly dissatisfied	18 4%	7 4%	12 4%	14 4%	4 3%	7 3%	8 4%	3 4%	12 3%	2 3%	12 3%	-
Very dissatisfied	21 4%	9 5%	13 4%	16 4%	5 4%	7 3%	6 3%	7 8%	13 3%	7 10% L	14 3%	1 5%
Don't know	14 3%	4 2%	8 2%	8 2%	6 5%	3 1%	3 2%	6 8% kl	3 1%	3 3%	8 2%	-
Not applicable	6 1%	3 1%	2 1%	3 1%	3 2%	5 2%	1 *	-	3 1%	1 1%	3 1%	1 5%
NET: All satisfied	439 85%	159 87% K	281 89% K	332 88% K	107 78%	194 87%	177 86%	65 80%	345 91% M	52 69%	377 89%	21 76%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 405

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
NET: All dissatisfied	38 7%	15 8%	25 8%	29 8%	9 7%	14 6%	14 7%	8 10%	23 6%	9 13%	25 6%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 405

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	516	414	41	29	110	406	317	245	183	111	45	108	53	80	119
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Very satisfied	319 62%	276 66% Q	18 43%	14 48%	52 48%	268 66% n	206 66%	169 69% pr	107 57%	72 64%	22 51%	58 57%	41 73% v	52 62%	74 63%
Fairly satisfied	132 26%	104 25%	15 37%	8 26%	27 25%	105 26%	82 26%	60 25%	45 24%	24 21%	13 30%	30 30%	11 21%	23 27%	31 26%
Neither satisfied nor dissatisfied	32 6%	20 5%	6 14% P	2 6%	13 12% o	19 5%	16 5%	10 4%	15 8%	8 7%	2 4%	8 8%	2 4%	4 5%	8 6%
Fairly dissatisfied	18 4%	13 3%	2 4%	1 4%	4 3%	15 4%	10 3%	8 3%	7 4%	4 4%	4 8%	2 2%	3 5%	2 2%	4 3%
Very dissatisfied	21 4%	12 3%	1 3%	6 20%	10 10% o	11 3%	8 3%	7 3%	13 7% p	7 6% w	1 2%	1 1%	3 5%	3 3%	7 6% w
Don't know	14 3%	8 2%	-	-	3 2%	12 3%	6 2%	3 1%	5 3%	2 2%	2 4%	4 3%	2 4%	3 3%	1 1%
Not applicable	6 1%	4 1%	1 2%	-	2 2%	4 1%	4 1% q	2 1%	2 1%	1 1%	1 1%	3 3%	2 3%	-	-
NET: All satisfied	439 85%	369 89% Q	31 76%	22 75%	78 72%	361 89% n	278 89% r	222 90% r	150 80%	94 83%	36 80%	87 86%	49 89%	73 87%	100 85%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 405

**112b (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents who have had a measure installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Total	516	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Weighted Base	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	38	27	102	373	293	227	168	104	41	98	48	73	111
NET: All dissatisfied	38 7%	3 8%	7 24%	14 13% o	24 6%	17 5%	13 5%	20 11% p	9 8%	5 10%	3 3%	6 10%	5 6%	11 9% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 406

**I12b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very satisfied	319 34%	169 34%	150 34%	96 28%	133 37% c	90 37% c	285 35% g	30 24%	84 33%	235 34%	259 37% k	61 25%	165 34%	154 34%	257 38% opq	21 24%	42 22%	63 23%
Fairly satisfied	132 14%	72 15%	60 13%	52 15%	46 13%	35 14%	101 12%	31 25% f	35 14%	98 14%	104 15%	28 12%	83 17% m	49 17%	87 13%	16 18%	29 16%	45 16%
Neither satisfied nor dissatisfied	32 3%	17 3%	15 3%	12 4%	15 4%	4 2%	22 3%	8 7% f	7 3%	25 4%	29 4% k	2 1%	19 4%	12 3%	17 3%	5 5%	10 5%	14 5% n
Fairly dissatisfied	18 2%	8 2%	10 2%	8 2%	5 1%	5 2%	16 2%	2 2%	-	18 3% h	13 2%	5 2%	10 2%	8 2%	13 2%	3 3%	2 1%	5 2%
Very dissatisfied	21 2%	6 1%	16 4% a	7 2%	8 2%	6 3%	18 2%	3 3%	7 3%	14 2%	21 3% k	-	12 2%	10 2%	13 2%	3 3%	6 3%	8 3%
Don't know	14 1%	6 1%	7 2%	10 3% de	3 1%	-	9 1%	3 2%	1 1%	12 2%	12 2%	2 1%	10 2%	4 1%	6 1%	6 6% npq	3 1%	8 3% np
Not applicable	6 1%	3 1%	4 1%	1 *	3 1%	2 1%	6 1%	-	2 1%	4 1%	4 1%	2 1%	5 1%	1 *	3 *	1 1%	3 1%	3 1%
Installed the measure themselves	8 1%	4 1%	4 1%	-	7 2% c	1 *	7 1%	-	2 1%	6 1%	-	8 3% j	2 *	6 1%	8 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 406

112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% i	283 42%	39 45%	100 53% n	140 50% n
NET: All satisfied	439 46%	237 48%	202 45%	144 42%	174 48%	121 50%	376 47%	58 47%	118 47%	321 46%	354 50% k	85 35%	244 50% m	195 42%	334 50% pq	36 42%	69 36%	105 38%
NET: All dissatisfied	38 4%	14 3%	24 5%	14 4%	13 4%	11 5%	32 4%	5 4%	7 3%	31 4%	32 5%	5 2%	21 4%	17 4%	24 4%	6 7%	8 4%	14 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 406

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very satisfied	319 34%	278 36% s	41 25%	89 28%	163 38% †	49 38%	58 35%	77 29%	77 34%	107 37%	204 32%	116 36%
Fairly satisfied	132 14%	113 14%	20 12%	42 13%	56 13%	20 15%	26 16%	28 11%	36 16%	41 14%	92 15%	41 13%
Neither satisfied nor dissatisfied	32 3%	23 3%	9 5%	7 2%	11 3%	7 5%	5 3%	11 4%	7 3%	9 3%	21 3%	10 3%
Fairly dissatisfied	18 2%	13 2%	5 3%	5 2%	10 2%	2 1%	3 2%	4 2%	5 2%	5 2%	12 2%	6 2%
Very dissatisfied	21 2%	13 2%	8 5% r	9 3%	8 2%	3 3%	3 2%	7 2%	7 3%	5 2%	14 2%	7 2%
Don't know	14 1%	7 1%	7 4% r	1 *	6 1%	1 *	4 2%	5 2%	4 2%	1 *	8 1%	6 2%
Not applicable	6 1%	4 1%	2 1%	1 *	2 *	2 2%	2 1% O	1 *	2 1%	-	3 1%	3 1%
Installed the measure themselves	8 1%	6 1%	2 1%	5 2%	2 *	1 1%	-	1 *	3 1%	4 1%	8 1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 406

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%
NET: All satisfied	439 46%	379 49% s	61 37%	124 40%	213 50% †	69 53% †	82 49% M	103 39%	111 49% M	142 50% M	292 46%	148 46%
NET: All dissatisfied	38 4%	27 3%	11 7%	14 5%	17 4%	5 4%	6 4%	11 4%	10 5%	10 4%	25 4%	13 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 406

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very satisfied	319 34%	198 37% B	45 31%	69 31%	17 23%	283 36%	27 27%	319 56% FGHIJ	-	-	-	319 52% FGHIJ	-
Fairly satisfied	132 14%	77 14%	24 17%	28 13%	8 11%	117 15%	12 12%	132 23% FGHIJ	-	-	-	132 21% FGHIJ	-
Neither satisfied nor dissatisfied	32 3%	15 3%	6 4%	12 6%	1 1%	29 4%	2 2%	32 6% GHJ	-	-	-	32 5% GHJ	-
Fairly dissatisfied	18 2%	8 2%	3 2%	6 3%	1 1%	16 2%	2 2%	18 3% J	-	-	-	18 3% J	-
Very dissatisfied	21 2%	7 1%	2 1%	9 4% Y	5 6% Y	20 2%	2 2%	21 4% HJ	-	-	-	21 3% HJ	-
Don't know	14 1%	7 1%	2 1%	4 2%	-	10 1%	3 3%	14 2% J	-	-	-	14 2% J	-
Not applicable	6 1%	4 1%	-	2 1%	-	5 1%	1 1%	6 1%	-	-	-	6 1%	-
Installed the measure themselves	8 1%	6 1%	1 1%	-	2 3% A	4 *	1 1%	8 1% J	-	-	-	8 1% J	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 406

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% Ei	106 100% Ei	118 100% Ei	92 15% E	330 100% Ei
NET: All satisfied	439 46%	268 50% AB	66 47% B	93 42%	23 31%	391 50% D	35 36%	439 77% FGHJ	- -	- -	- -	439 71% FGHJ	- -
NET: All dissatisfied	38 4%	15 3%	5 3%	13 6% y	5 7%	34 4%	3 3%	38 7% GHJ	- -	- -	- -	38 6% GHJ	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 407

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very satisfied	319 34%	60 69% efgh	146 57% h	30 54% h	141 62% fh	70 53% h	319 56% h	319 58% fh	-	53 70% k	266 59% k	-	54 33% o	266 34% o	214 40% o	105 26% o
Fairly satisfied	132 14%	19 22% h	65 25% h	17 30% h	54 24% h	34 26% h	132 23% h	132 24% fh	-	11 15% k	121 27% lk	-	13 8% l	119 15% l	76 14% l	56 14% l
Neither satisfied nor dissatisfied	32 3%	2 2% h	18 7% h	4 7% h	11 5% h	3 2% h	32 6% h	32 6% h	-	2 2% k	30 7% k	-	2 1% m	30 4% m	11 2% n	21 5% n
Fairly dissatisfied	18 2%	2 3% h	7 3% h	4 7% h	5 2% h	6 5% h	18 3% h	18 3% h	-	5 7% k	13 3% k	-	3 2% m	15 2% m	12 2% n	6 1% n
Very dissatisfied	21 2%	2 3% h	8 3% h	5 9% efh	10 4% h	2 1% h	21 4% h	21 4% h	-	3 4% k	19 4% k	-	1 1% m	20 3% m	13 2% n	8 2% n
Don't know	14 1%	2 2% h	9 4% h	3 5% h	3 1% h	1 1% h	14 2% h	14 3% h	-	-	14 3% k	-	-	14 2% m	8 1% n	6 2% n
Not applicable	6 1%	-	2 1% h	1 1% h	4 2% h	2 2% h	6 1% h	6 1% h	-	-	6 1% k	-	1 * m	6 1% m	2 * n	4 1% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 407

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Installed the measure themselves	8 1%	2 2% h	1	-	4 2% h	3 3% bh	8 1% bh	8 1% bh	-	4 5% jk	4 1% -	-	7 4% m	1	3 1% -	5 1% -
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6% -	377 100% fg	-	-	422 100% ij	89 54% m	334 43% -	215 40% -	207 50% n
NET: All satisfied	439 46%	76 88% efgh	205 80% h	44 79% h	187 83% fh	97 74% h	439 77% h	439 79% fh	-	64 85% k	375 84% k	-	64 39% -	375 48% l	281 53% o	158 39% -
NET: All dissatisfied	38 4%	3 4% h	16 6% h	9 15% abdefgh	13 6% h	8 6% h	38 7% h	38 7% h	-	6 8% k	32 7% k	-	4 3% -	34 4% -	25 5% -	12 3% -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 407

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very satisfied	319 34%	20 22%	135 38% p	82 33%	73 36% p	149 37%	100 38%	109 34%	63 35% S	41 43% S	63 41% S	19 20%	16 19%	303 35% u	36 28%	259 37% V	32 25%	227 39% TUV
Fairly satisfied	132 14%	15 16%	59 17%	29 12%	24 12%	59 15%	34 13%	43 13%	30 17%	14 14%	28 18%	17 17%	15 18%	117 14%	14 11%	102 14%	25 20%	77 13%
Neither satisfied nor dissatisfied	32 3%	5 6% r	9 2%	3 1%	10 5% r	13 3%	11 4%	8 3%	6 3%	3 3%	7 5%	8 8%	7 9% v	24 3%	2 2%	25 4%	7 6%	18 3%
Fairly dissatisfied	18 2%	2 2%	7 2%	6 2%	3 2%	13 3% O	4 1%	3 1%	2 1%	2 2%	1 *	2 2%	2 3%	16 2%	1 1%	13 2%	3 2%	10 2%
Very dissatisfied	21 2%	2 2%	8 2%	7 3%	3 2%	13 3% N	2 1%	5 2%	1 1%	4 4%	4 3%	4 4%	4 5%	17 2%	- -	18 3%	5 4% T	14 2%
Don't know	14 1%	1 1%	5 1%	- -	2 1%	7 2%	2 1%	5 2%	1 1%	1 1%	1 1%	6 6% PR	3 4% v	11 1%	- -	9 1%	1 1%	8 1%
Not applicable	6 1%	1 1%	1 *	2 1%	1 1%	1 *	1 1%	3 1%	- -	1 1%	- -	2 2%	2 3% v	4 *	1 1%	5 1% W	3 2% W	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 407

112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Installed the measure themselves	8 1%	-	2	2	5	1	2	6	1	-	-	-	-	8	5	2	1	1
		-	*	1%	2%	*	1%	2%	1%	-	-	-	-	1%	4%	*	1%	*
Have not installed any key measures	422 45%	49 52%	134 38%	125 50%	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56%	295 42%	52 41%	243 42%
		q		q											UVW			
NET: All satisfied	439 46%	35 37%	187 53%	109 44%	94 47%	204 51%	128 49%	147 45%	91 50%	54 56%	85 56%	37 37%	31 37%	408 47%	47 37%	352 50%	57 45%	294 51%
			pr						S	S	S				T	T	T	T
NET: All dissatisfied	38 4%	4 4%	16 4%	11 4%	6 3%	26 6%	5 2%	8 2%	3 2%	6 6%	5 3%	6 6%	6 7%	32 4%	1 1%	31 4%	8 6%	24 4%
						NO						P			T	T	T	T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 407

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very satisfied	319 34%	137 39% xzA	121 30% z	163 40% xzA	95 27%	14 21%	100 38%	34 40%	106 30%	84 35%	56 40% D	147 33%	162 36%	109 34%	140 36%	78 29%
Fairly satisfied	132 14%	50 14%	56 14%	60 15%	46 13%	14 22% z	30 12%	18 21% B	55 16%	34 14%	12 9%	66 15%	55 12%	50 16%	51 13%	39 14%
Neither satisfied nor dissatisfied	32 3%	8 2%	17 4%	9 2%	16 5%	4 6%	6 2%	2 3%	14 4%	8 3%	3 2%	14 3%	13 3%	13 4%	7 2%	13 5% J
Fairly dissatisfied	18 2%	6 2%	8 2%	7 2%	7 2%	1 2%	3 1%	2 3%	9 3%	5 2%	3 2%	10 2%	7 2%	5 2%	7 2%	5 2%
Very dissatisfied	21 2%	4 1%	14 3% y	5 1%	14 4% wy	1 1%	3 1%	1 1%	11 3%	4 2%	3 2%	13 3%	7 2%	8 2%	7 2%	6 2%
Don't know	14 1%	3 1%	6 1%	3 1%	6 2%	2 3%	1 1%	2 2%	4 1%	6 2%	-	4 1%	7 1%	3 1%	3 1%	8 3% J
Not applicable	6 1%	3 1%	3 1%	3 1%	3 1%	2 3% x	2 1%	1 2%	3 1%	2 1%	-	4 1%	2 1%	1 1%	3 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 407

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Installed the measure themselves	8 1%	6 2%	2	6 2%	2	-	6 2%	-	2 1%	1	1 1%	2 1%	6 1%	-	6 1%	2 1%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%
NET: All satisfied	439 46%	181 51% xz	173 42% z	214 53% xz	140 39%	28 43%	127 49%	51 60%	157 45%	113 47%	65 47%	205 47%	214 48%	152 47%	187 48%	116 43%
NET: All dissatisfied	38 4%	9 2%	22 5% wy	11 3%	20 6% wy	2 3%	5 2%	4 4%	18 5%	9 4%	6 4%	21 5%	14 3%	13 4%	14 4%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 408

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very satisfied	319 34%	115 32%	214 40% HJK	249 37% HK	70 26%	153 37%	117 33%	46 29%	256 39% M	33 17%	279 39% O	13 12%
Fairly satisfied	132 14%	52 14%	76 14%	94 14%	38 14%	46 11%	63 18% k	23 14%	101 16%	19 10%	110 15% O	8 7%
Neither satisfied nor dissatisfied	32 3%	8 2%	11 2%	16 2%	15 6% HIJ	12 3%	14 4%	4 3%	16 2%	10 5% L	21 3%	4 3%
Fairly dissatisfied	18 2%	7 2%	12 2%	14 2%	4 1%	7 2%	8 2%	3 2%	12 2%	2 1%	12 2%	-
Very dissatisfied	21 2%	9 3%	13 2%	16 2%	5 2%	7 2%	6 2%	7 4%	13 2%	7 4%	14 2%	1 1%
Don't know	14 1%	4 1%	8 1%	8 1%	6 2%	3 1%	3 1%	6 4% kl	3 *	3 1%	8 1%	-
Not applicable	6 1%	3 1%	2 *	3 1%	3 1%	5 1%	1 *	-	3 1%	1 *	3 *	1 1%
Installed the measure themselves	8 1%	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%	-	7 1%	-	6 1%	2 2%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 408

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All satisfied	439 46%	159 44%	281 53% HJK	332 49% HK	107 39%	194 47%	177 50%	65 41%	345 53% M	52 27%	377 53% O	21 19%
NET: All dissatisfied	38 4%	15 4%	25 5%	29 4%	9 3%	14 3%	14 4%	8 5%	23 4%	9 5%	25 3%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 408

**112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)**

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very satisfied	319 34%	276 40% QR	18 19%	14 13%	52 20%	268 39% n	206 35%	169 62% pr	107 32%	72 34%	22 32%	58 32%	41 40%	52 33%	74 33%
Fairly satisfied	132 14%	104 15% R	15 16% R	8 7%	27 10%	105 15%	82 14%	60 22% pr	45 14%	24 11%	13 19%	30 17%	11 11%	23 14%	31 14%
Neither satisfied nor dissatisfied	32 3%	20 3%	6 6%	2 2%	13 5%	19 3%	16 3%	10 4%	15 5%	8 4%	2 2%	8 4%	2 2%	4 3%	8 3%
Fairly dissatisfied	18 2%	13 2%	2 2%	1 1%	4 1%	15 2%	10 2%	8 3%	7 2%	4 2%	4 5%	2 1%	3 3%	2 1%	4 2%
Very dissatisfied	21 2%	12 2%	1 1%	6 5% P	10 4% o	11 2%	8 1%	7 3%	13 4% p	7 3% w	1 2%	1 1%	3 3%	3 2%	7 3% w
Don't know	14 1%	8 1%	-	-	3 1%	12 2%	6 1%	3 1%	5 2%	2 1%	2 3%	4 2%	2 2%	3 2%	1 1%
Not applicable	6 1%	4 1%	1 1%	-	2 1%	4 1%	4 1%	2 1%	2 1%	1 1%	1 1%	3 2%	2 2%	-	-
Installed the measure themselves	8 1%	7 1%	1 1%	-	3 1%	5 1%	8 1% r	5 2% r	-	1 1%	-	-	1 1%	4 3% w	2 1%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 408

112b (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
The professionalism of the installer(s)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All satisfied	439 46%	369 54% QR	31 34% R	22 20%	78 30%	361 53% n	278 48%	222 81% pr	150 45%	94 44%	36 52%	87 48%	49 49%	73 46%	100 44%
NET: All dissatisfied	38 4%	24 3%	3 3%	7 7%	14 5%	24 3%	17 3%	13 5% p	20 6% p	9 4%	5 7% w	3 1%	6 6%	5 3%	11 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 409

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	624	334	288	232	239	151	510	102	158	464	528	96	406	218	436	81	107	188
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Very satisfied	359 58%	191 58%	168 57%	117 52%	151 62% c	91 60%	317 60% g	36 41%	98 63%	261 56%	293 57%	65 60%	190 54%	169 63% l	283 62% pq	34 50%	42 42%	76 45%
Fairly satisfied	160 26%	89 27%	72 25%	67 30%	57 23%	37 24%	124 24%	34 38% f	35 23%	125 27%	133 26%	27 24%	103 29% m	57 21%	104 23%	19 29%	37 37% n	56 34% n
Neither satisfied nor dissatisfied	29 5%	16 5%	13 4%	15 7% e	11 5%	2 1%	17 3%	10 12% f	6 4%	22 5%	26 5%	3 2%	20 6%	9 3%	16 4%	5 7%	8 8%	13 7% n
Fairly dissatisfied	33 5%	15 5%	18 6%	10 4%	13 5%	11 7%	30 6%	3 3%	1 1%	32 7% h	25 5%	8 7%	14 4%	19 7%	27 6%	4 7%	2 2%	6 4%
Very dissatisfied	28 5%	13 4%	15 5%	11 5%	9 4%	8 6%	25 5%	3 4%	8 5%	20 4%	28 5% k	1 1%	17 5%	12 4%	17 4%	3 4%	9 9% n	12 7%
Don't know	8 1%	3 1%	3 1%	2 1%	3 1%	2 1%	5 1%	1 1%	4 3% i	2 1%	5 1%	4 4% j	8 2% m	-	6 1%	1 1%	2 2%	2 1%
Not applicable	6 1%	2 1%	4 1%	2 1%	2 1%	2 1%	5 1%	2 2%	2 1%	4 1%	4 1%	2 2%	2 1%	4 1%	4 1%	2 2%	1 1%	2 1%
NET: All satisfied	519 83%	279 85%	240 82%	184 82%	208 85%	127 84%	441 84%	70 79%	133 86%	386 83%	427 83%	92 84%	293 83%	226 84%	387 85%	53 79%	78 79%	132 79%
NET: All dissatisfied	61 10%	28 9%	33 11%	21 9%	22 9%	19 13%	55 11%	6 7%	9 6%	52 11%	52 10%	9 8%	31 9%	31 11%	43 9%	7 11%	11 11%	18 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 409

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	624	540	84	178	278	94	129	165	155	173	402	222
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Very satisfied	359 58%	317 60%	42 42%	100 58%	181 61%	53 57%	70 59%	87 52%	89 56%	114 63%	215 54%	144 64%
Fairly satisfied	160 26%	133 25%	27 28%	50 29%	66 22%	25 27%	26 22%	48 29%	43 27%	41 23%	114 29%	46 20%
Neither satisfied nor dissatisfied	29 5%	24 5%	4 4%	5 3%	9 3%	8 8%	11 9%	10 6%	4 3%	4 2%	21 5%	8 4%
Fairly dissatisfied	33 5%	28 5%	5 5%	11 6%	16 5%	4 4%	5 4%	6 3%	10 6%	13 7%	21 5%	12 5%
Very dissatisfied	28 5%	16 3%	13 13%	6 4%	18 6%	2 2%	4 3%	10 6%	8 5%	7 4%	19 5%	10 4%
Don't know	8 1%	2	6 6%	1	6 2%	-	1 1%	5 3%	1 1%	2 1%	5 1%	3 1%
Not applicable	6 1%	5 1%	1 1%	-	2 1%	2 2%	2 2%	-	3 2%	1 1%	3 1%	3 1%
NET: All satisfied	519 83%	450 86%	69 70%	149 87%	247 83%	78 84%	96 81%	135 82%	132 84%	155 86%	329 83%	190 84%
NET: All dissatisfied	61 10%	44 8%	18 18%	17 10%	34 11%	6 6%	9 8%	15 9%	17 11%	20 11%	39 10%	22 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 409

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	624	343	98	161	36	555	52	624	-	-	-	624	-
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Very satisfied	359 58%	214 60%	46 49%	86 56%	23 63%	320 58%	29 53%	359 58%	-	-	-	359 58%	-
Fairly satisfied	160 26%	95 26% B	31 33% B	37 25%	3 10%	143 26%	16 29%	160 26%	-	-	-	160 26%	-
Neither satisfied nor dissatisfied	29 5%	12 3%	8 8% Y	5 3%	4 11% Y	23 4%	4 7%	29 5%	-	-	-	29 5%	-
Fairly dissatisfied	33 5%	18 5%	3 3%	10 7%	1 4%	32 6%	1 2%	33 5%	-	-	-	33 5%	-
Very dissatisfied	28 5%	11 3%	5 6%	9 6%	4 12% Y	25 5%	2 5%	28 5%	-	-	-	28 5%	-
Don't know	8 1%	4 1%	-	2 2%	-	5 1%	1 2%	8 1%	-	-	-	8 1%	-
Not applicable	6 1%	4 1%	-	2 1%	-	5 1%	1 2%	6 1%	-	-	-	6 1%	-
NET: All satisfied	519 83%	309 86% B	77 83%	123 81%	26 73%	462 84%	45 82%	519 83%	-	-	-	519 83%	-
NET: All dissatisfied	61 10%	28 8%	8 9%	20 13%	6 16%	57 10%	3 6%	61 10%	-	-	-	61 10%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 410

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	624	96	298	89	313	145	624	624	-	77	547	-	79	545	395	229
Weighted Base	623	102*	315	77*	297	146	623	623	-**	81*	543	-**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Very satisfied	359 58%	69 68% bcfg	176 56%	39 50%	189 64% bcfg	85 59%	359 58%	359 58%	-	56 70% j	302 56%	-	56 69% m	303 56%	238 60%	121 54%
Fairly satisfied	160 26%	19 19%	95 30% adfg	16 20%	69 23%	34 23%	160 26%	160 26%	-	11 14%	149 27% i	-	14 17%	146 27%	103 26%	57 26%
Neither satisfied nor dissatisfied	29 5%	2 2%	14 4%	6 7%	11 4%	10 7% a	29 5%	29 5%	-	2 2%	27 5%	-	5 6%	24 4%	16 4%	12 6%
Fairly dissatisfied	33 5%	6 6%	12 4%	7 9% bd	11 4%	11 7%	33 5%	33 5%	-	6 7%	27 5%	-	5 6%	28 5%	19 5%	14 6%
Very dissatisfied	28 5%	2 2%	12 4%	9 11% abdefg	8 3%	3 2%	28 5% d	28 5% d	-	5 6%	23 4%	-	2 2%	27 5%	17 4%	11 5%
Don't know	8 1%	3 3%	3 1%	1 1%	5 2%	1 *	8 1%	8 1%	-	-	8 2%	-	1 1%	8 1%	3 1%	6 3% n
Not applicable	6 1%	-	2 1%	1 1%	4 1%	2 1%	6 1%	6 1%	-	-	6 1%	-	-	6 1%	4 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 410

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	623	102*	315	77*	297	146	623	623	-**	81*	543	-**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
NET: All satisfied	519 83%	88 87% c	271 86% c	54 70%	258 87% cfg	119 82% c	519 83% c	519 83% c	-	68 84%	451 83%	-	70 86%	449 83%	340 85%	179 80%
NET: All dissatisfied	61 10%	8 8%	24 8%	16 21% abdefg	19 6%	14 10%	61 10% d	61 10% d	-	11 14%	50 9%	-	6 8%	55 10%	36 9%	26 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 410

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	624	58	254	146	128	281	172	202	111	93	124	67	57	567	52	500	87	413
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Very satisfied	359 58%	27 49%	135 53%	98 66% pq	90 66% pq	168 58%	109 61%	118 60%	64 54%	49 60%	82 64% S	27 43%	22 42%	337 59% u	36 65% V	291 58% V	37 44%	255 61% UV
Fairly satisfied	160 26%	16 30%	76 30% rL	28 19%	26 19%	66 23%	45 25%	49 25%	33 28%	20 24%	35 27%	17 28%	15 29%	145 25%	15 27%	130 26%	29 34%	101 24%
Neither satisfied nor dissatisfied	29 5%	5 9% r	10 4%	4 2%	7 5%	10 3%	8 5%	10 5%	6 5%	6 8% R	3 2%	6 10% R	5 10% v	23 4%	2 4%	22 4%	5 6%	17 4%
Fairly dissatisfied	33 5%	1 2%	15 6%	10 7%	6 4%	23 8% N	6 4%	9 5%	8 7%	3 4%	4 3%	2 3%	2 4%	31 5%	-	23 5%	3 3%	21 5%
Very dissatisfied	28 5%	4 7%	13 5%	6 4%	5 4%	15 5%	5 3%	6 3%	5 4%	3 4%	5 4%	7 11%	7 13% v	22 4%	1 3%	23 5% W	8 9% UW	16 4%
Don't know	8 1%	2 3%	1	-	1 1%	2 1%	1	2 1%	1 1%	1 1%	-	1 1%	1 1%	8 1%	-	4 1%	1 1%	3 1%
Not applicable	6 1%	-	2 1%	2 1%	1 1%	2 1%	3 2%	4 2%	1 1%	-	-	2 4% R	1 2%	5 1%	1 2%	5 1%	2 2%	3 1%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 410

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Total	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
NET: All satisfied	519 83%	44 79%	210 83%	126 86%	116 85%	234 82%	153 87%	167 85%	97 83%	68 84%	117 91% S	44 71%	37 71%	482 84% u	51 91%	421 84%	65 78%	356 86%
NET: All dissatisfied	61 10%	5 8%	28 11%	16 11%	11 8%	39 14% NO	12 7%	15 8%	13 11%	6 8%	9 7%	9 14%	9 16%	53 9%	1 3%	47 9%	11 13%	36 9%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 410

**112c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	624	238	262	281	219	41	166	67	239	160	75	315	275	232	235	175
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Very satisfied	359 58%	142 60% A	151 57% zA	174 62% A	118 54%	18 41%	101 62%	38 54%	119 54%	98 57%	60 69% D	174 58%	174 60%	123 56%	153 64% K	94 52%
Fairly satisfied	160 26%	60 25%	64 24%	70 25%	54 25%	16 38% xz	38 24%	20 29%	56 25%	52 30% F	15 17%	70 23%	77 26%	61 27%	50 21%	54 30% J
Neither satisfied nor dissatisfied	29 5%	8 4%	14 5%	9 3%	14 6%	4 10%	5 3%	3 5%	14 6%	4 2%	3 3%	16 5%	9 3%	12 6%	5 2%	11 6%
Fairly dissatisfied	33 5%	11 5%	16 6%	11 4%	16 7%	1 3%	9 5%	2 4%	12 6%	8 4%	6 6%	14 5%	19 6%	12 6%	14 6%	8 4%
Very dissatisfied	28 5%	9 4%	17 6%	11 4%	15 7%	1 3%	6 4%	2 3%	17 8%	5 3%	3 4%	19 6% H	8 3%	10 4%	10 4%	8 5%
Don't know	8 1%	1 1%	1 *	1 *	1 1%	1 3%	1 *	1 1%	3 1%	2 1%	-	4 1%	2 1%	1 *	2 1%	5 3% I
Not applicable	6 1%	5 2%	1 *	5 2%	1 *	1 2%	2 1%	3 5%	2 1%	3 2%	-	3 1%	2 1%	2 1%	3 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 410

112c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
NET: All satisfied	519 83%	202 85%	215 81% z	245 87% z	172 79%	34 79%	139 86%	58 83%	175 79%	150 87% D	75 86%	244 82%	251 86%	184 83%	202 85%	149 82%
NET: All dissatisfied	61 10%	20 8%	33 12%	22 8%	31 14% y	3 6%	15 9%	5 7%	29 13%	13 7%	9 10%	33 11%	27 9%	22 10%	24 10%	16 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 411

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	624	242	395	465	159	262	236	115	470	79	519	31
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Very satisfied	359 58%	121 53%	238 60% H	273 58% H	85 55%	168 62%	136 57%	53 51%	288 62% M	36 46%	319 61%	15 53%
Fairly satisfied	160 26%	69 30%	103 26%	124 26%	36 23%	69 25%	61 26%	28 27%	114 25%	21 27%	132 25%	6 20%
Neither satisfied nor dissatisfied	29 5%	9 4%	16 4%	18 4%	10 7%	9 3%	16 7%	4 4%	20 4%	5 6%	23 4%	2 9%
Fairly dissatisfied	33 5%	14 6%	19 5%	25 5%	8 5%	11 4%	14 6%	7 7%	22 5%	6 7%	21 4%	3 9%
Very dissatisfied	28 5%	10 5%	17 4%	20 4%	8 5%	9 3%	10 4%	8 7%	15 3%	10 12% L	19 4%	2 6%
Don't know	8 1%	2 1%	3 1%	3 1%	6 4% HIJ	3 1%	1 *	1 1%	3 1%	1 1%	3 1%	- -
Not applicable	6 1%	4 2%	4 1%	5 1%	1 1%	3 1%	1 *	2 2%	5 1%	1 1%	5 1%	1 3%
NET: All satisfied	519 83%	190 83%	340 85%	398 85%	121 79%	237 87% m	197 82%	80 78%	402 86% M	58 73%	451 86%	20 73%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 411

**I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
NET: All dissatisfied	61 10%	24 11%	36 9%	45 10%	16 10%	20 8%	24 10%	15 14% k	37 8%	15 19% L	40 8%	4 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 411

I12c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All key measures that have been installed by a company

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	624	506	47	32	119	505	388	306	215	128	54	129	66	98	149
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Very satisfied	359 58%	313 62% Q	19 41%	13 41%	59 51%	300 59%	233 61%	192 63% r	117 53%	76 58%	23 43%	69 58%	40 57%	63 59%	88 61% v
Fairly satisfied	160 26%	123 24%	15 32%	7 23%	30 26%	131 26%	93 24%	74 24%	62 28%	29 22%	21 40% uxz	33 28%	15 21%	31 29%	31 22%
Neither satisfied nor dissatisfied	29 5%	20 4%	4 9%	3 8%	6 5%	23 4%	17 4% q	10 3%	11 5%	5 4%	3 6%	6 5%	3 5%	3 3%	8 6%
Fairly dissatisfied	33 5%	26 5%	3 7%	2 8%	8 7%	25 5%	20 5%	16 5%	13 6%	10 8%	4 7%	3 3%	5 8%	4 4%	6 4%
Very dissatisfied	28 5%	17 3%	3 7%	7 21%	11 10% o	17 3%	13 3%	9 3%	16 7% pq	8 6%	2 3%	3 2%	2 2%	5 5%	9 6%
Don't know	8 1%	3 1%	1 2%	-	1 1%	8 2%	4 1%	3 1%	1 1%	2 2%	1 1%	4 3%	1 1%	-	1 1%
Not applicable	6 1%	4 1%	1 2%	-	2 1%	4 1%	6 2% q	3 1%	-	1 1%	-	1 1%	4 6% uyz	-	-
NET: All satisfied	519 83%	436 86% Q	34 74%	20 63%	88 76%	431 85% n	326 85%	266 87% p	179 82%	105 80%	44 83%	103 86%	54 78%	94 89%	119 83%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 411

112c (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
NET: All dissatisfied	61 10%	43 9%	6 13%	9 29%	20 17% o	42 8%	32 8%	25 8%	28 13%	19 14% w	5 10%	6 5%	7 10%	9 8%	15 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 412

**I12c_SUM (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All key measures that have been installed by a company

	I12c: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	207	225	61	3	15	22	78	6	5	-	2
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
Very satisfied	124 64%	125 52%	23 43%	2 100%	4 35%	12 49%	57 70%	4 69%	6 100%	-	1 43%
Fairly satisfied	46 24%	74 31%	12 22%	-	5 39%	6 23%	16 20%	-	-	-	2 57%
Neither satisfied nor dissatisfied	7 3%	13 5%	2 4%	-	3 26%	2 9%	1 1%	-	-	-	-
Fairly dissatisfied	5 3%	12 5%	7 12%	-	-	4 15%	5 6%	-	-	-	-
Very dissatisfied	7 4%	11 5%	9 16%	-	-	1 3%	1 1%	-	-	-	-
Don't know	3 1%	3 1%	1 1%	-	-	-	2 2%	-	-	-	-
Not applicable	3 1%	1 *	1 2%	-	-	-	-	2 31%	-	-	-
NET: All satisfied	170 87%	199 83%	35 64%	2 100%	9 74%	18 72%	73 90%	4 69%	6 100%	-	3 100%
NET: All dissatisfied	13 6%	23 70%	15 28%	-	-	5 18%	5 7%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 413

**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	516	274	241	182	200	133	426	81	136	379	432	84	334	182	363	56	97	153
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Very satisfied	305 59%	161 59%	144 59%	93 53%	129 63%	83 62%	269 62% g	30 43%	82 62%	222 58%	245 58%	60 62%	162 55%	143 64%	240 63% pq	24 50%	41 46%	65 47%
Fairly satisfied	143 28%	78 29%	65 27%	59 34%	50 25%	33 25%	111 25%	31 44% f	31 24%	111 29%	117 28%	26 27%	90 31%	53 24%	93 25%	17 36%	33 36% n	50 36% n
Neither satisfied nor dissatisfied	26 5%	14 5%	12 5%	13 7% e	11 6%	2 1%	17 4%	8 11% f	6 5%	20 5%	24 6%	3 3%	17 6%	9 4%	14 4%	5 10% n	8 9% n	13 9% n
Fairly dissatisfied	32 6%	15 6%	17 7%	10 5%	12 6%	11 8%	30 7%	2 3%	1 1%	31 8% h	24 6%	8 9%	13 5%	19 8%	27 7%	4 8%	2 2%	6 4%
Very dissatisfied	28 6%	13 5%	15 6%	11 6%	9 4%	8 6%	25 6%	3 5%	8 6%	20 5%	28 7% k	1 1%	17 6%	12 5%	17 4%	3 6%	9 10% n	12 9%
Don't know	7 1%	3 1%	3 1%	2 1%	3 1%	2 1%	5 1%	1 1%	4 3% i	2 1%	5 1%	3 3%	7 3% m	- -	5 1%	1 1%	2 2%	2 2%
Not applicable	6 1%	2 1%	4 2%	2 1%	2 1%	2 2%	5 1%	2 2%	2 1%	4 1%	4 1%	2 2%	2 1%	4 2%	4 1%	2 3%	1 1%	2 2%
NET: All satisfied	430 83%	229 85%	201 82%	145 82%	172 84%	113 84%	366 84%	57 81%	114 86%	316 83%	348 83%	82 85%	241 83%	188 84%	321 85%	40 83%	70 77%	109 79%
NET: All dissatisfied	59 11%	28 10%	31 13%	19 11%	21 10%	19 14%	54 12%	5 8%	9 7%	50 13%	50 12%	9 9%	30 10%	29 13%	42 11%	7 14%	11 12%	17 13%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 413

**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	516	440	76	150	231	80	103	129	130	153	345	171
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Very satisfied	305 59%	266 62% s	38 43%	84 58%	154 63%	47 59%	56 58%	69 53%	75 58%	104 66% M	193 57%	112 64%
Fairly satisfied	143 28%	118 28%	25 28%	46 32%	57 23%	24 29%	24 25%	41 32%	38 29%	39 25%	104 31% x	38 22%
Neither satisfied nor dissatisfied	26 5%	22 5%	4 5%	5 3%	9 4%	7 8%	11 11% NO	7 6%	4 3%	4 2%	18 5%	8 5%
Fairly dissatisfied	32 6%	27 6%	5 6%	10 7%	16 6%	4 5%	4 5%	6 4%	10 7%	13 8%	21 6%	12 7%
Very dissatisfied	28 6%	16 4%	13 14% r	6 4%	18 7%	2 2%	4 4%	10 8%	8 6%	7 4%	19 5%	10 6%
Don't know	7 1%	2 1%	5 6% r	1 *	6 2%	- -	1 1%	4 3%	1 1%	2 1%	5 2%	2 1%
Not applicable	6 1%	5 1%	1 1%	- -	2 1%	2 3%	2 3%	- -	3 2%	1 1%	3 1%	3 2%
NET: All satisfied	430 83%	366 86% s	64 71%	126 87%	201 82%	68 85%	77 80%	105 81%	111 85%	136 86%	286 84%	144 82%
NET: All dissatisfied	59 11%	43 10%	16 18%	16 11%	32 13%	6 7%	8 9%	15 12%	16 12%	20 12%	38 11%	21 12%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 413

**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	516	293	79	129	26	460	42	516	-	-	-	516	-
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Very satisfied	305 59%	190 63% z	38 50%	68 55%	17 68%	269 59%	26 58%	305 59%	-	-	-	305 59%	-
Fairly satisfied	143 28%	86 28%	26 35%	34 27%	3 13%	128 28%	14 32%	143 28%	-	-	-	143 28%	-
Neither satisfied nor dissatisfied	26 5%	12 4%	6 8%	5 4%	4 16%	21 5%	4 8%	26 5%	-	-	-	26 5%	-
Fairly dissatisfied	32 6%	18 6%	3 4%	10 9%	1 3%	31 7%	1 2%	32 6%	-	-	-	32 6%	-
Very dissatisfied	28 6%	11 3%	5 7%	9 8%	4 16%	25 5%	2 6%	28 6%	-	-	-	28 6%	-
Don't know	7 1%	4 1%	-	2 2%	-	5 1%	1 3%	7 1%	-	-	-	7 1%	-
Not applicable	6 1%	4 1%	-	2 1%	-	5 1%	1 3%	6 1%	-	-	-	6 1%	-
NET: All satisfied	430 83%	263 87% A	63 83%	97 79%	18 71%	384 84%	36 80%	430 83%	-	-	-	430 83%	-
NET: All dissatisfied	59 11%	28 9%	8 11%	18 15%	5 19%	55 12%	3 8%	59 11%	-	-	-	59 11%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 414

**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	516	79	230	63	222	106	516	516	-	69	447	-	68	448	313	203
Weighted Base	516	82*	244	56*	208	107*	516	516	**	72*	444	**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Very satisfied	305 59%	57 70% bcfg	139 57%	26 47%	142 68% bcfg	67 63% c	305 59% c	305 59% c	-	52 73% j	253 57%	-	51 74% m	253 57%	195 61%	110 55%
Fairly satisfied	143 28%	18 21%	82 34% afg	12 21%	56 27%	28 26%	143 28%	143 28%	-	11 16%	131 30% i	-	14 20%	129 29%	89 28%	54 27%
Neither satisfied nor dissatisfied	26 5%	2 3%	14 6%	4 7%	8 4%	8 7%	26 5%	26 5%	-	2 3%	24 5%	-	5 7%	21 5%	14 4%	12 6%
Fairly dissatisfied	32 6%	6 7%	12 5%	7 12%	11 5%	10 9%	32 6%	32 6%	-	6 8%	26 6%	-	5 7%	27 6%	18 6%	14 7%
Very dissatisfied	28 6%	2 3%	12 5%	9 16% abdefg	8 4%	3 3%	28 6%	28 6%	-	5 7%	23 5%	-	2 2%	27 6%	17 5%	11 6%
Don't know	7 1%	2 2%	3 1%	1 1%	4 2%	1 1%	7 1%	7 1%	-	-	7 2%	-	1 1%	7 2%	3 1%	5 2%
Not applicable	6 1%	-	2 1%	1 2%	4 2%	2 2%	6 1%	6 1%	-	-	6 1%	-	-	6 1%	4 1%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 414

**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	516	82*	244	56*	208	107*	516	516	-**	72*	444	-**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
NET: All satisfied	430 83%	74 91% c	207 85% c	38 68%	185 89% cfg	90 84% c	430 83% c	430 83% c	-	62 87%	368 83%	-	61 87%	369 83%	271 85%	159 80%
NET: All dissatisfied	59 11%	7 8%	24 10%	15 27% abdefg	17 8%	13 12%	59 11% d	59 11% d	-	9 13%	50 11%	-	6 9%	53 12%	35 11%	24 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 414

**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	516	47	215	121	103	239	138	170	93	70	96	60	52	464	47	414	77	337
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Very satisfied	305 59%	22 50%	116 54%	86 69% pq	73 68% pq	145 59%	92 65%	104 62%	54 55%	38 61%	63 64% S	26 47%	22 46%	283 60%	34 67% V	247 60% V	33 45%	213 64% UV
Fairly satisfied	143 28%	14 31%	71 33% r	24 19%	23 22%	62 26%	38 27%	42 25%	32 33%	17 27%	29 29%	15 27%	13 26%	130 28%	14 28%	115 28%	25 34%	90 27%
Neither satisfied nor dissatisfied	26 5%	5 12% qr	8 4%	4 3%	7 6%	10 4%	7 5%	8 5%	6 6%	4 6%	3 3%	6 11% R	5 11% v	21 4%	2 4%	20 5%	5 7%	15 4%
Fairly dissatisfied	32 6%	1 2%	15 7%	10 8%	6 6%	23 10% N	6 4%	8 5%	7 7%	3 5%	4 4%	2 4%	2 4%	30 6%	-	23 6%	3 4%	20 6%
Very dissatisfied	28 6%	4 8%	13 6%	6 5%	5 5%	15 6%	5 4%	6 4%	5 5%	3 5%	5 5%	7 12%	7 14% v	22 5%	1 3%	23 6%	8 10%	16 5%
Don't know	7 1%	2 3% r	1 1%	-	1 1%	2 1%	1 1%	2 1%	1 1%	1 1%	-	1 1%	1 1%	7 1%	-	4 1%	1 1%	3 1%
Not applicable	6 1%	-	2 1%	2 1%	1 1%	2 1%	3 2%	4 2%	1 1%	-	-	2 4% R	1 2%	5 1%	1 2%	5 1%	2 2%	3 1%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 414

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**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
NET: All satisfied	430 83%	35 78%	180 84%	106 85%	91 86%	198 87%	124 89%	143 86%	83 84%	53 85%	87 89% S	40 72%	34 70%	396 85% u	46 91%	347 85%	58 78%	289 86%
NET: All dissatisfied	59 11%	5 10%	27 13%	15 12%	11 10%	39 16% NO	11 8%	14 8%	12 13%	6 10%	9 9%	9 16%	9 18%	50 11%	1 3%	46 11%	11 14%	35 11%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 414

112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	516	203	212	237	178	33	144	55	201	124	65	252	235	182	206	144
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Very satisfied	305 59%	127 63%	122 57% z	153 65% z	95 54%	14 39%	94 67%	31 54%	103 55%	77 57%	51 70% D	145 60%	149 61%	100 57%	137 66% K	78 53%
Fairly satisfied	143 28%	53 26%	59 28%	63 27%	49 27%	15 42%	33 24%	18 31%	50 26%	46 35% F	14 18%	60 25%	70 28%	55 31% J	46 22%	46 31%
Neither satisfied nor dissatisfied	26 5%	7 4%	13 6%	8 3%	12 7%	4 11%	4 3%	3 6%	14 7%	3 2%	3 4%	13 6%	9 4%	10 6%	5 3%	11 7% J
Fairly dissatisfied	32 6%	11 6%	16 7%	11 5%	16 9%	1 3%	9 6%	2 4%	12 6%	8 6%	6 8%	13 6%	19 8%	12 7%	14 7%	8 5%
Very dissatisfied	28 6%	9 4%	17 8%	11 4%	15 8%	1 3%	6 4%	2 4%	17 9%	5 4%	3 5%	19 8% H	8 3%	10 5%	10 5%	8 6%
Don't know	7 1%	1 1%	1 1%	1 1%	1 1%	1 3%	1 1%	1 1%	3 1%	2 2%	-	4 2%	2 1%	1 1%	2 1%	4 3%
Not applicable	6 1%	5 3%	1 1%	5 2%	1 1%	1 2%	2 1%	3 6%	2 1%	3 2%	-	3 1%	2 1%	2 1%	3 1%	1 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 414

112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
NET: All satisfied	430 83%	173 86%	174 81%	206 87% z	141 79%	30 81%	122 87%	48 83%	150 80%	117 88%	61 84%	197 82%	211 86%	147 83%	178 86%	120 81%
NET: All dissatisfied	59 11%	18 9%	33 15% y	20 9%	31 17% wy	3 7%	13 10%	5 8%	27 14%	13 10%	9 12%	30 13%	27 11%	21 12%	24 12%	14 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 415

**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	516	192	313	376	140	216	201	90	381	74	420	31
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Very satisfied	305 59%	104 57%	195 61%	228 60%	77 56%	140 63%	119 58%	44 55%	243 64% M	35 47%	267 63%	15 53%
Fairly satisfied	143 28%	60 33%	89 28%	109 29%	34 25%	61 27%	55 27%	25 31%	101 27%	21 29%	118 28%	6 20%
Neither satisfied nor dissatisfied	26 5%	7 4%	14 4%	16 4%	10 7%	7 3%	15 7%	4 5%	17 5%	5 7%	20 5%	2 9%
Fairly dissatisfied	32 6%	13 7%	18 6%	24 6%	8 6%	11 5%	14 7%	7 8%	21 6%	6 7%	20 5%	3 9%
Very dissatisfied	28 6%	10 6%	17 5%	20 5%	8 6%	9 4%	10 5%	8 9%	15 4%	10 13% L	19 4%	2 6%
Don't know	7 1%	2 1%	3 1%	3 1%	5 4% IJ	3 1%	1 *	1 2%	3 1%	1 1%	3 1%	- -
Not applicable	6 1%	4 2%	4 1%	5 1%	1 1%	3 1%	1 *	2 3%	5 1%	1 1%	5 1%	1 3%
NET: All satisfied	430 83%	154 85%	271 85%	322 85%	108 78%	194 87%	167 82%	64 80%	331 87% M	53 71%	369 87%	20 73%
NET: All dissatisfied	59 11%	22 12%	35 11%	43 11%	16 12%	20 9%	24 12%	13 16%	34 9%	15 21% L	37 9%	4 15%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 415

**112c (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents who have had a measure installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	516	414	41	29	110	406	317	245	183	111	45	108	53	80	119
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Very satisfied	305 59%	264 64% Q	19 45%	11 38%	56 52%	249 61%	199 63% r	160 65% r	99 53%	67 59%	20 44%	59 58%	35 63%	52 62%	72 61%
Fairly satisfied	143 28%	109 26%	14 33%	7 25%	29 27%	114 28%	82 26%	65 27%	56 30%	28 25%	17 38%	29 29%	14 25%	25 30%	30 25%
Neither satisfied nor dissatisfied	26 5%	18 4%	4 11%	3 9%	6 5%	20 5%	16 5%	10 4%	9 5%	5 4%	3 7%	6 6%	3 6%	3 4%	6 5%
Fairly dissatisfied	32 6%	25 6%	3 8%	2 9%	8 8%	24 6%	20 6%	16 7%	12 6%	10 9%	4 8%	3 3%	5 8%	4 5%	6 5%
Very dissatisfied	28 6%	17 4%	3 8%	7 24%	11 11% o	17 4%	13 4%	9 4%	16 8% pq	8 7%	2 4%	3 3%	2 3%	5 6%	9 8%
Don't know	7 1%	3 1%	1 2%	-	1 1%	7 2%	4 1%	3 1%	1 1%	1 1%	1 1%	4 4%	1 1%	-	1 1%
Not applicable	6 1%	4 1%	1 2%	-	2 2%	4 1%	6 2% q	3 1%	-	1 1%	-	1 1%	4 7% uyz	-	-
NET: All satisfied	430 83%	359 87% Q	30 72%	17 59%	81 75%	349 86% n	267 85%	212 87%	153 81%	91 80%	35 79%	85 84%	47 84%	74 88%	98 84%
NET: All dissatisfied	59 11%	41 10%	6 15%	9 32%	20 18% o	39 10%	31 10%	23 10%	28 15%	17 15% w	5 12%	6 6%	6 11%	9 10%	15 13%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 416

**I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very satisfied	305 32%	161 32%	144 32%	93 27%	129 36% c	83 34%	269 33%	30 25%	82 33%	222 32%	245 35% k	60 24%	162 33%	143 31%	240 36% pq	24 28%	41 22%	65 23%
Fairly satisfied	143 15%	78 16%	65 14%	59 17%	50 14%	33 14%	111 14%	31 25% f	31 13%	111 16%	117 17% k	26 11%	90 19% m	53 17%	93 14%	17 20%	33 17%	50 18%
Neither satisfied nor dissatisfied	26 3%	14 3%	12 3%	13 4% e	11 3%	2 1%	17 2%	8 6% f	6 3%	20 3%	24 3%	3 1%	17 4%	9 2%	14 2%	5 6% n	8 4%	13 5% n
Fairly dissatisfied	32 3%	15 3%	17 4%	10 3%	12 3%	11 4%	30 4%	2 2%	1 *	31 5% h	24 3%	8 3%	13 3%	19 4%	27 4%	4 4%	2 1%	6 2%
Very dissatisfied	28 3%	13 3%	15 3%	11 3%	9 2%	8 3%	25 3%	3 3%	8 3%	20 3%	28 4% k	1 *	17 3%	12 3%	17 2%	3 3%	9 5%	12 4%
Don't know	7 1%	3 1%	3 1%	2 1%	3 1%	2 1%	5 1%	1 1%	4 2% i	2 *	5 1%	3 1%	7 2% m	- -	5 1%	1 1%	2 1%	2 1%
Not applicable	6 1%	2 *	4 1%	2 1%	2 *	2 1%	5 1%	2 1%	2 1%	4 1%	4 1%	2 1%	2 1%	4 1%	4 1%	2 2%	1 *	2 1%
Installed the measure themselves	8 1%	4 1%	4 1%	- -	7 2% c	1 *	7 1%	- -	2 1%	6 1%	- -	8 3% j	2 *	6 1%	8 1%	- -	- -	- -



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 416

**I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n
NET: All satisfied	430 45%	229 46%	201 45%	145 43%	172 48%	113 46%	366 45%	57 47%	114 45%	316 46%	348 50% k	82 34%	241 50% m	188 41%	321 48% pq	40 46%	70 37%	109 39%
NET: All dissatisfied	59 6%	28 6%	31 7%	19 6%	21 6%	19 8%	54 7%	5 4%	9 4%	50 7%	50 7%	9 4%	30 6%	29 6%	42 6%	7 8%	11 6%	17 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 416

**112c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very satisfied	305 32%	266 34% s	38 23%	84 27%	154 36% †	47 37%	56 34%	69 26%	75 33%	104 36% M	193 31%	112 35%
Fairly satisfied	143 15%	118 15%	25 15%	46 15%	57 13%	24 18%	24 14%	41 16%	38 17%	39 14%	104 17%	38 12%
Neither satisfied nor dissatisfied	26 3%	22 3%	4 3%	5 1%	9 2%	7 5% †	11 6% NO	7 3%	4 2%	4 1%	18 3%	8 2%
Fairly dissatisfied	32 3%	27 3%	5 3%	10 3%	16 4%	4 3%	4 3%	6 2%	10 4%	13 4%	21 3%	12 4%
Very dissatisfied	28 3%	16 2%	13 8% r	6 2%	18 4%	2 1%	4 2%	10 4%	8 3%	7 2%	19 3%	10 3%
Don't know	7 1%	2 *	5 3% r	1 *	6 1%	- -	1 1%	4 1%	1 1%	2 1%	5 1%	2 1%
Not applicable	6 1%	5 1%	1 1%	- -	2 *	2 2% †	2 1%	- -	3 1%	1 *	3 1%	3 1%
Installed the measure themselves	8 1%	6 1%	2 1%	5 2%	2 *	1 1%	- -	1 *	3 1%	4 1%	8 1%	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 416

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**I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%
NET: All satisfied	430 45%	366 47%	64 38%	126 40%	201 47%	68 53% †	77 47%	105 40%	111 48%	136 48%	286 46%	144 45%
NET: All dissatisfied	59 6%	43 5%	16 10%	16 5%	32 8%	6 4%	8 5%	15 6%	16 7%	20 7%	38 6%	21 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 416

I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very satisfied	305 32%	190 36% z	38 27%	68 30%	17 24%	269 34%	26 26%	305 54% FGHIJ	-	-	-	305 49% FGHIJ	-
Fairly satisfied	143 15%	86 16% B	26 18% B	34 15% B	3 5%	128 16%	14 14%	143 25% FGHIJ	-	-	-	143 23% FGHIJ	-
Neither satisfied nor dissatisfied	26 3%	12 2%	6 4%	5 2%	4 6%	21 3%	4 4%	26 5% GHJ	-	-	-	26 4% GHJ	-
Fairly dissatisfied	32 3%	18 3%	3 2%	10 5%	1 1%	31 4%	1 1%	32 6% GHJ	-	-	-	32 5% GHJ	-
Very dissatisfied	28 3%	11 2%	5 4%	9 4%	4 6%	25 3%	2 3%	28 5% GHJ	-	-	-	28 5% GHJ	-
Don't know	7 1%	4 1%	-	2 1%	-	5 1%	1 1%	7 1% J	-	-	-	7 1%	-
Not applicable	6 1%	4 1%	-	2 1%	-	5 1%	1 1%	6 1%	-	-	-	6 1%	-
Installed the measure themselves	8 1%	6 1%	1 1%	-	2 3% A	4 *	1 1%	8 1% J	-	-	-	8 1% J	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 416

**I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% Ei	106 100% Ei	118 100% Ei	92 15% E	330 100% Ei
NET: All satisfied	430 45%	263 49% B	63 45% B	97 43% B	18 25%	384 49% D	36 36%	430 76% FGHJ	-	-	-	430 70% FGHJ	-
NET: All dissatisfied	59 6%	28 5%	8 6%	18 8%	5 7%	55 7%	3 3%	59 10% FGHJ	-	-	-	59 10% FGHJ	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 417

**112c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409	
Weighted Base	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411	
Effective base	870	224	60	221	119	523	511	347	66	415	389	147	723	498	373	
Very satisfied	305 32%	139 54%	26 47%	142 63%	67 51%	305 54%	305 55%	-	52 69%	253 56%	-	51 31%	253 32%	195 36%	110 27%	
	cefg h	h	h	bcef gh	h	h	fh	-	k	k	-	-	-	o	-	
Fairly satisfied	143 15%	82 32%	12 21%	56 25%	28 22%	143 25%	143 26%	-	11 15%	131 29%	-	14 8%	129 16%	89 17%	54 13%	
	h	defg h	h	h	h	h	fh	-	k	lk	-	-	l	-	-	
Neither satisfied nor dissatisfied	26 3%	14 5%	4 7%	8 4%	8 6%	26 5%	26 5%	-	2 3%	24 5%	-	5 3%	21 3%	14 3%	12 3%	
	h	h	h	h	h	h	h	-	k	k	-	-	-	-	-	
Fairly dissatisfied	32 3%	12 5%	7 12%	11 5%	10 8%	32 6%	32 6%	-	6 8%	26 6%	-	5 3%	27 3%	18 3%	14 3%	
	h	h	bdfgh	h	h	h	h	-	k	k	-	-	-	-	-	
Very dissatisfied	28 3%	12 5%	9 16%	8 4%	3 3%	28 5%	28 5%	-	5 7%	23 5%	-	2 1%	27 3%	17 3%	11 3%	
	h	h	abdefgh	h	h	h	h	-	k	k	-	-	-	-	-	
Don't know	7 1%	3 1%	1 1%	4 2%	1 *	7 1%	7 1%	-	-	7 2%	-	1 *	7 1%	3 *	5 1%	
	h	h	h	h	*	h	h	-	-	k	-	-	-	*	-	
Not applicable	6 1%	2 1%	1 2%	4 2%	2 1%	6 1%	6 1%	-	-	6 1%	-	-	6 1%	4 1%	2 *	
	-	h	h	h	h	h	h	-	-	k	-	-	-	-	*	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 417

**112c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Installed the measure themselves	8 1%	2 2% h	1	-	4 2% h	3 3% bh	8 1% bh	8 1% bh	-	4 5% jk	4 1%	-	7 4% m	1	3 1%	5 1%
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n
NET: All satisfied	430 45%	74 86% cefg h	207 81% cefh	38 68% h	185 82% cefg h	90 69% h	430 76% h	430 77% efh	-	62 83% k	368 82% k	-	61 37%	369 47% l	271 51% o	159 39%
NET: All dissatisfied	59 6%	7 8% h	24 10% h	15 27% abdefgh	17 7% h	13 10% h	59 10% h	59 11% dh	-	9 12% k	50 11% k	-	6 4%	53 7%	35 7%	24 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 417

**I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very satisfied	305 32%	22 24%	116 33%	86 34%	73 36% p	145 36%	92 35%	104 32%	54 30%	38 40%	63 41% PS	26 26%	22 26%	283 33%	34 27%	247 35% V	33 26%	213 37% TUV
Fairly satisfied	143 15%	14 15%	71 20% rL	24 9%	23 12%	62 15%	38 15%	42 13%	32 18%	17 18%	29 19%	15 15%	13 15%	130 15%	14 11%	115 16%	25 20%	90 16%
Neither satisfied nor dissatisfied	26 3%	5 6% r	8 2%	4 1%	7 3%	10 2%	7 3%	8 2%	6 3%	4 4%	3 2%	6 6%	5 6% v	21 2%	2 2%	20 3%	5 4%	15 3%
Fairly dissatisfied	32 3%	1 1%	15 4%	10 4%	6 3%	23 6% NO	6 2%	8 3%	7 4%	3 3%	4 2%	2 2%	2 2%	30 4%	-	23 3%	3 2%	20 3% T
Very dissatisfied	28 3%	4 4%	13 4%	6 2%	5 2%	15 4%	5 2%	6 2%	5 3%	3 3%	5 3%	7 7%	7 8% v	22 3%	1 1%	23 3%	8 6% T	16 3%
Don't know	7 1%	2 2%	1	-	1	2 1%	1	2 1%	1 1%	1 1%	-	1 1%	1 1%	7 1%	-	4 1%	1	3 1%
Not applicable	6 1%	-	2 1%	2 1%	1 1%	2 1%	3 1%	4 1%	1 1%	-	-	2 2%	1 1%	5 1%	1 1%	5 1%	2 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 417

**I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
	Weighted Base 946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127
Effective base 870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Installed the measure themselves 8 1%	-	2	2	5	1	2	6	1	-	-	-	-	8	5	2	1	1
			1%	2%	*	1%	2%	1%	-	-	-	-	1%	4%	*	1%	*
Have not installed any key measures 422 45%	49	134	125	90	159	118	150	81	34	54	44	36	386	71	295	52	243
	52%	38%	50%	45%	39%	45%	46%	45%	35%	36%	44%	43%	45%	56%	42%	41%	42%
	q		q											UVW			
NET: All satisfied 430 45%	35	180	106	91	198	124	143	83	53	87	40	34	396	46	347	58	289
	37%	51%	42%	45%	49%	48%	44%	46%	55%	57%	40%	40%	46%	36%	49%	46%	50%
		pr							S	S					T		T
NET: All dissatisfied 59 6%	5	27	15	11	39	11	14	12	6	9	9	9	50	1	46	11	35
	5%	8%	6%	5%	10%	4%	4%	7%	7%	6%	9%	10%	6%	1%	7%	8%	6%
					NO										T	T	T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 417

I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very satisfied	305 32%	127 36% z	122 30% z	153 38% wxzA	95 27%	14 22%	94 36%	31 36%	103 29%	77 32%	51 37%	145 33%	149 33%	100 31%	137 35%	78 29%
Fairly satisfied	143 15%	53 15%	59 14%	63 16%	49 14%	15 24% xz	33 13%	18 21%	50 14%	46 19% F	14 10%	60 14%	70 16%	55 17% J	46 12%	46 17%
Neither satisfied nor dissatisfied	26 3%	7 2%	13 3%	8 2%	12 3%	4 7%	4 2%	3 4%	14 4%	3 7%	3 2%	13 3%	9 2%	10 3%	5 7%	11 4% J
Fairly dissatisfied	32 3%	11 3%	16 4%	11 3%	16 4%	1 2%	9 3%	2 3%	12 3%	8 3%	6 4%	13 3%	19 4%	12 4%	14 4%	8 3%
Very dissatisfied	28 3%	9 2%	17 4%	11 3%	15 4%	1 2%	6 2%	2 3%	17 5%	5 2%	3 2%	19 4% H	8 2%	10 3%	10 3%	8 3%
Don't know	7 1%	1 *	1 *	1 *	1 *	1 2%	1 *	1 1%	3 7%	2 7%	-	4 7%	2 *	1 *	2 7%	4 2%
Not applicable	6 1%	5 2%	1 *	5 7%	1 *	1 1%	2 7%	3 4%	2 7%	3 7%	-	3 7%	2 *	2 7%	3 7%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 417

**112c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Installed the measure themselves	8 1%	6 2%	2	6 2%	2	-	6 2%	-	2 1%	1	1 1%	2 1%	6 1%	-	6 1%	2 1%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%
NET: All satisfied	430 45%	173 49% z	174 42% z	206 51% xz	141 39%	30 46%	122 47%	48 56%	150 43%	117 49%	61 45%	197 45%	211 47%	147 46%	178 45%	120 44%
NET: All dissatisfied	59 6%	18 5%	33 8%	20 5%	31 9%	3 4%	13 5%	5 6%	27 8%	13 5%	9 7%	30 7%	27 6%	21 7%	24 6%	14 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 418

**I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very satisfied	305 32%	104 29%	195 36% HJK	228 34% H	77 28%	140 34%	119 34%	44 28%	243 37% M	35 18%	267 37% O	15 13%
Fairly satisfied	143 15%	60 17%	89 17%	109 16%	34 12%	61 15%	55 15%	25 16%	101 16%	21 11%	118 17% O	6 5%
Neither satisfied nor dissatisfied	26 3%	7 2%	14 3%	16 2%	10 4%	7 2%	15 4% k	4 2%	17 3%	5 3%	20 3%	2 2%
Fairly dissatisfied	32 3%	13 4%	18 3%	24 4%	8 3%	11 3%	14 4%	7 4%	21 3%	6 3%	20 3%	3 2%
Very dissatisfied	28 3%	10 3%	17 3%	20 3%	8 3%	9 2%	10 3%	8 5%	15 2%	10 5% L	19 3%	2 2%
Don't know	7 1%	2 1%	3 1%	3 1%	5 2% J	3 1%	1 1%	1 1%	3 1%	1 1%	3 1%	-
Not applicable	6 1%	4 1%	4 1%	5 1%	1 1%	3 1%	1 1%	2 2%	5 1%	1 1%	5 1%	1 1%
Installed the measure themselves	8 1%	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%	-	7 1%	-	6 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 418

**I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation**

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N
NET: All satisfied	430 45%	154 43%	271 51% HJK	322 48% HK	108 40%	194 47%	167 47%	64 41%	331 51% M	53 28%	369 51% O	20 18%
NET: All dissatisfied	59 6%	22 6%	35 7%	43 6%	16 6%	20 5%	24 7%	13 8%	34 5%	15 8%	37 5%	4 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 418

I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very satisfied	305 32%	264 38% QR	19 20%	11 10%	56 21%	249 36% n	199 34%	160 59% pr	99 30%	67 32%	20 28%	59 32%	35 35%	52 33%	72 32%
Fairly satisfied	143 15%	109 16% R	14 15%	7 7%	29 11%	114 17% n	82 14%	65 24% pr	56 17%	28 13%	17 25% uz	29 16%	14 14%	25 16%	30 13%
Neither satisfied nor dissatisfied	26 3%	18 3%	4 5%	3 2%	6 2%	20 3%	16 3%	10 4%	9 3%	5 2%	3 5%	6 3%	3 3%	3 2%	6 3%
Fairly dissatisfied	32 3%	25 4%	3 3%	2 2%	8 3%	24 4%	20 3%	16 6% p	12 4%	10 5%	4 5%	3 2%	5 5%	4 2%	6 3%
Very dissatisfied	28 3%	17 2%	3 3%	7 6% P	11 4%	17 2%	13 2%	9 3%	16 5% p	8 4%	2 2%	3 1%	2 2%	5 3%	9 4%
Don't know	7 1%	3 *	1 1%	-	1 *	7 1%	4 1%	3 1%	1 *	1 1%	1 1%	4 2%	1 1%	-	1 *
Not applicable	6 1%	4 1%	1 1%	-	2 1%	4 1%	6 1%	3 1%	-	1 *	-	1 1%	4 4% uyz	-	-
Installed the measure themselves	8 1%	7 1%	1 1%	-	3 1%	5 1%	8 1% r	5 2% r	-	1 1%	-	-	1 1%	4 3% w	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 418

I12c (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How clean/tidy the property was left after the installation

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%
NET: All satisfied	430 45%	359 52% QR	30 32% R	17 16%	81 31%	349 51% n	267 46%	212 77% pr	153 46%	91 43%	35 51%	85 47%	47 47%	74 47%	98 44%
NET: All dissatisfied	59 6%	41 6%	6 7%	9 9%	20 7%	39 6%	31 5%	23 9% p	28 8%	17 8%	5 8%	6 3%	6 6%	9 6%	15 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 419

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	624	334	288	232	239	151	510	102	158	464	528	96	406	218	436	81	107	188
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Very satisfied	359 58%	196 60%	163 56%	123 55%	154 63%	81 54%	314 60% g	38 43%	95 61%	264 57%	296 58%	62 57%	192 54%	166 62%	284 62% pq	35 52%	39 39%	74 45%
Fairly satisfied	165 26%	83 25%	82 28%	69 31% d	53 21%	43 28%	123 24%	41 46% f	32 21%	133 28%	137 27%	28 25%	103 29%	62 23%	107 23%	22 32%	37 37% n	58 35% n
Neither satisfied nor dissatisfied	24 4%	10 3%	14 5%	6 3%	11 5%	7 4%	19 4%	5 6%	6 4%	18 4%	22 4%	3 2%	15 4%	9 3%	15 3%	2 3%	7 7%	9 5%
Fairly dissatisfied	20 3%	12 4%	8 3%	4 2%	10 4%	6 4%	19 4%	1 1%	6 4%	14 3%	14 3%	6 5%	11 3%	9 3%	15 3%	-	5 5%	5 3%
Very dissatisfied	23 4%	11 3%	12 4%	9 4%	6 2%	8 5%	20 4%	2 2%	5 3%	17 4%	19 4%	3 3%	11 3%	11 4%	17 4%	3 4%	2 2%	5 3%
Don't know	27 4%	15 5%	10 3%	11 5%	8 3%	6 4%	22 4%	2 3%	7 5%	18 4%	21 4%	7 6%	18 5%	9 3%	15 3%	6 8% n	7 7%	13 8% n
Not applicable	5 1%	2 1%	3 1%	1 .	3 1%	2 1%	5 1%	- -	2 1%	3 1%	5 1%	1 1%	3 1%	2 1%	3 1%	1 1%	2 2%	3 2%
NET: All satisfied	524 84%	279 85%	245 84%	192 86%	207 84%	124 82%	438 84%	79 88%	127 82%	397 85%	433 84%	90 82%	295 83%	228 85%	391 86% p	57 84%	76 76%	132 79%
NET: All dissatisfied	43 7%	23 7%	20 7%	13 6%	16 6%	13 9%	40 8%	3 3%	12 8%	31 7%	33 7%	9 8%	22 6%	21 8%	32 7%	3 4%	8 8%	10 6%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 419

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	624	540	84	178	278	94	129	165	155	173	402	222
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Very satisfied	359 58%	319 61% s	40 41%	105 62%	178 60%	47 50%	70 59%	87 53%	93 59%	108 60%	221 56%	137 61%
Fairly satisfied	165 26%	139 26%	26 27%	41 24%	74 25%	28 30%	33 28%	49 30%	34 22%	47 26%	112 28%	53 24%
Neither satisfied nor dissatisfied	24 4%	20 4%	4 4%	11 6% u	4 1%	7 7% u	2 2%	7 4%	9 6%	6 3%	14 3%	11 5%
Fairly dissatisfied	20 3%	14 3%	6 6%	3 2%	13 4%	4 4%	1 1%	4 3%	7 5%	8 4%	13 3%	7 3%
Very dissatisfied	23 4%	17 3%	5 5%	6 4%	11 4%	4 4%	2 1%	7 4%	7 5%	6 4%	16 4%	6 3%
Don't know	27 4%	12 2%	15 16% r	4 2%	14 5%	3 4%	8 7% O	11 7% O	5 3%	3 2%	17 4%	10 4%
Not applicable	5 1%	5 1%	1 1%	1 *	3 1%	1 1%	2 2%	- -	1 *	2 1%	4 1%	2 1%
NET: All satisfied	524 84%	457 87% s	66 68%	146 85%	252 85%	75 80%	103 87%	136 82%	127 81%	155 86%	333 84%	191 84%
NET: All dissatisfied	43 7%	32 6%	11 11%	10 6%	24 8%	8 9%	2 2%	11 7%	15 9% K	14 8% K	29 7%	13 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 419

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	624	343	98	161	36	555	52	624	-	-	-	624	-
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Very satisfied	359 58%	210 59%	52 56%	90 59%	19 53%	318 58%	31 56%	359 58%	-	-	-	359 58%	-
Fairly satisfied	165 26%	94 26%	33 36% A	36 23%	8 23%	148 27%	13 25%	165 26%	-	-	-	165 26%	-
Neither satisfied nor dissatisfied	24 4%	15 4%	2 2%	5 3%	2 6%	20 4%	4 7%	24 4%	-	-	-	24 4%	-
Fairly dissatisfied	20 3%	11 3%	3 3%	5 3%	-	19 3%	1 2%	20 3%	-	-	-	20 3%	-
Very dissatisfied	23 4%	9 3%	2 2%	9 6%	5 13% yz	22 4%	1 2%	23 4%	-	-	-	23 4%	-
Don't know	27 4%	17 5%	1 2%	4 3%	2 6%	19 3%	5 9%	27 4%	-	-	-	27 4%	-
Not applicable	5 1%	2	-	4 3% y	-	5 1%	-	5 1%	-	-	-	5 1%	-
NET: All satisfied	524 84%	304 85%	86 91% B	126 83%	27 76%	466 84%	44 81%	524 84%	-	-	-	524 84%	-
NET: All dissatisfied	43 7%	21 6%	4 5%	14 9%	5 13%	41 7%	2 3%	43 7%	-	-	-	43 7%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 420

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	624	96	298	89	313	145	624	624	-	77	547	-	79	545	395	229
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Very satisfied	359 58%	66 65%	177 56%	41 53%	189 63% bfg	92 63%	359 58%	359 58%	-	54 67%	304 56%	-	60 74% m	298 55%	244 61% o	115 51%
Fairly satisfied	165 26%	20 20%	92 29% d	23 30%	69 23%	32 22%	165 26%	165 26%	-	11 14%	154 28% i	-	12 15%	153 28% j	103 26%	62 28%
Neither satisfied nor dissatisfied	24 4%	1 1%	15 5%	2 3%	9 3%	4 3%	24 4%	24 4%	-	4 5%	20 4%	-	2 2%	22 4%	13 3%	11 5%
Fairly dissatisfied	20 3%	7 7% bdfg	8 2%	3 4%	6 2%	5 4%	20 3% d	20 3% d	-	5 7%	15 3%	-	2 3%	18 3%	9 2%	11 5%
Very dissatisfied	23 4%	5 4%	7 2%	5 6%	10 3%	5 3%	23 4%	23 4%	-	5 6%	18 3%	-	-	23 4%	14 3%	9 4%
Don't know	27 4%	3 3%	13 4%	1 2%	11 4%	5 3%	27 4%	27 4%	-	1 2%	26 5%	-	3 4%	24 4%	13 3%	14 6%
Not applicable	5 1%	-	2 1%	2 2%	4 1%	2 2%	5 1%	5 1%	-	-	5 1%	-	1 1%	5 1%	3 1%	2 1%
NET: All satisfied	524 84%	86 84%	269 86%	64 83%	258 87%	124 85%	524 84%	524 84%	-	65 81%	459 84%	-	73 89%	451 83%	347 87% o	177 79%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 420

112d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	623	315	77*	297	146	623	623	-**	81*	543	-**	81*	542	399	224	
Weighted Base	102*															
Effective base	573	274	84	286	134	573	573	-	71	502	-	72	502	365	208	
NET: All dissatisfied	43 7%	12 11% bd	15 5%	8 10%	16 5%	10 7%	43 7% b	-	10 13% j	32 6%	-	2 3%	40 7%	23 6%	19 9%	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 420

112d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	624	58	254	146	128	281	172	202	111	93	124	67	57	567	52	500	87	413
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Very satisfied	359 58%	28 51%	143 57%	89 61%	89 66%	166 58%	114 64%	114 58%	67 57% S	49 59% S	83 64% S	24 38%	17 33%	341 60% u	34 60% V	295 59% V	33 40%	261 63% UV
Fairly satisfied	165 26%	17 31%	67 27%	37 25%	31 23%	72 25%	46 26%	55 28%	40 34%	19 23%	32 25%	17 27%	15 28%	150 26%	16 29%	132 26%	29 35%	103 25%
Neither satisfied nor dissatisfied	24 4%	2 3%	9 4%	2 1%	8 6%	11 4%	4 2%	9 5%	1 1%	4 5%	4 3%	6 9% P	5 10% v	19 3%	1 1%	18 4%	4 4%	15 4%
Fairly dissatisfied	20 3%	2 5%	7 3%	7 4%	3 2%	12 4%	3 2%	5 2%	4 3%	1 2%	2 1%	4 6%	4 8%	16 3%	4 7% UW	11 2% W	4 5% W	7 2%
Very dissatisfied	23 4%	3 6%	10 4%	5 3%	4 3%	14 5%	3 2%	5 3%	3 3%	4 5%	5 4%	2 4%	2 5%	20 4%	1 2%	18 4%	4 5%	13 3%
Don't know	27 4%	2 4% L	13 5% L	6 4% L	-	12 4%	3 2%	7 4%	2 2%	4 4%	2 2%	8 13% PR	8 15% v	19 3%	-	19 4% W	7 8% TUW	12 3%
Not applicable	5 1%	1 1%	2 1%	2 1%	-	1 *	4 2%	2 1%	1 1%	1 1%	2 1%	1 1%	1 2%	5 1%	-	5 1%	2 2%	4 1%
NET: All satisfied	524 84%	45 82%	209 83%	127 86%	121 89%	238 83%	160 90% M	169 85%	107 91% S	67 83% S	114 89% S	40 66%	32 61%	492 86% u	50 89% V	427 86% V	63 75%	364 88% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 420

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
NET: All dissatisfied	43 7%	6 10%	17 7%	11 8%	7 5%	25 9% N	6 3%	10 5%	7 6%	6 7%	7 5%	6 10%	6 12%	36 6%	5 9%	28 6%	9 10%	20 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 420

112d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	624	238	262	281	219	41	166	67	239	160	75	315	275	232	235	175
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Very satisfied	359 58%	149 63% xzA	141 53%	180 64% xzA	111 51%	17 39%	106 65%	41 58%	109 49%	103 60% D	60 69% D	166 55%	181 62%	131 59%	138 58%	101 55%
Fairly satisfied	165 26%	60 25%	72 27%	71 25%	61 28%	13 30%	38 24%	21 30%	70 31% F	45 26%	14 16%	78 26%	75 26%	63 28%	59 25%	50 27%
Neither satisfied nor dissatisfied	24 4%	5 2%	15 5%	7 3%	13 6%	3 7%	4 3%	1 2%	9 4%	7 4%	1 2%	12 4%	8 3%	8 4%	7 3%	8 5%
Fairly dissatisfied	20 3%	7 3%	9 3%	8 3%	7 3%	1 3%	6 4%	1 1%	7 3%	3 2%	5 6%	10 3%	7 3%	3 2%	11 5%	7 4%
Very dissatisfied	23 4%	6 3%	12 4%	7 3%	11 5%	1 2%	3 2%	4 5%	11 5%	5 3%	4 5%	15 5%	8 3%	9 4%	9 4%	5 3%
Don't know	27 4%	5 2%	14 5% y	5 2%	14 6% wy	7 17% wxyz	4 3%	1 1%	14 6%	7 4%	1 1%	14 5%	10 4%	6 3%	11 5%	10 6%
Not applicable	5 1%	3 1%	2 1% z	5 2%	1 1%	1 2%	1 1%	2 3%	2 1%	2 1%	2 2%	5 2%	1 1%	2 1%	2 1%	1 1%
NET: All satisfied	524 84%	210 89% xzA	213 81%	250 89% xzA	172 79%	30 69%	144 89%	61 87%	179 81%	149 87%	73 85%	243 81%	256 88% G	193 87%	197 83%	150 83%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 420

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
NET: All dissatisfied	43 7%	13 6%	21 8%	15 5%	19 8%	2 5%	9 5%	4 6%	17 8%	8 5%	9 11%	24 8%	15 5%	12 5%	20 8%	12 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 421

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	624	242	395	465	159	262	236	115	470	79	519	31
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Very satisfied	359 58%	130 57%	244 61% K	282 60% K	76 49%	176 65% lm	129 54%	52 51%	287 61% M	32 41%	321 61%	12 41%
Fairly satisfied	165 26%	66 29%	103 26%	121 26%	44 29%	65 24%	70 29%	26 25%	127 27%	23 29%	140 27%	6 23%
Neither satisfied nor dissatisfied	24 4%	6 3%	13 3%	16 3%	8 5%	8 3%	10 4%	7 7%	9 2%	8 10% L	12 2%	5 17%
Fairly dissatisfied	20 3%	10 5% I	9 2%	14 3% I	6 4%	7 3%	10 4%	3 3%	14 3%	4 5%	14 3%	1 3%
Very dissatisfied	23 4%	9 4%	14 3%	19 4%	4 3%	8 3%	7 3%	7 6%	13 3%	7 9% L	17 3%	2 7%
Don't know	27 4%	6 2%	13 3%	13 3%	14 9% HIJ	7 3%	12 5%	6 6%	12 2%	5 6%	14 3%	1 5%
Not applicable	5 1%	2 1%	3 1%	4 1%	1 1%	2 1%	1 *	2 2%	5 1%	1 1%	5 1%	1 3%
NET: All satisfied	524 84%	195 85%	347 87% K	403 86% K	121 78%	241 88% m	199 83%	78 76%	414 89% M	55 70%	461 88%	18 65%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 421

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I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
NET: All dissatisfied	43 7%	19 8%	23 6%	33 7%	10 6%	14 5%	17 7%	10 10%	27 6%	11 14%	30 6%	3 10%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 421

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	624	506	47	32	119	505	388	306	215	128	54	129	66	98	149
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Very satisfied	359 58%	316 62% Q	18 38%	13 40%	49 42%	310 61% n	235 61% r	195 64% r	114 52%	79 60%	24 46%	61 51%	41 60%	65 61%	87 61%
Fairly satisfied	165 26%	136 27%	15 32%	5 16%	29 25%	136 27%	94 24%	68 22%	64 29%	31 23%	18 34%	36 30%	17 24%	30 28%	34 23%
Neither satisfied nor dissatisfied	24 4%	10 2%	6 13% P	4 12%	11 9% o	13 3%	11 3%	8 3%	13 6%	2 2%	4 7%	8 7%	2 3%	3 3%	5 3%
Fairly dissatisfied	20 3%	13 3%	4 9% P	2 7%	9 8% o	11 2%	13 3%	10 3%	7 3%	6 5%	2 3%	2 1%	2 3%	3 2%	6 4%
Very dissatisfied	23 4%	13 3%	2 5%	6 19%	10 8% o	13 3%	13 3%	11 4%	9 4%	6 5%	2 3%	4 3%	1 2%	2 1%	8 6%
Don't know	27 4%	15 3%	1 2%	2 6%	7 6%	21 4%	15 4%	11 4%	10 5%	6 5%	4 7%	8 7%	3 5%	3 2%	4 2%
Not applicable	5 1%	4 1%	1 2%	-	2 1%	4 1%	4 1%	3 1%	2 1%	1 1%	-	1 1%	3 4% z	2 1%	-
NET: All satisfied	524 84%	451 89% Q	32 70%	18 56%	78 67%	446 88% n	329 86%	263 86%	179 81%	110 84%	42 80%	97 82%	58 83%	95 89%	121 84%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 421

I12d (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Total	623	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Weighted Base	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	44	30	110	463	357	283	197	120	49	118	60	89	140
NET: All dissatisfied	43	6	8	19	24	26	21	16	12	3	5	3	4	14
	7%	13% P	26%	16% o	5%	7%	7%	7%	9%	6%	4%	5%	4%	10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 422

I12d_SUM (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All key measures that have been installed by a company

	I12d: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	207	225	61	3	15	22	78	6	5	-	2
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
Very satisfied	122 63%	126 53%	24 44%	2 100%	6 49%	11 44%	54 67%	4 69%	6 100%	-	3 100%
Fairly satisfied	47 24%	74 31%	18 33%	-	5 38%	7 28%	15 18%	-	-	-	-
Neither satisfied nor dissatisfied	7 4%	12 5%	1 2%	-	2 13%	1 5%	1 2%	-	-	-	-
Fairly dissatisfied	1 *	8 3%	3 6%	-	-	1 5%	7 9%	-	-	-	-
Very dissatisfied	9 4%	4 2%	5 8%	-	-	2 8%	3 4%	-	-	-	-
Don't know	9 5%	13 5%	1 3%	-	-	3 11%	1 1%	-	-	-	-
Not applicable	-	2 1%	2 3%	-	-	-	-	2 31%	-	-	-
NET: All satisfied	169 87%	200 84%	42 78%	2 100%	11 87%	18 71%	69 85%	4 69%	6 100%	-	3 100%
NET: All dissatisfied	10 5%	12 5%	8 15%	-	-	3 13%	10 12%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 423

I12d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	516	274	241	182	200	133	426	81	136	379	432	84	334	182	363	56	97	153
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Very satisfied	299 58%	159 59%	140 57%	96 55%	128 63%	75 56%	263 60% g	30 43%	80 60%	219 57%	245 58%	54 56%	161 55%	138 62%	236 62% pq	25 52%	38 42%	63 46%
Fairly satisfied	148 29%	75 28%	73 30%	62 35% d	47 23%	38 29%	110 25%	37 52% f	29 22%	119 31%	121 29%	27 28%	90 31%	58 26%	98 26%	18 37%	32 36%	50 36% n
Neither satisfied nor dissatisfied	24 5%	10 4%	14 6%	6 3%	11 6%	7 5%	19 4%	5 7%	6 5%	18 5%	22 5%	3 3%	15 5%	9 4%	15 4%	2 4%	7 8%	9 6%
Fairly dissatisfied	20 4%	12 4%	8 3%	4 2%	10 5%	6 4%	19 4%	1 7%	6 5%	14 4%	14 3%	6 6%	11 4%	9 4%	15 4%	-	5 6%	5 4%
Very dissatisfied	23 4%	11 4%	12 5%	9 5%	6 3%	8 6%	20 5%	2 3%	5 4%	17 5%	19 5%	3 3%	11 4%	11 5%	17 5%	3 5%	2 3%	5 4%
Don't know	26 5%	15 6%	10 4%	11 6%	8 4%	6 5%	22 5%	2 3%	7 6%	18 5%	21 5%	6 6%	17 6%	9 4%	14 4%	6 12% n	7 8%	13 9% n
Not applicable	5 1%	2 1%	3 1%	1	3 2%	2 1%	5 1%	-	2 2%	3 1%	5 1%	1 1%	3 1%	2 1%	3 1%	1 1%	2 3%	3 2%
NET: All satisfied	435 84%	228 84%	207 85%	154 87%	171 84%	111 82%	367 84%	62 88%	108 81%	327 86%	357 85%	79 82%	247 84%	188 84%	325 86% p	41 86%	69 77%	110 80%
NET: All dissatisfied	41 8%	23 8%	19 8%	12 7%	16 8%	13 10%	38 9%	3 4%	12 9%	29 8%	32 8%	9 10%	22 8%	19 8%	31 8%	3 5%	8 9%	10 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 423

112d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	516	440	76	150	231	80	103	129	130	153	345	171
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Very satisfied	299 58%	262 61% s	37 42%	89 61%	147 60%	42 52%	56 57%	69 53%	77 59%	97 62%	195 57%	104 60%
Fairly satisfied	148 29%	124 29%	24 27%	37 25%	65 27%	27 33%	30 31%	41 32%	32 24%	44 28%	103 30%	46 26%
Neither satisfied nor dissatisfied	24 5%	20 5%	4 5%	11 7% u	4 2%	7 9% u	2 2%	7 5%	9 7%	6 4%	14 4%	11 6%
Fairly dissatisfied	20 4%	14 3%	6 7%	3 2%	13 5%	4 5%	1 1%	4 3%	7 6%	8 5%	13 4%	7 4%
Very dissatisfied	23 4%	17 4%	5 6%	6 4%	11 5%	4 5%	2 2%	7 5%	7 6%	6 4%	16 5%	6 4%
Don't know	26 5%	12 3%	14 16% r	4 3%	14 6%	3 4%	8 8% O	10 8% O	5 4%	3 2%	17 5%	9 5%
Not applicable	5 1%	5 1%	1 1%	1 1%	3 1%	1 1%	2 3%	-	1 1%	2 2%	4 1%	2 1%
NET: All satisfied	435 84%	374 88% s	61 69%	122 84%	207 84%	68 84%	86 88%	105 81%	106 81%	138 88%	290 85%	146 83%
NET: All dissatisfied	41 8%	32 7%	10 11%	10 7%	23 9%	8 10%	2 3%	11 9%	13 10% K	14 9%	28 8%	13 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 423

I12d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	516	293	79	129	26	460	42	516	-	-	-	516	-
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Very satisfied	299 58%	183 60%	41 54%	70 57%	14 55%	267 58%	24 53%	299 58%	-	-	-	299 58%	-
Fairly satisfied	148 29%	84 28%	32 41% yA	33 27%	6 22%	133 29%	12 28%	148 29%	-	-	-	148 29%	-
Neither satisfied nor dissatisfied	24 5%	15 5%	2 3%	5 4%	2 8%	20 4%	4 8%	24 5%	-	-	-	24 5%	-
Fairly dissatisfied	20 4%	11 4%	3 3%	5 4%	-	19 4%	1 2%	20 4%	-	-	-	20 4%	-
Very dissatisfied	23 4%	9 3%	2 2%	9 7%	5 18%	22 5%	1 2%	23 4%	-	-	-	23 4%	-
Don't know	26 5%	17 5%	1 2%	4 3%	2 8%	19 4%	5 11%	26 5%	-	-	-	26 5%	-
Not applicable	5 1%	2 1%	-	4 3% y	-	5 1%	-	5 1%	-	-	-	5 1%	-
NET: All satisfied	435 84%	257 85%	71 93% A	101 82%	20 77%	389 85%	35 78%	435 84%	-	-	-	435 84%	-
NET: All dissatisfied	41 8%	21 7%	4 6%	12 10%	5 18%	39 9%	2 4%	41 8%	-	-	-	41 8%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 424

112d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	516	79	230	63	222	106	516	516	-	69	447	-	68	448	313	203
Weighted Base	516	82*	244	56*	208	107*	516	516	**	72*	444	**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Very satisfied	299 58%	55 67%	138 57%	28 51%	139 67% bcfg	68 63%	299 58%	299 58%	-	48 66%	251 57%	-	50 72% m	249 56%	196 62% o	103 52%
Fairly satisfied	148 29%	19 23%	81 33%	19 34%	57 27%	25 24%	148 29%	148 29%	-	11 15%	137 31% i	-	12 18%	136 30% j	90 29%	58 29%
Neither satisfied nor dissatisfied	24 5%	1 2%	15 6%	2 4%	9 4%	4 4%	24 5%	24 5%	-	4 6%	20 5%	-	2 3%	22 5%	13 4%	11 6%
Fairly dissatisfied	20 4%	7 9% cfg	8 3%	3 6%	6 3%	5 5%	20 4%	20 4%	-	5 8%	15 3%	-	2 4%	18 4%	9 3%	11 5%
Very dissatisfied	23 4%	5 6%	7 3%	5 8%	10 5%	5 4%	23 4%	23 4%	-	5 6%	18 4%	-	-	23 5%	14 4%	9 4%
Don't know	26 5%	2 2%	13 6%	1 3%	10 5%	5 5%	26 5%	26 5%	-	1 2%	25 6%	-	3 5%	23 5%	13 4%	13 7%
Not applicable	5 1%	-	2 1%	2 3%	4 2%	2 2%	5 1%	5 1%	-	-	5 1%	-	1 1%	5 1%	3 1%	2 1%
NET: All satisfied	435 84%	71 87%	209 86%	46 82%	185 89% fg	91 85%	435 84%	435 84%	-	58 82%	377 85%	-	62 90%	373 84%	278 88% o	157 79%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 424

112d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	516	82*	244	56*	208	107*	516	516	-**	72*	444	-**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
NET: All dissatisfied	41 8%	10 12%	15 6%	8 14% b	14 7%	10 9%	41 8%	41 8%	-	9 12%	32 7%	-	2 4%	39 9%	23 7%	18 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 424

112d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	516	47	215	121	103	239	138	170	93	70	96	60	52	464	47	414	77	337
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Very satisfied	299 58%	23 52%	119 55%	77 63%	72 68% q	140 57%	95 67%	100 60%	57 57%	37 58%	62 63% S	23 42%	17 36%	282 60% u	31 61%	246 60% V	32 43%	214 64% UV
Fairly satisfied	148 29%	14 32%	63 29%	33 27%	27 26%	67 28%	39 28%	47 28%	36 37%	17 26%	26 27%	15 28%	13 27%	135 29%	15 30%	118 29%	27 36%	92 27%
Neither satisfied nor dissatisfied	24 5%	2 3%	9 4%	2 2%	8 7% r	11 5%	4 3%	9 5%	1 1%	4 7% P	4 4%	6 10% P	5 10%	19 4%	1 2%	18 4%	4 5%	15 4%
Fairly dissatisfied	20 4%	2 6%	7 3%	7 5%	3 3%	12 5%	3 2%	5 3%	4 4%	1 2%	2 2%	4 7%	4 8%	16 3%	4 8% W	11 3%	4 6%	7 2%
Very dissatisfied	23 4%	3 7%	10 5%	5 4%	4 4%	14 6%	3 2%	5 3%	3 3%	4 7%	5 5%	2 4%	2 5%	20 4%	1 2%	18 4%	4 6%	13 4%
Don't know	26 5%	2 5% L	13 6% L	6 5% L	-	12 5%	3 2%	7 4%	2 2%	4 6%	2 3%	8 15% PR	8 17% v	18 4%	-	19 5% W	7 9% T	12 4%
Not applicable	5 1%	1 1%	2 1%	2 1%	-	1 *	4 3%	2 1%	1 1%	1 1%	2 2%	1 2%	1 2%	5 1%	-	5 1%	2 2%	4 1%
NET: All satisfied	435 84%	36 81%	176 82%	108 87%	97 91% q	202 83%	130 93% MO	143 85%	90 92% S	53 85% S	86 88% S	37 66%	30 63%	405 87% u	45 88%	354 86% V	56 75%	297 89% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 424

I12d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
NET: All dissatisfied	41 8%	6 13%	17 8%	10 8%	7 7%	25 10% N	6 4%	10 6%	7 7%	6 9%	7 7%	6 12%	6 13%	35 7%	5 10%	28 7%	9 11%	20 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 424

112d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	516	203	212	237	178	33	144	55	201	124	65	252	235	182	206	144
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Very satisfied	299 58%	128 64% xz	113 53% z	155 65% xz	86 49%	13 37%	93 67%	33 58%	95 50%	80 60%	50 69% D	136 56%	152 62%	105 59%	122 59%	81 55%
Fairly satisfied	148 29%	54 27%	67 32%	64 27%	57 32%	13 35%	34 24%	19 32%	63 33% F	41 31% F	12 16%	68 28%	69 28%	55 31%	54 26%	45 30%
Neither satisfied nor dissatisfied	24 5%	5 3%	15 7%	7 3%	13 7%	3 8%	4 3%	1 2%	9 5%	7 5%	1 2%	12 5%	8 3%	8 5%	7 4%	8 6%
Fairly dissatisfied	20 4%	7 3%	9 4%	8 3%	7 4%	1 3%	6 4%	1 2%	7 4%	3 2%	5 7%	10 4%	7 3%	3 2%	11 5%	7 4%
Very dissatisfied	23 4%	6 3%	12 6%	7 3%	11 6%	1 3%	3 2%	4 6%	11 6%	5 4%	4 6%	15 6%	8 3%	9 5%	9 4%	5 4%
Don't know	26 5%	5 3%	14 6% y	5 2%	14 8% wy	7 20%	4 3%	1 1%	14 7%	7 5%	1 2%	14 6%	10 4%	6 4%	11 5%	9 6%
Not applicable	5 1%	3 2%	2 1% z	5 2%	1	1 2%	1 1%	2 4%	2 1%	2 1%	2 2%	5 2%	1	2 1%	2 1%	1 1%
NET: All satisfied	435 84%	180 89% xz	173 81%	213 90% xz	140 79%	25 69%	126 90%	50 87%	155 82%	113 85%	61 84%	200 83%	215 87%	156 88%	172 83%	122 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 424

112d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
NET: All dissatisfied	41 8%	11 6%	21 10%	14 6%	19 10%	2 6%	7 5%	4 8%	16 8%	8 6%	9 13%	23 9%	15 6%	12 7%	20 9%	10 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 425

112d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	516	192	313	376	140	216	201	90	381	74	420	31
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Very satisfied	299 58%	107 59%	196 62% K	230 61% K	69 50%	143 64%	113 55%	42 52%	239 63% M	30 40%	264 62%	12 41%
Fairly satisfied	148 29%	55 30%	90 29%	106 28%	42 31%	58 26%	64 31%	23 28%	112 29%	23 31%	125 30%	6 23%
Neither satisfied nor dissatisfied	24 5%	6 4%	13 4%	16 4%	8 6%	8 3%	10 5%	7 8%	9 3%	8 10% L	12 3%	5 17%
Fairly dissatisfied	20 4%	10 6% I	9 3%	14 4% I	6 4%	7 3%	10 5%	3 4%	14 4%	4 5%	14 3%	1 3%
Very dissatisfied	23 4%	9 5%	14 4%	19 5%	4 3%	8 3%	7 4%	7 8%	13 3%	7 9% L	17 4%	2 7%
Don't know	26 5%	6 3%	13 4%	13 3%	13 10% HIJ	7 3%	12 6%	6 7%	12 3%	5 6%	14 3%	1 5%
Not applicable	5 1%	2 1%	3 1%	4 1%	1 1%	2 1%	1 *	2 3%	5 1%	1 1%	5 1%	1 3%
NET: All satisfied	435 84%	158 87%	278 88% K	327 87% K	108 79%	198 89% m	169 83%	63 78%	340 90% M	51 69%	377 89%	18 65%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 425

112d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
NET: All dissatisfied	41 8%	18 10%	23 7%	31 8%	10 7%	14 7%	17 8%	8 10%	26 7%	11 15% L	29 7%	3 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 425

I12d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	516	414	41	29	110	406	317	245	183	111	45	108	53	80	119
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Very satisfied	299 58%	263 63% Q	15 37%	11 38%	46 43%	253 62% n	197 63% r	160 65% r	96 51%	68 60%	20 46%	51 50%	35 63%	53 63%	72 61%
Fairly satisfied	148 29%	121 29%	13 33%	5 18%	28 26%	120 29%	86 27%	61 25%	56 30%	31 27%	14 32%	32 31%	14 25%	25 30%	32 27%
Neither satisfied nor dissatisfied	24 5%	10 2%	6 15% P	4 13%	11 10% o	13 3%	11 3%	8 3%	13 7%	2 2%	4 8%	8 8%	2 4%	3 3%	5 4%
Fairly dissatisfied	20 4%	13 3%	4 10% P	2 8%	9 9% o	11 3%	13 4%	10 4%	7 3%	6 5%	2 4%	2 2%	2 4%	3 3%	6 5%
Very dissatisfied	23 4%	13 3%	2 5%	6 21%	10 9% o	13 3%	13 4%	11 4%	9 5%	6 5%	2 4%	4 4%	1 2%	2 2%	8 7%
Don't know	26 5%	15 4%	1 2%	2 7%	7 6%	19 5%	15 5%	11 5%	10 6%	5 5%	4 9%	8 8%	3 6%	3 3%	4 3%
Not applicable	5 1%	4 1%	1 2%	-	2 2%	4 1%	4 1%	3 1%	2 1%	1 1%	-	1 1%	3 5% z	2 2%	-
NET: All satisfied	435 84%	372 90% Q	29 70%	16 56%	73 67%	362 89% n	272 87%	212 86%	151 80%	95 85%	35 78%	82 82%	46 83%	75 89%	101 86%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 425

I12d (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents who have had a measure installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Total	516	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Weighted Base	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	38	27	102	373	293	227	168	104	41	98	48	73	111
NET: All dissatisfied	41 8%	24 6%	6 15% P	8 29%	19 17% o	25 8%	19 8%	16 8%	11 9%	3 8%	5 5%	3 6%	4 5%	14 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 426

I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very satisfied	299 32%	159 32%	140 31%	96 28%	128 35%	75 31%	263 33%	30 25%	80 32%	219 32%	245 35% k	54 22%	161 33%	138 30%	236 35% pq	25 29%	38 20%	63 23%
Fairly satisfied	148 16%	75 15%	73 16%	62 18%	47 13%	38 16%	110 14%	37 30% f	29 12%	119 17%	121 17% k	27 11%	90 19% m	58 13%	98 15%	18 20%	32 17%	50 18%
Neither satisfied nor dissatisfied	24 3%	10 2%	14 3%	6 2%	11 3%	7 3%	19 2%	5 4%	6 3%	18 3%	22 3%	3 1%	15 3%	9 2%	15 2%	2 2%	7 4%	9 3%
Fairly dissatisfied	20 2%	12 2%	8 2%	4 1%	10 3%	6 2%	19 2%	1 1%	6 3%	14 2%	14 2%	6 2%	11 2%	9 2%	15 2%	-	5 3%	5 2%
Very dissatisfied	23 2%	11 2%	12 3%	9 3%	6 2%	8 3%	20 3%	2 2%	5 2%	17 3%	19 3%	3 1%	11 2%	11 2%	17 3%	3 3%	2 1%	5 2%
Don't know	26 3%	15 3%	10 2%	11 3%	8 2%	6 3%	22 3%	2 2%	7 3%	18 3%	21 3%	6 2%	17 4%	9 2%	14 2%	6 6% n	7 4%	13 5% n
Not applicable	5 1%	2 *	3 1%	1 *	3 1%	2 1%	5 1%	-	2 1%	3 *	5 1%	1 *	3 1%	2 1%	3 *	1 1%	2 1%	3 1%
Installed the measure themselves	8 1%	4 1%	4 1%	-	7 2% c	1 *	7 1%	-	2 1%	6 1%	-	8 3% j	2 *	6 1%	8 1%	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 426

**I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work**

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n
NET: All satisfied	435 46%	228 46%	207 46%	154 45%	171 47%	111 45%	367 45%	62 51%	108 43%	327 47%	357 51% k	79 32%	247 51% m	188 41%	325 49% pq	41 47%	69 37%	110 40%
NET: All dissatisfied	41 4%	23 5%	19 4%	12 3%	16 4%	13 6%	38 5%	3 3%	12 5%	29 4%	32 5%	9 4%	22 5%	19 4%	31 5%	3 3%	8 4%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 426

112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very satisfied	299 32%	262 34% s	37 22%	89 28%	147 34%	42 32%	56 33%	69 26%	77 34%	97 34%	195 31%	104 33%
Fairly satisfied	148 16%	124 16%	24 15%	37 12%	65 15%	27 21% t	30 18%	41 16%	32 14%	44 15%	103 16%	46 14%
Neither satisfied nor dissatisfied	24 3%	20 3%	4 3%	11 3% u	4 1%	7 5% u	2 1%	7 3%	9 4%	6 2%	14 2%	11 3%
Fairly dissatisfied	20 2%	14 2%	6 4%	3 1%	13 3%	4 3%	1 *	4 2%	7 3%	8 3%	13 2%	7 2%
Very dissatisfied	23 2%	17 2%	5 3%	6 2%	11 3%	4 3%	2 1%	7 3%	7 3%	6 2%	16 3%	6 2%
Don't know	26 3%	12 2%	14 9% r	4 1%	14 3%	3 3%	8 5% O	10 4%	5 2%	3 1%	17 3%	9 3%
Not applicable	5 1%	5 1%	1 1%	1 *	3 1%	1 1%	2 1%	-	1 *	2 1%	4 1%	2 1%
Installed the measure themselves	8 1%	6 1%	2 1%	5 2%	2 *	1 1%	-	1 *	3 1%	4 1%	8 1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*** small base**



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 426

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112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
Have not installed any key measures	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%
NET: All satisfied	374 48% s	61 37%	122 39%	207 48% t	68 52% t	86 52% M	105 40%	106 46%	138 48%	290 46%	146 46%
NET: All dissatisfied	32 4%	10 6%	10 3%	23 5%	8 6%	2 2%	11 4%	13 6% K	14 5%	28 4%	13 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 426

I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very satisfied	299 32%	183 34% B	41 29%	70 31%	14 19%	267 34%	24 24%	299 53% FGHIJ	-	-	-	299 49% FGHIJ	-
Fairly satisfied	148 16%	84 16%	32 22% B	33 15%	6 8%	133 17%	12 13%	148 26% FGHIJ	-	-	-	148 24% FGHIJ	-
Neither satisfied nor dissatisfied	24 3%	15 3%	2 2%	5 2%	2 3%	20 3%	4 4%	24 4% GHJ	-	-	-	24 4% GHJ	-
Fairly dissatisfied	20 2%	11 2%	3 2%	5 2%	-	19 2%	1 1%	20 4% HJ	-	-	-	20 3% J	-
Very dissatisfied	23 2%	9 2%	2 1%	9 4%	5 6% Y	22 3%	1 1%	23 4% GHJ	-	-	-	23 4% HJ	-
Don't know	26 3%	17 3%	1 1%	4 2%	2 3%	19 2%	5 5%	26 5% GHJ	-	-	-	26 4% GHJ	-
Not applicable	5 1%	2	-	4 2% Y	-	5 1%	-	5 1%	-	-	-	5 1%	-
Installed the measure themselves	8 1%	6 1%	1 1%	-	2 3% A	4	1 1%	8 1% J	-	-	-	8 1% J	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 426

I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI
NET: All satisfied	435 46%	257 48% B	71 49% B	101 45% B	20 27%	389 50% D	35 36%	435 76% FGHJ	-	-	-	435 71% FGHJ	-
NET: All dissatisfied	41 4%	21 4%	4 3%	12 5%	5 6%	39 5%	2 2%	41 7% GHJ	-	-	-	41 7% GHJ	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 427

112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very satisfied	299 32%	55 64% efh	138 54% h	28 51% h	139 61% fgh	68 52% h	299 53% h	299 54% fh	-	48 63% k	251 56% k	-	50 30%	249 32%	196 37% o	103 25%
Fairly satisfied	148 16%	19 21% h	81 31% efgh	19 34% eh	57 25% h	25 20% h	148 26% h	148 27% efh	-	11 14% k	137 31% lk	-	12 8%	136 17% l	90 17%	58 14%
Neither satisfied nor dissatisfied	24 3%	1 2% h	15 6% h	2 4% h	9 4% h	4 3% h	24 4% h	24 4% h	-	4 5% k	20 4% k	-	2 1%	22 3%	13 2%	11 3%
Fairly dissatisfied	20 2%	7 8% dfgh	8 3% h	3 6% h	6 2% h	5 4% h	20 4% h	20 4% h	-	5 7% k	15 3% k	-	2 1%	18 2%	9 2%	11 3%
Very dissatisfied	23 2%	5 5% h	7 3% h	5 8% h	10 4% h	5 4% h	23 4% h	23 4% h	-	5 6% k	18 4% k	-	-	23 3% l	14 3%	9 2%
Don't know	26 3%	2 2% h	13 5% h	1 3% h	10 5% h	5 4% h	26 5% h	26 5% h	-	1 2% k	25 6% k	-	3 2%	23 3%	13 2%	13 3%
Not applicable	5 1%	-	2 1%	2 3% h	4 2% h	2 2% h	5 1%	5 1%	-	-	5 1% k	-	1 *	5 1%	3 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 427

112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Installed the measure themselves	8 1%	2 2% h	1	-	4 2% h	3 3% bh	8 1% bh	8 1% bh	-	4 5% jk	4 1% -	-	7 4% m	1	3 1% -	5 1% -
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6% -	377 100% fg	-	-	422 100% ij	89 54% m	334 43% -	215 40% -	207 50% n
NET: All satisfied	435 46%	71 83% eh	209 81% efh	46 82% h	185 82% efh	91 70% h	435 76% h	435 78% efh	-	58 77% k	377 84% k	-	62 38% -	373 48% l	278 52% o	157 38% -
NET: All dissatisfied	41 4%	10 12% h	15 6% h	8 14% bd fgh	14 6% h	10 8% h	41 7% h	41 7% h	-	9 11% k	32 7% k	-	2 1% -	39 5% -	23 4% -	18 4% -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 427

I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very satisfied	299 32%	23 25%	119 34%	77 31%	72 36%	140 35%	95 36%	100 31%	57 31%	37 38% S	62 41% S	23 23%	17 21%	282 33% u	31 24%	246 35% TV	32 25%	214 37% TUV
Fairly satisfied	148 16%	14 15%	63 18%	33 13%	27 14%	67 17%	39 15%	47 15%	36 20%	17 17%	26 17%	15 15%	13 15%	135 16%	15 12%	118 17%	27 21%	92 16%
Neither satisfied nor dissatisfied	24 3%	2 2%	9 3%	2 1%	8 4% r	11 3%	4 2%	9 3%	1 *	4 4% P	4 2%	6 6% P	5 6% v	19 2%	1 1%	18 3%	4 3%	15 3%
Fairly dissatisfied	20 2%	2 3%	7 2%	7 3%	3 2%	12 3%	3 1%	5 1%	4 2%	1 1%	2 1%	4 4%	4 5%	16 2%	4 3%	11 2%	4 3%	7 1%
Very dissatisfied	23 2%	3 3%	10 3%	5 2%	4 2%	14 3%	3 1%	5 2%	3 2%	4 5%	5 3%	2 2%	2 3%	20 2%	1 1%	18 2%	4 3%	13 2%
Don't know	26 3%	2 2% L	13 4% L	6 2% L	-	12 3%	3 1%	7 2%	2 1%	4 4%	2 2%	8 8% PR	8 10% v	18 2%	-	19 3% W	7 5% TW	12 2%
Not applicable	5 1%	1 1%	2 1%	2 1%	-	1 *	4 1%	2 1%	1 1%	1 1%	2 1%	1 1%	1 1%	5 1%	-	5 1%	2 1%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 427

112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base 870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Installed the measure themselves 8 1%	-	2	2	5	1	2	6	1	-	-	-	-	8	5	2	1	1
			1%	2%	*	1%	2%	1%	-	-	-	-	1%	4%	*	1%	*
Have not installed any key measures 422 45%	49	134	125	90	159	118	150	81	34	54	44	36	386	71	295	52	243
	52%	38%	50%	45%	39%	45%	46%	45%	35%	36%	44%	43%	45%	56%	42%	41%	42%
	q		q											UVW			
NET: All satisfied 435 46%	36	176	108	97	202	130	143	90	53	86	37	30	405	45	354	56	297
	39%	50%	43%	48%	50%	50%	44%	50%	55%	57%	37%	36%	47%	35%	50%	44%	51%
								S	S	S				T	T		T
NET: All dissatisfied 41 4%	6	17	10	7	25	6	10	7	6	7	6	6	35	5	28	9	20
	6%	5%	4%	4%	6%	2%	3%	4%	6%	5%	6%	8%	4%	4%	4%	7%	3%
					NO												



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 427

I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very satisfied	299 32%	128 36% xzA	113 28% z	155 38% wxzA	86 24%	13 21%	93 36%	33 39%	95 27%	80 33%	50 37%	136 31%	152 34%	105 33%	122 31%	81 30%
Fairly satisfied	148 16%	54 15%	67 16%	64 16%	57 16%	13 20%	34 13%	19 22%	63 18% F	41 17% F	12 9%	68 16%	69 15%	55 17%	54 14%	45 17%
Neither satisfied nor dissatisfied	24 3%	5 2%	15 4%	7 2%	13 4%	3 5%	4 2%	1 1%	9 3%	7 3%	1 1%	12 3%	8 2%	8 3%	7 2%	8 3%
Fairly dissatisfied	20 2%	7 2%	9 2%	8 2%	7 2%	1 2%	6 2%	1 1%	7 2%	3 1%	5 4%	10 2%	7 2%	3 1%	11 3%	7 2%
Very dissatisfied	23 2%	6 2%	12 3%	7 2%	11 3%	1 1%	3 1%	4 4%	11 3%	5 2%	4 3%	15 3%	8 2%	9 3%	9 2%	5 2%
Don't know	26 3%	5 1%	14 3%	5 1%	14 4% y	7 11% wxyz	4 2%	1 1%	14 4%	7 3%	1 1%	14 3%	10 2%	6 2%	11 3%	9 3%
Not applicable	5 1%	3 1%	2 1% z	5 1%	1 *	1 1%	1 *	2 3%	2 1%	2 1%	2 1%	5 1%	1 *	2 1%	2 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 427

112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Installed the measure themselves	8 1%	6 2%	2	6 2%	2	-	6 2%	-	2 1%	1	1 1%	2 1%	6 1%	-	6 1%	2 1%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%
NET: All satisfied	435 46%	180 51% xz	173 42% z	213 53% xz	140 39%	25 39%	126 48%	50 59%	155 44%	113 47%	61 45%	200 46%	215 48%	156 48%	172 44%	122 45%
NET: All dissatisfied	41 4%	11 3%	21 5%	14 3%	19 5%	2 3%	7 3%	4 5%	16 4%	8 3%	9 7%	23 5%	15 3%	12 4%	20 5%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 428

I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very satisfied	299 32%	107 30%	196 37% HJK	230 34% HK	69 25%	143 35%	113 32%	42 27%	239 37% M	30 16%	264 37% O	12 10%
Fairly satisfied	148 16%	55 15%	90 17%	106 16%	42 16%	58 14%	64 18%	23 14%	112 17%	23 12%	125 17% O	6 6%
Neither satisfied nor dissatisfied	24 3%	6 2%	13 2%	16 2%	8 3%	8 2%	10 3%	7 4%	9 1%	8 4% L	12 2%	5 4%
Fairly dissatisfied	20 2%	10 3%	9 2%	14 2%	6 2%	7 2%	10 3%	3 2%	14 2%	4 2%	14 2%	1 1%
Very dissatisfied	23 2%	9 2%	14 3%	19 3%	4 1%	8 2%	7 2%	7 4%	13 2%	7 4%	17 2%	2 2%
Don't know	26 3%	6 2%	13 2%	13 2%	13 5% HJ	7 2%	12 3%	6 4%	12 2%	5 2%	14 2%	1 1%
Not applicable	5 1%	2 1%	3 1%	4 1%	1 1%	2 1%	1 *	2 2%	5 1%	1 *	5 1%	1 1%
Installed the measure themselves	8 1%	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%	-	7 1%	-	6 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 428

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I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Have not installed any key measures	422 45%	175 48% I	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N
NET: All satisfied	435 46%	158 44%	278 52% HJK	327 49% HK	108 40%	198 48%	169 48%	63 40%	340 52% M	51 27%	377 53% O	18 16%
NET: All dissatisfied	41 4%	18 5%	23 4%	31 5%	10 4%	14 4%	17 5%	8 5%	26 4%	11 6%	29 4%	3 2%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
*** small base**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 428

112d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very satisfied	299 32%	263 38% QR	15 17%	11 10%	46 17%	253 37% n	197 34%	160 56% pr	96 29%	68 32%	20 29%	51 28%	35 35%	53 34%	72 32%
Fairly satisfied	148 16%	121 18% R	13 15% R	5 5%	28 11%	120 18% n	86 15%	61 22% p	56 17%	31 15%	14 20%	32 18%	14 14%	25 16%	32 14%
Neither satisfied nor dissatisfied	24 3%	10 1%	6 7% P	4 4%	11 4%	13 2%	11 2%	8 3%	13 4%	2 1%	4 5%	8 5% u	2 2%	3 2%	5 2%
Fairly dissatisfied	20 2%	13 2%	4 4%	2 2%	9 4%	11 2%	13 2%	10 4% p	7 2%	6 3%	2 2%	2 1%	2 2%	3 2%	6 3%
Very dissatisfied	23 2%	13 2%	2 2%	6 6% P	10 4%	13 2%	13 2%	11 4% p	9 3%	6 3%	2 2%	4 2%	1 1%	2 1%	8 4%
Don't know	26 3%	15 2%	1 1%	2 2%	7 3%	19 3%	15 3%	11 4% p	10 3%	5 2%	4 5%	8 4%	3 3%	3 2%	4 2%
Not applicable	5 1%	4 1%	1 1%	-	2 1%	4 1%	4 1%	3 1%	2 1%	1 1%	-	1 1%	3 2% z	2 1%	-
Installed the measure themselves	8 1%	7 1%	1 1%	-	3 1%	5 1%	8 1%r	5 2% r	-	1 1%	-	-	1 1%	4 3% w	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 428

I12d (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the installer's work

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%
NET: All satisfied	435 46%	372 54% QR	29 31% R	16 15%	73 28%	362 53% n	272 47%	212 77% pr	151 45%	95 45%	35 50%	82 46%	46 46%	75 48%	101 45%
NET: All dissatisfied	41 4%	24 4%	6 7%	8 8%	19 7% o	22 3%	25 4%	19 7% p	16 5%	11 5%	3 5%	5 3%	3 3%	4 3%	14 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 429

I12e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	624	334	288	232	239	151	510	102	158	464	528	96	406	218	436	81	107	188
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Very satisfied	355 57%	194 59%	161 55%	116 52%	147 60%	91 60%	314 60% g	36 40%	96 62%	258 55%	285 55%	70 64%	190 54%	165 61%	281 62% pq	35 51%	39 39%	73 44%
Fairly satisfied	154 25%	81 25%	72 25%	70 31% de	51 21%	33 22%	116 22%	36 40% f	28 18%	125 27% h	133 26%	21 19%	97 27%	57 21%	96 21%	18 27%	39 39% n	57 34% n
Neither satisfied nor dissatisfied	22 3%	9 3%	13 4%	5 2%	9 4%	7 5%	14 3%	6 7%	5 3%	17 4%	18 4%	4 3%	13 4%	8 3%	16 3%	2 3%	4 4%	6 4%
Fairly dissatisfied	13 2%	6 2%	6 2%	2 1%	6 3%	4 3%	12 2%	1 1%	5 3%	8 2%	12 2%	1 1%	7 2%	6 2%	10 2%	-	3 3%	3 2%
Very dissatisfied	13 2%	6 2%	7 2%	4 2%	7 3%	2 1%	12 2%	1 2%	5 3%	8 2%	12 2%	1 1%	6 2%	7 3%	10 2%	1 1%	2 2%	3 2%
Don't know	61 10%	29 9%	30 10%	25 11%	21 8%	13 9%	50 10%	9 10%	12 8%	48 10%	51 10%	11 10%	37 10%	25 9%	40 9%	11 16%	11 11%	22 13%
Not applicable	6 1%	3 1%	3 1%	1	4 2%	1 1%	5 1%	1 1%	3 2%	3 1%	4 1%	2 1%	5 1%	1	4 1%	1 1%	1 1%	2 1%
NET: All satisfied	508 82%	275 84%	233 80%	186 83%	198 81%	124 82%	430 82%	72 80%	125 81%	384 82%	417 81%	91 83%	286 81%	222 82%	378 83%	53 78%	78 78%	131 78%
NET: All dissatisfied	26 4%	12 4%	14 5%	7 3%	13 5%	6 4%	24 5%	2 3%	10 7%	16 3%	23 5%	3 2%	13 4%	13 5%	19 4%	1 1%	6 6%	7 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 429

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	624	540	84	178	278	94	129	165	155	173	402	222
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Very satisfied	355 57%	317 60% s	38 39%	102 59%	174 59%	52 56%	63 53%	89 54%	88 56%	115 63%	214 54%	141 62%
Fairly satisfied	154 25%	125 24%	28 29%	33 19%	74 25%	25 26%	32 27%	45 27%	37 23%	39 22%	109 27% x	45 20%
Neither satisfied nor dissatisfied	22 3%	17 3%	5 5%	5 3%	9 3%	5 6%	3 3%	7 4%	6 4%	6 3%	15 4%	7 3%
Fairly dissatisfied	13 2%	8 2%	5 5% r	3 2%	8 3%	2 2%	-	3 2%	6 4% K	4 2%	9 2%	4 2%
Very dissatisfied	13 2%	10 2%	3 4%	5 3%	5 2%	2 2%	2 1%	3 2%	6 4%	2 1%	8 2%	5 2%
Don't know	61 10%	44 8%	17 17% r	23 14%	23 8%	6 6%	16 13%	19 11%	13 8%	13 7%	41 10%	21 9%
Not applicable	6 1%	5 1%	1 1%	1 1%	2 1%	2 2%	2 2%	-	1 1%	2 1%	2 1%	3 2%
NET: All satisfied	508 82%	442 84% s	66 68%	135 79%	248 84%	77 82%	96 80%	134 81%	124 79%	154 85%	323 81%	186 82%
NET: All dissatisfied	26 4%	17 3%	9 9% r	8 4%	14 5%	4 4%	2 1%	6 3%	13 8% K	6 3%	16 4%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 429

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	624	343	98	161	36	555	52	624	-	-	-	624	-
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Very satisfied	355 57%	209 58%	47 51%	88 58%	23 66%	312 57%	29 54%	355 57%	-	-	-	355 57%	-
Fairly satisfied	154 25%	83 23%	32 35% yB	40 26%	4 11%	138 25%	15 27%	154 25%	-	-	-	154 25%	-
Neither satisfied nor dissatisfied	22 3%	15 4%	2 2%	4 3%	1 2%	18 3%	4 7%	22 3%	-	-	-	22 3%	-
Fairly dissatisfied	13 2%	5 1%	2 2%	4 3%	1 4%	13 2%	-	13 2%	-	-	-	13 2%	-
Very dissatisfied	13 2%	7 2%	2 2%	4 3%	2 4%	12 2%	1 2%	13 2%	-	-	-	13 2%	-
Don't know	61 10%	36 10%	8 8%	11 7%	5 13%	54 10%	6 11%	61 10%	-	-	-	61 10%	-
Not applicable	6 1%	3 1%	1 1%	2 1%	-	5 1%	-	6 1%	-	-	-	6 1%	-
NET: All satisfied	508 82%	292 81%	80 85%	128 84%	27 77%	451 82%	44 81%	508 82%	-	-	-	508 82%	-
NET: All dissatisfied	26 4%	12 3%	4 4%	8 5%	3 8%	25 5%	1 2%	26 4%	-	-	-	26 4%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 430

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	624	96	298	89	313	145	624	624	-	77	547	-	79	545	395	229
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Very satisfied	355 57%	72 71% bfg	163 52%	45 58%	182 61% bfg	95 65% bfg	355 57% b	355 57% b	-	55 68% j	299 55%	-	61 75% m	293 54%	240 60% o	115 51%
Fairly satisfied	154 25%	13 13%	92 29% adefg	19 24%	66 22% a	28 19%	154 25% a	154 25% a	-	7 9%	147 27% i	-	10 12%	144 27% l	93 23%	61 27%
Neither satisfied nor dissatisfied	22 3%	2 2%	13 4%	-	7 2%	4 3%	22 3%	22 3%	-	6 8% j	16 3%	-	3 3%	19 3%	12 3%	10 4%
Fairly dissatisfied	13 2%	3 2%	6 2%	2 2%	5 2%	2 2%	13 2%	13 2%	-	3 4%	10 2%	-	1 1%	12 2%	5 1%	8 3%
Very dissatisfied	13 2%	5 4%	4 1%	4 5% bd	4 1%	3 2%	13 2%	13 2%	-	4 5%	9 2%	-	-	13 2%	7 2%	6 3%
Don't know	61 10%	6 6%	33 11%	7 9%	32 11%	11 7%	61 10%	61 10%	-	5 6%	56 10%	-	6 8%	55 10%	39 10%	23 10%
Not applicable	6 1%	2 2%	3 1%	1 1%	2 1%	3 2%	6 1%	6 1%	-	-	6 1%	-	-	6 1%	4 1%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 430

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
NET: All satisfied	508 82%	85 84%	255 81%	63 82%	247 83%	122 84%	508 82%	508 82%	-	62 77%	446 82%	-	71 88%	437 81%	333 83%	176 78%
NET: All dissatisfied	26 4%	7 7%	11 3%	6 7% d	9 3%	5 3%	26 4%	26 4%	-	7 9% j	19 3%	-	1 1%	25 5%	12 3%	14 6% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 430

**112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	624	58	254	146	128	281	172	202	111	93	124	67	57	567	52	500	87	413
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Very satisfied	355 57%	24 43%	145 57%	86 59%	89 66% p	163 57%	117 66%	113 57%	70 59% s	46 57% s	76 59% s	22 36%	18 34%	337 59% u	39 71% UV	280 56% V	35 42%	244 59% UV
Fairly satisfied	154 25%	19 35% L	61 24%	37 25%	26 19%	68 24%	39 22%	49 25%	28 24%	22 27%	35 27%	19 31%	17 32%	137 24%	10 18%	129 26%	28 34%	100 24%
Neither satisfied nor dissatisfied	22 3%	1 1%	11 4%	3 2%	5 4%	9 3%	3 2%	6 3%	2 2%	3 4%	6 4%	5 8%	4 8%	18 3%	3 5%	15 3%	3 4%	12 3%
Fairly dissatisfied	13 2%	2 3%	5 2%	4 3%	1 1%	9 3%	1 *	2 1%	1 1%	3 3%	2 1%	2 4%	2 4%	11 2%	1 2%	8 2%	3 4%	5 1%
Very dissatisfied	13 2%	3 6%	4 2%	4 2%	2 1%	5 2%	2 1%	6 3%	1 1%	2 2%	2 2%	2 4%	2 5%	11 2%	1 2%	9 2%	3 4%	5 1%
Don't know	61 10%	6 10%	25 10%	12 8%	12 9%	33 12%	14 8%	18 9%	14 12%	6 7%	7 6%	10 17% R	8 16%	53 9%	1 1%	52 10% T	7 9%	44 11% T
Not applicable	6 1%	1 2%	2 1%	2 1%	1 1%	1 *	2 1%	3 2%	2 2%	- -	1 1%	1 1%	1 2%	5 1%	- -	6 1%	3 3%	3 1%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 430

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
NET: All satisfied	508 82%	43 78%	205 81%	124 84%	115 85%	231 80%	156 88% M	162 82%	98 83% S	68 84% S	111 86% S	41 66%	35 66%	474 83% u	50 90%	408 82%	64 76%	345 83%
NET: All dissatisfied	26 4%	5 9%	10 4%	7 5%	3 2%	14 5% N	2 1%	8 4%	2 1%	5 6%	4 3%	5 8% P	5 9%	21 4%	2 4%	17 3% W	7 8% UW	10 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 430

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	624	238	262	281	219	41	166	67	239	160	75	315	275	232	235	175
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Very satisfied	355 57%	145 61% A	144 54% A	170 60% A	119 54% A	16 37%	104 64%	37 53%	111 50%	105 61% D	56 64% D	172 57%	173 59%	126 57%	148 62% K	94 51%
Fairly satisfied	154 25%	57 24%	65 25%	68 24%	55 25%	13 30%	34 21%	22 31%	66 30% F	38 22%	15 17%	74 25%	69 24%	62 28% J	47 20%	49 27%
Neither satisfied nor dissatisfied	22 3%	6 3%	12 5%	8 3%	10 5%	3 7%	4 2%	2 3%	7 3%	9 5% F	-	8 3%	7 2%	7 3%	9 4%	6 3%
Fairly dissatisfied	13 2%	4 2%	6 2%	4 2%	6 3%	1 3%	3 2%	1 1%	3 1%	1 *	4 5% E	7 2%	4 1%	1 *	6 3%	6 3% I
Very dissatisfied	13 2%	4 2%	8 3%	5 2%	7 3%	1 2%	3 2%	1 1%	5 2%	3 2%	2 2%	7 2%	6 2%	6 2%	3 1%	4 2%
Don't know	61 10%	17 7%	27 10%	24 9% w	20 9%	7 17% w	11 7%	6 8%	27 12%	14 8%	10 11%	26 9%	31 11%	20 9%	21 9%	21 11%
Not applicable	6 1%	4 2%	2 1%	4 1%	2 1%	2 4% x	2 2%	2 2%	3 2%	2 1%	-	4 1%	2 1%	1 *	2 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 430

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
NET: All satisfied	508 82%	202 85% A	209 79%	237 84% A	173 79% A	29 67%	138 85%	59 84%	177 80%	143 83%	71 82%	246 82%	241 83%	188 84%	195 82%	143 79%
NET: All dissatisfied	26 4%	8 3%	14 5%	9 3%	13 6%	2 5%	6 4%	2 3%	8 4%	4 2%	6 7%	14 5%	10 3%	6 3%	9 4%	10 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 431

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	624	242	395	465	159	262	236	115	470	79	519	31
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Very satisfied	355 57%	123 54%	240 60% HK	279 60% HK	75 49%	180 66% lm	118 49%	53 52%	284 61% M	33 42%	310 59%	16 56%
Fairly satisfied	154 25%	59 26%	93 23%	107 23%	46 30%	54 20%	74 31% k	23 22%	115 25%	19 24%	132 25%	6 20%
Neither satisfied nor dissatisfied	22 3%	6 2%	12 3%	14 3%	7 5%	5 2%	12 5%	4 4%	8 2%	8 10% L	13 2%	3 10%
Fairly dissatisfied	13 2%	7 3% l	5 1%	9 2% l	4 2%	6 2%	5 2%	2 2%	9 2%	3 4%	9 2%	-
Very dissatisfied	13 2%	7 3%	7 2%	11 2% l	2 1%	4 2%	4 2%	4 4%	9 2%	4 5%	9 2%	1 3%
Don't know	61 10%	24 10%	39 10%	42 9%	19 13%	19 7%	26 11%	14 13%	37 8%	12 15%	44 8%	2 9%
Not applicable	6 1%	2 1%	4 1%	5 1%	1 1%	3 1%	1 *	3 3%	5 1%	1 1%	5 1%	1 3%
NET: All satisfied	508 82%	182 80%	333 83%	387 82%	122 79%	234 86% m	192 80%	77 74%	399 86% M	52 66%	443 85%	21 76%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 431

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
NET: All dissatisfied	26 4%	14 6% 	12 3%	21 4% 	5 3%	10 4%	9 4%	6 5%	18 4%	7 9%	18 3%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 431

**112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	624	506	47	32	119	505	388	306	215	128	54	129	66	98	149
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Very satisfied	355 57%	312 62% Q	18 39%	13 39%	52 45%	303 60% n	230 60%	191 62% pr	115 53%	77 59%	25 47%	61 51%	41 59%	65 61%	85 59%
Fairly satisfied	154 25%	125 25%	13 27%	7 20%	25 21%	129 25%	86 22% q	61 20%	62 28% q	26 20%	17 32%	37 31% u	13 19%	28 26%	33 23%
Neither satisfied nor dissatisfied	22 3%	11 2%	5 12% P	2 5%	10 9% o	12 2%	12 3%	8 3%	10 5%	5 4%	3 6%	7 6%	1 1%	1 1%	4 3%
Fairly dissatisfied	13 2%	6 1%	3 6% P	4 11%	8 6% o	5 1%	7 2%	6 2%	6 3%	6 5%	1 2%	1 1%	-	1 1%	4 3%
Very dissatisfied	13 2%	8 1%	2 5%	2 6%	5 4%	8 2%	9 2%	7 2%	4 2%	3 3%	1 2%	1 1%	3 4%	1 1%	5 3%
Don't know	61 10%	41 8%	3 7%	6 18%	15 13%	46 9%	35 9%	30 10%	22 10%	13 10%	6 12%	12 10%	9 13%	9 8%	12 8%
Not applicable	6 1%	3 1%	2 4% P	-	3 2%	3 1%	6 2%	4 1%	-	1 1%	-	-	3 5% w	1 1%	1 1%
NET: All satisfied	508 82%	437 86% Q	31 66%	19 60%	77 66%	432 85% n	316 82%	252 82%	178 81%	103 78%	42 79%	98 82%	54 78%	93 88%	118 82%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 431

112e (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
NET: All dissatisfied	26	14	5	5	12	14	16	12	10	9	2	1	3	2	9
	4%	3%	11% P	17%	10% o	3%	4%	4%	4%	7% w	4%	1%	4%	2% 2%	6% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 432

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**I12e_SUM (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All key measures that have been installed by a company

	I12e: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	207	225	61	3	15	22	78	6	5	-	2
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
Very satisfied	119 61%	110 46%	31 57%	2 100%	6 49%	12 49%	61 75%	4 69%	6 100%	-	3 100%
Fairly satisfied	42 22%	76 32%	13 23%	-	4 31%	9 35%	10 12%	-	-	-	-
Neither satisfied nor dissatisfied	5 3%	13 5%	-	-	1 7%	1 5%	2 3%	-	-	-	-
Fairly dissatisfied	1 *	6 3%	2 3%	-	-	1 5%	3 3%	-	-	-	-
Very dissatisfied	4 2%	2 1%	4 7%	-	-	-	3 4%	-	-	-	-
Don't know	23 12%	29 12%	4 8%	-	1 6%	1 5%	3 3%	-	-	-	-
Not applicable	1 *	2 1%	1 2%	-	1 7%	-	-	2 31%	-	-	-
NET: All satisfied	161 83%	186 78%	43 80%	2 100%	10 80%	21 84%	71 88%	4 69%	6 100%	-	3 100%
NET: All dissatisfied	5 2%	9 4%	6 10%	-	-	1 5%	5 7%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 433

112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents who have had a measure installed by a company

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	516	274	241	182	200	133	426	81	136	379	432	84	334	182	363	56	97	153
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Very satisfied	296 57%	160 59%	136 56%	89 51%	122 60%	85 63% c	265 67% g	28 39%	82 62%	214 56%	233 55%	64 66%	159 55%	137 61%	233 62% pq	26 54%	37 42%	63 46%
Fairly satisfied	137 27%	72 26%	66 27%	64 36% de	44 22%	29 22%	104 24%	32 45% f	24 18%	113 30% h	116 28%	21 22%	83 28%	54 24%	88 23%	15 32%	34 38% n	49 36% n
Neither satisfied nor dissatisfied	21 4%	9 3%	12 5%	4 3%	9 4%	7 5%	14 3%	5 7%	5 4%	16 4%	17 4%	4 4%	13 4%	8 4%	15 4%	2 4%	4 5%	6 4%
Fairly dissatisfied	13 3%	6 2%	6 3%	2 1%	6 3%	4 3%	12 3%	1 1%	5 4%	8 2%	12 3%	1 1%	7 2%	6 3%	10 3%	-	3 4%	3 3%
Very dissatisfied	13 3%	6 2%	7 3%	4 2%	7 3%	2 2%	12 3%	1 2%	5 4%	8 2%	12 3%	1 1%	6 2%	7 3%	10 3%	1 2%	2 3%	3 2%
Don't know	56 11%	28 10%	26 11%	23 13%	19 9%	12 9%	47 11%	7 10%	12 9%	43 11%	47 11%	8 9%	33 11%	22 10%	36 9%	9 19% n	11 12%	20 15%
Not applicable	6 1%	3 1%	3 1%	1	4 2%	1	5 1%	1 1%	3 3%	3 1%	4 1%	2 2%	5 2%	1	4 1%	1 2%	1 1%	2 1%
NET: All satisfied	422 82%	226 83%	197 81%	149 84%	163 80%	110 82%	359 82%	59 83%	106 79%	317 83%	341 81%	82 85%	238 81%	184 82%	314 83%	39 82%	69 77%	108 78%
NET: All dissatisfied	24 5%	12 5%	12 5%	5 3%	13 6%	6 5%	22 5%	2 3%	10 8%	14 4%	22 5%	3 3%	13 4%	12 5%	18 5%	1 2%	6 7%	7 5%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 433

112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents who have had a measure installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	516	440	76	150	231	80	103	129	130	153	345	171
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Very satisfied	296 57%	261 61% s	35 39%	85 58%	144 59%	46 57%	50 51%	71 54%	73 56%	104 66% K	186 55%	110 63%
Fairly satisfied	137 27%	110 26%	27 30%	32 22%	66 27%	21 26%	31 32%	38 29%	32 24%	36 23%	99 29%	38 22%
Neither satisfied nor dissatisfied	21 4%	16 4%	5 6%	5 3%	9 4%	5 6%	3 3%	6 5%	6 5%	6 4%	14 4%	7 4%
Fairly dissatisfied	13 3%	8 2%	5 6%	3 2%	8 3%	2 3%	-	3 2%	6 5% K	4 3%	9 3%	4 3%
Very dissatisfied	13 3%	10 2%	3 4%	5 3%	5 2%	2 2%	2 2%	3 2%	6 5%	2 1%	8 2%	5 3%
Don't know	56 11%	40 9%	16 18% r	19 13%	23 9%	6 7%	13 13%	16 13%	13 10%	13 9%	40 12%	16 9%
Not applicable	6 1%	5 1%	1 1%	1 1%	2 1%	2 2%	2 3%	-	1 1%	2 1%	2 1%	3 2%
NET: All satisfied	422 82%	361 85% s	61 69%	116 80%	202 82%	67 84%	79 82%	104 80%	103 79%	135 86%	279 82%	143 82%
NET: All dissatisfied	24 5%	17 4%	7 8%	8 5%	12 5%	4 5%	2 2%	6 4%	11 8% K	6 4%	15 4%	10 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 433

112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents who have had a measure installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Unweighted Base	516	293	79	129	26	460	42	516	-	-	-	516	-
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Very satisfied	296 57%	180 59%	38 50%	69 56%	18 70%	262 57%	23 51%	296 57%	-	-	-	296 57%	-
Fairly satisfied	137 27%	74 24%	30 39% y	35 29%	3 12%	125 27%	12 26%	137 27%	-	-	-	137 27%	-
Neither satisfied nor dissatisfied	21 4%	14 5%	2 2%	4 3%	1 3%	17 4%	4 9%	21 4%	-	-	-	21 4%	-
Fairly dissatisfied	13 3%	5 2%	2 2%	4 3%	1 5%	13 3%	-	13 3%	-	-	-	13 3%	-
Very dissatisfied	13 3%	7 2%	2 2%	4 3%	2 6%	12 3%	1 2%	13 3%	-	-	-	13 3%	-
Don't know	56 11%	34 11%	7 9%	11 9%	3 12%	49 11%	6 13%	56 11%	-	-	-	56 11%	-
Not applicable	6 1%	3 1%	1 1%	2 1%	-	5 1%	-	6 1%	-	-	-	6 1%	-
NET: All satisfied	422 82%	247 81%	67 87%	101 82%	21 82%	375 82%	34 76%	422 82%	-	-	-	422 82%	-
NET: All dissatisfied	24 5%	12 4%	4 5%	7 5%	3 11%	23 5%	1 2%	24 5%	-	-	-	24 5%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 434

**112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	516	79	230	63	222	106	516	516	-	69	447	-	68	448	313	203
Weighted Base	516	82*	244	56*	208	107*	516	516	**	72*	444	**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Very satisfied	296 57%	63 76% bdfg	122 50%	34 61%	132 64% bfg	75 70% bfg	296 57% b	296 57% b	-	51 71% j	245 55%	-	53 77% m	243 54%	192 61%	104 52%
Fairly satisfied	137 27%	12 15%	80 33% aefg	14 25%	54 26%	23 21%	137 27% a	137 27% a	-	7 10%	130 29% i	-	10 15%	127 29% l	80 25%	57 29%
Neither satisfied nor dissatisfied	21 4%	2 3%	13 5%	-	6 3%	3 3%	21 4%	21 4%	-	6 9%	15 3%	-	3 4%	18 4%	11 3%	10 5%
Fairly dissatisfied	13 3%	3 3%	6 3%	2 3%	5 2%	2 2%	13 3%	13 3%	-	3 5%	10 2%	-	1 1%	12 3%	5 2%	8 4%
Very dissatisfied	13 3%	5 6%	4 2%	4 7% bdfg	4 2%	3 3%	13 3%	13 3%	-	4 5%	9 2%	-	-	13 3%	7 2%	6 3%
Don't know	56 11%	4 5%	31 13%	6 10%	27 13% a	9 8%	56 11%	56 11%	-	5 7%	51 11%	-	6 9%	49 11%	34 11%	22 11%
Not applicable	6 1%	2 2%	3 1%	1 2%	2 1%	3 3%	6 1%	6 1%	-	-	6 1%	-	-	6 1%	4 1%	2 1%
NET: All satisfied	422 82%	72 88%	193 79%	47 84%	177 85%	93 87%	422 82%	422 82%	-	57 79%	366 82%	-	62 89%	360 81%	267 84%	156 78%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 434

**112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	516	82*	244	56*	208	107*	516	516	-**	72*	444	-**	70*	446	317	199
Weighted Base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Effective base	24	5	11	6	7	5	24	24	-	6	19	-	1	24	12	13
NET: All dissatisfied	5%	7%	4%	10% dfg	3%	5%	5%	5%	-	8%	4%	-	1%	5%	4%	6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 434

112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	516	47	215	121	103	239	138	170	93	70	96	60	52	464	47	414	77	337
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Very satisfied	296 57%	18 40%	122 57% p	75 60% p	72 67% p	139 57%	96 69% M	100 60%	58 59% S	37 58% S	56 57% S	21 39%	18 37%	278 60% u	37 72% UV	231 56% V	32 43%	199 59% UV
Fairly satisfied	137 27%	17 38% L	59 28%	31 25%	21 19%	61 25%	31 22%	45 27%	27 28%	18 29%	31 31%	17 31%	15 31%	122 26%	10 20%	114 28%	24 32%	90 27%
Neither satisfied nor dissatisfied	21 4%	1 2%	11 5%	3 2%	4 4%	9 4%	3 2%	6 4%	2 2%	2 4%	6 6%	5 9%	4 8%	17 4%	3 6%	14 4%	3 4%	11 3%
Fairly dissatisfied	13 3%	2 4%	5 2%	4 3%	1 1%	9 4%	1 1%	2 1%	1 1%	3 4%	2 2%	2 4%	2 5%	11 2%	1 2%	8 2%	3 5%	5 1%
Very dissatisfied	13 3%	3 7%	4 2%	4 3%	2 2%	5 2%	2 1%	6 3%	1 1%	2 3%	2 2%	2 4%	2 5%	11 2%	1 2%	9 2%	3 5%	5 2%
Don't know	56 11%	6 13%	23 11%	11 9%	11 10%	33 14%	11 8%	16 9%	11 11%	6 9%	7 7%	10 19% R	8 17%	48 10%	1 2%	47 12% T	7 10%	40 12% T
Not applicable	6 1%	1 2%	2 1%	2 1%	1 1%	1 *	2 1%	3 2%	2 2%	- -	1 1%	1 2%	1 2%	5 1%	- -	6 1%	3 4%	3 1%
NET: All satisfied	422 82%	35 78%	175 82%	105 85%	90 85%	195 80%	125 89% M	140 83%	83 84% S	54 86% S	83 84% S	38 68%	32 67%	390 83% u	45 89%	338 82%	57 76%	281 84%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 434

**112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
NET: All dissatisfied	24 5%	5 11%	10 4%	6 5%	3 3%	14 6%	2 2%	8 5%	2 2%	5 8%	4 4%	5 8%	5 10%	20 4%	2 4%	17 4% W	7 9% UW	10 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 434

112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	516	203	212	237	178	33	144	55	201	124	65	252	235	182	206	144
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Very satisfied	296 57%	126 63%	114 54%	147 62%	94 53%	11 31%	94 67%	30 52%	98 52%	78 58%	46 63%	143 59%	144 58%	99 56%	135 65% K	74 50%
Fairly satisfied	137 27%	51 25%	59 28%	60 25%	50 28%	13 35%	30 21%	20 35%	59 31%	34 26%	13 18%	64 26%	64 26%	57 32% J	40 19%	44 30% J
Neither satisfied nor dissatisfied	21 4%	5 3%	12 6%	7 3%	10 6%	3 8%	3 2%	2 3%	7 4%	8 6% F	-	7 3%	7 3%	6 3%	9 5%	6 4%
Fairly dissatisfied	13 3%	4 2%	6 3%	4 2%	6 3%	1 3%	3 2%	1 2%	3 1%	1 1%	4 6% E	7 3%	4 2%	1 *	6 3%	6 4% I
Very dissatisfied	13 3%	4 2%	8 4%	5 2%	7 4%	1 3%	3 2%	1 2%	5 3%	3 2%	2 3%	7 3%	6 2%	6 3%	3 1%	4 3%
Don't know	56 11%	15 7%	26 12%	21 9%	20 11%	7 20%	10 7%	5 8%	25 13% I	13 9%	9 12%	24 10%	28 12%	18 10%	20 10%	18 13%
Not applicable	6 1%	4 2%	2 1%	4 2%	2 1%	2 5%	2 2%	2 3%	3 2%	2 1%	-	4 2%	2 1%	1 *	2 1%	3 2%
NET: All satisfied	422 82%	177 88% xyz	166 78%	204 86% x	140 79%	24 66%	124 88%	50 87%	152 81%	109 82%	58 80%	200 83%	204 83%	151 85%	171 82%	116 78%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 434

**112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
NET: All dissatisfied	24 5%	7 3%	14 6%	7 3%	13 7%	2 6%	5 3%	2 3%	6 3%	4 3%	6 9%	13 5%	10 4%	6 4%	9 5%	9 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 435

112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents who have had a measure installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	516	192	313	376	140	216	201	90	381	74	420	31
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Very satisfied	296 57%	105 57%	192 61% K	227 60%	69 50%	146 66% l	103 50%	45 56%	238 63% M	31 41%	255 60%	16 56%
Fairly satisfied	137 27%	51 28%	80 25%	95 25%	42 31%	47 21%	67 33% k	21 26%	100 26%	19 25%	117 28%	6 20%
Neither satisfied nor dissatisfied	21 4%	6 3%	11 3%	14 4%	7 5%	5 2%	11 5%	4 5%	7 2%	8 10% L	12 3%	3 10%
Fairly dissatisfied	13 3%	7 4% l	5 2%	9 2% l	4 3%	6 3%	5 3%	2 2%	9 2%	3 4%	9 2%	-
Very dissatisfied	13 3%	7 4%	7 2%	11 3% l	2 1%	4 2%	4 2%	4 5%	9 2%	4 5%	9 2%	1 3%
Don't know	56 11%	19 11%	34 11%	37 10%	18 13%	17 8%	26 12%	11 14%	33 9%	11 15%	39 9%	2 9%
Not applicable	6 1%	2 1%	4 1%	5 1%	1 1%	3 1%	1 *	3 3%	5 1%	1 1%	5 1%	1 3%
NET: All satisfied	422 82%	151 83%	267 84%	315 83%	108 78%	193 87% lm	162 79%	62 77%	328 87% M	48 65%	361 85%	21 76%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 435

112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents who have had a measure installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
NET: All dissatisfied	24 5%	13 7%	12 4%	19 5%	5 4%	10 5%	9 4%	4 5%	16 4%	7 9%	17 4%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 435

**112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	516	414	41	29	110	406	317	245	183	111	45	108	53	80	119
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Very satisfied	296 57%	260 63% Q	16 39%	12 42%	49 45%	247 61% n	193 62% r	158 65% r	97 51%	68 61%	21 48%	52 51%	33 60%	51 60%	71 60%
Fairly satisfied	137 27%	110 27%	12 29%	7 23%	25 23%	113 28%	76 24% q	53 21%	56 30%	25 22%	14 31%	33 33%	12 21%	24 28%	30 26%
Neither satisfied nor dissatisfied	21 4%	10 2%	5 13% P	2 6%	10 9% o	11 3%	11 3%	8 3%	10 5%	5 5%	3 7%	7 7%	1 1%	1 2%	3 3%
Fairly dissatisfied	13 3%	6 2%	3 7% P	4 12%	8 7% o	5 1%	7 2%	6 2%	6 3%	6 5%	1 2%	1 1%	-	1 1%	4 3%
Very dissatisfied	13 3%	8 2%	2 5%	2 6%	5 4%	8 2%	9 3%	7 3%	4 2%	3 3%	1 2%	1 1%	3 5%	1 1%	5 4%
Don't know	56 11%	37 9%	3 8%	6 20%	14 13%	42 10%	32 10%	27 11%	21 11%	10 9%	6 14%	12 12%	8 14%	9 11%	11 9%
Not applicable	6 1%	3 1%	2 4%	-	3 2%	3 1%	6 2%	4 2%	-	1 1%	-	-	3 6% w	1 1%	1 1%
NET: All satisfied	422 82%	361 87% Q	27 65%	17 60%	72 67%	350 86% n	262 83%	203 83%	149 80%	91 81%	34 77%	82 81%	44 79%	72 85%	100 85%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 435

**112e (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents who have had a measure installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Total	516	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Weighted Base	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	38	27	102	373	293	227	168	104	41	98	48	73	111
NET: All dissatisfied	24 5%	5 13% P	5 19%	12 11% o	12 3%	15 5%	11 4%	10 5%	8 7%	2 4%	1 1%	3 5%	2 2%	9 7% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 436

112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very satisfied	296 31%	160 32%	136 30%	89 26%	122 34% c	85 35% c	265 33% g	28 23%	82 33%	214 31%	233 33%	64 26%	159 33%	137 30%	233 35% pq	26 30%	37 20%	63 23%
Fairly satisfied	137 15%	72 14%	66 15%	64 19% de	44 12%	29 12%	104 13%	32 26% f	24 10%	113 16% h	116 17% k	21 9%	83 17% m	54 12%	88 13%	15 18%	34 18%	49 18%
Neither satisfied nor dissatisfied	21 2%	9 2%	12 3%	4 1%	9 3%	7 3%	14 2%	5 4%	5 2%	16 2%	17 2%	4 2%	13 3%	8 2%	15 2%	2 2%	4 2%	6 2%
Fairly dissatisfied	13 1%	6 1%	6 1%	2 1%	6 2%	4 2%	12 1%	1 1%	5 2%	8 1%	12 2%	1 1%	7 1%	6 1%	10 1%	-	3 2%	3 1%
Very dissatisfied	13 1%	6 1%	7 2%	4 1%	7 2%	2 1%	12 1%	1 1%	5 2%	8 1%	12 2%	1 1%	6 1%	7 2%	10 1%	1 1%	2 1%	3 1%
Don't know	56 6%	28 6%	26 6%	23 7%	19 5%	12 5%	47 6%	7 6%	12 5%	43 6%	47 7%	8 3%	33 7%	22 5%	36 5%	9 10% n	11 6%	20 7%
Not applicable	6 1%	3 1%	3 1%	1 *	4 1%	1 *	5 1%	1 1%	3 1%	3 *	4 1%	2 1%	5 1%	1 *	4 1%	1 1%	1 *	2 1%
Installed the measure themselves	8 1%	4 1%	4 1%	-	7 2% c	1 *	7 1%	-	2 1%	6 1%	-	8 3% j	2 *	6 1%	8 1%	-	-	-
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 436

**I12e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All satisfied	422 45%	226 46%	197 44%	149 44%	163 45%	110 45%	359 44%	59 48%	106 42%	317 46%	341 49% k	82 34%	238 49% m	184 40%	314 47% pq	39 45%	69 36%	108 39%
NET: All dissatisfied	24 3%	12 2%	12 3%	5 1%	13 4%	6 3%	22 3%	2 2%	10 4%	14 2%	22 3%	3 1%	13 3%	12 3%	18 3%	1 1%	6 3%	7 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 436

112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very satisfied	296 31%	261 33% s	35 21%	85 27%	144 34%	46 35%	50 30%	71 27%	73 32%	104 36% M	186 30%	110 35%
Fairly satisfied	137 15%	110 14%	27 16%	32 10%	66 15% t	21 16%	31 18%	38 15%	32 14%	36 13%	99 16%	38 12%
Neither satisfied nor dissatisfied	21 2%	16 2%	5 3%	5 2%	9 2%	5 3%	3 2%	6 2%	6 3%	6 2%	14 2%	7 2%
Fairly dissatisfied	13 1%	8 1%	5 3%	3 1%	8 2%	2 2%	- -	3 1%	6 3% K	4 1%	9 1%	4 1%
Very dissatisfied	13 1%	10 1%	3 2%	5 2%	5 1%	2 2%	2 1%	3 1%	6 3%	2 1%	8 1%	5 2%
Don't know	56 6%	40 5%	16 10% r	19 6%	23 5%	6 4%	13 8%	16 6%	13 6%	13 5%	40 6%	16 5%
Not applicable	6 1%	5 1%	1 1%	1 *	2 1%	2 1%	2 1%	- -	1 *	2 1%	2 *	3 1%
Installed the measure themselves	8 1%	6 1%	2 1%	5 2%	2 *	1 1%	- -	1 *	3 1%	4 1%	8 1%	- -
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 436

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**112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: All satisfied	422 45%	361 46% s	61 37%	116 37%	202 47% †	67 52% †	79 48%	104 40%	103 45%	135 47%	279 44%	143 45%
NET: All dissatisfied	24 3%	17 2%	7 4%	8 2%	12 3%	4 3%	2 1%	6 2%	11 5% K	6 2%	15 2%	10 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 436

112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very satisfied	296 31%	180 34%	38 27%	69 31%	18 25%	262 33%	23 23%	296 52% FGHJ	-	-	-	296 48% FGHJ	-
Fairly satisfied	137 15%	74 14% B	30 21% yB	35 16% B	3 4%	125 16%	12 12%	137 24% FGHJ	-	-	-	137 22% FGHJ	-
Neither satisfied nor dissatisfied	21 2%	14 3%	2 1%	4 2%	1 1%	17 2%	4 4%	21 4% HJ	-	-	-	21 3% HJ	-
Fairly dissatisfied	13 1%	5 1%	2 1%	4 2%	1 2%	13 2%	-	13 2% J	-	-	-	13 2% J	-
Very dissatisfied	13 1%	7 1%	2 1%	4 2%	2 2%	12 2%	1 1%	13 2% J	-	-	-	13 2% J	-
Don't know	56 6%	34 6%	7 5%	11 5%	3 4%	49 6%	6 6%	56 10% FGHJ	-	-	-	56 9% FGHJ	-
Not applicable	6 1%	3 1%	1 1%	2 1%	-	5 1%	-	6 1%	-	-	-	6 1%	-
Installed the measure themselves	8 1%	6 1%	1 1%	-	2 3% A	4	1 1%	8 1% J	-	-	-	8 1% J	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 436

112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All satisfied	422 45%	247 46% B	67 47% B	101 45% B	21 29%	375 48% D	34 35%	422 74% FGHJ	- -	- -	- -	422 69% FGHJ	- -
NET: All dissatisfied	24 3%	12 2%	4 2%	7 3%	3 4%	23 3%	1 1%	24 4% GHJ	- -	- -	- -	24 4% GHJ	- -



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 437

**112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very satisfied	296 31%	63 73% bdef gh	122 47% h	34 61% h	132 58% bfh	75 57% h	296 52% h	296 53% bfh	-	51 68% k	245 55% k	-	53 32%	243 31%	192 36% o	104 25%
Fairly satisfied	137 15%	12 14% h	80 31% adef gh	14 25% h	54 24% h	23 17% h	137 24% aeh	137 25% aefh	-	7 9% k	130 29% lk	-	10 6%	127 16% l	80 15%	57 14%
Neither satisfied nor dissatisfied	21 2%	2 2% h	13 5% h	-	6 3% h	3 3% h	21 4% h	21 4% h	-	6 8% k	15 3% k	-	3 2%	18 2%	11 2%	10 2%
Fairly dissatisfied	13 1%	3 3% h	6 3% h	2 3% h	5 2% h	2 2% h	13 2% h	13 2% h	-	3 4% k	10 2% k	-	1 1%	12 2%	5 1%	8 2%
Very dissatisfied	13 1%	5 5% h	4 2% h	4 7% bdfgh	4 2% h	3 2% h	13 2% h	13 2% h	-	4 5% k	9 2% k	-	-	13 2%	7 1%	6 2%
Don't know	56 6%	4 4% h	31 12% h	6 10% h	27 12% h	9 7% h	56 10% h	56 10% h	-	5 7% k	51 11% k	-	6 4%	49 6%	34 6%	22 5%
Not applicable	6 1%	2 2% h	3 1%	1 2% h	2 1%	3 3% h	6 1%	6 1%	-	-	6 1% k	-	-	6 1%	4 1%	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 437

**112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Installed the measure themselves	8 1%	2 2% h	1	-	4 2% h	3 3% bh	8 1% bh	8 1% bh	-	4 5% jk	4 1% -	-	7 4% m	1	3 1% -	5 1% -
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n
NET: All satisfied	422 45%	72 83% efh	193 75% h	47 84% eh	177 78% h	93 71% h	422 74% h	422 76% fh	-	57 75% k	366 82% k	-	62 38%	360 46%	267 50% o	156 38%
NET: All dissatisfied	24 3%	5 6% h	11 4% h	6 10% dfgh	7 3% h	5 4% h	24 4% h	24 4% h	-	6 7% k	19 4% k	-	1 1%	24 3%	12 2%	13 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 437

112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very satisfied	296 31%	18 19%	122 35% p	75 30%	72 36% p	139 34%	96 37%	100 31%	58 32%	37 38% S	56 37% S	21 22%	18 21%	278 32% u	37 29%	231 33%	32 25%	199 34%
Fairly satisfied	137 15%	17 18%	59 17% L	31 13%	21 10%	61 15%	31 12%	45 14%	27 15%	18 19%	31 20%	17 17%	15 18%	122 14%	10 8%	114 16% T	24 19% T	90 15% T
Neither satisfied nor dissatisfied	21 2%	1 1%	11 3%	3 1%	4 2%	9 2%	3 1%	6 2%	2 1%	2 2%	6 4%	5 5%	4 5%	17 2%	3 2%	14 2%	3 2%	11 2%
Fairly dissatisfied	13 1%	2 2%	5 1%	4 1%	1 1%	9 2%	1 1%	2 1%	1 1%	3 3%	2 1%	2 2%	2 3%	11 1%	1 1%	8 1%	3 3%	5 1%
Very dissatisfied	13 1%	3 3%	4 1%	4 1%	2 1%	5 1%	2 1%	6 2%	1 1%	2 2%	2 1%	2 2%	2 3%	11 1%	1 1%	9 1%	3 3%	5 1%
Don't know	56 6%	6 6%	23 6%	11 4%	11 5%	33 8% N	11 4%	16 5%	11 6%	6 6%	7 5%	10 10%	8 10%	48 6%	1 1%	47 7% T	7 6% T	40 7% T
Not applicable	6 1%	1 1%	2 1%	2 1%	1 1%	1 1%	2 1%	3 1%	2 1%	-	1 1%	1 1%	1 1%	5 1%	-	6 1%	3 2%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 437

**112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base 870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Installed the measure themselves 8 1%	-	2	2	5	1	2	6	1	-	-	-	-	8	5	2	1	1
			1%	2%	*	1%	2%	1%	-	-	-	-	1%	4%	*	1%	*
Have not installed any key measures 422 45%	49	134	125	90	159	118	150	81	34	54	44	36	386	71	295	52	243
	52%	38%	50%	45%	39%	45%	46%	45%	35%	36%	44%	43%	45%	56%	42%	41%	42%
	q		q											UVW			
NET: All satisfied 422 45%	35	175	105	90	195	125	140	83	54	83	38	32	390	45	338	57	281
	37%	50%	42%	45%	49%	48%	43%	46%	56%	54%	38%	38%	45%	36%	48%	44%	48%
		p							S	S					T		T
NET: All dissatisfied 24 3%	5	10	6	3	14	2	8	2	5	4	5	5	20	2	17	7	10
	5%	3%	2%	2%	3%	1%	2%	1%	5%	3%	5%	6%	2%	2%	2%	5%	2%
					N				P						W	UW	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 437

112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very satisfied	296 31%	126 36% xzA	114 28% z	147 36% xzA	94 26%	11 18%	94 36%	30 35%	98 28%	78 32%	46 34%	143 33%	144 32%	99 31%	135 34%	74 27%
Fairly satisfied	137 15%	51 15%	59 14%	60 15%	50 14%	13 20%	30 11%	20 23% B	59 17%	34 14%	13 10%	64 15%	64 14%	57 18% J	40 10%	44 16% J
Neither satisfied nor dissatisfied	21 2%	5 1%	12 3%	7 2%	10 3%	3 5%	3 1%	2 2%	7 2%	8 4% F	-	7 2%	7 2%	6 2%	9 2%	6 2%
Fairly dissatisfied	13 1%	4 1%	6 1%	4 1%	6 2%	1 2%	3 1%	1 1%	3 1%	1 *	4 3% E	7 2%	4 1%	1 *	6 2%	6 2% I
Very dissatisfied	13 1%	4 1%	8 2%	5 1%	7 2%	1 1%	3 1%	1 1%	5 2%	3 1%	2 1%	7 2%	6 1%	6 2%	3 1%	4 2%
Don't know	56 6%	15 4%	26 6%	21 5% w	20 6%	7 11% w	10 4%	5 6%	25 7%	13 5%	9 6%	24 6%	28 6%	18 6%	20 5%	18 7%
Not applicable	6 1%	4 1%	2 *	4 1%	2 *	2 3% xz	2 1%	2 2%	3 1%	2 1%	-	4 1%	2 *	1 *	2 1%	3 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 437

112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Installed the measure themselves	8 1%	6 2%	2	6 2%	2	-	6 2%	-	2 1%	1	1 1%	2 1%	6 1%	-	6 1%	2 1%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%
NET: All satisfied	422 45%	177 50% xz	166 41%	204 50% xz	140 39%	24 38%	124 47%	50 59%	152 43%	109 45%	58 42%	200 46%	204 45%	151 47%	171 44%	116 43%
NET: All dissatisfied	24 3%	7 2%	14 3%	7 2%	13 4%	2 3%	5 2%	2 2%	6 2%	4 2%	6 5%	13 3%	10 2%	6 2%	9 2%	9 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 438

112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very satisfied	296 31%	105 29%	192 36% HJK	227 34% HK	69 25%	146 35%	103 29%	45 28%	238 37% M	31 16%	255 36% O	16 14%
Fairly satisfied	137 15%	51 14%	80 15%	95 14%	42 16%	47 11%	67 19% k	21 13%	100 15%	19 10%	117 16% O	6 5%
Neither satisfied nor dissatisfied	21 2%	6 2%	11 2%	14 2%	7 3%	5 1%	11 3%	4 3%	7 1%	8 4% L	12 2%	3 3%
Fairly dissatisfied	13 1%	7 2%	5 1%	9 1% I	4 1%	6 1%	5 1%	2 1%	9 1%	3 2%	9 1%	-
Very dissatisfied	13 1%	7 2%	7 1%	11 2%	2 1%	4 1%	4 1%	4 3%	9 1%	4 2%	9 1%	1 1%
Don't know	56 6%	19 5%	34 6%	37 6%	18 7%	17 4%	26 7%	11 7%	33 5%	11 6%	39 5%	2 2%
Not applicable	6 1%	2 1%	4 1%	5 1%	1 *	3 1%	1 *	3 2%	5 1%	1 *	5 1%	1 1%
Installed the measure themselves	8 1%	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%	-	7 1%	-	6 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 438

**112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Have not installed any key measures	422 45%	175 48% I	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N
NET: All satisfied	422 45%	151 42%	267 50% HJK	315 47% H	108 40%	193 47%	162 46%	62 39%	328 51% M	48 26%	361 50% O	21 19%
NET: All dissatisfied	24 3%	13 4%	12 2%	19 3% I	5 2%	10 3%	9 3%	4 3%	16 3%	7 4%	17 2%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 438

**112e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed**

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very satisfied	296 31%	260 38% QR	16 17%	12 11%	49 19%	247 36% n	193 33%	158 58% pr	97 29%	68 32%	21 31%	52 29%	33 33%	51 32%	71 31%
Fairly satisfied	137 15%	110 16% R	12 13%	7 6%	25 9%	113 17% n	76 13%	53 19% p	56 17%	25 12%	14 20%	33 18%	12 12%	24 15%	30 13%
Neither satisfied nor dissatisfied	21 2%	10 1%	5 6% P	2 2%	10 4% o	11 2%	11 2%	8 3%	10 3%	5 2%	3 4%	7 4%	1 1%	1 1%	3 2%
Fairly dissatisfied	13 1%	6 1%	3 3%	4 3% P	8 3% o	5 1%	7 1%	6 2%	6 2%	6 3%	1 1%	1 1%	-	1 1%	4 2%
Very dissatisfied	13 1%	8 1%	2 2%	2 2%	5 2%	8 1%	9 2%	7 2%	4 1%	3 2%	1 2%	1 1%	3 3%	1 1%	5 2%
Don't know	56 6%	37 5%	3 4%	6 5%	14 5%	42 6%	32 6%	27 10% p	21 6%	10 5%	6 9%	12 7%	8 8%	9 6%	11 5%
Not applicable	6 1%	3 *	2 2%	-	3 1%	3 *	6 1%	4 2% r	-	1 *	-	-	3 3% wz	1 1%	1 *
Installed the measure themselves	8 1%	7 1%	1 1%	-	3 1%	5 1%	8 1% r	5 2% r	-	1 1%	-	-	1 1%	4 3% w	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 438

I12e (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
Quality of the (Measure) installed

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%
NET: All satisfied	422 45%	361 53% QR	27 29% R	17 16%	72 27%	350 51% n	262 45%	203 74% pr	149 45%	91 43%	34 49%	82 45%	44 44%	72 45%	100 44%
NET: All dissatisfied	24 3%	12 2%	5 6% P	5 5% P	12 5% o	12 2%	15 3%	11 4%	10 3%	8 4%	2 3%	1 1%	3 3%	2 1%	9 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 439

112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All key measures that have been installed by a company

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	624	334	288	232	239	151	510	102	158	464	528	96	406	218	436	81	107	188
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Very satisfied	378 61%	205 62%	172 59%	129 57%	153 62%	96 63%	334 64% g	38 43%	95 61%	283 61%	308 60%	69 63%	196 55%	181 67% l	306 67% opq	33 49%	39 39%	72 43%
Fairly satisfied	172 28%	94 29%	78 27%	74 33% d	59 24%	40 26%	128 25%	41 46% f	35 23%	138 29%	145 28%	27 25%	109 31%	63 23%	103 22%	25 37% n	45 45% n	70 42% n
Neither satisfied nor dissatisfied	26 4%	15 5%	12 4%	7 3%	13 5%	6 4%	19 4%	7 8%	10 7%	16 4%	23 4%	3 3%	17 5%	9 3%	16 4%	2 3%	8 8%	10 6%
Fairly dissatisfied	11 2%	4 1%	7 3%	4 2%	6 3%	1 1%	10 2%	2 2%	4 2%	7 2%	10 2%	1 1%	8 2%	3 1%	3 1%	4 6% n	4 4% n	8 5% n
Very dissatisfied	20 3%	7 2%	12 4%	5 2%	9 3%	6 4%	18 3%	1 2%	4 3%	15 3%	16 3%	3 3%	11 3%	9 3%	17 4%	1 1%	2 2%	2 1%
Don't know	11 2%	2 1%	7 2%	5 2%	3 1%	1 1%	9 2%	- -	5 3%	4 1%	8 2%	3 3%	9 3%	1 1%	7 1%	2 3%	2 2%	4 3%
Not applicable	5 1%	2 1%	4 1%	1 1%	2 1%	2 1%	5 1%	- -	2 2%	3 1%	3 1%	3 3% j	3 1%	2 1%	5 1%	- -	1 1%	1 1%
NET: All satisfied	550 88%	299 91% b	251 86%	202 90%	212 86%	136 90%	463 88%	80 89%	129 84%	421 90% h	454 88%	96 88%	306 86%	244 91%	408 90%	58 86%	83 84%	142 85%
NET: All dissatisfied	31 5%	11 3%	20 7%	9 4%	15 6%	7 5%	28 5%	3 3%	8 5%	23 5%	27 5%	4 4%	19 5%	12 4%	20 4%	5 7%	5 5%	10 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 439

**112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All key measures that have been installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	624	540	84	178	278	94	129	165	155	173	402	222
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Very satisfied	378 61%	336 64% s	42 43%	109 64%	192 64%	51 55%	75 63%	93 56%	89 57%	121 67%	236 59%	142 63%
Fairly satisfied	172 28%	141 27%	32 32%	43 25%	76 25%	26 28%	30 26%	51 31%	44 28%	45 25%	114 29%	58 26%
Neither satisfied nor dissatisfied	26 4%	19 4%	7 7%	7 4%	11 4%	6 7%	3 3%	10 6%	9 6%	4 2%	17 4%	10 4%
Fairly dissatisfied	11 2%	7 1%	4 4%	3 2%	2 1%	4 4%	4 4%	3 2%	2 1%	2 1%	7 2%	4 2%
Very dissatisfied	20 3%	15 3%	5 5%	7 4%	8 3%	4 4%	2 1%	3 2%	8 5%	7 4%	14 4%	5 2%
Don't know	11 2%	3 1%	8 8% r	2 1%	6 2%	-	1 1%	4 3%	4 3%	1 *	7 2%	4 2%
Not applicable	5 1%	5 1%	1 1%	-	2 1%	2 2%	2 2%	-	1 1%	2 1%	2 1%	3 1%
NET: All satisfied	550 88%	477 91% s	73 75%	152 89%	267 90%	77 82%	106 89%	144 87%	133 85%	166 92%	350 88%	200 88%
NET: All dissatisfied	31 5%	22 4%	9 9%	10 6%	10 3%	8 9% u	6 5%	7 4%	9 6%	9 5%	21 5%	10 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 439

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19 Jun 2014

**112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All key measures that have been installed by a company

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	624	343	98	161	36	555	52	624	-	-	-	624	-
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Very satisfied	378 61%	226 63%	52 56%	86 57%	23 63%	338 61%	29 53%	378 61%	-	-	-	378 61%	-
Fairly satisfied	172 28%	96 27%	32 35%	42 28%	10 28%	152 28%	17 31%	172 28%	-	-	-	172 28%	-
Neither satisfied nor dissatisfied	26 4%	14 4%	4 5%	8 5%	1 3%	22 4%	4 8%	26 4%	-	-	-	26 4%	-
Fairly dissatisfied	11 2%	4 1%	2 2%	4 2%	2 5%	9 2%	1 1%	11 2%	-	-	-	11 2%	-
Very dissatisfied	20 3%	12 3%	2 2%	5 3%	1 2%	19 3%	1 1%	20 3%	-	-	-	20 3%	-
Don't know	11 2%	2 1%	1 2%	5 3%	- y	7 1%	1 3%	11 2%	-	-	-	11 2%	-
Not applicable	5 1%	4 1%	-	2 1%	-	4 1%	1 2%	5 1%	-	-	-	5 1%	-
NET: All satisfied	550 88%	322 90%	84 90%	129 85%	32 91%	491 89%	46 84%	550 88%	-	-	-	550 88%	-
NET: All dissatisfied	31 5%	16 5%	3 4%	9 6%	2 6%	28 5%	2 3%	31 5%	-	-	-	31 5%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 440

**112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	624	96	298	89	313	145	624	624	-	77	547	-	79	545	395	229
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Very satisfied	378 61%	71 70% ce	196 62% c	32 42%	203 68% bcfg	87 60% c	378 61% c	378 61% c	-	56 70%	322 59%	-	57 70%	321 59%	268 67% o	110 49%
Fairly satisfied	172 28%	17 17%	88 28% a	32 41% abdefg	70 23%	43 30% a	172 28% ad	172 28% ad	-	13 16%	160 29% i	-	18 22%	154 28%	95 24%	78 35% n
Neither satisfied nor dissatisfied	26 4%	3 3%	15 5% d	4 5%	6 2%	6 4%	26 4% d	26 4% d	-	5 6%	22 4%	-	3 4%	24 4%	11 3%	15 7% n
Fairly dissatisfied	11 2%	2 2%	4 1%	5 7% bdefg	2 1%	2 2%	11 2% d	11 2% d	-	1 1%	10 2%	-	1 1%	10 2%	7 2%	4 2%
Very dissatisfied	20 3%	5 5%	6 2%	3 4%	9 3%	5 3%	20 3% j	20 3% j	-	6 8% j	13 2%	-	2 2%	18 3%	11 3%	9 4%
Don't know	11 2%	3 3%	6 2%	1 1%	5 2%	1 *	11 2%	11 2%	-	-	11 2%	-	1 1%	10 2%	4 1%	7 3%
Not applicable	5 1%	1 1%	1 *	1 1%	4 1%	2 1%	5 1% l	5 1% l	-	-	5 1%	-	-	5 1%	4 1%	2 1%
NET: All satisfied	550 88%	88 87%	283 90%	64 82%	272 92% cfg	130 89%	550 88%	550 88%	-	69 85%	481 89%	-	75 92%	475 88%	363 91% o	187 84%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 440

**112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All key measures that have been installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	623	315	77*	297	146	623	623	-**	81*	543	-**	81*	542	399	224	
Weighted Base	573	274	84	286	134	573	573	-	71	502	-	72	502	365	208	
Effective base	31	10	8	10	7	31	31	-	7	24	-	3	28	17	13	
NET: All dissatisfied	5%	3%	11% bdfg	3%	5%	5%	5%	-	9%	4%	-	3%	5%	4%	6%	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 440

**112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	624	58	254	146	128	281	172	202	111	93	124	67	57	567	52	500	87	413
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Very satisfied	378 61%	29 52%	145 57%	90 61%	102 75% pqr	183 64%	118 67%	114 58%	72 61% S	54 67% S	84 65% S	18 30%	14 27%	364 64% u	36 65% V	317 64% V	35 42%	281 68% UV
Fairly satisfied	172 28%	19 35% L	78 31% L	41 28% L	22 17%	73 26%	45 25%	63 32%	36 31%	19 23%	35 27%	31 51% PQR	27 52% v	145 25%	16 28%	129 26% W	30 36% UW	100 24%
Neither satisfied nor dissatisfied	26 4%	4 8% r	13 5%	2 1%	5 3%	12 4%	5 3%	8 4%	2 2%	2 2%	6 4%	7 11% PQ	6 12% v	20 4%	1 1%	19 4% W	9 11% TUW	10 3%
Fairly dissatisfied	11 2%	1 2%	5 2%	3 2%	1 1%	5 2%	2 1%	3 1%	2 2%	2 3%	2 2%	2 3%	2 4%	9 2%	1 1%	9 2% W	4 5% UW	5 1%
Very dissatisfied	20 3%	1 2%	6 2%	8 6%	3 2%	10 3%	3 2%	4 2%	1 1%	2 2%	2 2%	2 2%	2 3%	18 3%	1 2%	13 3%	1 2%	12 3%
Don't know	11 2%	1 1%	4 2%	1 1%	1 1%	3 1%	2 1%	3 2%	2 2%	3 3% R	-	1 1%	1 1%	10 2%	-	7 1%	2 3%	5 1%
Not applicable	5 1%	-	1	2 1%	2 1%	1	2 1%	3 1%	1 1%	-	-	1 1%	1 2%	5 1%	1 2%	4 1%	2 2%	2 1%
NET: All satisfied	550 88%	48 87%	223 89%	131 89%	125 92%	256 89%	163 92%	177 90%	109 93% S	73 90%	119 92% S	50 81%	41 79%	509 89% u	52 93% V	446 89% V	65 78%	381 92% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 440

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112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All key measures that have been installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
NET: All dissatisfied	31 5%	2 4%	11 4%	12 8%	4 3%	15 5%	5 3%	7 3%	3 3%	4 5%	4 3%	3 6%	3 7%	27 5%	2 4%	22 4%	5 7%	16 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 440

**112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	624	238	262	281	219	41	166	67	239	160	75	315	275	232	235	175
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Very satisfied	378 61%	148 62% A	155 59% A	179 63% A	124 57% A	17 39%	108 67% C	36 52%	121 54%	106 62%	65 75% D	175 58%	192 66%	132 59%	154 65%	103 57%
Fairly satisfied	172 28%	63 27%	73 28%	77 27%	60 27%	18 42% Z	38 23%	24 35%	69 31% F	50 29%	14 17%	88 29%	69 24%	70 32%	58 24%	50 27%
Neither satisfied nor dissatisfied	26 4%	7 3%	11 4%	8 3%	10 5%	5 12% wxyz	5 3%	3 4%	10 4%	7 4%	3 4%	12 4%	10 4%	9 4%	8 3%	10 6%
Fairly dissatisfied	11 2%	1 *	9 3% wy	1 *	9 4% wy	1 2%	1 1%	- -	7 3%	1 *	3 3%	6 2%	5 2%	3 1%	3 1%	6 3%
Very dissatisfied	20 3%	9 4%	11 4%	10 3%	10 5%	- -	5 3%	3 5%	8 4%	6 3%	1 1%	9 3%	10 3%	6 2%	9 4%	5 3%
Don't know	11 2%	4 2%	4 2%	4 1%	4 2%	1 3%	2 1%	2 3%	5 2%	1 1%	- -	6 2%	3 1%	2 1%	3 1%	6 4%
Not applicable	5 1%	5 2%	1 *	5 2%	1 *	1 2%	3 2%	2 2%	3 1%	2 1%	- -	3 1%	2 1%	1 *	4 2%	1 *
NET: All satisfied	550 88%	211 89%	229 86% Z	256 90% Z	184 84%	35 81%	146 90%	60 86%	190 85%	156 91%	79 92%	263 88%	261 90%	202 91% K	212 89%	153 84%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 440

**112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All key measures that have been installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
NET: All dissatisfied	31 5%	10 4%	20 7% y	10 4%	19 9% y	1 2%	6 4%	3 5%	15 7%	6 4%	4 4%	15 5%	15 5%	8 4%	11 5%	12 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 441

112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All key measures that have been installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	624	242	395	465	159	262	236	115	470	79	519	31
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Very satisfied	378 61%	128 56%	268 67% HJK	303 65% HK	75 49%	184 68% lm	133 56%	57 55%	295 63%	43 54%	332 64%	14 51%
Fairly satisfied	172 28%	74 32% IJ	95 24%	119 25% I	53 34% IJ	61 22%	82 34% k	27 26%	131 28%	22 27%	146 28%	8 29%
Neither satisfied nor dissatisfied	26 4%	6 3%	11 3%	14 3%	12 8% HIJ	7 2%	12 5%	7 7%	9 2%	9 11% L	9 2%	3 12%
Fairly dissatisfied	11 2%	6 3%	7 2%	8 2%	3 2%	6 2%	2 1%	3 3%	8 2%	2 2%	8 2%	-
Very dissatisfied	20 3%	10 4%	11 3%	16 3% I	4 3%	8 3%	7 3%	5 4%	15 3%	3 4%	16 3%	1 3%
Don't know	11 2%	1 1%	4 1%	5 1%	6 4% HIJ	4 1%	1 *	4 4% I	5 1%	1 1%	6 1%	1 2%
Not applicable	5 1%	3 1%	4 1%	5 1%	1 1%	3 1%	1 *	2 2%	5 1%	1 1%	5 1%	1 3%
NET: All satisfied	550 88%	202 88%	363 91% K	422 90% K	128 83%	245 90% m	216 90% m	83 81%	426 91% M	64 81%	479 92%	22 80%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 441

112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All key measures that have been installed by a company

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
NET: All dissatisfied	31 5%	16 7% U	17 4%	23 5%	7 5%	14 5%	9 4%	7 7%	23 5%	5 6%	24 5%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 441

112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	624	506	47	32	119	505	388	306	215	128	54	129	66	98	149
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Very satisfied	378 61%	330 65% Q	19 41%	19 58%	62 53%	316 62%	253 66% r	214 70% pr	117 53%	82 62%	25 46%	65 54%	46 67% v	67 63%	93 65% v
Fairly satisfied	172 28%	136 27%	16 33%	7 22%	31 27%	141 28%	92 24%	67 22%	74 34% pq	34 26%	19 35%	37 31%	16 23%	31 30%	34 24%
Neither satisfied nor dissatisfied	26 4%	7 1%	8 17% P	5 14%	11 9% o	16 3%	12 3% q	4 1%	13 6% q	3 2%	5 10% uxy	10 8% uxy	-	1 1%	7 5%
Fairly dissatisfied	11 2%	8 2%	2 5%	1 3%	4 3%	8 2%	3 1%	2 1%	8 4% pq	2 1%	1 1%	1 1%	1 1%	3 3%	4 3%
Very dissatisfied	20 3%	16 3%	1 3%	1 3%	6 5%	14 3%	15 4%	13 4%	5 2%	8 6%	1 2%	4 3%	1 2%	2 2%	4 3%
Don't know	11 2%	5 1%	-	-	1 1%	10 2%	5 1%	3 1%	4 2%	2 2%	3 5% z	2 2%	2 3%	1 1%	1 1%
Not applicable	5 1%	4 1%	1 2%	-	2 1%	4 1%	5 1%	3 1%	-	1 1%	-	1 1%	3 5% yz	-	-
NET: All satisfied	550 88%	466 92% Q	35 74%	26 80%	93 80%	457 90% n	345 90%	281 91% p	190 87%	116 88%	43 81%	102 86%	63 90%	99 93% v	128 89%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 441

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112f (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
NET: All dissatisfied	31	24	3	2	10	21	18	15	13	10	2	5	2	5	8
	5%	5%	7%	6%	8%	4%	5%	5%	6%	7%	3%	4%	3%	5%	6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 442

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**I12f_SUM (M) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All key measures that have been installed by a company

	I12f: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	207	225	61	3	15	22	78	6	5	-	2
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
Very satisfied	133 68%	140 58%	18 34%	2 100%	5 43%	9 36%	59 73%	4 69%	6 100%	-	1 43%
Fairly satisfied	44 23%	71 30%	23 43%	-	6 51%	13 51%	13 16%	-	-	-	2 57%
Neither satisfied nor dissatisfied	5 2%	14 6%	4 7%	-	1 7%	1 5%	2 3%	-	-	-	-
Fairly dissatisfied	2 1%	4 1%	4 8%	-	-	-	2 2%	-	-	-	-
Very dissatisfied	7 4%	4 2%	3 6%	-	-	2 8%	4 4%	-	-	-	-
Don't know	3 1%	6 2%	1 1%	-	-	-	2 2%	-	-	-	-
Not applicable	2 1%	1 *	1 2%	-	-	-	-	2 31%	-	-	-
NET: All satisfied	177 91%	211 88%	41 76%	2 100%	11 93%	22 87%	72 88%	4 69%	6 100%	-	3 100%
NET: All dissatisfied	8 4%	8 3%	7 14%	-	-	2 8%	5 7%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 443

112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents who have had a measure installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	516	274	241	182	200	133	426	81	136	379	432	84	334	182	363	56	97	153
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Very satisfied	318 62%	172 63%	146 60%	104 59%	127 62%	87 65%	281 64% g	32 45%	81 61%	237 62%	256 61%	62 65%	167 57%	151 67% l	255 67% opq	25 53%	38 42%	63 46%
Fairly satisfied	152 30%	84 31%	69 28%	63 36%	53 26%	37 28%	115 26%	36 50% f	32 24%	120 32%	126 30%	26 27%	94 32%	59 26%	94 25%	19 40% n	39 44% n	58 42% n
Neither satisfied nor dissatisfied	26 5%	15 6%	11 4%	6 3%	13 7%	6 5%	19 4%	6 8%	10 8%	16 4%	22 5%	3 4%	16 6%	9 4%	16 4%	2 5%	8 9%	10 7%
Fairly dissatisfied	11 2%	4 1%	7 3%	4 2%	6 3%	1 1%	10 2%	2 2%	4 3%	7 2%	10 2%	1 1%	8 3%	3 1%	3 1%	4 9% n	4 4% n	8 6% n
Very dissatisfied	18 3%	7 3%	11 4%	3 2%	9 4%	6 5%	17 4%	1 2%	4 3%	14 4%	15 4%	3 3%	11 4%	7 3%	16 4%	1 2%	2 2%	2 2%
Don't know	10 2%	2 1%	7 3%	5 3%	3 1%	1 *	9 2%	- -	5 3%	4 1%	8 2%	2 2%	8 3%	1 1%	5 1%	2 4%	2 3%	4 3%
Not applicable	5 1%	2 1%	4 2%	1 *	2 1%	2 2%	5 1%	- -	2 2%	3 1%	3 1%	3 3%	3 1%	2 1%	5 1%	- -	1 1%	1 1%
NET: All satisfied	453 88%	245 90%	208 85%	158 90%	175 86%	120 89%	383 88%	64 90%	111 84%	342 90%	369 88%	85 88%	253 87%	200 90%	336 89%	42 87%	76 84%	117 85%
NET: All dissatisfied	29 6%	11 4%	18 7%	7 4%	15 7%	7 5%	26 6%	3 4%	8 6%	21 6%	25 6%	4 4%	19 6%	10 5%	19 5%	5 10%	5 6%	10 7%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 443

**112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents who have had a measure installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	516	440	76	150	231	80	103	129	130	153	345	171
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Very satisfied	318 62%	279 65% s	39 43%	94 65%	159 65%	46 57%	63 64%	71 55%	76 58%	108 69% M	205 60%	112 64%
Fairly satisfied	152 30%	123 29%	30 33%	39 27%	68 28%	23 28%	27 28%	44 34%	38 29%	42 27%	103 30%	50 28%
Neither satisfied nor dissatisfied	26 5%	18 4%	7 8%	7 5%	11 5%	6 7%	3 3%	9 7%	9 7%	4 2%	16 5%	10 6%
Fairly dissatisfied	11 2%	7 2%	4 4%	3 2%	2 1%	4 5% u	4 4%	3 3%	2 1%	2 1%	7 2%	4 3%
Very dissatisfied	18 3%	15 3%	3 4%	7 5%	6 2%	4 5%	2 2%	3 3%	6 5%	7 4%	12 4%	5 3%
Don't know	10 2%	3 1%	7 8% r	2 2%	6 3%	-	1 1%	3 3%	4 3%	1 1%	7 2%	2 1%
Not applicable	5 1%	5 1%	1 1%	-	2 1%	2 3%	2 3%	-	1 1%	2 1%	2 1%	3 2%
NET: All satisfied	453 88%	385 90% s	68 76%	127 88%	219 89%	66 82%	86 89%	111 86%	110 85%	145 92%	300 88%	153 88%
NET: All dissatisfied	29 6%	22 5%	7 8%	10 7%	8 3%	8 10% u	6 6%	7 5%	8 6%	9 5%	19 6%	10 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 443

**112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents who have had a measure installed by a company

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	516	293	79	129	26	460	42	516	-	-	-	516	-
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Very satisfied	318 62%	196 65%	41 54%	70 57%	19 73%	285 62%	23 52%	318 62%	-	-	-	318 62%	-
Fairly satisfied	152 30%	84 28%	30 40% y	38 31%	8 31%	134 29%	16 36%	152 30%	-	-	-	152 30%	-
Neither satisfied nor dissatisfied	26 5%	13 4%	4 6%	8 6%	1 4%	21 5%	4 10%	26 5%	-	-	-	26 5%	-
Fairly dissatisfied	11 2%	4 1%	2 2%	4 3%	2 7%	9 2%	1 2%	11 2%	-	-	-	11 2%	-
Very dissatisfied	18 3%	12 4%	2 2%	3 3%	1 2%	17 4%	1 2%	18 3%	-	-	-	18 3%	-
Don't know	10 2%	2 1%	1 2%	5 4% y	-	7 2%	1 3%	10 2%	-	-	-	10 2%	-
Not applicable	5 1%	4 1%	-	2 1%	-	4 1%	1 3%	5 1%	-	-	-	5 1%	-
NET: All satisfied	453 88%	270 89%	70 92%	102 83%	23 90%	405 88%	37 83%	453 88%	-	-	-	453 88%	-
NET: All dissatisfied	29 6%	16 5%	3 4%	7 6%	2 9%	27 6%	2 3%	29 6%	-	-	-	29 6%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 444

**112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents who have had a measure installed by a company

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	516	79	230	63	222	106	516	516	-	69	447	-	68	448	313	203
Weighted Base	516	82*	244	56*	208	107*	516	516	-**	72*	444	-**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Very satisfied	318 62%	60 73% cfg	150 61% c	23 42%	149 72% bcfg	71 66% c	318 62% c	318 62% c	-	52 73% j	266 60%	-	51 73% m	267 60%	217 68% o	101 51%
Fairly satisfied	152 30%	15 19%	74 30%	26 47% abdfg	55 27%	36 33% a	152 30% a	152 30% a	-	13 17%	140 32% i	-	18 26%	134 30%	80 25%	72 36% n
Neither satisfied nor dissatisfied	26 5%	3 4%	15 6% d	4 7%	5 3%	5 5%	26 5% d	26 5% d	-	5 7%	21 5%	-	3 4%	23 5%	10 3%	15 8% n
Fairly dissatisfied	11 2%	2 2%	4 2%	5 9% bdefg	2 1%	2 2%	11 2% d	11 2% d	-	1 1%	10 2%	-	1 1%	10 2%	7 2%	4 2%
Very dissatisfied	18 3%	4 4%	6 2%	3 5%	7 3%	5 5%	18 3%	18 3%	-	5 6%	13 3%	-	2 3%	16 4%	11 3%	7 4%
Don't know	10 2%	2 2%	6 2%	1 1%	4 2%	1 1%	10 2%	10 2%	-	-	10 2%	-	1 1%	9 2%	4 1%	6 3%
Not applicable	5 1%	1 1%	1 *	1 2%	4 2%	2 2%	5 1%	5 1%	-	-	5 1%	-	-	5 1%	4 1%	2 1%
NET: All satisfied	453 88%	73 89%	216 89%	44 79%	192 92% cfg	96 90%	453 88% c	453 88% c	-	61 86%	392 88%	-	64 92%	389 87%	286 90% o	167 84%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 444

112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents who have had a measure installed by a company

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	516	82*	244	56*	208	107*	516	516	-**	72*	444	-**	70*	446	317	199
Weighted Base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Effective base	29	5	10	8	8	7	29	29	-	5	24	-	3	26	17	12
NET: All dissatisfied	6%	6%	4%	15%	4%	7%	6%	6%	-	8%	5%	-	4%	6%	6%	6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 444

**112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	516	47	215	121	103	239	138	170	93	70	96	60	52	464	47	414	77	337
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Very satisfied	318 62%	24 54%	124 58%	78 63%	81 76% pqr	156 64%	98 70%	102 61%	59 60% S	44 69% S	65 67% S	18 32%	14 30%	304 65% u	35 69% V	264 64% V	33 44%	230 69% UV
Fairly satisfied	152 30%	16 35% L	73 34% L	35 28%	20 19%	68 28%	37 27%	53 32%	34 34%	17 27%	28 29%	27 48% QR	24 49% v	129 28%	15 29%	114 28%	27 36%	88 26%
Neither satisfied nor dissatisfied	26 5%	4 9% r	13 6%	2 2%	4 3%	12 5%	4 3%	8 5%	2 2%	1 1%	6 6%	7 12% PQ	6 13% v	20 4%	1 2%	19 5% W	9 12% TUW	10 3%
Fairly dissatisfied	11 2%	1 2%	5 2%	3 3%	1 1%	5 2%	2 2%	3 2%	2 3%	2 4%	2 2%	2 4%	2 4%	9 2%	1 2%	9 2% W	4 5% W	5 1%
Very dissatisfied	18 3%	1 3%	6 3%	7 6%	3 3%	10 4%	3 2%	4 2%	1 1%	2 3%	2 2%	2 3%	2 3%	16 4%	1 2%	13 3%	1 2%	12 3%
Don't know	10 2%	1 1%	4 2%	1 1%	1 1%	3 1%	2 1%	3 2%	2 2%	3 4% R	-	1 1%	1 1%	9 2%	-	7 2%	2 3%	5 2%
Not applicable	5 1%	-	1	2 1%	2 2%	1	2 1%	3 2%	1 1%	-	-	1 2%	1 2%	5 1%	1 2%	4 1%	2 2%	2 1%
NET: All satisfied	453 88%	39 88%	186 87%	110 89%	99 93%	215 88%	130 93%	150 89%	92 93% S	57 90%	89 91%	44 80%	38 79%	415 89%	47 92%	365 89% V	59 79%	306 91% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 444

112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents who have had a measure installed by a company

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
NET: All dissatisfied	29 6%	2 5%	11 5%	10 8%	4 4%	15 6%	5 4%	7 4%	3 3%	4 6%	4 4%	3 6%	3 7%	26 5%	2 4%	22 5%	5 7%	16 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 444

**112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	516	203	212	237	178	33	144	55	201	124	65	252	235	182	206	144
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Very satisfied	318 62%	132 65%	124 58%	157 66% z	98 55%	14 39%	101 72% C	29 50%	103 55%	83 62%	55 75% D	147 61%	160 65%	108 61%	137 66%	82 56%
Fairly satisfied	152 30%	55 27%	67 31%	66 28%	56 31%	17 47%	33 23%	20 36%	62 33% F	43 32% F	13 18%	77 32%	64 26%	61 35%	54 26%	43 29%
Neither satisfied nor dissatisfied	26 5%	7 3%	11 5%	7 3%	10 6%	5 14%	4 3%	3 4%	10 5%	6 4%	3 5%	11 4%	10 4%	8 5%	8 4%	10 7%
Fairly dissatisfied	11 2%	1 *	9 4% wy	1 *	9 5% wy	1 3%	1 1%	-	7 4%	1 *	3 4%	6 3%	5 2%	3 1%	3 1%	6 4%
Very dissatisfied	18 3%	7 4%	11 5%	8 3%	10 6%	-	4 3%	3 6%	7 4%	6 4%	1 1%	8 3%	10 4%	6 3%	9 4%	4 3%
Don't know	10 2%	4 2%	4 2%	4 2%	4 2%	1 3%	2 1%	2 3%	5 3%	1 1%	-	6 2%	3 1%	2 1%	3 1%	5 4%
Not applicable	5 1%	5 2%	1 *	5 2%	1 *	1 2%	3 2%	2 3%	3 1%	2 1%	-	3 1%	2 1%	1 *	4 2%	1 1%
NET: All satisfied	453 88%	181 90%	181 85%	215 91% xz	146 83%	30 82%	129 92%	49 84%	162 86%	118 89%	66 90%	213 88%	218 89%	160 91%	185 89%	124 84%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 444

112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents who have had a measure installed by a company

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
NET: All dissatisfied	29 6%	8 4%	20 9% wy	9 4%	19 11% wy	1 3%	5 3%	3 6%	13 7%	6 5%	4 5%	14 6%	15 6%	8 5%	11 5%	10 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 445

**112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents who have had a measure installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	516	192	313	376	140	216	201	90	381	74	420	31
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Very satisfied	318 62%	110 61%	217 68% HJK	249 66% HK	69 50%	151 68% l	117 57%	48 59%	248 66% M	39 53%	275 65%	14 51%
Fairly satisfied	152 30%	60 33% J	80 25%	103 27%	50 36% l	53 24%	74 36% k	22 28%	113 30%	22 29%	129 30%	8 29%
Neither satisfied nor dissatisfied	26 5%	6 3%	10 3%	14 4%	12 9% HIJ	7 3%	11 5%	7 8% k	8 2%	9 12% L	9 2%	3 12%
Fairly dissatisfied	11 2%	6 3%	7 2%	8 2%	3 2%	6 3%	2 1%	3 3%	8 2%	2 2%	8 2%	-
Very dissatisfied	18 3%	9 5%	11 3%	14 4%	4 3%	8 3%	7 3%	3 4%	13 4%	3 4%	14 3%	1 3%
Don't know	10 2%	1 1%	4 1%	5 1%	5 4%	4 2%	1	4 5% l	5 1%	1 1%	6 1%	1 2%
Not applicable	5 1%	3 2%	4 1%	5 1%	1 1%	3 1%	1	2 2%	5 1%	1 1%	5 1%	1 3%
NET: All satisfied	453 88%	161 88%	286 90% K	339 89%	115 83%	198 89%	184 90%	66 82%	346 91% M	60 80%	388 92%	22 80%
NET: All dissatisfied	29 6%	15 8%	17 6%	22 6%	7 5%	14 6%	9 5%	6 7%	21 6%	5 6%	22 5%	1 3%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 445

112f (R) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents who have had a measure installed by a company

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	516	414	41	29	110	406	317	245	183	111	45	108	53	80	119
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Very satisfied	318 62%	275 66% Q	18 45%	18 62%	58 54%	259 64%	212 68% r	175 71% pr	100 53%	73 65% v	21 46%	54 53%	37 67%	53 63%	79 68% vw
Fairly satisfied	152 30%	120 29%	13 32%	7 24%	30 28%	122 30%	81 26%	58 24%	66 35% pq	33 29%	15 33%	32 32%	14 25%	26 31%	32 27%
Neither satisfied nor dissatisfied	26 5%	6 1%	8 19% P	5 16%	11 10% o	15 4%	11 3% q	4 2%	13 7% q	3 3%	5 12% uxy	10 9% uxy	-	1 2%	6 5%
Fairly dissatisfied	11 2%	8 2%	2 5%	1 3%	4 3%	8 2%	3 1%	2 1%	8 4% pq	2 2%	1 2%	1 1%	1 1%	3 3%	4 4%
Very dissatisfied	18 3%	14 3%	1 3%	1 3%	6 6%	12 3%	13 4%	12 5%	5 3%	6 5%	1 2%	4 4%	1 2%	2 2%	4 3%
Don't know	10 2%	5 1%	-	-	1 1%	8 2%	5 2%	3 1%	4 2%	1 1%	3 6%	2 2%	2 3%	1 2%	1 1%
Not applicable	5 1%	4 1%	1 2%	-	2 2%	4 1%	5 2%	3 1%	-	1 1%	-	1 1%	3 6% yz	-	-
NET: All satisfied	453 88%	381 92% Q	30 73%	22 77%	86 79%	367 90% n	282 90%	224 91%	160 85%	101 89%	35 80%	86 85%	50 90%	77 92%	104 89%
NET: All dissatisfied	29 6%	22 5%	3 8%	2 7%	10 9%	20 5%	16 5%	13 5%	13 7%	8 7%	2 4%	5 5%	2 4%	5 6%	8 7%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 446

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Very satisfied	318 34%	172 35%	146 33%	104 31%	127 35%	87 36%	281 35% g	32 26%	81 32%	237 34%	256 36% k	62 26%	167 34%	151 33%	255 38% pq	25 29%	38 20%	63 23%
Fairly satisfied	152 16%	84 17%	69 15%	63 18%	53 15%	37 15%	115 14%	36 29% f	32 13%	120 17%	126 18% k	26 11%	94 19% m	59 13%	94 14%	19 22% n	39 21% n	58 21% n
Neither satisfied nor dissatisfied	26 3%	15 3%	11 2%	6 2%	13 4%	6 3%	19 2%	6 5%	10 4%	16 2%	22 3%	3 1%	16 3%	9 2%	16 2%	2 3%	8 4%	10 4%
Fairly dissatisfied	11 1%	4 1%	7 2%	4 1%	6 2%	1 *	10 1%	2 1%	4 2%	7 1%	10 1%	1 *	8 2%	3 1%	3 *	4 5% n	4 2%	8 3% n
Very dissatisfied	18 2%	7 1%	11 2%	3 1%	9 2%	6 3%	17 2%	1 1%	4 2%	14 2%	15 2%	3 1%	11 2%	7 2%	16 2%	1 1%	2 1%	2 1%
Don't know	10 1%	2 *	7 1%	5 2%	3 1%	1 *	9 1%	- -	5 2%	4 1%	8 1%	2 1%	8 2% m	1 *	5 1%	2 2%	2 1%	4 2%
Not applicable	5 1%	2 *	4 1%	1 *	2 1%	2 1%	5 1%	- -	2 1%	3 *	3 *	3 1%	3 1%	2 *	5 1%	- -	1 *	1 *
Installed the measure themselves	8 1%	4 1%	4 1%	- -	7 2% c	1 *	7 1%	- -	2 1%	6 1%	- -	8 3% j	2 *	6 1%	8 1%	- -	- -	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 446

**112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n
NET: All satisfied	453 48%	245 50%	208 47%	158 47%	175 49%	120 49%	383 47%	64 52%	111 44%	342 49%	369 52% k	85 35%	253 52% m	200 44%	336 50% pq	42 48%	76 40%	117 42%
NET: All dissatisfied	29 3%	11 2%	18 4%	7 2%	15 4%	7 3%	26 3%	3 2%	8 3%	21 3%	25 4%	4 2%	19 4%	10 2%	19 3%	5 6%	5 3%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 446

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Very satisfied	318 34%	279 36% s	39 23%	94 30%	159 37%	46 35%	63 38% M	71 27%	76 33%	108 38% M	205 33%	112 35%
Fairly satisfied	152 16%	123 16%	30 18%	39 13%	68 16%	23 17%	27 16%	44 17%	38 17%	42 15%	103 16%	50 16%
Neither satisfied nor dissatisfied	26 3%	18 2%	7 4%	7 2%	11 3%	6 4%	3 2%	9 4%	9 4%	4 1%	16 3%	10 3%
Fairly dissatisfied	11 1%	7 1%	4 2%	3 1%	2 1%	4 3% u	4 3%	3 1%	2 1%	2 1%	7 1%	4 1%
Very dissatisfied	18 2%	15 2%	3 2%	7 2%	6 1%	4 3%	2 1%	3 1%	6 3%	7 2%	12 2%	5 2%
Don't know	10 1%	3 *	7 4% r	2 1%	6 1%	- -	1 1%	3 1%	4 2%	1 *	7 1%	2 1%
Not applicable	5 1%	5 1%	1 1%	- -	2 1%	2 2% t	2 1%	- -	1 1%	2 1%	2 *	3 1%
Installed the measure themselves	8 1%	6 1%	2 1%	5 2%	2 *	1 1%	- -	1 *	3 1%	4 1%	8 1%	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 446

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%
NET: All satisfied	453 48%	385 49%	68 41%	127 41%	219 51% †	66 51%	86 52%	111 42%	110 48%	145 50%	300 48%	153 48%
NET: All dissatisfied	29 3%	22 3%	7 4%	10 3%	8 2%	8 6% u	6 4%	7 3%	8 3%	9 3%	19 3%	10 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 446

**112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Very satisfied	318 34%	196 37%	41 29%	70 31%	19 26%	285 36% D	23 24%	318 56% FGHIJ	-	-	-	318 52% FGHIJ	-
Fairly satisfied	152 16%	84 16%	30 21%	38 17%	8 11%	134 17%	16 17%	152 27% FGHIJ	-	-	-	152 25% FGHIJ	-
Neither satisfied nor dissatisfied	26 3%	13 3%	4 3%	8 4%	1 1%	21 3%	4 4%	26 5% GHJ	-	-	-	26 4% GHJ	-
Fairly dissatisfied	11 1%	4 1%	2 1%	4 2%	2 2%	9 1%	1 1%	11 2% J	-	-	-	11 2% J	-
Very dissatisfied	18 2%	12 2%	2 1%	3 2%	1 1%	17 2%	1 1%	18 3% J	-	-	-	18 3% J	-
Don't know	10 1%	2	1 1%	5 2% y	-	7 1%	1 1%	10 2% J	-	-	-	10 2% J	-
Not applicable	5 1%	4 1%	-	2 1%	-	4 1%	1 1%	5 1%	-	-	-	5 1%	-
Installed the measure themselves	8 1%	6 1%	1 1%	-	2 3% A	4	1 1%	8 1% J	-	-	-	8 1% J	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 446

**112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% Ei	106 100% Ei	118 100% Ei	92 15% E	330 100% Ei
NET: All satisfied	453 48%	270 57% B	70 49% B	102 46% B	23 32%	405 52% D	37 38%	453 80% FGHJ	- -	- -	- -	453 74% FGHJ	- -
NET: All dissatisfied	29 3%	16 3%	3 2%	7 3%	2 3%	27 3%	2 2%	29 5% GHJ	- -	- -	- -	29 5% GHJ	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 447

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Very satisfied	318 34%	60 69% cefg h	150 58% ch	23 42% h	149 66% cefg h	71 54% h	318 56% ch	318 57% cfh	-	52 69% k	266 59% k	-	51 31%	267 34%	217 40% o	101 25%
Fairly satisfied	152 16%	15 18% h	74 29% h	26 47% abdefgh	55 24% h	36 27% ah	152 27% ah	152 27% afh	-	13 17% k	140 31% lk	-	18 11%	134 17%	80 15%	72 18%
Neither satisfied nor dissatisfied	26 3%	3 4% h	15 6% dh	4 7% h	5 2% h	5 4% h	26 5% dh	26 5% dh	-	5 7% k	21 5% k	-	3 2%	23 3%	10 2%	15 4%
Fairly dissatisfied	11 1%	2 2% h	4 2% h	5 9% bdefgh	2 1% h	2 2% h	11 2% dh	11 2% dh	-	1 1% k	10 2% k	-	1 *	10 1%	7 1%	4 1%
Very dissatisfied	18 2%	4 4% h	6 2% h	3 5% h	7 3% h	5 4% h	18 3% h	18 3% h	-	5 6% k	13 3% k	-	2 1%	16 2%	11 2%	7 2%
Don't know	10 1%	2 2% h	6 2% h	1 1% h	4 2% h	1 *	10 2% h	10 2% h	-	-	10 2% k	-	1 *	9 1%	4 1%	6 1%
Not applicable	5 1%	1 1% h	1 *	1 2% h	4 2% h	2 1% h	5 1%	5 1%	-	-	5 1% k	-	-	5 1%	4 1%	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 447

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Installed the measure themselves	8 1%	2 2% h	1	-	4 2% h	3 3% bh	8 1% bh	8 1% bh	-	4 5% jk	4 1% -	-	7 4% m	1	3 1% -	5 1% -
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6% -	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43% -	215 40% -	207 50% n
NET: All satisfied	453 48%	73 84% eh	216 84% efh	44 79% h	192 85% efh	96 74% h	453 80% h	453 82% efh	-	61 81% k	392 87% k	-	64 39% -	389 50% l	286 53% o	167 41% -
NET: All dissatisfied	29 3%	5 6% h	10 4% h	8 15% bdefgh	8 4% h	7 6% h	29 5% h	29 5% h	-	5 7% k	24 5% k	-	3 2% -	26 3% -	17 3% -	12 3% -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 447

**112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Very satisfied	318 34%	24 26%	124 35%	78 31%	81 41% p	156 39% O	98 38%	102 32%	59 33% S	44 45% PS	65 43% S	18 18%	14 17%	304 35% u	35 27%	264 37% TV	33 26%	230 40% TUV
Fairly satisfied	152 16%	16 17%	73 21% rL	35 14%	20 10%	68 17%	37 14%	53 16%	34 19%	17 17%	28 19%	27 27%	24 28% v	129 15%	15 12%	114 16%	27 21%	88 15%
Neither satisfied nor dissatisfied	26 3%	4 5% r	13 4% r	2 1%	4 2%	12 3%	4 2%	8 2%	2 1%	1 1%	6 4%	7 7% PQ	6 7% v	20 2%	1 1%	19 3% W	9 7% TUV	10 2%
Fairly dissatisfied	11 1%	1 1%	5 1%	3 1%	1	5 1%	2 1%	3 1%	2 1%	2 2%	2 2%	2 2%	2 2%	9 1%	1 1%	9 1% W	4 3% W	5 1%
Very dissatisfied	18 2%	1 1%	6 2%	7 3%	3 2%	10 2%	3 1%	4 1%	1	2 2%	2 1%	2 2%	2 2%	16 2%	1 1%	13 2%	1 1%	12 2%
Don't know	10 1%	1 1%	4 1%	1	1	3 1%	2 1%	3 1%	2 1%	3 3% R	-	1 1%	1 1%	9 1%	-	7 1%	2 2%	5 1%
Not applicable	5 1%	-	1	2 1%	2 1%	1	2 1%	3 1%	1 1%	-	-	1 1%	1 1%	5 1%	1 1%	4 1%	2 1%	2



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 447

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base 870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Installed the measure themselves 8 1%	-	2	2	5	1	2	6	1	-	-	-	-	8	5	2	1	1
			1%	2%	*	1%	2%	1%	-	-	-	-	1%	4%	*	1%	*
Have not installed any key measures 422 45%	49	134	125	90	159	118	150	81	34	54	44	36	386	71	295	52	243
	52%	38%	50%	45%	39%	45%	46%	45%	35%	36%	44%	43%	45%	56%	42%	41%	42%
	q		q											UVW			
NET: All satisfied 453 48%	39	186	110	99	215	130	150	92	57	89	44	38	415	47	365	59	306
	42%	53%	44%	49%	53%	50%	46%	51%	59%	58%	45%	45%	48%	37%	52%	46%	53%
		r								S				T			T
NET: All dissatisfied 29 3%	2	11	10	4	15	5	7	3	4	4	3	3	26	2	22	5	16
	2%	3%	4%	2%	4%	2%	2%	2%	4%	3%	4%	4%	3%	2%	3%	4%	3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 447

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Very satisfied	318 34%	132 37% xzA	124 30% z	157 39% xzA	98 27%	14 23%	101 39%	29 34%	103 29%	83 35%	55 40% D	147 34%	160 36%	108 34%	137 35%	82 30%
Fairly satisfied	152 16%	55 15%	67 16%	66 16%	56 16%	17 27% wxz	33 13%	20 24% B	62 18% F	43 18% F	13 9%	77 18%	64 14%	61 19% J	54 14%	43 16%
Neither satisfied nor dissatisfied	26 3%	7 2%	11 3%	7 2%	10 3%	5 8% wxyz	4 2%	3 3%	10 3%	6 2%	3 3%	11 2%	10 2%	8 3%	8 2%	10 4%
Fairly dissatisfied	11 1%	1 *	9 2% wy	1 *	9 3% wy	1 1%	1 *	- -	7 2%	1 *	3 2%	6 1%	5 1%	3 1%	3 1%	6 2%
Very dissatisfied	18 2%	7 2%	11 3%	8 2%	10 3%	- -	4 1%	3 4%	7 2%	6 2%	1 1%	8 2%	10 2%	6 2%	9 2%	4 1%
Don't know	10 1%	4 1%	4 1%	4 1%	4 1%	1 2%	2 1%	2 2%	5 2%	1 1%	- -	6 1%	3 1%	2 1%	3 1%	5 2%
Not applicable	5 1%	5 1%	1 *	5 1%	1 *	1 1%	3 1%	2 2%	3 1%	2 1%	- -	3 1%	2 *	1 *	4 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 447

**112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Installed the measure themselves	8 1%	6 2%	2	6 2%	2	-	6 2%	-	2 1%	1	1 1%	2 1%	6 1%	-	6 1%	2 1%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%
NET: All satisfied	453 48%	181 51% z	181 44% z	215 53% xz	146 41%	30 47%	129 49%	49 57%	162 46%	118 49%	66 48%	213 49%	218 49%	160 50%	185 47%	124 46%
NET: All dissatisfied	29 3%	8 2%	20 5% y	9 2%	19 5% wy	1 1%	5 2%	3 4%	13 4%	6 3%	4 3%	14 3%	15 3%	8 3%	11 3%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 448

**112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install**

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Very satisfied	318 34%	110 30%	217 40% HJK	249 37% HK	69 25%	151 37%	117 33%	48 30%	248 38% M	39 21%	275 38% O	14 13%
Fairly satisfied	152 16%	60 17%	80 15%	103 15%	50 18%	53 13%	74 21% k	22 14%	113 17%	22 11%	129 18% O	8 7%
Neither satisfied nor dissatisfied	26 3%	6 2%	10 2%	14 2%	12 4% HJ	7 2%	11 3%	7 4%	8 1%	9 5% L	9 1%	3 3%
Fairly dissatisfied	11 1%	6 2%	7 1%	8 1%	3 1%	6 2%	2 1%	3 2%	8 1%	2 1%	8 1%	-
Very dissatisfied	18 2%	9 2%	11 2%	14 2%	4 1%	8 2%	7 2%	3 2%	13 2%	3 2%	14 2%	1 1%
Don't know	10 1%	1 *	4 1%	5 1%	5 2%	4 1%	1 *	4 2% l	5 1%	1 *	6 1%	1 1%
Not applicable	5 1%	3 1%	4 1%	5 1%	1 *	3 1%	1 *	2 1%	5 1%	1 *	5 1%	1 1%
Installed the measure themselves	8 1%	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%	-	7 1%	-	6 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 448

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Have not installed any key measures	422 45%	175 48% I	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N
NET: All satisfied	453 48%	161 44%	286 53% HJK	339 50% HK	115 42%	198 48%	184 52% m	66 42%	346 53% M	60 32%	388 54% O	22 20%
NET: All dissatisfied	29 3%	15 4%	17 3%	22 3%	7 3%	14 3%	9 3%	6 4%	21 3%	5 3%	22 3%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 448

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Very satisfied	318 34%	275 40% QR	18 20%	18 17%	58 22%	259 38% n	212 36%	175 64% pr	100 30%	73 35%	21 30%	54 30%	37 37%	53 34%	79 35%
Fairly satisfied	152 16%	120 17% R	13 14%	7 6%	30 11%	122 18% n	81 14%	58 21% p	66 20% p	33 16%	15 21%	32 18%	14 14%	26 16%	32 14%
Neither satisfied nor dissatisfied	26 3%	6 1%	8 9% P	5 4% P	11 4%	15 2%	11 2%	4 2%	13 4%	3 1%	5 8% uxy	10 5% uxy	- -	1 1%	6 3%
Fairly dissatisfied	11 1%	8 1%	2 2%	1 1%	4 1%	8 1%	3 1%	2 1%	8 2% p	2 1%	1 1%	1 1%	1 1%	3 2%	4 2%
Very dissatisfied	18 2%	14 2%	1 1%	1 1%	6 2%	12 2%	13 2%	12 4% pr	5 1%	6 3%	1 2%	4 2%	1 1%	2 1%	4 2%
Don't know	10 1%	5 1%	- -	- -	1 *	8 1%	5 1%	3 1%	4 1%	1 1%	3 4% uz	2 1%	2 2%	1 1%	1 *
Not applicable	5 1%	4 1%	1 1%	- -	2 1%	4 1%	5 1%	3 1%	- -	1 *	- -	1 1%	3 3% yz	- -	- -
Installed the measure themselves	8 1%	7 1%	1 1%	- -	3 1%	5 1%	8 1% r	5 2% r	- -	1 1%	- -	- -	1 1%	4 3% w	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 448

112f (R) (ALL) How satisfied or dissatisfied were you with the following things related to the installation of the (Measure)?
How long the (Measure) took to install

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%
NET: All satisfied	453 48%	381 56% QR	30 32%	22 21%	86 33%	367 54% n	282 48%	224 82% pr	160 48%	101 48%	35 51%	86 47%	50 50%	77 49%	104 46%
NET: All dissatisfied	29 3%	22 3%	3 4%	2 2%	10 4%	20 3%	16 3%	13 5% p	13 4%	8 4%	2 2%	5 3%	2 2%	5 3%	8 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 449

113 (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	634	339	293	232	248	152	519	102	161	471	530	104	409	225	446	81	107	188
Weighted Base	634	334	299	224	255	153	533	89*	158	475	516	119*	357	278	467	67*	100*	167
Effective base	583	312	269	209	230	141	478	94	147	433	484	100	386	214	415	74	96	170
Job not completed properly	26 4%	8 3%	18 6% a	7 3%	10 4%	9 6%	25 5%	2 2%	5 3%	21 4%	22 4%	4 3%	16 4%	10 4%	17 4%	3 5%	6 6%	9 5%
Workmen messy / didn't clear up	10 2%	2 1%	8 3%	5 2%	2 1%	4 3%	9 2%	1 1%	2 1%	8 2%	10 2%	-	4 1%	7 2%	4 1%	3 4% n	4 4% n	7 4% n
Property damaged	12 2%	5 1%	7 2%	2 1%	4 2%	6 4% c	12 2%	-	1 1%	11 2%	10 2%	2 1%	6 2%	5 2%	11 2%	-	1 1%	1 1%
Others	13 2%	8 2%	6 2%	2 1%	8 3%	4 2%	13 2%	1 1%	1 1%	13 3%	8 1%	6 5% j	5 1%	9 3%	11 2%	1 1%	2 2%	2 1%
No reason/none/don't know	577 91%	312 93% b	263 88%	209 93% e	233 91%	133 87%	479 90%	86 96%	149 95%	425 90%	469 91%	108 91%	328 92%	249 90%	426 91%	62 92%	89 89%	151 90%
NET: Any problems	58 9%	22 7%	36 12% a	15 7%	23 9%	20 13% c	54 10%	3 4%	9 5%	49 10%	47 9%	11 9%	29 8%	29 10%	41 9%	5 8%	11 11%	17 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 449

113 (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	634	549	85	185	280	95	129	166	159	178	410	224
Weighted Base	634	535	99*	179	299	95*	119	166	162	186	406	229
Effective base	583	507	78	171	259	87	118	151	146	167	375	208
Job not completed properly	26 4%	16 3%	10 10% r	10 5%	9 3%	5 5%	3 2%	8 5%	4 3%	11 6%	16 4%	10 5%
Workmen messy / didn't clear up	10 2%	5 1%	5 5% r	3 2%	7 3%	-	1 1%	3 2%	1 1%	5 3%	8 2%	2 1%
Property damaged	12 2%	8 1%	4 4%	3 2%	5 2%	3 3%	2 1%	1 1%	2 1%	7 4%	6 2%	5 2%
Others	13 2%	11 2%	2 2%	6 3%	4 1%	2 2%	1 1%	3 2%	6 4%	4 2%	9 2%	4 2%
No reason/none/don't know	577 91%	495 93% s	82 82%	159 88%	277 93%	85 90%	113 95% O	151 91%	149 92%	162 87%	367 91%	209 91%
NET: Any problems	58 9%	40 7%	18 18% r	21 12%	22 7%	10 10%	5 5%	15 9%	13 8%	24 13% K	38 9%	20 9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 449

113 (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	634	350	100	161	38	560	53	634	-	-	-	634	-
Weighted Base	634	365	96*	152	38*	558	55*	634	**	**	**	634	**
Effective base	583	324	94	144	35	514	48	583	-	-	-	583	-
Job not completed properly	26 4%	14 4%	4 5%	5 3%	2 6%	24 4%	1 1%	26 4%	-	-	-	26 4%	-
Workmen messy / didn't clear up	10 2%	4 1%	3 3%	3 2%	2 5%	8 1%	2 3%	10 2%	-	-	-	10 2%	-
Property damaged	12 2%	6 2%	3 3%	1 1%	2 4%	11 2%	1 1%	12 2%	-	-	-	12 2%	-
Others	13 2%	10 3%	2 2%	2 1%	2 5%	9 2%	3 5%	13 2%	-	-	-	13 2%	-
No reason/none/don't know	577 91%	332 91%	85 89%	142 93% B	31 82%	508 91%	49 90%	577 91%	-	-	-	577 91%	-
NET: Any problems	58 9%	33 9%	11 11%	10 7%	7 18% A	50 9%	6 10%	58 9%	-	-	-	58 9%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 450

113 (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	634	97	300	90	317	150	634	634	-	80	554	-	86	548	401	233
Weighted Base	634	103*	317	78*	302	151	634	634	**	85*	550	**	90*	545	406	229
Effective base	583	89	276	85	290	138	583	583	-	74	509	-	79	504	371	212
Job not completed properly	26 4%	3 3%	15 5% d	7 9% defg	6 2%	2 2%	26 4% d	26 4% d	-	2 3%	24 4%	-	4 4%	22 4%	15 4%	11 5%
Workmen messy / didn't clear up	10 2%	-	5 2%	4 5% adefg	3 1%	-	10 2%	10 2%	-	-	10 2%	-	1 1%	10 2%	5 1%	5 2%
Property damaged	12 2%	2 2%	5 2%	2 3%	4 1%	2 1%	12 2%	12 2%	-	2 2%	10 2%	-	1 1%	11 2%	9 2%	3 1%
Others	13 2%	3 3% d	5 2%	3 4% d	1	6 4% d	13 2% d	13 2% d	-	2 2%	11 2%	-	4 4%	10 2%	4 1%	10 4% n
No reason/none/don't know	577 91%	95 92%	287 91%	65 83%	289 96% bcfg	141 93% c	577 91% c	577 91% c	-	78 93%	498 91%	-	81 90%	496 91%	374 92%	202 88%
NET: Any problems	58 9%	8 8%	30 9% d	13 17% defg	13 4%	10 7%	58 9% d	58 9% d	-	6 7%	52 9%	-	9 10%	49 9%	31 8%	27 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 450

113 (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	634	58	258	147	133	283	174	209	112	93	125	67	57	577	57	503	88	415
Weighted Base	634	55*	256	149	142	289	180	205	119	82*	130	61*	52*	582	62*	501	84*	417
Effective base	583	52	237	137	123	264	157	189	105	86	115	59	50	532	53	462	80	382
Job not completed properly	26 4%	1 2%	8 3%	6 4%	7 5%	16 6% N	3 2%	5 3%	2 2%	2 3%	7 5%	3 10% P	6 12% v	20 3%	1 1%	22 4%	5 6%	17 4%
Workmen messy / didn't clear up	10 2%	-	8 3%	1 1%	1 1%	6 2%	2 1%	4 2%	3 2%	1 1%	1 1%	3 5%	3 6% v	7 1%	-	9 2%	3 3%	6 2%
Property damaged	12 2%	2 3%	2 1%	2 1%	4 3%	9 3% O	5 3% O	1 *	3 3%	-	5 4%	1 2%	1 2%	11 2%	-	9 2%	1 1%	8 2%
Others	13 2%	-	3 1%	5 4%	5 4%	4 1%	2 1%	7 3%	1 1%	1 1%	1 1%	2 3%	2 3%	12 2%	3 5% U	7 1%	1 1%	6 1%
No reason/none/don't know	577 91%	52 95%	235 92%	136 91%	125 88%	256 89%	168 93%	189 92%	110 92%	79 96% S	117 90%	51 82%	42 79%	535 92% u	58 93%	458 91%	75 90%	383 92%
NET: Any problems	58 9%	3 5%	20 8%	13 9%	17 12%	33 11%	12 7%	16 8%	9 8%	3 4%	12 10%	11 18% Q	11 21% v	47 8%	4 7%	43 9%	9 10%	34 8%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 450

113 (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	634	244	265	287	222	42	172	67	242	163	76	319	281	232	242	178
Weighted Base	634	244	267	290	221	44*	169	70*	226	175	88*	303	297	222	245	185
Effective base	583	225	242	265	202	37	160	60	223	151	69	291	261	212	224	164
Job not completed properly	26 4%	8 3%	13 5%	10 3%	11 5%	1 3%	8 5%	-	10 4%	7 4%	2 2%	13 4%	11 4%	5 2%	13 5%	8 4%
Workmen messy / didn't clear up	10 2%	2 1%	6 2%	3 1%	5 2%	-	2 1%	-	8 4%	2 1%	-	5 2%	4 1%	4 2%	5 2%	2 1%
Property damaged	12 2%	2 1%	7 2%	2 1%	7 3%	-	2 1%	-	5 2%	4 2%	1 1%	5 2%	6 2%	1	7 3%	5 3%
Others	13 2%	4 2%	10 4%	5 2%	8 4%	-	4 2%	-	4 2%	2 1%	4 5%	2 1%	11 4% G	4 2%	6 2%	4 2%
No reason/none/don't know	577 91%	229 94% xz	234 88%	270 93% xz	193 87%	43 97% xz	154 91%	70 100% B	201 89%	160 92%	81 92%	281 93%	265 89%	207 93%	219 89%	166 90%
NET: Any problems	58 9%	15 6%	33 12% wyA	20 7%	28 13% wyA	1 3%	15 9% C	-	25 11%	15 8%	7 8%	23 7%	32 11%	15 7%	26 11%	19 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 451

113 (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	634	246	401	473	161	267	241	115	477	80	527	33
Weighted Base	634	233	406	477	157	278	244	103	475	80*	531	30*
Effective base	583	228	371	437	146	245	224	105	440	74	486	31
Job not completed properly	26 4%	9 4%	15 4%	19 4%	7 5%	14 5%	8 3%	4 4%	15 3%	7 9% L	17 3%	1 5%
Workmen messy / didn't clear up	10 2%	1 *	5 1%	5 1%	5 3% H	2 1%	5 2%	4 4% k	8 2%	2 2%	7 1%	-
Property damaged	12 2%	4 2%	9 2%	9 2%	3 2%	5 2%	3 1%	2 2%	5 1%	6 8% L	9 2%	1 3%
Others	13 2%	9 4% J	4 1%	9 2% I	5 3%	5 2%	6 3%	2 2%	9 2%	4 5%	8 2%	4 13% N
No reason/none/don't know	577 91%	211 90%	374 92%	437 92%	139 89%	253 91%	223 91%	91 89%	441 93% M	61 76%	492 93% O	24 80%
NET: Any problems	58 9%	22 10%	31 8%	40 8%	18 11%	24 9%	21 9%	12 11%	34 7%	19 24% L	39 7%	6 20% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 451

113 (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	634	515	48	32	123	511	398	312	215	130	54	129	69	101	151
Weighted Base	634	517	47*	32**	121	514	396	314	220	133	53*	119	73*	110*	146
Effective base	583	473	44	30	114	469	367	288	197	121	49	118	63	92	142
Job not completed properly	26 4%	18 4%	1 2%	6 19%	13 10% o	13 3%	12 3%	9 3%	14 6%	7 5%	3 6%	3 3%	1 2%	3 3%	8 5%
Workmen messy / didn't clear up	10 2%	7 1%	1 2%	2 6%	3 2%	7 1%	3 1%	2 1%	7 3% pq	3 2%	1 1%	-	2 3%	1 1%	4 2%
Property damaged	12 2%	8 2%	1 2%	3 8%	7 6% o	4 1%	3 1%	2 1%	8 4% pq	5 4%	-	1 1%	1 2%	2 2%	3 2%
Others	13 2%	8 2%	1 3%	3 11%	7 5% o	7 1%	11 3%	7 2%	2 1%	4 3%	2 4%	1 *	1 2%	3 3%	2 1%
No reason/none/don't know	577 91%	477 92%	43 91%	19 60%	92 77%	484 94% n	367 93% r	293 93% r	191 87%	117 88%	48 90%	115 96% uz	67 92%	101 91%	130 89%
NET: Any problems	58 9%	39 8%	4 9%	13 40%	28 23% o	30 6%	29 7%	21 7%	29 13% pq	16 12% w	5 10%	5 4%	6 8%	10 9%	16 11% w



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 452

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19 Jun 2014

I13_SUM (M) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All key measures that have been installed

I13: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Unweighted Base	211	226	61	3	15	25	79	7	5	-	2
Weighted Base	200	240	54	2	12	28	83	6	6	-	3
Effective base	193	208	58	3	15	24	73	6	5	-	2
Job not completed properly	2 1%	14 6%	7 13%	-	-	-	3 4%	-	-	-	-
Workmen messy / didn't clear up	1 1%	5 2%	4 7%	-	-	-	-	-	-	-	-
Property damaged	3 1%	5 2%	2 4%	-	-	-	2 2%	-	-	-	-
Others	1 *	5 2%	3 5%	-	-	1 4%	3 4%	-	-	-	-
No reason/none/don't know	193 97%	211 88%	41 76%	2 100%	12 100%	27 96%	75 90%	6 100%	6 100%	-	3 100%
NET: Any problems	7 3%	29 12%	13 24%	-	-	1 4%	8 10%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 453

113 (R) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents who have installed a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	523	278	244	182	206	134	432	81	138	384	432	91	336	187	370	56	97	153
Weighted Base	524	275	248	176	211	135	444	71*	135	387	420	104*	294	230	386	48*	90*	138
Effective base	481	255	225	165	191	125	399	75	126	354	395	87	316	178	345	51	87	138
Job not completed properly	26 5%	8 3%	18 7% a	7 4%	10 5%	9 7%	25 6%	2 2%	5 4%	21 5%	22 5%	4 3%	16 5%	10 5%	17 4%	3 7%	6 6%	9 7%
Workmen messy / didn't clear up	10 2%	2 1%	8 3%	5 3%	2 1%	4 3%	9 2%	1 2%	2 1%	8 2%	10 2%	-	4 1%	7 3%	4 1%	3 6% n	4 4% n	7 5% n
Property damaged	12 2%	5 2%	7 3%	2 1%	4 2%	6 4%	12 3%	-	1 1%	11 3%	10 2%	2 2%	6 2%	5 2%	11 3%	-	1 1%	1 1%
Others	13 3%	8 3%	6 2%	2 1%	8 4%	4 3%	13 3%	1 1%	1 1%	13 3%	8 2%	6 6% j	5 2%	9 4%	11 3%	1 2%	2 2%	2 2%
No reason/none/don't know	475 91%	256 93%	218 88%	163 93%	189 89%	122 90%	398 90%	68 95%	127 94%	347 90%	380 90%	95 92%	267 91%	208 90%	353 91%	43 90%	79 88%	122 89%
NET: Any problems	57 11%	22 8%	35 14% a	15 9%	23 11%	19 14%	53 12%	3 5%	9 6%	48 12%	45 11%	11 11%	29 10%	27 12%	40 10%	5 11%	11 12%	17 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 453

113 (R) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents who have installed a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	523	446	77	154	233	81	103	130	133	156	352	171
Weighted Base	524	433	91*	150	247	81*	97*	131	134	161	349	175
Effective base	481	413	71	142	216	74	94	118	122	146	322	159
Job not completed properly	26 5%	16 4%	10 11% r	10 6%	9 4%	5 6%	3 3%	8 6%	4 3%	11 7%	16 5%	10 6%
Workmen messy / didn't clear up	10 2%	5 1%	5 6% r	3 2%	7 3%	-	1 1%	3 2%	1 1%	5 3%	8 2%	2 1%
Property damaged	12 2%	8 2%	4 4%	3 2%	5 2%	3 4%	2 2%	1 1%	2 1%	7 4%	6 2%	5 3%
Others	13 3%	11 3%	2 2%	6 4%	4 2%	2 2%	1 1%	3 2%	6 4%	4 2%	9 3%	4 2%
No reason/none/don't know	475 91%	402 93% s	73 80%	131 87%	229 93%	74 91%	92 95% O	118 90%	123 92%	141 87%	316 91%	159 91%
NET: Any problems	57 11%	39 9%	18 20% r	21 14%	21 8%	10 12%	5 6%	15 12%	13 10%	23 14% K	37 11%	20 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 453

113 (R) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	523	298	80	129	28	463	43	523	-	-	-	523	-
Weighted Base	524	309	77*	123	28**	461	45*	524	**	**	**	524	**
Effective base	481	276	75	115	26	426	39	481	-	-	-	481	-
Job not completed properly	26 5%	14 4%	4 6%	5 4%	2 8%	24 5%	1 2%	26 5%	-	-	-	26 5%	-
Workmen messy / didn't clear up	10 2%	4 1%	3 3%	3 2%	2 7%	8 2%	2 4%	10 2%	-	-	-	10 2%	-
Property damaged	12 2%	6 2%	3 4%	1 1%	2 6%	11 2%	1 2%	12 2%	-	-	-	12 2%	-
Others	13 3%	10 3%	2 2%	2 1%	2 6%	9 2%	3 7%	13 3%	-	-	-	13 3%	-
No reason/none/don't know	475 91%	282 91%	68 87%	112 92%	23 81%	419 91%	40 89%	475 91%	-	-	-	475 91%	-
NET: Any problems	57 11%	32 10%	11 14%	10 8%	7 24%	49 11%	6 12%	57 11%	-	-	-	57 11%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 454

113 (R) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents who have installed a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	523	80	231	63	225	109	523	523	-	72	451	-	74	449	316	207
Weighted Base	524	84*	244	56*	212	111	524	524	**	75*	448	**	77*	447	320	203
Effective base	481	74	213	60	206	101	481	481	-	66	415	-	68	414	293	188
Job not completed properly	26 5%	3 4%	15 6%	7 13% defg	6 3%	2 2%	26 5%	26 5%	-	2 3%	24 5%	-	4 5%	22 5%	15 5%	11 5%
Workmen messy / didn't clear up	10 2%	-	5 2%	4 7% defg	3 1%	-	10 2%	10 2%	-	-	10 2%	-	1 1%	10 2%	5 2%	5 3%
Property damaged	12 2%	2 2%	5 2%	2 4%	4 2%	2 2%	12 2%	12 2%	-	2 2%	10 2%	-	1 1%	11 2%	9 3%	3 1%
Others	13 3%	3 4% d	5 2%	3 5% d	1 *	6 5% d	13 3% d	13 3% d	-	2 3%	11 3%	-	4 5%	10 2%	4 1%	10 5% n
No reason/none/don't know	475 91%	75 90%	222 91% c	44 80%	205 97% abcf g	103 93% c	475 91% c	475 91% c	-	71 94%	404 90%	-	70 91%	405 91%	297 93%	178 88%
NET: Any problems	57 11%	8 10%	29 12% d	13 23% abdefg	12 6%	10 9%	57 11% d	57 11% d	-	6 8%	50 11%	-	9 12%	48 11%	30 9%	27 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 454

113 (R) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	523	47	217	122	107	240	140	175	94	70	96	60	52	471	51	416	78	338
Weighted Base	524	45*	216	125	111*	244	143	173	100*	63*	98*	55*	48*	475	56*	412	75*	337
Effective base	481	42	199	113	99	223	128	158	88	64	89	53	46	436	48	382	71	312
Job not completed properly	26 5%	1 2%	8 4%	6 5%	7 6%	16 7% N	3 2%	5 3%	2 2%	2 3%	7 7%	6 12% P	6 13% v	20 4%	1 1%	22 5%	5 7%	17 5%
Workmen messy / didn't clear up	10 2%	-	8 4%	1 1%	1 1%	6 2%	2 2%	4 2%	3 3%	1 1%	1 1%	3 5%	3 6% v	7 2%	-	9 2%	3 4%	6 2%
Property damaged	12 2%	2 4%	2 1%	2 1%	4 4%	9 4% O	5 3% O	1 *	3 3%	-	5 5%	1 2%	1 2%	11 2%	-	9 2%	1 1%	8 2%
Others	13 3%	-	3 1%	5 4%	5 5%	4 2%	2 1%	7 4%	1 1%	1 1%	1 1%	2 3%	2 3%	12 2%	3 6%	7 2%	1 1%	6 2%
No reason/none/don't know	475 91%	42 94%	196 91%	113 90%	102 92%	218 89%	134 94%	157 91%	95 95% S	62 99% RS	86 88%	44 80%	37 78%	437 92% u	51 93%	377 91%	67 88%	310 92%
NET: Any problems	57 11%	3 6%	20 9%	13 10%	15 14%	32 13%	11 8%	16 9%	9 9%	3 5%	12 13%	11 20% Q	11 22% v	46 10%	4 7%	42 10%	9 12%	33 10%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 454

113 (R) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	523	208	214	242	180	33	149	55	203	125	66	254	240	182	211	146
Weighted Base	524	208	215	244	179	37**	146	58*	191	134	74*	244	251	176	213	150
Effective base	481	192	196	224	164	29	139	50	187	116	61	231	224	166	196	135
Job not completed properly	26 5%	8 4%	13 6%	10 4%	11 6%	1 3%	8 5%	-	10 5%	7 6%	2 2%	13 5%	11 4%	5 3%	13 6%	8 5%
Workmen messy / didn't clear up	10 2%	2 1%	6 3%	3 1%	5 3%	-	2 1%	-	8 4%	2 2%	-	5 2%	4 1%	4 3%	5 2%	2 1%
Property damaged	12 2%	2 1%	7 3%	2 1%	7 4%	-	2 2%	-	5 3%	4 3%	1 1%	5 2%	6 2%	1	7 3%	5 3%
Others	13 3%	4 2%	10 4%	5 2%	8 5%	-	4 3%	-	4 2%	2 2%	4 6%	2 1%	11 4% G	4 2%	6 3%	4 3%
No reason/none/don't know	475 91%	193 93%	190 88%	226 93%	157 88%	36 97%	132 90%	58 100% B	168 88%	123 92%	68 91%	225 92%	224 89%	163 93%	193 91%	132 88%
NET: Any problems	57 11%	15 7%	32 15% wy	20 8%	27 15% wy	1 3%	15 10% C	-	24 12%	15 11%	7 9%	23 9%	31 12%	15 8%	25 12%	19 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 455

113 (R) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents who have installed a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	523	196	316	381	142	220	204	90	387	74	425	33
Weighted Base	524	186	320	384	140	227	208	80*	386	75*	428	30*
Effective base	481	182	293	353	128	203	189	82	357	69	393	31
Job not completed properly	26 5%	9 5%	15 5%	19 5%	7 5%	14 6%	8 4%	4 5%	15 4%	7 9%	17 4%	1 5%
Workmen messy / didn't clear up	10 2%	1	5 2%	5 1%	5 4% H	2 1%	5 2%	4 5% k	8 2%	2 3%	7 2%	-
Property damaged	12 2%	4 2%	9 3%	9 2%	3 2%	5 2%	3 1%	2 3%	5 1%	6 9% L	9 2%	1 3%
Others	13 3%	9 5% I	4 1%	9 2% I	5 3%	5 2%	6 3%	2 2%	9 2%	4 5%	8 2%	4 13% N
No reason/none/don't know	475 91%	168 90%	297 93%	351 92%	123 88%	208 92%	190 91%	70 87%	359 93% M	57 76%	398 93% O	24 80%
NET: Any problems	57 11%	22 12%	30 9%	39 10%	18 13%	23 10%	21 10%	12 14%	33 8%	19 26% L	38 9%	6 20% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 455

113 (R) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents who have installed a recommended key measure

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	523	420	42	29	113	410	324	249	183	112	45	108	54	83	121
Weighted Base	524	422	42*	29**	111	412	322	250	188	114	44*	101*	56*	88*	120
Effective base	481	386	39	27	105	377	299	230	168	105	41	98	49	76	113
Job not completed properly	26 5%	18 4%	1 2%	6 21%	13 11% o	13 3%	12 4%	9 4%	14 7%	7 6%	3 7%	3 3%	1 2%	3 4%	8 7%
Workmen messy / didn't clear up	10 2%	7 2%	1 2%	2 7%	3 3%	7 2%	3 1%	2 1%	7 4% pq	3 2%	1 2%	-	2 4%	1 1%	4 3%
Property damaged	12 2%	8 2%	1 2%	3 9%	7 6% o	4 1%	3 1%	2 1%	8 4% pq	5 4%	-	1 1%	1 3%	2 2%	3 2%
Others	13 3%	8 2%	1 3%	3 12%	7 6% o	7 2%	11 3%	7 3%	2 1%	4 4%	2 4%	1 1%	1 2%	3 4%	2 2%
No reason/none/don't know	475 91%	389 92%	38 90%	19 64%	86 77%	389 94% n	299 93% r	235 94% r	162 86%	100 88%	40 90%	96 95%	53 94%	79 90%	106 88%
NET: Any problems	57 11%	38 9%	4 10%	13 45%	28 25% o	28 7%	28 9%	19 8%	29 15% pq	16 14% w	5 12%	5 5%	5 9%	10 11%	16 13% w



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 456

i13 (R) (ALL) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Job not completed properly	26 3%	8 2%	18 4% a	7 2%	10 3%	9 4%	25 3%	2 1%	5 2%	21 3%	22 3%	4 1%	16 3%	10 2%	17 3%	3 4%	6 3%	9 3%
Workmen messy / didn't clear up	10 1%	2 *	8 2%	5 1%	2 1%	4 2%	9 1%	1 1%	2 1%	8 1%	10 1%	-	4 1%	7 1%	4 1%	3 3% n	4 2%	7 2% n
Property damaged	12 1%	5 1%	7 2%	2 1%	4 1%	6 2%	12 1%	-	1 *	11 2%	10 1%	2 1%	6 1%	5 1%	11 2%	-	1 *	1 *
Others	13 1%	8 2%	6 1%	2 1%	8 2%	4 2%	13 2%	1 *	1 *	13 2%	8 1%	6 2%	5 1%	9 2%	11 2%	1 1%	2 1%	2 1%
No reason/none/don't know	907 96%	480 97% b	421 94%	329 97%	344 95%	229 94%	771 95%	120 98%	243 97%	660 95%	670 95%	236 97%	465 96%	442 96%	642 96%	85 97%	180 94%	264 95%
NET: Any problems	57 6%	22 4%	35 8% a	15 4%	23 6%	19 8%	53 7%	3 3%	9 3%	48 7%	45 6%	11 5%	29 6%	27 6%	40 6%	5 6%	11 6%	17 6%
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 456

i13 (R) (ALL) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Job not completed properly	26 3%	16 2%	10 6% r	10 3%	9 2%	5 4%	3 2%	8 3%	4 2%	11 4%	16 3%	10 3%
Workmen messy / didn't clear up	10 1%	5 1%	5 3% r	3 1%	7 2%	-	1 *	3 1%	1 *	5 2%	8 1%	2 1%
Property damaged	12 1%	8 1%	4 2%	3 1%	5 1%	3 2%	2 1%	1 1%	2 1%	7 2%	6 1%	5 2%
Others	13 1%	11 1%	2 1%	6 2%	4 1%	2 2%	1 *	3 1%	6 3%	4 1%	9 1%	4 1%
No reason/none/don't know	907 96%	758 97% s	149 90%	300 96%	412 96%	123 95%	161 97%	253 96%	220 96%	270 94%	600 96%	307 96%
NET: Any problems	57 6%	39 5%	18 11% r	21 7%	21 5%	10 8%	5 3%	15 6%	13 6%	23 8%	37 6%	20 6%
Have not installed any key measures	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 456

i13 (R) (ALL) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Job not completed properly	26 3%	14 3%	4 3%	5 2%	2 3%	24 3%	1 1%	26 5% GHJ	-	-	-	26 4% GHJ	-
Workmen messy / didn't clear up	10 1%	4 1%	3 2%	3 1%	2 3%	8 1%	2 2%	10 2% J	-	-	-	10 2% J	-
Property damaged	12 1%	6 1%	3 2%	1 *	2 2%	11 1%	1 1%	12 2% J	-	-	-	12 2% J	-
Others	13 1%	10 2%	2 1%	2 1%	2 2%	9 1%	3 3%	13 2% J	-	-	-	13 2% J	-
No reason/none/don't know	907 96%	513 97%	135 94%	213 96%	68 93%	752 96%	93 95%	530 93%	47 100%	106 100% EI	118 100% EI	577 94%	330 100% EI
NET: Any problems	57 6%	32 6%	11 7%	10 5%	7 9%	49 6%	6 6%	57 10% FGHJ	-	-	-	57 9% FGHJ	-
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 457

i13 (R) (ALL) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Job not completed properly	26 3%	3 4% h	15 6% h	7 13% defgh	6 3% h	2 2% h	26 5% h	26 5% h	- -	2 3% k	24 5% k	- -	4 2% l	22 3% m	15 3% n	11 3% o
Workmen messy / didn't clear up	10 1%	- -	5 2% h	4 7% defgh	3 1% h	- -	10 2% h	10 2% h	- -	- -	10 2% k	- -	1 *	10 1% m	5 1% n	5 1% o
Property damaged	12 1%	2 2% h	5 2% h	2 4% h	4 2% h	2 1% h	12 2% h	12 2% h	- -	2 2% k	10 2% k	- -	1 1% l	11 1% m	9 2% n	3 1% o
Others	13 1%	3 4% dh	5 2% h	3 5% dh	1 *	6 4% dh	13 2% dh	13 2% dh	- -	2 3% k	11 3% k	- -	4 2% l	10 1% m	4 1% n	10 2% o
No reason/none/don't know	907 96%	79 92% c	239 93% c	45 81% c	222 98% bcdfg	125 96% c	530 93% c	516 93% c	377 100% bcdefg	71 94% i	413 92% j	422 100% ij	159 96% l	747 96% m	519 97% n	388 94% o
NET: Any problems	57 6%	8 10% h	29 11% dh	13 23% defgh	12 5% h	10 8% h	57 10% dh	57 10% dh	- -	6 8% k	50 11% k	- -	9 5% l	48 6% m	30 6% n	27 6% o
Have not installed any key measures	422 45%	3 3% a	12 5% b	- -	15 7% c	20 15% bcdfg	45 8% bcg	31 6% g	377 100% bcdefg	- -	- -	422 100% ij	89 54% m	334 43% n	215 40% o	207 50% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 457

i13 (R) (ALL) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Job not completed properly	26 3%	1 1%	8 2%	6 2%	7 4%	16 4% N	3 1%	5 2%	2 1%	2 2%	7 4%	6 6% P	8 8% v	20 2%	1 1%	22 3%	5 4%	17 3%
Workmen messy / didn't clear up	10 1%	-	8 2%	1 1%	1 1%	6 1%	2 1%	4 1%	3 1%	1 1%	1 1%	3 3%	3 3% v	7 1%	-	9 1%	3 2%	6 1%
Property damaged	12 1%	2 2%	2 1%	2 1%	4 2%	9 2% O	5 2% O	1 1%	3 2%	-	5 3%	1 1%	1 1%	11 1%	-	9 1%	1 1%	8 1%
Others	13 1%	-	3 1%	5 2%	5 3%	4 1%	2 1%	7 2%	1 1%	1 1%	1 1%	2 2%	2 2%	12 1%	3 3%	7 1%	1 1%	6 1%
No reason/none/don't know	907 94%	91 97%	334 95%	240 96%	194 96%	384 95%	253 97%	309 96%	177 98% S	96 99% RS	142 93%	89 90%	75 89%	832 97% u	123 97%	680 96%	121 95%	559 96%
NET: Any problems	57 6%	3 3%	20 6%	13 5%	15 8%	32 8%	11 4%	16 5%	9 5%	3 3%	12 8%	11 11% Q	11 13% v	46 5%	4 3%	42 6%	9 7%	33 6%
Have not installed any key measures	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 457

i13 (R) (ALL) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Job not completed properly	26 3%	8 2%	13 3%	10 2%	11 3%	1 2%	8 3%	-	10 3%	7 3%	2 1%	13 3%	11 2%	5 2%	13 3%	8 3%
Workmen messy / didn't clear up	10 1%	2 1%	6 1%	3 1%	5 1%	-	2 1%	-	8 2%	2 1%	-	5 1%	4 1%	4 1%	5 1%	2 1%
Property damaged	12 1%	2 1%	7 2%	2 1%	7 2%	-	2 1%	-	5 2%	4 1%	1 1%	5 1%	6 1%	1	7 2%	5 2%
Others	13 1%	4 1%	10 2%	5 1%	8 2%	-	4 2%	-	4 1%	2 1%	4 3%	2 1%	11 2% G	4 1%	6 1%	4 1%
No reason/none/don't know	907 96%	341 97%	390 95%	390 96%	340 95%	63 98%	248 95%	85 100%	329 94%	234 97%	134 98%	421 96%	429 96%	311 97%	373 95%	259 96%
NET: Any problems	57 6%	15 4%	32 8%	20 5%	27 8%	1 2%	15 6% C	-	24 7%	15 6%	7 5%	23 5%	31 7%	15 5%	25 6%	19 7%
Have not installed any key measures	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 458

i13 (R) (ALL) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Job not completed properly	26 3%	9 3%	15 3%	19 3%	7 3%	14 3%	8 2%	4 3%	15 2%	7 4%	17 2%	1 1%
Workmen messy / didn't clear up	10 1%	1 *	5 1%	5 1% H	5 2% H	2 *	5 1%	4 2% k	8 1%	2 1%	7 1%	- -
Property damaged	12 1%	4 1%	9 2%	9 1%	3 1%	5 1%	3 1%	2 2%	5 1%	6 3% L	9 1%	1 1%
Others	13 1%	9 2% IJ	4 1%	9 1% I	5 2%	5 1%	6 2%	2 1%	9 1%	4 2%	8 1%	4 3%
No reason/none/don't know	907 96%	346 96%	519 97%	649 96%	257 95%	394 96%	342 97%	149 94%	627 97% M	175 93%	693 97%	108 96%
NET: Any problems	57 6%	22 6%	30 6%	39 6%	18 7%	23 6%	21 6%	12 7%	33 5%	19 10% L	38 5%	6 5%
Have not installed any key measures	422 45%	175 48% IJ	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 458

i13 (R) (ALL) Can I just check, have there been any issues or problems with the MEASURE or the installation of the MEASURE that you would like to mention?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Job not completed properly	26 3%	18 3%	1 1%	6 6%	13 5% o	13 2%	12 2%	9 3%	14 4%	7 3%	3 5%	3 2%	1 1%	3 2%	8 3%
Workmen messy / didn't clear up	10 1%	7 1%	1 1%	2 2%	3 1%	7 1%	3 1%	2 1%	7 2% p	3 1%	1 1%	-	2 2%	1 1%	4 2%
Property damaged	12 1%	8 1%	1 1%	3 2%	7 3% o	4 1%	3 1%	2 1%	8 2% p	5 2%	-	1 *	1 1%	2 1%	3 1%
Others	13 1%	8 1%	1 1%	3 3%	7 3%	7 1%	11 2%	7 3%	2 1%	4 2%	2 3%	1 *	1 1%	3 2%	2 1%
No reason/none/don't know	907 96%	660 96% R	90 98% R	98 91%	242 92%	665 97% n	566 97% r	263 96%	311 93%	198 94%	66 96%	177 98%	97 97%	152 96%	216 95%
NET: Any problems	57 6%	38 6%	4 4%	13 12% P	28 11% o	28 4%	28 5%	19 7% p	29 9% p	16 8% w	5 7%	5 3%	5 5%	10 6%	16 7% w
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 459

114 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	624	334	288	232	239	151	510	102	158	464	528	96	406	218	436	81	107	188
Weighted Base	623	329	292	224	245	152	523	89*	154	467	514	110*	354	269	456	67*	100*	167
Effective base	573	308	264	209	222	140	469	94	145	427	482	92	383	207	406	74	96	170
Yes - received a letter asking if you are happy (for example customer feedback survey)	36 6%	23 7%	13 4%	12 5%	12 5%	12 8%	30 6%	5 6%	6 4%	29 6%	30 6%	5 5%	20 6%	16 6%	27 6%	2 2%	7 7%	9 5%
Yes - telephone call	70 11%	36 11%	34 12%	18 8%	40 16% ce	12 8%	61 12%	9 10%	16 11%	54 11%	52 10%	18 16%	37 10%	33 12%	64 14% pq	4 6%	2 2%	6 4%
Yes - email	8 1%	3 1%	6 2%	1 1%	6 2%	1 1%	7 1%	2 2%	1 1%	8 2%	5 1%	4 3%	3 1%	6 2%	8 2%	-	-	-
Yes - visit/someone has inspected the work	115 18%	52 16%	62 21%	41 18%	43 18%	31 20%	97 19%	17 19%	30 19%	85 18%	99 19%	16 14%	62 18%	52 19%	85 19%	10 15%	20 20%	30 18%
Yes - some other way	6 1%	1 *	5 2%	2 1%	2 1%	2 1%	6 1%	- -	2 1%	5 1%	4 1%	2 2%	6 2% m	- -	5 1%	1 2%	-	1 1%
No - no contact at all	382 61%	207 63%	175 60%	141 63%	145 59%	96 63%	322 62%	52 59%	101 65%	281 60%	320 62%	62 57%	217 61%	165 61%	265 58%	48 72% n	69 69%	117 70% n
Don't know	30 5%	19 6%	9 3%	10 4%	13 5%	4 3%	22 4%	5 6%	7 4%	21 4%	19 4%	10 9% j	18 5%	12 4%	22 5%	2 3%	6 6%	8 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 459

114 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	624	540	84	178	278	94	129	165	155	173	402	222
Weighted Base	623	526	98*	171	297	94*	119	165	157	181	397	226
Effective base	573	498	77	164	257	86	118	150	143	162	368	206
Yes - received a letter asking if you are happy (for example customer feedback survey)	36 6%	32 6%	4 4%	8 5%	19 6%	6 6%	1 1%	11 7% K	9 5% K	15 8% K	27 7%	9 4%
Yes - telephone call	70 11%	67 13% s	3 3%	29 17%	31 10%	8 9%	15 12%	13 8%	26 17% MO	15 8%	44 11%	26 12%
Yes - email	8 1%	8 2%	- -	3 2%	3 1%	3 3%	1 1%	1 1%	- -	6 3% N	6 1%	3 1%
Yes - visit/someone has inspected the work	115 18%	104 20%	11 11%	33 19%	57 19%	11 12%	17 14%	33 20%	27 17%	37 20%	57 14%	58 26% w
Yes - some other way	6 1%	6 1%	- -	1 *	2 1%	2 3%	2 2%	1 *	2 1%	2 1%	5 1%	1 1%
No - no contact at all	382 61%	308 59%	74 76% r	99 58%	184 62%	65 70%	80 67%	99 60%	92 58%	112 62%	259 65% x	123 54%
Don't know	30 5%	22 4%	8 8%	5 3%	16 5%	1 1%	6 5%	8 5%	8 5%	7 4%	18 4%	12 5%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 459

114 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	624	343	98	161	36	555	52	624	-	-	-	624	-
Weighted Base	623	358	94*	152	36*	552	54*	623	**	**	**	623	**
Effective base	573	317	92	144	33	510	47	573	-	-	-	573	-
Yes - received a letter asking if you are happy (for example customer feedback survey)	36 6%	24 7%	2 2%	8 5%	3 8%	34 6%	1 2%	36 6%	-	-	-	36 6%	-
Yes - telephone call	70 11%	47 13% A	11 11%	7 5%	5 13%	62 11%	4 7%	70 11%	-	-	-	70 11%	-
Yes - email	8 1%	7 2%	2 2%	-	-	5 1%	3 6% C	8 1%	-	-	-	8 1%	-
Yes - visit/someone has inspected the work	115 18%	57 16%	12 13%	38 25% yz	10 28%	104 19%	8 15%	115 18%	-	-	-	115 18%	-
Yes - some other way	6 1%	3 1%	2 2%	-	1 2%	5 1%	1 2%	6 1%	-	-	-	6 1%	-
No - no contact at all	382 61%	218 61%	61 66%	98 65%	18 50%	341 62%	33 62%	382 61%	-	-	-	382 61%	-
Don't know	30 5%	15 4%	7 7%	4 2%	2 7%	23 4%	4 7%	30 5%	-	-	-	30 5%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 460

114 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	624	96	298	89	313	145	624	624	-	77	547	-	79	545	395	229
Weighted Base	623	102*	315	77*	297	146	623	623	**	81*	543	**	81*	542	399	224
Effective base	573	88	274	84	286	134	573	573	-	71	502	-	72	502	365	208
Yes - received a letter asking if you are happy (for example customer feedback survey)	36 6%	14 14% bcdfg	19 6%	2 3%	16 5%	13 9% c	36 6%	36 6%	-	8 10%	27 5%	-	8 9%	28 5%	19 5%	17 7%
Yes - telephone call	70 11%	23 23% bdfg	24 8%	10 13%	29 10%	25 17% bdfg	70 11% b	70 11% b	-	17 21% j	53 10%	-	20 24% m	50 9%	44 11%	26 12%
Yes - email	8 1%	8 8% bcdefg	-	-	1	2 2% b	8 1% d	8 1% d	-	7 9% j	1	-	6 8% m	2	6 2%	2 1%
Yes - visit/someone has inspected the work	115 18%	20 20%	56 18%	21 28% fg	60 20%	29 20%	115 18%	115 18%	-	14 18%	101 19%	-	12 15%	103 19%	83 21% o	31 14%
Yes - some other way	6 1%	3 3% bd	2	1 2%	1	4 3% d	6 1% d	6 1% d	-	2 2%	5 1%	-	2 3%	4 1%	5 1%	2 1%
No - no contact at all	382 61%	37 37% acefg	210 67% acefg	41 54% a	182 61% ae	74 51% a	382 61% ae	382 61% ae	-	38 47%	344 63% i	-	40 49%	342 63% l	245 61%	137 61%
Don't know	30 5%	7 7%	14 4%	3 4%	18 6%	5 4%	30 5%	30 5%	-	5 6%	25 5%	-	2 3%	27 5%	14 4%	16 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 460

114 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	624	58	254	146	128	281	172	202	111	93	124	67	57	567	52	500	87	413
Weighted Base	623	55*	252	147	136	287	177	197	118	82*	129	61*	52*	571	56*	499	83*	415
Effective base	573	52	233	136	118	262	155	182	104	86	114	59	50	523	48	459	79	380
Yes - received a letter asking if you are happy (for example customer feedback survey)	36 6%	1 1%	13 5%	10 6%	10 8%	12 4%	18 10% M	19 10% M	4 3%	4 5%	8 6%	3 5%	1 3%	34 6%	4 7%	30 6%	4 5%	26 6%
Yes - telephone call	70 11%	1 3%	25 10%	15 11%	25 18% pq	32 11%	23 13%	25 13%	12 10%	8 10%	14 11%	1 2%	1 2%	69 12% u	14 24% UVW	50 10%	6 7%	44 11%
Yes - email	8 1%	-	5 2%	-	4 3%	6 2%	5 3%	6 3%	3 2%	-	-	-	-	8 1%	6 10% UVW	3 1%	-	3 1%
Yes - visit/someone has inspected the work	115 18%	5 9%	48 19%	24 16%	35 26% p	48 17%	42 24%	45 23%	29 25%	11 14%	32 25%	9 15%	9 18%	105 18%	13 24%	92 18%	11 13%	81 20%
Yes - some other way	6 1%	-	3 1%	2 2%	1 1%	2 1%	2 1%	2 1%	-	1 1%	1 1%	1 2%	1 3%	5 1%	2 3% W	2 *	1 1%	2 *
No - no contact at all	382 61%	45 81% qrl	157 62% L	93 63% L	65 48%	187 65% NO	97 55%	99 50%	75 64%	50 62%	77 59%	44 72%	38 73%	344 60%	23 42%	316 63% T	58 70% T	257 62% T
Don't know	30 5%	4 7%	8 3%	5 4%	6 5%	8 3%	5 3%	14 7% MN	-	7 9% P	4 3%	4 6% P	3 5%	27 5%	2 4%	22 4% W	7 9% W	15 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 460

114 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	624	238	262	281	219	41	166	67	239	160	75	315	275	232	235	175
Weighted Base	623	236	264	282	218	43*	162	70*	222	172	87*	299	290	222	237	182
Effective base	573	219	239	259	199	36	154	60	220	148	68	287	255	212	218	161
Yes - received a letter asking if you are happy (for example customer feedback survey)	36 6%	20 9%	13 5%	24 8%	9 4%	-	11 7%	9 13%	7 3%	8 5%	11 13% DE	9 3%	24 8% G	9 4%	16 7%	11 6%
Yes - telephone call	70 11%	45 19% xzA	19 7%	50 18% xzA	15 7%	2 5%	29 18%	15 22%	16 7%	21 12%	15 18% D	27 9%	41 14%	27 12%	23 10%	23 12%
Yes - email	8 1%	8 4% xz	-	8 3% xz	-	-	7 5%	1 2%	2 1%	3 2%	3 3%	1	6 2%	3 1%	2 1%	4 2%
Yes - visit/someone has inspected the work	115 18%	46 19%	44 17%	56 20%	34 16%	6 15%	30 19%	16 23%	39 17%	35 20%	19 22%	73 24% H	39 13%	47 21%	49 21%	26 14%
Yes - some other way	6 1%	2 1%	3 1%	3 1%	2 1%	1 2%	2 2%	-	2 1%	2 1%	1 1%	2 1%	4 1%	2 1%	2 1%	3 2%
No - no contact at all	382 61%	122 52%	181 68% wy	152 54%	151 69% wy	32 73% wy	83 51%	35 49%	148 66% F	108 63% F	42 49%	184 62%	174 60%	131 59%	143 60%	115 63%
Don't know	30 5%	10 4%	9 3%	10 3%	9 4%	3 7%	10 6%	-	12 6%	5 3%	1 2%	12 4%	14 5%	11 5%	15 6%	6 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 461

114 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	624	242	395	465	159	262	236	115	470	79	519	31
Weighted Base	623	229	399	469	154	272	239	103	467	79*	522	28**
Effective base	573	224	365	429	144	240	219	105	433	73	479	29
Yes - received a letter asking if you are happy (for example customer feedback survey)	36 6%	17 7%	19 5%	28 6% 	8 5%	21 8%	9 4%	6 6%	28 6%	2 2%	32 6%	2 7%
Yes - telephone call	70 11%	33 14%	44 11%	58 12% 	12 8%	36 13%	21 9%	13 13%	59 13%	6 7%	64 12%	3 12%
Yes - email	8 1%	5 2%	6 2%	7 2%	1 1%	8 3% 	1 *	-	8 2%	-	8 2%	-
Yes - visit/someone has inspected the work	115 18%	46 20%	83 21%	91 19%	24 15%	49 18%	41 17%	24 23%	89 19%	12 16%	99 19%	2 8%
Yes - some other way	6 1%	4 2%	5 1%	6 1%	-	2 1%	3 1%	1 1%	4 1%	-	5 1%	-
No - no contact at all	382 61%	130 57%	245 61%	284 60%	98 64%	163 60%	152 64%	61 60%	278 60%	57 72% L	314 60%	19 67%
Don't know	30 5%	9 4%	14 4%	16 3%	13 9% 	10 4%	13 6%	4 4%	20 4%	4 4%	22 4%	2 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 461

114 (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	624	506	47	32	119	505	388	306	215	128	54	129	66	98	149
Weighted Base	623	506	47*	32**	116	507	385	307	220	131	53*	119	70*	106*	144
Effective base	573	465	44	30	110	463	357	283	197	120	49	118	60	89	140
Yes - received a letter asking if you are happy (for example customer feedback survey)	36 6%	30 6%	3 7%	-	4 4%	31 6%	27 7%	22 7%	8 4%	3 3%	3 5%	5 4%	5 7%	12 11% u	8 5%
Yes - telephone call	70 11%	60 12%	5 11%	3 10%	8 7%	62 12%	53 14% r	43 14% r	17 8%	15 12%	8 15%	13 11%	7 11%	13 12%	13 9%
Yes - email	8 1%	6 1%	1 3%	1 4%	1 1%	7 1%	8 2% r	8 3% r	-	1 1%	1 1%	1 1%	5 7% uwyz	-	-
Yes - visit/someone has inspected the work	115 18%	100 20%	4 9%	6 17%	18 16%	97 19%	57 15%	50 16%	52 23% pq	25 19%	6 12%	21 17%	8 12%	25 24%	29 20%
Yes - some other way	6 1%	5 1%	-	-	-	6 1%	4 1%	2 1%	2 1%	1 1%	1 1%	1 1%	-	-	3 2%
No - no contact at all	382 61%	304 60%	32 6%	24 73%	81 70%	301 59%	239 62%	186 61%	134 61%	79 60%	36 68%	73 61%	44 64%	60 57%	90 62%
Don't know	30 5%	21 4%	3 6%	-	6 5%	24 5%	16 4%	13 4%	10 5%	8 6%	2 4%	8 7%	5 7%	3 3%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 462

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I14_SUM (M) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All key measures that have been installed by a company

I14: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	207	225	61	3	15	22	78	6	5	-	2
Weighted Base	195	239	54	2	12	25	81	5	6	-	3
Effective base	190	207	58	3	15	21	72	5	5	-	2
Yes - received a letter asking if you are happy (for example customer feedback survey)	9 4%	13 6%	1 1%	-	-	1 5%	10 13%	-	1 19%	-	-
Yes - telephone call	17 9%	19 8%	4 7%	-	3 22%	3 12%	23 29%	-	1 19%	-	-
Yes - email	-	-	-	-	-	-	8 10%	-	-	-	-
Yes - visit/someone has inspected the work	37 19%	38 16%	15 28%	-	3 26%	2 8%	18 23%	-	-	-	1 43%
Yes - some other way	1	1	1 1%	-	1 6%	-	3 4%	-	-	-	-
No - no contact at all	126 65%	161 68%	33 61%	2 100%	5 39%	17 69%	26 32%	5 100%	4 62%	-	2 57%
Don't know	11 6%	11 5%	2 3%	-	1 7%	1 5%	4 5%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 463

114 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents who have had a measure installed by a company

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	516	274	241	182	200	133	426	81	136	379	432	84	334	182	363	56	97	153
Weighted Base	516	271	244	176	205	134	437	71*	133	382	420	96*	292	223	378	48*	90*	138
Effective base	475	252	222	165	185	124	393	75	124	349	395	81	314	173	338	51	87	138
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 6%	20 7%	11 5%	10 6%	10 5%	11 8%	25 6%	5 7%	6 5%	25 6%	26 6%	5 6%	19 6%	12 5%	24 6%	2 3%	6 7%	7 5%
Yes - telephone call	63 12%	32 12%	31 13%	16 9%	35 17% ce	12 9%	56 13%	7 9%	14 10%	49 13%	45 11%	18 18%	32 11%	30 14%	57 15% pq	4 8%	2 3%	6 5%
Yes - email	8 2%	3 1%	6 2%	1 1%	6 3%	1 1%	7 2%	2 3%	1 1%	8 2%	5 1%	4 4%	3 1%	6 3%	8 2%	-	-	-
Yes - visit/someone has inspected the work	94 18%	44 16%	50 21%	33 19%	32 16%	29 21%	81 19%	12 17%	26 19%	68 18%	80 19%	14 15%	52 18%	42 19%	69 18%	6 13%	18 20%	25 18%
Yes - some other way	5 1%	1 *	5 2%	2 1%	2 1%	2 1%	5 1%	- -	2 1%	4 1%	3 1%	2 3%	5 2%	- -	5 1%	1 2%	- -	1 1%
No - no contact at all	321 62%	174 64%	147 60%	114 65%	124 61%	83 62%	269 62%	46 65%	90 68%	231 61%	267 64%	55 57%	180 62%	141 63%	225 59%	35 74%	62 68%	97 70% n
Don't know	24 5%	15 5%	8 3%	9 5%	9 5%	4 3%	18 4%	4 6%	5 4%	18 5%	17 4%	7 8%	15 5%	9 4%	17 4%	2 5%	5 5%	7 5%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 463

114 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents who have had a measure installed by a company

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	516	440	76	150	231	80	103	129	130	153	345	171
Weighted Base	516	427	89*	145	245	80*	97*	130	131	158	341	175
Effective base	475	407	70	139	214	73	94	117	119	143	315	159
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 6%	28 7%	3 3%	8 5%	15 6%	6 7%	1 1%	8 6% K	9 7% K	13 9% K	24 7%	7 4%
Yes - telephone call	63 12%	60 14% s	3 4%	25 17%	28 12%	8 10%	14 14%	13 10%	21 16%	15 9%	41 12%	22 12%
Yes - email	8 2%	8 2%	- -	3 2%	3 1%	3 4%	1 1%	1 1%	- -	6 4% N	6 2%	3 2%
Yes - visit/someone has inspected the work	94 18%	83 20%	11 12%	29 20%	47 19%	8 10%	13 14%	23 18%	25 19%	33 21%	51 15%	44 25% w
Yes - some other way	5 1%	5 1%	- -	1 *	2 1%	2 3%	1 1%	1 1%	2 1%	2 1%	5 1%	1 *
No - no contact at all	321 62%	254 59%	68 76% r	85 58%	154 63%	55 69%	65 67%	82 63%	76 59%	98 62%	220 65%	101 58%
Don't know	24 5%	17 4%	7 8%	4 3%	13 5%	1 2%	5 5%	7 6%	6 5%	5 3%	15 4%	9 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 463

114 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents who have had a measure installed by a company

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	516	293	79	129	26	460	42	516	-	-	-	516	-
Weighted Base	516	303	76*	123	26**	457	45*	516	**	**	**	516	**
Effective base	475	272	74	115	24	423	38	475	-	-	-	475	-
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 6%	22 7%	2 2%	6 5%	3 11%	30 7%	1 3%	31 6%	-	-	-	31 6%	-
Yes - telephone call	63 12%	44 14% A	9 11%	7 6%	3 13%	56 12%	4 8%	63 12%	-	-	-	63 12%	-
Yes - email	8 2%	7 2%	2 2%	-	-	5 1%	3 7% C	8 2%	-	-	-	8 2%	-
Yes - visit/someone has inspected the work	94 18%	48 16%	11 14%	31 25% y	7 28%	87 19%	5 12%	94 18%	-	-	-	94 18%	-
Yes - some other way	5 1%	3 1%	2 2%	-	1 3%	5 1%	1 2%	5 1%	-	-	-	5 1%	-
No - no contact at all	321 62%	186 61%	52 69%	77 63%	15 57%	287 63%	26 60%	321 62%	-	-	-	321 62%	-
Don't know	24 5%	13 4%	4 5%	4 3%	2 9%	18 4%	4 9%	24 5%	-	-	-	24 5%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 464

114 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents who have had a measure installed by a company

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	516	79	230	63	222	106	516	516	-	69	447	-	68	448	313	203
Weighted Base	516	82*	244	56*	208	107*	516	516	**	72*	444	**	70*	446	317	199
Effective base	475	73	212	60	204	99	475	475	-	64	411	-	62	413	290	185
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 6%	12 15% bcdfg	14 6%	2 4%	11 5%	11 10%	31 6%	31 6%	-	8 12% j	23 5%	-	8 11%	24 5%	15 5%	17 8%
Yes - telephone call	63 12%	23 28% bcdfg	21 8%	6 11%	22 11%	23 bdfg	63 12% b	63 12% b	-	17 24% j	46 10%	-	20 28% m	43 10%	39 12%	24 12%
Yes - email	8 2%	8 10% bcdefg	-	-	1	2 2% b	8 2% d	8 2% d	-	7 10% j	1	-	6 9% m	2	6 2%	2 1%
Yes - visit/someone has inspected the work	94 18%	18 22%	42 17%	15 27%	42 20%	21 20%	94 18%	94 18%	-	16 22%	79 18%	-	11 16%	83 19%	64 20%	30 15%
Yes - some other way	5 1%	3 4% bcdfg	2 1%	1 1%	1	3 3%	5 1%	5 1%	-	2 2%	4 1%	-	2 3%	3 1%	4 1%	2 1%
No - no contact at all	321 62%	29 36% aefg	167 69% aefg	36 64% a	133 64% ae	56 52% a	321 62% ae	321 62% ae	-	32 45%	290 65% i	-	31 45%	290 65% i	201 63%	121 61%
Don't know	24 5%	4 5%	12 5%	2 3%	12 6%	4 4%	24 5%	24 5%	-	3 4%	21 5%	-	1 2%	23 5%	10 3%	13 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 464

114 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents who have had a measure installed by a company

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	516	47	215	121	103	239	138	170	93	70	96	60	52	464	47	414	77	337
Weighted Base	516	45*	214	124	107*	244	140	168	99*	63*	98*	55*	48*	468	51*	410	75*	336
Effective base	475	42	197	113	95	222	126	153	87	64	89	53	46	429	44	380	70	311
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 6%	1 2%	11 5%	10 8%	8 8%	11 4%	14 10% M	17 10% M	4 4%	4 7%	5 5%	3 5%	1 3%	30 6%	4 8%	25 6%	4 5%	22 6%
Yes - telephone call	63 12%	1 3%	22 10%	14 11%	22 21% pq	31 13%	19 14%	24 14%	10 10%	6 9%	11 12%	1 3%	1 2%	62 13% u	14 27% UVW	44 11%	5 7%	39 12%
Yes - email	8 2%	-	5 2%	-	4 4% r	6 3%	5 4%	6 3%	3 3%	-	-	-	-	8 2%	6 11% UVW	3 1%	-	3 1%
Yes - visit/someone has inspected the work	94 18%	4 10%	41 19%	21 17%	26 25%	40 16%	33 24%	36 22%	26 27% Q	7 11%	22 22%	9 16%	9 18%	85 18%	13 25%	72 18%	11 14%	62 18%
Yes - some other way	5 1%	-	2 1%	2 2%	1 1%	2 1%	2 1%	2 1%	-	1 1%	1 1%	1 1%	1 2%	5 1%	2 3%	2 1%	1 1%	2 *
No - no contact at all	321 62%	35 78% L	140 65% L	78 63% L	52 49%	160 66% O	80 57%	87 52%	62 63%	41 65%	63 65%	41 74%	36 74%	286 61%	20 40%	268 65% T	52 70% T	216 64% T
Don't know	24 5%	4 8%	7 3%	4 4%	5 4%	5 2%	4 3%	13 7% MN	-	5 8% P	4 4% P	4 6% P	3 5%	21 5%	2 4%	17 4%	6 8%	11 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 464

114 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents who have had a measure installed by a company

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	516	203	212	237	178	33	144	55	201	124	65	252	235	182	206	144
Weighted Base	516	201	213	237	177	37**	140	58*	189	133	73*	241	246	176	208	147
Effective base	475	187	194	219	162	29	134	50	185	115	60	229	219	166	191	133
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 6%	19 10% xz	9 4%	21 9% x	7 4%	- -	11 8%	8 14%	6 3%	8 6%	8 11% D	7 3%	21 9% G	8 4%	15 7%	9 6%
Yes - telephone call	63 12%	41 20% xz	16 8%	45 19% xz	12 7%	1 4%	28 20%	13 22%	14 8%	17 13%	14 19% D	23 10%	38 16%	23 13%	21 10%	21 14%
Yes - email	8 2%	8 4% xz	-	8 4% xz	-	-	7 5%	1 2%	2 1%	3 2%	3 4%	1 1%	6 3%	3 1%	2 1%	4 3%
Yes - visit/someone has inspected the work	94 18%	38 19%	37 17%	46 20%	29 16%	6 17%	27 19%	11 20%	33 18%	27 20%	14 20%	58 24% H	33 13%	36 21%	43 20%	21 14%
Yes - some other way	5 1%	2 1%	2 1%	3 1%	1 1%	1 2%	2 2%	-	2 1%	2 1%	1 1%	2 1%	3 1%	2 1%	2 1%	2 2%
No - no contact at all	321 62%	103 51%	150 70% wy	127 53%	127 71% wy	27 72%	69 50%	31 54%	125 67%	86 65%	38 52%	151 63%	149 61%	107 61%	127 61%	94 64%
Don't know	24 5%	8 4%	8 4%	8 3%	8 5%	3 9%	8 5%	-	11 6%	4 3%	1 2%	9 4%	12 5%	9 5%	11 5%	5 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 465

114 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents who have had a measure installed by a company

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	516	192	313	376	140	216	201	90	381	74	420	31
Weighted Base	516	182	317	378	137	223	205	80*	379	75*	422	28**
Effective base	475	178	290	348	126	199	186	82	351	69	388	29
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 6%	15 8%	15 5%	23 6%	8 6%	18 8%	9 4%	4 6%	26 7%	2 2%	28 7%	2 7%
Yes - telephone call	63 12%	29 16% K	39 12%	52 14%	11 8%	34 15%	19 9%	10 12%	54 14%	6 7%	57 13%	3 12%
Yes - email	8 2%	5 3%	6 2%	7 2%	1 1%	8 3% I	1 *	-	8 2%	-	8 2%	-
Yes - visit/someone has inspected the work	94 18%	34 19%	64 20%	72 19%	22 16%	38 17%	37 18%	18 23%	70 18%	12 16%	79 19%	2 8%
Yes - some other way	5 1%	3 2%	4 1%	5 1%	-	2 1%	2 1%	1 2%	4 1%	-	5 1%	-
No - no contact at all	321 62%	108 59%	201 63%	234 62%	87 64%	136 61%	129 63%	51 63%	227 60%	53 71%	257 61%	19 67%
Don't know	24 5%	7 4%	10 3%	13 3%	11 8% J	9 4%	10 5%	3 4%	15 4%	4 5%	17 4%	2 6%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 465

114 (R) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents who have had a measure installed by a company

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	516	414	41	29	110	406	317	245	183	111	45	108	53	80	119
Weighted Base	516	414	41*	29**	108	408	314	245	188	113	44*	101*	56*	84*	118
Effective base	475	380	38	27	102	373	293	227	168	104	41	98	48	73	111
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 6%	26 6%	3 9%	-	4 4%	27 7%	25 8% r	20 8% r	6 3%	3 3%	3 6%	5 5%	5 9%	8 10%	7 6%
Yes - telephone call	63 12%	53 13%	5 13%	3 11%	8 8%	55 13%	48 15% r	38 15% r	15 8%	15 13%	7 16%	12 12%	7 13%	11 13%	11 9%
Yes - email	8 2%	6 1%	1 3%	1 4%	1 1%	7 2%	8 3% r	8 3% r	-	1 1%	1 2%	1 1%	5 9% uwyz	-	-
Yes - visit/someone has inspected the work	94 18%	81 20%	3 8%	4 15%	16 15%	78 19%	51 16%	43 18%	39 21%	24 21%	5 12%	18 17%	5 9%	19 23%	23 19%
Yes - some other way	5 1%	5 1%	-	-	-	5 1%	3 1%	2 1%	2 1%	1 1%	1 2%	1 1%	-	-	3 3%
No - no contact at all	321 62%	252 61%	27 66%	22 75%	76 70%	246 60%	193 61%	147 60%	120 64%	65 58%	30 69%	61 60%	37 67%	50 59%	77 66%
Don't know	24 5%	17 4%	3 6%	-	6 5%	18 4%	13 4%	10 4%	8 4%	7 6%	2 4%	7 7%	3 6%	2 2%	3 2%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 466

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 3%	20 4%	11 2%	10 3%	10 3%	11 4%	25 3%	5 4%	6 3%	25 4%	26 4%	5 2%	19 4%	12 3%	24 4%	2 2%	6 3%	7 3%
Yes - telephone call	63 7%	32 6%	31 7%	16 5%	35 10% ce	12 5%	56 7%	7 5%	14 6%	49 7%	45 6%	18 7%	32 7%	30 7%	57 8% pq	4 4%	2 1%	6 2%
Yes - email	8 1%	3 1%	6 1%	1 *	6 2%	1 1%	7 1%	2 2%	1 *	8 1%	5 1%	4 2%	3 1%	6 1%	8 1%	-	-	-
Yes - visit/someone has inspected the work	94 10%	44 9%	50 11%	33 10%	32 9%	29 12%	81 10%	12 10%	26 10%	68 10%	80 11% k	14 6%	52 11%	42 9%	69 10%	6 7%	18 10%	25 9%
Yes - some other way	5 1%	1 *	5 1%	2 *	2 1%	2 1%	5 1%	-	2 1%	4 1%	3 *	2 1%	5 1% m	-	5 1%	1 1%	-	1 *
No - no contact at all	321 34%	174 35%	147 33%	114 34%	124 34%	83 34%	269 33%	46 37%	90 36%	231 33%	267 38% k	55 22%	180 37%	141 31%	225 34%	35 40%	62 32%	97 35%
Don't know	24 3%	15 3%	8 2%	9 3%	9 3%	4 2%	18 2%	4 3%	5 2%	18 3%	17 2%	7 3%	15 3%	9 2%	17 2%	2 3%	5 3%	7 3%
Installed the measure themselves	8 1%	4 1%	4 1%	-	7 2% c	1 *	7 1%	-	2 1%	6 1%	-	8 3% j	2 *	6 1%	8 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 466

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Have not installed any key measures	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 466

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 3%	28 4%	3 2%	8 3%	15 3%	6 4%	1 *	8 3%	9 4% K	13 5% K	24 4%	7 2%
Yes - telephone call	63 7%	60 8% s	3 2%	25 8%	28 7%	8 7%	14 8%	13 5%	21 9%	15 5%	41 7%	22 7%
Yes - email	8 1%	8 1%	- -	3 1%	3 1%	3 2%	1 1%	1 1%	- -	6 2% N	6 1%	3 1%
Yes - visit/someone has inspected the work	94 10%	83 11%	11 7%	29 9%	47 11%	8 6%	13 8%	23 9%	25 11%	33 11%	51 8%	44 14% w
Yes - some other way	5 1%	5 1%	- -	1 *	2 *	2 2%	1 1%	1 *	2 1%	2 1%	5 1%	1 *
No - no contact at all	321 34%	254 32%	68 41%	85 27%	154 36% †	55 43% †	65 39%	82 31%	76 33%	98 34%	220 35%	101 32%
Don't know	24 3%	17 2%	7 4%	4 1%	13 3%	1 1%	5 3%	7 3%	6 3%	5 2%	15 2%	9 3%
Installed the measure themselves	8 1%	6 1%	2 1%	5 2%	2 *	1 1%	- -	1 *	3 1%	4 1%	8 1%	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 466

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (t)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Total											
Weighted Base	946	781 165	312	428	130	166	262	228	286	628	318
Effective base	870	745 130	295	376	118	157	238	210	262	580	291
Have not installed any key measures	422 45%	348 75 45% 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 466

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 3%	22 4%	2 1%	6 3%	3 4%	30 4%	1 1%	31 5% GHJ	- -	- -	- -	31 5% GHJ	- -
Yes - telephone call	63 7%	44 8% A	9 6%	7 3%	3 4%	56 7%	4 4%	63 7% FGHIJ	- -	- -	- -	63 7% FGHIJ	- -
Yes - email	8 1%	7 1%	2 1%	- -	- -	5 1%	3 3% C	8 1% J	- -	- -	- -	8 1% J	- -
Yes - visit/someone has inspected the work	94 10%	48 9%	11 8%	31 14%	7 10%	87 11%	5 5%	94 11% FGHIJ	- -	- -	- -	94 11% FGHIJ	- -
Yes - some other way	5 1%	3 1%	2 1%	- -	1 1%	5 1%	1 1%	5 1% -	- -	- -	- -	5 1% -	- -
No - no contact at all	321 34%	186 35% B	52 37% B	77 35% B	15 20%	287 37%	26 27%	321 56% FGHIJ	- -	- -	- -	321 56% FGHIJ	- -
Don't know	24 3%	13 3%	4 3%	4 2%	2 3%	18 2%	4 4%	24 4% GHJ	- -	- -	- -	24 4% HJ	- -
Installed the measure themselves	8 1%	6 1%	1 1%	- -	2 3% A	4 *	1 1%	8 1% J	- -	- -	- -	8 1% J	- -

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 466

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Have not installed any key measures	422 45%	223 42%	65 46%	100 45%	45 62%	323 41%	52 54%	45 8%	47 100%	106 100%	118 100%	92 15%	330 100%
					yzA		C		EI	EI	EI	E	EI

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 467

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409	
Weighted Base	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411	
Effective base	870	224	60	221	119	523	511	347	66	415	389	147	723	498	373	
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 3%	12 14% bcdfg h	14 5% h	2 4% h	11 5% h	11 8% h	31 5% h	31 6% h	- - k	8 17% k	23 5% k	- - -	8 5% m	24 3% m	15 3% o	17 4% o
Yes - telephone call	63 7%	23 27% bcdef gh	21 8% h	6 17% h	22 10% h	23 17% bcdfg h	63 11% h	63 17% bh	- - -	17 23% jk	46 10% k	- - -	20 12% m	43 6% m	39 7% o	24 6% o
Yes - email	8 1%	8 10% bcdef gh	- -	- -	1 *	2 2% bh	8 1% dh	8 2% dh	- - -	7 10% jk	1 *	- -	6 4% m	2 *	6 1% o	2 *
Yes - visit/someone has inspected the work	94 10%	18 21% h	42 16% h	15 27% bfg h	42 19% h	21 16% h	94 17% h	94 17% h	- -	16 21% k	79 18% k	- -	11 7% m	83 11% m	64 12% o	30 7% o
Yes - some other way	5 1%	3 4% bdfgh	2 1% h	1 1% h	1 *	3 2% h	5 1% h	5 1% h	- -	2 2% k	4 1% k	- -	2 1% m	3 *	4 1% o	2 *
No - no contact at all	321 34%	29 34% h	167 65% aefg h	36 64% aeh	133 59% aeh	56 43% h	321 56% aeh	321 58% aefh	- -	32 42% k	290 65% ik	- -	31 19% m	290 37% m	201 38% o	121 29% o
Don't know	24 3%	4 5% h	12 5% h	2 3% h	12 5% h	4 3% h	24 4% h	24 4% h	- -	3 4% k	21 5% k	- -	1 1% m	23 3% m	10 2% o	13 3% o



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 467

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Installed the measure themselves	8 1%	2 2% h	1 *	-	4 2% h	3 3% bh	8 1% bh	8 1% bh	-	4 5% jk	4 1% m	-	7 4% m	1 *	3 1% n	5 1% o
Have not installed any key measures	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcdf g	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 467

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 3%	1 1%	11 3%	10 4%	8 4%	11 3%	14 5%	17 5%	4 2%	4 5%	5 3%	3 3%	1 2%	30 3%	4 3%	25 4%	4 3%	22 4%
Yes - telephone call	63 7%	1 2%	22 6%	14 6%	22 11% pr	31 8%	19 7%	24 7%	10 6%	6 6%	11 7% S	1 1%	1 1%	62 7% u	14 11% V	44 6%	5 4%	39 7%
Yes - email	8 1%	-	5 1%	-	4 2% r	6 2%	5 2%	6 2%	3 1%	-	-	-	-	8 1%	6 4% UVW	3 *	-	3 *
Yes - visit/someone has inspected the work	94 10%	4 5%	41 12%	21 8%	26 13% p	40 10%	33 13%	36 11%	26 15%	7 7%	22 14%	9 9%	9 10%	85 10%	13 10%	72 10%	11 8%	62 11%
Yes - some other way	5 1%	-	2 1%	2 1%	1 *	2 1%	2 1%	2 *	-	1 1%	1 1%	1 1%	1 1%	5 1%	2 1%	2 *	1 1%	2 *
No - no contact at all	321 34%	35 37%	140 40% rL	78 31%	52 26%	160 40% NO	80 31%	87 27%	62 34%	41 42%	63 42%	41 41%	36 42%	286 33%	20 16%	268 38% T	52 41% T	216 37% T
Don't know	24 3%	4 4%	7 2%	4 2%	5 2%	5 1%	4 1%	13 4% M	-	5 5% P	4 3% P	4 4% P	3 3%	21 2%	2 2%	17 2%	6 5%	11 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 467

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Installed the measure themselves	8 1%	-	2	2	5	1	2	6	1	-	-	-	-	8	5	2	1	1
															4%		1%	
															UW			
Have not installed any key measures	422 45%	49	134	125	90	159	118	150	81	34	54	44	36	386	71	295	52	243
		52%	38%	50%	45%	39%	45%	46%	45%	35%	36%	44%	43%	45%	56%	42%	41%	42%
		q		q											UVW			



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 467

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 3%	19 5% xz	9 2%	21 5% xz	7 2%	- -	11 4%	8 9%	6 2%	8 3%	8 6% D	7 2%	21 5% G	8 2%	15 4%	9 3%
Yes - telephone call	63 7%	41 12% xzA	16 4%	45 11% xzA	12 3%	1 2%	28 11%	13 15%	14 4%	17 7%	14 10% D	23 5%	38 9%	23 7%	21 5%	21 8%
Yes - email	8 1%	8 2% xz	-	8 2% xz	-	-	7 3%	1 1%	2 1%	3 1%	3 2%	1 -	6 1%	3 1%	2 1%	4 1%
Yes - visit/someone has inspected the work	94 10%	38 11%	37 9%	46 11%	29 8%	6 10%	27 10%	11 13%	33 9%	27 11%	14 10%	58 13% H	33 7%	36 11%	43 11%	21 8%
Yes - some other way	5 1%	2 1%	2 1%	3 1%	1 -	1 1%	2 1%	-	2 -	2 1%	1 1%	2 1%	3 1%	2 1%	2 1%	2 1%
No - no contact at all	321 34%	103 29%	150 37% w	127 31% w	127 35%	27 42%	69 27%	31 36%	125 36%	86 36%	38 28%	151 34%	149 33%	107 33%	127 32%	94 35%
Don't know	24 3%	8 2%	8 2%	8 2%	8 2%	3 5%	8 3%	-	11 3%	4 2%	1 1%	9 2%	12 3%	9 3%	11 3%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 467

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114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base 946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base 870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Installed the measure themselves 8 1%	6 2%	2 *	6 2%	2 *	- -	6 2%	- -	2 1%	1 *	1 1%	2 1%	6 1%	- -	6 1%	2 1%
Have not installed any key measures 422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 468

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 3%	15 4%	15 3%	23 3%	8 3%	18 4%	9 3%	4 3%	26 4% M	2 1%	28 4%	2 2%
Yes - telephone call	63 7%	29 8%	39 7%	52 8%	11 4%	34 8%	19 5%	10 6%	54 8% M	6 3%	57 8%	3 3%
Yes - email	8 1%	5 1%	6 1%	7 1%	1*	8 2% I	1*	-	8 1%	-	8 1%	-
Yes - visit/someone has inspected the work	94 10%	34 9%	64 12% J	72 11%	22 8%	38 9%	37 10%	18 12%	70 11%	12 6%	79 11% O	2 2%
Yes - some other way	5 1%	3 1%	4 1%	5 1%	-	2*	2 1%	1 1%	4 1%	-	5 1%	-
No - no contact at all	321 34%	108 30%	201 38% HJ	234 35% H	87 32%	136 33%	129 37%	51 32%	227 35%	53 28%	257 36% O	19 17%
Don't know	24 3%	7 2%	10 2%	13 2%	11 4%	9 2%	10 3%	3 2%	15 2%	4 2%	17 2%	2 1%
Installed the measure themselves	8 1%	4 1%	3 1%	5 1%	3 1%	5 1%	3 1%	-	7 1%	-	6 1%	2 2%
Have not installed any key measures	422 45%	175 48% I	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 468

114 (R) (ALL) And since the (Measure) was installed, has anyone been in touch in any of these ways to check the quality of the installation or whether you are happy with the work done?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes - received a letter asking if you are happy (for example customer feedback survey)	31 3%	26 4%	3 4%	-	4 2%	27 4%	25 4%	20 7%	6 2%	3 2%	3 4%	5 3%	5 5%	8 5%	7 3%
Yes - telephone call	63 7%	53 8%	5 6%	3 3%	8 3%	55 8%	48 8%	38 14%	15 5%	15 7%	7 10%	12 6%	7 7%	11 7%	11 5%
Yes - email	8 1%	6 1%	1 1%	1 1%	1 *	7 1%	8 1%	8 3%	-	1 1%	1 1%	1 1%	5 5%	-	-
Yes - visit/someone has inspected the work	94 10%	81 12% QR	3 4%	4 4%	16 6%	78 11% n	51 9%	43 16% p	39 12%	24 11%	5 8%	18 10%	5 5%	19 12%	23 10%
Yes - some other way	5 1%	5 1%	-	-	-	5 1%	3 1%	2 1%	2 1%	1 *	1 1%	1 *	-	-	3 1%
No - no contact at all	321 34%	252 37% R	27 29%	22 20%	76 29%	246 36% n	193 33%	147 54% pr	120 36%	65 31%	30 44%	61 34%	37 37%	50 32%	77 34%
Don't know	24 3%	17 2%	3 3%	-	6 2%	18 3%	13 2%	10 4%	8 2%	7 3%	2 3%	7 4%	3 3%	2 1%	3 1%
Installed the measure themselves	8 1%	7 1%	1 1%	-	3 1%	5 1%	8 1%	5 2%	-	1 1%	-	-	1 1%	4 3% w	2 1%
Have not installed any key measures	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 469

115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	60	30	30	27	17	16	46	14	18	42	50	10	41	19	42	6	12	18
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
I am currently finding out more information about this	5 9%	3 12%	2 7%	3 15%	2 9%	-	3 6%	2 19%	-	4 12%	5 11%	-	5 15%	-	2 5%	-	3 31%	3 21%
I am currently looking for/getting quotes from companies/installers	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 8%	1 2%	-	1 2%	-	-	-
I have received quotes from companies/installers and am deciding what to do	2 4%	-	2 8%	1 4%	1 8%	-	1 2%	1 12%	1 8%	1 2%	2 5%	-	2 7%	-	2 6%	-	-	-
In the process of applying for Green Deal finance	1 1%	1 3%	-	-	1 5%	-	1 2%	-	-	1 2%	1 2%	-	1 2%	-	1 2%	-	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 25%	5 20%	8 29%	2 11%	5 30%	6 42%	12 29%	1 8%	5 31%	8 22%	8 19%	5 50%	8 23%	6 28%	12 31%	1 16%	-	1 5%
I will be carrying out the work myself in the near future	1 2%	1 3%	1 2%	1 3%	-	1 4%	1 2%	1 6%	-	1 4%	1 3%	-	1 4%	-	1 2%	-	1 7%	1 5%
The work/installation is currently being done	26 49%	13 51%	13 46%	12 53%	8 48%	6 42%	22 52%	4 35%	9 54%	17 46%	22 50%	4 42%	12 38%	14 67%	18 45%	4 84%	4 47%	8 59%
Don't know	4 8%	2 8%	2 7%	3 11%	-	2 11%	2 5%	2 20%	1 4%	4 10%	4 10%	-	3 9%	1 6%	3 7%	-	1 15%	1 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 469

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115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	60	58	2	23	26	3	10	19	13	18	37	23
Weighted Base	53	51*	2**	22**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	25	3	10	18	13	16	35	21
I am currently finding out more information about this	5 9%	5 9%	-	2 9%	* 2%	-	1 8%	4 21%	* 4%	-	5 15%	-
I am currently looking for/ getting quotes from companies/installers	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
I have received quotes from companies/installers and am deciding what to do	2 4%	2 4%	-	2 10%	-	-	-	-	1 8%	1 8%	-	2 11%
In the process of applying for Green Deal finance	1 1%	1 2%	-	1 4%	-	-	-	-	-	1 5%	-	1 4%
I have chosen which company/ installer to use and am waiting for them to start the work	13 25%	13 26%	-	5 24%	7 30%	1 38%	4 55%	3 15%	1 7%	5 32%	6 20%	7 32%
I will be carrying out the work myself in the near future	1 2%	1 3%	-	1 3%	-	-	1 8%	-	-	1 4%	-	1 6%
The work/installation is currently being done	26 49%	24 47%	2 100%	10 46%	11 51%	1 37%	2 28%	9 49%	8 73%	7 42%	18 54%	8 40%
Don't know	4 8%	4 8%	-	1 3%	3 12%	1 25%	-	3 15%	-	2 10%	4 11%	1 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 469

115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	60	34	10	18	-	52	5	10	50	-	-	60	-
Weighted Base	53	31*	8**	16**	-**	45*	5**	9**	45*	-**	-**	53*	-**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
I am currently finding out more information about this	5 9%	1 4%	1 17%	2 15%	-	3 6%	2 44%	-	5 17%	-	-	5 9%	-
I am currently looking for/getting quotes from companies/installers	1 2%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 2%	-
I have received quotes from companies/installers and am deciding what to do	2 4%	2 7%	-	-	-	1 3%	1 17%	-	2 5%	-	-	2 4%	-
In the process of applying for Green Deal finance	1 1%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 1%	-
I have chosen which company/installer to use and am waiting for them to start the work	13 25%	9 28%	3 42%	2 17%	-	13 29%	-	3 47%	10 22%	-	-	13 25%	-
I will be carrying out the work myself in the near future	1 2%	-	1 8%	1 4%	-	1 3%	-	1 8%	1 1%	-	-	1 2%	-
The work/installation is currently being done	26 49%	17 56%	-	9 55%	-	21 47%	2 38%	4 51%	22 48%	-	-	26 49%	-
Don't know	4 8%	1 5%	3 34%	1 4%	-	4 9%	-	-	4 9%	-	-	4 8%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 470

115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	60	-	4	2	6	1	10	10	50	-	-	60	8	52	43	17
Weighted Base	53	..	4**	1**	5**	1**	9**	9**	45*	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
I am currently finding out more information about this	5 9%	-	-	-	-	-	-	-	5 11%	-	-	5 9%	1 10%	4 9%	4 9%	1 10%
I am currently looking for/ getting quotes from companies/installers	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 10%	-	1 2%	-
I have received quotes from companies/installers and am deciding what to do	2 4%	-	-	-	-	-	-	-	2 5%	-	-	2 4%	1 17%	1 2%	2 6%	-
In the process of applying for Green Deal finance	1 1%	-	-	-	-	-	-	-	1 2%	-	-	1 1%	-	1 2%	1 2%	-
I have chosen which company/ installer to use and am waiting for them to start the work	13 25%	-	3 68%	-	3 53%	-	3 41%	3 41%	10 22%	-	-	13 25%	4 52%	9 20%	11 27%	2 18%
I will be carrying out the work myself in the near future	1 2%	-	-	-	1 14%	-	1 8%	1 8%	1 1%	-	-	1 2%	-	1 3%	1 2%	1 5%
The work/installation is currently being done	26 49%	-	1 32%	1 100%	2 34%	1 100%	4 51%	4 51%	22 48%	-	-	26 49%	1 11%	25 55%	18 46%	7 56%
Don't know	4 8%	-	-	-	-	-	-	-	4 9%	-	-	4 8%	-	4 9%	3 7%	1 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 470

115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	60	12	19	16	11	15	17	23	15	10	8	2	2	58	12	43	8	35
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
I am currently finding out more information about this	5 9%	2 17%	2 15%	1 5%	-	1 10%	2 12%	1 3%	1 11%	-	2 25%	-	-	5 9%	-	4 11%	1 14%	3 10%
I am currently looking for/getting quotes from companies/installers	1 2%	-	1 5%	-	-	-	1 5%	1 4%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
I have received quotes from companies/installers and am deciding what to do	2 4%	-	-	1 6%	1 13%	-	-	1 5%	1 7%	1 15%	-	-	-	2 4%	-	1 4%	-	1 4%
In the process of applying for Green Deal finance	1 1%	-	-	-	1 8%	-	1 5%	-	-	-	-	-	-	1 1%	1 7%	-	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 25%	1 6%	6 35%	4 28%	3 27%	4 32%	2 13%	4 20%	3 28%	3 28%	2 28%	-	-	13 25%	3 29%	8 21%	-	8 26%
I will be carrying out the work myself in the near future	1 2%	-	-	1 4%	-	1 5%	-	-	1 5%	-	-	1 42%	1 42%	1 1%	-	1 4%	-	1 4%
The work/installation is currently being done	26 49%	8 77%	5 29%	8 57%	5 46%	5 39%	8 49%	13 68%	4 33%	4 42%	3 47%	1 58%	1 58%	25 48%	7 58%	18 50%	5 76%	13 43%
Don't know	4 8%	-	3 17%	-	1 7%	2 14%	3 16%	-	2 16%	1 15%	-	-	-	4 8%	1 7%	3 9%	1 10%	3 9%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 470

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115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	60	21	22	27	16	1	19	2	21	16	9	30	27	21	19	21
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
I am currently finding out more information about this	5 9%	2 8%	2 11%	2 9%	1 9%	-	2 9%	-	3 20%	1 5%	-	4 14%	1 5%	2 12%	1 3%	2 11%
I am currently looking for/getting quotes from companies/installers	1 2%	1 4%	-	1 3%	-	-	1 5%	-	-	-	1 10%	-	1 3%	1 5%	-	-
I have received quotes from companies/installers and am deciding what to do	2 4%	1 7%	-	1 5%	-	-	1 8%	-	1 5%	1 8%	-	2 9%	-	1 5%	-	1 7%
In the process of applying for Green Deal finance	1 1%	1 4%	-	1 3%	-	-	1 4%	-	-	-	1 9%	-	1 3%	1 4%	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 25%	5 26%	4 22%	6 25%	3 22%	-	5 28%	-	-	9 55%	2 27%	4 14%	9 35%	2 9%	6 37%	6 27%
I will be carrying out the work myself in the near future	1 2%	-	1 7%	-	1 10%	-	-	-	-	1 4%	-	1 3%	1 3%	1 4%	1 4%	-
The work/installation is currently being done	26 49%	9 47%	10 51%	11 44%	8 59%	1 100%	7 41%	2 100%	10 58%	4 28%	3 40%	12 48%	12 47%	9 50%	7 42%	10 52%
Don't know	4 8%	1 4%	2 10%	3 11%	-	-	1 5%	-	3 17%	-	1 14%	3 12%	1 5%	2 11%	2 14%	1 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 471

115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	60	26	43	51	9	17	20	20	49	5	50	5
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
I am currently finding out more information about this	5 9%	1 6%	4 9%	4 8%	1 19%	-	2 11%	3 18%	5 11%	-	4 8%	-
I am currently looking for/getting quotes from companies/installers	1 2%	-	1 2%	1 2%	-	-	-	1 5%	-	1 20%	-	1 18%
I have received quotes from companies/installers and am deciding what to do	2 4%	-	2 6%	2 5%	-	-	-	1 8%	2 5%	-	2 5%	-
In the process of applying for Green Deal finance	1 1%	-	1 2%	1 2%	-	1 5%	-	-	1 2%	-	1 2%	-
I have chosen which company/installer to use and am waiting for them to start the work	13 25%	6 27%	11 27%	13 29%	-	5 34%	6 33%	1 5%	10 24%	1 20%	11 25%	1 18%
I will be carrying out the work myself in the near future	1 2%	1 6%	1 2%	1 3%	-	1 4%	-	1 4%	1 1%	-	-	-
The work/installation is currently being done	26 49%	14 62%	18 46%	21 46%	5 62%	8 49%	9 48%	9 51%	20 47%	2 60%	22 50%	3 64%
Don't know	4 8%	-	3 7%	3 6%	1 19%	1 8%	1 8%	2 9%	4 10%	-	4 10%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 471

115 (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	60	50	3	6	12	48	36	5	22	6	1	12	9	11	21
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
I am currently finding out more information about this	5 9%	5 11%	-	-	-	5 12%	3 7%	-	2 4%	1 2%	-	1 2%	1 2%	-	2 4%
I am currently looking for/getting quotes from companies/installers	1 2%	-	-	1 13%	1 7%	-	1 2%	-	-	-	-	-	-	-	1 5%
I have received quotes from companies/installers and am deciding what to do	2 4%	2 5%	-	-	-	2 5%	2 7%	-	-	1 2%	-	1 9%	-	-	-
In the process of applying for Green Deal finance	1 1%	-	-	-	-	1 2%	-	-	1 4%	-	-	-	1 9%	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 25%	11 25%	1 26%	2 28%	3 23%	11 25%	11 32%	2 42%	1 8%	2 32%	1 100%	2 19%	3 34%	2 16%	4 23%
I will be carrying out the work myself in the near future	1 2%	1 3%	-	-	-	1 3%	1 4%	1 14%	-	-	-	-	-	1 6%	1 4%
The work/installation is currently being done	26 49%	21 48%	2 74%	3 46%	6 57%	20 47%	15 44%	2 44%	11 62%	2 31%	-	6 57%	3 33%	7 66%	9 50%
Don't know	4 8%	3 8%	-	1 13%	1 13%	3 6%	1 4%	-	2 12%	-	-	1 7%	1 9%	1 12%	2 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 472

Page 2007

19 Jun 2014

I15_SUM (M) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All key measures that are in the process of being installed

	I15: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	16	10	21	-	1	1	8	1	1	1	-
Weighted Base	15	8	19	-	1	1	8	1	1	1	-
Effective base	15	9	20	-	1	1	7	1	1	1	-
I am currently finding out more information about this	2 14%	1 17%	3 3%	-	-	-	-	-	1 100%	-	-
I am currently looking for/ getting quotes from companies/installers	-	-	-	-	-	-	1 11%	-	-	-	-
I have received quotes from companies/installers and am deciding what to do	-	-	2 12%	-	-	-	-	-	-	-	-
In the process of applying for Green Deal finance	-	-	-	-	-	-	1 10%	-	-	-	-
I have chosen which company/ installer to use and am waiting for them to start the work	4 30%	1 9%	4 22%	-	-	-	3 42%	1 100%	-	-	-
I will be carrying out the work myself in the near future	-	1 8%	-	-	-	1 100%	-	-	-	-	-
The work/installation is currently being done	8 56%	3 33%	11 60%	-	1 100%	-	2 27%	-	-	1 100%	-
Don't know	-	3 33%	1 4%	-	-	-	1 10%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 473

115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	55	28	27	23	16	16	43	12	17	38	46	9	37	18	40	5	10	15
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
I am currently finding out more information about this	5 10%	3 13%	2 7%	3 17%	2 10%	-	3 7%	2 22%	3 3%	4 13%	5 12%	-	5 16%	-	2 5%	-	3 38%	3 26%
I am currently looking for/getting quotes from companies/installers	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 9%	1 3%	-	1 2%	-	-	-
I have received quotes from companies/installers and am deciding what to do	2 5%	-	2 9%	1 4%	1 9%	-	1 2%	1 14%	1 9%	1 3%	2 6%	-	2 8%	-	2 6%	-	-	-
In the process of applying for Green Deal finance	1 2%	1 3%	-	-	1 5%	-	1 2%	-	-	1 2%	1 2%	-	1 3%	-	1 2%	-	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 27%	5 21%	8 32%	2 12%	5 32%	6 42%	12 31%	1 9%	5 32%	8 24%	8 21%	5 54%	8 25%	6 29%	12 33%	1 19%	-	1 6%
I will be carrying out the work myself in the near future	1 3%	1 3%	1 3%	1 3%	-	1 4%	1 2%	1 7%	-	1 4%	1 3%	-	1 4%	-	1 2%	-	1 9%	1 6%
The work/installation is currently being done	24 50%	13 51%	12 48%	11 54%	8 51%	6 42%	21 54%	3 33%	9 56%	15 46%	20 50%	4 46%	12 39%	13 65%	17 45%	3 81%	4 58%	7 65%
Don't know	4 9%	2 9%	2 8%	3 13%	-	2 17%	2 5%	2 23%	1 4%	4 17%	4 10%	-	3 10%	1 6%	3 7%	-	1 18%	1 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 473

115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	55	53	2	21	25	3	8	16	13	18	35	20
Weighted Base	49	47*	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	19	24	3	8	15	13	16	33	18
I am currently finding out more information about this	5 10%	5 10%	-	2 10%	* 2%	-	1 10%	4 25%	* 4%	-	5 16%	-
I am currently looking for/ getting quotes from companies/installers	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
I have received quotes from companies/installers and am deciding what to do	2 5%	2 5%	-	2 11%	-	-	-	-	1 8%	1 8%	-	2 12%
In the process of applying for Green Deal finance	1 2%	1 2%	-	1 4%	-	-	-	-	-	1 5%	-	1 4%
I have chosen which company/ installer to use and am waiting for them to start the work	13 27%	13 28%	-	5 26%	7 32%	1 38%	4 69%	3 18%	1 7%	5 32%	6 21%	7 36%
I will be carrying out the work myself in the near future	1 3%	1 3%	-	1 3%	-	-	1 10%	-	-	1 4%	-	1 7%
The work/installation is currently being done	24 50%	22 48%	2 100%	9 45%	11 53%	1 37%	2 24%	8 51%	8 73%	7 42%	17 55%	7 41%
Don't know	4 9%	4 9%	-	1 3%	3 13%	1 25%	-	3 17%	-	2 10%	4 11%	1 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 473

115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents who are in the process of installing a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	55	32	10	15	-	49	4	9	46	-	-	55	-
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
I am currently finding out more information about this	5 10%	1 4%	1 17%	2 17%	-	3 6%	2 55%	-	5 12%	-	-	5 10%	-
I am currently looking for/getting quotes from companies/installers	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
I have received quotes from companies/installers and am deciding what to do	2 5%	2 8%	-	-	-	1 3%	1 22%	-	2 5%	-	-	2 5%	-
In the process of applying for Green Deal finance	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
I have chosen which company/installer to use and am waiting for them to start the work	13 27%	9 30%	3 42%	2 13%	-	13 30%	-	3 44%	10 23%	-	-	13 27%	-
I will be carrying out the work myself in the near future	1 3%	-	1 8%	1 5%	-	1 3%	-	1 9%	1 2%	-	-	1 3%	-
The work/installation is currently being done	24 50%	16 56%	-	8 60%	-	21 48%	2 48%	4 47%	21 50%	-	-	24 50%	-
Don't know	4 9%	1 5%	3 34%	1 5%	-	4 10%	-	-	4 10%	-	-	4 9%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 474

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115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	55	-	4	1	6	1	9	9	46	-	9	46	7	48	41	14
Weighted Base	49	-**	4**	1**	5**	1**	8**	8**	41*	-**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
I am currently finding out more information about this	5 10%	-	-	-	-	-	-	-	5 12%	-	-	5 12%	1 11%	4 10%	4 9%	1 12%
I am currently looking for/ getting quotes from companies/installers	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 12%	-	1 2%	-
I have received quotes from companies/installers and am deciding what to do	2 5%	-	-	-	-	-	-	-	2 5%	-	-	2 5%	1 19%	1 2%	2 6%	-
In the process of applying for Green Deal finance	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	-	1 2%	1 2%	-
I have chosen which company/ installer to use and am waiting for them to start the work	13 27%	-	3 68%	-	3 53%	-	3 44%	3 44%	10 23%	-	3 44%	10 23%	4 58%	9 22%	11 28%	2 22%
I will be carrying out the work myself in the near future	1 3%	-	-	-	1 14%	-	1 9%	1 9%	1 2%	-	1 9%	1 2%	-	1 3%	1 2%	1 6%
The work/installation is currently being done	24 50%	-	1 32%	1 100%	2 34%	1 100%	4 47%	4 47%	21 50%	-	4 47%	21 50%	1 13%	23 56%	18 46%	7 61%
Don't know	4 9%	-	-	-	-	-	-	-	4 10%	-	-	4 10%	-	4 10%	3 7%	1 12%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 474

115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents who are in the process of installing a recommended key measure

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	55	11	18	15	9	15	16	20	14	7	8	2	2	53	10	40	6	34
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
I am currently finding out more information about this	5 10%	2 19%	2 15%	1 5%	-	1 10%	2 13%	1 3%	1 12%	-	2 25%	-	-	5 10%	-	4 12%	1 19%	3 11%
I am currently looking for/getting quotes from companies/installers	1 2%	-	1 5%	-	-	-	1 5%	1 5%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
I have received quotes from companies/installers and am deciding what to do	2 5%	-	-	1 6%	1 16%	-	-	1 6%	1 8%	1 19%	-	-	-	2 5%	-	1 4%	-	1 5%
In the process of applying for Green Deal finance	1 2%	-	-	-	1 9%	-	1 5%	-	-	-	-	-	-	1 2%	1 8%	-	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 27%	1 7%	6 36%	4 30%	3 31%	4 32%	2 14%	4 23%	3 30%	3 38%	2 28%	-	-	13 28%	3 34%	8 22%	-	8 26%
I will be carrying out the work myself in the near future	1 3%	-	-	1 5%	-	1 5%	-	-	1 5%	-	-	1 42%	1 42%	1 1%	-	1 4%	-	1 5%
The work/installation is currently being done	24 50%	8 85%	4 26%	8 60%	4 44%	5 39%	8 51%	11 69%	3 28%	3 46%	3 47%	1 58%	1 58%	23 49%	6 59%	18 51% W	5 100%	12 42%
Don't know	4 9%	-	3 17%	-	1 8%	2 14%	3 17%	-	2 17%	1 20%	-	-	-	4 9%	1 8%	3 10%	1 13%	3 9%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 474

115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	55	19	20	24	15	1	17	2	18	16	8	27	25	19	19	18
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
I am currently finding out more information about this	5 10%	2 9%	2 11%	2 10%	1 10%	-	2 10%	-	3 23%	1 5%	-	4 16%	1 5%	2 13%	*	2 13%
I am currently looking for/getting quotes from companies/installers	1 2%	1 5%	-	1 4%	-	-	1 5%	-	-	-	1 11%	-	1 3%	1 5%	-	-
I have received quotes from companies/installers and am deciding what to do	2 5%	1 8%	-	1 6%	-	-	1 9%	-	1 6%	1 8%	-	2 10%	-	1 6%	-	1 8%
In the process of applying for Green Deal finance	1 2%	1 5%	-	1 3%	-	-	1 5%	-	-	-	1 10%	-	1 3%	1 5%	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 27%	5 29%	4 23%	6 28%	3 23%	-	5 32%	-	-	9 55%	2 30%	4 16%	9 37%	2 10%	6 37%	6 31%
I will be carrying out the work myself in the near future	1 3%	-	1 7%	-	1 11%	-	-	-	-	1 4%	-	1 3%	1 3%	1 4%	1 4%	-
The work/installation is currently being done	24 50%	9 52%	9 51%	11 49%	7 56%	1 100%	7 47%	2 100%	9 63%	4 28%	3 45%	12 50%	11 47%	7 45%	7 42%	10 59%
Don't know	4 9%	1 5%	2 11%	3 12%	-	-	1 5%	-	3 20%	-	1 16%	3 13%	1 5%	2 12%	2 14%	1 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 475

115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	55	24	41	47	8	16	20	17	44	5	45	5
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
I am currently finding out more information about this	5 10%	1 6%	4 9%	4 8%	1 21%	-	2 11%	3 21%	5 13%	-	4 9%	-
I am currently looking for/getting quotes from companies/installers	1 2%	-	1 2%	1 2%	-	-	-	1 6%	-	1 20%	-	1 18%
I have received quotes from companies/installers and am deciding what to do	2 5%	-	2 6%	2 5%	-	-	-	1 10%	2 6%	-	2 6%	-
In the process of applying for Green Deal finance	1 2%	-	1 2%	1 2%	-	1 5%	-	-	1 2%	-	1 2%	-
I have chosen which company/installer to use and am waiting for them to start the work	13 27%	6 28%	11 28%	13 31%	-	5 36%	6 33%	1 6%	10 26%	1 20%	11 28%	1 18%
I will be carrying out the work myself in the near future	1 3%	1 6%	1 2%	1 3%	-	1 4%	-	1 5%	1 2%	-	-	-
The work/installation is currently being done	24 50%	13 63%	18 46%	20 47%	5 69%	7 47%	9 48%	8 54%	19 48%	2 60%	20 51%	3 64%
Don't know	4 9%	-	3 7%	3 7%	1 21%	1 8%	1 8%	2 11%	4 11%	-	4 11%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 475

115 (R) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	55	45	3	6	11	44	34	5	19	5	1	10	9	10	20
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
I am currently finding out more information about this	5 10%	5 13%	-	-	-	5 13%	3 8%	-	2 6%	1 2%	-	1 9%	1 15%	-	2 11%
I am currently looking for/getting quotes from companies/installers	1 2%	-	-	1 13%	1 8%	-	1 2%	-	-	-	-	-	-	-	1 5%
I have received quotes from companies/installers and am deciding what to do	2 5%	2 6%	-	-	-	2 6%	2 7%	-	-	1 26%	-	1 10%	-	-	-
In the process of applying for Green Deal finance	1 2%	-	-	-	-	1 2%	-	-	1 5%	-	-	-	1 9%	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 27%	11 27%	1 26%	2 28%	3 25%	11 27%	11 34%	2 42%	1 9%	2 38%	1 100%	2 23%	3 34%	2 18%	4 24%
I will be carrying out the work myself in the near future	1 3%	1 3%	-	-	-	1 3%	1 4%	1 14%	-	-	-	-	-	1 7%	1 4%
The work/installation is currently being done	24 50%	19 49%	2 74%	3 46%	6 60%	18 47%	14 44%	2 44%	10 67%	2 37%	-	5 58%	3 33%	7 72%	8 48%
Don't know	4 9%	3 9%	-	1 13%	1 14%	3 7%	1 4%	-	2 14%	-	-	1 8%	1 9%	1 13%	2 9%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 476

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I am currently finding out more information about this	5 1%	3 1%	2 *	3 1%	2 *	-	3 *	2 2% f	*	4 1%	5 1%	-	5 1% m	-	2 *	-	3 2%	3 1%
I am currently looking for/getting quotes from companies/installers	1 *	1 *	-	1 *	-	-	1 *	-	-	1 *	-	1 *	1 *	-	1 *	-	-	-
I have received quotes from companies/installers and am deciding what to do	2 *	-	2 *	1 *	1 *	-	1 *	1 1% f	1 1%	1 *	2 *	-	2 *	-	2 *	-	-	-
In the process of applying for Green Deal finance	1 *	1 *	-	-	1 *	-	1 *	-	-	1 *	1 *	-	1 *	-	1 *	-	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 1%	5 1%	8 2%	2 1%	5 1%	6 2%	12 2%	1 1%	5 2%	8 1%	8 1%	5 2%	8 2%	6 1%	12 2%	1 1%	-	1 *
I will be carrying out the work myself in the near future	1 *	1 *	1 *	1 *	-	1 *	1 *	1 1% f	-	1 *	1 *	-	1 *	-	1 *	-	1 *	1 *
The work/installation is currently being done	24 3%	13 3%	12 3%	11 3%	8 2%	6 2%	21 3%	3 3%	9 4%	15 2%	20 3%	4 2%	12 2%	13 3%	17 3%	3 3%	4 2%	7 3%
Don't know	4 *	2 *	2 *	3 1%	-	2 1%	2 *	2 2% f	1 *	4 1%	4 1%	-	3 1%	1 *	3 *	-	1 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 476

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115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Not in the process of installing any key measures	897	469	422	319	346	229	768	113	235	658	662	235	456	440	631	84	182	266
	95%	95%	95%	94%	96%	94%	95%	92%	94%	95%	94%	96%	94%	96%	94%	96%	96%	96%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 476

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
I am currently finding out more information about this	5 1%	5 1%	-	2 1%	*	-	1 *	4 1%	*	-	5 1%	-
I am currently looking for/ getting quotes from companies/installers	1	1	-	-	1	-	-	-	1	-	-	1
I have received quotes from companies/installers and am deciding what to do	2 *	2 *	-	2 1%	-	-	-	-	1 *	1 *	-	2 1% w
In the process of applying for Green Deal finance	1	1	-	1	-	-	-	-	-	1	-	1
I have chosen which company/ installer to use and am waiting for them to start the work	13 1%	13 2%	-	5 2%	7 2%	1 1%	4 3%	3 1%	1 *	5 2%	6 1%	7 2%
I will be carrying out the work myself in the near future	1	1	-	1	-	-	1	-	-	1	-	1
The work/installation is currently being done	24 3%	22 3%	2 1%	9 3%	11 3%	1 1%	2 1%	8 3%	8 4%	7 2%	17 3%	7 2%
Don't know	4 *	4 1%	-	1 *	3 1%	1 1%	-	3 1%	-	2 1%	4 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 476

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Not in the process of installing any key measures	897 95%	733 94%	164 99% r	292 94%	407 95%	126 97%	159 96%	247 94%	217 95%	270 94%	597 95%	300 94%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 476

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/In the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I am currently finding out more information about this	5 1%	1	1	2	-	3	2	-	5	-	-	5	-
		*	1%	1%	-	*	2%	-	10%	-	-	7%	-
							C		EGHIJ			E	
I am currently looking for/ getting quotes from companies/installers	1	-	-	1	-	1	-	-	1	-	-	1	-
		-	-	*	-	*	-	-	2%	-	-	*	-
									EJ				
I have received quotes from companies/installers and am deciding what to do	2	2	-	-	-	1	1	-	2	-	-	2	-
		2	-	-	-	*	1%	-	5%	-	-	*	-
									EGHIJ				
In the process of applying for Green Deal finance	1	-	-	1	-	1	-	-	1	-	-	1	-
		-	-	*	-	*	-	-	2%	-	-	*	-
									EJ				
I have chosen which company/ installer to use and am waiting for them to start the work	13 1%	9	3	2	-	13	-	3	10	-	-	13	-
		2%	2%	1%	-	2%	-	1%	21%	-	-	2%	-
									EGHIJ			EJ	
I will be carrying out the work myself in the near future	1	-	1	1	-	1	-	1	1	-	-	1	-
		-	*	*	-	*	-	*	1%	-	-	*	-
									J				
The work/installation is currently being done	24 3%	16	-	8	-	21	2	4	21	-	-	24	-
		3%	-	4%	-	3%	2%	1%	44%	-	-	4%	-
		z	-	z	-				EGHIJ			EGHIJ	
Don't know	4	1	3	1	-	4	-	-	4	-	-	4	-
		1	2%	*	-	1%	-	-	9%	-	-	1%	-
			y						EGHIJ				



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 476

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Not in the process of installing any key measures	897	503	134	210	73	741	94	561	6	106	118	567	330
	95%	95%	94%	94%	100% zA	94%	96%	99% FI	12%	100% FI	100% FI	92% F	100% EFI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 477

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I am currently finding out more information about this	5 1%	-	-	-	-	-	-	-	5 1%	-	-	5 1%	1 *	4 1%	4 1%	1 *
I am currently looking for/ getting quotes from companies/installers	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 *	-	1 *	-
I have received quotes from companies/installers and am deciding what to do	2 *	-	-	-	-	-	-	-	2 1%	-	-	2 1%	1 1%	1 *	2 *	-
In the process of applying for Green Deal finance	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	-	1 *	1 *	-
I have chosen which company/ installer to use and am waiting for them to start the work	13 1%	-	3 1%	-	3 1%	-	3 1%	3 1%	10 3%	-	3 1%	10 2%	4 2%	9 1%	11 2%	2 1%
I will be carrying out the work myself in the near future	1 *	-	-	-	1 *	-	1 *	1 *	1 *	-	1 *	1 *	-	1 *	1 *	1 *
The work/installation is currently being done	24 3%	-	1 1%	1 1%	2 1%	1 1%	4 1%	4 1%	21 5%	-	4 1%	21 5%	1 1%	23 3%	18 3%	7 2%
Don't know	4 *	-	-	-	-	-	-	-	4 1%	-	-	4 1%	-	4 1%	3 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 477

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not in the process of installing any key measures	897 95%	86 100% h	252 98% h	55 99% h	222 98% h	129 99% h	561 99% h	547 99% h	336 89%	75 100% k	440 98% k	381 90%	158 96%	739 95%	497 93%	400 97% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 477

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I am currently finding out more information about this	5 1%	2 2%	2 1%	1 *	-	1 *	2 1%	*	1 1%	-	2 1%	-	-	5 1%	-	4 1%	1 1%	3 1%
I am currently looking for/getting quotes from companies/installers	1 *	-	1 *	-	-	-	1 *	1 *	-	-	-	-	-	1 *	-	1 *	-	1 *
I have received quotes from companies/installers and am deciding what to do	2 *	-	-	1 1%	1 1%	-	-	1 *	1 *	1 1%	-	-	-	2 *	-	1 *	-	1 *
In the process of applying for Green Deal finance	1 *	-	-	-	1 *	-	1 *	-	-	-	-	-	-	1 *	1 1%	-	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 1%	1 1%	6 2%	4 2%	3 1%	4 1%	2 1%	4 1%	3 2%	3 3%	2 1%	-	-	13 2%	3 3%	8 1%	-	8 1%
I will be carrying out the work myself in the near future	1 *	-	-	1 *	-	1 *	-	-	1 *	-	-	1 1%	1 1%	1 *	-	1 *	-	1 *
The work/installation is currently being done	24 3%	8 9% qL	4 1%	8 3%	4 2%	5 1%	8 3%	11 3%	3 2%	3 3%	3 2%	1 1%	1 1%	23 3%	6 5%	18 3%	5 4%	12 2%
Don't know	4 *	-	3 1%	-	1 *	2 *	3 1%	-	2 1%	1 1%	-	-	-	4 *	1 1%	3 *	1 1%	3 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 477

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not in the process of installing any key measures	897 95%	84 90%	335 96% p	236 94%	192 96%	389 97%	245 94%	307 95%	169 94%	90 93%	145 95%	97 98%	83 98%	814 94%	117 92%	672 95%	122 96%	550 95%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 477

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I am currently finding out more information about this	5 1%	2	2	2	1	-	2	-	3	1	-	4	1	2	*	2
I am currently looking for/getting quotes from companies/installers	1	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-
I have received quotes from companies/installers and am deciding what to do	2	1	-	1	-	-	1	-	1	1	-	2	-	1	-	1
In the process of applying for Green Deal finance	1	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 1%	5	4	6	3	-	5	-	-	9	2	4	9	2	6	6
I will be carrying out the work myself in the near future	1	-	1	-	1	-	-	-	-	1	-	1	1	1	1	-
The work/installation is currently being done	24 3%	9	9	11	7	1	7	2	9	4	3	12	11	7	7	10
Don't know	4	1	2	3	-	-	1	-	3	-	1	3	1	2	2	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 477

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not in the process of installing any key measures	897	336	392	383	345	64	245	84	336	224	130	415	424	306	377	253
	95%	95%	96%	95%	96%	x	94%	98%	96%	93%	94%	95%	95%	95%	96%	93%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 478

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I am currently finding out more information about this	5 1%	1	4	4	1	-	2	3	5	-	4	-
			1%	1%	1%	-	1%	2%	1%	-	1%	-
I am currently looking for/getting quotes from companies/installers	1	-	1	1	-	-	-	1	-	1	-	1
								1%				1%
I have received quotes from companies/installers and am deciding what to do	2	-	2	2	-	-	-	1	2	-	2	-
								1%				
In the process of applying for Green Deal finance	1	-	1	1	-	1	-	-	1	-	1	-
I have chosen which company/installer to use and am waiting for them to start the work	13 1%	6	11	13	-	5	6	1	10	1	11	1
		2%	2%	2%	-	1%	2%	1%	2%		2%	1%
I will be carrying out the work myself in the near future	1	1	1	1	-	1	-	1	1	-	-	-
The work/installation is currently being done	24 3%	13	18	20	5	7	9	8	19	2	20	3
		4%	3%	3%	2%	2%	2%	5%	3%	7%	3%	3%
Don't know	4	-	3	3	1	1	1	2	4	-	4	-
			1%	1%	1%			1%	1%		1%	
Not in the process of installing any key measures	897 95%	341	497	632	265	397	336	143	610	185	677	107
		94%	93%	94%	98%	96%	95%	91%	94%	98%	94%	96%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 478

115 (R) (ALL) You said that you were in the process of having (Measure) installed. Which of the following best describes where you are in the process?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I am currently finding out more information about this	5 1%	5 1%	-	-	-	5 1%	3	-	2 1%	1	-	1	1 1%	-	2 1%
I am currently looking for/getting quotes from companies/installers	1	-	-	1 1% P	1	-	1	-	-	-	-	-	-	-	1
I have received quotes from companies/installers and am deciding what to do	2	2	-	-	-	2	2	-	-	1 1%	-	1	-	-	-
In the process of applying for Green Deal finance	1	-	-	-	-	1	-	-	1	-	-	-	1 1%	-	-
I have chosen which company/installer to use and am waiting for them to start the work	13 1%	11 2%	1 1%	2 2%	3 1%	11 2%	11 2% q	2 1%	1	2 1%	1 1%	2 1%	3 3%	2 1%	4 2%
I will be carrying out the work myself in the near future	1	1	-	-	-	1	1	1	-	-	-	-	-	1	1
The work/installation is currently being done	24 3%	19 3%	2 2%	3 3%	6 2%	18 3%	14 2% q	2 1%	10 3%	2 1%	-	5 3%	3 3%	7 4%	8 4%
Don't know	4	3	-	1 1%	1 1%	3	1	-	2 1%	-	-	1	1 1%	1 1%	2 1%
Not in the process of installing any key measures	897 95%	647 94%	89 97%	101 94%	253 96%	644 94%	550 94%	269 98% p	318 95%	205 98% xz	69 99% x	172 95%	92 92%	149 94%	209 92%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	60	30	30	27	17	16	46	14	18	42	50	10	41	19	42	6	12	18
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
Was planning to do it anyway	5 9%	2 8%	3 10%	4 17%	-	1 5%	4 10%	1 6%	-	5 13%	4 9%	1 8%	2 7%	2 12%	4 10%	-	1 7%	1 5%
To save money on energy bills	29 54%	14 53%	15 55%	14 63%	6 36%	9 61%	24 57%	5 46%	10 59%	19 52%	21 48%	8 80%	17 53%	11 56%	23 57%	3 68%	3 37%	6 46%
Wanted a warmer/more comfortable home	32 60%	14 53%	18 67%	14 61%	9 56%	9 61%	27 64%	5 44%	13 80%	19 51%	25 57%	7 71%	17 53%	14 70%	27 67%	3 83%	2 20%	5 39%
To help with associated problems (e.g. condensation illness)	4 8%	2 6%	3 9%	2 11%	1 5%	1 6%	3 8%	1 7%	1 6%	3 9%	3 8%	1 8%	3 10%	1 4%	4 10%	-	-	-
To reduce energy use for environmental reasons	11 21%	5 21%	6 21%	5 21%	2 12%	4 30%	10 23%	1 12%	5 28%	7 18%	9 20%	2 25%	4 14%	7 33%	9 22%	-	2 26%	2 18%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 13%	6 23%	1 3%	2 7%	4 23%	1 10%	6 14%	1 7%	2 15%	4 12%	5 12%	1 15%	5 15%	2 9%	6 15%	1 16%	-	1 5%
Availability of cashback schemes/discounts to make improvements	4 8%	1 3%	4 13%	4 20%	-	-	4 9%	1 7%	1 8%	3 9%	2 4%	3 29%	3 10%	1 6%	4 11%	-	-	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 8%	1 2%	-	1 2%	-	-	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	20 37%	8 31%	11 42%	8 35%	4 23%	8 54%	18 42%	2 15%	5 32%	14 39%	14 32%	6 56%	11 32%	9 44%	17 42%	1 16%	2 24%	3 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

I16 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
(Measure) was recommended by friend/relative/word of mouth	8 16%	2 8%	6 23%	4 16%	1 9%	3 22%	8 18%	1 7%	1 9%	7 19%	5 12%	3 32%	3 9%	5 27%	7 17%	-	1 15%	1 11%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 5%	2 7%	1 3%	-	2 11%	1 6%	2 4%	1 9%	1 6%	2 5%	3 6%	-	2 6%	1 4%	2 4%	-	1 11%	1 8%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	1 3%	2 9%	-	2 11%	1 9%	3 7%	-	2 12%	1 3%	2 4%	1 13%	2 5%	1 7%	1 3%	1 16%	1 11%	2 13%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 1%	-	1 3%	1 3%	-	-	-	1 7%	-	1 2%	1 2%	-	1 2%	-	1 2%	-	-	-
Doing other work to the property/having other building work done	3 6%	1 5%	2 7%	3 13%	-	-	3 7%	-	-	3 8%	2 5%	1 9%	1 3%	2 11%	3 8%	-	-	-
Change in household (e.g. new baby someone ill in household)	3 5%	1 3%	2 7%	2 7%	1 6%	-	2 4%	1 7%	-	3 7%	2 4%	1 8%	3 8%	-	2 4%	-	1 11%	1 7%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

I16 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	60	58	2	23	26	3	10	19	13	18	37	23
Weighted Base	53	51*	2**	22**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	25	3	10	18	13	16	35	21
Was planning to do it anyway	5 9%	5 9%	-	1 6%	3 13%	-	2 19%	2 14%	-	1 4%	4 12%	1 3%
To save money on energy bills	29 54%	28 54%	1 50%	10 46%	15 69%	2 62%	5 57%	8 47%	7 62%	9 55%	16 51%	12 60%
Wanted a warmer/more comfortable home	32 60%	31 60%	1 50%	15 70%	13 61%	1 37%	4 54%	9 50%	7 66%	11 68%	18 54%	14 68%
To help with associated problems (e.g. condensation illness)	4 8%	4 8%	-	3 16%	1 4%	-	-	1 4%	2 22%	1 5%	2 8%	2 8%
To reduce energy use for environmental reasons	11 21%	11 22%	-	5 22%	3 16%	1 37%	1 8%	5 31%	-	5 30%	6 18%	5 25%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 13%	7 13%	-	5 21%	2 10%	-	1 8%	-	2 14%	4 27%	3 11%	3 16%
Availability of cashback schemes/discounts to make improvements	4 8%	4 9%	-	1 4%	2 11%	1 37%	1 11%	3 16%	1 7%	-	3 9%	2 8%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
It was free/paid for by someone else (e.g. landlord local authority energy company)	20 37%	19 36%	1 50%	7 33%	8 37%	3 100%	3 37%	9 49%	2 20%	6 35%	13 39%	7 33%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	53	51*	2**	22**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	25	3	10	18	13	16	35	21
(Measure) was recommended by friend/relative/word of mouth	8 16%	7 14%	1 50%	3 14%	4 19%	-	-	5 29%	2 22%	1 4%	5 16%	3 14%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 5%	3 5%	-	2 8%	1 5%	-	-	-	2 16%	1 5%	3 8%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	3 6%	-	1 3%	1 6%	-	-	1 6%	-	2 12%	2 5%	1 6%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 1%	1 2%	-	1 4%	-	-	-	1 4%	-	-	1 2%	-
Doing other work to the property/having other building work done	3 6%	3 6%	-	2 10%	1 4%	-	1 17%	2 13%	-	-	1 4%	2 9%
Change in household (e.g. new baby someone ill in household)	3 5%	3 5%	-	1 4%	1 4%	-	-	2 10%	1 7%	-	2 6%	1 4%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	53	51*	2**	22**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	25	3	10	18	13	16	35	21
Don't know	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	60	34	10	18	-	52	5	10	50	-	-	60	-
Weighted Base	53	31*	8**	16**	**	45*	5**	9**	45*	**	**	53*	**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
Was planning to do it anyway	5 9%	3 9%	1 15%	1 4%	-	5 10%	-	3 33%	2 4%	-	-	5 9% F	-
To save money on energy bills	29 54%	20 64%	4 53%	5 35%	-	27 60%	1 17%	5 54%	24 54%	-	-	29 54%	-
Wanted a warmer/more comfortable home	32 60%	21 68%	4 48%	7 48%	-	29 64%	1 17%	8 91%	24 54%	-	-	32 60%	-
To help with associated problems (e.g. condensation illness)	4 8%	3 8%	-	2 10%	-	3 7%	1 17%	-	4 9%	-	-	4 8%	-
To reduce energy use for environmental reasons	11 21%	7 23%	1 17%	3 22%	-	10 22%	1 20%	3 38%	8 18%	-	-	11 21%	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 13%	2 5%	1 8%	5 29%	-	7 15%	-	1 17%	5 12%	-	-	7 13%	-
Availability of cashback schemes/discounts to make improvements	4 8%	3 9%	-	2 10%	-	4 10%	-	-	4 10%	-	-	4 8%	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 2%	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	20 37%	15 47%	4 53%	2 14%	-	16 34%	2 44%	3 38%	16 36%	-	-	20 37%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	53	31*	8**	16**	-**	45*	5**	9**	45*	-**	-**	53*	-**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
(Measure) was recommended by friend/relative/word of mouth	8 16%	4 13%	2 24%	3 19%	-	6 14%	1 18%	1 15%	7 16%	-	-	8 16%	-
Saw (Measure) demonstrated somewhere (show home public building etc)	3 5%	3 9%	-	-	-	3 6%	-	-	3 6%	-	-	3 5%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	1 4%	-	2 11%	-	2 4%	1 20%	-	3 7%	-	-	3 6%	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 1%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 1%	-
Doing other work to the property/having other building work done	3 6%	3 10%	-	-	-	2 5%	-	1 15%	2 4%	-	-	3 6%	-
Change in household (e.g. new baby/someone ill in household)	3 5%	-	-	3 17%	-	2 3%	1 20%	-	3 6%	-	-	3 5%	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 479

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	53	31*	8**	16**	-**	45*	5**	9**	45*	-**	-**	53*	-**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

I16 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	60	-	4	2	6	1	10	10	50	-	-	60	8	52	43	17
Weighted Base	53	-**	4**	1**	5**	1**	9**	9**	45*	-**	-**	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
Was planning to do it anyway	5 9%	-	2 52%	-	1 14%	1 100%	3 33%	3 33%	2 4%	-	-	5 9%	1 9%	4 9%	2 6%	2 17%
To save money on energy bills	29 54%	-	3 80%	-	3 66%	1 100%	5 54%	5 54%	24 54%	-	-	29 54%	4 51%	25 55%	22 54%	7 55%
Wanted a warmer/more comfortable home	32 60%	-	4 100%	1 100%	4 85%	1 100%	8 91%	8 91%	24 54%	-	-	32 60%	5 68%	27 58%	27 67%	5 37%
To help with associated problems (e.g. condensation illness)	4 8%	-	-	-	-	-	-	-	4 9%	-	-	4 8%	2 20%	3 6%	4 10%	-
To reduce energy use for environmental reasons	11 21%	-	3 63%	-	2 38%	1 100%	3 38%	3 38%	8 18%	-	-	11 21%	-	11 25%	10 24%	1 10%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 13%	-	1 17%	-	1 29%	-	1 17%	1 17%	5 12%	-	-	7 13%	3 42%	3 8%	6 15%	1 5%
Availability of cashback schemes/discounts to make improvements	4 8%	-	-	-	-	-	-	-	4 10%	-	-	4 8%	2 31%	2 4%	4 9%	1 7%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 10%	-	1 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	53	-**	4**	1**	5**	1**	9**	9**	45*	-**	-**	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
It was free/paid for by someone else (e.g. landlord local authority energy company)	20 37%	-	3 63%	-	2 39%	1 100%	3 38%	3 38%	16 36%	-	-	20 37%	2 20%	18 40%	18 45%	2 12%
(Measure) was recommended by friend/relative/word of mouth	8 16%	-	1 31%	-	1 25%	-	1 15%	1 15%	7 16%	-	-	8 16%	2 20%	7 15%	6 15%	2 16%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 5%	-	-	-	-	-	-	-	3 6%	-	-	3 5%	-	3 6%	2 4%	1 8%
The work was required by my landlord/local authority/ housing association/ freeholder/other organisation - I didn't have a choice	3 6%	-	-	-	-	-	-	-	3 7%	-	-	3 6%	-	3 7%	2 6%	1 5%
I had been waiting for approval from my landlord/ local authority/housing association/freeholder/other organisation - but this was received	1 1%	-	-	-	-	-	-	-	1 2%	-	-	1 1%	1 10%	-	1 2%	-
Doing other work to the property/having other building work done	3 6%	-	1 32%	-	-	1 100%	1 15%	1 15%	2 4%	-	-	3 6%	1 11%	2 5%	2 6%	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

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116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	53	-**	4**	1**	5**	1**	9**	9**	45*	-**	-**	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
Change in household (e.g. new baby someone ill in household)	3 5%	-	-	-	-	-	-	-	3 6%	-	-	3 5%	2 20%	1 2%	3 7%	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	60	12	19	16	11	15	17	23	15	10	8	2	2	58	12	43	8	35
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
Was planning to do it anyway	5 9%	-	1 7%	2 14%	1 7%	1 9%	2 16%	1 4%	1 10%	-	-	1 42%	1 42%	4 8%	-	4 11%	-	4 13%
To save money on energy bills	29 54%	3 32%	9 55%	12 78%	4 42%	5 38%	9 55%	13 71%	10 78%	4 44%	4 55%	1 42%	1 42%	28 55%	6 48%	21 57%	3 36%	18 61%
Wanted a warmer/more comfortable home	32 60%	3 31%	9 55%	12 84%	7 65%	8 58%	8 53%	13 72%	8 64%	5 56%	5 71%	1 42%	1 42%	31 60%	6 54%	23 62%	2 23%	22 72% U
To help with associated problems (e.g. condensation illness)	4 8%	1 7%	2 10%	2 12%	-	2 12%	1 5%	2 9%	1 7%	-	-	-	-	4 8%	2 14%	1 2%	-	1 3%
To reduce energy use for environmental reasons	11 21%	3 26%	2 17%	4 28%	2 19%	2 16%	4 26%	2 12%	3 21%	2 18%	-	1 42%	1 42%	10 20%	2 18%	9 24%	3 38%	6 21%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 13%	1 7%	1 9%	2 12%	3 27%	3 18%	2 10%	2 12%	1 5%	2 19%	-	-	-	7 13%	3 21%	3 9%	-	3 12%
Availability of cashback schemes/discounts to make improvements	4 8%	2 15%	1 5%	2 14%	-	1 6%	3 18%	3 16%	-	1 9%	-	-	-	4 9%	3 25%	1 2%	-	1 3%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	1 5%	-	-	-	1 5%	1 4%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
It was free/paid for by someone else (e.g. landlord local authority energy company)	20 37%	2 16%	8 50%	5 34%	4 37%	4 32%	7 41%	7 40%	6 49%	1 9%	5 68%	-	-	20 38%	5 40%	13 35%	2 25%	11 37%
(Measure) was recommended by friend/relative/word of mouth	8 16%	2 18%	4 26%	-	2 21%	4 29%	3 20%	2 12%	3 27%	-	1 7%	1 58%	1 58%	7 14%	2 18%	5 15%	-	5 18%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 5%	1 10%	1 5%	1 6%	-	1 7%	-	1 6%	-	-	-	-	-	3 5%	2 14%	1 3%	1 15%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	1 10%	2 12%	-	-	1 10%	1 4%	1 4%	-	-	1 19%	-	-	3 6%	-	2 6%	1 14%	1 4%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 1%	1 7%	-	-	-	1 6%	-	-	-	-	-	-	-	1 2%	-	-	-	-
Doing other work to the property/having other building work done	3 6%	-	-	2 15%	1 9%	-	1 8%	2 10%	1 7%	1 9%	-	-	-	3 6%	2 15%	1 3%	-	1 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
Change in household (e.g. new baby someone ill in household)	3 5%	2 17%	1 5%	-	-	1 6%	1 5%	1 4%	-	-	-	-	-	3 5%	-	2 5%	1 14%	1 3%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	60	21	22	27	16	1	19	2	21	16	9	30	27	21	19	21
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
Was planning to do it anyway	5 9%	2 8%	3 17%	4 16%	1 5%	-	2 9%	-	-	1 5%	3 38%	2 6%	3 13%	4 23%	1 4%	-
To save money on energy bills	29 54%	9 50%	9 49%	13 51%	6 47%	1 100%	8 45%	2 100%	7 41%	9 54%	6 69%	11 45%	15 59%	10 56%	10 63%	10 48%
Wanted a warmer/more comfortable home	32 60%	13 68%	13 70%	17 70%	9 68%	-	11 65%	2 100%	5 29%	14 87%	6 70%	12 47%	18 69%	10 60%	10 61%	11 56%
To help with associated problems (e.g. condensation illness)	4 8%	1 4%	2 8%	2 6%	1 6%	-	1 5%	-	1 5%	2 15%	1 10%	3 13%	1 3%	3 19%	1 6%	-
To reduce energy use for environmental reasons	11 21%	2 12%	6 29%	5 22%	2 17%	-	2 13%	-	3 15%	4 24%	3 30%	4 17%	6 24%	2 11%	4 26%	5 24%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 13%	4 21%	2 10%	4 16%	2 14%	-	4 23%	-	2 12%	2 11%	2 27%	3 11%	4 16%	2 13%	1 9%	3 15%
Availability of cashback schemes/discounts to make improvements	4 8%	4 20%	1 4%	4 18%	-	-	4 21%	-	-	2 10%	3 35%	1 3%	4 15%	2 9%	-	3 14%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	1 4%	-	1 3%	-	-	1 5%	-	-	-	1 10%	-	1 3%	1 5%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

I16 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
It was free/paid for by someone else (e.g. landlord local authority energy company)	20 37%	7 36%	5 28%	9 38%	3 21%	-	7 40%	-	7 39%	5 34%	3 40%	6 24%	12 47%	4 23%	9 55%	7 33%
(Measure) was recommended by friend/relative/word of mouth	8 16%	1 7%	3 17%	5 18%	-	-	1 8%	-	1 8%	2 13%	2 24%	2 9%	5 21%	4 21%	4 23%	1 5%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 5%	-	2 9%	-	2 14%	-	-	-	-	2 17%	-	3 11%	-	2 10%	1 6%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	1 5%	1 4%	1 4%	1 5%	-	1 6%	-	2 10%	1 8%	-	2 9%	-	-	2 12%	1 5%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 1%	-	1 4%	1 3%	-	-	-	-	-	1 5%	-	1 3%	-	1 4%	-	-
Doing other work to the property/having other building work done	3 6%	1 5%	1 7%	2 9%	-	-	1 5%	-	-	-	2 26%	-	3 12%	2 13%	-	1 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 480

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19 Jun 2014

I16 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
Change in household (e.g. new baby someone ill in household)	3 5%	2 10%	1 4%	3 10%	-	-	2 11%	-	1 6%	1 5%	1 10%	2 7%	1 3%	2 9%	-	1 5%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 481

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	60	26	43	51	9	17	20	20	49	5	50	5
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
Was planning to do it anyway	5 9%	4 16%	2 6%	5 10%	-	2 12%	2 12%	1 4%	3 7%	1 20%	3 7%	1 18%
To save money on energy bills	29 54%	15 65%	22 54%	25 55%	3 48%	8 50%	10 53%	9 54%	25 58%	2 38%	26 60%	1 18%
Wanted a warmer/more comfortable home	32 60%	16 70%	27 67%	31 68%	1 9%	13 80%	10 55%	8 50%	27 63%	2 59%	27 62%	2 53%
To help with associated problems (e.g. condensation illness)	4 8%	2 8%	4 10%	4 9%	-	-	1 4%	2 15%	3 6%	1 20%	3 8%	1 18%
To reduce energy use for environmental reasons	11 21%	8 37%	10 24%	10 23%	1 9%	5 31%	2 11%	4 26%	9 20%	1 18%	9 20%	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 13%	3 12%	6 15%	7 15%	-	3 17%	2 13%	2 9%	5 11%	1 20%	6 13%	1 18%
Availability of cashback schemes/discounts to make improvements	4 8%	2 7%	4 9%	4 10%	-	1 8%	1 4%	2 9%	3 7%	2 39%	3 7%	2 35%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	1 2%	1 2%	-	-	-	1 5%	-	1 20%	-	1 18%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 481

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
It was free/paid for by someone else (e.g. landlord local authority energy company)	20 37%	8 34%	18 45%	20 43%	-	5 33%	6 33%	7 44%	18 41%	1 18%	17 39%	-
(Measure) was recommended by friend/relative/word of mouth	8 16%	2 9%	6 15%	6 13%	2 29%	4 28%	1 5%	3 18%	5 12%	2 43%	5 12%	3 64%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 5%	2 8%	2 4%	2 4%	1 14%	-	2 10%	1 5%	2 5%	-	3 6%	-
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	3 6%	1 3%	2 6%	3 7%	-	1 8%	-	2 10%	3 7%	-	3 7%	-
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	1 1%	-	1 2%	1 2%	-	-	-	1 5%	1 2%	-	1 2%	-
Doing other work to the property/having other building work done	3 6%	2 10%	2 6%	3 7%	-	-	1 7%	1 5%	3 7%	-	3 7%	-
Change in household (e.g. new baby someone ill in household)	3 5%	-	3 7%	3 6%	-	-	-	3 16%	2 4%	1 20%	2 4%	1 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 481

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19 Jun 2014

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Weighted Base	56	25	40	48	9	16	18	19	46	5	47	5
Effective base	-	-	-	-	-	-	-	-	-	-	-	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 481

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	60	50	3	6	12	48	36	5	22	6	1	12	9	11	21
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
Was planning to do it anyway	5 9%	4 9%	1 26%	-	1 7%	4 9%	5 14%	2 42%	-	1 12%	-	-	1 10%	2 25%	1 4%
To save money on energy bills	29 54%	27 62%	1 40%	1 13%	3 31%	25 60%	18 53%	4 84%	9 52%	3 46%	1 100%	2 22%	3 35%	6 62%	14 78%
Wanted a warmer/more comfortable home	32 60%	27 63%	2 67%	3 41%	6 55%	26 61%	24 71%	4 84%	7 38%	4 68%	1 100%	4 43%	5 56%	6 55%	12 69%
To help with associated problems (e.g. condensation illness)	4 8%	3 8%	-	1 13%	1 7%	3 8%	3 10%	-	1 4%	1 15%	-	2 17%	-	-	2 9%
To reduce energy use for environmental reasons	11 21%	10 23%	1 40%	-	3 24%	8 20%	7 20%	3 68%	4 25%	3 51%	-	1 7%	1 9%	2 19%	5 26%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 13%	3 6%	-	3 54%	3 30%	3 8%	5 15%	1 16%	1 4%	1 12%	-	-	1 9%	2 20%	3 18%
Availability of cashback schemes/discounts to make improvements	4 8%	2 6%	1 40%	1 13%	3 25%	2 4%	4 13%	-	-	-	-	1 8%	-	1 9%	3 16%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	-	1 13%	1 7%	-	1 2%	-	-	-	-	-	-	-	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 481

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
It was free/paid for by someone else (e.g. landlord local authority energy company)	20 37%	18 41%	1 40%	1 13%	3 25%	17 40%	16 45%	3 69%	3 18%	2 36%	1 100%	2 21%	5 59%	3 29%	7 37%
(Measure) was recommended by friend/relative/word of mouth	8 16%	5 12%	-	3 47%	3 26%	5 13%	6 18%	1 26%	2 12%	1 20%	-	2 20%	2 20%	1 12%	2 12%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 5%	2 4%	1 33%	-	-	3 6%	2 6%	-	1 4%	1 15%	-	1 10%	-	-	1 4%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	3 7%	-	-	-	3 7%	1 4%	-	2 10%	1 16%	-	-	1 16%	-	1 4%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 1%	1 2%	-	-	-	1 2%	1 2%	-	-	-	-	1 8%	-	-	-
Doing other work to the property/having other building work done	3 6%	3 7%	-	-	-	3 7%	3 9%	1 27%	-	-	-	-	-	2 22%	1 5%
Change in household (e.g. new baby someone ill in household)	3 5%	2 4%	-	1 13%	1 7%	2 4%	2 5%	-	1 6%	1 16%	-	1 8%	-	-	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 481

116 (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Weighted Base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
Effective base	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 482

I16_SUM (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

	I16: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	16	10	21	-	1	1	8	1	1	1	-
Weighted Base	15	8	19	-	1	1	8	1	1	1	-
Effective base	15	9	20	-	1	1	7	1	1	1	-
Was planning to do it anyway	1 9%	2 23%	-	-	-	-	1 10%	1 100%	-	-	-
To save money on energy bills	9 60%	6 71%	12 65%	-	-	-	2 29%	-	-	-	-
Wanted a warmer/more comfortable home	10 65%	3 32%	14 73%	-	1 100%	1 100%	4 53%	1 100%	-	-	-
To help with associated problems (e.g. condensation illness)	1 5%	-	3 14%	-	-	-	1 11%	-	-	-	-
To reduce energy use for environmental reasons	3 22%	1 17%	5 26%	-	-	1 100%	-	-	1 100%	-	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	-	-	-	-	-	-	7 90%	-	-	-	-
Availability of cashback schemes/discounts to make improvements	3 20%	-	1 4%	-	-	-	1 11%	-	-	-	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	-	-	-	-	-	-	1 11%	-	-	-	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	9 62%	2 30%	6 33%	-	-	-	1 10%	-	1 100%	-	-
(Measure) was recommended by friend/relative/word of mouth	2 10%	2 29%	4 19%	-	-	-	1 11%	-	-	-	-
Saw (Measure) demonstrated somewhere (show home public building etc)	1 7%	-	2 9%	-	-	-	-	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 482

I16_SUM (M) Why do you want to have (Measure) installed?

Base: All key measures that are in the process of being installed

I16: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Weighted Base	15	8	19	-	1	1	8	1	1	1	-
Effective base	15	9	20	-	1	1	7	1	1	1	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	-	-	2 11%	-	-	-	-	-	1 100%	-	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 5%	-	-	-	-	-	-	-	-	-	-
Doing other work to the property/having other building work done	3 21%	-	-	-	-	-	-	-	-	-	-
Change in household (e.g. new baby someone ill in household)	1 5%	-	-	-	-	1 11%	-	1 100%	-	-	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	55	28	27	23	16	16	43	12	17	38	46	9	37	18	40	5	10	15
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
Was planning to do it anyway	5 10%	2 8%	3 11%	4 20%	-	1 5%	4 10%	1 7%	-	5 14%	4 10%	1 9%	2 8%	2 13%	4 11%	-	1 9%	1 6%
To save money on energy bills	28 57%	14 56%	14 58%	14 68%	6 39%	9 61%	23 58%	5 52%	10 62%	18 55%	21 52%	7 78%	17 56%	11 59%	22 57%	3 81%	3 45%	6 56%
Wanted a warmer/more comfortable home	31 63%	13 53%	18 74%	13 68%	9 60%	9 61%	27 68%	4 44%	13 83%	18 54%	24 60%	7 78%	17 57%	14 74%	27 70%	3 79%	2 24%	5 42%
To help with associated problems (e.g. condensation illness)	4 8%	2 6%	3 11%	2 12%	1 5%	1 6%	3 9%	1 8%	1 6%	3 10%	3 8%	1 9%	3 11%	1 5%	4 11%	-	-	-
To reduce energy use for environmental reasons	11 23%	5 22%	6 24%	5 25%	2 13%	4 30%	10 25%	1 14%	5 29%	7 20%	9 22%	2 27%	4 15%	7 34%	9 23%	-	2 31%	2 21%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 14%	6 24%	1 3%	2 8%	4 25%	1 10%	6 15%	1 8%	2 15%	4 13%	5 13%	1 16%	5 17%	2 9%	6 16%	1 19%	-	1 6%
Availability of cashback schemes/discounts to make improvements	4 9%	1 3%	4 15%	4 23%	-	-	4 9%	1 8%	1 8%	3 10%	2 4%	3 32%	3 11%	1 6%	4 12%	-	-	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 9%	1 3%	-	1 2%	-	-	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 38%	8 33%	10 43%	7 36%	4 25%	8 54%	17 43%	2 17%	5 33%	13 40%	13 33%	6 62%	11 36%	8 41%	16 41%	1 19%	2 30%	3 26%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
(Measure) was recommended by friend/relative/word of mouth	8 17%	2 8%	6 26%	4 19%	1 9%	3 22%	8 19%	1 8%	1 9%	7 21%	5 13%	3 35%	3 9%	5 28%	7 18%	-	1 19%	1 13%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 6%	2 7%	1 4%	-	2 12%	1 6%	2 4%	1 11%	1 6%	2 5%	3 7%	-	2 6%	1 5%	2 4%	-	1 14%	1 9%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	1 3%	2 10%	-	2 11%	1 9%	3 8%	-	2 13%	1 3%	2 4%	1 15%	2 6%	1 7%	1 4%	1 19%	1 13%	2 15%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 2%	-	1 3%	1 4%	-	-	-	1 8%	-	1 2%	1 2%	-	1 3%	-	1 2%	-	-	-
Doing other work to the property/having other building work done	3 6%	1 5%	2 7%	3 16%	-	-	3 8%	-	-	3 9%	2 6%	1 10%	1 3%	2 11%	3 8%	-	-	-
Change in household (e.g. new baby someone ill in household)	3 5%	1 3%	2 7%	2 8%	1 7%	-	2 5%	1 8%	-	3 8%	2 4%	1 9%	3 9%	-	2 4%	-	1 13%	1 9%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

I16 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	55	2	21	25	3	8	16	13	18	35	20
Weighted Base	49	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	2	19	24	3	8	15	13	16	33	18
Was planning to do it anyway	5 10%	-	1 6%	3 13%	-	2 23%	2 17%	-	1 4%	4 13%	1 4%
To save money on energy bills	28 57%	1 50%	10 50%	14 67%	2 62%	4 57%	8 56%	7 62%	9 55%	16 54%	12 63%
Wanted a warmer/more comfortable home	31 63%	1 50%	15 76%	13 64%	1 37%	4 56%	9 59%	7 66%	11 68%	17 55%	14 78%
To help with associated problems (e.g. condensation illness)	4 8%	-	3 17%	1 4%	-	-	1 5%	2 22%	1 5%	2 8%	2 9%
To reduce energy use for environmental reasons	11 23%	-	5 24%	3 16%	1 37%	1 10%	5 37%	-	5 30%	6 19%	5 28%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 14%	-	5 23%	2 11%	-	1 10%	-	2 14%	4 27%	3 11%	3 18%
Availability of cashback schemes/discounts to make improvements	4 9%	-	1 4%	2 12%	1 37%	1 13%	3 19%	1 7%	-	3 9%	2 9%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 38%	1 50%	6 31%	8 39%	3 100%	3 46%	8 52%	2 20%	6 35%	13 41%	6 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	49	47*	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	19	24	3	8	15	13	16	33	18
(Measure) was recommended by friend/relative/word of mouth	8 17%	7 16%	1 50%	3 15%	4 20%	-	-	5 34%	2 22%	1 4%	5 17%	3 16%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 6%	3 6%	-	2 8%	1 5%	-	-	-	2 16%	1 5%	3 9%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	3 6%	-	1 3%	1 6%	-	-	1 7%	-	2 12%	2 6%	1 7%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 2%	1 2%	-	1 4%	-	-	-	1 5%	-	-	1 3%	-
Doing other work to the property/having other building work done	3 6%	3 7%	-	2 11%	1 4%	-	1 13%	2 15%	-	-	1 4%	2 10%
Change in household (e.g. new baby someone ill in household)	3 5%	3 6%	-	1 4%	1 4%	-	-	2 12%	1 7%	-	2 6%	1 4%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

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116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	49	47*	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	19	24	3	8	15	13	16	33	18
Don't know	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	55	32	10	15	-	49	4	9	46	-	-	55	-
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
Was planning to do it anyway	5 10%	3 10%	1 15%	1 5%	-	5 11%	-	3 36%	2 5%	-	-	5 10% F	-
To save money on energy bills	28 57%	19 65%	4 53%	5 42%	-	26 61%	1 22%	5 59%	23 57%	-	-	28 57%	-
Wanted a warmer/more comfortable home	31 63%	21 73%	4 48%	7 51%	-	28 66%	1 22%	7 90%	24 58%	-	-	31 63%	-
To help with associated problems (e.g. condensation illness)	4 8%	3 9%	-	2 12%	-	3 8%	1 22%	-	4 10%	-	-	4 8%	-
To reduce energy use for environmental reasons	11 23%	7 24%	1 17%	3 26%	-	10 23%	1 25%	3 41%	8 19%	-	-	11 23%	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 14%	2 5%	1 8%	5 35%	-	7 16%	-	1 19%	5 13%	-	-	7 14%	-
Availability of cashback schemes/discounts to make improvements	4 9%	3 10%	-	2 12%	-	4 10%	-	-	4 11%	-	-	4 9%	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 38%	14 47%	4 53%	2 17%	-	16 36%	2 55%	3 42%	15 37%	-	-	19 38%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

I16 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
(Measure) was recommended by friend/relative/word of mouth	8 17%	4 14%	2 24%	3 23%	-	6 15%	1 23%	1 16%	7 17%	-	-	8 17%	-
Saw (Measure) demonstrated somewhere (show home public building etc)	3 6%	3 9%	-	-	-	3 6%	-	-	3 7%	-	-	3 6%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	1 5%	-	2 13%	-	2 5%	1 25%	-	3 7%	-	-	3 6%	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Doing other work to the property/having other building work done	3 6%	3 11%	-	-	-	2 5%	-	1 16%	2 4%	-	-	3 6%	-
Change in household (e.g. new baby/someone ill in household)	3 5%	-	-	3 20%	-	2 4%	1 25%	-	3 6%	-	-	3 5%	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 483

I16 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	55	-	4	1	6	1	9	9	46	-	9	46	7	48	41	14
Weighted Base	49	..	4**	1**	5**	1**	8**	8**	41*	..	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
Was planning to do it anyway	5 10%	- -	2 52%	- -	1 14%	1 100%	3 36%	3 36%	2 5%	- -	3 36%	2 5%	1 10%	4 10%	2 7%	2 20%
To save money on energy bills	28 57%	- -	3 80%	- -	3 66%	1 100%	5 59%	5 59%	23 57%	- -	5 59%	23 57%	3 45%	25 59%	22 57%	6 58%
Wanted a warmer/more comfortable home	31 63%	- -	4 100%	1 100%	4 85%	1 100%	7 90%	7 90%	24 58%	- -	7 90%	24 58%	5 76%	26 61%	27 71%	4 39%
To help with associated problems (e.g. condensation illness)	4 8%	- -	- -	- -	- -	- -	- -	- -	4 10%	- -	- -	4 10%	2 23%	3 6%	4 11%	- -
To reduce energy use for environmental reasons	11 23%	- -	3 63%	- -	2 38%	1 100%	3 41%	3 41%	8 19%	- -	3 41%	8 19%	- -	11 26%	10 26%	1 12%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 14%	- -	1 17%	- -	1 29%	- -	1 19%	1 19%	5 13%	- -	1 19%	5 13%	3 47%	3 8%	6 16%	1 7%
Availability of cashback schemes/discounts to make improvements	4 9%	- -	- -	- -	- -	- -	- -	- -	4 11%	- -	- -	4 11%	2 35%	2 5%	4 9%	1 8%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	- -	- -	- -	- -	- -	- -	- -	1 2%	- -	- -	1 2%	1 12%	- -	1 2%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	49	-**	4**	1**	5**	1**	8**	8**	41*	-**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 38%	-	3 63%	-	2 39%	1 100%	3 42%	3 42%	15 37%	-	3 42%	15 37%	2 23%	17 41%	17 45%	2 14%
(Measure) was recommended by friend/relative/word of mouth	8 17%	-	1 31%	-	1 25%	-	1 16%	1 16%	7 17%	-	1 16%	7 17%	2 23%	7 16%	6 16%	2 19%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 6%	-	-	-	-	-	-	-	3 7%	-	-	3 7%	-	3 6%	2 4%	1 9%
The work was required by my landlord/local authority/ housing association/ freeholder/other organisation - I didn't have a choice	3 6%	-	-	-	-	-	-	-	3 7%	-	-	3 7%	-	3 7%	2 6%	1 6%
I had been waiting for approval from my landlord/ local authority/housing association/freeholder/other organisation - but this was received	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 11%	-	1 2%	-
Doing other work to the property/having other building work done	3 6%	-	1 32%	-	-	1 100%	1 16%	1 16%	2 4%	-	1 16%	2 4%	1 13%	2 5%	2 6%	1 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

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19 Jun 2014

I16 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	49	**	4**	1**	5**	1**	8**	8**	41*	**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
Change in household (e.g. new baby someone ill in household)	3 5%	-	-	-	-	-	-	-	3 6%	-	-	3 6%	2 23%	1 2%	3 7%	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Unweighted Base	55	11	18	15	9	15	16	20	14	7	8	2	2	53	10	40	6
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
Was planning to do it anyway	5 10%	-	1 8%	2 15%	1 8%	1 9%	2 16%	1 4%	1 10%	-	-	1 42%	1 42%	4 9%	-	4 12%	-	4 14%
To save money on energy bills	28 57%	3 35%	9 58%	11 77%	4 50%	5 38%	9 58%	12 76%	10 84%	3 46%	4 55%	1 42%	1 42%	27 58%	5 47%	21 61%	3 48%	18 63%
Wanted a warmer/more comfortable home	31 63%	3 35%	8 53%	12 89%	7 77%	8 58%	13 55%	13 79%	8 69%	4 64%	5 71%	1 42%	1 42%	30 64%	6 64%	22 65%	2 30%	21 71%
To help with associated problems (e.g. condensation illness)	4 8%	1 8%	2 10%	2 13%	-	2 12%	1 5%	2 11%	1 8%	-	-	-	-	4 9%	2 17%	1 2%	-	1 3%
To reduce energy use for environmental reasons	11 23%	3 28%	2 11%	4 29%	2 23%	2 16%	4 28%	2 14%	3 22%	2 24%	-	1 42%	1 42%	10 22%	2 22%	9 26%	3 50%	6 21%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 14%	1 8%	1 9%	2 13%	3 32%	3 18%	2 10%	2 14%	1 6%	2 25%	-	-	-	7 14%	3 25%	3 10%	-	3 12%
Availability of cashback schemes/discounts to make improvements	4 9%	2 16%	1 5%	2 15%	-	1 6%	3 19%	3 18%	-	1 13%	-	-	-	4 9%	3 29%	1 2%	-	1 3%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	1 5%	-	-	-	1 5%	1 5%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 38%	2 18%	8 52%	5 36%	3 34%	4 32%	7 43%	6 40%	5 45%	1 13%	5 68%	-	-	19 39%	4 38%	13 37%	2 33%	11 38%
(Measure) was recommended by friend/relative/word of mouth	8 17%	2 20%	4 27%	-	2 25%	4 29%	3 21%	2 14%	3 29%	-	1 7%	1 58%	1 58%	7 15%	2 21%	5 16%	-	5 18%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 6%	1 11%	1 5%	1 7%	-	1 7%	-	1 6%	-	-	-	-	-	3 6%	2 17%	1 3%	1 19%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	1 11%	2 13%	-	-	1 10%	1 4%	1 4%	-	-	1 19%	-	-	3 6%	-	2 7%	1 19%	1 5%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 2%	1 8%	-	-	-	1 6%	-	-	-	-	-	-	-	1 2%	-	-	-	-
Doing other work to the property/having other building work done	3 6%	-	-	2 16%	1 11%	-	1 8%	2 11%	1 8%	1 13%	-	-	-	3 6%	2 18%	1 4%	-	1 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
Change in household (e.g. new baby someone ill in household)	3 5%	2 19%	1 5%	-	-	1 6%	1 5%	1 5%	-	-	-	-	-	3 5%	-	2 5%	1 19%	1 3%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	55	19	20	24	15	1	17	2	18	16	8	27	25	19	19	18
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
Was planning to do it anyway	5 10%	2 9%	3 18%	4 18%	1 5%	-	2 10%	-	-	1 5%	3 43%	2 7%	3 14%	4 25%	1 4%	-
To save money on energy bills	28 57%	9 50%	9 53%	12 53%	6 49%	1 100%	7 45%	2 100%	7 47%	9 54%	5 65%	11 50%	14 60%	10 62%	10 63%	9 50%
Wanted a warmer/more comfortable home	31 63%	13 75%	13 72%	17 78%	8 66%	-	11 73%	2 100%	4 29%	14 87%	6 78%	11 48%	18 74%	10 61%	10 61%	11 65%
To help with associated problems (e.g. condensation illness)	4 8%	1 5%	2 9%	2 7%	1 6%	-	1 5%	-	1 6%	2 15%	1 11%	3 15%	1 3%	3 20%	1 6%	-
To reduce energy use for environmental reasons	11 23%	2 13%	6 31%	5 25%	2 18%	-	2 15%	-	3 18%	4 24%	3 34%	4 19%	6 26%	2 12%	4 26%	5 28%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 14%	4 24%	2 11%	4 18%	2 15%	-	4 26%	-	2 13%	2 11%	2 30%	3 12%	4 17%	2 15%	1 9%	3 17%
Availability of cashback schemes/discounts to make improvements	4 9%	4 22%	1 4%	4 20%	-	-	4 24%	-	-	2 10%	3 39%	1 3%	4 16%	2 10%	-	3 16%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	1 5%	-	1 4%	-	-	1 5%	-	-	-	1 11%	-	1 3%	1 5%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 38%	7 40%	5 30%	9 42%	3 22%	-	7 44%	-	7 45%	5 34%	3 45%	6 27%	11 47%	3 20%	9 55%	7 38%
(Measure) was recommended by friend/relative/word of mouth	8 17%	1 8%	3 18%	5 20%	-	-	1 8%	-	1 9%	2 13%	2 27%	2 10%	5 23%	4 23%	4 23%	1 5%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 6%	-	2 10%	-	2 14%	-	-	-	-	2 17%	-	3 12%	-	2 17%	1 6%	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	1 6%	1 4%	1 5%	1 5%	-	1 7%	-	2 17%	1 8%	-	2 10%	-	-	2 12%	1 6%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 2%	-	1 4%	1 4%	-	-	-	-	-	1 5%	-	1 3%	-	1 5%	-	-
Doing other work to the property/having other building work done	3 6%	1 5%	1 7%	2 10%	-	-	1 6%	-	-	-	2 29%	-	3 13%	2 14%	-	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 484

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19 Jun 2014

I16 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
Change in household (e.g. new baby someone ill in household)	3 5%	2 11%	1 4%	3 12%	-	-	2 12%	-	1 7%	1 5%	1 11%	2 8%	1 3%	2 10%	-	1 6%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 485

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	55	24	41	47	8	16	20	17	44	5	45	5
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
Was planning to do it anyway	5 10%	4 17%	2 7%	5 11%	-	2 13%	2 12%	1 5%	3 8%	1 20%	3 8%	1 18%
To save money on energy bills	28 57%	14 66%	22 57%	25 58%	3 53%	8 52%	10 53%	9 63%	24 62%	2 38%	26 64%	1 18%
Wanted a warmer/more comfortable home	31 63%	15 72%	27 71%	30 72%	1 10%	12 79%	10 55%	8 59%	26 68%	2 59%	26 66%	2 53%
To help with associated problems (e.g. condensation illness)	4 8%	2 8%	4 11%	4 10%	-	-	1 4%	2 18%	3 7%	1 20%	3 8%	1 18%
To reduce energy use for environmental reasons	11 23%	8 40%	10 26%	10 25%	1 10%	5 32%	2 11%	4 30%	9 22%	1 18%	9 22%	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 14%	3 13%	6 16%	7 16%	-	3 18%	2 13%	2 11%	5 12%	1 20%	6 15%	1 18%
Availability of cashback schemes/discounts to make improvements	4 9%	2 8%	4 9%	4 11%	-	1 8%	1 4%	2 11%	3 7%	2 39%	3 7%	2 35%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	1 2%	1 2%	-	-	-	1 6%	-	1 20%	-	1 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 485

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19 Jun 2014

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 38%	8 36%	17 45%	19 44%	-	5 35%	6 33%	6 46%	17 43%	1 18%	16 41%	-
(Measure) was recommended by friend/relative/word of mouth	8 17%	2 10%	6 16%	6 15%	2 32%	4 29%	1 5%	3 21%	5 14%	2 43%	5 14%	3 64%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 6%	2 8%	2 4%	2 4%	1 16%	-	2 10%	1 6%	2 5%	-	3 7%	-
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	3 6%	1 3%	2 6%	3 7%	-	1 9%	-	2 12%	3 8%	-	3 8%	-
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	1 2%	-	1 2%	1 2%	-	-	-	1 6%	1 2%	-	1 2%	-
Doing other work to the property/having other building work done	3 6%	2 10%	2 6%	3 7%	-	-	1 7%	1 7%	3 8%	-	3 8%	-
Change in household (e.g. new baby someone ill in household)	3 5%	-	3 7%	3 6%	-	-	-	3 18%	2 5%	1 20%	2 5%	1 18%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 485

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19 Jun 2014

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 485

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	55	45	3	6	11	44	34	5	19	5	1	10	9	10	20
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
Was planning to do it anyway	5 10%	4 10%	1 26%	-	1 8%	4 10%	5 15%	2 42%	-	1 14%	-	-	1 10%	2 27%	1 4%
To save money on energy bills	28 57%	26 67%	1 40%	1 13%	3 33%	25 64%	17 54%	4 84%	9 60%	3 55%	1 100%	2 26%	3 35%	5 58%	14 82%
Wanted a warmer/more comfortable home	31 63%	27 68%	2 67%	3 41%	6 58%	25 65%	24 75%	4 84%	6 40%	4 81%	1 100%	4 41%	5 56%	6 60%	12 73%
To help with associated problems (e.g. condensation illness)	4 8%	3 9%	-	1 13%	1 8%	3 9%	3 10%	-	1 5%	1 17%	-	2 19%	-	-	2 9%
To reduce energy use for environmental reasons	11 23%	10 25%	1 40%	-	3 25%	8 22%	7 21%	3 68%	4 29%	3 61%	-	1 8%	1 9%	2 21%	5 27%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 14%	3 7%	-	3 54%	3 32%	3 9%	5 16%	1 16%	1 5%	1 14%	-	-	1 9%	2 22%	3 19%
Availability of cashback schemes/discounts to make improvements	4 9%	2 6%	1 40%	1 13%	3 27%	2 4%	4 14%	-	-	-	-	1 9%	-	1 10%	3 17%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1 2%	-	-	1 13%	1 8%	-	1 2%	-	-	-	-	-	-	-	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 485

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 38%	17 43%	1 40%	1 13%	3 26%	16 41%	15 45%	3 69%	3 21%	2 43%	1 100%	2 24%	5 59%	3 32%	6 34%
(Measure) was recommended by friend/relative/word of mouth	8 17%	5 14%	-	3 47%	3 28%	5 14%	6 19%	1 26%	2 14%	1 24%	-	2 23%	2 20%	1 13%	2 13%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 6%	2 4%	1 33%	-	-	3 7%	2 6%	-	1 5%	1 17%	-	1 12%	-	-	1 5%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 6%	3 8%	-	-	-	3 8%	1 4%	-	2 11%	1 19%	-	-	1 16%	-	1 4%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 2%	1 2%	-	-	-	1 2%	1 2%	-	-	-	-	1 9%	-	-	-
Doing other work to the property/having other building work done	3 6%	3 8%	-	-	-	3 8%	3 10%	1 27%	-	-	-	-	-	2 24%	1 5%
Change in household (e.g. new baby someone ill in household)	3 5%	2 5%	-	1 13%	1 8%	2 5%	2 5%	-	1 7%	1 19%	-	1 9%	-	-	1 5%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 485

116 (R) Why do you want to have (Measure) installed?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Weighted Base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
Effective base	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Was planning to do it anyway	5	2	3	4	-	1	4	1	-	5	4	1	2	2	4	-	1	1
			1%	1% d	-	*	1%	1%	-	1%	1%	*	1%	1%	1%	-	*	*
To save money on energy bills	28 3%	14 3%	14 3%	14 4%	6 2%	9 4%	23 3%	5 4%	10 4%	18 3%	21 3%	7 3%	17 3%	11 2%	22 3%	3 3%	3 2%	6 2%
Wanted a warmer/more comfortable home	31 3%	13 3%	18 4%	13 4%	9 2%	9 4%	27 3%	4 3%	13 5%	18 3%	24 3%	7 3%	17 3%	14 3%	27 4%	3 3%	2 1%	5 2%
To help with associated problems (e.g. condensation illness)	4	2	3	2	1	1	3	1	1	3	3	1	3	1	4	-	-	-
			1%	1%	*	*	1%	1%	*	1%	1%	*	1%	1%	1%	-	-	-
To reduce energy use for environmental reasons	11 1%	5 1%	6 1%	5 1%	2 1%	4 2%	10 1%	1 1%	5 2%	7 1%	9 1%	2 1%	4 1%	7 1%	9 1%	-	2 1%	2 1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 1%	6 1%	1	2	4	1	6	1	2	4	5	1	5	2	6	1	-	1
			1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Availability of cashback schemes/discounts to make improvements	4	1	4	4	-	-	4	1	1	3	2	3	3	1	4	-	-	-
			1%	1% d	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1	1	-	1	-	-	1	-	-	1	-	1	1	-	1	-	-	-
			1%	1%	-	-	1%	-	-	1%	-	1%	1%	-	1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 2%	8 2%	10 2%	7 2%	4 1%	8 3%	17 2%	2 1%	5 2%	13 2%	13 2%	6 2%	11 2%	8 2%	16 2%	1 1%	2 1%	3 1%
(Measure) was recommended by friend/relative/word of mouth	8 1%	2 *	6 1%	4 1%	1 *	3 1%	8 1%	1 1%	1 1%	7 1%	5 1%	3 1%	3 1%	5 1%	7 1%	-	1 1%	1 1%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 *	2 *	1 *	-	2 1%	1 *	2 *	1 1%	1 *	2 *	3 *	-	2 *	1 *	2 *	-	1 1%	1 *
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 *	1 *	2 1%	-	2 *	1 1%	3 *	-	2 1%	1 *	2 *	1 1%	2 *	1 *	1 *	1 1%	1 1%	2 1%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 *	-	1 *	1 *	-	-	-	1 1% f	-	1 *	1 *	-	1 *	-	1 *	-	-	-
Doing other work to the property/having other building work done	3 *	1 *	2 *	3 1%	-	-	3 *	-	-	3 *	2 *	1 *	1 *	2 *	3 *	-	-	-
Change in household (e.g. new baby someone ill in household)	3 *	1 *	2 *	2 *	1 *	-	2 *	1 1%	-	3 *	2 *	1 *	3 1%	-	2 *	-	1 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not in the process of installing any key measures	897 95%	469 95%	422 95%	319 94%	346 96%	229 94%	768 95%	113 92%	235 94%	658 95%	662 94%	235 96%	456 94%	440 96%	631 94%	84 96%	182 96%	266 96%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Was planning to do it anyway	5	5 1%	-	1 *	3 1%	-	2 1%	2 1%	-	1 *	4 1%	1 *
To save money on energy bills	28 3%	27 3%	1 1%	10 3%	14 3%	2 2%	4 2%	8 3%	7 3%	9 3%	16 3%	12 4%
Wanted a warmer/more comfortable home	31 3%	30 4%	1 1%	15 5%	13 3%	1 1%	4 2%	9 3%	7 3%	11 4%	17 3%	14 4%
To help with associated problems (e.g. condensation illness)	4	4 1%	-	3 1%	1 *	-	-	1 *	2 1%	1 *	2 *	2 1%
To reduce energy use for environmental reasons	11 1%	11 1%	-	5 2%	3 1%	1 1%	1 *	5 2% N	-	5 2%	6 1%	5 2%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 1%	7 1%	-	5 1%	2 1%	-	1 *	-	2 1%	4 2%	3 1%	3 1%
Availability of cashback schemes/discounts to make improvements	4	4 1%	-	1 *	2 1%	1 1%	1 1%	3 1%	1 *	-	3 *	2 1%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1	1 *	-	-	1 *	-	-	-	1 *	-	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

Total	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 2%	18 2%	1 1%	6 2%	8 2%	3 3%	3 2%	8 3%	2 1%	6 2%	13 2%	6 2%
(Measure) was recommended by friend/relative/word of mouth	8 1%	7 1%	1 1%	3 1%	4 1%	-	-	5 2%	2 1%	1	5 1%	3 1%
Saw (Measure) demonstrated somewhere (show home public building etc)	3	3	-	2 1%	1	-	-	-	2 1%	1	3	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3	3	-	1	1	-	-	1	-	2 1%	2	1
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1	1	-	1	-	-	-	1	-	-	1	-
Doing other work to the property/having other building work done	3	3	-	2 1%	1	-	1 1%	2 1%	-	-	1	2 1%
Change in household (e.g. new baby someone ill in household)	3	3	-	1	1	-	-	2 1%	1	-	2	1

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
Not in the process of installing any key measures	897 95%	733 94%	164 99% r	292 94%	407 95%	126 97%	159 96%	247 94%	217 95%	270 94%	597 95%	300 94%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Was planning to do it anyway	5	3 1%	1 1%	1	-	5 1%	-	3	2 4%	-	-	5 7%	-
To save money on energy bills	28 3%	19 4%	4 3%	5 2%	-	26 3%	1 1%	5 1%	23 50%	-	-	28 5%	-
Wanted a warmer/more comfortable home	31 3%	21 4%	4 3%	7 3%	-	28 4%	1 1%	7 1%	24 51%	-	-	31 5%	-
To help with associated problems (e.g. condensation illness)	4	3	-	2 1%	-	3	1 1%	-	4 9%	-	-	4 1%	-
To reduce energy use for environmental reasons	11 1%	7 1%	1 1%	3 2%	-	10 1%	1 1%	3 1%	8 17%	-	-	11 2%	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 1%	2	1	5 2%	-	7 1%	-	1	5 11%	-	-	7 1%	-
Availability of cashback schemes/discounts to make improvements	4	3 1%	-	2 1%	-	4 1%	-	-	4 10%	-	-	4 1%	-
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1	-	-	1	-	1	-	-	1 2%	-	-	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 2%	14 3%	4 3%	2 1%	-	16 2%	2 2%	3 1%	15 33%	-	-	19 3%	-
(Measure) was recommended by friend/relative/word of mouth	8 1%	4 1%	2 1%	3 1%	-	6 1%	1 1%	1	7 15%	-	-	8 1%	-
Saw (Measure) demonstrated somewhere (show home public building etc)	3	3 1%	-	-	-	3	-	-	3 6%	-	-	3	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3	1	-	2 1%	-	2	1 1%	-	3 6%	-	-	3	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1	-	-	1	-	1	-	-	1 2%	-	-	1	-
Doing other work to the property/having other building work done	3	3 1%	-	-	-	2	-	1	2 4%	-	-	3 1%	-
Change in household (e.g. new baby someone ill in household)	3	-	-	3 1%	-	2	1 1%	-	3 6%	-	-	3	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 486

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
Not in the process of installing any key measures	897 95%	503 95%	134 94%	210 94%	73 100% zA	741 94%	94 96%	561 99% FI	6 12%	106 100% FI	118 100% FI	567 92% F	330 100% EFI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Was planning to do it anyway	5 *	-	2 7%	-	1 *	1 7%	3 *	3 7%	2 7%	-	3 7%	2 *	1 *	4 7%	2 *	2 7%
To save money on energy bills	28 3%	-	3 7%	-	3 7%	1 7%	5 7%	5 7%	23 6% abdef g	-	5 7%	23 6% ij	3 2%	25 3%	22 4% o	6 2%
Wanted a warmer/more comfortable home	31 3%	-	4 2%	1 7%	4 2%	1 7%	7 7%	7 7%	24 6% abdef g	-	7 2%	24 6% ij	5 3%	26 3%	27 5% o	4 7%
To help with associated problems (e.g. condensation illness)	4 *	-	-	-	-	-	-	-	4 7% fg	-	-	4 7% j	2 7%	3 *	4 7%	-
To reduce energy use for environmental reasons	11 7%	-	3 7%	-	2 7%	1 7%	3 7%	3 7%	8 2% fg	-	3 7%	8 2%	-	11 7%	10 2% o	1 *
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 7%	-	1 *	-	1 7%	-	1 *	1 *	5 7% f	-	1 *	5 7%	3 2% m	3 *	6 7%	1 *
Availability of cashback schemes/discounts to make improvements	4 *	-	-	-	-	-	-	-	4 7% fg	-	-	4 7% j	2 7% m	2 *	4 7%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1	-	-	-	-	-	-	-	1	-	-	1	1	-	1	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 2%	-	3 1%	-	2 1%	1 1%	3 1%	3 1%	15 4% bdfg	-	3 1%	15 4% j	2 1%	17 2%	17 3% o	2
(Measure) was recommended by friend/relative/word of mouth	8 1%	-	1	-	1 1%	-	1	1	7 2% fg	-	1	7 2% j	2 1%	7 1%	6 1%	2 1%
Saw (Measure) demonstrated somewhere (show home public building etc)	3	-	-	-	-	-	-	-	3 1%	-	-	3 1%	-	3	2	1
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3	-	-	-	-	-	-	-	3 1% fg	-	-	3 1%	-	3	2	1
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1	-	-	-	-	-	-	-	1	-	-	1	1	-	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Doing other work to the property/having other building work done	3	-	1 1%	-	-	1 1%	1	1	2	-	1	2	1 1%	2	2	1
Change in household (e.g. new baby someone ill in household)	3	-	-	-	-	-	-	-	3 1%	-	-	3 1%	2 1%	1	3	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not in the process of installing any key measures	897 95%	86 100% h	252 98% h	55 99% h	222 98% h	129 99% h	561 99% h	547 99% h	336 89%	75 100% k	440 98% k	381 90%	158 96%	739 95%	497 93%	400 97% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Was planning to do it anyway	5	-	1	2	1	1	2	1	1	-	-	1	1	4	-	4	-	4
				1%		1%			1%			1%	1%	*		1%		1%
To save money on energy bills	28	3	9	11	4	5	9	12	10	3	4	1	1	27	5	21	3	18
	3%	4%	3%	4%	2%	1%	3%	4%	5%	3%	3%	1%	1%	3%	4%	3%	2%	3%
Wanted a warmer/more comfortable home	31	3	8	12	7	8	8	13	8	4	5	1	1	30	6	22	2	21
	3%	4%	2%	5%	3%	2%	3%	4%	4%	5%	3%	1%	1%	4%	5%	3%	1%	4%
To help with associated problems (e.g. condensation illness)	4	1	2	2	-	2	1	2	1	-	-	-	-	4	2	1	-	1
		1%	2%	1%		2%	1%	1%	1%					4%	1%	1%		1%
To reduce energy use for environmental reasons	11	3	2	4	2	2	2	3	3	2	-	1	1	10	2	9	3	6
	1%	3%	2%	2%	1%	1%	1%	1%	1%	2%		1%	1%	1%	2%	1%	2%	1%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7	1	1	2	3	3	2	2	1	2	-	-	-	7	3	3	-	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%				1%	2%	1%		1%
Availability of cashback schemes/discounts to make improvements	4	2	1	2	-	1	3	3	-	1	-	-	-	4	3	1	-	1
		2%	1%	1%		1%	1%	1%		1%				1%	2%	1%		1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1	-	1	-	-	1	1	-	-	-	-	-	1	-	1	-	1	
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 2%	2 2%	8 2%	5 2%	3 1%	4 1%	7 3%	6 2%	5 3%	1 1%	5 3%	-	19 2%	4 3%	13 2%	2 1%	11 2%	
(Measure) was recommended by friend/relative/word of mouth	8 1%	2 2%	4 1%	-	2 1%	4 1%	3 1%	2 1%	3 2%	-	*	1 1%	1 1%	7 1%	2 2%	5 1%	-	5 1%
Saw (Measure) demonstrated somewhere (show home public building etc)	3	1 1%	1	1	-	1	-	1	-	-	-	-	3	2 1%	1	1 1%	-	
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3	1 1%	2 7%	-	-	1	1	1	-	-	1 1%	-	3	-	2	1 1%	1	
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1	1 1%	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541	
Doing other work to the property/having other building work done	3	-	2 7%	1	-	1	2 7%	1 7%	1 7%	-	-	-	3	2 7% U	1	-	1	
Change in household (e.g. new baby someone ill in household)	3	2 2%	1	-	1	1	1	-	-	-	-	-	3	-	2	1 7%	1	
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not in the process of installing any key measures	897 95%	84 90%	335 96% p	236 94%	192 96%	389 97%	245 94%	307 95%	169 94%	90 93%	145 95%	97 98%	83 98%	814 94%	117 92%	672 95%	122 96%	550 95%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Was planning to do it anyway	5	2	3	4	1	-	2	-	-	1	3	2	3	4	1	-
			z	w			1%	-		*	D	*	1%	1%	*	-
To save money on energy bills	28 3%	9	9	12	6	1	7	2	7	9	5	11	14	10	10	9
		2%	z	3%	2%	1%	3%	2%	2%	4%	4%	3%	3%	3%	3%	3%
Wanted a warmer/more comfortable home	31 3%	13	13	17	8	-	11	2	4	14	6	11	18	10	10	11
		4%	z	4%	2%	-	4%	2%	1%	5%	D	3%	4%	3%	3%	4%
To help with associated problems (e.g. condensation illness)	4	1	2	2	1	-	1	-	1	2	1	3	1	3	1	-
		*	*	*	*	-	*	-	*	1%	1%	1%	*	1%	*	-
To reduce energy use for environmental reasons	11 1%	2	6	5	2	-	2	-	3	4	3	4	6	2	4	5
		1%	z	1%	1%	-	1%	-	1%	2%	2%	1%	1%	1%	1%	2%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 1%	4	2	4	2	-	4	-	2	2	2	3	4	2	1	3
		1%	*	1%	1%	-	2%	-	1%	1%	2%	1%	1%	1%	*	1%
Availability of cashback schemes/discounts to make improvements	4	4	1	4	-	-	4	-	-	2	3	1	4	2	-	3
		1%	*	1%	-	-	1%	-	-	1%	D	*	1%	*	-	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 2%	7 2%	5 1% z	9 2%	3 1%	-	7 3%	-	7 2%	5 2%	3 2%	6 1%	11 2%	3 1%	9 2%	7 2%
(Measure) was recommended by friend/relative/word of mouth	8 1%	1	3 1%	5 1% w	-	-	1	-	1	2 1%	2 1%	2 1%	5 1%	4 1%	4 1%	1
Saw (Measure) demonstrated somewhere (show home public building etc)	3	-	2	-	2 1%	-	-	-	-	2 1%	-	3 1%	-	2 1%	1	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3	1	1	1	1	-	1	-	2	1 1%	-	2 1%	-	-	2 1%	1
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1	-	1	1	-	-	-	-	-	1	-	1	-	1	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 487

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Doing other work to the property/having other building work done	3	1	1	2	-	-	1	-	-	-	2	-	3	2	-	1
	*	*	*	1%	-	-	*	-	-	-	2%	-	1%	1%	-	*
Change in household (e.g. new baby someone ill in household)	3	2	1	3	-	-	2	-	1	1	1	2	1	2	-	1
	*	1%	*	1%	-	-	1%	-	*	*	1%	*	*	*	-	*
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not in the process of installing any key measures	897	336	392	383	345	64	245	84	336	224	130	415	424	306	377	253
	95%	95%	96%	96%	96%	99%	94%	98%	96%	93%	94%	95%	95%	95%	96%	93%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 488

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Was planning to do it anyway	5	4 1%	2	5 1%	-	2	2 1%	1	3	1	3	1 1%
To save money on energy bills	28 3%	14 4%	22 4% K	25 4%	3 1%	8 2%	10 3%	9 6% k	24 4% M	2 1%	26 4%	1 1%
Wanted a warmer/more comfortable home	31 3%	15 4% K	27 5% K	30 5% K	1	12 3%	10 3%	8 5%	26 4%	2 1%	26 4%	2 2%
To help with associated problems (e.g. condensation illness)	4	2	4 1%	4 1%	-	-	1	2 2% k	3	1	3	1 1%
To reduce energy use for environmental reasons	11 1%	8 2% K	10 2%	10 2%	1	5 1%	2 1%	4 3% l	9 1%	1	9 1%	-
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 1%	3 1%	6 1%	7 1%	-	3 1%	2 1%	2 1%	5 1%	1	6 1%	1 1%
Availability of cashback schemes/discounts to make improvements	4	2	4 1%	4 1%	-	1	1	2 1%	3	2 1%	3	2 1%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1	-	1	1	-	-	-	1 1%	-	1	-	1 1% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 488

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 2%	8 2% K	17 3% K	19 3% K	-	5 1%	6 2%	6 4% k	17 3%	1 *	16 2%	-
(Measure) was recommended by friend/relative/word of mouth	8 1%	2 1%	6 1%	6 1%	2 1%	4 1%	1 *	3 2%	5 1%	2 1%	5 1%	3 3%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 *	2 *	2 *	2 *	1 *	-	2 1%	1 1%	2 *	-	3 *	-
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3 *	1 *	2 *	3 *	-	1 *	-	2 1%	3 *	-	3 *	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 *	-	1 *	1 *	-	-	-	1 *	1 *	-	1 *	-
Doing other work to the property/having other building work done	3 *	2 1%	2 *	3 *	-	-	1 *	1 1%	3 *	-	3 *	-
Change in household (e.g. new baby someone ill in household)	3 *	-	3 *	3 *	-	-	-	3 2% kl	2 *	1 *	2 *	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 488

I16 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
Not in the process of installing any key measures	897 95%	341 94%	497 93%	632 94%	265 98% LJ	397 96% m	336 95%	143 91%	610 94%	185 98% L	677 94%	107 96%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 488

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Was planning to do it anyway	5	4	1	-	1	4	5	2	-	1	-	-	1	2	1
To save money on energy bills	28 3%	26 4%	1 1%	1 1%	3 1%	25 4%	17 3% q	4 1%	9 3%	3 1%	1 1%	2 1%	3 3%	5 3%	14 6% uw
Wanted a warmer/more comfortable home	31 3%	27 4%	2 2%	3 2%	6 2%	25 4%	24 4% q	4 1%	6 2%	4 2%	1 1%	4 2%	5 5%	6 3%	12 5%
To help with associated problems (e.g. condensation illness)	4	3	-	1 1%	1	3	3 1%	-	1	1	-	2 1%	-	-	2 1%
To reduce energy use for environmental reasons	11 1%	10 1%	1 1%	-	3 1%	8 1%	7 1%	3 1%	4 1%	3 2%	-	1	1 1%	2 1%	5 2%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	7 1%	3	-	3 3% P	3 1%	3	5 1%	1	1	1	-	-	1 1%	2 1%	3 1%
Availability of cashback schemes/discounts to make improvements	4	2	1 1%	1 1%	3 1%	2	4 1%	-	-	-	-	1	-	1 1%	3 1%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	1	-	-	1 1% P	1	-	1	-	-	-	-	-	-	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 488

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
It was free/paid for by someone else (e.g. landlord local authority energy company)	19 2%	17 2%	1 1%	1 1%	3 1%	16 2%	15 3%	3 1%	3 1%	2 1%	1 1%	2 1%	5 5%	3 2%	6 3%
(Measure) was recommended by friend/relative/word of mouth	8 1%	5 1%	-	3 3%	3 1%	5 1%	6 1%	1	2 1%	1 1%	-	2 1%	2 2%	1 1%	2 1%
Saw (Measure) demonstrated somewhere (show home public building etc)	3	2	1 1%	-	-	3	2	-	1	1	-	1 1%	-	-	1
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	3	3	-	-	-	3	1	-	2 1%	1	-	-	1 1%	-	1
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1	1	-	-	-	1	1	-	-	-	-	1	-	-	-
Doing other work to the property/having other building work done	3	3	-	-	-	3	3 1%	1	-	-	-	-	-	2 1%	1
Change in household (e.g. new baby someone ill in household)	3	2	-	1 1%	1	2	2	-	1	1	-	1	-	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 488

116 (R) (ALL) Why do you want to have (Measure) installed?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not in the process of installing any key measures	897 95%	647 94%	89 97%	101 94%	253 96%	644 94%	550 94%	269 98% p	318 95%	205 98% xz	69 99% x	172 95%	92 92%	149 94%	209 92%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 489

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19 Jun 2014

117 (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	43	20	23	17	13	13	37	6	15	28	34	9	25	18	32	6	5	11
Weighted Base	39	18**	21**	15**	12**	12**	34*	5**	14**	25**	30*	9**	20**	19**	30*	4**	4**	9**
Effective base	40	18	22	16	12	12	35	6	14	27	32	9	24	17	30	6	5	11
The same company that did the Green Deal assessment	27 68%	11 58%	16 78%	9 61%	8 62%	10 84%	22 64%	5 100%	11 78%	16 63%	21 70%	6 64%	14 69%	13 68%	20 67%	3 68%	3 77%	6 72%
Another company - recommended by them	8 21%	6 34%	2 9%	3 21%	3 24%	2 16%	8 23%	-	2 17%	6 22%	7 25%	1 7%	2 10%	6 32%	7 24%	1 16%	-	1 8%
Another company - not recommended by the company that did the assessment	2 4%	-	2 8%	2 12%	-	-	2 5%	-	-	2 7%	-	2 18%	2 9%	-	2 6%	-	-	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	2 9%	1 5%	1 6%	2 14%	-	3 8%	-	1 5%	2 8%	2 6%	1 10%	3 13%	-	1 3%	1 16%	1 23%	2 20%
NET: The same company that did the Green Deal assessment or a company recommended by them	35 89%	17 91%	18 87%	12 82%	11 86%	12 100%	30 87%	5 100%	13 95%	21 85%	28 94%	7 71%	16 78%	19 100%	28 91%	4 84%	3 77%	7 80%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 489

117 (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	43	41	2	16	21	2	8	12	10	13	27	16
Weighted Base	39	37*	2**	15**	18**	3**	7**	11**	9**	12**	24**	15**
Effective base	40	38	2	15	20	2	8	11	10	12	26	15
The same company that did the Green Deal assessment	27 68%	26 69%	1 50%	8 55%	14 81%	1 49%	3 46%	7 63%	8 89%	9 70%	16 67%	11 70%
Another company - recommended by them	8 21%	8 22%	-	6 40%	1 4%	1 51%	2 29%	3 28%	-	3 24%	4 19%	4 24%
Another company - not recommended by the company that did the assessment	2 4%	2 5%	-	-	2 10%	-	2 25%	-	-	-	1 3%	1 6%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	2 5%	1 50%	1 4%	1 5%	-	-	1 9%	1 11%	1 6%	3 11%	-
NET: The same company that did the Green Deal assessment or a company recommended by them	35 89%	34 91%	1 50%	15 96%	15 85%	3 100%	5 75%	10 91%	8 89%	12 94%	21 86%	14 94%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 489

I17 (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	43	29	4	11	-	38	2	9	34	-	-	43	-
Weighted Base	39	26**	3**	10**	-**	34*	2**	8**	31*	-**	-**	39*	-**
Effective base	40	28	4	10	-	35	2	8	32	-	-	40	-
The same company that did the Green Deal assessment	27 68%	20 78%	1 43%	6 55%	-	25 72%	1 48%	5 64%	22 69%	-	-	27 68%	-
Another company - recommended by them	8 21%	3 12%	2 57%	3 29%	-	6 18%	-	2 25%	6 20%	-	-	8 21%	-
Another company - not recommended by the company that did the assessment	2 4%	2 7%	-	-	-	2 5%	-	1 10%	1 3%	-	-	2 4%	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	1 4%	-	2 16%	-	2 5%	1 52%	-	3 8%	-	-	3 7%	-
NET: The same company that did the Green Deal assessment or a company recommended by them	35 89%	23 90%	3 100%	9 84%	-	31 90%	1 48%	7 90%	28 89%	-	-	35 89%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 490

117 (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	43	-	4	2	5	1	9	9	34	-	-	43	5	38	31	12
Weighted Base	39	-**	4**	1**	4**	1**	8**	8**	31*	-**	-**	39*	5**	34*	29**	10**
Effective base	40	-	4	2	5	1	8	8	32	-	-	40	4	36	29	12
The same company that did the Green Deal assessment	27 68%	-	1 31%	1 100%	4 84%	-	5 64%	5 64%	22 69%	-	-	27 68%	2 47%	24 71%	19 66%	8 76%
Another company - recommended by them	8 21%	-	2 49%	-	1 16%	1 100%	2 25%	2 25%	6 20%	-	-	8 21%	2 35%	6 19%	8 28%	-
Another company - not recommended by the company that did the assessment	2 4%	-	1 20%	-	-	-	1 10%	1 10%	1 3%	-	-	2 4%	1 18%	1 2%	-	2 17%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	-	-	-	-	-	-	-	3 8%	-	-	3 7%	-	3 8%	2 7%	1 7%
NET: The same company that did the Green Deal assessment or a company recommended by them	35 89%	-	3 80%	1 100%	4 100%	1 100%	7 90%	7 90%	28 89%	-	-	35 89%	4 82%	31 90%	27 93%	8 76%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 490

117 (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	43	10	12	13	8	10	10	20	9	7	6	1	1	42	10	30	6	24
Weighted Base	39	9**	10**	13**	7**	10**	10**	16**	8**	7**	5**	1**	1**	38*	10**	26**	5**	21**
Effective base	40	10	11	12	8	9	9	19	9	6	6	1	1	39	9	29	6	23
The same company that did the Green Deal assessment	27 68%	8 88%	8 74%	7 55%	4 58%	7 73%	7 67%	12 75%	5 67%	4 60%	4 82%	1 100%	1 100%	26 67%	6 56%	20 77%	4 81%	16 76%
Another company - recommended by them	8 21%	-	2 19%	3 24%	4 42%	2 18%	3 26%	3 15%	3 33%	2 27%	-	-	-	8 21%	4 35%	3 12%	-	3 15%
Another company - not recommended by the company that did the assessment	2 4%	-	-	2 13%	-	-	1 5%	-	-	1 13%	-	-	-	2 4%	1 9%	1 3%	-	1 4%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	1 12%	1 7%	1 7%	-	1 9%	1 7%	1 4%	-	-	1 18%	-	-	3 7%	-	2 7%	1 19%	1 5%
NET: The same company that did the Green Deal assessment or a company recommended by them	35 89%	8 88%	10 93%	10 79%	7 100%	9 91%	9 93%	15 90%	8 100%	6 87%	4 82%	1 100%	1 100%	34 89%	9 91%	23 89%	4 81%	19 92%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 490

117 (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	43	15	16	18	13	1	13	2	12	13	6	18	22	12	14	17
Weighted Base	39	14**	14**	17**	11**	1**	12**	2**	10**	13**	6**	16**	21**	10**	13**	16**
Effective base	40	14	15	17	12	1	12	2	12	12	6	17	20	12	13	16
The same company that did the Green Deal assessment	27 68%	8 61%	10 72%	10 61%	8 76%	1 100%	7 55%	2 100%	6 62%	9 71%	3 62%	11 71%	14 66%	5 53%	10 79%	11 70%
Another company - recommended by them	8 21%	2 13%	3 23%	3 18%	2 18%	-	2 14%	-	1 12%	3 23%	1 23%	2 12%	6 30%	3 30%	2 15%	3 19%
Another company - not recommended by the company that did the assessment	2 4%	2 12%	-	2 10%	-	-	2 14%	-	-	1 6%	1 16%	1 5%	1 4%	1 8%	-	1 5%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	2 14%	1 5%	2 12%	1 6%	-	2 16%	-	3 26%	-	-	2 12%	-	1 9%	1 5%	1 6%
NET: The same company that did the Green Deal assessment or a company recommended by them	35 89%	10 73%	13 95%	13 78%	10 94%	1 100%	8 70%	2 100%	7 74%	12 94%	5 84%	13 83%	20 96%	9 83%	12 95%	14 88%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 491

117 (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	43	23	31	38	5	14	16	11	34	4	37	4
Weighted Base	39	20**	29**	35*	5**	13**	15**	9**	30*	3**	33*	4**
Effective base	40	22	29	36	5	13	15	11	32	4	35	4
The same company that did the Green Deal assessment	27	15	19	22	5	12	9	5	21	2	23	3
	68%	75%	66%	64%	100%	91%	61%	52%	70%	75%	69%	78%
Another company - recommended by them	8	3	8	8	-	1	5	2	6	-	7	-
	21%	13%	28%	23%	-	9%	34%	20%	18%	-	20%	-
Another company - not recommended by the company that did the assessment	2	2	-	2	-	-	1	-	1	1	1	1
	4%	9%	-	5%	-	-	6%	-	3%	25%	3%	22%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	1	2	3	-	-	-	3	3	-	3	-
	7%	3%	7%	8%	-	-	-	28%	9%	-	8%	-
NET: The same company that did the Green Deal assessment or a company recommended by them	35	17	27	30	5	13	14	7	27	2	30	3
	89%	88%	93%	87%	100%	100%	94%	72%	88%	75%	89%	78%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 491

117 (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	43	36	3	4	9	34	27	4	15	4	1	9	6	9	14
Weighted Base	39	31*	3**	5**	9**	30*	26**	4**	12**	4**	1**	8**	6**	8**	13**
Effective base	40	34	3	4	8	32	25	4	14	4	1	8	6	9	13
The same company that did the Green Deal assessment	27 68%	22 69%	2 74%	3 62%	6 71%	20 67%	16 62%	3 68%	11 86%	3 74%	1 100%	6 83%	4 69%	5 58%	8 62%
Another company - recommended by them	8 21%	6 20%	-	2 38%	2 20%	6 21%	7 28%	1 32%	-	-	-	1 17%	-	3 31%	4 33%
Another company - not recommended by the company that did the assessment	2 4%	1 3%	1 26%	-	1 9%	1 3%	2 6%	-	-	-	-	-	1 14%	1 11%	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	3 8%	-	-	-	3 9%	1 4%	-	2 14%	1 26%	-	-	1 17%	-	1 5%
NET: The same company that did the Green Deal assessment or a company recommended by them	35 89%	28 89%	2 74%	5 100%	8 91%	27 88%	24 90%	4 100%	11 86%	3 74%	1 100%	8 100%	4 69%	7 89%	12 95%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 492

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19 Jun 2014

I17_SUM (M) Who will carry out the work/installation for (Measure)?

Base: All key measures that are in the process of being installed and have decided on company/work already being done

I17: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	14	4	17	-	1	-	5	1	-	1	-
Weighted Base	13	3	15	-	1	-	5	1	-	1	-
Effective base	13	4	16	-	1	-	4	1	-	1	-
The same company that did the Green Deal assessment	8 65%	3 75%	14 89%	-	1 100%	-	2 29%	-	-	-	-
Another company - recommended by them	3 27%	-	1 6%	-	-	-	4 71%	-	-	-	-
Another company - not recommended by the company that did the assessment	-	1 25%	-	-	-	-	-	1 100%	-	-	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 7%	-	1 5%	-	-	-	-	-	-	1 100%	-
NET: The same company that did the Green Deal assessment or a company recommended by them	12 93%	3 75%	14 95%	-	1 100%	-	5 100%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 493

I17 (R) Who will carry out the work/installation for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	40	19	21	14	13	13	35	5	15	25	32	8	23	17	30	5	5	10
Weighted Base	37	18**	19**	12**	12**	12**	33*	4**	14**	23**	28**	8**	18**	18**	29**	4**	4**	8**
Effective base	37	17	20	13	12	12	33	5	14	24	30	8	22	16	28	5	5	10
The same company that did the Green Deal assessment	26 71%	10 56%	16 85%	8 68%	8 62%	10 84%	22 67%	4 100%	11 78%	15 67%	20 71%	6 71%	13 71%	13 71%	20 71%	2 61%	3 77%	6 70%
Another company - recommended by them	7 20%	6 35%	1 5%	2 18%	3 24%	2 16%	7 22%	-	2 17%	5 21%	6 23%	1 8%	2 10%	5 29%	6 23%	1 19%	-	1 9%
Another company - not recommended by the company that did the assessment	2 5%	-	2 9%	2 14%	-	-	2 5%	-	-	2 8%	-	2 20%	2 9%	-	2 6%	-	-	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	2 9%	1 5%	1 8%	2 14%	-	3 8%	-	1 5%	2 9%	2 6%	1 11%	3 14%	-	1 3%	1 19%	1 23%	2 21%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 91%	16 91%	17 90%	10 86%	11 86%	12 100%	29 89%	4 100%	13 95%	20 88%	27 94%	7 79%	15 81%	18 100%	27 94%	3 81%	3 77%	6 79%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 493

117 (R) Who will carry out the work/installation for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	40	38	2	15	20	2	6	11	10	13	26	14
Weighted Base	37	35*	2**	14**	17**	3**	5**	10**	9**	12**	23**	13**
Effective base	37	35	2	14	19	2	6	10	10	12	25	13
The same company that did the Green Deal assessment	26 71%	25 72%	1 50%	8 59%	14 86%	1 49%	2 46%	7 68%	8 89%	9 70%	15 66%	11 80%
Another company - recommended by them	7 20%	7 21%	-	5 36%	1 4%	1 51%	2 38%	2 22%	-	3 24%	4 19%	3 20%
Another company - not recommended by the company that did the assessment	2 5%	2 5%	-	-	2 10%	-	2 33%	-	-	-	1 4%	1 7%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	2 5%	1 50%	1 5%	1 6%	-	-	1 10%	1 11%	1 6%	3 11%	-
NET: The same company that did the Green Deal assessment or a company recommended by them	33 91%	32 93%	1 50%	14 95%	15 90%	3 100%	4 84%	9 90%	8 89%	12 94%	20 85%	13 100%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 493

I17 (R) Who will carry out the work/installation for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	40	27	4	10	-	36	2	8	32	-	-	40	-
Weighted Base	37	24**	3**	10**	-**	33*	2**	7**	29**	-**	-**	37*	-**
Effective base	37	26	4	9	-	33	2	7	30	-	-	37	-
The same company that did the Green Deal assessment	26 71%	20 84%	1 43%	5 51%	-	24 74%	1 48%	4 61%	22 73%	-	-	26 71%	-
Another company - recommended by them	7 20%	2 9%	2 57%	3 31%	-	6 19%	-	2 28%	5 18%	-	-	7 20%	-
Another company - not recommended by the company that did the assessment	2 5%	2 7%	-	-	-	2 5%	-	1 11%	1 3%	-	-	2 5%	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	1 4%	-	2 18%	-	2 5%	1 52%	-	3 9%	-	-	3 7%	-
NET: The same company that did the Green Deal assessment or a company recommended by them	33 91%	23 93%	3 100%	8 82%	-	30 93%	1 48%	6 89%	27 91%	-	-	33 91%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 494

117 (R) Who will carry out the work/installation for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	40	-	4	1	5	1	8	8	32	-	8	32	4	36	30	10
Weighted Base	37	-**	4**	1**	4**	1**	7**	7**	29**	-**	7**	29**	4**	33*	28**	8**
Effective base	37	-	4	1	5	1	7	7	30	-	7	30	3	34	28	10
The same company that did the Green Deal assessment	26 71%	-	1 31%	1 100%	4 84%	-	4 61%	4 61%	22 73%	-	4 61%	22 73%	2 57%	24 73%	19 68%	7 82%
Another company - recommended by them	7 20%	-	2 49%	-	1 16%	1 100%	2 28%	2 28%	5 18%	-	2 28%	5 18%	2 43%	5 17%	7 25%	-
Another company - not recommended by the company that did the assessment	2 5%	-	1 20%	-	-	-	1 11%	1 11%	1 3%	-	1 11%	1 3%	1 22%	1 3%	-	2 20%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	-	-	-	-	-	-	-	3 9%	-	-	3 9%	-	3 8%	2 7%	1 8%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 91%	-	3 80%	1 100%	4 100%	1 100%	6 89%	6 89%	27 91%	-	6 89%	27 91%	4 100%	29 89%	26 93%	7 82%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 494

117 (R) Who will carry out the work/installation for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	40	10	11	12	7	10	10	17	8	5	6	1	1	39	8	29	6	23
Weighted Base	37	9**	10**	12**	6**	10**	10**	14**	7**	5**	5**	1**	1**	36*	8**	25**	5**	20**
Effective base	37	10	10	11	7	9	9	16	8	4	6	1	1	36	7	28	6	22
The same company that did the Green Deal assessment	26 71%	8 88%	7 73%	7 59%	4 67%	7 73%	7 67%	12 84%	5 77%	3 65%	4 82%	1 100%	1 100%	25 70%	6 68%	20 77%	4 81%	15 75%
Another company - recommended by them	7 20%	-	2 20%	3 26%	2 33%	2 18%	3 26%	2 11%	2 23%	2 35%	-	-	-	7 20%	3 32%	3 13%	-	3 16%
Another company - not recommended by the company that did the assessment	2 5%	-	-	2 14%	-	-	1 6%	-	-	1 18%	-	-	-	2 5%	1 10%	1 3%	-	1 4%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	1 12%	1 7%	1 8%	-	1 9%	1 7%	1 5%	-	-	1 18%	-	-	3 7%	-	2 8%	1 19%	1 5%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 91%	8 88%	9 93%	10 85%	6 100%	9 91%	9 93%	13 95%	7 100%	5 100%	4 82%	1 100%	1 100%	32 90%	8 100%	23 89%	4 81%	18 91%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 494

117 (R) Who will carry out the work/installation for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	40	14	15	17	12	1	12	2	11	13	5	17	20	10	14	16
Weighted Base	37	13**	13**	16**	10**	1**	11**	2**	9**	13**	5**	15**	19**	9**	13**	15**
Effective base	37	13	14	16	12	1	11	2	11	12	5	16	18	10	13	15
The same company that did the Green Deal assessment	26 71%	8 65%	9 71%	10 64%	7 74%	1 100%	7 60%	2 100%	6 59%	9 71%	3 73%	11 69%	14 73%	5 55%	10 79%	11 74%
Another company - recommended by them	7 20%	2 14%	3 24%	3 19%	2 19%	-	2 16%	-	1 13%	3 23%	1 27%	2 13%	5 27%	2 25%	2 15%	3 20%
Another company - not recommended by the company that did the assessment	2 5%	2 13%	-	2 11%	-	-	2 15%	-	-	1 6%	1 18%	1 5%	1 5%	1 9%	-	1 6%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	2 15%	1 5%	2 12%	1 7%	-	2 17%	-	3 28%	-	-	2 13%	-	1 11%	1 5%	1 7%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 91%	10 78%	13 95%	13 83%	9 93%	1 100%	8 75%	2 100%	7 72%	12 94%	5 100%	12 82%	19 100%	7 80%	12 95%	14 93%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 495

117 (R) Who will carry out the work/installation for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	40	21	30	35	5	13	16	10	31	4	34	4
Weighted Base	37	18**	28**	32*	5**	12**	15**	8**	28**	3**	31*	4**
Effective base	37	20	28	33	5	12	15	10	29	4	32	4
The same company that did the Green Deal assessment	26 71%	14 78%	19 68%	21 67%	5 100%	11 90%	9 61%	5 58%	21 74%	2 75%	22 72%	3 78%
Another company - recommended by them	7 20%	3 14%	7 25%	7 22%	-	1 10%	5 34%	1 11%	5 17%	-	6 19%	-
Another company - not recommended by the company that did the assessment	2 5%	2 9%	-	2 5%	-	-	1 6%	-	1 3%	1 25%	1 3%	1 22%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	1 4%	2 7%	3 8%	-	-	-	3 31%	3 9%	-	3 9%	-
NET: The same company that did the Green Deal assessment or a company recommended by them	33 91%	17 92%	26 93%	29 89%	5 100%	12 100%	14 94%	6 69%	25 91%	2 75%	28 91%	3 78%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 495

117 (R) Who will carry out the work/installation for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure and have decided on company/work already being done

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	40	33	3	4	9	31	25	4	14	4	1	8	6	8	13
Weighted Base	37	29*	3**	5**	9**	28**	24**	4**	12**	4**	1**	7**	6**	7**	12**
Effective base	37	31	3	4	8	29	23	4	13	4	1	7	6	8	12
The same company that did the Green Deal assessment	26 71%	21 72%	2 74%	3 62%	6 71%	20 71%	16 66%	3 68%	10 85%	3 74%	1 100%	6 81%	4 69%	5 65%	8 67%
Another company - recommended by them	7 20%	5 19%	-	2 38%	2 20%	5 20%	6 27%	1 32%	-	-	-	1 19%	-	3 35%	3 28%
Another company - not recommended by the company that did the assessment	2 5%	1 3%	1 26%	-	1 9%	1 3%	2 7%	-	-	-	-	-	1 14%	1 12%	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 7%	3 9%	-	-	-	3 9%	1 4%	-	2 15%	1 26%	-	-	1 17%	-	1 6%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 91%	26 91%	2 74%	5 100%	8 91%	25 91%	23 93%	4 100%	10 85%	3 74%	1 100%	7 100%	4 69%	7 100%	11 94%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 496

117 (R) (ALL)Who will carry out the work/installation for (Measure)?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
The same company that did the Green Deal assessment	26 3%	10 2%	16 4%	8 2%	8 2%	10 4%	22 3%	4 3%	11 4%	15 2%	20 3%	6 2%	13 3%	13 3%	20 3%	2 2%	3 2%	6 2%
Another company - recommended by them	7 1%	6 1%	1 *	2 1%	3 1%	2 1%	7 1%	- -	2 1%	5 1%	6 1%	1 *	2 *	5 1%	6 1%	1 1%	- -	1 *
Another company - not recommended by the company that did the assessment	2 *	- -	2 *	2 1%	- -	- -	2 *	- -	- -	2 *	- -	2 1% j	2 *	- -	2 *	- -	- -	- -
Will do it myself/ourselves	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	3 *	2 *	1 *	1 *	2 *	- -	3 *	- -	1 *	2 *	2 *	1 *	3 1%	- -	1 *	1 1%	1 1%	2 1%
Not yet decided on a company to carry out the work/will be carry out the work ourselves	10 1%	4 1%	5 1%	7 2%	2 1%	1 *	4 *	6 5% f	2 1%	8 1%	10 1%	- -	8 2% m	1 *	6 1%	- -	3 2%	3 1%
Not in the process of installing any key measures	900 95%	472 95%	423 95%	320 94%	347 96%	230 95%	771 95%	113 92%	235 94%	661 96%	665 95%	235 97%	459 95%	440 96%	634 95%	84 96%	182 96%	266 96%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 4%	16 3%	17 4%	10 3%	11 3%	12 5%	29 4%	4 3%	13 5%	20 3%	27 4%	7 3%	15 3%	18 4%	27 4%	3 3%	3 2%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 496

117 (R) (ALL)Who will carry out the work/installation for (Measure)?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
The same company that did the Green Deal assessment	26 3%	25 3%	1 1%	8 3%	14 3%	1 1%	2 1%	7 3%	8 3%	9 3%	15 2%	11 3%
Another company - recommended by them	7 1%	7 1%	-	5 2%	1 0%	1 1%	2 1%	2 1%	-	3 1%	4 1%	3 1%
Another company - not recommended by the company that did the assessment	2 0%	2 0%	-	-	2 0%	-	2 1%	-	-	-	1 0%	1 0%
Will do it myself/ourselves	- 0%	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 0%	2 0%	1 1%	1 0%	1 0%	-	-	1 0%	1 0%	1 0%	3 0%	-
Not yet decided on a company to carry out the work/will be carry out the work ourselves	10 1%	10 1%	-	4 1%	2 1%	1 1%	1 1%	5 2%	1 1%	2 1%	7 1%	3 1%
Not in the process of installing any key measures	900 95%	736 94%	164 99%	294 94%	408 95%	126 97%	159 96%	247 94%	218 96%	272 95%	598 95%	302 95%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 4%	32 4%	1 1%	14 4%	15 4%	3 2%	4 3%	9 4%	8 3%	12 4%	20 3%	13 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 496

117 (R) (ALL)Who will carry out the work/installation for (Measure)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
The same company that did the Green Deal assessment	26 3%	20 4%	1 1%	5 2%	-	24 3%	1 1%	4 1%	22 46%	-	-	26 4%	-
Another company - recommended by them	7 1%	2	2 1%	3 1%	-	6 1%	-	2	5 11%	-	-	7 1%	-
Another company - not recommended by the company that did the assessment	2	2	-	-	-	2	-	1	1 2%	-	-	2 E	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	1	-	2 1%	-	2	1 1%	-	3 6%	-	-	3	-
Not yet decided on a company to carry out the work/will be carry out the work ourselves	10 1%	4 1%	3 2%	2 1%	-	7 1%	2 2%	1	9 19%	-	-	10 2%	-
Not in the process of installing any key measures	900 95%	503 95%	136 95%	211 95%	73 100%	744 95%	94 96%	561 99%	9 18%	106 100%	118 100%	570 93%	330 100%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 4%	23 4%	3 2%	8 4%	-	30 4%	1 1%	6 1%	27 57%	-	-	33 5%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 497

117 (R) (ALL)Who will carry out the work/installation for (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
The same company that did the Green Deal assessment	26 3%	-	1	1	4	-	4	4	22	-	4	22	2	24	19	7
		-	*	1%	2%	-	1%	1%	6% abdef g	-	1%	5% j	1%	3%	4%	2%
Another company - recommended by them	7 1%	-	2	-	1	1	2	2	5	-	2	5	2	5	7	-
		-	1%	-	*	1%	*	*	1%	-	*	1%	1%	1%	1%	o
Another company - not recommended by the company that did the assessment	2	-	1	-	-	-	1	1	1	-	1	1	1	1	-	2
		-	*	-	-	-	*	*	*	-	*	*	1%	1%	-	*
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	-	-	-	-	-	-	-	3	-	-	3	-	3	2	1
		-	-	-	-	-	-	-	1%	-	-	1%	-	1%	*	1
Not yet decided on a company to carry out the work/will be carry out the work ourselves	10 1%	-	-	-	1	-	1	1	9	-	1	9	2	7	7	3
		-	-	-	*	-	*	*	2% bfg	-	*	2% j	1%	1%	1%	1%
Not in the process of installing any key measures	900 95%	86 100% h	252 98% h	55 99% h	222 98% h	129 99% h	561 99% h	547 99% h	339 90%	75 100% k	440 98% k	384 91%	159 96%	741 95%	500 93%	400 97% n
NET: The same company that did the Green Deal assessment or a company recommended by them	33 4%	-	3	1	4	1	6	6	27	-	6	27	4	29	26	7
		-	1%	1%	2%	1%	1%	1%	7% abdef g	-	1%	6% ij	2%	4%	5% o	2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 497

117 (R) (ALL)Who will carry out the work/installation for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
The same company that did the Green Deal assessment	26 3%	8 8% q/L	7 2%	7 3%	4 2%	7 2%	7 3%	12 4%	5 3%	3 3%	4 3%	1 1%	1 1%	25 3%	6 5%	20 3%	4 3%	15 3%
Another company - recommended by them	7 1%	-	2 1%	3 1%	2 1%	2 *	3 1%	2 *	2 1%	2 2%	-	-	-	7 1%	3 2%	3 *	-	3 1%
Another company - not recommended by the company that did the assessment	2 *	-	-	2 1%	-	-	-	1 *	-	1 1%	-	-	-	2 *	1 1%	1 *	-	1 *
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 *	1 1%	1 *	1 *	-	1 *	1 *	1 *	-	-	1 1%	-	-	3 *	-	2 *	1 1%	1 *
Not yet decided on a company to carry out the work/will be carry out the work ourselves	10 1%	1 1%	5 1%	2 1%	1 1%	3 1%	4 1%	1 *	4 2%	2 2%	2 1%	1 1%	1 1%	9 1%	-	8 1%	-	8 1%
Not in the process of installing any key measures	900 95%	84 90%	336 96% p	237 95%	193 96% p	390 97%	247 95%	308 95%	170 94%	90 93%	145 95%	97 98%	83 98%	817 95%	118 93%	674 95%	122 96%	552 95%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 4%	8 8% q	9 3%	10 4%	6 3%	9 2%	9 4%	13 4%	7 4%	5 5%	4 3%	1 1%	1 1%	32 4%	8 7%	23 3%	4 3%	18 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 497

117 (R) (ALL)Who will carry out the work/installation for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
The same company that did the Green Deal assessment	26 3%	8 2%	9 2%	10 3%	7 2%	1 1%	7 3%	2 2%	6 2%	9 4%	3 3%	11 2%	14 3%	5 1%	10 3%	11 4%
Another company - recommended by them	7 1%	2 *	3 1%	3 1%	2 1%	-	2 1%	-	1 *	3 1%	1 1%	2 *	5 1%	2 1%	2 *	3 1%
Another company - not recommended by the company that did the assessment	2 *	2 *	-	2 *	-	-	2 1%	-	-	1 *	1 1%	1 *	1 *	1 *	-	1 *
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 *	2 1%	1 *	2 *	1 *	-	2 1%	-	3 1%	-	-	2 *	-	1 *	1 *	1 *
Not yet decided on a company to carry out the work/will be carry out the work ourselves	10 1%	2 1%	4 1%	4 1%	2 1%	-	2 1%	-	5 1%	2 1%	1 1%	7 2%	2 1%	6 2%	2 1%	3 1%
Not in the process of installing any key measures	900 95%	338 96%	393 96%	385 95%	346 97% x	64 99%	248 95%	84 98%	337 96%	225 94%	132 96%	416 95%	426 95%	307 96%	378 96%	253 93%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 4%	10 3%	13 3%	13 3%	9 3%	1 1%	8 3%	2 2%	7 2%	12 5% D	5 3%	12 3%	19 4%	7 2%	12 3%	14 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 498

117 (R) (ALL)Who will carry out the work/installation for (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
The same company that did the Green Deal assessment	26 3%	14 4%	19 4%	21 3%	5 2%	11 3%	9 3%	5 3%	21 3%	2 1%	22 3%	3 3%
Another company - recommended by them	7 1%	3 1%	7 1%	7 1%	-	1 *	5 1%	1 1%	5 1%	-	6 1%	-
Another company - not recommended by the company that did the assessment	2 *	2 *	-	2 *	-	-	1 *	-	1 *	1 *	1 *	1 1%
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 *	1 *	2 *	3 *	-	-	-	3 2% kl	3 *	-	3 *	-
Not yet decided on a company to carry out the work/will be carry out the work ourselves	10 1%	2 1%	7 1%	7 1%	2 1%	1 *	3 1%	5 3% kl	9 1%	-	8 1%	-
Not in the process of installing any key measures	900 95%	342 94%	500 93%	635 94%	265 98% lj	398 97% m	337 95%	144 92%	612 94%	185 98% L	679 95%	108 97%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 4%	17 5%	26 5% K	29 4%	5 2%	12 3%	14 4%	6 4%	25 4%	2 1%	28 4%	3 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 498

117 (R) (ALL)Who will carry out the work/installation for (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
The same company that did the Green Deal assessment	26 3%	21 3%	2 2%	3 3%	6 2%	20 3%	16 3% q	3 1%	10 3%	3 1%	1 1%	6 3%	4 4%	5 3%	8 4%
Another company - recommended by them	7 1%	5 1%	-	2 2%	2 1%	5 1%	6 1%	1 *	-	-	-	1 1%	-	3 2%	3 1%
Another company - not recommended by the company that did the assessment	2 *	1 *	1 1%	-	1 *	1 *	2 *	-	-	-	-	-	1 1%	1 1%	-
Will do it myself/ourselves	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 *	3 *	-	-	-	3 *	1 *	-	2 1%	1 *	-	-	1 1%	-	1 *
Not yet decided on a company to carry out the work/will be carry out the work ourselves	10 1%	10 1%	-	-	-	10 1%	7 1% q	1 *	2 1%	1 1%	-	2 1%	1 1%	1 1%	4 2%
Not in the process of installing any key measures	900 95%	648 94%	89 97%	103 96%	254 97%	646 95%	552 95%	269 98% p	320 96%	205 98% z	69 99%	172 95%	94 93%	150 95%	210 93%
NET: The same company that did the Green Deal assessment or a company recommended by them	33 4%	26 4%	2 2%	5 4%	8 3%	25 4%	23 4% q	4 1%	10 3%	3 1%	1 1%	7 4%	4 4%	7 5%	11 5% u



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	60	30	30	27	17	16	46	14	18	42	50	10	41	19	42	6	12	18
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
Had no significant delays	21 40%	10 39%	11 41%	4 18%	8 51%	9 63%	19 46%	2 17%	10 60%	11 31%	18 41%	3 34%	10 30%	11 55%	18 45%	1 34%	2 19%	3 24%
Had difficulties finding someone to provide quotes/carry out the work	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 8%	1 2%	-	1 2%	-	-	-
Company carrying out the work could not start straight away	10 18%	4 14%	6 22%	3 12%	5 31%	2 14%	10 23%	-	2 11%	8 22%	8 18%	2 21%	5 15%	5 24%	8 19%	-	2 22%	2 15%
Took a long time to get quotes	2 3%	1 3%	1 3%	2 7%	-	-	2 4%	-	-	2 5%	-	2 17%	2 5%	-	2 4%	-	-	-
Needed to save up to have this done	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 8%	1 2%	-	1 2%	-	-	-
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 8%	1 2%	-	1 2%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 8%	1 2%	-	1 2%	-	-	-
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	-	1 3%	1 4%	-	-	1 2%	-	-	1 2%	-	1 9%	1 3%	-	1 2%	-	-	-
Needed to carry out other work to my property before this could be done	1 1%	1 3%	-	1 3%	-	-	-	1 6%	1 4%	-	1 2%	-	1 2%	-	-	-	1 7%	1 5%
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	1 4%	1 3%	2 7%	-	-	2 4%	-	-	2 5%	1 2%	1 9%	2 5%	-	2 4%	-	-	-
Needed to wait for my landlord/local authority/housing association/freholder/other organisation to approve the work	1 2%	1 5%	-	1 3%	3%	-	1 1%	1 6%	3%	1 2%	1 3%	-	1 4%	-	-	-	1 13%	1 9%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	6 22%	4 13%	6 25%	1 6%	2 17%	7 17%	2 19%	2 14%	7 19%	7 17%	2 18%	6 19%	3 15%	5 12%	3 66%	2 17%	4 32%
No particular reason	2 4%	1 3%	1 5%	1 3%	8%	-	-	2 19%	1 8%	1 2%	2 5%	-	2 6%	-	2 5%	-	-	-
Don't know	6 11%	2 8%	4 14%	5 21%	-	1 6%	2 5%	4 33%	-	6 16%	6 13%	-	5 14%	1 6%	4 9%	-	2 22%	2 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
NET: Any reason related to supplier	11 20%	5 18%	6 22%	4 15%	5 31%	2 14%	11 25%	-	2 11%	9 24%	8 18%	3 29%	6 17%	5 24%	9 21%	-	2 22%	2 15%
NET: Any reason related to finance	2 3%	1 3%	1 3%	2 7%	-	-	2 4%	-	-	2 5%	-	2 17%	2 5%	-	2 4%	-	-	-
NET: Any reason related to practical issues	4 7%	3 11%	1 3%	3 13%	*	-	2 5%	1 12%	1 7%	2 6%	3 6%	1 9%	4 11%	-	2 4%	-	2 20%	2 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	60	58	2	23	26	3	10	19	13	18	37	23
Weighted Base	53	51*	2**	22**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	25	3	10	18	13	16	35	21
Had no significant delays	21 40%	21 41%	-	8 39%	10 47%	3 75%	3 36%	3 18%	6 54%	9 55%	14 44%	7 33%
Had difficulties finding someone to provide quotes/ carry out the work	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
Company carrying out the work could not start straight away	10 18%	10 19%	-	6 28%	2 8%	-	1 11%	5 29%	-	4 23%	4 12%	6 27%
Took a long time to get quotes	2 3%	2 3%	-	-	2 8%	-	1 11%	-	1 7%	-	-	2 8%
Needed to save up to have this done	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	53	51*	22**	22**	3**	8**	17**	11**	17**	32*	21**	
Effective base	56	54	21	25	3	10	18	13	16	35	21	
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 2%	-	1 4%	-	1 17%	-	-	-	-	1 4%	
Needed to carry out other work to my property before this could be done	1 1%	1 1%	1 3%	-	-	-	1 4%	-	-	-	1 3%	
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	
Needed to clear my loft out	2 3%	1 1%	1 50%	2 8%	-	-	1 4%	1 8%	-	2 5%	-	
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	1 2%	-	* 2%	-	1 8%	-	* 4%	-	* 2%	1 3%	
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	
Other	9 17%	8 16%	1 50%	3 12%	4 19%	-	2 25%	4 25%	1 11%	2 10%	6 19%	3 15%
No particular reason	2 4%	2 4%	-	2 10%	-	-	-	1 7%	1 8%	1 2%	1 6%	
Don't know	6 11%	6 11%	-	2 8%	2 9%	1 25%	1 8%	3 19%	1 8%	1 5%	5 15%	1 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

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118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	53	51*	2**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	3	10	18	13	16	35	21
NET: Any reason related to supplier	11 20%	11 21%	-	6 28%	2 11%	1 11%	5 29%	1 7%	4 23%	4 12%	7 31%
NET: Any reason related to finance	2 3%	2 3%	-	-	2 8%	1 11%	-	1 7%	-	-	2 8%
NET: Any reason related to practical issues	4 7%	3 5%	1 50%	1 3%	2 10%	1 8%	1 8%	1 13%	-	2 7%	1 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	60	34	10	18	-	52	5	10	50	-	-	60	-
Weighted Base	53	31*	8**	16**	-.**	45*	5**	9**	45*	-.**	-.**	53*	-.**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
Had no significant delays	21 40%	17 54%	2 24%	3 22%	-	20 45%	-	4 44%	18 39%	-	-	21 40%	-
Had difficulties finding someone to provide quotes/carry out the work	1 2%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Company carrying out the work could not start straight away	10 18%	5 15%	1 9%	5 32%	-	6 13%	2 40%	1 15%	9 19%	-	-	10 18%	-
Took a long time to get quotes	2 3%	1 3%	-	1 5%	-	2 4%	-	-	2 4%	-	-	2 3%	-
Needed to save up to have this done	1 2%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	53	31*	8**	16**	-**	45*	5**	9**	45*	-**	-**	53*	-**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 3%	-	-	-	1 2%	-	-	1 2%	-	-	1 2%	-
Needed to carry out other work to my property before this could be done	1 1%	-	-	1 4%	-	1 2%	-	-	1 2%	-	-	1 1%	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	1 3%	1 9%	-	-	2 4%	-	-	2 4%	-	-	2 3%	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	-	-	1 8%	-	1 3%	-	1 8%	1 7%	-	-	1 2%	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	4 13%	1 16%	4 24%	-	7 15%	2 43%	2 24%	7 16%	-	-	9 17%	-
No particular reason	2 4%	2 7%	-	-	-	2 5%	-	1 9%	1 3%	-	-	2 4%	-
Don't know	6 11%	2 5%	3 41%	1 5%	-	5 11%	1 17%	-	6 13%	-	-	6 11%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 499

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	53	31*	8**	16**	-**	45*	5**	9**	45*	-**	-**	53*	-**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
NET: Any reason related to supplier	11 20%	5 15%	1 9%	6 37%	-	7 15%	2 40%	1 15%	9 21%	-	-	11 20%	-
NET: Any reason related to finance	2 3%	1 3%	-	1 5%	-	2 4%	-	-	2 4%	-	-	2 3%	-
NET: Any reason related to practical issues	4 7%	1 3%	1 9%	2 12%	-	4 8%	-	1 8%	3 6%	-	-	4 7%	-



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 500

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	60	-	4	2	6	1	10	10	50	-	-	60	8	52	43	17
Weighted Base	53	..	4**	1**	5**	1**	9**	9**	45*	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
Had no significant delays	21 40%	-	2 52%	-	2 33%	1 100%	4 44%	4 44%	18 39%	-	-	21 40%	1 18%	20 44%	18 45%	3 24%
Had difficulties finding someone to provide quotes/ carry out the work	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 10%	-	1 2%	-
Company carrying out the work could not start straight away	10 18%	-	1 31%	-	1 25%	-	1 15%	1 15%	9 19%	-	-	10 18%	3 33%	7 16%	9 22%	1 7%
Took a long time to get quotes	2 3%	-	-	-	-	-	-	-	2 4%	-	-	2 3%	2 21%	-	1 2%	1 7%
Needed to save up to have this done	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 10%	-	1 2%	-
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 10%	-	1 2%	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 10%	-	1 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 500

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	53	-**	4**	1**	5**	1**	9**	9**	45*	-**	-**	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing if (e.g. through Energy Company)	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 11%	-	-	1 7%
Needed to carry out other work to my property before this could be done	1 1%	-	-	-	-	-	-	-	1 2%	-	-	1 1%	-	1 2%	-	1 5%
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	-	-	-	-	-	-	-	2 4%	-	-	2 3%	-	2 4%	2 4%	-
Needed to wait for my landlord/local authority/ housing association/ freeholder/other organisation to approve the work	1 2%	-	-	-	1 14%	-	1 8%	1 8%	* 1%	-	-	1 2%	-	1 3%	* 1%	1 5%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 500

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	53	**	4**	1**	5**	1**	9**	9**	45*	**	**	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
Other	9 17%	-	1 17%	1 100%	1 13%	-	2 24%	2 24%	7 16%	-	-	9 17%	-	9 20%	4 11%	5 37%
No particular reason	2 4%	-	-	-	1 15%	-	1 9%	1 9%	3	-	-	2 4%	1 17%	1 2%	2 5%	-
Don't know	6 11%	-	-	-	-	-	-	-	6 13%	-	-	6 11%	1 10%	5 11%	4 9%	2 15%
NET: Any reason related to supplier	11 20%	-	1 31%	-	1 25%	-	1 15%	1 15%	9 21%	-	-	11 20%	3 44%	7 16%	10 24%	1 7%
NET: Any reason related to finance	2 3%	-	-	-	-	-	-	-	2 4%	-	-	2 3%	2 21%	-	1 2%	1 7%
NET: Any reason related to practical issues	4 7%	-	-	-	1 14%	-	1 8%	1 8%	3 6%	-	-	4 7%	-	4 8%	2 5%	1 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 500

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Unweighted Base	60	12	19	16	11	15	17	23	15	10	8	2	2	58	12	43	8
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37**	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
Had no significant delays	21 40%	3 31%	7 45%	7 50%	3 31%	4 31%	8 50%	8 45%	2 20%	1 11%	4 62%	-	-	21 41%	4 32%	15 40%	4 52%	11 37%
Had difficulties finding someone to provide quotes/carry out the work	1 2%	-	1 5%	-	-	-	1 5%	1 4%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
Company carrying out the work could not start straight away	10 18%	2 19%	-	3 18%	4 42%	3 18%	-	3 15%	3 24%	3 28%	-	-	-	10 19%	5 44%	5 12%	2 29%	2 8%
Took a long time to get quotes	2 3%	-	1 5%	1 6%	-	-	1 5%	2 9%	-	1 9%	-	-	-	2 3%	1 7%	1 2%	-	1 3%
Needed to save up to have this done	1 2%	-	1 5%	-	-	-	1 5%	1 4%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	-	1 5%	-	-	-	1 5%	1 4%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	1 5%	-	-	-	1 5%	1 4%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 500

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	-	-	1 6%	-	-	-	1 5%	-	1 9%	-	-	-	1 2%	1 7%	-	-	-
Needed to carry out other work to my property before this could be done	1 1%	-	-	-	1 7%	-	1 4%	-	-	1 7%	-	-	-	1 1%	-	1 2%	1 10%	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	-	-	2 11%	-	1 7%	-	1 4%	1 6%	-	1 13%	-	-	2 3%	-	2 4%	-	2 6%
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	-	1 3%	-	-	-	-	1 3%	-	-	1 7%	1 42%	1 42%	1 1%	-	1 3%	-	1 4%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 500

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
Other	9 17%	4 35%	4 26%	1 4%	1 7%	3 20%	4 24%	4 20%	2 16%	2 22%	1 18%	1 58%	1 58%	8 16%	2 17%	7 19%	1 10%	7 22%
No particular reason	2 4%	1 7%	-	-	1 13%	1 6%	-	-	-	1 15%	-	-	-	2 4%	-	2 6%	-	2 7%
Don't know	6 11%	1 7%	3 21%	2 11%	-	3 19%	3 16%	1 5%	4 34%	1 7%	-	-	-	6 11%	-	4 11%	-	4 14%
NET: Any reason related to supplier	11 20%	2 19%	1 5%	3 18%	4 42%	3 18%	1 5%	4 19%	3 24%	3 28%	-	-	-	11 20%	5 44%	5 14%	2 29%	3 11%
NET: Any reason related to finance	2 3%	-	1 5%	1 6%	-	-	1 5%	2 9%	-	1 9%	-	-	-	2 3%	1 7%	1 2%	-	1 3%
NET: Any reason related to practical issues	4 7%	-	* 3%	2 11%	1 7%	1 7%	1 4%	1 7%	1 6%	1 7%	1 21%	1 42%	1 42%	3 6%	-	4 10%	1 10%	3 9%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 500

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	60	21	22	27	16	1	19	2	21	16	9	30	27	21	19	21
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
Had no significant delays	21 40%	8 44%	7 37%	10 38%	6 43%	-	7 38%	2 100%	2 14%	8 53%	5 55%	8 30%	11 45%	5 31%	10 60%	6 30%
Had difficulties finding someone to provide quotes/carry out the work	1 2%	1 4%	-	1 3%	-	-	1 5%	-	-	-	1 10%	-	1 3%	1 5%	-	-
Company carrying out the work could not start straight away	10 18%	5 29%	2 13%	7 27%	1 9%	-	5 31%	-	4 23%	3 19%	1 10%	4 16%	6 22%	2 10%	2 13%	6 29%
Took a long time to get quotes	2 3%	2 9%	-	2 7%	-	-	2 10%	-	-	-	2 20%	-	2 7%	1 5%	-	1 4%
Needed to save up to have this done	1 2%	1 4%	-	1 3%	-	-	1 5%	-	-	-	1 10%	-	1 3%	1 5%	-	-
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	1 4%	-	1 3%	-	-	1 5%	-	-	-	1 10%	-	1 3%	1 5%	-	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	1 4%	-	1 3%	-	-	1 5%	-	-	-	1 10%	-	1 3%	1 5%	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 5%	-	1 4%	-	-	1 5%	-	-	-	1 10%	-	1 3%	-	-	1 4%
Needed to carry out other work to my property before this could be done	1 1%	-	1 4%	1 3%	-	-	-	-	1 4%	-	-	1 3%	-	-	-	1 3%
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	1 5%	-	1 4%	-	-	1 5%	-	1 5%	-	-	1 4%	1 3%	1 5%	-	1 4%
Needed to wait for my landlord/local authority/ housing association/ freeholder/other organisation to approve the work	1 2%	1 3%	1 4%	1 2%	1 5%	-	1 3%	-	1 3%	-	-	1 5%	-	1 4%	1 3%	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 500

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Base: All key measures that are in the process of being installed

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
Other	9 17%	1 4%	6 33%	1 6%	6 42%	1 100%	1 5%	-	5 28%	2 15%	-	4 17%	5 19%	2 12%	2 15%	5 23%
No particular reason	2 4%	1 7%	-	1 5%	-	-	1 8%	-	1 4%	1 8%	-	2 8%	-	1 4%	-	1 7%
Don't know	6 11%	-	2 10%	2 8%	-	-	-	-	3 18%	1 5%	1 14%	5 18%	1 5%	5 28%	2 9%	-
NET: Any reason related to supplier	11 20%	6 33%	2 13%	7 30%	1 9%	-	6 36%	-	4 23%	3 19%	2 20%	4 16%	7 26%	3 15%	2 13%	6 29%
NET: Any reason related to finance	2 3%	2 9%	-	2 7%	-	-	2 10%	-	-	-	2 20%	-	2 7%	1 5%	-	1 4%
NET: Any reason related to practical issues	4 7%	1 8%	1 7%	2 9%	1 5%	-	1 8%	-	2 12%	-	-	3 11%	1 3%	2 9%	* 3%	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 501

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	60	26	43	51	9	17	20	20	49	5	50	5
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
Had no significant delays	21 40%	12 52%	18 45%	20 44%	1 14%	8 50%	9 51%	4 25%	18 41%	2 38%	19 44%	1 18%
Had difficulties finding someone to provide quotes/ carry out the work	1 2%	-	1 2%	1 2%	-	-	-	1 5%	-	1 20%	-	1 18%
Company carrying out the work could not start straight away	10 18%	3 15%	9 22%	10 21%	-	2 16%	3 14%	4 23%	9 20%	-	10 22%	-
Took a long time to get quotes	2 3%	1 4%	1 2%	2 4%	-	-	-	1 5%	1 2%	1 20%	1 2%	1 18%
Needed to save up to have this done	1 2%	-	1 2%	1 2%	-	-	-	1 5%	-	1 20%	-	1 18%
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1 2%	-	1 2%	1 2%	-	-	-	1 5%	-	1 20%	-	1 18%
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	1 2%	1 2%	-	-	-	1 5%	-	1 20%	-	1 18%
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 501

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Base: All key measures that are in the process of being installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 4%	-	1 2%	-	-	-	-	1 2%	-	1 2%	-
Needed to carry out other work to my property before this could be done	1 1%	-	-	-	1 9%	-	-	1 4%	1 2%	-	1 2%	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	-	2 4%	2 4%	-	-	1 4%	1 6%	2 4%	-	2 4%	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	1 3%	1 1%	1 3%	-	-	-	1 7%	1 1%	-	1 1%	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	5 22%	4 11%	6 12%	4 48%	4 26%	4 24%	1 4%	5 12%	2 42%	3 8%	3 64%
No particular reason	2 4%	1 3%	2 5%	2 5%	-	-	-	2 13%	2 5%	-	2 5%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All key measures that are in the process of being installed

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	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
Don't know	6 11%	-	4 9%	4 8%	2 28%	1 8%	1 8%	2 14%	6 13%	-	6 13%	-
NET: Any reason related to supplier	11 20%	3 15%	10 24%	11 23%	-	2 16%	3 14%	5 28%	9 20%	1 20%	10 22%	1 18%
NET: Any reason related to finance	2 3%	1 4%	1 2%	2 4%	-	-	-	1 5%	1 2%	1 20%	1 2%	1 18%
NET: Any reason related to practical issues	4 7%	1 3%	2 5%	3 6%	1 9%	-	1 4%	3 17%	3 7%	-	3 6%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 501

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	60	50	3	6	12	48	36	5	22	6	1	12	9	11	21
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
Had no significant delays	21 40%	17 40%	3 100%	-	3 25%	18 44%	15 44%	2 43%	6 35%	2 26%	1 100%	4 44%	5 54%	3 29%	7 39%
Had difficulties finding someone to provide quotes/carry out the work	1 2%	-	-	1 13%	1 7%	-	1 2%	-	-	-	-	-	-	-	1 5%
Company carrying out the work could not start straight away	10 18%	7 17%	-	3 41%	3 23%	7 17%	7 20%	1 26%	3 16%	3 52%	-	-	1 9%	2 21%	4 20%
Took a long time to get quotes	2 3%	1 2%	-	1 13%	1 7%	1 2%	2 5%	-	-	-	-	-	-	1 9%	1 5%
Needed to save up to have this done	1 2%	-	-	1 13%	1 7%	-	1 2%	-	-	-	-	-	-	-	1 5%
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	-	-	1 13%	1 7%	-	1 2%	-	-	-	-	-	-	-	1 5%
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	-	1 13%	1 7%	-	1 2%	-	-	-	-	-	-	-	1 5%
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 501

118 (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 2%	-	-	-	1 2%	1 3%	-	-	-	-	-	-	1 9%	-
Needed to carry out other work to my property before this could be done	1 1%	1 2%	-	-	1 6%	-	-	-	1 4%	-	-	1 7%	-	-	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	2 4%	-	-	-	2 4%	2 5%	-	-	-	-	-	1 11%	1 7%	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	1 3%	-	-	-	1 3%	1 3%	1 14%	-	-	-	-	-	-	1 7%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	7 16%	-	2 34%	4 32%	6 13%	3 8%	-	6 33%	-	-	3 32%	2 26%	1 14%	2 14%
No particular reason	2 4%	1 3%	-	1 13%	1 7%	1 3%	2 6%	1 16%	-	1 21%	-	-	-	1 8%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
Don't know	6 11%	6 13%	-	-	-	6 14%	3 8%	-	2 12%	-	-	2 17%	-	1 12%	3 16%
NET: Any reason related to supplier	11 20%	7 17%	-	3 54%	3 30%	7 17%	8 23%	1 26%	3 16%	3 52%	-	-	1 9%	2 21%	4 25%
NET: Any reason related to finance	2 3%	1 2%	-	1 13%	1 7%	2 2%	2 5%	-	-	-	-	-	-	1 9%	1 5%
NET: Any reason related to practical issues	4 7%	4 8%	-	-	1 6%	3 7%	3 8%	1 14%	1 4%	-	-	1 7%	1 11%	1 7%	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 502

I18_SUM (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

I18: Summary table										
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	16	10	21	-	1	1	8	1	1	-
Weighted Base	15	8	19	-	1	1	8	1	1	-
Effective base	15	9	20	-	1	1	7	1	1	-
Had no significant delays	9 58%	1 9%	10 51%	-	-	-	1 20%	1 100%	-	-
Had difficulties finding someone to provide quotes/ carry out the work	-	-	-	-	-	-	1 11%	-	-	-
Company carrying out the work could not start straight away	1 6%	1 11%	2 12%	-	-	-	4 50%	-	1 100%	1 100%
Took a long time to get quotes	-	1 11%	-	-	-	-	1 11%	-	-	-
Needed to save up to have this done	-	-	-	-	-	-	1 11%	-	-	-
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	-	-	-	-	-	-	1 11%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	-	-	-	-	-	-	1 11%	-	-	-
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1 6%	-	-	-	-	-	-	-	-	-
Needed to carry out other work to my property before this could be done	-	-	1 4%	-	-	-	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 502

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I18_SUM (M) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All key measures that are in the process of being installed

I18: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	15	8	19	-	1	1	8	1	1	1	-
Effective base	15	9	20	-	1	1	7	1	1	1	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 11%	-	-	-	-	-	-	-	-	-	-
Needed to wait for my landlord/local authority/ housing association/ freeholder/other organisation to approve the work	-	1 8%	3 3%	-	-	-	-	-	-	-	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-
Other	2 13%	2 23%	3 18%	-	1 100%	1 100%	1 9%	-	-	-	-
No particular reason	-	-	1 7%	-	-	-	1 10%	-	-	-	-
Don't know	1 5%	4 50%	1 5%	-	-	-	-	-	-	-	-
NET: Any reason related to supplier	1 6%	1 11%	2 12%	-	-	-	5 67%	-	1 100%	1 100%	-
NET: Any reason related to finance	1 6%	-	-	-	-	-	1 11%	-	-	-	-
NET: Any reason related to practical issues	2 11%	1 8%	1 6%	-	-	-	-	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 503

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	55	28	27	23	16	16	43	12	17	38	46	9	37	18	40	5	10	15
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
Had no significant delays	21 43%	10 41%	11 45%	4 21%	8 55%	9 63%	19 49%	2 19%	10 63%	11 34%	18 45%	3 37%	10 34%	11 58%	18 48%	1 41%	2 23%	3 29%
Had difficulties finding someone to provide quotes/carry out the work	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 9%	1 3%	-	1 2%	-	-	-
Company carrying out the work could not start straight away	8 16%	4 15%	4 17%	2 9%	4 27%	2 14%	8 20%	-	2 11%	6 18%	6 14%	2 23%	4 13%	4 20%	7 18%	-	1 13%	1 9%
Took a long time to get quotes	2 3%	1 3%	1 4%	2 8%	-	-	2 4%	-	-	2 5%	-	2 18%	2 6%	-	2 4%	-	-	-
Needed to save up to have this done	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 9%	1 3%	-	1 2%	-	-	-
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 9%	1 3%	-	1 2%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 9%	1 3%	-	1 2%	-	-	-
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 503

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	-	1 4%	1 4%	-	-	1 2%	-	-	1 3%	-	1 10%	1 3%	-	1 2%	-	-	-
Needed to carry out other work to my property before this could be done	1 1%	1 3%	-	1 3%	-	-	-	1 7%	1 4%	-	1 2%	-	1 2%	-	-	-	1 9%	1 6%
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	1 4%	1 3%	2 8%	-	-	2 4%	-	-	2 5%	1 2%	1 10%	2 6%	-	2 4%	-	-	-
Needed to wait for my landlord/local authority/housing association/freholder/other organisation to approve the work	1 2%	1 5%	-	1 3%	3%	-	1 1%	1 7%	3%	1 2%	1 3%	-	1 4%	-	-	-	1 15%	1 11%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	5 20%	4 14%	5 26%	1 6%	2 17%	7 18%	1 14%	2 14%	6 19%	7 17%	2 20%	5 18%	3 16%	5 13%	2 59%	2 21%	4 33%
No particular reason	2 4%	1 3%	1 5%	1 4%	1 9%	-	-	2 22%	1 9%	1 2%	2 5%	-	2 7%	-	2 6%	-	-	-
Don't know	6 12%	2 8%	4 15%	5 25%	-	1 6%	2 5%	4 38%	-	6 17%	6 14%	-	5 15%	1 6%	4 10%	-	2 27%	2 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 503

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
NET: Any reason related to supplier	9 18%	5 19%	4 17%	3 13%	4 27%	2 14%	9 22%	-	2 11%	7 21%	6 14%	3 32%	5 16%	4 20%	8 20%	-	1 13%	1 9%
NET: Any reason related to finance	2 3%	1 3%	1 4%	2 8%	-	-	2 4%	-	-	2 5%	-	2 18%	2 6%	-	2 4%	-	-	-
NET: Any reason related to practical issues	4 7%	3 11%	1 3%	3 15%	*	-	2 5%	1 14%	1 7%	2 7%	3 6%	1 10%	4 12%	-	2 4%	-	2 24%	2 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 503

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	55	53	2	21	25	3	8	16	13	18	35	20
Weighted Base	49	47*	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	19	24	3	8	15	13	16	33	18
Had no significant delays	21 43%	21 45%	-	8 42%	10 49%	3 75%	3 45%	3 21%	6 54%	9 55%	14 47%	7 37%
Had difficulties finding someone to provide quotes/ carry out the work	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
Company carrying out the work could not start straight away	8 16%	8 17%	-	5 26%	2 8%	-	1 13%	3 21%	-	4 23%	3 10%	5 26%
Took a long time to get quotes	2 3%	2 4%	-	-	2 8%	-	1 13%	-	1 7%	-	-	2 9%
Needed to save up to have this done	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	1 2%	-	-	1 4%	-	-	-	1 7%	-	-	1 4%
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (m)	20+ years (n)	A-D (w)	E-G (x)
Weighted Base	49	47*	2**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	24	3	8	15	13	16	33	18
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 2%	-	1 4%	-	1 13%	-	-	-	-	1 5%
Needed to carry out other work to my property before this could be done	1 1%	1 1%	-	-	-	-	1 5%	-	-	-	1 4%
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	1 2%	1 50%	2 8%	-	-	1 5%	1 8%	-	2 5%	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	1 2%	-	* 2%	-	1 10%	-	* 4%	-	* 2%	1 4%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	8 16%	1 50%	3 13%	4 20%	-	1 21%	4 29%	1 11%	2 10%	3 16%
No particular reason	2 4%	2 4%	-	2 11%	-	-	-	1 7%	1 8%	1 3%	1 7%
Don't know	6 12%	6 12%	-	2 8%	2 9%	1 25%	1 10%	3 23%	1 8%	1 5%	1 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 503

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19 Jun 2014

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	49	47*	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	19	24	3	8	15	13	16	33	18
NET: Any reason related to supplier	9 18%	9 18%	-	5 26%	2 12%	-	1 13%	3 21%	1 7%	4 23%	3 10%	6 30%
NET: Any reason related to finance	2 3%	2 4%	-	-	2 8%	-	1 13%	-	1 7%	-	-	2 9%
NET: Any reason related to practical issues	4 7%	3 5%	1 50%	1 3%	2 10%	-	1 10%	1 10%	1 13%	-	2 7%	1 7%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 503

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	55	32	10	15	-	49	4	9	46	-	-	55	-
Weighted Base	49	29*	8**	13**	-.**	43*	4**	8**	41*	-.**	-.**	49*	-.**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
Had no significant delays	21 43%	17 57%	2 24%	3 26%	-	20 47%	-	4 48%	18 42%	-	-	21 43%	-
Had difficulties finding someone to provide quotes/carry out the work	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Company carrying out the work could not start straight away	8 16%	4 13%	1 9%	4 30%	-	6 14%	1 25%	1 16%	7 16%	-	-	8 16%	-
Took a long time to get quotes	2 3%	1 3%	-	1 6%	-	2 4%	-	-	2 4%	-	-	2 3%	-
Needed to save up to have this done	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 503

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 3%	-	-	-	1 2%	-	-	1 2%	-	-	1 2%	-
Needed to carry out other work to my property before this could be done	1 1%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 1%	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	1 3%	1 9%	-	-	2 4%	-	-	2 4%	-	-	2 3%	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	-	-	1 9%	-	1 3%	-	1 9%	1 7%	-	-	1 2%	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	4 14%	1 16%	3 23%	-	6 15%	2 53%	1 17%	7 17%	-	-	9 17%	-
No particular reason	2 4%	2 7%	-	-	-	2 5%	-	1 10%	1 3%	-	-	2 4%	-
Don't know	6 12%	2 5%	3 41%	1 6%	-	5 11%	1 22%	-	6 14%	-	-	6 12%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 503

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
NET: Any reason related to supplier	9 18%	4 13%	1 9%	5 37%	-	7 15%	1 25%	1 16%	7 18%	-	-	9 18%	-
NET: Any reason related to finance	2 3%	1 3%	-	1 6%	-	2 4%	-	-	2 4%	-	-	2 3%	-
NET: Any reason related to practical issues	4 7%	1 3%	1 9%	2 14%	-	4 8%	-	1 9%	3 7%	-	-	4 7%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	55	-	4	1	6	1	9	9	46	-	9	46	7	48	41	14
Weighted Base	49	..	4**	1**	5**	1**	8**	8**	41*	..	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
Had no significant delays	21 43%	-	2 52%	-	2 33%	1 100%	4 48%	4 48%	18 42%	-	4 48%	18 42%	1 21%	20 47%	18 47%	3 29%
Had difficulties finding someone to provide quotes/ carry out the work	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 12%	-	1 2%	-
Company carrying out the work could not start straight away	8 16%	-	1 31%	-	1 25%	-	1 16%	1 16%	7 16%	-	1 16%	7 16%	3 37%	5 12%	7 18%	1 8%
Took a long time to get quotes	2 3%	-	-	-	-	-	-	-	2 4%	-	-	2 4%	2 24%	-	1 2%	1 8%
Needed to save up to have this done	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 12%	-	1 2%	-
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 12%	-	1 2%	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 12%	-	1 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	49	**	4**	1**	5**	1**	8**	8**	41*	**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 13%	-	-	1 8%
Needed to carry out other work to my property before this could be done	1 1%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	-	1 2%	-	1 6%
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	-	-	-	-	-	-	-	2 4%	-	-	2 4%	-	2 4%	2 4%	-
Needed to wait for my landlord/local authority/ housing association/ freeholder/other organisation to approve the work	1 2%	-	-	-	1 14%	-	1 9%	1 9%	* 1%	-	1 9%	* 1%	-	1 3%	* 1%	1 6%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	49	**	4**	1**	5**	1**	8**	8**	41*	**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
Other	9 17%	-	1 17%	1 100%	1 13%	-	1 17%	1 17%	7 17%	-	1 17%	7 17%	-	9 20%	4 11%	4 38%
No particular reason	2 4%	-	-	-	1 15%	-	1 10%	1 10%	3	-	1 10%	1 3%	1 19%	1 2%	2 6%	-
Don't know	6 12%	-	-	-	-	-	-	-	6 14%	-	-	6 14%	1 11%	5 12%	4 10%	2 19%
NET: Any reason related to supplier	9 18%	-	1 31%	-	1 25%	-	1 16%	1 16%	7 18%	-	1 16%	7 18%	3 49%	5 12%	8 20%	1 8%
NET: Any reason related to finance	2 3%	-	-	-	-	-	-	-	2 4%	-	-	2 4%	2 24%	-	1 2%	1 8%
NET: Any reason related to practical issues	4 7%	-	-	-	1 14%	-	1 9%	1 9%	3 7%	-	1 9%	3 7%	-	4 8%	2 6%	1 12%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	55	11	18	15	9	15	16	20	14	7	8	2	2	53	10	40	6	34
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
Had no significant delays	21 43%	3 35%	7 47%	7 53%	3 37%	4 31%	8 52%	8 52%	2 21%	1 14%	4 62%	-	-	21 45%	4 37%	15 43%	4 68%	11 38%
Had difficulties finding someone to provide quotes/ carry out the work	1 2%	-	1 5%	-	-	-	1 5%	1 5%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
Company carrying out the work could not start straight away	8 16%	1 11%	-	3 19%	3 40%	3 18%	-	2 11%	2 19%	3 38%	-	-	-	8 16%	4 43%	3 10%	1 19%	2 8%
Took a long time to get quotes	2 3%	-	1 5%	1 6%	-	-	1 5%	2 10%	-	1 13%	-	-	-	2 4%	1 9%	1 2%	-	1 3%
Needed to save up to have this done	1 2%	-	1 5%	-	-	-	1 5%	1 5%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1 2%	-	1 5%	-	-	-	1 5%	1 5%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	1 5%	-	-	-	1 5%	1 5%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	-	-	1 6%	-	-	-	1 5%	-	1 13%	-	-	-	1 2%	1 9%	-	-	-
Needed to carry out other work to my property before this could be done	1 1%	-	-	-	1 8%	-	1 4%	-	-	1 10%	-	-	-	1 1%	-	1 2%	1 13%	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	-	-	2 12%	-	1 7%	-	1 5%	1 6%	-	1 13%	-	-	2 4%	-	2 5%	-	2 6%
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	-	3%	-	-	-	-	3%	-	-	7%	1 42%	1 42%	1 1%	-	1 3%	-	1 4%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Total																	
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
Other	9 17%	4 38%	4 23%	1 5%	1 8%	3 20%	4 25%	3 19%	2 17%	1 20%	1 18%	1 58%	1 58%	8 16%	2 20%	7 19%	1 13%	6 20%
No particular reason	2 4%	1 8%	-	-	1 16%	1 6%	-	-	-	1 19%	-	-	-	2 4%	-	2 6%	-	2 7%
Don't know	6 12%	1 8%	3 22%	2 11%	-	3 19%	3 17%	1 6%	4 37%	1 10%	-	-	-	6 12%	-	4 12%	-	4 14%
NET: Any reason related to supplier	9 18%	1 11%	1 5%	3 19%	3 40%	3 18%	1 5%	3 16%	2 19%	3 38%	-	-	-	9 18%	4 43%	4 12%	1 19%	3 11%
NET: Any reason related to finance	2 3%	-	1 5%	1 6%	-	-	1 5%	2 10%	-	1 13%	-	-	-	2 4%	1 9%	1 2%	-	1 3%
NET: Any reason related to practical issues	4 7%	-	* 3%	2 12%	1 8%	1 7%	1 4%	1 8%	1 6%	1 10%	1 21%	1 42%	1 42%	3 6%	-	4 10%	1 13%	3 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	55	19	20	24	15	1	17	2	18	16	8	27	25	19	19	18
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
Had no significant delays	21 43%	8 49%	7 39%	10 43%	6 46%	-	7 43%	2 100%	2 16%	8 53%	5 62%	8 33%	11 48%	5 34%	10 60%	6 35%
Had difficulties finding someone to provide quotes/carry out the work	1 2%	1 5%	-	1 4%	-	-	1 5%	-	-	-	1 11%	-	1 3%	1 5%	-	-
Company carrying out the work could not start straight away	8 16%	4 26%	2 14%	6 25%	1 10%	-	4 29%	-	3 20%	3 19%	1 12%	3 13%	5 20%	1 6%	2 13%	5 27%
Took a long time to get quotes	2 3%	2 10%	-	2 8%	-	-	2 11%	-	-	-	2 22%	-	2 7%	1 5%	-	1 5%
Needed to save up to have this done	1 2%	1 5%	-	1 4%	-	-	1 5%	-	-	-	1 11%	-	1 3%	1 5%	-	-
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	1 5%	-	1 4%	-	-	1 5%	-	-	-	1 11%	-	1 3%	1 5%	-	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	1 5%	-	1 4%	-	-	1 5%	-	-	-	1 11%	-	1 3%	1 5%	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 5%	-	1 4%	-	-	1 6%	-	-	-	1 12%	-	1 4%	-	-	1 5%
Needed to carry out other work to my property before this could be done	1 1%	-	1 4%	1 3%	-	-	-	-	1 5%	-	-	1 3%	-	-	-	1 4%
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	1 5%	-	1 4%	-	-	1 6%	-	1 6%	-	-	1 4%	1 3%	1 6%	-	1 4%
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	1 3%	1 4%	1 2%	1 5%	-	1 3%	-	1 3%	-	-	1 5%	-	1 4%	1 3%	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 504

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
Other	9 17%	1 5%	6 32%	1 7%	5 39%	1 100%	1 5%	-	4 28%	2 15%	-	4 16%	5 20%	1 9%	2 15%	5 26%
No particular reason	2 4%	1 8%	-	1 6%	-	-	1 9%	-	1 5%	1 8%	-	2 9%	-	1 5%	-	1 8%
Don't know	6 12%	-	2 11%	2 9%	-	-	-	-	3 21%	1 5%	1 16%	5 20%	1 5%	5 31%	2 9%	-
NET: Any reason related to supplier	9 18%	5 31%	2 14%	6 29%	1 10%	-	5 34%	-	3 20%	3 19%	2 22%	3 13%	6 24%	2 17%	2 13%	5 27%
NET: Any reason related to finance	2 3%	2 10%	-	2 8%	-	-	2 17%	-	-	-	2 22%	-	2 7%	1 5%	-	1 5%
NET: Any reason related to practical issues	4 7%	1 8%	1 8%	2 9%	1 5%	-	1 9%	-	2 14%	-	-	3 12%	1 3%	2 10%	* 3%	1 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 505

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	55	24	41	47	8	16	20	17	44	5	45	5
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
Had no significant delays	21 43%	12 56%	18 47%	20 48%	1 16%	8 53%	9 51%	4 29%	18 45%	2 38%	19 48%	1 18%
Had difficulties finding someone to provide quotes/ carry out the work	1 2%	-	1 2%	1 2%	-	-	-	1 6%	-	1 20%	-	1 18%
Company carrying out the work could not start straight away	8 16%	3 16%	7 18%	8 18%	-	2 16%	3 14%	2 14%	7 17%	-	8 20%	-
Took a long time to get quotes	2 3%	1 4%	1 2%	2 4%	-	-	-	1 6%	1 2%	1 20%	1 2%	1 18%
Needed to save up to have this done	1 2%	-	1 2%	1 2%	-	-	-	1 6%	-	1 20%	-	1 18%
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1 2%	-	1 2%	1 2%	-	-	-	1 6%	-	1 20%	-	1 18%
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	1 2%	1 2%	-	-	-	1 6%	-	1 20%	-	1 18%
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 505

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19 Jun 2014

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 4%	-	1 2%	-	-	-	-	1 2%	-	1 2%	-
Needed to carry out other work to my property before this could be done	1 1%	-	-	-	1 10%	-	-	1 5%	1 2%	-	1 2%	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	-	2 4%	2 4%	-	-	1 4%	1 7%	2 4%	-	2 4%	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	1 3%	* 1%	1 3%	-	-	-	1 8%	* 1%	-	* 1%	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	4 21%	4 11%	5 12%	4 53%	3 23%	4 24%	1 5%	5 12%	2 42%	3 7%	3 64%
No particular reason	2 4%	1 4%	2 6%	2 5%	-	-	-	2 15%	2 5%	-	2 5%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 505

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
Don't know	6 12%	-	4 10%	4 9%	2 31%	1 8%	1 8%	2 16%	6 15%	-	6 14%	-
NET: Any reason related to supplier	9 18%	3 16%	8 20%	9 20%	-	2 16%	3 14%	3 19%	7 17%	1 20%	8 20%	1 18%
NET: Any reason related to finance	2 3%	1 4%	1 2%	2 4%	-	-	-	1 6%	1 2%	1 20%	1 2%	1 18%
NET: Any reason related to practical issues	4 7%	1 3%	2 6%	3 7%	1 10%	-	1 4%	3 20%	3 7%	-	3 7%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 505

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	55	45	3	6	11	44	34	5	19	5	1	10	9	10	20
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
Had no significant delays	21 43%	17 45%	3 100%	-	3 27%	18 48%	15 47%	2 43%	6 40%	2 31%	1 100%	4 51%	5 54%	3 32%	7 41%
Had difficulties finding someone to provide quotes/carry out the work	1 2%	-	-	1 13%	1 8%	-	1 2%	-	-	-	-	-	-	-	1 5%
Company carrying out the work could not start straight away	8 16%	5 14%	-	3 41%	3 24%	5 14%	6 19%	1 26%	2 12%	2 43%	-	-	1 9%	2 23%	3 16%
Took a long time to get quotes	2 3%	1 2%	-	1 13%	1 8%	1 2%	2 5%	-	-	-	-	-	-	1 10%	1 5%
Needed to save up to have this done	1 2%	-	-	1 13%	1 8%	-	1 2%	-	-	-	-	-	-	-	1 5%
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 2%	-	-	1 13%	1 8%	-	1 2%	-	-	-	-	-	-	-	1 5%
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 2%	-	-	1 13%	1 8%	-	1 2%	-	-	-	-	-	-	-	1 5%
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 505

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
Looked for alternative ways of financing it (e.g. through Energy Company)	1 2%	1 2%	-	-	-	1 2%	1 3%	-	-	-	-	-	-	1 10%	-
Needed to carry out other work to my property before this could be done	1 1%	1 2%	-	-	1 7%	-	-	-	1 5%	-	-	1 8%	-	-	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2 3%	2 4%	-	-	-	2 4%	2 5%	-	-	-	-	-	1 11%	1 8%	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1 2%	1 3%	-	-	-	1 3%	1 4%	1 14%	-	-	-	-	-	-	1 7%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 17%	6 16%	-	2 34%	4 34%	5 13%	3 8%	-	5 34%	-	-	3 30%	2 26%	1 15%	2 14%
No particular reason	2 4%	1 3%	-	1 13%	1 7%	1 3%	2 7%	1 16%	-	1 26%	-	-	-	1 9%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 505

118 (R) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
Don't know	6 12%	6 15%	-	-	-	6 15%	3 9%	-	2 14%	-	-	2 19%	-	1 13%	3 17%
NET: Any reason related to supplier	9 18%	5 14%	-	3 54%	3 32%	5 14%	7 21%	1 26%	2 12%	2 43%	-	-	1 9%	2 23%	3 20%
NET: Any reason related to finance	2 3%	1 2%	-	1 13%	1 8%	1 2%	2 5%	-	-	-	-	-	-	1 10%	1 5%
NET: Any reason related to practical issues	4 7%	4 9%	-	-	1 7%	3 7%	3 9%	1 14%	1 5%	-	-	1 8%	1 11%	1 8%	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Had no significant delays	21 2%	10 2%	11 2%	4 1%	8 2%	9 4%	19 2%	2 2%	10 4%	11 2%	18 3%	3 1%	10 2%	11 2%	18 3%	1 2%	2 1%	3 1%
Had difficulties finding someone to provide quotes/carry out the work	1	1	-	1	-	-	1	-	-	1	-	1	1	-	1	-	-	-
Company carrying out the work could not start straight away	8 1%	4 1%	4 1%	2 1%	4 1%	2 1%	8 1%	-	2 1%	6 1%	6 1%	2 1%	4 1%	4 1%	7 1%	-	1 1%	1
Took a long time to get quotes	2	1	1	2	-	-	2	-	-	2	-	2 1%	2	-	2	-	-	-
Needed to save up to have this done	1	1	-	1	-	-	1	-	-	1	-	1	1	-	1	-	-	-
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1	1	-	1	-	-	1	-	-	1	-	1	1	-	1	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1	1	-	1	-	-	1	-	-	1	-	1	1	-	1	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

I18 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1	-	1	1	-	-	1	-	-	1	-	1	-	-	1	-	-	-
Needed to carry out other work to my property before this could be done	1	1	-	1	-	-	-	1%	1	-	1	-	1	-	-	-	1	1
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2	1	1	2	-	-	2	-	-	2	1	1	2	-	2	-	-	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1	1	-	1	*	-	*	1%	*	1	1	-	1	-	-	-	1%	1
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 1%	5 1%	4 1%	5 2%	1 *	2 1%	7 1%	1 1%	2 1%	6 1%	7 1%	2 1%	5 1%	3 1%	5 1%	2 2%	2 1%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
No particular reason	2	1	1	1	1	-	-	2	1	1	2	-	2	-	2	-	-	-
Don't know	6 1%	2	4 1%	5 1% d	-	1	2	4 3% f	-	6 1%	6 1%	-	5 1%	1	4 1%	-	2 1%	2 1%
Not in the process of installing any key measures	897 95%	469 95%	422 95%	319 94%	346 96%	229 94%	768 95%	113 92%	235 94%	658 95%	662 94%	235 96%	456 94%	440 96%	631 94%	84 96%	182 96%	266 96%
NET: Any reason related to supplier	9 1%	5 1%	4 1%	3 1%	4 1%	2 1%	9 1%	-	2 1%	7 1%	6 1%	3 1%	5 1%	4 1%	8 1%	-	1 1%	1
NET: Any reason related to finance	2	1	1	2	-	-	2	-	-	2	-	2 1% j	2	-	2	-	-	-
NET: Any reason related to practical issues	4	3 1%	1	3 1%	*	-	2	1 1%	1	2	3	1	4 1%	-	2	-	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Had no significant delays	21 2%	21 3%	-	8 3%	10 2%	3 2%	3 1%	6 3%	9 3%	14 2%	7 2%	
Had difficulties finding someone to provide quotes/ carry out the work	1	1	-	-	1	-	-	1	-	-	1	
Company carrying out the work could not start straight away	8 1%	8 1%	-	5 2%	2	-	1 1%	3 1%	-	4 1%	5 2%	
Took a long time to get quotes	2	2	-	-	2	-	1 1%	-	1	-	2 1%	
Needed to save up to have this done	1	1	-	-	1	-	-	-	1	-	1	
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1	1	-	-	1	-	-	1	-	-	1	
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1	1	-	-	1	-	-	1	-	-	1	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1	1	-	-	1	-	1	-	-	-	-	1
Needed to carry out other work to my property before this could be done	1	1	-	1	-	-	-	1	-	-	-	1
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2	1	1	-	2	-	-	1	1	-	2	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1	1	-	-	1	-	1	-	1	-	1	1
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-
Other	9	8	1	3	4	-	1	4	1	2	5	3
	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
No particular reason	2	-	2	-	-	-	-	1	1	1	1
	1%		1%								
Don't know	6	-	2	2	1	1	3	1	1	5	1
	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%
Not in the process of installing any key measures	733	164	292	407	126	159	247	217	270	597	300
	94%	99%	94%	95%	97%	96%	94%	95%	94%	95%	94%
NET: Any reason related to supplier	9	-	5	2	-	1	3	1	4	3	6
	1%		2%	1%		1%	1%	1%	1%	1%	2%
NET: Any reason related to finance	2	-	-	2	-	1	-	1	-	-	2
	1%			1%		1%		1%			1%
NET: Any reason related to practical issues	4	1	1	2	-	1	1	1	-	2	1
	1%	1%	1%	1%		1%	1%	1%		1%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Had no significant delays	21 2%	17 3%	2 1%	3 2%	-	20 3%	-	4 1%	18 37%	-	-	21 3%	-
Had difficulties finding someone to provide quotes/ carry out the work	1	-	-	1	-	1	-	-	1 2%	-	-	1	-
Company carrying out the work could not start straight away	8 1%	4 1%	1 1%	4 2%	-	6 1%	1 1%	1	7 14%	-	-	8 1%	-
Took a long time to get quotes	2	1	-	1	-	2	-	-	2 4%	-	-	2	-
Needed to save up to have this done	1	-	-	1	-	1	-	-	1 2%	-	-	1	-
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1	-	-	1	-	1	-	-	1 2%	-	-	1	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1	-	-	1	-	1	-	-	1 2%	-	-	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1*	1	-	-	-	1	-	-	1 2% EU	-	-	1	-
Needed to carry out other work to my property before this could be done	1*	-	-	1	-	1	-	-	1 7% EU	-	-	1	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2*	1	1 7%	-	-	2	-	-	2 4% EHIJ	-	-	2	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1*	-	-	1 7%	-	1	-	1	1 7%	-	-	1	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 1%	4 1%	1 7%	3 7%	-	6 1%	2 2%	1	7 15% EGHIJ	-	-	9 7% EJ	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 506

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
No particular reason	2	2	-	-	-	2	-	1	1	-	-	2	-
									3%			E	
Don't know	6 1%	2	3	1	-	5	1	-	6	-	-	6	-
			2%	*		1%	1%		12%			1%	
			y						EGHIJ			E	
Not in the process of installing any key measures	897 95%	503	134	210	73	741	94	561	6	106	118	567	330
		95%	94%	94%	100% zA	94%	96%	99% FI	12%	100% FI	100% FI	92% F	100% FI
NET: Any reason related to supplier	9 1%	4	1	5	-	7	1	1	7	-	-	9	-
		1%	1%	2%		1%	1%	*	16%			7%	
									EGHIJ			EJ	
NET: Any reason related to finance	2	1	-	1	-	2	-	-	2	-	-	2	-
									4%			*	
									EHIJ				
NET: Any reason related to practical issues	4	1	1	2	-	4	-	1	3	-	-	4	-
			1%	1%		*		*	6%			1%	
									EGHIJ			E	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409	
Weighted Base	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411	
Effective base	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373	
Had no significant delays	21 2%	- -	2 1%	- -	2 1%	1 1%	4 1%	4 1%	18 5%	- -	4 1%	18 4%	1 1%	20 3%	18 3%	3 1%
Had difficulties finding someone to provide quotes/ carry out the work	1 .	- -	- -	- -	- -	- -	- -	1 .	- -	- -	1 .	1 .	- -	1 .	- -	
Company carrying out the work could not start straight away	8 1%	- -	1 .	- -	1 1%	- -	1 .	1 .	7 2%	- -	1 .	7 2%	3 2%	5 1%	7 1%	1 .
Took a long time to get quotes	2 .	- -	- -	- -	- -	- -	- -	2 .	- -	- -	2 .	2 1%	- -	- -	1 .	1 .
Needed to save up to have this done	1 .	- -	- -	- -	- -	- -	- -	1 .	- -	- -	1 .	1 .	- -	- -	1 .	- -
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1 .	- -	- -	- -	- -	- -	- -	1 .	- -	- -	1 .	1 .	- -	- -	1 .	- -
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 .	- -	- -	- -	- -	- -	- -	1 .	- -	- -	1 .	1 .	- -	- -	1 .	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1	-	-	-	-	-	-	-	1	-	-	1	1%	-	-	1
Needed to carry out other work to my property before this could be done	1	-	-	-	-	-	-	-	1	-	-	1	-	1	-	1
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2	-	-	-	-	-	-	-	2	-	-	2	-	2	2	-
Needed to wait for my landlord/local authority/ housing association/ freeholder/other organisation to approve the work	1	-	-	-	1	-	1	1	1	-	1	1	-	1	1	1
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Other	9 1%	-	1	1	1	-	1	1	7	-	1	7	-	9	4	4
				1%	*		*	*	2%		*	2%		1%	1%	1%
									fg			j				
No particular reason	2 *	-	-	-	1	-	1	1	1	-	1	1	1	1	2	-
Don't know	6 1%	-	-	-	-	-	-	-	6	-	-	6	1	5	4	2
									2%			1%	*	1%	*	*
									fg			j				
Not in the process of installing any key measures	897 95%	86 100% h	252 98% h	55 99% h	222 98% h	129 99% h	561 99% h	547 99% h	336 89%	75 100% k	440 98% k	381 90%	158 96%	739 95%	497 93%	400 97% n
NET: Any reason related to supplier	9 1%	-	1	-	1	-	1	1	7	-	1	7	3	5	8	1
			*		1%		*	*	2%		*	2%	2%	1%	1%	*
									fg			j				
NET: Any reason related to finance	2 *	-	-	-	-	-	-	-	2	-	-	2	2	-	1	1
									*			*	1%		*	*
									*			*	m			*
NET: Any reason related to practical issues	4 *	-	-	-	1	-	1	1	3	-	1	3	-	4	2	1
					*		*	*	1%		*	1%		*	*	*
									1%		1%	1%				1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Had no significant delays	21 2%	3 4%	7 2%	7 3%	3 2%	4 1%	8 3%	8 3%	2 1%	1 1%	4 3%	-	-	21 2%	4 3%	15 2%	4 3%	11 2%
Had difficulties finding someone to provide quotes/ carry out the work	1	-	1	-	-	-	1	1	-	-	-	-	-	1	-	1	-	1
Company carrying out the work could not start straight away	8 1%	1 1%	-	3 1%	3 2% q	3 1%	-	2 1%	2 1%	3 3% R	-	-	-	8 1%	4 3% UW	3	1 1%	2
Took a long time to get quotes	2	-	1	1	-	-	1	2 1%	-	1 1%	-	-	-	2	1 1%	1	-	1
Needed to save up to have this done	1	-	1	-	-	-	1	1	-	-	-	-	-	1	-	1	-	1
Needed to arrange finance (e.g. apply for a loan/ mortgage extension)	1	-	1	-	-	-	1	1	-	-	-	-	-	1	-	1	-	1
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1	-	1	-	-	-	1	1	-	-	-	-	-	1	-	1	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing if (e.g. through Energy Company)	1	-	1	-	-	-	1	-	1%	-	-	-	1	1%	-	-	-
Needed to carry out other work to my property before this could be done	1	-	-	1	-	1	-	-	1%	-	-	-	1	-	1	1%	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2	-	2	-	1	-	1	1	-	1%	-	-	2	-	2	-	2
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1	-	-	-	-	-	1	-	-	-	1	1%	1	-	1	-	1
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Other	9 1%	4 4% rL	4 1%	1 *	1 *	3 1%	4 1%	3 1%	2 1%	1 1%	1 1%	1 1%	1 1%	8 1%	2 2%	7 1%	1 1%	6 1%
No particular reason	2 *	1 1%	-	-	1 1%	1 *	-	-	-	1 1%	-	-	-	2 *	-	2 *	-	2 *
Don't know	6 1%	1 1%	3 1%	2 1%	-	3 1%	3 1%	1 *	4 2%	1 1%	-	-	-	6 1%	-	4 1%	-	4 1%
Not in the process of installing any key measures	897 95%	84 90%	335 96% p	236 94%	192 96%	389 97%	245 94%	307 95%	169 94%	90 93%	145 95%	97 98%	83 98%	814 94%	117 92%	672 95%	122 96%	550 95%
NET: Any reason related to supplier	9 1%	1 1%	1 *	3 1%	3 2%	3 1%	1 *	3 1%	2 1%	3 3% R	-	-	-	9 1%	4 3% UW	4 1%	1 1%	3 1%
NET: Any reason related to finance	2 *	-	1 *	1 *	-	-	1 *	2 1%	-	1 1%	-	-	-	2 *	1 1%	1 *	-	1 *
NET: Any reason related to practical issues	4 *	-	-	2 1%	1 *	1 *	1 *	1 *	1 *	1 1%	1 1%	1 1%	1 1%	3 *	-	4 *	1 1%	3 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Had no significant delays	21 2%	8 2%	7 2%	10 2%	6 2%	-	7 3%	2 2%	2 1%	8 4% D	5 3% D	8 2%	11 3%	5 2%	10 2%	6 2%
Had difficulties finding someone to provide quotes/carry out the work	1	1	-	1	-	-	1	-	-	-	1 1%	-	1	1	-	-
Company carrying out the work could not start straight away	8 1%	4 1%	2 1%	6 1%	1	-	4 2%	-	3 1%	3 1%	1 1%	3 1%	5 1%	1	2 1%	5 2%
Took a long time to get quotes	2	2	-	2	-	-	2 1%	-	-	-	2 1%	-	2	1	-	1
Needed to save up to have this done	1	1	-	1	-	-	1	-	-	-	1 1%	-	1	1	-	-
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1	1	-	1	-	-	1	-	-	-	1 1%	-	1	1	-	-
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1	1	-	1	-	-	1	-	-	-	1 1%	-	1	1	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1	1	-	1	-	-	1	-	-	-	1 7%	-	1	-	-	1
Needed to carry out other work to my property before this could be done	1	-	1	1	-	-	-	-	1	-	-	1	-	-	-	1
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2	1	-	1	-	-	1	-	1	-	-	1	1	1	-	1
Needed to wait for my landlord/local authority/ housing association/ freeholder/other organisation to approve the work	1	1	1	1	1	-	1	-	1	-	-	1	-	1	1	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 507

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Other	9 1%	1 .	6 1%	1 .	5 1%	1 1%	1 .	-	4 1%	2 1%	-	4 1%	5 1%	1 .	2 1%	5 2%
No particular reason	2 .	1 .	-	1 .	-	-	1 1%	-	1 .	1 1%	-	2 .	-	1 .	-	1 .
Don't know	6 1%	-	2 .	2 .	-	-	-	-	3 1%	1 .	1 1%	5 1%	1 .	5 2% K	2 .	-
Not in the process of installing any key measures	897 95%	336 95%	392 96%	383 96%	345 96% x	64 99%	245 94%	84 98%	336 96%	224 93%	130 94%	415 95%	424 95%	306 95%	377 96%	253 93%
NET: Any reason related to supplier	9 1%	5 1%	2 1%	6 2%	1 .	-	5 2%	-	3 1%	3 1%	2 1%	3 1%	6 1%	2 1%	2 1%	5 2%
NET: Any reason related to finance	2 .	2 .	-	2 .	-	-	2 1%	-	-	-	2 1%	-	2 .	1 .	-	1 .
NET: Any reason related to practical issues	4 .	1 .	1 .	2 1%	1 .	-	1 1%	-	2 1%	-	-	3 1%	1 .	2 1%	1 .	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 508

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Had no significant delays	21 2%	12 3% K	18 3% K	20 3% K	1 *	8 2%	9 3%	4 3%	18 3%	2 1%	19 3%	1 1%
Had difficulties finding someone to provide quotes/carry out the work	1 *	-	1 *	1 *	-	-	-	1 1%	-	1 *	-	1 1% N
Company carrying out the work could not start straight away	8 1%	3 1%	7 1%	8 1%	-	2 1%	3 1%	2 1%	7 1%	-	8 1%	-
Took a long time to get quotes	2 *	1 *	1 *	2 *	-	-	-	1 1%	1 *	1 *	1 *	1 1%
Needed to save up to have this done	1 *	-	1 *	1 *	-	-	-	1 1%	-	1 *	-	1 1% N
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 *	-	1 *	1 *	-	-	-	1 1%	-	1 *	-	1 1% N
Applied for or enquired about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but was turned down	1 *	-	1 *	1 *	-	-	-	1 1%	-	1 *	-	1 1% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 508

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing it (e.g. through Energy Company)	1	1	-	1	-	-	-	-	1	-	1	-
Needed to carry out other work to my property before this could be done	1	-	-	-	1	-	-	1	1	-	1	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2	-	2	2	-	1	1	2	-	2	-	-
Needed to wait for my landlord/local authority/housing association/freholder/other organisation to approve the work	1	1	1	1	-	-	-	1	1	1	1	-
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-
Other	9	4	4	5	4	3	4	1	5	2	3	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 508

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19 Jun 2014

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
No particular reason	2	1	2	2	-	-	-	2 1%	2	-	2	-
Don't know	6 1%	-	4 1%	4 1%	2 1%	1	1	2 1%	6 1%	-	6 1%	-
Not in the process of installing any key measures	897 95%	341 94%	497 93%	632 94%	265 98% l	397 96% m	336 95%	143 91%	610 94%	185 98% L	677 94%	107 96%
NET: Any reason related to supplier	9 1%	3 1%	8 1%	9 1%	-	2 1%	3 1%	3 2%	7 1%	1	8 1%	1 1%
NET: Any reason related to finance	2	1	1	2	-	-	-	1 1%	1	1	1	1 1%
NET: Any reason related to practical issues	4	1	2	3	1	-	1	3 2% k	3	-	3	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 508

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Had no significant delays	21 2%	17 3%	3 3%	-	3 1%	18 3%	15 3% q	2 1%	6 2%	2 1%	1 1%	4 2%	5 5% u	3 2%	7 3%
Had difficulties finding someone to provide quotes/carry out the work	1 1%	-	-	1 1% P	1	-	1	-	-	-	-	-	-	-	1
Company carrying out the work could not start straight away	8 1%	5 1%	-	3 2%	3 1%	5 1%	6 1%	1	2 1%	2 1%	-	-	1 1%	2 1%	3 1%
Took a long time to get quotes	2 1%	1	-	1 1%	1	1	2	-	-	-	-	-	-	1 1%	1
Needed to save up to have this done	1 1%	-	-	1 1% P	1	-	1	-	-	-	-	-	-	-	1
Needed to arrange finance (e.g. apply for a loan/mortgage extension)	1 1%	-	-	1 1% P	1	-	1	-	-	-	-	-	-	-	1
Applied for or required about Green Deal/ECO finance or grant but delays with application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Applied for or required about Green Deal/ECO finance or grant but was turned down	1 1%	-	-	1 1% P	1	-	1	-	-	-	-	-	-	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 508

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Green Deal finance application process too long/complex	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Looked for alternative ways of financing if (e.g. through Energy Company)	1	1	-	-	-	1	1	-	-	-	-	-	-	1 1%	-
Needed to carry out other work to my property before this could be done	1	1	-	-	1	-	-	-	1	-	-	1	-	-	-
Wanted to wait for the weather to improve before I carried out any work on my property	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Needed to clear my loft out	2	2	-	-	-	2	2	-	-	-	-	-	1 1%	1	-
Needed to wait for my landlord/local authority/housing association/freeholder/other organisation to approve the work	1	1	-	-	-	1	1	1	-	-	-	-	-	-	1 1%
Needed to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 1%	6 1%	-	2 2%	4 1%	5 1%	3	-	5 2% q	-	-	3 1%	2 2% u	1 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 508

118 (R) (ALL) For which, if any, of these reasons have you experienced delays in starting work on the (Measure)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
No particular reason	2	1	-	1	1	1	2	1	-	1	-	-	-	1	-
Don't know	6 1%	6 1%	-	-	-	6 1%	3	-	2 1%	-	-	2 1%	-	1 1%	3 1%
Not in the process of installing any key measures	897 95%	647 94%	89 97%	101 94%	253 96%	644 94%	550 94%	269 98% p	318 95%	205 98% xz	69 99% x	172 95%	92 92%	149 94%	209 92%
NET: Any reason related to supplier	9 1%	5 1%	-	3 3% P	3 1%	5 1%	7 1%	1	2 1%	2 1%	-	-	1 1%	2 1%	3 2%
NET: Any reason related to finance	2	1	-	1	1	2	-	-	-	-	-	-	-	1 1%	1
NET: Any reason related to practical issues	4	4 1%	-	-	1	3	3	1	1	-	-	1	1 1%	1	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	60	30	30	27	17	16	46	14	18	42	50	10	41	19	42	6	12	18
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
Savings or regular income from current account	5 9%	1 3%	4 14%	2 7%	1 5%	2 16%	5 11%	-	1 6%	4 10%	4 9%	1 8%	4 11%	1 4%	5 12%	-	-	-
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	1 3%	1 5%	1 4%	1 8%	-	1 2%	1 12%	1 8%	1 2%	1 3%	1 8%	2 7%	-	2 5%	-	-	-
Local authority/Council	11 21%	6 23%	5 19%	2 7%	5 32%	4 30%	10 25%	1 6%	5 33%	6 15%	8 20%	3 26%	3 9%	8 39%	7 18%	1 16%	3 36%	4 30%
Housing Association	3 6%	2 9%	1 4%	1 6%	2 13%	-	1 2%	2 22%	1 8%	2 6%	3 8%	-	3 10%	-	-	-	3 37%	3 25%
Landlord	3 5%	3 11%	-	3 12%	-	-	1 2%	2 19%	-	3 8%	3 6%	-	3 8%	-	-	2 50%	1 7%	3 21%
Energy company (Energy Company Obligation - ECO)	9 17%	3 13%	6 22%	6 27%	2 11%	1 10%	8 20%	1 8%	2 13%	7 19%	7 16%	2 21%	7 20%	3 12%	9 23%	-	-	-
Other Green Deal provider/ installer (not an energy company)	5 10%	1 4%	5 17%	4 16%	1 6%	1 6%	5 13%	-	2 11%	4 10%	4 9%	2 18%	2 6%	4 18%	5 11%	-	1 10%	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	2 7%	1 3%	-	2 17%	1 5%	2 6%	-	2 15%	-	2 6%	-	1 2%	2 9%	2 6%	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 5%	1 6%	1 5%	1 3%	1 5%	1 10%	3 7%	-	1 8%	2 4%	2 5%	1 7%	2 7%	1 4%	2 4%	1 34%	-	1 17%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	2 8%	-	1 3%	1 8%	-	1 3%	1 7%	-	2 5%	2 5%	-	2 6%	-	2 5%	-	-	-
Don't know	9 17%	4 15%	5 18%	4 18%	1 8%	3 23%	6 14%	3 27%	* 3%	8 23%	8 18%	1 12%	5 16%	4 18%	7 17%	-	2 20%	2 14%
NET: Financed themselves	7 13%	2 6%	5 19%	2 10%	2 13%	2 16%	5 13%	1 12%	2 14%	5 12%	5 12%	2 16%	6 18%	1 4%	7 17%	-	-	-
NET: Paid for fully or partially by third party (including grants, subsidies)	31 58%	15 59%	16 58%	16 68%	9 56%	7 46%	25 59%	6 54%	10 60%	21 58%	25 57%	7 65%	18 54%	13 65%	21 52%	3 66%	7 80%	10 76%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 19%	3 10%	8 28%	3 11%	4 24%	4 26%	9 21%	1 12%	6 37%	4 11%	8 18%	2 22%	5 16%	5 24%	10 25%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10	3	8	3	4	4	9	1	6	4	8	2	5	5	10	-	-	-
	19%	10%	28%	11%	24%	26%	21%	12%	37%	11%	18%	22%	16%	24%	25%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	60	58	2	23	26	3	10	19	13	18	37	23
Weighted Base	53	51*	2**	22**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	25	3	10	18	13	16	35	21
Savings or regular income from current account	5 9%	5 9%	-	2 11%	2 11%	-	1 10%	1 4%	1 7%	2 14%	4 12%	1 3%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	2 4%	-	1 6%	1 4%	-	-	-	1 7%	1 8%	-	2 10%
Local authority/Council	11 21%	10 20%	1 50%	3 16%	6 27%	-	1 8%	4 22%	3 23%	4 24%	5 16%	6 28%
Housing Association	3 6%	3 7%	-	1 6%	1 5%	-	-	2 14%	1 9%	-	2 6%	1 7%
Landlord	3 5%	3 5%	-	-	1 3%	-	2 25%	1 4%	-	-	1 4%	1 7%
Energy company (Energy Company Obligation - ECO)	9 17%	9 18%	-	3 16%	5 21%	1 37%	2 21%	5 30%	1 8%	1 8%	7 21%	2 11%
Other Green Deal provider/ installer (not an energy company)	5 10%	4 7%	2 100%	3 13%	3 13%	-	1 11%	3 16%	1 8%	1 5%	2 6%	4 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	53	51*	2**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	3	10	18	13	16	35	21
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	2 5%	-	2 8%	1 3%	-	-	-	2 15%	1 2%	2 8%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-
Free	3 5%	3 6%	-	1 3%	2 10%	1 8%	-	1 7%	2 9%	3 9%	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	2 4%	-	2 9%	-	-	-	1 7%	1 7%	2 6%	-
Don't know	9 17%	9 17%	-	2 11%	2 11%	2 63%	1 16%	3 19%	3 23%	2 10%	2 8%
NET: Financed themselves	7 13%	7 13%	-	4 17%	3 14%	-	1 10%	1 4%	2 14%	4 12%	3 13%
NET: Paid for fully or partially by third party (including grants, subsidies)	31 58%	29 57%	2 100%	11 51%	14 65%	1 37%	5 66%	14 81%	5 49%	6 38%	15 70%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 19%	10 20%	-	6 26%	4 20%	-	1 11%	2 10%	1 7%	7 41%	6 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

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19 Jun 2014

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	53	51*	2**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	3	10	18	13	16	35	21
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 19%	10 20%	-	6 26%	4 20%	1 11%	2 10%	1 7%	7 41%	4 12%	6 30%

Weighted Base

Effective base

NET: Paid for/intend to pay
for through Green Deal
cashback scheme (from
question 120)



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

Page 2209

19 Jun 2014

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	60	34	10	18	-	52	5	10	50	-	-	60	-
Weighted Base	53	31*	8**	16**	**	45*	5**	9**	45*	**	**	53*	**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
Savings or regular income from current account	5 9%	4 13%	1 8%	-	-	5 10%	-	1 10%	4 9%	-	-	5 9%	-
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	1 4%	-	1 5%	-	2 5%	-	-	2 5%	-	-	2 4%	-
Local authority/Council	11 21%	6 19%	1 8%	5 29%	-	9 20%	2 38%	1 15%	10 22%	-	-	11 21%	-
Housing Association	3 6%	1 3%	-	2 15%	-	2 5%	1 20%	-	3 8%	-	-	3 6%	-
Landlord	3 5%	-	-	3 18%	-	3 6%	-	2 24%	1 2%	-	-	3 5% F	-
Energy company (Energy Company Obligation - ECO)	9 17%	8 27%	1 18%	-	-	8 18%	1 24%	1 15%	8 18%	-	-	9 17%	-
Other Green Deal provider/ installer (not an energy company)	5 10%	5 15%	-	1 6%	-	2 4%	1 18%	1 11%	5 10%	-	-	5 10%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	53	31*	8**	16**	-**	45*	5**	9**	45*	-**	-**	53*	-**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	1 2%	-	2 11%	-	2 5%	-	-	2 6%	-	-	2 5%	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 5%	2 7%	1 18%	-	-	3 6%	-	1 16%	2 3%	-	-	3 5%	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	1 3%	-	1 8%	-	2 4%	-	1 9%	1 3%	-	-	2 4%	-
Don't know	9 17%	3 9%	4 49%	2 13%	-	8 17%	1 17%	-	9 20%	-	-	9 17%	-
NET: Financed themselves	7 13%	5 17%	1 8%	1 5%	-	7 15%	-	1 10%	6 13%	-	-	7 13%	-
NET: Paid for fully or partially by third party (including grants, subsidies)	31 58%	20 64%	2 26%	10 62%	-	24 53%	4 83%	6 65%	26 57%	-	-	31 58%	-
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 19%	8 27%	-	2 11%	-	9 20%	-	-	10 23%	-	-	10 19%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 509

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base 53	31*	8**	16**	-**	45*	5**	9**	45*	-**	-**	53*	-**
Effective base 56	32	9	16	-	48	5	9	47	-	-	56	-
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120) 10 19%	8 27%	-	2 11%	-	9 20%	-	-	10 23%	-	-	10 19%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	60	-	4	2	6	1	10	10	50	-	-	60	8	52	43	17
Weighted Base	53	..	4**	1**	5**	1**	9**	9**	45*	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
Savings or regular income from current account	5 9%	-	1 20%	-	-	-	1 10%	1 10%	4 9%	-	-	5 9%	1 9%	4 9%	3 8%	2 12%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	-	-	-	-	-	-	-	2 5%	-	-	2 4%	2 27%	-	2 5%	-
Local authority/Council	11 21%	-	1 31%	-	1 25%	-	1 15%	1 15%	10 22%	-	-	11 21%	-	11 24%	9 22%	2 17%
Housing Association	3 6%	-	-	-	-	-	-	-	3 8%	-	-	3 6%	-	3 8%	1 3%	2 18%
Landlord	3 5%	-	-	1 100%	1 14%	-	2 24%	2 24%	1 2%	-	-	3 5%	-	3 6%	-	3 21%
Energy company (Energy Company Obligation - ECO)	9 17%	-	1 32%	-	-	1 100%	1 15%	1 15%	8 18%	-	-	9 17%	1 11%	8 18%	8 21%	1 7%
Other Green Deal provider/ installer (not an energy company)	5 10%	-	-	-	1 18%	-	1 11%	1 11%	5 10%	-	-	5 10%	1 11%	5 10%	4 9%	2 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	53	-**	4**	1**	5**	1**	9**	9**	45*	-**	-**	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	-	-	-	-	-	-	-	2 6%	-	-	2 5%	2 22%	1 2%	2 6%	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 5%	-	1 17%	-	1 28%	-	1 16%	1 16%	2 3%	-	-	3 5%	1 9%	2 5%	3 7%	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	-	-	-	1 15%	-	1 9%	1 9%	1 3%	-	-	2 4%	-	2 4%	2 5%	-
Don't know	9 17%	-	-	-	-	-	-	-	9 20%	-	-	9 17%	1 10%	8 18%	6 16%	3 19%
NET: Financed themselves	7 13%	-	1 20%	-	-	-	1 10%	1 10%	6 13%	-	-	7 13%	3 36%	4 9%	5 13%	2 12%
NET: Paid for fully or partially by third party (including grants, subsidies)	31 58%	-	3 63%	1 100%	3 57%	1 100%	6 65%	6 65%	26 57%	-	-	31 58%	2 22%	29 65%	22 55%	9 69%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	53	-**	4**	1**	5**	1**	9**	9**	45*	-**	-**	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 19%	-	-	-	-	-	-	-	10 23%	-	-	10 19%	5 60%	5 12%	9 21%	2 12%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 19%	-	-	-	-	-	-	-	10 23%	-	-	10 19%	5 60%	5 12%	9 21%	2 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	60	12	19	16	11	15	17	23	15	10	8	2	2	58	12	43	8	35
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
Savings or regular income from current account	5 9%	1 7%	1 5%	2 16%	1 7%	2 11%	1 5%	1 4%	1 5%	-	-	1 -	-	5 9%	2 21%	1 4%	-	1 5%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	-	1 5%	-	1 13%	-	1 5%	1 4%	-	1 15%	-	-	-	2 4%	-	2 6%	-	2 7%
Local authority/Council	11 21%	4 34%	5 33%	1 6%	1 12%	3 21%	3 20%	2 13%	3 23%	1 11%	4 52%	1 58%	1 58%	10 20%	-	10 28%	4 52%	7 22%
Housing Association	3 6%	2 19%	-	-	1 13%	-	1 9%	1 6%	-	1 15%	-	-	-	3 7%	-	3 9%	3 48%	-
Landlord	3 5%	1 7%	1 8%	-	-	-	2 17%	1 6%	1 6%	1 15%	-	1 42%	1 42%	2 4%	-	3 7%	-	3 9%
Energy company (Energy Company Obligation - ECO)	9 17%	1 7%	3 17%	6 38%	-	-	5 34%	4 23%	2 12%	1 9%	2 27%	-	-	9 18%	3 25%	6 17%	-	6 21%
Other Green Deal provider/installer (not an energy company)	5 10%	-	1 6%	2 12%	3 27%	2 13%	-	4 20%	2 15%	1 9%	1 13%	1 58%	1 58%	5 9%	3 23%	3 7%	-	3 9%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	1 7%	-	2 12%	-	2 18%	-	-	1 6%	2 19%	-	-	-	2 5%	2 15%	1 2%	-	1 2%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 5%	-	1 4%	1 5%	1 7%	2 11%	-	2 12%	1 5%	-	-	-	-	3 6%	1 7%	2 6%	-	2 7%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	1 7%	-	-	1 12%	1 6%	-	-	-	-	-	-	-	2 4%	-	2 5%	-	2 7%
Don't know	9 17%	2 18%	5 28%	2 11%	1 8%	4 27%	5 32%	1 7%	4 29%	1 7%	*	-	-	9 17%	2 17%	4 10%	-	4 13%
NET: Financed themselves	7 13%	1 7%	2 10%	2 16%	2 20%	2 11%	2 10%	2 8%	1 5%	1 15%	-	-	-	7 13%	2 21%	4 10%	-	4 12%
NET: Paid for fully or partially by third party (including grants, subsidies)	31 58%	7 67%	10 58%	8 56%	5 53%	4 27%	10 63%	14 73%	7 55%	5 59%	6 93%	2 100%	2 100%	29 57%	6 48%	25 67% W	7 100%	18 59%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 19%	2 14%	2 13%	4 24%	3 29%	5 34%	1 5%	3 14%	2 13%	4 43%	1 19%	-	-	10 20%	6 51%	3 9%	-	3 11%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 19%	2 14%	2 13%	4 24%	3 29%	5 34%	1 5%	3 14%	2 13%	4 43%	1 19%	-	-	10 20%	6 51%	3 9%	-	3 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	60	21	22	27	16	1	19	2	21	16	9	30	27	21	19	21
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
Savings or regular income from current account	5 9%	2 12%	1 7%	2 9%	1 11%	-	2 13%	-	-	4 25%	1 9%	3 10%	2 8%	2 9%	2 14%	1 4%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	2 11%	-	2 9%	-	-	2 12%	-	-	1 8%	1 10%	1 5%	1 3%	1 5%	-	1 7%
Local authority/Council	11 21%	4 19%	4 19%	5 20%	2 17%	-	3 16%	1 55%	5 29%	4 28%	1 8%	6 22%	4 15%	1 4%	5 31%	5 27%
Housing Association	3 6%	1 5%	2 13%	2 10%	1 8%	-	1 6%	-	2 14%	1 -	-	3 13%	-	1 6%	-	2 12%
Landlord	3 5%	-	3 14%	-	3 21%	1 100%	-	-	2 12%	-	-	3 11%	-	3 16%	-	-
Energy company (Energy Company Obligation - ECO)	9 17%	4 19%	4 22%	5 19%	3 22%	-	4 21%	-	1 7%	2 15%	3 40%	-	8 33%	1 7%	1 9%	7 32%
Other Green Deal provider/ installer (not an energy company)	5 10%	2 10%	1 5%	2 7%	1 7%	-	2 11%	-	2 11%	1 -	1 10%	3 11%	3 11%	3 16%	1 6%	2 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	2 9%	-	2 7%	-	-	2 10%	-	-	2 11%	-	-	2 10%	-	1 4%	2 9%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 5%	2 12%	1 4%	2 9%	1 5%	-	2 9%	1 45%	1 4%	1 5%	-	1 6%	1 6%	1 4%	1 9%	1 4%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	-	1 6%	-	1 9%	-	-	-	2 12%	-	-	2 8%	-	1 4%	-	1 6%
Don't know	9 17%	1 7%	2 10%	3 13%	-	-	1 7%	-	3 17%	2 13%	2 23%	4 15%	4 17%	5 29%	4 28%	-
NET: Financed themselves	7 13%	4 24%	1 7%	4 18%	1 11%	-	4 26%	-	-	5 33%	2 18%	4 15%	3 12%	2 14%	2 14%	2 10%
NET: Paid for fully or partially by third party (including grants, subsidies)	31 58%	10 53%	14 72%	14 56%	10 75%	1 100%	9 52%	1 55%	12 67%	7 43%	5 58%	14 54%	15 59%	9 49%	7 45%	15 75%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 510

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 19%	5 29%	1 4%	5 22%	1 6%	-	5 32%	-	-	7 43%	2 19%	4 17%	6 23%	2 10%	4 23%	5 23%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 19%	5 29%	1 4%	5 22%	1 6%	-	5 32%	-	-	7 43%	2 19%	4 17%	6 23%	2 10%	4 23%	5 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 511

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	60	26	43	51	9	17	20	20	49	5	50	5
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
Savings or regular income from current account	5 9%	5 21%	3 8%	5 10%	-	1 9%	2 13%	1 5%	2 5%	2 39%	2 5%	2 36%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	-	2 5%	2 5%	-	-	-	2 13%	1 3%	1 20%	1 3%	1 18%
Local authority/Council	11 21%	5 22%	9 22%	9 21%	2 22%	4 27%	3 19%	3 20%	9 21%	1 23%	9 21%	1 21%
Housing Association	3 6%	-	1 3%	1 2%	2 33%	-	1 6%	2 14%	3 8%	-	3 8%	-
Landlord	3 5%	2 9%	-	2 4%	1 10%	1 9%	1 4%	1 4%	2 5%	-	2 5%	-
Energy company (Energy Company Obligation - ECO)	9 17%	6 25%	8 21%	9 20%	-	3 18%	5 26%	1 5%	8 20%	1 19%	7 16%	1 17%
Other Green Deal provider/installer (not an energy company)	5 10%	2 8%	4 9%	5 10%	1 13%	1 6%	1 5%	3 17%	5 11%	1 23%	5 10%	1 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 511

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	1 3%	2 6%	2 5%	-	-	2 14%	-	2 4%	1 18%	2 6%	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 5%	1 7%	3 7%	3 6%	-	1 5%	2 12%	-	3 7%	-	3 7%	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	2 9%	2 5%	2 4%	-	1 8%	-	1 5%	1 2%	-	2 5%	-
Don't know	9 17%	-	6 16%	6 14%	3 35%	3 20%	2 11%	3 17%	6 15%	-	6 14%	1 26%
NET: Financed themselves	7 13%	5 21%	5 13%	7 15%	-	1 9%	2 13%	3 18%	4 8%	2 59%	4 9%	2 53%
NET: Paid for fully or partially by third party (including grants, subsidies)	31 58%	14 64%	22 55%	26 57%	5 65%	9 59%	10 55%	10 60%	28 64%	2 42%	26 60%	2 38%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question I19+I20)	10 19%	5 22%	9 21%	10 22%	-	2 13%	4 22%	3 19%	8 18%	2 37%	9 21%	1 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 511

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question I20)	10 19%	5 22%	9 21%	10 22%	-	2 13%	4 22%	3 19%	8 18%	2 37%	9 21%	1 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 511

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	60	50	3	6	12	48	36	5	22	6	1	12	9	11	21
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
Savings or regular income from current account	5 9%	4 9%	1 26%	-	2 14%	3 7%	4 11%	-	1 4%	2 26%	-	-	1 10%	1 6%	2 9%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	1 3%	-	1 13%	1 7%	1 3%	2 6%	-	-	1 21%	-	-	-	-	1 5%
Local authority/Council	11 21%	10 23%	-	1 15%	1 8%	10 24%	4 12%	1 26%	7 39%	2 36%	-	1 14%	2 27%	1 9%	4 24%
Housing Association	3 6%	2 6%	1 33%	-	1 12%	2 5%	1 3%	-	2 14%	1 16%	-	2 24%	-	-	-
Landlord	3 5%	3 6%	-	-	-	3 7%	1 2%	1 14%	2 12%	-	-	1 14%	-	1 7%	1 4%
Energy company (Energy Company Obligation - ECO)	9 17%	8 18%	1 40%	-	2 18%	7 17%	9 25%	1 27%	1 4%	-	-	1 6%	2 23%	3 29%	4 21%
Other Green Deal provider/installer (not an energy company)	5 10%	5 11%	-	1 15%	1 8%	5 11%	5 13%	-	1 5%	-	-	-	3 33%	1 9%	2 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 511

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	1 2%	-	2 28%	2 22%	-	2 5%	-	1 4%	-	-	-	-	-	2 14%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 5%	2 5%	-	1 13%	1 7%	2 5%	1 4%	1 15%	1 4%	-	1 100%	-	1 9%	1 7%	1 4%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	1 3%	-	1 13%	1 7%	1 3%	2 6%	1 16%	-	-	-	-	-	2 20%	-
Don't know	9 17%	7 16%	-	1 19%	1 10%	8 18%	5 14%	-	3 19%	-	-	4 42%	1 9%	1 12%	3 15%
NET: Financed themselves	7 13%	5 12%	1 26%	1 13%	2 22%	4 10%	6 18%	-	1 4%	3 48%	-	-	1 10%	1 6%	2 13%
NET: Paid for fully or partially by third party (including grants, subsidies)	31 58%	28 64%	2 74%	1 15%	4 39%	27 63%	19 56%	3 68%	12 68%	3 52%	-	6 58%	6 72%	5 54%	10 59%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 19%	8 19%	-	2 28%	3 29%	7 16%	9 25%	-	2 9%	3 48%	-	-	1 16%	1 9%	5 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 511

119 (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question I20)	10 19%	8 19%	-	2 28%	3 29%	7 16%	9 25%	-	2 9%	3 48%	-	-	1 16%	1 9%	5 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 512

I19_SUM (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

I19: Summary table										
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	16	10	21	-	1	1	8	1	1	-
Weighted Base	15	8	19	-	1	1	8	1	1	-
Effective base	15	9	20	-	1	1	7	1	1	-
Savings or regular income from current account	-	-	2 13%	-	-	1 100%	1 10%	1 100%	-	-
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	-	-	1 7%	-	-	-	1 11%	-	-	-
Local authority/Council	-	1 8%	9 51%	-	-	-	-	1 100%	-	-
Housing Association	1 7%	1 8%	1 4%	-	-	-	-	-	1 100%	-
Landlord	1 5%	1 8%	1 4%	-	1 100%	-	-	-	-	-
Energy company (Energy Company Obligation - ECO)	8 51%	1 11%	1 4%	-	-	-	-	-	-	-
Other Green Deal provider/ installer (not an energy company)	3 18%	-	3 15%	-	-	-	-	-	-	-
Green Deal finance scheme (loan paid back through savings on your electricity bill)	-	-	1 4%	-	-	-	2 23%	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-
Free	1 5%	1 9%	-	-	-	-	1 19%	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 512

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19 Jun 2014

I19_SUM (M) And how do you intend to pay for (Measure)?

Base: All key measures that are in the process of being installed

I19: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	15	8	19	-	1	1	8	1	1	1	-
Effective base	15	9	20	-	1	1	7	1	1	1	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	-	-	-	-	-	-	2 27%	-	-	-	-
Don't know	2 14%	5 56%	1 7%	-	-	-	1 10%	-	-	-	-
NET: Financed themselves	-	-	4 21%	-	-	1 100%	2 20%	1 100%	-	-	-
NET: Paid for fully or partially by third party (including grants, subsidies)	12 81%	3 36%	13 72%	-	1 100%	-	-	-	1 100%	1 100%	-
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question I19+I20)	2 12%	-	6 32%	-	-	-	2 33%	-	-	-	-
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question I20)	2 12%	-	6 32%	-	-	-	2 33%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	55	28	27	23	16	16	43	12	17	38	46	9	37	18	40	5	10	15
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
Savings or regular income from current account	5 9%	1 3%	4 16%	2 8%	1 5%	2 16%	5 12%	-	1 6%	4 11%	4 10%	1 9%	4 13%	1 5%	5 12%	-	-	-
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	1 3%	1 5%	1 4%	1 9%	-	1 2%	1 14%	1 9%	1 2%	1 3%	1 9%	2 7%	-	2 6%	-	-	-
Local authority/Council	11 23%	6 24%	5 21%	2 8%	5 34%	4 30%	10 26%	1 7%	5 35%	6 17%	8 21%	3 28%	3 10%	8 41%	7 18%	1 19%	3 44%	4 36%
Housing Association	3 6%	2 7%	1 4%	1 3%	2 14%	-	1 3%	2 18%	1 4%	2 6%	3 7%	-	3 9%	-	-	-	3 36%	3 24%
Landlord	2 4%	2 9%	-	2 11%	-	-	1 2%	1 14%	-	2 6%	2 5%	-	2 7%	-	-	1 40%	1 9%	2 19%
Energy company (Energy Company Obligation - ECO)	9 19%	3 13%	6 24%	6 31%	2 11%	1 10%	8 21%	1 9%	2 13%	7 21%	7 18%	2 23%	7 23%	3 13%	9 24%	-	-	-
Other Green Deal provider/ installer (not an energy company)	5 9%	1 4%	4 15%	3 14%	1 6%	1 6%	5 12%	-	2 12%	3 8%	3 7%	2 20%	2 6%	3 14%	4 10%	-	1 12%	1 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	2 7%	1 3%	-	2 12%	1 5%	2 6%	-	2 16%	-	2 6%	-	1 2%	2 9%	2 7%	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 6%	1 6%	1 6%	1 4%	1 5%	1 10%	3 7%	-	1 9%	2 5%	2 6%	1 7%	2 7%	1 4%	2 4%	1 41%	-	1 13%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	2 8%	-	1 4%	1 8%	-	1 3%	1 8%	-	2 6%	2 5%	-	2 7%	-	2 5%	-	-	-
Don't know	9 18%	4 16%	5 20%	4 21%	1 8%	3 23%	6 15%	3 31%	* 3%	8 25%	8 19%	1 13%	5 17%	4 19%	7 18%	-	2 24%	2 17%
NET: Financed themselves	7 14%	2 6%	5 21%	2 12%	2 14%	2 16%	5 14%	1 14%	2 14%	5 14%	5 13%	2 18%	6 20%	1 5%	7 18%	-	-	-
NET: Paid for fully or partially by third party (including grants, subsidies)	27 55%	14 56%	13 53%	12 63%	8 53%	7 46%	22 57%	5 47%	9 58%	18 53%	21 53%	6 62%	14 49%	12 64%	19 50%	2 59%	6 76%	8 71%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 21%	3 10%	8 31%	3 13%	4 26%	4 26%	9 22%	1 14%	6 38%	4 12%	8 20%	2 24%	5 18%	5 25%	10 27%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

119 (R) And how you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10	3	8	3	4	4	9	1	6	4	8	2	5	5	10	-	-	-
	21%	10%	31%	13%	26%	26%	22%	14%	38%	12%	20%	24%	18%	25%	27%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	55	53	2	21	25	3	8	16	13	18	35	20
Weighted Base	49	47*	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	19	24	3	8	15	13	16	33	18
Savings or regular income from current account	5 9%	5 10%	-	2 12%	2 11%	-	1 13%	1 5%	1 7%	2 14%	4 13%	1 3%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	2 5%	-	1 7%	1 4%	-	-	-	1 7%	1 8%	-	2 12%
Local authority/Council	11 23%	10 21%	1 50%	3 17%	6 28%	-	1 10%	4 26%	3 23%	4 24%	5 17%	6 32%
Housing Association	3 6%	3 6%	-	1 3%	1 5%	-	-	2 11%	1 9%	-	2 7%	1 4%
Landlord	2 4%	2 4%	-	-	1 4%	-	1 21%	1 5%	-	-	1 2%	1 8%
Energy company (Energy Company Obligation - ECO)	9 19%	9 20%	-	3 17%	5 22%	1 37%	2 26%	5 36%	1 8%	1 8%	7 22%	2 13%
Other Green Deal provider/ installer (not an energy company)	5 9%	3 6%	2 100%	2 9%	3 13%	-	1 13%	2 12%	1 8%	1 5%	2 6%	3 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	49	47*	2**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	24	3	8	15	13	16	33	18
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	2 5%	-	1 3%	-	-	-	-	2 15%	1 2%	2 9%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-
Free	3 6%	3 6%	-	2 10%	-	1 10%	-	1 7%	2 9%	3 10%	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	2 4%	-	-	-	-	-	1 7%	1 7%	2 7%	-
Don't know	9 18%	9 19%	-	2 11%	2 63%	1 20%	3 23%	3 23%	2 10%	7 23%	2 9%
NET: Financed themselves	7 14%	7 14%	-	3 15%	-	1 13%	1 5%	2 14%	4 22%	4 13%	3 15%
NET: Paid for fully or partially by third party (including grants, subsidies)	27 55%	25 53%	2 100%	13 63%	1 37%	4 57%	11 77%	5 49%	6 38%	15 48%	12 66%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 21%	10 21%	-	4 21%	-	1 13%	2 11%	1 7%	7 41%	4 13%	6 34%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	49	47*	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	19	24	3	8	15	13	16	33	18
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 21%	10 21%	-	6 28%	4 21%	-	1 13%	2 11%	1 7%	7 41%	4 13%	6 34%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	55	32	10	15	-	49	4	9	46	-	-	55	-
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
Savings or regular income from current account	5 9%	4 14%	1 8%	-	-	5 11%	-	1 10%	4 9%	-	-	5 9%	-
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	1 5%	-	1 6%	-	2 5%	-	-	2 5%	-	-	2 4%	-
Local authority/Council	11 23%	6 20%	1 8%	5 34%	-	9 21%	2 48%	1 16%	10 24%	-	-	11 23%	-
Housing Association	3 6%	1 4%	-	2 13%	-	2 4%	1 25%	-	3 7%	-	-	3 6%	-
Landlord	2 4%	-	-	2 16%	-	2 5%	-	1 17%	1 2%	-	-	2 4%	-
Energy company (Energy Company Obligation - ECO)	9 19%	8 29%	1 18%	-	-	8 18%	1 30%	1 16%	8 19%	-	-	9 19%	-
Other Green Deal provider/ installer (not an energy company)	5 9%	4 12%	-	1 7%	-	2 4%	1 23%	1 12%	4 9%	-	-	5 9%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

I19 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	1 2%	-	2 13%	-	2 6%	-	-	2 6%	-	-	2 5%	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 6%	2 8%	1 18%	-	-	3 7%	-	1 18%	2 4%	-	-	3 6%	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	1 3%	-	1 9%	-	2 5%	-	1 10%	1 3%	-	-	2 4%	-
Don't know	9 18%	3 9%	4 49%	2 16%	-	8 18%	1 22%	-	9 21%	-	-	9 18%	-
NET: Financed themselves	7 14%	5 18%	1 8%	1 6%	-	7 16%	-	1 10%	6 14%	-	-	7 14%	-
NET: Paid for fully or partially by third party (including grants, subsidies)	27 55%	18 62%	2 26%	7 56%	-	22 51%	3 7%	5 62%	22 53%	-	-	27 55%	-
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question I19+I20)	10 21%	8 29%	-	2 13%	-	9 21%	-	-	10 25%	-	-	10 21%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 513

I19 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base 49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base 51	30	9	14	-	45	4	8	43	-	-	51	-
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question I20) 10 21%	8 29%	-	2 13%	-	9 21%	-	-	10 25%	-	-	10 21%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	55	-	4	1	6	1	9	9	46	-	9	46	7	48	41	14
Weighted Base	49	-**	4**	1**	5**	1**	8**	8**	41*	-**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
Savings or regular income from current account	5 9%	-	1 20%	-	-	-	1 10%	1 10%	4 9%	-	1 10%	4 9%	1 10%	4 9%	3 8%	2 14%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	-	-	-	-	-	-	-	2 5%	-	-	2 5%	2 31%	-	2 6%	-
Local authority/Council	11 23%	-	1 31%	-	1 25%	-	1 16%	1 16%	10 24%	-	1 16%	10 24%	-	11 26%	9 23%	2 21%
Housing Association	3 6%	-	-	-	-	-	-	-	3 7%	-	-	3 7%	-	3 6%	1 3%	2 16%
Landlord	2 4%	-	-	1 100%	1 14%	-	1 17%	1 17%	1 2%	-	1 17%	1 2%	-	2 5%	-	2 19%
Energy company (Energy Company Obligation - ECO)	9 19%	-	1 32%	-	-	1 100%	1 16%	1 16%	8 19%	-	1 16%	8 19%	1 13%	8 20%	8 22%	1 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

I19 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	49	**	4**	1**	5**	1**	8**	8**	41*	**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
Other Green Deal provider/ installer (not an energy company)	5 9%	-	-	-	1 18%	-	1 12%	1 12%	4 9%	-	1 12%	4 9%	1 13%	4 9%	3 7%	2 16%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	-	-	-	-	-	-	-	2 6%	-	-	2 6%	2 25%	1 2%	2 6%	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 6%	-	1 17%	-	1 28%	-	1 18%	1 18%	2 4%	-	1 18%	2 4%	1 10%	2 5%	3 8%	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	-	-	-	1 15%	-	1 10%	1 10%	1 3%	-	1 10%	1 3%	-	2 5%	2 5%	-
Don't know	9 18%	-	-	-	-	-	-	-	9 21%	-	-	9 21%	1 11%	8 19%	6 16%	3 23%
NET: Financed themselves	7 14%	-	1 20%	-	-	-	1 10%	1 10%	6 14%	-	1 10%	6 14%	3 41%	4 9%	5 14%	2 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	49	-**	4**	1**	5**	1**	8**	8**	41*	-**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
NET: Paid for fully or partially by third party (including grants, subsidies)	27 55%	-	3 63%	1 100%	3 57%	1 100%	5 62%	5 62%	22 53%	-	5 62%	22 53%	1 13%	26 62%	20 52%	7 63%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 21%	-	-	-	-	-	-	-	10 25%	-	-	10 25%	5 67%	5 13%	9 22%	2 14%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 21%	-	-	-	-	-	-	-	10 25%	-	-	10 25%	5 67%	5 13%	9 22%	2 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Unweighted Base	55	11	18	15	9	15	16	20	14	7	8	2	2	53	10	40	6
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
Savings or regular income from current account	5 9%	1 8%	1 5%	2 17%	1 8%	2 11%	1 5%	1 4%	1 5%	-	-	-	-	5 10%	2 25%	1 4%	-	1 5%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	-	1 5%	-	1 16%	-	1 5%	1 5%	-	1 19%	-	-	-	2 5%	-	2 6%	-	2 7%
Local authority/Council	11 23%	4 37%	5 34%	1 7%	1 15%	3 21%	3 21%	2 15%	3 24%	1 14%	4 52%	1 58%	1 58%	10 21%	-	10 30% W	4 68%	7 23%
Housing Association	3 6%	2 21%	-	-	1 8%	-	1 4%	1 6%	-	1 10%	-	-	-	3 6%	-	3 8%	3 51%	-
Landlord	2 4%	1 8%	1 4%	-	-	-	1 9%	1 9%	1 6%	1 10%	-	1 42%	1 42%	1 3%	-	2 6%	-	2 7%
Energy company (Energy Company Obligation - ECO)	9 19%	1 8%	3 18%	6 40%	-	-	5 35%	4 27%	2 13%	1 13%	2 27%	-	-	9 19%	3 29%	6 18%	-	6 21%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
Other Green Deal provider/installer (not an energy company)	5 9%	-	1 6%	2 13%	2 21%	2 13%	-	3 17%	1 8%	1 13%	1 13%	1 58%	1 58%	4 8%	2 18%	3 8%	-	3 9%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	1 8%	-	2 13%	-	2 18%	-	-	1 6%	2 25%	-	-	-	2 5%	2 17%	1 2%	-	1 2%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 6%	-	1 4%	1 5%	1 8%	2 11%	-	2 13%	1 6%	-	-	-	-	3 6%	1 8%	2 6%	-	2 7%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	1 8%	-	-	1 14%	1 6%	-	-	-	-	-	-	-	2 4%	-	2 6%	-	2 7%
Don't know	9 18%	2 20%	5 29%	2 11%	1 9%	4 27%	5 34%	1 9%	4 31%	1 10%	1 7%	-	-	9 19%	2 19%	4 11%	-	4 13%
NET: Financed themselves	7 14%	1 8%	2 10%	2 17%	2 24%	2 11%	2 10%	2 10%	1 5%	1 19%	-	-	-	7 14%	2 25%	4 10%	-	4 12%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base 51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
NET: Paid for fully or partially by third party (including grants, subsidies) 27 55%	6 64%	9 57%	7 54%	4 44%	4 27%	9 61%	11 69%	6 52%	3 46%	6 93%	2 100%	2 100%	25 53%	4 38%	22 64%	5 100%	17 58%
NET: Paid for/intend to pay for through Green Deal scheme, finance or cashback (from question 119+120) 10 21%	2 16%	2 14%	4 25%	3 35%	5 34%	1 5%	3 16%	2 14%	4 57%	1 19%	-	-	10 21%	6 60%	3 10%	-	3 12%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120) 10 21%	2 16%	2 14%	4 25%	3 35%	5 34%	1 5%	3 16%	2 14%	4 57%	1 19%	-	-	10 21%	6 60%	3 10%	-	3 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

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19 Jun 2014

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	55	19	20	24	15	1	17	2	18	16	8	27	25	19	19	18
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
Savings or regular income from current account	5 9%	2 14%	1 8%	2 10%	1 11%	-	2 15%	-	-	4 25%	1 10%	3 11%	2 9%	2 10%	2 14%	1 4%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	2 13%	-	2 10%	-	-	2 14%	-	-	1 8%	1 11%	1 6%	1 3%	1 5%	-	1 8%
Local authority/Council	11 23%	4 21%	4 20%	5 22%	2 18%	-	3 17%	1 55%	5 34%	4 28%	1 8%	6 25%	4 16%	1 4%	5 31%	5 31%
Housing Association	3 6%	1 6%	2 10%	2 8%	1 8%	-	1 7%	-	2 11%	-	-	3 12%	-	1 6%	-	2 10%
Landlord	2 4%	-	2 12%	-	2 17%	1 100%	-	-	1 9%	-	-	2 9%	-	2 13%	-	-
Energy company (Energy Company Obligation - ECO)	9 19%	4 21%	4 24%	5 22%	3 23%	-	4 23%	-	1 8%	2 15%	3 45%	-	8 36%	1 8%	1 9%	7 37%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
Other Green Deal provider/installer (not an energy company)	5 9%	2 11%	1 5%	2 8%	1 7%	-	2 12%	-	2 12%	-	1 12%	3 12%	2 8%	2 12%	1 6%	2 10%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	2 10%	-	2 8%	-	-	2 11%	-	-	2 11%	-	-	2 10%	-	1 4%	2 10%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 6%	2 13%	1 4%	2 10%	1 5%	-	2 10%	1 45%	1 5%	1 5%	-	1 6%	1 6%	1 5%	1 9%	1 4%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	-	1 7%	-	1 10%	-	-	-	2 13%	-	-	2 9%	-	1 5%	-	1 7%
Don't know	9 18%	1 7%	2 11%	3 15%	-	-	1 8%	-	3 19%	2 13%	2 26%	4 19%	4 19%	5 32%	4 28%	-
NET: Financed themselves	7 14%	4 26%	1 8%	4 20%	1 11%	-	4 29%	-	-	5 33%	2 20%	4 17%	3 12%	2 15%	2 14%	2 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 514

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
NET: Paid for fully or partially by third party (including grants, subsidies)	27	8	12	11	9	1	7	1	9	7	4	11	13	7	7	13
	55%	47%	70%	51%	74%	100%	47%	55%	62%	43%	54%	49%	56%	44%	45%	72%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10	5	1	5	1	-	5	-	-	7	2	4	6	2	4	5
	21%	32%	4%	25%	6%	-	36%	-	-	43%	21%	19%	24%	11%	23%	27%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10	5	1	5	1	-	5	-	-	7	2	4	6	2	4	5
	21%	32%	4%	25%	6%	-	36%	-	-	43%	21%	19%	24%	11%	23%	27%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 515

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	55	24	41	47	8	16	20	17	44	5	45	5
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
Savings or regular income from current account	5 9%	5 22%	3 8%	5 11%	-	1 9%	2 13%	1 6%	2 6%	2 39%	2 6%	2 36%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	-	2 6%	2 5%	-	-	-	2 15%	1 3%	1 20%	1 3%	1 18%
Local authority/Council	11 23%	5 23%	9 23%	9 22%	2 24%	4 28%	3 19%	3 24%	9 24%	1 23%	9 23%	1 21%
Housing Association	3 6%	-	1 3%	1 2%	2 26%	-	1 6%	2 12%	3 7%	-	3 7%	-
Landlord	2 4%	1 7%	-	1 3%	1 11%	1 5%	1 4%	1 5%	1 4%	-	1 4%	-
Energy company (Energy Company Obligation - ECO)	9 19%	6 27%	8 22%	9 22%	-	3 19%	5 26%	1 6%	8 22%	1 19%	7 18%	1 17%
Other Green Deal provider/installer (not an energy company)	5 9%	2 9%	3 7%	4 9%	1 14%	1 6%	1 5%	2 13%	4 9%	1 23%	4 9%	1 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 515

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	1 3%	2 6%	2 6%	-	-	2 14%	-	2 4%	1 18%	2 6%	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 6%	1 7%	3 8%	3 7%	-	1 5%	2 12%	-	3 8%	-	3 7%	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	2 10%	2 5%	2 5%	-	1 8%	-	1 6%	1 2%	-	2 5%	-
Don't know	9 18%	-	6 16%	6 15%	3 38%	3 21%	2 11%	3 20%	6 16%	-	6 16%	1 26%
NET: Financed themselves	7 14%	5 22%	5 14%	7 16%	-	1 9%	2 13%	2 22%	4 9%	2 59%	4 9%	2 53%
NET: Paid for fully or partially by third party (including grants, subsidies)	27 55%	13 61%	20 52%	23 54%	4 62%	9 57%	10 55%	7 53%	24 60%	2 42%	22 56%	2 38%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question I19+I20)	10 21%	5 23%	9 22%	10 24%	-	2 14%	4 22%	3 22%	8 20%	2 37%	9 24%	1 17%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 515

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19 Jun 2014

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question I20)	10 21%	5 23%	9 22%	10 24%	-	2 14%	4 22%	3 22%	8 20%	2 37%	9 24%	1 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 515

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	55	45	3	6	11	44	34	5	19	5	1	10	9	10	20
Unweighted Base	55	45	3	6	11	44	34	5	19	5	1	10	9	10	20
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
Savings or regular income from current account	5 9%	4 10%	1 26%	-	2 15%	3 8%	4 12%	-	1 5%	2 31%	-	-	1 10%	1 7%	2 9%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 4%	1 3%	-	1 13%	1 8%	1 3%	2 7%	-	-	1 26%	-	-	-	-	1 5%
Local authority/Council	11 23%	10 26%	-	1 15%	1 9%	10 26%	4 13%	1 26%	7 45%	2 43%	-	1 16%	2 27%	1 10%	4 25%
Housing Association	3 6%	2 4%	1 33%	-	1 7%	2 5%	1 3%	-	2 11%	1 19%	-	2 20%	-	-	-
Landlord	2 4%	2 5%	-	-	-	2 5%	1 2%	1 14%	1 9%	-	-	1 8%	-	1 8%	1 4%
Energy company (Energy Company Obligation - ECO)	9 19%	8 20%	1 40%	-	2 19%	7 19%	9 26%	1 27%	4 4%	-	-	1 7%	2 23%	3 32%	4 22%
Other Green Deal provider/installer (not an energy company)	5 9%	4 9%	-	1 15%	1 9%	4 9%	4 11%	-	1 6%	-	-	-	3 33%	1 10%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 515

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2 5%	1 2%	-	2 28%	2 24%	-	2 5%	-	1 5%	-	-	-	-	-	2 15%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3 6%	2 6%	-	1 13%	1 7%	2 6%	1 5%	1 15%	1 5%	-	1 100%	-	1 9%	1 8%	1 4%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2 4%	1 3%	-	1 13%	1 7%	1 3%	2 6%	1 16%	-	-	-	-	-	2 22%	-
Don't know	9 18%	7 18%	-	1 19%	1 11%	8 20%	5 14%	-	3 22%	-	-	4 48%	1 9%	1 13%	3 16%
NET: Financed themselves	7 14%	5 13%	1 26%	1 13%	2 23%	4 11%	6 19%	-	1 5%	3 57%	-	-	1 10%	1 7%	2 14%
NET: Paid for fully or partially by third party (including grants, subsidies)	27 55%	24 61%	2 74%	1 15%	4 35%	23 60%	17 53%	3 68%	10 63%	2 43%	-	4 52%	6 72%	5 50%	10 56%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 21%	8 21%	-	2 28%	3 31%	7 18%	9 27%	-	2 10%	3 57%	-	-	1 16%	1 10%	5 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 515

119 (R) And how do you intend to pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Effective base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 21%	8 21%	-	2 28%	3 31%	7 18%	9 27%	-	2 10%	3 57%	-	-	1 16%	1 10%	5 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Savings or regular income from current account	5*	1*	4%	2*	1*	2%	5%	-	1*	4%	4%	1*	4%	1*	5%	-	-	-
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2*	1*	1*	1*	1*	-	1*	1%	1*	1*	1*	1*	2*	-	2*	-	-	-
Local authority/Council	11%	6%	5%	2%	5%	4%	10%	1%	5%	6%	8%	3%	3%	8%	7%	1%	3%	4%
Housing Association	3*	2*	1*	1*	2%	-	1*	2%	1*	2*	3*	-	3%	-	-	-	3%	3%
Landlord	2*	2*	-	2%	-	-	1*	1%	-	2*	2*	-	2*	-	-	1%	1*	2%
Energy company (Energy Company Obligation - ECO)	9%	3%	6%	6%	2%	1%	8%	1%	2%	7%	7%	2%	7%	3%	9%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Other Green Deal provider/ installer (not an energy company)	5	1	4	3	1	1	5	-	2	3	3	2	2	3	4	-	1	1
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2	2	1	-	2	1	2	-	2	-	2	-	1	2	2	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3	1	1	1	1	1	3	-	1	2	2	1	2	1	2	1	-	1
Government scheme (nts)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2	2	-	1	1	-	1	1	-	2	2	-	2	-	2	-	-	-
Don't know	9 1%	4 1%	5 1%	4 1%	1	3 1%	6 1%	3 2%	*	8 1%	8 1%	1	5 1%	4 1%	7 1%	-	2 1%	2 1%
Not in the process of installing any key measures	897 95%	469 95%	422 95%	319 94%	346 96%	229 94%	768 95%	113 92%	235 94%	658 95%	662 94%	235 96%	456 94%	440 96%	631 94%	84 96%	182 96%	266 96%
NET: Financed themselves	7 1%	2	5 1%	2 1%	2 1%	2 1%	5 1%	1 1%	2 1%	5 1%	5 1%	2 1%	6 1%	1	7 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Paid for fully or partially by third party (including grants, subsidies)	27 3%	14 3%	13 3%	12 4%	8 2%	7 3%	22 3%	5 4%	9 4%	18 3%	21 3%	6 2%	14 3%	12 3%	19 3%	2 2%	6 3%	8 3%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 1%	3 1%	8 2%	3 1%	4 1%	4 2%	9 1%	1 1%	6 2% i	4 1%	8 1%	2 1%	5 1%	5 1%	10 2% q	-	-	-
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 1%	3 1%	8 2%	3 1%	4 1%	4 2%	9 1%	1 1%	6 2% i	4 1%	8 1%	2 1%	5 1%	5 1%	10 2% q	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Savings or regular income from current account	5	5 1%	-	2 1%	2 1%	-	1	1	1	2 1%	4 1%	1
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2	2	-	1	1	-	-	-	1	1	-	2 1% w
Local authority/Council	11 1%	10 1%	1 1%	3 1%	6 1%	-	1	4 1%	3 1%	4 1%	5 1%	6 2%
Housing Association	3	3	-	1	1	-	-	2 1%	1	-	2	1
Landlord	2	2	-	-	1	-	1 1%	1	-	-	1	1
Energy company (Energy Company Obligation - ECO)	9 1%	9 1%	-	3 1%	5 1%	1 1%	2 1%	5 2%	1	1	7 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Other Green Deal provider/ installer (not an energy company)	5	3	2	2	3	-	1	2	1	1	2	3
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2	2	-	2	1	-	-	-	-	2	1	2
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-
Free	3	3	-	1	2	-	1	-	1	2	3	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2	2	-	2	-	-	-	-	1	1	2	-
Don't know	9	9	-	2	2	2	1	3	3	2	7	2
Not in the process of installing any key measures	897 95%	733 94%	164 99%	292 94%	407 95%	126 97%	159 96%	247 94%	217 95%	270 94%	597 95%	300 94%
NET: Financed themselves	7 1%	7 1%	-	4 1%	3 1%	-	1	1	2	4	4	3



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Paid for fully or partially by third party (including grants, subsidies)	27 3%	25 3%	2 1%	9 3%	13 3%	1 1%	4 2%	11 4%	5 2%	6 2%	15 2%	12 4%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 1%	10 1%	-	6 2%	4 1%	-	1 1%	2 1%	1 *	7 2%	4 1%	6 2%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 1%	10 1%	-	6 2%	4 1%	-	1 1%	2 1%	1 *	7 2%	4 1%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Savings or regular income from current account	5*	4 1%	1*	-	-	5 1%	-	1*	4 8%	-	-	5 7%	-
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2*	1*	-	1*	-	2*	-	-	2 5%	-	-	2*	-
Local authority/Council	11 1%	6 1%	1*	5 2%	-	9 1%	2 2%	1*	10 21%	-	-	11 2%	-
Housing Association	3*	1*	-	2 1%	-	2*	1 1%	-	3 6%	-	-	3*	-
Landlord	2*	-	-	2 1%	-	2*	-	1*	1 2%	-	-	2*	-
Energy company (Energy Company Obligation - ECO)	9 1%	8 2%	1 1%	-	-	8 1%	1 1%	1*	8 17%	-	-	9 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Other Green Deal provider/installer (not an energy company)	5	4 1%	-	1	-	2	1%	1	4 8% EGHIJ	-	-	5 1% E	-
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2	1	-	2 1%	-	2	-	-	2 5% EGHIJ	-	-	2	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3	2	1 1%	-	-	3	-	1	2 3% EU	-	-	3 1% E	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2	1	-	1 1%	-	2	-	1	1 3% EU	-	-	2 1% E	-
Don't know	9 1%	3 1%	4 3% Y	2 1%	-	8 1%	1 1%	-	9 19% EGHIJ	-	-	9 1% EJ	-
Not in the process of installing any key measures	897 95%	503 95%	134 94%	210 94%	73 100% ZA	741 94%	94 96%	561 99% FI	6 12%	106 100% FI	118 100% FI	567 92% F	330 100% EFI
NET: Financed themselves	7 1%	5 1%	1	1	-	7 1%	-	1	6 13% EGHIJ	-	-	7 1% E	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 516

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Paid for fully or partially by third party (including grants, subsidies)	27 3%	18 3%	2 2%	7 3%	-	22 3%	3 3%	5 1%	22 47%	-	-	27 4%	-
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 1%	8 2%	-	2 1%	-	9 1%	-	-	10 22%	-	-	10 2%	-
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 1%	8 2%	-	2 1%	-	9 1%	-	-	10 22%	-	-	10 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Savings or regular income from current account	5 *	1 *	-	-	-	1 *	1 *	4 1%	-	1 *	4 1%	1 *	4 1%	3 1%	2 *
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2 *	-	-	-	-	-	-	2 1%	-	-	2 1%	2 1% m	-	2 *	-
Local authority/Council	11 1%	1 *	-	1 1%	-	1 *	1 *	10 3% fg	-	1 *	10 2% j	-	11 1%	9 2%	2 1%
Housing Association	3 *	-	-	-	-	-	-	3 1%	-	-	3 1%	-	3 *	1 *	2 *
Landlord	2 *	-	1 1%	1 *	-	1 *	1 *	1 *	-	1 *	1 *	-	2 *	-	2 1%
Energy company (Energy Company Obligation - ECO)	9 1%	1 1%	-	-	1 1%	1 *	1 *	8 2% dfg	-	1 *	8 2% j	1 1%	8 1%	8 2% o	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Other Green Deal provider/ installer (not an energy company)	5	-	-	-	1	-	1	1	4	-	1	4	1	4	3	2
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2	-	-	-	-	-	-	-	2	-	-	2	2	1	2	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3	-	1	-	1	-	1	1	2	-	1	2	1	2	3	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2	-	-	-	1	-	1	1	1	-	1	1	-	2	2	-
Don't know	9 1%	-	-	-	-	-	-	-	9 2% bdfg	-	-	9 2% j	1	8 1%	6 1%	3 1%
Not in the process of installing any key measures	897 95%	86 100% h	252 98% h	55 99% h	222 98% h	129 99% h	561 99% h	547 99% h	336 89% h	75 100% k	440 98% k	381 90% k	158 96% l	739 95% m	497 93% n	400 97% o



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Financed themselves	7 1%	-	1	-	-	-	1	1	6	-	1	6	3	4	5	2
									2%			1%	2%	1%	1%	2
									fg			j				*
NET: Paid for fully or partially by third party (including grants, subsidies)	27 3%	-	3	1	3	1	5	5	22	-	5	22	1	26	20	7
		-	1%	1%	1%	1%	1%	1%	6%	-	1%	5%	1%	3%	4%	2%
									abdefg			j				*
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 1%	-	-	-	-	-	-	-	10	-	-	10	5	5	9	2
		-	-	-	-	-	-	-	3%	-	-	2%	3%	1%	2%	*
									bdfg			j	m			
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 1%	-	-	-	-	-	-	-	10	-	-	10	5	5	9	2
		-	-	-	-	-	-	-	3%	-	-	2%	3%	1%	2%	*
									bdfg			j	m			



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Savings or regular income from current account	5	1 1%	1	2 1%	1	2	1	1	1	-	-	-	-	5 1%	2 2% UW	1	-	1
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2	-	1	-	1 1%	-	1	1	-	1 1%	-	-	-	2	-	2	-	2
Local authority/Council	11 1%	4 4%	5 2%	1	1 1%	3 1%	3 1%	2 1%	3 2%	1 1%	4 2%	1 1%	1 1%	10 1%	-	10 1%	4 3%	7 1%
Housing Association	3	2 2% qr	-	-	1	-	1	1	-	1 1%	-	-	-	3	-	3	3 2% UW	-
Landlord	2	1 1%	1	-	-	-	-	1	1	1 1%	-	1 1%	1 1%	1	-	2	-	2
Energy company (Energy Company Obligation - ECO)	9 1%	1 1%	3 1%	6 2% L	-	-	5 2% M	4 1% M	2 1%	1 1%	2 1%	-	-	9 1%	3 2%	6 1%	-	6 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Other Green Deal provider/installer (not an energy company)	5*	-	1*	2	2	2*	-	3	1	1	1	1	1	4*	2	3*	-	3*
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2*	1	-	2	-	2	-	-	1*	2	-	-	-	2*	2	1*	-	1*
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3*	-	1*	1*	1*	2*	-	2	1*	-	-	-	-	3*	1	2*	-	2*
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2*	1	-	-	1	1*	-	-	-	-	-	-	-	2*	-	2*	-	2*
Don't know	9	2	5	2	1	4	5	1	4	1	*	-	-	9	2	4	-	4
Not in the process of installing any key measures	897	84	335	236	192	389	245	307	169	90	145	97	83	814	117	672	122	550
	95%	90%	96%	94%	96%	97%	94%	95%	94%	93%	95%	98%	98%	94%	92%	95%	96%	95%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Financed themselves	7 1%	2	2 1%	2 1%	2	2 1%	2	1	1 1%	-	-	-	7 1%	2 2%	4 1%	-	4 1%
NET: Paid for fully or partially by third party (including grants, subsidies)	27 3%	6 7%	9 3%	7 3%	4 2%	4 7%	9 3% M	11 3% M	6 3%	3 3%	6 4%	2 2%	25 3%	4 3%	22 3%	5 4%	17 3%
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 1%	2 2%	2 1%	4 1%	3 1%	5 1%	1	3 1%	2 1%	4 4% S	1 1%	-	10 1%	6 5% UVW	3	-	3 1%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 1%	2 2%	2 1%	4 1%	3 1%	5 1%	1	3 1%	2 1%	4 4% S	1 1%	-	10 1%	6 5% UVW	3	-	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Savings or regular income from current account	5	2	1	2	1	-	2	-	-	4	1	3	2	2	2	1
		7%	1	7%	1	-	7%	-	-	2%	7%	7%	2	7%	7%	1
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2	2	-	2	-	-	2	-	-	1	1	1	1	1	-	1
		7%	-	7%	-	-	7%	-	-	7%	7%	7%	7%	7%	-	7%
Local authority/Council	11	4	4	5	2	-	3	1	5	4	1	6	4	1	5	5
		7%	7%	7%	7%	-	7%	7%	7%	2%	7%	7%	7%	7%	7%	2%
Housing Association	3	1	2	2	1	-	1	-	2	-	-	3	-	1	-	2
		7%	7%	7%	7%	-	7%	-	7%	-	-	7%	-	7%	-	7%
Landlord	2	-	2	-	2	1	-	-	1	-	-	2	-	2	-	-
		-	7%	-	7%	7%	-	-	7%	-	-	7%	-	7%	-	-
Energy company (Energy Company Obligation - ECO)	9	4	4	5	3	-	4	-	1	2	3	-	8	1	1	7
		7%	7%	7%	7%	-	7%	-	7%	7%	2%	-	2%	7%	7%	2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Other Green Deal provider/installer (not an energy company)	5	2 1%	1	2	1	-	2 1%	-	2 1%	-	1 1%	3 1%	2	2 1%	1	2 1%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2	2	-	2	-	-	2 1%	-	-	2 1%	-	-	2 1%	-	1	2 1%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3	2 1%	1	2 1%	1	-	2 1%	1 1%	1	1	-	1	1	1	1	1
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2	-	1	-	1	-	-	-	2 1%	-	-	2	-	1	-	1
Don't know	9 1%	1	2	3 1% w	-	-	1	-	3 1%	2 1%	2 1%	4 1%	4 1%	5 2% K	4 1%	-
Not in the process of installing any key measures	897 95%	336 95%	392 96%	383 95%	345 96% x	64 99%	245 94%	84 98%	336 96%	224 93%	130 94%	415 95%	424 95%	306 95%	377 96%	253 93%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 517

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Financed themselves	7 1%	4 1%	1 *	4 1%	1 *	-	4 2%	-	-	5 2% D	2 1%	4 1%	3 1%	2 1%	2 1%	2 1%
NET: Paid for fully or partially by third party (including grants, subsidies)	27 3%	8 2%	12 3%	11 3%	9 3%	1 1%	7 3%	1 1%	9 3%	7 3%	4 3%	11 3%	13 3%	7 2%	7 2%	13 5% J
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 1%	5 2% x	1 *	5 1%	1 *	-	5 2%	-	-	7 3% D	2 1%	4 1%	6 1%	2 1%	4 1%	5 2%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 1%	5 2% x	1 *	5 1%	1 *	-	5 2%	-	-	7 3% D	2 1%	4 1%	6 1%	2 1%	4 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 518

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Savings or regular income from current account	5	5 1%	3 1%	5 1%	-	1	2 1%	1 1%	2	2 1%	2	2 1%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2	-	2	2	-	-	-	2 1% kl	1	1	1	1 1%
Local authority/Council	11 1%	5 1%	9 2%	9 1%	2 1%	4 1%	3 1%	3 2%	9 1%	1	9 1%	1 1%
Housing Association	3	-	1	1	2 1%	-	1	2 1% k	3	-	3	-
Landlord	2	1	-	1	1	1	1	1	1	-	1	-
Energy company (Energy Company Obligation - ECO)	9 1%	6 2% K	8 2% K	9 1%	-	3 1%	5 1%	1 1%	8 1%	1	7 1%	1 1%
Other Green Deal provider/ installer (not an energy company)	5	2	3 1%	4 1%	1	1	1	2 1%	4 1%	1	4 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 518

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2	1	2	2	-	-	2 1%	-	2	1	2	-
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-
Free	3	1	3 1%	3	-	1	2 1%	-	3	-	3	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2	2 1%	2	2	-	1	-	1	1	-	2	-
Don't know	9 1%	-	6 1% H	6 1%	3 1%	3 1%	2 1%	3 2%	6 1%	-	6 1%	1 1%
Not in the process of installing any key measures	897 95%	341 94%	497 93%	632 94%	265 98% I	397 96% m	336 95%	143 91%	610 94%	185 98% L	677 94%	107 96%
NET: Financed themselves	7 1%	5 1%	5 1%	7 1%	-	1	2 1%	3 2%	4 1%	2 1%	4 1%	2 2%
NET: Paid for fully or partially by third party (including grants, subsidies)	27 3%	13 3%	20 4%	23 3%	4 1%	9 2%	10 3%	7 5%	24 4%	2 1%	22 3%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 518

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 1%	5 1%	9 2% K	10 2%	-	2 *	4 1%	3 2%	8 1%	2 1%	9 1%	1 1%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 1%	5 1%	9 2% K	10 2%	-	2 *	4 1%	3 2%	8 1%	2 1%	9 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 518

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Savings or regular income from current account	5	4 1%	1 1%	-	2 1%	3	4 1%	-	1	2 1%	-	-	1 1%	1	2 1%
Loan from bank/building society	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mortgage extension	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Loan/finance scheme through installer/provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other finance (credit card high street loan loan from friends / family etc)	2	1	-	1 1%	1	1	2	-	-	1 1%	-	-	-	-	1
Local authority/Council	11 1%	10 1%	-	1 1%	1	10 1%	4 1%	1	7 2%	2 1%	-	1 1%	2 2%	1 1%	4 2%
Housing Association	3	2	1 1%	-	1	2	1	-	2 1%	1	-	2 1%	-	-	-
Landlord	2	2	-	-	-	2	1	1	1	-	-	1	-	1	1
Energy company (Energy Company Obligation - ECO)	9 1%	8 1%	1 1%	-	2 1%	7 1%	9 1% q	1	1	-	-	1	2 2%	3 2%	4 2%
Other Green Deal provider/ installer (not an energy company)	5	4 1%	-	1 1%	1	4 1%	4 1%	-	1	-	-	-	3 3% uw	1 1%	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 518

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Green Deal finance scheme (loan paid back through savings on your electricity bill)	2	1	-	2 2% P	2 1% o	-	2	-	1	-	-	-	-	-	2 1%
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Free	3	2	-	1 1%	1	2	1	1	1	-	1 1%	-	1 1%	1	1
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	2	1	-	1 1%	1	1	2	1	-	-	-	-	-	2 1%	-
Don't know	9 1%	7 1%	-	1 1%	1	8 1%	5 1%	-	3 1%	-	-	4 2% u	1 1%	1	3 1%
Not in the process of installing any key measures	897 95%	647 94%	89 97%	101 94%	253 96%	644 94%	550 94%	269 98% p	318 95%	205 98% xz	69 99% x	172 95%	92 92%	149 94%	209 92%
NET: Financed themselves	7 1%	5 1%	1 1%	1 1%	2 1%	4 1%	6 1%	-	1	3 1%	-	-	1 1%	1	2 1%
NET: Paid for fully or partially by third party (including grants, subsidies)	27 3%	24 3%	2 2%	1 1%	4 1%	23 3%	17 3% q	3 1%	10 3%	2 1%	-	4 2%	6 6% uv	5 3%	10 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 518

119 (R) (ALL) And how do you intend to pay for (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Paid for/intend to pay for through Green Deal scheme: finance or cashback (from question 119+120)	10 1%	8 1%	-	2 2%	3 1%	7 1%	9 1%	-	2 *	3 1%	-	-	1 1%	1 1%	5 2%
NET: Paid for/intend to pay for through Green Deal cashback scheme (from question 120)	10 1%	8 1%	-	2 2%	3 1%	7 1%	9 1%	-	2 *	3 1%	-	-	1 1%	1 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 519

I20 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	60	30	30	27	17	16	46	14	18	42	50	10	41	19	42	6	12	18
Weighted Base	53	26**	27**	23**	16**	14**	42*	11**	16**	37*	43*	10**	33*	20**	40*	4**	9**	14**
Effective base	56	28	29	26	16	15	43	13	16	40	47	10	39	18	39	6	11	17
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 12%	1 3%	6 20%	3 11%	2 13%	2 11%	5 12%	1 12%	3 18%	3 9%	5 13%	1 9%	5 14%	2 9%	6 16%	-	-	-
Yes - but application was denied	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 8%	1 2%	-	1 2%	-	-	-
Yes - I intend to apply for cashback	4 7%	2 7%	2 8%	-	2 11%	2 14%	4 9%	-	3 19%	1 2%	2 6%	1 13%	1 2%	3 15%	4 10%	-	-	-
No - I have not applied for / do not intend to apply for cashback	33 61%	19 71%	14 51%	14 60%	9 59%	9 65%	27 63%	6 55%	10 63%	22 60%	26 59%	7 70%	20 62%	12 59%	22 56%	4 100%	6 67%	10 77%
Don't know	10 18%	4 16%	6 21%	6 25%	3 16%	1 9%	6 14%	4 33%	-	10 26%	10 23%	-	6 19%	3 17%	7 17%	-	3 33%	3 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 519

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19 Jun 2014

I20 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	60	58	2	23	26	3	10	19	13	18	37	23
Weighted Base	53	51*	2**	22**	22**	3**	8**	17**	11**	17**	32*	21**
Effective base	56	54	2	21	25	3	10	18	13	16	35	21
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6	6	-	4	2	-	1	2	1	3	3	3
	12%	12%	-	18%	11%	-	11%	10%	7%	18%	10%	15%
Yes - but application was denied	1	1	-	-	1	-	-	-	1	-	-	1
	2%	2%	-	-	4%	-	-	-	7%	-	-	4%
Yes - I intend to apply for cashback	4	4	-	2	2	-	-	-	-	4	1	3
	7%	7%	-	8%	9%	-	-	-	-	23%	2%	15%
No - I have not applied for / do not intend to apply for cashback	33	31	2	12	15	2	4	10	9	9	22	10
	61%	60%	100%	54%	67%	62%	55%	60%	78%	55%	68%	50%
Don't know	10	10	-	4	2	1	3	5	1	1	6	3
	18%	19%	-	19%	9%	38%	35%	30%	8%	5%	20%	16%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 519

I20 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	60	34	10	18	-	52	5	10	50	-	-	60	-
Weighted Base	53	31*	8**	16**	-**	45*	5**	9**	45*	-**	-**	53*	-**
Effective base	56	32	9	16	-	48	5	9	47	-	-	56	-
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 12%	6 20%	-	-	-	5 12%	-	-	6 14%	-	-	6 12%	-
Yes - but application was denied	1 2%	-	-	1 5%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Yes - I intend to apply for cashback	4 7%	2 7%	-	2 11%	-	4 8%	-	-	4 8%	-	-	4 7%	-
No - I have not applied for / do not intend to apply for cashback	33 61%	19 62%	4 53%	10 67%	-	29 63%	3 63%	9 100%	24 54%	-	-	33 61% F	-
Don't know	10 18%	3 11%	4 47%	3 17%	-	7 15%	2 37%	-	10 22%	-	-	10 18%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 520

120 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	60	-	4	2	6	1	10	10	50	-	-	60	8	52	43	17
Weighted Base	53	..	4**	1**	5**	1**	9**	9**	45*	53*	8**	45*	40*	13**
Effective base	56	-	4	2	6	1	9	9	47	-	-	56	7	49	40	16
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 12%	-	-	-	-	-	-	-	6 14%	-	-	6 12%	2 28%	4 9%	5 14%	1 7%
Yes - but application was denied	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 10%	-	1 2%	-
Yes - I intend to apply for cashback	4 7%	-	-	-	-	-	-	-	4 8%	-	-	4 7%	2 31%	1 3%	3 8%	1 5%
No - I have not applied for / do not intend to apply for cashback	33 61%	-	4 100%	1 100%	5 100%	1 100%	9 100%	9 100%	24 54%	-	-	33 61%	2 20%	31 68%	23 57%	10 73%
Don't know	10 18%	-	-	-	-	-	-	-	10 22%	-	-	10 18%	1 10%	9 20%	8 19%	2 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 520

I20 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	60	12	19	16	11	15	17	23	15	10	8	2	2	58	12	43	8	35
Weighted Base	53	11**	16**	15**	10**	14**	16**	19**	13**	9**	7**	2**	2**	52*	12**	37*	7**	30*
Effective base	56	12	18	15	10	14	16	22	14	9	7	2	2	54	11	40	8	33
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 12%	2 14%	1 5%	2 12%	2 22%	2 12%	1 5%	2 10%	2 13%	2 24%	-	-	-	6 12%	4 36%	2 6%	-	2 7%
Yes - but application was denied	1 2%	-	1 5%	-	-	-	1 5%	1 4%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
Yes - I intend to apply for cashback	4 7%	-	1 8%	2 12%	1 7%	3 22%	-	1 4%	-	2 19%	1 19%	-	-	4 7%	2 15%	1 4%	-	1 4%
No - I have not applied for / do not intend to apply for cashback	33 61%	7 69%	9 53%	10 66%	5 54%	7 47%	9 56%	13 72%	6 46%	5 50%	6 81%	2 100%	2 100%	31 60%	4 35%	28 75%	6 86%	22 72%
Don't know	10 18%	2 17%	5 29%	2 11%	2 17%	3 19%	5 34%	2 10%	5 41%	1 7%	-	-	-	10 19%	2 14%	5 14%	1 14%	4 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 520

120 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	60	21	22	27	16	1	19	2	21	16	9	30	27	21	19	21
Weighted Base	53	19**	19**	25**	13**	1**	17**	2**	17**	16**	8**	25**	26**	18**	16**	20**
Effective base	56	19	21	25	15	1	17	2	20	15	8	28	25	20	18	20
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6	3	1	3	1	-	3	-	-	4	1	3	3	2	2	3
	12%	16%	4%	12%	6%	-	17%	-	-	24%	10%	12%	13%	10%	10%	15%
Yes - but application was denied	1	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-
	2%	4%	-	3%	-	-	5%	-	-	-	10%	-	3%	5%	-	-
Yes - I intend to apply for cashback	4	2	-	2	-	-	2	-	-	3	1	1	2	-	2	2
	7%	13%	-	10%	-	-	14%	-	-	19%	9%	5%	10%	-	13%	9%
No - I have not applied for / do not intend to apply for cashback	33	11	16	15	12	1	9	2	14	6	4	16	14	8	10	14
	61%	57%	81%	60%	88%	100%	53%	100%	81%	39%	48%	64%	55%	48%	65%	68%
Don't know	10	2	3	4	1	-	2	-	3	3	2	5	5	7	2	2
	18%	9%	15%	15%	6%	-	10%	-	19%	18%	23%	19%	20%	38%	12%	9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 521

I20 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	60	26	43	51	9	17	20	20	49	5	50	5
Weighted Base	53	22**	40*	46*	7**	16**	18**	17**	43*	4**	44*	5**
Effective base	56	25	40	48	9	16	18	19	46	5	47	5
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 12%	4 18%	5 14%	6 14%	-	-	2 13%	3 19%	4 9%	2 37%	6 13%	1 17%
Yes - but application was denied	1 2%	-	1 2%	1 2%	-	-	-	1 5%	-	1 20%	-	1 18%
Yes - I intend to apply for cashback	4 7%	1 3%	3 8%	4 8%	-	2 13%	2 10%	-	4 9%	-	4 9%	-
No - I have not applied for / do not intend to apply for cashback	33 61%	18 78%	23 57%	27 59%	5 72%	12 74%	11 63%	9 51%	27 62%	2 43%	26 59%	3 65%
Don't know	10 18%	-	8 19%	8 17%	2 28%	2 13%	3 15%	4 25%	8 20%	-	8 19%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 521

120 (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	60	50	3	6	12	48	36	5	22	6	1	12	9	11	21
Weighted Base	53	43*	3**	6**	11**	42*	34*	5**	18**	6**	1**	10**	8**	10**	18**
Effective base	56	47	3	5	11	45	34	5	21	6	1	11	9	10	19
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 12%	6 15%	-	-	2 13%	5 11%	5 14%	-	2 9%	2 36%	-	-	-	1 9%	3 18%
Yes - but application was denied	1 2%	-	-	1 13%	1 7%	-	1 2%	-	-	-	-	-	-	-	1 5%
Yes - I intend to apply for cashback	4 7%	2 5%	-	2 28%	2 16%	2 5%	4 11%	-	-	1 12%	-	-	1 16%	-	2 10%
No - I have not applied for / do not intend to apply for cashback	33 61%	26 60%	3 100%	4 59%	7 64%	26 61%	19 55%	5 100%	12 70%	2 36%	1 100%	7 70%	6 75%	8 79%	8 47%
Don't know	10 18%	9 21%	-	-	-	10 23%	6 17%	-	4 22%	1 16%	-	3 30%	1 9%	1 12%	4 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 522

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19 Jun 2014

I20_SUM (M) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All key measures that are in the process of being installed

	I20: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	16	10	21	-	1	1	8	1	1	1	-
Weighted Base	15	8	19	-	1	1	8	1	1	1	-
Effective base	15	9	20	-	1	1	7	1	1	1	-
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	2 12%	-	5 24%	-	-	-	-	-	-	-	-
Yes - but application was denied	-	-	-	-	-	-	1 11%	-	-	-	-
Yes - I intend to apply for cashback	-	-	1 7%	-	-	-	2 33%	-	-	-	-
No - I have not applied for / do not intend to apply for cashback	10 68%	5 60%	11 59%	-	1 100%	1 100%	3 46%	1 100%	1 100%	-	-
Don't know	3 20%	3 40%	2 10%	-	-	-	1 10%	-	-	1 100%	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 523

I20 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	55	28	27	23	16	16	43	12	17	38	46	9	37	18	40	5	10	15
Weighted Base	49	25**	24**	20**	15**	14**	39*	10**	16**	33*	40*	9**	30*	20**	38*	4**	8**	11**
Effective base	51	26	26	22	15	15	40	11	15	36	43	9	35	17	37	5	10	15
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 13%	1 3%	6 23%	3 13%	2 14%	2 11%	5 13%	1 14%	3 19%	3 10%	5 14%	1 10%	5 15%	2 9%	6 17%	-	-	-
Yes - but application was denied	1 2%	1 3%	-	1 4%	-	-	1 2%	-	-	1 2%	-	1 9%	1 3%	-	1 2%	-	-	-
Yes - I intend to apply for cashback	4 8%	2 7%	2 8%	-	2 12%	2 14%	4 10%	-	3 20%	1 2%	2 6%	1 15%	1 2%	3 16%	4 10%	-	-	-
No - I have not applied for / do not intend to apply for cashback	31 64%	17 70%	14 57%	12 63%	9 63%	9 65%	27 67%	5 48%	10 62%	21 64%	24 61%	7 77%	19 65%	12 62%	22 58%	4 100%	6 73%	9 82%
Don't know	10 20%	4 17%	6 23%	6 29%	3 18%	1 9%	6 15%	4 38%	-	10 29%	10 24%	-	6 21%	3 18%	7 18%	-	3 40%	3 27%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 523

I20 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	55	53	2	21	25	3	8	16	13	18	35	20
Weighted Base	49	47*	2**	20**	21**	3**	7**	15**	11**	17**	31*	18**
Effective base	51	49	2	19	24	3	8	15	13	16	33	18
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6	6	-	4	2	-	1	2	1	3	3	3
	13%	13%	-	20%	11%	-	13%	11%	7%	18%	10%	17%
Yes - but application was denied	1	1	-	-	1	-	-	-	1	-	-	1
	2%	2%	-	-	4%	-	-	-	7%	-	-	4%
Yes - I intend to apply for cashback	4	4	-	2	2	-	-	-	-	4	1	3
	8%	8%	-	9%	10%	-	-	-	-	23%	2%	17%
No - I have not applied for / do not intend to apply for cashback	31	29	2	11	15	2	4	10	9	9	21	10
	64%	62%	100%	55%	70%	62%	57%	66%	78%	55%	70%	53%
Don't know	10	10	-	4	2	1	3	5	1	1	6	3
	20%	21%	-	21%	9%	38%	43%	36%	8%	5%	21%	19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 523

I20 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	55	32	10	15	-	49	4	9	46	-	-	55	-
Weighted Base	49	29*	8**	13**	-**	43*	4**	8**	41*	-**	-**	49*	-**
Effective base	51	30	9	14	-	45	4	8	43	-	-	51	-
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 13%	6 22%	-	-	-	5 13%	-	-	6 15%	-	-	6 13%	-
Yes - but application was denied	1 2%	-	-	1 6%	-	1 2%	-	-	1 2%	-	-	1 2%	-
Yes - I intend to apply for cashback	4 8%	2 7%	-	2 13%	-	4 9%	-	-	4 9%	-	-	4 8%	-
No - I have not applied for / do not intend to apply for cashback	31 64%	19 66%	4 53%	9 69%	-	27 63%	3 78%	8 100%	23 57%	-	-	31 64% F	-
Don't know	10 20%	3 11%	4 47%	3 20%	-	7 16%	2 47%	-	10 24%	-	-	10 20%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 524

I20 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	55	-	4	1	6	1	9	9	46	-	9	46	7	48	41	14
Weighted Base	49	-**	4**	1**	5**	1**	8**	8**	41*	-**	8**	41*	7**	42*	38*	11**
Effective base	51	-	4	1	6	1	8	8	43	-	8	43	6	45	38	14
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 13%	-	-	-	-	-	-	-	6 15%	-	-	6 15%	2 32%	4 10%	5 14%	1 8%
Yes - but application was denied	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	1 12%	-	1 2%	-
Yes - I intend to apply for cashback	4 8%	-	-	-	-	-	-	-	4 9%	-	-	4 9%	2 35%	1 3%	3 8%	1 7%
No - I have not applied for / do not intend to apply for cashback	31 64%	-	4 100%	1 100%	5 100%	1 100%	8 100%	8 100%	23 57%	-	8 100%	23 57%	2 23%	30 70%	23 60%	8 75%
Don't know	10 20%	-	-	-	-	-	-	-	10 24%	-	-	10 24%	1 11%	9 21%	8 20%	2 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 524

I20 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	55	11	18	15	9	15	16	20	14	7	8	2	2	53	10	40	6	34
Weighted Base	49	10**	16**	14**	9**	14**	15**	16**	12**	7**	7**	2**	2**	48*	10**	35*	5**	29*
Effective base	51	11	17	14	8	14	15	19	13	6	7	2	2	49	9	38	6	32
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 13%	2 16%	1 5%	2 13%	2 26%	2 12%	1 5%	2 11%	2 14%	2 32%	-	-	-	6 13%	4 43%	2 6%	-	2 7%
Yes - but application was denied	1 2%	-	1 5%	-	-	-	1 5%	1 5%	-	-	-	-	-	1 2%	-	1 2%	-	1 3%
Yes - I intend to apply for cashback	4 8%	-	1 9%	2 13%	1 8%	3 22%	-	1 4%	-	2 25%	1 19%	-	-	4 8%	2 17%	1 4%	-	1 5%
No - I have not applied for / do not intend to apply for cashback	31 64%	7 76%	8 51%	10 70%	5 56%	7 47%	8 54%	13 79%	6 49%	3 46%	6 81%	2 100%	2 100%	30 62%	4 41%	26 76%	5 100%	21 72%
Don't know	10 20%	2 19%	5 30%	2 17%	2 20%	3 19%	5 36%	2 17%	5 45%	1 10%	-	-	-	10 21%	2 17%	5 15%	1 19%	4 14%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 524

I20 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	55	19	20	24	15	1	17	2	18	16	8	27	25	19	19	18
Weighted Base	49	17**	18**	22**	13**	1**	15**	2**	15**	16**	8**	23**	24**	16**	16**	18**
Effective base	51	17	19	22	14	1	15	2	17	15	8	26	23	18	18	17
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6	3	1	3	1	-	3	-	-	4	1	3	3	2	2	3
	13%	18%	4%	13%	6%	-	20%	-	-	24%	12%	13%	14%	11%	10%	17%
Yes - but application was denied	1	1	-	1	-	-	1	-	-	-	1	-	1	1	-	-
	2%	5%	-	4%	-	-	5%	-	-	-	11%	-	3%	5%	-	-
Yes - I intend to apply for cashback	4	2	-	2	-	-	2	-	-	3	1	1	2	-	2	2
	8%	14%	-	11%	-	-	16%	-	-	19%	10%	6%	10%	-	13%	10%
No - I have not applied for / do not intend to apply for cashback	31	11	14	14	11	1	9	2	13	6	4	15	14	8	10	13
	64%	64%	80%	63%	87%	100%	60%	100%	85%	39%	54%	65%	59%	48%	65%	73%
Don't know	10	2	3	4	1	-	2	-	3	3	2	5	5	7	2	2
	20%	10%	16%	17%	7%	-	12%	-	22%	18%	26%	21%	21%	42%	12%	10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 525

I20 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	55	24	41	47	8	16	20	17	44	5	45	5
Weighted Base	49	21**	38*	43*	7**	15**	18**	14**	39*	4**	40*	5**
Effective base	51	23	38	44	8	15	18	16	41	5	42	5
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 13%	4 20%	5 14%	6 15%	-	-	2 13%	3 22%	4 10%	2 37%	6 14%	1 17%
Yes - but application was denied	1 2%	-	1 2%	1 2%	-	-	-	1 6%	-	1 20%	-	1 18%
Yes - I intend to apply for cashback	4 8%	1 3%	3 8%	4 9%	-	2 14%	2 10%	-	4 10%	-	4 10%	-
No - I have not applied for / do not intend to apply for cashback	31 64%	17 81%	23 60%	27 63%	5 69%	11 73%	11 63%	8 56%	25 65%	2 43%	25 62%	3 65%
Don't know	10 20%	-	8 20%	8 18%	2 31%	2 13%	3 15%	4 30%	8 22%	-	8 21%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 525

I20 (R) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents who are in the process of installing a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	55	45	3	6	11	44	34	5	19	5	1	10	9	10	20
Unweighted Base	49	39*	3**	6**	10**	39*	32*	5**	15**	5**	1**	9**	8**	9**	17**
Weighted Base	51	42	3	5	10	41	32	5	18	5	1	9	9	9	18
Effective base	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for and cashback received	6	6	-	-	2	5	5	-	2	2	-	-	-	1	3
Yes - applied for but cashback not yet received	13%	16%	-	-	14%	12%	15%	-	10%	43%	-	-	-	10%	19%
Yes - but application was denied	1	-	-	1	1	-	1	-	-	-	-	-	-	-	1
Yes - I intend to apply for cashback	2%	-	-	13%	8%	-	2%	-	-	-	-	-	-	-	5%
Yes - I intend to apply for cashback	4	2	-	2	2	2	4	-	-	1	-	-	1	-	2
Yes - I intend to apply for cashback	8%	5%	-	28%	17%	5%	12%	-	-	14%	-	-	16%	-	10%
No - I have not applied for / do not intend to apply for cashback	31	24	3	4	6	25	19	5	11	2	1	6	6	8	8
No - I have not applied for / do not intend to apply for cashback	64%	63%	100%	59%	61%	64%	58%	100%	71%	43%	100%	65%	75%	87%	49%
Don't know	10	9	-	-	-	10	6	-	4	1	-	3	1	1	4
Don't know	20%	23%	-	-	-	25%	18%	-	25%	19%	-	35%	9%	13%	22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 526

I20 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 1%	1 *	6 1%	3 1%	2 1%	2 1%	5 1%	1 1%	3 1%	3 *	5 1%	1 *	5 1%	2 *	6 1%	-	-	-
Yes - but application was denied	1 *	1 *	-	1 *	-	-	1 *	-	-	1 *	-	1 *	1 *	-	1 *	-	-	-
Yes - I intend to apply for cashback	4 *	2 *	2 *	-	2 *	2 1%	4 *	-	3 1% i	1 *	2 *	1 1%	1 *	3 1%	4 1%	-	-	
No - I have not applied for / do not intend to apply for cashback	31 3%	17 3%	14 3%	12 4%	9 3%	9 4%	27 3%	5 4%	10 4%	21 3%	24 3%	7 3%	19 4%	12 3%	22 3%	4 4%	6 3%	9 3%
Don't know	10 1%	4 1%	6 1%	6 2%	3 1%	1 1%	6 1%	4 3% f	-	10 1%	10 1%	-	6 1%	3 1%	7 1%	-	3 2%	3 1%
Not in the process of installing any key measures	897 95%	469 95%	422 95%	319 94%	346 96%	229 94%	768 95%	113 92%	235 94%	658 95%	662 94%	235 96%	456 94%	440 96%	631 94%	84 96%	182 96%	266 96%
NET: All intend to use cashback	11 1%	3 1%	8 2%	3 1%	4 1%	4 2%	10 1%	1 1%	6 2% i	5 1%	8 1%	3 1%	6 1%	5 1%	11 2% q	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 526

I20 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 1%	6 1%	-	4 1%	2 1%	-	1 1%	2 1%	1 *	3 1%	3 1%	3 1%
Yes - but application was denied	1	1	-	-	1	-	-	-	1	-	-	1
Yes - I intend to apply for cashback	4	4	-	2 1%	2 *	-	-	-	-	4 1%	1 *	3 1%
No - I have not applied for / do not intend to apply for cashback	31 3%	29 4%	2 1%	11 4%	15 3%	2 2%	4 2%	10 4%	9 4%	9 3%	21 3%	10 3%
Don't know	10 1%	10 1%	-	4 1%	2 *	1 1%	3 2%	5 2%	1 *	1 *	6 1%	3 1%
Not in the process of installing any key measures	897 95%	733 94%	164 99% r	292 94%	407 95%	126 97%	159 96%	247 94%	217 95%	270 94%	597 95%	300 94%
NET: All intend to use cashback	11 1%	11 1%	-	6 2%	5 1%	-	1 1%	2 1%	2 1%	7 2%	4 1%	7 2% w

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 526

I20 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 1%	6 1%	-	-	-	5 1%	-	-	6 14% EGHJ	-	-	6 1% E	-
Yes - but application was denied	1	-	-	1	-	1	-	-	1 2% EU	-	-	1	-
Yes - I intend to apply for cashback	4	2	-	2 1%	-	4	-	-	4 8% EGHJ	-	-	4 1%	-
No - I have not applied for / do not intend to apply for cashback	31 3%	19 4%	4 3%	9 4%	-	27 3%	3 3%	8 1% J	23 50% EGHJ	-	-	31 5% EGHJ	-
Don't know	10 1%	3 1%	4 3% y	3 1%	-	7 1%	2 2%	-	10 21% EGHJ	-	-	10 2% EJ	-
Not in the process of installing any key measures	897 95%	503 95%	134 94%	210 94%	73 100% zA	741 94%	94 96%	561 99% FI	6 12%	106 100% FI	118 100% FI	567 92% F	330 100% EFI
NET: All intend to use cashback	11 1%	8 2%	-	3 1%	-	10 1%	-	-	11 23% EGHJ	-	-	11 2% EJ	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 527

I20 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 1%	-	-	-	-	-	-	-	6 2% bfg	-	-	6 1% j	2 1% l	4 1% m	5 1% n	1 * o
Yes - but application was denied	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 *	-	1 *	-
Yes - I intend to apply for cashback	4 *	-	-	-	-	-	-	-	4 1% fg	-	-	4 1% k	2 1% m	1 *	3 1% n	1 *
No - I have not applied for / do not intend to apply for cashback	31 3%	-	4 2%	1 1%	5 2%	1 1%	8 1%	8 1%	23 6% abdefg	-	8 2%	23 6% ij	2 1% l	30 4% m	23 4% n	8 2% o
Don't know	10 1%	-	-	-	-	-	-	-	10 3% bdfg	-	-	10 2% j	1 *	9 1% m	8 1% n	2 *
Not in the process of installing any key measures	897 95%	86 100% h	252 98% h	55 99% h	222 98% h	129 99% h	561 99% h	547 99% h	336 89% i	75 100% k	440 98% k	381 90% l	158 96% m	739 95% n	497 93% o	400 97% p
NET: All intend to use cashback	11 1%	-	-	-	-	-	-	-	11 3% bdfg	-	-	11 3% j	5 3% m	5 1% n	9 2% o	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 527

120 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 1%	2 2%	1	2 1%	2 1%	2	1	2 1%	2 1%	2 2%	-	-	-	6 1%	4 3% UVW	2	-	2
Yes - but application was denied	1	-	1	-	-	-	1	1	-	-	-	-	-	1	-	1	-	1
Yes - I intend to apply for cashback	4	-	1	2 1%	1	3 1%	-	1	-	2 2%	1 1%	-	-	4	2 1%	1	-	1
No - I have not applied for / do not intend to apply for cashback	31 3%	7 8% qL	8 2%	10 4%	5 2%	7 2%	8 3%	13 4%	6 3%	3 3%	6 4%	2 2%	2 2%	30 3%	4 3%	26 4%	5 4%	21 4%
Don't know	10 1%	2 2%	5 1%	2 1%	2 1%	3 1%	5 2%	2 1%	5 3% R	1 1%	-	-	-	10 1%	2 1%	5 1%	1 1%	4 1%
Not in the process of installing any key measures	897 95%	84 90%	335 96% p	236 94%	192 96%	389 97%	245 94%	307 95%	169 94%	90 93%	145 95%	97 98%	83 98%	814 94%	117 92%	672 95%	122 96%	550 95%
NET: All intend to use cashback	11 1%	2 2%	3 1%	4 1%	3 1%	5 1%	2 1%	3 1%	2 1%	4 4% S	1 1%	-	-	11 1%	6 5% UVW	4 1%	-	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 527

120 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 1%	3 1%	1 *	3 1%	1 *	-	3 1%	-	-	4 2% D	1 1%	3 1%	3 1%	2 1%	2 *	3 1%
Yes - but application was denied	1 *	1 *	-	1 *	-	-	1 *	-	-	-	1 1%	-	1 *	1 *	-	-
Yes - I intend to apply for cashback	4 *	2 1%	-	2 1%	-	-	2 1%	-	-	3 1% D	1 1%	2 1%	-	2 1%	2 1%	2 1%
No - I have not applied for / do not intend to apply for cashback	31 3%	11 3%	14 3%	14 3%	11 3%	1 1%	9 4%	2 2%	13 4%	6 3%	4 3%	15 3%	14 3%	8 2%	10 3%	13 5%
Don't know	10 1%	2 1%	3 1% z	4 1% w	1 *	-	2 1%	-	3 1%	3 1%	2 1%	5 1%	5 1%	7 2%	2 1%	2 1%
Not in the process of installing any key measures	897 95%	336 95%	392 96%	383 95%	345 96% x	64 99%	245 94%	84 98%	336 96%	224 93%	130 94%	415 95%	424 95%	306 95%	377 96%	253 93%
NET: All intend to use cashback	11 1%	6 2% xz	1 *	6 2% x	1 *	-	6 2%	-	-	7 3% D	2 2% D	4 1%	7 1%	3 1%	4 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 528

120 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 1%	4 1%	5 1%	6 1%	-	-	2 1%	3 2% k	4 1%	2 1%	6 1%	1 1%
Yes - but application was denied	1	-	1	1	-	-	-	1 1%	-	1	-	1 1% N
Yes - I intend to apply for cashback	4	1	3 1%	4 1%	-	2	2	-	4 1%	-	4 1%	-
No - I have not applied for / do not intend to apply for cashback	31 3%	17 5% K	23 4%	27 4%	5 2%	11 3%	11 3%	8 5%	25 4% M	2 1%	25 3%	3 3%
Don't know	10 1%	-	8 1% H	8 1% H	2 1%	2	3 1%	4 3% k	8 1%	-	8 1%	-
Not in the process of installing any key measures	897 95%	341 94%	497 93%	632 94%	265 98% IJ	397 96% m	336 95%	143 91%	610 94%	185 98% L	677 94%	107 96%
NET: All intend to use cashback	11 1%	5 1%	9 2% K	11 2% K	-	2	4 1%	4 3% k	8 1%	2 1%	9 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 528

I20 (R) (ALL) Have you applied, or do you intend to apply, for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes - applied for and cashback received	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - applied for but cashback not yet received	6 1%	6 1%	-	-	2 1%	5 1%	5 1%	-	2*	2 1%	-	-	-	1 1%	3 1%
Yes - but application was denied	1 *	-	-	1 1% P	1 *	-	1 *	-	-	-	-	-	-	-	1 *
Yes - I intend to apply for cashback	4 *	2 *	-	2 2%	2 1%	2 *	4 1%	-	-	1 *	-	-	1 1%	-	2 1%
No - I have not applied for / do not intend to apply for cashback	31 3%	24 4%	3 3%	4 3%	6 2%	25 4%	19 3% q	5 2%	11 3%	2 1%	1 1%	6 3%	6 6% u	8 5% u	8 4%
Don't know	10 1%	9 1%	-	-	-	10 1%	6 1%	-	4 1%	1 *	-	3 2%	1 1%	1 1%	4 2%
Not in the process of installing any key measures	897 95%	647 94%	89 97%	101 94%	253 96%	644 94%	550 94%	269 98% p	318 95%	205 98% xz	69 99% x	172 95%	92 92%	149 94%	209 92%
NET: All intend to use cashback	11 1%	8 1%	-	3 2%	4 2%	7 1%	9 2% q	-	2 *	3 1%	-	-	1 1%	1 1%	6 3% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 529

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	38	22	16	16	11	11	30	8	13	25	31	7	26	12	24	6	8	14
Weighted Base	33	19**	14**	14**	9**	9**	27**	6**	10**	22**	26**	7**	20**	12**	22**	4**	6**	10**
Effective base	36	21	15	15	10	10	28	8	12	24	29	7	25	12	23	6	8	14
I was not aware that cashback was available	5 14%	2 12%	2 17%	2 16%	-	2 26%	5 18%	-	-	5 21%	3 10%	2 30%	2 11%	2 20%	5 21%	-	-	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 10%	-	1 7%	-	1 10%	2 7%	-	1 9%	1 4%	2 7%	-	-	2 16%	2 9%	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	1 4%	-	1 5%	-	-	-	1 11%	-	1 3%	1 3%	-	1 3%	-	-	-	1 11%	1 7%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	3 16%	1 5%	2 14%	1 11%	1 8%	3 10%	1 17%	-	4 17%	4 15%	-	2 11%	2 12%	1 6%	1 18%	2 28%	3 24%
I did not think that I would be eligible	10 32%	5 30%	5 34%	4 28%	4 47%	2 20%	10 36%	1 11%	3 29%	7 33%	7 29%	3 42%	7 32%	4 32%	9 40%	1 18%	1 11%	1 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 529

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	33	19**	14**	14**	9**	9**	27**	6**	10**	22**	26**	7**	20**	12**	22**	4**	6**	10**
Effective base	36	21	15	15	10	10	28	8	12	24	29	7	25	12	23	6	8	14
I was advised not to apply for cashback	2 6%	1 4%	1 8%	-	-	2 21%	2 7%	-	-	2 9%	1 3%	1 17%	-	2 16%	1 5%	-	1 12%	1 7%
It was free	5 16%	1 8%	4 28%	1 6%	1 9%	4 39%	5 20%	-	2 23%	3 13%	3 10%	3 40%	3 16%	2 18%	5 21%	1 16%	-	1 6%
Paid by Landlord/ Housing Ass/ Council	4 12%	2 11%	2 14%	2 15%	2 20%	-	3 10%	1 23%	1 9%	3 14%	4 16%	-	3 15%	1 8%	-	2 50%	2 31%	4 39%
Other	1 4%	-	1 9%	1 9%	-	-	1 5%	-	1 12%	-	-	1 18%	-	1 10%	1 6%	-	-	-
Don't know	3 11%	3 14%	1 6%	1 11%	1 12%	1 9%	1 4%	2 38%	2 18%	2 7%	3 14%	-	3 17%	-	2 7%	1 16%	1 19%	2 18%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 529

121 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	38	36	2	13	18	2	6	11	10	11	25	13
Weighted Base	33	31*	2**	12**	15**	2**	4**	10**	9**	9**	22**	10**
Effective base	36	34	2	12	18	2	6	10	10	11	24	12
I was not aware that cashback was available	5 14%	4 12%	1 50%	2 16%	2 11%	-	-	1 12%	2 25%	1 14%	3 15%	1 12%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 6%	-	-	2 13%	-	-	-	1 11%	1 11%	1 4%	1 9%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	1 2%	-	-	-	-	1 15%	-	-	-	-	1 7%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	4 12%	-	2 17%	2 12%	-	-	1 12%	3 29%	-	3 14%	1 7%
I did not think that I would be eligible	10 32%	9 31%	1 50%	4 36%	5 34%	-	1 19%	2 20%	4 44%	4 40%	8 36%	2 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 529

121 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	33	31*	2**	12**	15**	2**	4**	10**	9**	9**	22**	10**
Effective base	36	34	2	12	18	2	6	10	10	11	24	12
I was advised not to apply for cashback	2 6%	2 6%	-	-	1 5%	-	-	-	2 22%	-	1 5%	1 7%
It was free	5 16%	5 17%	-	2 19%	3 22%	-	2 35%	1 12%	1 10%	2 19%	2 10%	3 29%
Paid by Landlord/ Housing Ass/ Council	4 12%	3 10%	1 50%	-	2 11%	-	1 31%	3 26%	-	-	3 15%	1 7%
Other	1 4%	1 4%	-	-	-	1 60%	-	1 12%	-	-	1 6%	-
Don't know	3 11%	3 11%	-	2 18%	* 3%	1 40%	-	1 7%	1 15%	2 17%	3 13%	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 529

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	38	21	6	13	-	34	3	10	28	-	-	38	-
Weighted Base	33	19**	4**	10**	-**	29*	3**	9**	24**	-**	-**	33*	-**
Effective base	36	20	6	12	-	32	3	9	27	-	-	36	-
I was not aware that cashback was available	5 14%	4 21%	1 15%	-	-	5 16%	-	1 15%	3 14%	-	-	5 14%	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 10%	-	-	-	2 7%	-	-	2 8%	-	-	2 6%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	-	-	1 7%	-	1 2%	-	1 8%	-	-	-	1 2%	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	4 20%	-	-	-	3 9%	1 3%	-	4 16%	-	-	4 12%	-
I did not think that I would be eligible	10 32%	6 30%	1 33%	4 37%	-	10 36%	-	2 18%	9 36%	-	-	10 32%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 529

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	33	19**	4**	10**	-**	29*	3**	9**	24**	-**	-**	33*	-**
Effective base	36	20	6	12	-	32	3	9	27	-	-	36	-
I was advised not to apply for cashback	2 6%	2 10%	-	-	-	2 7%	-	-	2 8%	-	-	2 6%	-
It was free	5 16%	5 24%	1 33%	-	-	4 16%	-	3 33%	3 10%	-	-	5 16%	-
Paid by Landlord/ Housing Ass/ Council	4 12%	-	-	4 39%	-	2 7%	2 61%	1 16%	3 11%	-	-	4 12%	-
Other	1 4%	1 6%	-	-	-	1 4%	-	-	1 5%	-	-	1 4%	-
Don't know	3 11%	1 4%	1 19%	2 18%	-	3 12%	-	1 9%	3 11%	-	-	3 11%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 530

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	38	-	4	2	6	1	10	10	28	-	-	38	2	36	26	12
Weighted Base	33	..	4**	1**	5**	1**	9**	9**	24**	33*	2**	31*	23**	10**
Effective base	36	-	4	2	6	1	9	9	27	-	-	36	2	34	25	12
I was not aware that cashback was available	5 14%	- -	1 32%	- -	- -	1 100%	1 15%	1 15%	3 14%	- -	- -	5 14%	- -	5 15%	4 15%	1 12%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	-	-	-	-	-	-	-	2 8%	-	-	2 6%	-	2 6%	2 8%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	-	-	-	1 14%	-	1 8%	1 8%	-	-	-	1 2%	-	1 2%	-	1 7%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	-	-	-	-	-	-	-	4 16%	-	-	4 12%	-	4 12%	3 12%	1 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 530

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	33	-**	4**	1**	5**	1**	9**	9**	24**	-**	-**	33*	2**	31*	23**	10**
Effective base	36	-	4	2	6	1	9	9	27	-	-	36	2	34	25	12
I did not think that I would be eligible	10 32%	-	1 20%	-	1 14%	-	2 18%	2 18%	9 36%	-	-	10 32%	1 45%	10 31%	8 33%	3 28%
I was advised not to apply for cashback	2 6%	-	-	-	-	-	-	-	2 8%	-	-	2 6%	-	2 6%	1 3%	1 12%
It was free	5 16%	-	2 48%	-	3 57%	-	3 33%	3 33%	3 10%	-	-	5 16%	1 55%	4 14%	4 20%	1 9%
Paid by Landlord/ Housing Ass/ Council	4 12%	-	-	1 100%	-	-	1 16%	1 16%	3 11%	-	-	4 12%	-	4 13%	1 4%	3 31%
Other	1 4%	-	-	-	-	-	-	-	1 5%	-	-	1 4%	-	1 4%	1 5%	-
Don't know	3 11%	-	-	-	1 15%	-	1 9%	1 9%	3 11%	-	-	3 11%	-	3 11%	2 9%	1 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 530

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	38	8	11	11	6	8	9	17	7	6	7	2	2	36	4	33	7	26
Weighted Base	33	7**	9**	10**	5**	7**	9**	13**	6**	5**	6**	2**	2**	31*	4**	28*	6**	22**
Effective base	36	8	10	10	6	8	8	16	7	6	6	2	2	34	4	31	7	24
I was not aware that cashback was available	5 14%	1 16%	-	4 36%	-	3 42%	2 28%	1 5%	1 11%	-	2 28%	-	-	5 15%	1 29%	4 13%	-	4 16%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	1 13%	-	1 9%	-	-	-	1 7%	-	-	1 16%	-	-	2 6%	-	2 7%	1 15%	1 4%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	-	-	-	-	-	-	-	-	-	1 42%	1 42%	-	-	1 2%	-	1 3%	
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	1 14%	2 23%	1 8%	-	-	1 14%	3 19%	-	-	2 35%	-	-	4 12%	-	4 14%	2 26%	2 9%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 530

121 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Total	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	33	7**	9**	10**	5**	7**	9**	13**	6**	5**	6**	2**	2**	31*	4**	28*	6**	22**
Effective base	36	8	10	10	6	8	8	16	7	6	6	2	2	34	4	31	7	24
I did not think that I would be eligible	10 32%	3 38%	2 20%	3 33%	3 48%	3 53%	4 42%	2 16%	2 29%	2 36%	2 28%	-	-	10 33%	1 29%	9 33%	2 27%	7 34%
I was advised not to apply for cashback	2 6%	1 16%	1 9%	-	-	1 18%	1 13%	1 6%	-	-	1 13%	-	-	2 6%	1 29%	1 3%	1 12%	-
It was free	5 16%	-	1 8%	2 18%	2 39%	1 12%	-	3 25%	2 33%	1 19%	-	-	-	5 17%	2 41%	4 13%	-	4 17%
Paid by Landlord/ Housing Ass/ Council	4 12%	2 24%	2 26%	-	-	1 14%	-	2 16%	1 13%	1 30%	-	1 58%	1 58%	3 10%	-	4 15%	1 17%	3 14%
Other	1 4%	-	-	1 13%	-	-	1 14%	1 9%	-	-	-	-	-	1 4%	1 31%	-	-	-
Don't know	3 11%	1 11%	2 23%	-	1 12%	1 12%	1 15%	1 9%	1 14%	1 15%	* 9%	-	-	3 11%	-	3 10%	1 11%	2 10%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 530

121 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	38	13	18	17	14	1	11	2	17	7	4	20	15	10	13	15
Weighted Base	33	11**	16**	15**	12**	1**	9**	2**	14**	6**	4**	16**	14**	8**	10**	14**
Effective base	36	12	17	16	13	1	10	2	16	7	4	19	14	10	12	14
I was not aware that cashback was available	5 14%	2 15%	2 12%	3 19%	1 5%	-	2 17%	-	1 7%	1 10%	1 32%	1 6%	4 27%	2 27%	2 23%	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	1 8%	1 6%	1 6%	1 8%	-	1 10%	-	-	1 16%	-	-	1 7%	-	1 9%	1 7%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	-	1 4%	-	1 6%	-	-	-	-	-	-	1 4%	-	1 8%	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	2 14%	2 15%	2 10%	2 19%	-	1 8%	1 45%	2 14%	-	-	2 11%	2 14%	2 21%	1 7%	1 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 530

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	33	11**	16**	15**	12**	1**	9**	2**	14**	6**	4**	16**	14**	8**	10**	14**
Effective base	36	12	17	16	13	1	10	2	16	7	4	19	14	10	12	14
I did not think that I would be eligible	10 32%	4 38%	3 16%	5 33%	2 16%	-	2 27%	2 100%	4 27%	2 40%	1 16%	5 29%	5 35%	3 30%	2 18%	6 43%
I was advised not to apply for cashback	2 6%	1 7%	-	1 5%	-	-	1 8%	-	1 5%	-	-	1 5%	1 8%	-	2 18%	-
It was free	5 16%	2 15%	4 24%	3 20%	2 21%	-	2 18%	-	1 6%	2 34%	1 22%	2 15%	3 21%	-	4 35%	2 13%
Paid by Landlord/ Housing Ass/ Council	4 12%	1 9%	2 13%	1 7%	2 18%	1 100%	1 11%	-	4 29%	-	-	4 25%	-	2 25%	-	2 14%
Other	1 4%	1 11%	-	1 8%	-	-	1 14%	-	-	-	1 31%	-	1 9%	-	-	1 9%
Don't know	3 11%	* 5%	1 9%	1 8%	1 6%	-	* 5%	-	3 25%	-	-	3 17%	-	1 9%	2 19%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 531

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	38	20	26	32	6	13	13	11	32	2	31	3
Weighted Base	33	18**	23**	27*	5**	12**	11**	9**	27*	2**	26**	3**
Effective base	36	19	25	30	6	12	12	11	30	2	29	3
I was not aware that cashback was available	5 14%	3 15%	4 15%	4 13%	1 22%	2 15%	2 17%	1 11%	4 13%	-	3 11%	1 40%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 11%	2 8%	2 7%	-	1 8%	1 8%	-	1 3%	-	1 4%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	1 4%	-	1 3%	-	-	-	1 8%	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	2 11%	3 12%	3 10%	1 20%	-	3 26%	1 9%	4 14%	-	3 10%	-
I did not think that I would be eligible	10 32%	5 30%	8 33%	8 31%	2 35%	5 38%	3 28%	3 31%	7 27%	1 47%	8 32%	2 68%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 531

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	33	18**	23**	27*	5**	12**	11**	9**	27*	2**	26**	3**
Effective base	36	19	25	30	6	12	12	11	30	2	29	3
I was advised not to apply for cashback	2 6%	-	1 3%	1 3%	1 22%	1 10%	-	1 9%	1 3%	-	1 3%	1 40%
It was free	5 16%	3 17%	4 20%	5 20%	-	3 26%	1 13%	-	5 20%	-	5 20%	-
Paid by Landlord/ Housing Ass/ Council	4 12%	1 8%	1 4%	2 9%	2 32%	1 12%	2 14%	1 12%	3 12%	1 53%	3 12%	1 32%
Other	1 4%	-	1 5%	1 5%	-	1 11%	-	-	1 5%	-	1 5%	-
Don't know	3 11%	1 8%	2 9%	3 10%	1 13%	-	-	3 41%	3 13%	-	3 13%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 531

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	38	31	3	4	8	30	21	5	15	2	1	9	7	9	10
Weighted Base	33	26**	3**	4**	7**	26**	19**	5**	12**	2**	1**	7**	6**	8**	8**
Effective base	36	29	3	4	8	28	20	5	14	2	1	9	7	8	9
I was not aware that cashback was available	5 14%	4 14%	-	1 32%	1 16%	4 14%	3 15%	1 27%	2 15%	-	-	2 26%	1 15%	2 24%	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 7%	-	-	-	2 7%	-	-	2 16%	-	-	-	-	-	2 23%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	1 3%	-	-	-	1 3%	1 4%	1 14%	-	-	-	-	-	-	1 8%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	3 11%	1 33%	-	-	4 15%	4 20%	-	-	-	-	2 26%	1 19%	1 9%	-
I did not think that I would be eligible	10 32%	8 32%	1 26%	1 32%	3 38%	8 30%	7 36%	1 15%	3 28%	-	1 100%	2 36%	2 39%	4 46%	1 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 531

I21 (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	33	26**	3**	4**	7**	26**	19**	5**	12**	2**	1**	7**	6**	8**	8**
Weighted Base	33	26**	3**	4**	7**	26**	19**	5**	12**	2**	1**	7**	6**	8**	8**
Effective base	36	29	3	4	8	28	20	5	14	2	1	9	7	8	9
I was advised not to apply for cashback	2 6%	1 3%	-	1 32%	1 16%	1 3%	1 4%	-	1 10%	-	-	2 28%	-	-	-
It was free	5 16%	5 18%	-	1 27%	1 17%	5 18%	4 21%	1 26%	1 6%	1 55%	-	-	2 27%	1 11%	2 18%
Paid by Landlord/ Housing Ass/ Council	4 12%	3 12%	-	1 25%	1 13%	3 12%	-	-	4 33%	1 45%	-	1 20%	1 15%	1 9%	-
Other	1 4%	-	1 40%	-	1 18%	-	1 7%	-	-	-	-	-	-	-	1 15%
Don't know	3 11%	3 10%	-	1 21%	1 21%	2 8%	1 7%	1 16%	1 11%	-	-	1 10%	-	1 10%	2 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 532

Page 2318

19 Jun 2014

I21_SUM (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

I21: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	11	6	13	-	1	1	4	1	1	-	-
Weighted Base	10	5	11	-	1	1	3	1	1	-	-
Effective base	10	6	12	-	1	1	4	1	1	-	-
I was not aware that cashback was available	3 28%	1 24%	-	-	-	1 100%	-	-	-	-	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	-	-	2 17%	-	-	-	-	-	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	1 14%	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	3 30%	-	1 7%	-	-	-	-	-	-	-	-
I did not think that I would be eligible	3 31%	3 52%	3 23%	-	-	-	1 36%	1 100%	-	-	-
I was advised not to apply for cashback	-	1 24%	1 7%	-	-	-	-	-	-	-	-
It was free	1 8%	1 18%	2 20%	-	-	-	1 42%	-	-	-	-
Paid by Landlord/ Housing Ass/ Council	1 7%	-	2 15%	-	1 100%	-	-	-	1 100%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 532

Page 2319

19 Jun 2014

I21_SUM (M) Why did you / will you not apply for cashback?

Base: All measures for which Green Deal cashback has not been applied for

	I21: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	10	5	11	-	1	1	3	1	1	-	-
Effective base	10	6	12	-	1	1	4	1	1	-	-
Other	1 12%	-	-	-	-	-	-	-	-	-	-
Don't know	-	1 17%	2 17%	-	-	-	1 22%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 533

121 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	36	20	16	14	11	11	30	6	12	24	29	7	24	12	24	5	7	12
Weighted Base	31	17**	14**	12**	9**	9**	27**	5**	10**	21**	24**	7**	19**	12**	22**	4**	6**	9**
Effective base	34	19	15	13	10	10	28	6	11	23	28	7	23	12	23	5	7	12
I was not aware that cashback was available	5 15%	2 13%	2 17%	2 18%	-	2 26%	5 18%	-	-	5 22%	3 11%	2 30%	2 12%	2 20%	5 21%	-	-	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 17%	-	1 8%	-	1 10%	2 7%	-	1 9%	1 5%	2 8%	-	-	2 16%	2 9%	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	1 4%	-	1 6%	-	-	-	1 15%	-	1 3%	1 3%	-	1 4%	-	-	-	1 12%	1 8%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	3 18%	1 5%	2 16%	1 11%	1 8%	3 10%	1 22%	-	4 18%	4 16%	-	2 12%	2 12%	1 6%	1 21%	2 32%	3 28%
I did not think that I would be eligible	10 33%	5 32%	5 34%	4 32%	4 47%	2 20%	10 36%	1 15%	3 31%	7 34%	7 30%	3 42%	7 34%	4 32%	9 40%	1 21%	1 12%	1 16%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 533

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	31	17**	14**	12**	9**	9**	27**	5**	10**	21**	24**	7**	19**	12**	22**	4**	6**	9**
Effective base	34	19	15	13	10	10	28	6	11	23	28	7	23	12	23	5	7	12
I was advised not to apply for cashback	2 6%	1 4%	1 8%	-	-	2 21%	2 7%	-	-	2 9%	1 3%	1 17%	-	2 16%	1 5%	-	1 13%	1 8%
It was free	5 17%	1 8%	4 28%	1 7%	1 9%	4 39%	5 20%	-	2 25%	3 14%	3 11%	3 40%	3 17%	2 18%	5 21%	1 19%	-	1 7%
Paid by Landlord/ Housing Ass/ Council	3 11%	1 8%	2 14%	1 11%	2 20%	-	3 10%	1 15%	1 10%	2 11%	3 14%	-	2 13%	1 8%	-	1 40%	2 35%	3 37%
Other	1 4%	-	1 9%	1 10%	-	-	1 5%	-	1 13%	-	-	1 18%	-	1 10%	1 6%	-	-	-
Don't know	3 11%	3 15%	1 6%	1 12%	1 12%	1 9%	1 4%	2 49%	2 19%	2 7%	3 14%	-	3 18%	-	2 7%	1 19%	1 21%	2 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 533

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	36	34	2	12	18	2	5	10	10	11	24	12
Weighted Base	31	29*	2**	11**	15**	2**	4**	10**	9**	9**	21**	10**
Effective base	34	32	2	11	18	2	5	9	10	11	23	11
I was not aware that cashback was available	5 15%	4 13%	1 50%	2 18%	2 11%	-	-	1 13%	2 25%	1 14%	3 16%	1 13%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 6%	-	-	2 13%	-	-	-	1 11%	1 11%	1 4%	1 10%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	1 2%	-	-	-	-	1 18%	-	-	-	-	1 7%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	4 13%	-	2 18%	2 12%	-	-	1 13%	3 29%	-	3 14%	1 8%
I did not think that I would be eligible	10 33%	9 32%	1 50%	4 38%	5 34%	-	1 22%	2 21%	4 44%	4 40%	8 37%	2 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 533

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	31	29*	2**	11**	15**	2**	4**	10**	9**	9**	21**	10**
Effective base	34	32	2	11	18	2	5	9	10	11	23	11
I was advised not to apply for cashback	2 6%	2 7%	-	-	1 5%	-	-	-	2 22%	-	1 5%	1 8%
It was free	5 17%	5 18%	-	2 20%	3 22%	-	2 41%	1 13%	1 10%	2 19%	2 11%	3 31%
Paid by Landlord/ Housing Ass/ Council	3 11%	2 8%	1 50%	-	2 11%	-	1 18%	3 27%	-	-	3 12%	1 7%
Other	1 4%	1 4%	-	-	-	1 60%	-	1 13%	-	-	1 6%	-
Don't know	3 11%	3 12%	-	2 19%	* 3%	1 40%	-	1 7%	1 15%	2 17%	3 13%	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 533

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	36	21	6	11	-	32	3	9	27	-	-	36	-
Weighted Base	31	19**	4**	9**	..*	27*	3**	8**	23**	..*	..*	31*	..*
Effective base	34	20	6	10	-	30	3	8	26	-	-	34	-
I was not aware that cashback was available	5 15%	4 21%	1 15%	-	-	5 17%	-	1 16%	3 14%	-	-	5 15%	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 10%	-	-	-	2 7%	-	-	2 8%	-	-	2 6%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	-	-	1 8%	-	1 3%	-	1 9%	-	-	-	1 2%	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	4 20%	-	-	-	3 9%	1 3%	-	4 16%	-	-	4 12%	-
I did not think that I would be eligible	10 33%	6 30%	1 33%	4 42%	-	10 38%	-	2 20%	9 38%	-	-	10 33%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 533

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	31	19**	4**	9**	-**	27*	3**	8**	23**	-**	-**	31*	-**
Effective base	34	20	6	10	-	30	3	8	26	-	-	34	-
I was advised not to apply for cashback	2 6%	2 10%	-	-	-	2 7%	-	-	2 8%	-	-	2 6%	-
It was free	5 17%	5 24%	1 33%	-	-	4 16%	-	3 36%	3 11%	-	-	5 17%	-
Paid by Landlord/ Housing Ass/ Council	3 11%	-	-	3 37%	-	1 5%	2 61%	1 9%	3 11%	-	-	3 11%	-
Other	1 4%	1 6%	-	-	-	1 5%	-	-	1 5%	-	-	1 4%	-
Don't know	3 11%	1 4%	1 19%	2 21%	-	3 13%	-	1 10%	3 11%	-	-	3 11%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 534

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	36	-	4	1	6	1	9	9	27	-	9	27	2	34	26	10
Weighted Base	31	..	4**	1**	5**	1**	8**	8**	23**	..	8**	23**	2**	30*	23**	8**
Effective base	34	-	4	1	6	1	8	8	26	-	8	26	2	32	25	10
I was not aware that cashback was available	5 15%	-	1 32%	-	-	1 100%	1 16%	1 16%	3 14%	-	1 16%	3 14%	-	5 16%	4 15%	1 14%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	-	-	-	-	-	-	-	2 8%	-	-	2 8%	-	2 6%	2 8%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	-	-	-	1 14%	-	1 9%	1 9%	-	-	1 9%	-	-	1 2%	-	1 8%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	-	-	-	-	-	-	-	4 16%	-	-	4 16%	-	4 13%	3 12%	1 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 534

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	31	-**	4**	1**	5**	1**	8**	8**	23**	-**	8**	23**	2**	30*	23**	8**
Effective base	34	-	4	1	6	1	8	8	26	-	8	26	2	32	25	10
I did not think that I would be eligible	10 33%	-	1 20%	-	1 14%	-	2 20%	2 20%	9 38%	-	2 20%	9 38%	1 45%	10 32%	8 33%	3 32%
I was advised not to apply for cashback	2 6%	-	-	-	-	-	-	-	2 8%	-	-	2 8%	-	2 6%	1 3%	1 14%
It was free	5 17%	-	2 48%	-	3 57%	-	3 36%	3 36%	3 11%	-	3 36%	3 11%	1 55%	4 15%	4 20%	1 11%
Paid by Landlord/ Housing Ass/ Council	3 11%	-	-	1 100%	-	-	1 9%	1 9%	3 11%	-	1 9%	3 11%	-	3 11%	1 4%	2 28%
Other	1 4%	-	-	-	-	-	-	-	1 5%	-	-	1 5%	-	1 4%	1 5%	-
Don't know	3 11%	-	-	-	1 15%	-	1 10%	1 10%	3 11%	-	1 10%	3 11%	-	3 12%	2 9%	1 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 534

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	36	8	10	11	5	8	8	16	7	4	7	2	2	34	4	31	6	25
Weighted Base	31	7**	8**	10**	5**	7**	8**	13**	6**	3**	6**	2**	2**	30*	4**	26**	5**	21**
Effective base	34	8	9	10	5	8	8	15	7	4	6	2	2	32	4	29	6	24
I was not aware that cashback was available	5 15%	1 16%	-	4 36%	-	3 42%	2 30%	1 5%	1 11%	-	2 28%	-	-	5 16%	1 29%	4 13%	-	4 17%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	1 13%	-	1 9%	-	-	-	1 8%	-	-	1 16%	-	-	2 6%	-	2 7%	1 17%	1 5%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	-	-	-	-	-	-	-	-	-	-	1 42%	1 42%	-	-	1 3%	-	1 3%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	1 14%	2 25%	1 8%	-	-	1 15%	3 20%	-	-	2 35%	-	-	4 13%	-	4 14%	2 33%	2 9%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 534

121 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Total	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	31	7**	8**	10**	5**	7**	8**	13**	6**	3**	6**	2**	2**	30*	4**	26**	5**	21**
Effective base	34	8	9	10	5	8	8	15	7	4	6	2	2	32	4	29	6	24
I did not think that I would be eligible	10 33%	3 38%	2 21%	3 33%	3 55%	3 53%	4 46%	2 17%	2 29%	2 52%	2 28%	-	-	10 35%	1 29%	9 35%	2 31%	7 36%
I was advised not to apply for cashback	2 6%	1 16%	1 9%	-	-	1 18%	1 14%	1 6%	-	-	1 13%	-	-	2 6%	1 29%	1 3%	1 14%	-
It was free	5 17%	-	1 8%	2 18%	2 45%	1 12%	-	3 26%	2 33%	1 27%	-	-	-	5 18%	2 41%	4 14%	-	4 18%
Paid by Landlord/ Housing Ass/ Council	3 11%	2 24%	2 20%	-	-	1 14%	-	1 11%	1 13%	1 21%	-	1 58%	1 58%	2 8%	-	3 13%	1 19%	2 17%
Other	1 4%	-	-	1 13%	-	-	1 15%	1 10%	-	-	-	-	-	1 4%	1 31%	-	-	-
Don't know	3 11%	1 11%	2 25%	-	1 14%	1 12%	1 17%	1 9%	1 14%	1 21%	* 9%	-	-	3 12%	-	3 11%	1 13%	2 10%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 534

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	36	13	16	16	13	1	11	2	15	7	4	18	15	9	13	14
Weighted Base	31	11**	14**	14**	11**	1**	9**	2**	13**	6**	4**	15**	14**	8**	10**	13**
Effective base	34	12	15	15	12	1	10	2	14	7	4	17	14	9	12	13
I was not aware that cashback was available	5 15%	2 15%	2 14%	3 20%	1 6%	-	2 17%	-	1 7%	1 10%	1 32%	1 6%	4 27%	2 29%	2 23%	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	1 8%	1 7%	1 6%	1 9%	-	1 10%	-	-	1 16%	-	-	1 7%	-	1 9%	1 8%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	-	1 5%	-	1 6%	-	-	-	-	-	-	1 5%	-	1 9%	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	2 14%	2 16%	2 11%	2 21%	-	1 8%	1 45%	2 16%	-	-	2 12%	2 14%	2 23%	1 7%	1 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 534

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	31	11**	14**	14**	11**	1**	9**	2**	13**	6**	4**	15**	14**	8**	10**	13**
Effective base	34	12	15	15	12	1	10	2	14	7	4	17	14	9	12	13
I did not think that I would be eligible	10 33%	4 38%	3 18%	5 34%	2 17%	-	2 27%	2 100%	4 30%	2 40%	1 16%	5 31%	5 35%	3 33%	2 18%	6 45%
I was advised not to apply for cashback	2 6%	1 7%	-	1 5%	-	-	1 8%	-	1 6%	-	-	1 5%	1 8%	-	2 18%	-
It was free	5 17%	2 15%	4 26%	3 21%	2 22%	-	2 18%	-	1 6%	2 34%	1 22%	2 16%	3 21%	-	4 35%	2 13%
Paid by Landlord/ Housing Ass/ Council	3 11%	1 9%	1 10%	1 7%	1 13%	1 100%	1 11%	-	3 26%	-	-	3 22%	-	1 18%	-	2 15%
Other	1 4%	1 11%	-	1 9%	-	-	1 14%	-	-	-	1 31%	-	1 9%	-	-	1 10%
Don't know	3 11%	* 5%	1 10%	1 8%	1 6%	-	* 5%	-	3 27%	-	-	3 19%	-	1 10%	2 19%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 535

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	36	19	26	31	5	12	13	10	30	2	29	3
Weighted Base	31	17**	23**	27**	5**	11**	11**	8**	25**	2**	25**	3**
Effective base	34	18	25	29	5	11	12	10	28	2	27	3
I was not aware that cashback was available	5 15%	3 15%	4 15%	4 13%	1 26%	2 16%	2 17%	1 12%	4 14%	-	3 12%	1 40%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 11%	2 8%	2 7%	-	1 9%	1 8%	-	1 4%	-	1 4%	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	1 4%	-	1 3%	-	-	-	1 9%	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	2 12%	3 12%	3 10%	1 23%	-	3 26%	1 10%	4 15%	-	3 10%	-
I did not think that I would be eligible	10 33%	5 31%	8 33%	8 32%	2 41%	5 41%	3 28%	3 33%	7 28%	1 47%	8 34%	2 68%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 535

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	31	17**	23**	27**	5**	11**	11**	8**	25**	2**	25**	3**
Effective base	34	18	25	29	5	11	12	10	28	2	27	3
I was advised not to apply for cashback	2 6%	-	1 3%	1 3%	1 26%	1 11%	-	1 10%	1 3%	-	1 3%	1 40%
It was free	5 17%	3 18%	4 20%	5 20%	-	3 27%	1 13%	-	5 21%	-	5 22%	-
Paid by Landlord/ Housing Ass/ Council	3 11%	1 4%	1 4%	2 6%	2 36%	1 6%	2 14%	1 13%	2 10%	1 53%	2 10%	1 32%
Other	1 4%	-	1 5%	1 5%	-	1 11%	-	-	1 5%	-	1 5%	-
Don't know	3 11%	1 9%	2 9%	3 10%	1 15%	-	-	3 44%	3 14%	-	3 14%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 535

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	36	29	3	4	7	29	21	5	13	2	1	7	7	9	10
Weighted Base	31	24**	3**	4**	6**	25**	19**	5**	11**	2**	1**	6**	6**	8**	8**
Effective base	34	27	3	4	7	27	20	5	13	2	1	7	7	8	9
I was not aware that cashback was available	5 15%	4 14%	-	1 32%	1 18%	4 14%	3 15%	1 27%	2 17%	-	-	2 32%	1 15%	2 24%	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 6%	2 8%	-	-	-	2 8%	-	-	2 17%	-	-	-	-	-	2 23%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 2%	1 3%	-	-	-	1 3%	1 4%	1 14%	-	-	-	-	-	-	1 8%
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4 12%	3 11%	1 33%	-	-	4 15%	4 20%	-	-	-	-	2 32%	1 19%	1 9%	-
I did not think that I would be eligible	10 33%	8 34%	1 26%	1 32%	3 42%	8 31%	7 36%	1 15%	3 32%	-	1 100%	2 45%	2 39%	4 46%	1 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 535

I21 (R) Why did you / will you not apply for cashback?

Base: All who did not apply for Green Deal cashback to pay for measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	31	24**	3**	4**	6**	25**	19**	5**	11**	2**	1**	6**	6**	8**	8**
Effective base	34	27	3	4	7	27	20	5	13	2	1	7	7	8	9
I was advised not to apply for cashback	2 6%	1 3%	-	1 32%	1 18%	1 3%	1 4%	-	1 11%	-	-	2 34%	-	-	-
It was free	5 17%	5 19%	-	1 27%	1 12%	5 18%	4 21%	1 26%	1 7%	1 55%	-	-	2 27%	1 11%	2 18%
Paid by Landlord/ Housing Ass/ Council	3 11%	2 10%	-	1 25%	1 14%	2 10%	-	-	3 31%	1 45%	-	1 12%	1 15%	1 9%	-
Other	1 4%	-	1 40%	-	1 19%	-	1 7%	-	-	-	-	-	-	-	1 15%
Don't know	3 11%	3 11%	-	1 21%	1 23%	2 8%	1 7%	1 16%	1 13%	-	-	1 12%	-	1 10%	2 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 536

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I was not aware that cashback was available	5	2	2	2	-	2	5	-	-	5	3	2	2	2	5	-	-	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2	2	-	1	-	1	2	-	1	1	2	-	-	2	2	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1	1	-	1	-	-	-	1	-	1	1	-	1	-	-	-	1	1
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4	3	1	2	1	1	3	1	-	4	4	-	2	2	1	1	2	3



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 536

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I did not think that I would be eligible	10 1%	5 1%	5 1%	4 1%	4 1%	2 1%	10 1%	1 1%	3 1%	7 1%	7 1%	3 1%	7 1%	4 1%	9 1%	1 1%	1 1%	1 1%
I was advised not to apply for cashback	2 *	1 *	1 *	-	-	2 1%	2 *	-	-	2 *	1 *	1 *	-	2 *	1 *	-	1 *	1 *
It was free	5 1%	1 *	4 1%	1 *	1 *	4 1%	5 1%	-	2 1%	3 *	3 *	3 1%	3 1%	2 *	5 1%	1 1%	-	1 *
Paid by Landlord/ Housing Ass/ Council	3 *	1 *	2 *	1 *	2 1%	-	3 *	1 1%	1 *	2 *	3 *	-	2 *	1 *	-	1 2% n	2 1% n	3 1% n
Other	1 *	-	1 *	1 *	-	-	1 *	-	1 *	-	-	1 1%	-	1 *	1 *	-	-	-
Don't know	3 *	3 1%	1 *	1 *	1 *	1 *	2 2% f	2 1%	2 *	3 *	-	3 1%	-	2 *	1 1%	1 1%	2 1%	
Not in the process of installing any key measures	897 95%	469 95%	422 95%	319 94%	346 96%	229 94%	768 95%	113 92%	235 94%	658 95%	662 94%	235 96%	456 94%	440 96%	631 94%	84 96%	182 96%	266 96%
NET: All intend to use cashback	11 1%	3 1%	8 2%	3 1%	4 1%	4 2%	10 1%	1 1%	6 2% i	5 1%	8 1%	3 1%	6 1%	5 1%	11 2% q	-	-	-
NET: All don't know whether intending to use cashback	10 1%	4 1%	6 1%	6 2%	3 1%	1 1%	6 1%	4 3% f	-	10 1%	10 1%	-	6 1%	3 1%	7 1%	-	3 2%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 536

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
I was not aware that cashback was available	5	4	1 1%	2 1%	2	-	-	1	2 1%	1	3 1%	1
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2	2	-	-	2	-	-	-	1	1	1	1
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1	1	-	-	-	-	1	-	-	-	-	1
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4	4	-	2 1%	2	-	-	1	3 1%	-	3	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 536

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
I did not think that I would be eligible	10 1%	9 1%	1 1%	4 1%	5 1%	-	1 *	2 1%	4 2%	4 1%	8 1%	2 1%
I was advised not to apply for cashback	2 *	2 *	-	-	1 *	-	-	-	2 1%	-	1 *	1 *
It was free	5 1%	5 1%	-	2 1%	3 1%	-	2 1%	1 *	1 *	2 1%	2 *	3 1%
Paid by Landlord/ Housing Ass/ Council	3 *	2 *	1 1%	-	2 *	-	1 *	3 1%	-	-	3 *	1 *
Other	1 *	1 *	-	-	-	1 1%	-	1 *	-	-	1 *	-
Don't know	3 *	3 *	-	2 1%	* *	1 1%	-	1 *	1 1%	2 1%	3 *	1 *
Not in the process of installing any key measures	897 95%	733 94%	164 99%	292 94%	407 95%	126 97%	159 96%	247 94%	217 95%	270 94%	597 95%	300 94%
NET: All intend to use cashback	11 1%	11 1%	-	6 2%	5 1%	-	1 1%	2 1%	2 1%	7 2%	4 1%	7 2% w
NET: All don't know whether intending to use cashback	10 1%	10 1%	-	4 1%	2 *	1 1%	3 2%	5 2%	1 *	1 *	6 1%	3 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 536

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I was not aware that cashback was available	5*	4 1%	1*	-	-	5 1%	-	1*	3 7% EGHIJ	-	-	5 7% E	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2*	2*	-	-	-	2*	-	-	2 4% EGHIJ	-	-	2*	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1*	-	-	1*	-	1*	-	1*	-	-	-	1*	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4*	4 1%	-	-	-	3*	1 7%	-	4 8% EGHIJ	-	-	4 7%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 536

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I did not think that I would be eligible	10 1%	6 1%	1 1%	4 2%	-	10 1%	-	2 *	9 19%	-	-	10 2%	-
I was advised not to apply for cashback	2 *	2 *	-	-	-	2 *	-	-	2 4%	-	-	2 *	-
It was free	5 1%	5 1%	1 1%	-	-	4 1%	-	3 *	3 5%	-	-	5 1%	-
Paid by Landlord/ Housing Ass/ Council	3 *	-	-	3 2%	-	1 *	2 2%	1 *	3 6%	-	-	3 1%	-
Other	1 *	1 *	-	-	-	1 *	-	-	1 3%	-	-	1 *	-
Don't know	3 *	1 *	1 1%	2 1%	-	3 *	-	1 *	3 6%	-	-	3 1%	-
Not in the process of installing any key measures	897 95%	503 95%	134 94%	210 94%	73 100% zA	741 94%	94 96%	561 99% FI	6 12%	106 100% FI	118 100% FI	567 92% F	330 100% EJ
NET: All intend to use cashback	11 1%	8 2%	-	3 1%	-	10 1%	-	-	11 23%	-	-	11 2%	-
NET: All don't know whether intending to use cashback	10 1%	3 1%	4 3%	3 1%	-	7 1%	2 2%	-	10 21%	-	-	10 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I was not aware that cashback was available	5 *	-	1 7%	-	-	1 7%	1 *	3 7%	-	1 *	3 7%	-	5 7%	4 7%	1 *
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2 *	-	-	-	-	-	-	2 7%	-	-	2 *	-	2 *	2 *	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1 *	-	-	1 *	-	1 *	1 *	-	-	1 *	-	-	1 *	-	1 *
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I do not/did not know how to apply / I was not given enough information on how to apply	4 *	-	-	-	-	-	-	-	4 1%	-	-	4 1%	-	4 *	3 1%	1 *
I did not think that I would be eligible	10 1%	-	1 *	-	1 *	-	2 *	2 *	9 2% fg	-	2 *	9 2% j	1 *	10 1%	8 1%	3 1%
I was advised not to apply for cashback	2 *	-	-	-	-	-	-	-	2 1%	-	-	2 *	-	2 *	1 *	1 *
It was free	5 1%	-	2 1%	-	3 1%	-	3 *	3 1%	3 1%	-	3 1%	3 1%	1 1%	4 1%	4 1%	1 *
Paid by Landlord/ Housing Ass/ Council	3 *	-	-	1 1%	-	-	1 *	1 *	3 1%	-	1 *	3 1%	-	3 *	1 *	2 1%
Other	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	-	1 *	1 *	-
Don't know	3 *	-	-	-	1 *	-	1 *	1 *	3 1%	-	1 *	3 1%	-	3 *	2 *	1 *
Not in the process of installing any key measures	897 95%	86 100% h	252 98% h	55 99% h	222 98% h	129 99% h	561 99% h	547 99% h	336 89%	75 100% k	440 98% k	381 90%	158 96%	739 95%	497 93%	400 97% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: All intend to use cashback	11 1%	-	-	-	-	-	-	-	11 3% bdfg	-	-	11 3% j	5 3% m	5 1%	9 2%	2 *
NET: All don't know whether intending to use cashback	10 1%	-	-	-	-	-	-	-	10 3% bdfg	-	-	10 2% j	1 *	9 1%	8 1%	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

121 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I was not aware that cashback was available	5*	1 1%	-	4 1%	-	3 1%	2 1%	1*	1*	-	2 1%	-	-	5 1%	1 1%	4*	-	4 1%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2*	1 1%	-	1*	-	-	-	1*	-	-	1 1%	-	-	2*	-	2*	1 1%	1*
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1*	-	-	-	-	-	-	-	-	-	-	1 1%	1 1%	-	-	1*	-	1*
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I do not/did not know how to apply / I was not given enough information on how to apply	4*	1 1%	2 1%	1*	-	-	1*	3 1%	-	-	2 1%	-	-	4*	-	4 1%	2 1%	2*
I did not think that I would be eligible	10 1%	3 3% q	2*	3 1%	3 1%	3 1%	4 1%	2 1%	2 1%	2 2%	2 1%	-	-	10 1%	1 1%	9 1%	2 1%	7 1%
I was advised not to apply for cashback	2*	1 1%	1*	-	-	1*	1*	1*	-	-	1*	-	-	2*	1 1% W	1*	1 1%	-
It was free	5 1%	-	1*	2 1%	2 1%	1*	-	3 1%	2 1%	1 1%	-	-	-	5 1%	2 1%	4 1%	-	4 1%
Paid by Landlord/ Housing Ass/ Council	3*	2 2% r	2*	-	-	1*	-	1*	1*	1 1%	-	1 1%	1 1%	2*	-	3*	1 1%	2*
Other	1*	-	-	1*	-	-	1*	1*	-	-	-	-	-	1*	1 1% UW	-	-	-
Don't know	3*	1 1%	2 1%	-	1*	1*	1 1%	1*	1*	1 1%	*	-	-	3*	-	3*	1 1%	2*
Not in the process of installing any key measures	897 95%	84 90%	335 96% p	236 94%	192 96%	389 97%	245 94%	307 95%	169 94%	90 93%	145 95%	97 98%	83 98%	814 94%	117 92%	672 95%	122 96%	550 95%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: All intend to use cashback	11 1%	2 2%	3 1%	4 1%	3 1%	5 1%	2 1%	3 1%	2 1%	4 4% S	1 1%	-	-	11 1%	6 5% UVW	4 1%	-	4 1%
NET: All don't know whether intending to use cashback	10 1%	2 2%	5 1%	2 1%	2 1%	3 1%	5 2%	2 1%	5 3% R	1 1%	-	-	-	10 1%	2 1%	5 1%	1 1%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

121 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I was not aware that cashback was available	5	2	2	3	1	-	2	-	1	1	1	1	4	2	2	-
		z	z	7%	*	-	7%	-	*	*	7%	*	7%	7%	7%	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2	1	1	1	1	-	1	-	-	1	-	-	1	-	1	1
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

121 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I do not/did not know how to apply / I was not given enough information on how to apply	4 *	2	2	2	2	-	1	1	2	-	-	2	2	2	1	1
I did not think that I would be eligible	10 1%	4	3	5	2	-	2	2	4	2	1	5	5	3	2	6
I was advised not to apply for cashback	2 *	1	-	1	-	-	1	-	1	-	-	1	1	-	2	-
It was free	5 1%	2	4	3	2	-	2	-	1	2	1	2	3	-	4	2
Paid by Landlord/ Housing Ass/ Council	3 *	1	1	1	1	1	1	-	3	-	-	3	-	1	-	2
Other	1 *	1	-	1	-	-	1	-	-	-	1	-	1	-	-	1
Don't know	3 *	-	1	1	1	-	-	-	3	-	-	3	-	1	2	1
Not in the process of installing any key measures	897 95%	336	392	383	345	64	245	84	336	224	130	415	424	306	377	253
		95%	96%	95%	96%	99%	94%	98%	96%	93%	94%	95%	95%	95%	96%	93%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 537

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: All intend to use cashback	11 1%	6 2% xz	1 *	6 2% x	1 *	-	6 2%	-	-	7 3% D	2 2% D	4 1%	7 1%	3 1%	4 1%	5 2%
NET: All don't know whether intending to use cashback	10 1%	2 1%	3 1% z	4 1% w	1 *	-	2 1%	-	3 1%	3 1%	2 1%	5 1%	5 1%	7 2%	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 538

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I was not aware that cashback was available	5*	3 1%	4 1%	4 1%	1*	2*	2 1%	1 1%	4 1%	-	3*	1 1%
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2*	2 1%	2*	2*	-	1*	1*	-	1*	-	1*	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1*	1*	-	1*	-	-	-	1*	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4*	2 1%	3 1%	3*	1*	-	3 1%	1*	4 1%	-	3*	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 538

121 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I did not think that I would be eligible	10 1%	5 1%	8 1%	8 1%	2 1%	5 1%	3 1%	3 2%	7 1%	1 *	8 1%	2 2%
I was advised not to apply for cashback	2 *	-	1 *	1 *	1 *	1 *	-	1 *	1 *	-	1 *	1 1%
It was free	5 1%	3 1%	4 1%	5 1%	-	3 1%	1 *	-	5 1%	-	5 1%	-
Paid by Landlord/ Housing Ass/ Council	3 *	1 *	1 *	2 *	2 1%	1 *	2 *	1 1%	2 *	1 *	2 *	1 1%
Other	1 *	-	1 *	1 *	-	1 *	-	-	1 *	-	1 *	-
Don't know	3 *	1 *	2 *	3 *	1 *	-	-	3 2% kl	3 1%	-	3 *	-
Not in the process of installing any key measures	897 95%	341 94%	497 93%	632 94%	265 98% lj	397 96% m	336 95%	143 91%	610 94%	185 98% L	677 94%	107 96%
NET: All intend to use cashback	11 1%	5 1%	9 2% K	11 2% K	-	2 *	4 1%	4 3% k	8 1%	2 1%	9 1%	2 1%
NET: All don't know whether intending to use cashback	10 1%	-	8 1% H	8 1% H	2 1%	2 *	3 1%	4 3% k	8 1%	-	8 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 538

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I was not aware that cashback was available	5	4 1%	-	1 1%	1	4 1%	3	1	2 1%	-	-	2 1%	1 1%	2 1%	-
I was told that cashback was no longer available	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	2	2	-	-	-	2	-	-	2 1%	-	-	-	-	-	2 1%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	1	1	-	-	-	1	1	-	-	-	-	-	-	-	1
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	4	3	1 1%	-	-	4 1%	4 1%	-	-	-	-	2 1%	1 1%	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 538

I21 (R) (ALL) Why did you / will you not apply for cashback?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I did not think that I would be eligible	10 1%	8 1%	1 1%	1 1%	3 1%	8 1%	7 1% q	1 1%	3 1%	-	1 1%	2 1%	2 2% u	4 2% u	1 1%
I was advised not to apply for cashback	2	1	-	1 1%	1	1	1	-	1	-	-	2 1%	-	-	-
It was free	5 1%	5 1%	-	1 1%	1	5 1%	4 1%	1 1%	1	1 1%	-	-	2 2%	1 1%	2 1%
Paid by Landlord/ Housing Ass/ Council	3	2	-	1 1%	1	2	-	-	3 1% p	1	-	1	1 1%	1	-
Other	1	-	1 1% P	-	1	-	1	-	-	-	-	-	-	-	1 1%
Don't know	3	3	-	1 1%	1 1%	2	1	1	1	-	-	1	-	1	2 1%
Not in the process of installing any key measures	897 95%	647 94%	89 97%	101 94%	253 96%	644 94%	550 94%	269 98% p	318 95%	205 98% xz	69 99% x	172 95%	92 92%	149 94%	209 92%
NET: All intend to use cashback	11 1%	8 1%	-	3 2%	4 2%	7 1%	9 2% q	-	2	3 1%	-	-	1 1%	1 1%	6 3% w
NET: All don't know whether intending to use cashback	10 1%	9 1%	-	-	-	10 1%	6 1%	-	4 1%	1	-	3 2%	1 1%	1 1%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	180	83	96	68	83	28	152	26	44	135	133	47	101	79	130	19	31	50
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Was planning to do it anyway	37 20%	12 14%	25 25%	15 21%	17 19%	6 20%	34 21%	3 13%	5 12%	32 22%	27 21%	10 18%	18 21%	19 19%	35 25% q	1 9%	1 3%	2 5%
To save money on energy bills	111 59%	52 60%	59 59%	49 71% d	49 55%	13 45%	96 58%	15 69%	25 55%	87 61%	80 61%	31 55%	56 65%	55 54%	93 66% q	7 48%	11 34%	19 38%
Wanted a warmer/more comfortable home	92 49%	41 48%	51 50%	33 47%	46 51%	14 48%	78 48%	14 62%	22 49%	70 49%	71 53%	21 38%	48 56%	43 43%	77 55% q	6 40%	9 27%	15 31%
To help with associated problems (e.g. condensation illness)	16 9%	8 10%	8 8%	6 9%	10 11%	1 3%	14 9%	2 10%	3 7%	13 9%	15 11%	1 2%	10 11%	7 7%	11 8%	1 4%	5 15%	6 12%
To reduce energy use for environmental reasons	37 20%	16 18%	21 21%	16 23%	16 18%	5 17%	35 21%	1 4%	8 18%	29 20%	28 21%	8 15%	20 23%	16 16%	31 22%	3 18%	3 9%	6 12%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 5%	2 3%	6 6%	4 5%	2 2%	3 10%	8 5%	1 3%	2 3%	7 5%	5 4%	3 6%	5 5%	4 4%	7 5%	1 10%	-	1 3%
Availability of cashback schemes/discounts to make improvements	20 10%	4 5%	16 16% a	8 12%	6 6%	5 19%	19 12%	1 3%	5 12%	14 10%	11 9%	8 15%	11 12%	9 9%	19 13% q	1 4%	*	1 2%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 5%	4 5%	5 5%	3 4%	6 6%	1 3%	9 5%	-	-	10 7%	6 4%	4 7%	3 3%	7 7%	9 6%	1 5%	-	1 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
It was free/paid for by someone else (e.g. landlord local authority energy company)	38 20%	21 24%	17 17%	13 18%	22 24%	4 14%	35 21%	3 14%	11 25%	27 19%	29 22%	9 16%	15 17%	23 23%	21 15%	1 5%	17 49%	17 36% n
(Measure) was recommended by friend/relative/word of mouth	21 11%	11 13%	9 9%	6 9%	12 14%	2 7%	19 12%	2 7%	5 10%	16 11%	14 11%	7 12%	13 15%	8 8%	15 11%	3 18%	3 8%	6 11%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	2 2%	5 5%	3 4%	2 3%	1 5%	6 4%	1 3%	1 2%	6 4%	5 4%	1 2%	4 5%	2 2%	5 4%	2 10%	-	2 3%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	15 8%	14 17% b	1 1%	4 6%	9 10%	2 7%	15 9%	-	8 17% i	8 5%	13 10%	3 5%	8 9%	7 7%	1 1%	1 5%	14 41%	14 30% n
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	6 3%	5 6%	1 1%	1 1%	3 3%	2 8%	6 4%	-	4 10% i	2 1%	4 3%	2 4%	4 5%	2 2%	1 1%	1 7%	4 13%	5 11% n
Doing other work to the property/having other building work done	8 4%	2 3%	6 6%	1 2%	7 8%	-	8 5%	-	2 5%	6 4%	6 4%	3 5%	1 1%	7 7% l	8 6%	-	-	-
Change in household (e.g. new baby someone ill in household)	4 2%	2 3%	2 2%	2 4%	2 2%	-	3 2%	1 4%	2 3%	2 2%	4 3%	-	1 1%	3 3%	2 2%	-	2 5%	2 3%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	9 5%	1 7%	8 8% a	6 8%	4 4%	-	9 6%	-	1 2%	8 6%	8 6%	1 2%	2 3%	7 7%	9 7%	-	-	-
Other	9 5%	4 4%	5 5%	2 2%	4 5%	3 11%	9 5%	-	1 2%	8 6%	5 4%	4 7%	4 4%	5 5%	8 6%	-	1 4%	1 3%
Don't know	13 7%	7 8%	5 5%	5 7%	5 6%	2 8%	11 6%	1 6%	3 7%	9 6%	7 5%	6 11%	3 3%	10 10%	8 6%	1 5%	4 12%	5 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

I22 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	180	162	18	78	67	19	44	46	41	47	114	66
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Was planning to do it anyway	37 20%	36 21%	2 7%	17 20%	14 19%	5 29%	8 18%	9 18%	12 30%	7 15%	24 20%	13 19%
To save money on energy bills	111 59%	107 64%	4 21%	56 65%	37 52%	9 53%	29 64%	27 55%	24 59%	31 62%	65 55%	46 66%
Wanted a warmer/more comfortable home	92 49%	84 50%	8 37%	45 52%	32 44%	10 57%	25 55%	25 50%	22 54%	19 39%	47 40%	45 64% w
To help with associated problems (e.g. condensation illness)	16 9%	13 8%	3 14%	9 10%	7 10%	- -	2 5%	8 15%	4 10%	2 5%	13 11%	3 5%
To reduce energy use for environmental reasons	37 20%	32 19%	5 22%	20 23%	12 17%	3 18%	11 23%	11 22%	10 25%	5 10%	20 17%	17 24%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 5%	8 5%	1 4%	2 3%	3 4%	3 15%	4 10% M	-	1 3%	3 6%	5 4%	4 5%
Availability of cashback schemes/discounts to make improvements	20 10%	18 11%	2 7%	11 13%	7 10%	1 5%	6 14% M	* 1%	7 17% M	6 12% M	8 7%	12 17% w
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 5%	9 5%	1 4%	4 5%	5 8%	-	2 5%	2 4%	3 6%	3 6%	3 3%	6 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
It was free/paid for by someone else (e.g. landlord local authority energy company)	38 20%	29 17%	9 43%	9 11%	23 32% †	3 19%	4 8%	18 36% KO	9 21%	8 15%	29 24%	9 13%
(Measure) was recommended by friend/relative/word of mouth	21 11%	17 10%	3 16%	11 13%	8 11%	2 12%	3 7%	5 10%	10 23% KO	3 7%	12 10%	8 12%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	6 4%	1 4%	4 5%	2 2%	1 5%	4 8%	1 1%	1 2%	1 3%	1 1%	6 8% w
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	15 8%	11 7%	4 19%	5 5%	7 10%	1 7%	3 6%	4 8%	4 11%	4 9%	12 10%	4 5%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	6 3%	5 3%	1 7%	3 4%	3 5%	- -	1 2%	2 5%	3 7%	- -	4 3%	2 3%
Doing other work to the property/having other building work done	8 4%	8 5%	- -	7 8%	1 2%	- -	3 6%	2 4%	2 5%	1 3%	4 3%	4 6%
Change in household (e.g. new baby someone ill in household)	4 2%	4 2%	- -	3 4%	1 1%	- -	2 5%	- -	- -	2 3%	2 2%	2 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 † small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	149	17	72	63	18	40	42	38	44	105	61
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	9 5%	9 6%	- 10% u	- -	1 4%	6 12%	1 2%	1 2%	2 3%	3 2%	6 9% w
Other	7 5%	2 11%	2 3%	7 9%	- -	2 4%	2 4%	1 1%	5 9%	7 6%	2 2%
Don't know	11 7%	2 10%	6 7%	4 6%	1 8%	- -	4 7%	3 7%	5 11% K	10 9%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	180	101	30	40	22	137	16	56	5	119	-	61	119
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Was planning to do it anyway	37 20%	26 25%	3 10%	6 14%	6 22%	26 19%	5 26%	14 24%	-	23 19%	-	14 22%	23 19%
To save money on energy bills	111 59%	65 63%	16 52%	24 56%	17 61%	80 58%	11 65%	31 54%	7 100%	73 59%	-	38 59% E	73 59%
Wanted a warmer/more comfortable home	92 49%	58 56% A	15 49%	13 32%	12 44%	64 46%	9 55%	33 59%	4 51%	55 44%	-	37 58%	55 44%
To help with associated problems (e.g. condensation illness)	16 9%	9 9%	2 8%	5 12%	-	12 9%	3 15%	5 9%	-	12 9%	-	5 8%	12 9%
To reduce energy use for environmental reasons	37 20%	29 28% A	4 13%	3 7%	5 19%	22 16%	6 34%	15 26%	1 17%	21 17%	-	16 25%	21 17%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 5%	6 6%	1 4%	2 5%	3 10%	6 5%	-	1 3%	-	7 6%	-	1 2%	7 6%
Availability of cashback schemes/discounts to make improvements	20 10%	14 14%	3 10%	1 3%	1 4%	13 9%	1 5%	6 10%	-	14 11%	-	6 9%	14 11%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 5%	7 7%	1 4%	1 3%	4 14%	6 4%	1 5%	1 2%	-	8 7%	-	1 2%	8 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
It was free/paid for by someone else (e.g. landlord local authority energy company)	38 20%	22 21%	3 8%	12 29%	1 3%	32 23%	5 28%	6 10%	-	32 26% EI	-	6 9%	32 26% EI
(Measure) was recommended by friend/relative/word of mouth	21 11%	14 13%	4 14%	2 4%	2 8%	13 9%	3 16%	3 5%	1 17%	17 14%	-	4 6%	17 14%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	4 4%	3 9%	2 5%	2 8%	5 4%	-	1 1%	-	6 5%	-	1 1%	6 5%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	15 8%	4 4%	1 3%	9 20% y	1 5%	9 6%	5 29%	-	-	15 12% EI	-	-	15 12% EI
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	6 3%	5 5%	-	1 2%	-	3 2%	3 20%	1 2%	-	5 4%	-	1 2%	5 4%
Doing other work to the property/having other building work done	8 4%	6 6%	1 4%	1 2%	1 4%	5 4%	1 5%	5 9% GJ	1 17%	2 1%	-	7 10% GJ	2 1%
Change in household (e.g. new baby someone ill in household)	4 2%	2 2%	-	3 8%	2 6%	2 2%	2 9%	2 4%	-	2 1%	-	2 4%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 539

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	9 5%	7 7%	1 3%	2 4%	3 10%	2 1%	2 9%	4 6%	-	6 5%	-	4 6%	6 5%
Other	9 5%	8 7%	-	3 7%	2 8%	5 3%	4 22%	4 6%	-	5 4%	-	4 6%	5 4%
Don't know	13 7%	6 6%	2 6%	3 7%	2 6%	9 7%	1 7%	5 9%	-	8 6%	-	5 8%	8 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	180	8	17	-	32	20	56	53	124	-	-	180	52	128	112	68
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Was planning to do it anyway	37 20%	3 43%	4 21%	-	3 12%	9 45%	14 24% dg	11 21% d	23 18%	-	-	37 20%	12 21%	25 19%	24 20%	14 19%
To save money on energy bills	111 59%	6 73%	11 59%	-	16 58%	12 58%	31 54%	29 56%	81 61%	-	-	111 59%	38 67%	74 56%	64 55%	47 66%
Wanted a warmer/more comfortable home	92 49%	5 64%	11 61%	-	17 62%	13 64%	33 59%	31 58%	59 45%	-	-	92 49%	31 55%	61 46%	56 48%	36 50%
To help with associated problems (e.g. condensation illness)	16 9%	2 30%	2 9%	-	2 9%	1 4%	5 9%	5 9%	12 9%	-	-	16 9%	5 8%	12 9%	13 11%	3 5%
To reduce energy use for environmental reasons	37 20%	3 36%	4 19%	-	5 18%	10 51%	15 26%	15 28%	22 17%	-	-	37 20%	16 28%	21 16%	22 19%	14 20%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 5%	-	1 4%	-	-	1 4%	1 3%	1 3%	7 5%	-	-	9 5%	4 7%	5 4%	3 2%	6 8%
Availability of cashback schemes/discounts to make improvements	20 10%	1 17%	2 8%	-	1 5%	1 6%	6 10%	4 8%	14 11%	-	-	20 10%	12 22% m	7 6%	10 9%	9 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	188	8**	19**	-**	28*	20**	57*	53*	131	-**	-**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 5%	-	1 6%	-	1 4%	-	1 2%	1 2%	8 6%	-	-	10 5%	5 8%	5 4%	4 4%	5 8%
It was free/paid for by someone else (e.g. landlord local authority energy company)	38 20%	-	1 4%	-	3 9%	3 17%	6 10%	3 6%	32 24% fg	-	-	38 20%	8 14%	30 23%	30 26% o	8 11%
(Measure) was recommended by friend/relative/word of mouth	21 11%	1 9%	-	-	2 7%	1 4%	3 5%	3 5%	18 14%	-	-	21 11%	11 20% m	9 7%	12 10%	9 13%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	1 9%	-	-	-	1 4%	1 1%	1 1%	6 5%	-	-	7 4%	2 4%	4 3%	2 2%	5 6%
The work was required by my landlord/local authority/ housing association/ freeholder/other organisation - I didn't have a choice	15 8%	-	-	-	-	-	-	-	15 12% fg	-	-	15 8%	4 7%	12 9%	6 5%	9 13%
I had been waiting for approval from my landlord/ local authority/housing association/freeholder/other organisation - but this was received	6 3%	-	-	-	-	1 5%	1 2%	1 2%	5 4%	-	-	6 3%	2 4%	4 3%	3 3%	3 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Doing other work to the property/having other building work done	8 4%	1 17%	4 22%	-	-	2 12%	5 9%	5 10%	3 2%	-	-	8 4%	2 3%	6 5%	7 6%	1 2%
Change in household (e.g. new baby someone ill in household)	4 2%	1 10%	-	-	-	2 12%	2 4%	2 5%	2 1%	-	-	4 2%	2 3%	2 2%	1 1%	3 4%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	9 5%	1 10%	-	-	2 7%	2 8%	4 6%	4 7%	6 4%	-	-	9 5%	8 14%	2 1%	4 3%	6 8%
Other	9 5%	-	1 7%	-	1 3%	2 12%	4 6%	4 7%	5 4%	-	-	9 5%	3 5%	6 5%	2 2%	7 9%
Don't know	13 7%	2 27%	3	-	4 13%	-	5 9%	5 10%	8 6%	-	-	13 7%	5 8%	8 6%	9 8%	4 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	180	15	66	46	45	63	54	78	24	23	15	12	11	169	42	116	18	98
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Was planning to do it anyway	37 20%	1 5%	16 23%	7 15%	11 23%	10 14%	13 23%	15 19%	3 12%	3 14%	3 19%	1 6%	1 7%	37 21%	13 26%	19 16%	2 11%	17 17%
To save money on energy bills	111 59%	7 50%	43 62%	29 60%	24 51%	45 66%	30 53%	44 54%	18 69%	14 58%	5 32%	5 48%	4 39%	107 60%	30 63%	69 60%	6 39%	63 63%
Wanted a warmer/more comfortable home	92 49%	7 50%	35 51%	20 43%	25 53%	29 43%	29 51%	44 54%	10 39%	14 60%	8 54%	1 12%	1 14%	90 51%	23 49%	60 52%	10 61%	51 51%
To help with associated problems (e.g. condensation illness)	16 9%	-	7 10%	7 15%	2 4%	8 11%	10 18%	6 8%	3 11%	2 10%	1 9%	-	-	16 9%	2 3%	14 12%	1 5%	13 13%
To reduce energy use for environmental reasons	37 20%	1 5%	14 20%	9 20%	10 22%	12 17%	13 23%	15 18%	3 12%	3 14%	1 5%	-	-	37 21%	16 33% UW	18 16%	2 16%	16 16%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 5%	-	2 2%	4 9%	3 6%	2 3%	2 4%	4 4%	1 3%	-	-	-	-	9 5%	6 12% UW	3 2%	1 5%	2 2%
Availability of cashback schemes/discounts to make improvements	20 10%	1 10%	7 10%	3 5%	5 11%	6 9%	2 4%	13 16% N	1 5%	* 2%	-	-	-	20 11%	12 25% UW	6 5%	* 3%	5 5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base 166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills) 10 5%	-	2 3%	6 13% q	1 3%	2 3%	4 8%	3 4%	1 3%	-	-	-	-	10 5%	3 7%	4 4% W	2 14%	2 2%
It was free/paid for by someone else (e.g. landlord local authority energy company) 38 20%	2 16%	16 24%	8 16%	11 24%	12 17%	13 23%	18 22%	4 15%	5 23%	6 38%	3 22%	1 10%	37 21%	-	34 29% T	5 34%	28 29% T
(Measure) was recommended by friend/relative/word of mouth 21 11%	2 11%	3 4%	3 7%	11 24% qr	6 8%	4 7%	14 17%	1 4%	5 20%	-	-	-	21 12%	6 12%	15 13%	4 25%	11 11%
Saw (Measure) demonstrated somewhere (show home public building etc) 7 4%	-	-	4 8% q	3 6% q	-	3 5%	4 5%	1 3%	1 3%	-	1 6%	1 7%	6 3%	3 6%	4 3%	1 5%	3 3%
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice 15 8%	2 18%	4 6%	2 3%	5 10%	1 2%	2 4%	10 13% M	3 13%	6 26%	-	4 38%	3 28%	13 7%	-	10 9% W	7 48%	3 3%
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received 6 3%	1 10%	2 3%	1 2%	2 4%	2 4%	1 2%	3 4%	-	2 9%	1 9%	-	-	6 4%	-	5 5%	2 13%	3 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Doing other work to the property/having other building work done	8 4%	-	2 3%	3 6%	3 7%	3 4%	4 7%	3 4%	2 6%	1 5%	-	-	-	8 5%	4 9%	4 4%	-	4 4%
Change in household (e.g. new baby someone ill in household)	4 2%	-	4 6%	-	-	-	2 4%	2 2%	-	2 7%	-	-	-	4 2%	2 3%	1 1%	-	1 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	9 5%	-	2 4%	1 2%	2 4%	2 2%	3 5%	7 8%	-	-	-	-	-	9 5%	8 16% UW	2 1%	-	2 2%
Other	9 5%	-	5 7%	2 4%	1 3%	4 6%	2 4%	4 5%	-	-	2 17%	1 11%	1 13%	8 4%	3 6%	5 4%	-	5 5%
Don't know	13 7%	1 7%	3 5%	5 11%	3 7%	3 5%	7 12%	7 9%	2 10%	-	1 9%	1 7%	1 8%	12 7%	6 12% UW	4 3%	2 10%	2 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	180	77	81	88	70	14	69	8	61	54	38	82	81	67	73	55
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Was planning to do it anyway	37 20%	16 20%	18 22%	18 19%	16 22%	2 13%	13 18%	3 43%	7 11%	13 22%	13 32% D	15 17%	21 25%	16 25%	11 14%	11 18%
To save money on energy bills	111 59%	51 63%	48 60%	61 66%	39 55%	7 51%	47 63%	4 66%	28 46%	43 71% D	31 76% D	43 52%	56 66%	40 60%	41 53%	39 68%
Wanted a warmer/more comfortable home	92 49%	44 55%	37 46%	48 52%	33 48%	8 59%	39 53%	5 71%	29 48%	31 51%	24 60%	41 49%	47 55%	37 55%	36 46%	27 47%
To help with associated problems (e.g. condensation illness)	16 9%	8 10%	5 7%	9 9%	5 7%	1 6%	8 11%	-	6 9%	7 11%	4 10%	6 7%	11 13%	6 10% J	1 1%	9 16% J
To reduce energy use for environmental reasons	37 20%	19 23%	15 19%	22 24%	12 17%	3 22%	18 24%	1 12%	10 16%	13 22%	12 30%	14 17%	22 26%	13 19%	13 16%	12 21%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 5%	7 9%	1 2%	7 8%	1 2%	-	7 10%	-	2 3%	4 6%	3 8%	4 5%	3 4%	3 5%	4 5%	3 5%
Availability of cashback schemes/discounts to make improvements	20 10%	14 18% x	5 7%	14 15%	5 8%	-	13 17%	2 23%	4 6%	2 3%	10 25% DE	10 11%	10 12%	8 13%	7 8%	5 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 5%	5 7%	4 5%	6 7%	3 5%	1 8%	5 7%	-	3 4%	3 6%	4 9%	4 4%	5 5%	2 3%	3 4%	5 9%
It was free/paid for by someone else (e.g. landlord local authority energy company)	38 20%	9 11%	20 25% wy	10 11%	19 27% wy	4 32%	9 12%	-	20 33% F	13 22% F	1 2%	23 28%	13 15%	15 23%	17 22%	10 18%
(Measure) was recommended by friend/relative/word of mouth	21 11%	9 12%	10 12%	11 12%	8 11%	3 22%	9 12%	1 12%	9 14%	4 7%	7 16%	12 14%	7 9%	11 17%	8 10%	5 8%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	5 6%	1 1%	5 5%	1 1%	-	5 6%	-	2 2%	1 2%	3 7%	2 3%	3 3%	4 6%	3 3%	2 3%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	15 8%	3 4%	7 9%	4 4%	7 10%	4 27%	3 4%	-	11 17% F	3 5%	-	13 15% H	2 3%	7 10%	4 5%	4 8%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	6 3%	-	4 5% wy	-	4 6% wy	3 22%	-	-	5 9%	1 1%	-	4 5%	2 2%	4 6%	2 3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 540

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Doing other work to the property/having other building work done	8 4%	4 6%	2 3%	6 6%	1 1%	-	3 5%	1 17%	3 4%	1 2%	2 5%	2 2%	6 7%	2 3%	2 3%	4 7%
Change in household (e.g. new baby someone ill in household)	4 2%	2 2%	2 3%	2 3%	2 2%	-	2 2%	-	2 3%	2 4%	-	3 4%	1 1%	2 4%	-	2 3%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	9 5%	9 11%	-	9 10%	-	-	9 12%	-	-	2 3%	7 17%	6 7%	4 4%	6 10%	1 1%	2 3%
Other	9 5%	3 4%	5 6%	4 5%	3 5%	-	3 4%	-	4 6%	4 7%	-	4 4%	4 5%	3 4%	4 5%	3 5%
Don't know	13 7%	7 9%	4 5%	7 8%	4 6%	2 11%	6 8%	1 18%	3 4%	2 4%	-	4 5%	5 6%	3 4%	8 11%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 541

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	180	79	112	140	40	74	73	29	140	32	143	26
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Was planning to do it anyway	37 20%	23 28% J	24 20%	31 22%	6 13%	17 22%	16 21%	4 14%	28 19%	9 28%	31 20%	6 22%
To save money on energy bills	111 59%	46 57%	64 55%	83 57%	29 66%	49 64%	43 56%	18 60%	90 62%	18 54%	93 62%	12 44%
Wanted a warmer/more comfortable home	92 49%	39 49%	56 48%	71 49%	20 47%	36 46%	39 51%	17 56%	74 51%	14 43%	78 52%	11 41%
To help with associated problems (e.g. condensation illness)	16 9%	5 7%	13 11%	13 9%	3 8%	5 7%	9 12%	2 8%	14 10%	2 7%	15 10%	2 6%
To reduce energy use for environmental reasons	37 20%	17 21%	22 19%	32 22%	5 12%	20 26%	11 15%	6 20%	31 21%	4 13%	31 21%	3 13%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 5%	4 5%	3 2%	6 4% I	3 7%	4 6%	1 2%	2 5%	6 4%	3 8%	5 3%	4 13%
Availability of cashback schemes/discounts to make improvements	20 10%	10 13%	10 9%	13 9%	6 15%	7 9%	6 8%	7 23%	18 12%	2 5%	17 11%	3 11%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 5%	6 8%	4 4%	7 5%	2 5%	3 4%	3 4%	2 6%	6 4%	3 10%	7 5%	2 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 541

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
It was free/paid for by someone else (e.g. landlord local authority energy company)	38 20%	9 11%	30 26% HJ	31 21% H	7 17%	14 18%	16 21%	6 22%	27 18%	9 27%	28 19%	6 22%
(Measure) was recommended by friend/relative/word of mouth	21 11%	4 5%	12 10%	14 9% H	7 16%	8 11%	8 11%	5 15%	19 13%	2 5%	17 12%	2 9%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	3 4%	2 2%	4 3%	3 7%	3 4%	1 1%	2 5%	5 4%	1 4%	5 4%	1 5%
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	15 8%	1 1%	6 5%	7 5% H	8 19% HIJ	9 12%	4 5%	2 8%	11 8%	2 5%	11 8%	- -
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	6 3%	2 2%	3 3%	4 3%	2 5%	2 3%	4 6%	- -	4 3%	1 4%	5 3%	1 5%
Doing other work to the property/having other building work done	8 4%	6 7%	7 6%	8 6%	- -	2 3%	6 8%	- -	7 5%	1 3%	7 5%	- -
Change in household (e.g. new baby someone ill in household)	4 2%	2 3%	1 1%	2 2% I	2 4%	3 4%	1 1%	- -	4 3%	- -	4 3%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 541

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122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	9 5%	3 3%	4 3%	5 4%	4 9%	3 4%	2 3%	4 13%	9 6%	-	9 6%	-
Other	9 5%	4 5%	2 2%	6 4% 1	3 6%	4 6%	3 5%	1 4%	8 5%	1 4%	8 5%	1 5%
Don't know	13 7%	9 11%	9 8%	11 7%	2 5%	4 6%	5 7%	3 9%	11 7%	2 6%	10 7%	2 7%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 541

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	180	136	14	22	43	137	136	31	39	42	18	19	23	36	42
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Was planning to do it anyway	37 20%	27 19%	4 24%	6 26%	9 20%	28 20%	33 24%	6 19%	4 8%	13 28%	2 10%	2 11%	4 16%	9 24%	8 17%
To save money on energy bills	111 59%	80 58%	13 87%	14 59%	26 57%	85 60%	91 66%	21 70%	19 43%	29 64%	10 59%	9 48%	14 61%	25 67%	24 51%
Wanted a warmer/more comfortable home	92 49%	69 50%	8 49%	12 48%	17 38%	75 52%	76 55%	20 66%	14 30%	23 50%	8 51%	7 37%	11 47%	22 58%	21 45%
To help with associated problems (e.g. condensation illness)	16 9%	16 71%	1 4%	- -	2 5%	14 10%	12 9%	2 8%	4 10%	3 6%	3 20%	- -	1 4%	7 20%	2 5%
To reduce energy use for environmental reasons	37 20%	31 23%	3 19%	2 9%	5 11%	31 22%	35 25%	9 29%	2 5%	8 18%	2 11%	1 4%	6 25%	13 34%	8 17%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 5%	6 4%	- -	3 12%	4 8%	5 4%	7 5%	- -	1 3%	2 5%	1 5%	1 4%	1 5%	2 6%	1 3%
Availability of cashback schemes/discounts to make improvements	20 10%	17 12%	1 9%	2 7%	4 8%	16 11%	20 14%	2 7%	- -	9 20%	3 19%	1 4%	3 12%	1 2%	3 7%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 5%	7 5%	- -	2 9%	3 7%	6 4%	10 7%	1 4%	- -	2 4%	- -	- -	2 9%	3 7%	3 7%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 541

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
It was free/paid for by someone else (e.g. landlord local authority energy company)	38 20%	31 22%	3 18%	4 17%	10 22%	28 20%	24 18%	-	14 31%	9 20%	1 4%	4 20%	1 5%	15 39%	9 19%
(Measure) was recommended by friend/relative/word of mouth	21 11%	18 13%	-	2 10%	2 5%	18 13%	19 14%	3 9%	1 3%	6 14%	1 8%	-	3 12%	7 18%	3 7%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	5 3%	-	1 5%	1 3%	5 4%	7 5%	1 2%	-	2 4%	1 8%	-	1 3%	1 4%	2 4%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	15 8%	10 7%	2 10%	-	2 3%	14 10%	9 6%	-	6 14%	7 14%	-	2 9%	1 6%	3 9%	2 5%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	6 3%	5 4%	-	1 6%	1 3%	5 3%	4 3%	-	1 2%	2 4%	-	1 7%	-	-	3 6%
Doing other work to the property/having other building work done	8 4%	7 5%	-	-	1 2%	7 5%	7 5%	4 12%	2 4%	2 5%	3 16%	1 6%	-	2 7%	-
Change in household (e.g. new baby someone ill in household)	4 2%	2 2%	2 11%	-	-	4 3%	2 2%	-	2 3%	2 4%	-	-	-	1 2%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 541

122 (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Weighted Base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Effective base	9	8	2	-	-	9	8	2	1	6	1	-	-	1	1
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	5%	5%	17%	-	-	6%	6%	6%	2%	14%	5%	-	-	2%	3%
Other	9	4	3	1	1	8	5	-	4	5	1	-	1	2	-
	5%	3%	19%	2%	3%	5%	4%	-	8%	11%	8%	-	3%	5%	-
Don't know	13	12	-	-	5	8	8	3	4	3	2	1	1	2	4
	7%	9%	-	-	11%	5%	5%	8%	8%	6%	13%	5%	3%	7%	8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 542

I22_SUM (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

I22: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	34	24	38	1	4	22	24	10	12	6	5
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Was planning to do it anyway	14 37%	5 19%	3 7%	-	-	4 15%	6 25%	4 37%	1 11%	-	1 19%
To save money on energy bills	29 78%	13 53%	23 64%	-	3 76%	12 48%	10 39%	3 27%	9 72%	5 74%	5 81%
Wanted a warmer/more comfortable home	23 64%	16 64%	17 47%	1 100%	2 53%	12 50%	6 26%	3 34%	2 18%	3 39%	5 81%
To help with associated problems (e.g. condensation illness)	3 8%	5 20%	5 13%	-	-	2 7%	-	1 8%	-	-	1 14%
To reduce energy use for environmental reasons	11 29%	3 12%	6 18%	-	1 32%	4 17%	4 16%	2 15%	2 20%	1 18%	2 29%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	-	-	-	-	-	-	9 35%	-	-	-	-
Availability of cashback schemes/discounts to make improvements	5 15%	-	4 10%	-	1 21%	1 4%	5 19%	1 11%	-	-	3 47%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	3 7%	-	3 7%	-	1 32%	-	1 3%	-	1 9%	-	1 19%
It was free/paid for by someone else (e.g. landlord local authority energy company)	11 30%	10 37%	9 24%	-	1 24%	1 5%	4 17%	1 10%	1 8%	-	-
(Measure) was recommended by friend/relative/word of mouth	3 7%	6 23%	2 5%	-	1 21%	-	2 9%	1 10%	2 21%	1 18%	3 47%
Saw (Measure) demonstrated somewhere (show home public building etc)	3 8%	1 5%	-	-	-	-	-	-	1 6%	-	2 29%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 542

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19 Jun 2014

I22_SUM (M) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All key measures that respondents definitely/probably will install

	I22: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	4 11%	4 16%	5 14%	-	-	-	-	1 10%	1 8%	-	-
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	1 3%	-	1 2%	-	-	2 10%	-	1 10%	-	1 15%	-
Doing other work to the property/having other building work done	2 6%	-	-	1 100%	-	4 17%	-	-	-	-	1 14%
Change in household (e.g. new baby someone ill in household)	4 11%	-	-	-	-	-	-	-	-	-	-
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	4 12%	1 3%	-	-	-	-	-	-	-	-	4 66%
Other	2 4%	1 4%	1 3%	-	-	1 5%	2 8%	-	2 15%	-	-
Don't know	1 2%	-	4 12%	-	1 24%	4 16%	-	2 16%	1 10%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	144	67	76	51	68	24	123	19	35	108	107	37	78	66	102	14	28	42
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Was planning to do it anyway	36 24%	12 18%	24 31%	14 27%	17 24%	6 22%	34 25%	3 19%	5 16%	31 27%	27 26%	9 21%	18 27%	19 23%	34 32% q	1 13%	1 3%	2 6%
To save money on energy bills	92 62%	45 65%	47 59%	40 79% d	40 55%	12 48%	80 60%	12 81%	20 58%	72 64%	68 65%	24 55%	47 72% m	45 54%	73 68% q	7 67%	11 38%	19 46%
Wanted a warmer/more comfortable home	78 53%	37 53%	42 53%	26 52%	40 55%	12 47%	68 51%	11 73%	17 49%	61 54%	60 57%	18 42%	38 58%	40 48%	65 61% q	5 48%	8 27%	13 32%
To help with associated problems (e.g. condensation illness)	15 10%	7 11%	7 9%	6 12%	8 11%	1 4%	13 10%	2 14%	2 7%	13 11%	14 13%	1 3%	8 12%	7 8%	9 8%	1 6%	5 17%	6 14%
To reduce energy use for environmental reasons	35 23%	16 23%	19 24%	15 29%	15 21%	5 19%	33 25%	1 5%	8 23%	27 24%	27 26%	7 17%	19 28%	16 20%	29 27%	3 26%	3 10%	6 14%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 6%	2 3%	6 8%	4 7%	2 3%	3 12%	8 6%	1 5%	2 4%	7 6%	5 5%	3 8%	5 7%	4 5%	7 7%	1 14%	-	1 4%
Availability of cashback schemes/discounts to make improvements	17 11%	4 6%	13 16%	6 11%	6 8%	5 21%	16 12%	1 4%	5 15%	12 10%	9 9%	7 17%	10 15%	7 8%	16 14%	1 6%	* 2%	1 3%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 6%	4 6%	5 7%	3 6%	6 8%	1 4%	9 7%	-	-	10 8%	6 5%	4 9%	3 4%	7 8%	9 8%	1 7%	-	1 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 23%	18 26%	15 19%	12 23%	18 25%	4 16%	31 24%	2 15%	8 22%	26 23%	24 23%	9 21%	12 19%	21 26%	20 18%	1 7%	13 43%	14 34%
(Measure) was recommended by friend/relative/word of mouth	20 13%	10 15%	9 12%	6 13%	11 15%	2 8%	18 14%	2 11%	4 10%	16 14%	13 12%	7 15%	12 18%	8 10%	15 14%	3 26%	2 6%	5 11%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	2 2%	5 6%	3 6%	2 3%	1 5%	6 4%	1 5%	1 3%	6 5%	5 5%	1 3%	4 7%	2 3%	5 5%	2 14%	-	2 4%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 9%	12 18% b	1 1%	4 9%	7 10%	2 7%	13 10%	-	6 16%	8 7%	11 10%	3 6%	6 9%	7 9%	1 1%	1 6%	12 39%	12 30% n
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 4%	4 6%	1 2%	1 2%	2 3%	2 9%	5 4%	-	3 10%	2 2%	3 3%	2 5%	3 4%	2 3%	1 1%	1 10%	3 11%	4 11% n
Doing other work to the property/having other building work done	8 6%	2 4%	6 7%	1 3%	7 10%	-	8 6%	-	2 6%	6 6%	6 6%	3 6%	1 1%	7 9%	8 8%	-	-	-
Change in household (e.g. new baby someone ill in household)	4 3%	2 3%	2 2%	2 5%	2 2%	-	3 2%	1 5%	2 4%	2 2%	4 4%	-	1 1%	3 4%	2 2%	-	2 5%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 5%	1 1%	6 8%	4 7%	4 5%	-	7 5%	-	1 2%	6 6%	6 6%	1 3%	2 4%	5 6%	7 7%	-	-	-
Other	9 6%	4 5%	5 7%	2 3%	4 6%	3 12%	9 7%	-	1 2%	8 7%	5 5%	4 9%	4 6%	5 6%	8 7%	-	1 4%	1 3%
Don't know	11 8%	6 8%	5 6%	5 9%	4 6%	2 9%	9 7%	1 9%	3 8%	8 7%	7 7%	5 10%	3 4%	9 10%	7 6%	1 7%	4 13%	5 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	144	127	17	58	58	15	31	42	32	37	93	51
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Was planning to do it anyway	36 24%	35 27%	2 8%	17 27%	14 22%	4 30%	8 26%	9 20%	11 35%	7 19%	23 24%	13 25%
To save money on energy bills	92 62%	88 68%	4 22%	43 68%	34 55%	8 54%	22 69%	26 59%	20 62%	24 62%	55 58%	37 69%
Wanted a warmer/more comfortable home	78 53%	71 56%	7 35%	37 58%	30 49%	8 53%	20 63%	24 54%	17 54%	17 44%	43 45%	36 67% w
To help with associated problems (e.g. condensation illness)	15 10%	12 9%	3 15%	7 12%	7 11%	- -	2 8%	8 17%	3 10%	2 4%	12 13%	2 5%
To reduce energy use for environmental reasons	35 23%	30 24%	5 23%	19 29%	12 20%	3 22%	10 31%	11 25%	9 29%	5 13%	20 21%	15 28%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 6%	8 6%	1 4%	2 4%	3 5%	3 19%	4 14%	- -	1 4%	3 8%	5 5%	4 7%
Availability of cashback schemes/discounts to make improvements	17 11%	15 12%	2 8%	8 13%	7 12%	1 6%	3 11%	* 1%	7 21%	6 15% M	8 8%	9 17%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 6%	9 7%	1 4%	4 7%	5 9%	- -	2 7%	2 5%	3 8%	3 7%	3 3%	6 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 23%	25 19%	9 44%	6 10%	21 34% †	3 24%	4 12%	16 37%	6 18%	8 20%	25 26%	8 16%
(Measure) was recommended by friend/relative/word of mouth	20 13%	16 13%	3 17%	10 16%	8 12%	2 14%	3 10%	5 11%	9 26%	3 9%	11 12%	8 16%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	6 5%	1 4%	4 7%	2 2%	1 6%	4 12%	1 2%	1 3%	1 3%	1 1%	6 11% w
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 9%	9 7%	4 20%	3 4%	7 12%	1 9%	3 9%	4 9%	2 7%	4 11%	10 10%	4 7%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 4%	4 3%	1 7%	2 3%	3 5%	- -	1 3%	2 5%	2 6%	- -	3 3%	2 4%
Doing other work to the property/having other building work done	8 6%	8 6%	- -	7 11%	1 2%	- -	3 9%	2 5%	2 6%	1 3%	4 4%	4 8%
Change in household (e.g. new baby someone ill in household)	4 3%	4 3%	- -	3 5%	1 1%	- -	2 8%	- -	- -	2 4%	2 2%	2 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 † small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 5%	7 6%	-	6 10% u	-	1 6%	4 12%	1 3%	1 3%	2 4%	3 3%	4 8%
Other	9 6%	7 5%	2 11%	2 4%	7 11%	-	2 5%	2 5%	1 2%	5 12%	7 8%	2 3%
Don't know	11 8%	9 7%	2 10%	4 7%	4 7%	1 10%	-	4 8%	3 9%	4 11%	9 10%	2 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	144	80	22	33	18	109	13	47	3	94	-	50	94
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Was planning to do it anyway	36 24%	25 31%	3 13%	6 17%	6 28%	25 23%	5 31%	14 29%	-	23 23%	-	14 27%	23 23%
To save money on energy bills	92 62%	53 65%	12 53%	21 61%	15 70%	65 60%	11 77%	27 57%	4 100%	61 63%	-	31 60%	61 63%
Wanted a warmer/more comfortable home	78 53%	49 60%	12 51%	13 40%	11 49%	55 51%	8 58%	31 65%	2 58%	45 47%	-	33 64%	45 47%
To help with associated problems (e.g. condensation illness)	15 10%	8 10%	2 7%	5 15%	-	11 10%	3 18%	4 9%	-	11 11%	-	4 8%	11 11%
To reduce energy use for environmental reasons	35 23%	27 34%	4 17%	3 9%	5 24%	21 20%	6 41%	15 31%	1 28%	19 20%	-	16 31%	19 20%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 6%	6 8%	1 6%	2 6%	3 13%	6 6%	-	1 3%	-	7 7%	-	1 3%	7 7%
Availability of cashback schemes/discounts to make improvements	17 11%	11 14%	3 13%	1 3%	1 5%	12 11%	1 6%	6 12%	-	11 12%	-	6 11%	11 12%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 6%	7 9%	1 6%	1 4%	4 17%	6 6%	1 6%	1 2%	-	8 9%	-	1 2%	8 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 23%	19 24%	3 11%	11 32%	1 4%	30 27%	3 19%	6 12%	-	28 29% EI	-	6 11%	28 29% EI
(Measure) was recommended by friend/relative/word of mouth	20 13%	13 15%	4 19%	2 5%	2 10%	13 12%	2 12%	3 6%	1 28%	16 16%	-	4 7%	16 16%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	4 5%	3 12%	2 6%	2 10%	5 5%	-	1 2%	-	6 6%	-	1 1%	6 6%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 9%	2 3%	1 4%	9 25%	1 6%	9 8%	3 21%	-	-	13 14% EI	-	-	13 14% EI
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 4%	4 5%	-	1 3%	-	3 3%	2 16%	1 2%	-	4 4%	-	1 2%	4 4%
Doing other work to the property/having other building work done	8 6%	6 8%	1 5%	1 3%	1 5%	5 5%	1 6%	5 11% GJ	1 28%	2 2%	-	7 13% GJ	2 2%
Change in household (e.g. new baby someone ill in household)	4 3%	2 3%	-	3 9%	2 7%	2 2%	2 11%	2 5%	-	2 2%	-	2 5%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 543

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 5%	5 6%	1 3%	2 5%	3 13%	2 1%	2 11%	4 8%	-	4 4%	-	4 7%	4 4%
Other	9 6%	8 10%	-	3 9%	2 10%	5 4%	4 26%	4 8%	-	5 5%	-	4 7%	5 5%
Don't know	11 8%	5 6%	2 8%	3 8%	2 7%	8 7%	1 9%	4 8%	-	8 8%	-	4 7%	8 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	144	6	15	-	26	18	47	44	97	5	32	107	37	107	88	56
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Was planning to do it anyway	36 24%	3 59%	4 23%	-	3 15%	9 49%	14 29%	11 26%	23 22%	2 43%	7 23%	27 24%	12 31%	25 22%	24 27%	13 21%
To save money on energy bills	92 62%	5 87%	9 54%	-	14 61%	11 60%	27 57%	26 59%	65 64%	5 100%	17 54%	70 63%	27 71%	65 59%	52 59%	40 67%
Wanted a warmer/more comfortable home	78 53%	4 74%	11 64%	-	15 67%	12 66%	31 65%	28 65%	48 47%	4 85%	18 58%	56 50%	25 66%	53 48%	51 57%	28 47%
To help with associated problems (e.g. condensation illness)	15 10%	2 27%	2 10%	-	2 7%	1 4%	4 9%	4 9%	11 11%	1 16%	3 10%	11 10%	4 10%	11 10%	12 13%	3 6%
To reduce energy use for environmental reasons	35 23%	3 50%	4 22%	-	5 23%	10 56%	15 31%	15 34%	20 20%	1 15%	13 42%	21 19%	14 37% m	21 19%	21 24%	13 23%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 6%	-	1 4%	-	-	1 4%	1 3%	1 3%	7 7%	-	1 5%	7 6%	4 10%	5 4%	3 3%	6 10%
Availability of cashback schemes/discounts to make improvements	17 11%	1 23%	2 9%	-	1 6%	1 7%	6 12%	4 10%	11 11%	1 28%	2 7%	13 12%	9 25% m	7 7%	10 12%	6 11%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 6%	-	1 7%	-	1 5%	-	1 2%	1 3%	8 8%	-	1 4%	8 8%	5 12%	5 4%	4 5%	5 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 23%	-	1	-	3	3	6	3	28	-	3	31	5	29	25	8
(Measure) was recommended by friend/relative/word of mouth	20 13%	1	-	-	2	1	3	3	17	1	2	17	10	9	11	9
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	1	-	-	-	1	1	1	6	1	-	6	2	4	2	5
The work was required by my landlord/local authority/ housing association/ freeholder/other organisation - I didn't have a choice	13 9%	-	-	-	-	-	-	-	13	-	-	13	2	12	4	9
I had been waiting for approval from my landlord/ local authority/housing association/freeholder/other organisation - but this was received	5 4%	-	-	-	-	1	1	1	4	-	1	4	1	4	2	3
Doing other work to the property/having other building work done	8 6%	1	4	-	-	2	5	5	3	1	3	4	2	6	7	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Change in household (e.g. new baby someone ill in household)	4 3%	1 14%	-	-	-	2 13%	2 5%	2 6%	2 2%	-	2 8%	2 1%	2 4%	2 2%	1 1%	3 5%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 5%	1 14%	-	-	2 9%	2 9%	4 8%	4 8%	4 4%	2 40%	2 5%	4 3%	6 15% m	2 7%	4 4%	4 6%
Other	9 6%	-	1 8%	-	1 3%	2 13%	4 8%	4 8%	5 5%	-	4 12%	5 5%	3 8%	6 6%	2 2%	7 11% n
Don't know	11 8%	2 37%	* 3%	-	2 17%	-	4 8%	4 9%	8 8%	1 28%	2 8%	8 7%	3 9%	8 7%	8 9%	4 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

I22 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	144	11	52	40	35	50	46	58	18	18	14	11	10	134	31	95	14	81
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Was planning to do it anyway	36 24%	1 7%	16 30%	6 15%	11 29%	10 18%	13 28%	15 24%	3 16%	3 18%	3 20%	1 6%	1 7%	36 26%	13 37%	18 19%	2 14%	16 20%
To save money on energy bills	92 62%	6 59%	36 66%	25 62%	20 54%	36 69%	28 61%	35 57%	14 74%	10 57%	5 34%	5 51%	4 42%	88 63%	23 67%	59 62%	6 50%	53 64%
Wanted a warmer/more comfortable home	78 53%	5 50%	32 58%	19 47%	20 56%	27 51%	27 58%	33 55%	9 44%	12 64%	8 57%	1 13%	1 16%	77 55%	17 49%	54 58%	8 64%	47 57%
To help with associated problems (e.g. condensation illness)	15 10%	-	6 11%	7 18%	1 2%	7 13%	10 22%	5 8%	3 15%	2 12%	1 10%	-	-	15 11%	1 2%	13 14%	1 6%	12 15%
To reduce energy use for environmental reasons	35 23%	1 7%	13 23%	9 23%	9 26%	12 22%	13 28%	14 23%	3 16%	3 19%	1 6%	-	-	35 25%	14 42%	18 20%	2 20%	16 20%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 6%	-	2 3%	4 11%	3 8%	2 4%	2 4%	4 6%	1 4%	-	-	-	-	9 6%	6 17%	3 3%	1 7%	2 2%
Availability of cashback schemes/discounts to make improvements	17 11%	1 13%	6 11%	3 6%	5 14%	6 11%	2 5%	11 18%	1 7%	3 3%	-	-	-	17 12%	9 26%	6 6%	4 4%	5 6%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 6%	-	2 4%	6 16%	1 3%	2 4%	4 9%	3 5%	1 4%	-	-	-	-	10 7%	3 10%	4 4%	2 18%	2 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 23%	2 21%	14 26%	8 19%	9 25%	12 22%	11 24%	14 22%	4 21%	3 18%	6 40%	3 24%	1 11%	33 23%	-	29 31%	3 27%	26 32%
(Measure) was recommended by friend/relative/word of mouth	20 13%	2 15%	3 5%	3 8%	10 29% qf	6 10%	4 9%	13 21%	1 5%	4 20%	-	-	-	20 14%	6 16%	14 15%	3 23%	11 14%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	-	-	4 9% q	3 8% q	-	3 6%	4 6%	1 4%	1 4%	-	1 7%	1 8%	6 4%	3 8%	4 4%	1 7%	3 4%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 9%	2 24%	4 8%	2 4%	3 7%	1 3%	2 5%	8 14%	3 17%	4 23%	-	4 40%	3 30%	11 8%	-	8 9% W	5 45%	3 4%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 4%	1 13%	2 4%	1 3%	1 3%	2 4%	1 2%	2 3%	-	1 6%	1 10%	-	-	5 4%	-	4 5%	1 8%	3 4%
Doing other work to the property/having other building work done	8 6%	-	2 4%	3 7%	3 9%	3 6%	4 9%	3 5%	2 8%	1 6%	-	-	-	8 6%	4 12%	4 4%	-	4 5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Total	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Change in household (e.g. new baby someone ill in household)	4 3%	-	4 7%	-	-	-	2 5%	2 3%	-	2 8%	-	-	-	4 3%	2 5%	1 1%	-	1 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 5%	-	2 4%	1 2%	2 6%	2 3%	3 6%	5 8%	-	-	-	-	-	7 5%	6 17%	2 2%	-	2 2%
Other	9 6%	-	5 9%	2 4%	1 3%	4 8%	2 5%	4 6%	-	-	2 18%	1 12%	1 14%	8 6%	3 9%	5 5%	-	5 6%
Don't know	11 8%	1 9%	3 6%	5 13%	2 6%	3 7%	6 12%	7 12%	1 6%	-	1 9%	1 7%	1 8%	11 8%	5 14%	4 4%	2 13%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	144	58	66	66	58	9	51	7	50	47	26	69	66	51	57	45
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Was planning to do it anyway	36 24%	15 25%	18 27%	17 25%	16 27%	2 21%	13 24%	2 35%	7 13%	13 25%	12 44%	15 21%	20 29%	16 32%	11 18%	11 22%
To save money on energy bills	92 62%	40 67%	41 62%	47 70%	34 59%	6 71%	36 68%	4 61%	26 51%	36 70%	21 77%	38 55%	46 66%	33 67%	35 57%	31 67%
Wanted a warmer/more comfortable home	78 53%	35 58%	34 52%	39 57%	30 53%	6 71%	31 57%	4 67%	25 49%	29 58%	18 64%	35 51%	40 58%	30 62%	33 54%	21 45%
To help with associated problems (e.g. condensation illness)	15 10%	6 11%	5 8%	7 10%	5 8%	1 10%	6 12%	-	6 11%	7 13%	2 9%	6 8%	9 13%	6 11%	1 2%	8 18%
To reduce energy use for environmental reasons	35 23%	17 28%	15 23%	20 30%	12 20%	3 35%	16 30%	1 13%	10 20%	13 25%	11 38%	14 20%	20 29%	12 25%	13 21%	11 23%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 6%	7 12%	1 2%	7 11%	1 2%	-	7 14%	-	2 3%	4 7%	3 13%	4 6%	3 4%	3 7%	4 7%	3 6%
Availability of cashback schemes/discounts to make improvements	17 11%	11 19%	5 8%	11 17%	5 9%	-	10 18%	2 27%	4 8%	2 4%	7 26%	8 11%	9 13%	6 13%	7 11%	4 8%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 6%	5 9%	4 6%	6 9%	3 6%	1 13%	5 10%	-	3 5%	3 6%	4 13%	4 5%	5 6%	2 4%	3 6%	5 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 23%	8 13%	18 27% y	9 14%	17 29% wy	2 26%	8 15%	-	16 31%	13 26%	1 3%	19 27%	13 18%	11 22%	16 26%	10 22%
(Measure) was recommended by friend/relative/word of mouth	20 13%	9 16%	9 13%	11 17%	7 12%	2 23%	9 16%	1 14%	8 15%	4 8%	7 24%	11 16%	7 10%	10 21%	8 13%	5 10%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	5 8%	1 1%	5 7%	1 1%	-	5 9%	-	2 3%	1 2%	3 11%	2 4%	3 4%	4 8%	3 4%	2 3%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 9%	3 5%	5 8%	4 5%	5 8%	2 19%	3 5%	-	9 17%	3 6%	-	11 16% H	2 3%	5 10%	4 7%	4 9%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 4%	-	3 5%	-	3 6%	2 23%	-	-	4 9%	1 2%	-	3 5%	2 3%	3 6%	2 4%	-
Doing other work to the property/having other building work done	8 6%	4 8%	2 3% z	6 9%	1 2%	-	3 6%	1 19%	3 5%	1 2%	2 8%	2 3%	6 9%	2 4%	2 4%	4 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 544

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Change in household (e.g. new baby someone ill in household)	4 3%	2 3%	2 4%	2 4%	2 3%	-	2 3%	-	2 3%	2 5%	-	3 5%	1 7%	2 5%	-	2 3%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 5%	7 12% xz	-	7 11% xz	-	-	7 14%	-	-	2 3%	5 17%	4 5%	4 5%	4 9%	1 7%	2 4%
Other	9 6%	3 5%	5 7%	4 6%	3 6%	-	3 6%	-	4 7%	4 8%	-	4 5%	4 6%	3 6%	4 7%	3 7%
Don't know	11 8%	6 10%	4 6%	6 9%	4 7%	2 18%	5 9%	1 20%	3 5%	2 5%	-	4 6%	4 6%	3 6%	7 12%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 545

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	144	65	88	112	32	58	57	26	108	28	113	21
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Was planning to do it anyway	36 24%	23 35% J	24 27%	31 28%	5 14%	17 29%	15 25%	4 16%	27 24%	9 32%	30 25%	6 27%
To save money on energy bills	92 62%	40 62%	52 59%	69 61%	23 66%	40 66%	36 61%	15 57%	71 64%	18 62%	75 64%	11 51%
Wanted a warmer/more comfortable home	78 53%	35 54%	51 57%	63 56%	15 43%	29 49%	35 58%	14 54%	62 55%	13 47%	66 57%	9 43%
To help with associated problems (e.g. condensation illness)	15 10%	5 8%	12 13%	12 10%	3 9%	5 8%	8 14%	2 9%	13 11%	2 8%	13 11%	2 7%
To reduce energy use for environmental reasons	35 23%	16 24%	21 24%	30 26%	5 14%	18 30%	11 19%	6 23%	29 26%	4 15%	30 25%	3 16%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 6%	4 6%	3 3%	6 5%	3 8%	4 7%	1 2%	2 6%	6 5%	3 10%	5 4%	4 16%
Availability of cashback schemes/discounts to make improvements	17 11%	9 15%	10 12%	12 11%	4 12%	6 10%	6 10%	5 19%	15 14%	2 6%	14 12%	3 13%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 6%	6 10%	4 5%	7 7%	2 6%	3 5%	3 6%	2 6%	6 6%	3 12%	7 6%	2 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 545

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 23%	8 12%	25 28% HJ	26 23% H	7 21%	12 20%	14 23%	6 25%	24 21%	7 25%	25 21%	4 20%
(Measure) was recommended by friend/relative/word of mouth	20 13%	4 6%	11 12%	13 11%	7 21%	7 12%	8 13%	5 18%	18 16%	2 5%	16 14%	2 10%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	3 5%	2 2%	4 3%	3 8%	3 5%	1 2%	2 6%	5 5%	1 5%	5 5%	1 6%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 9%	1 1%	4 5%	5 4% H	8 24%	7 12%	4 6%	2 9%	9 8%	2 5%	9 8%	- -
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 4%	2 3%	2 2%	3 3%	2 7%	1 2%	4 7%	- -	3 3%	1 5%	4 3%	1 6%
Doing other work to the property/having other building work done	8 6%	6 9%	7 8%	8 7%	- -	2 3%	6 11%	- -	7 7%	1 3%	7 6%	- -
Change in household (e.g. new baby someone ill in household)	4 3%	2 4%	1 1%	2 2%	2 4%	3 5%	1 1%	- -	4 4%	- -	4 3%	- -



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 545

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 5%	3 4%	4 4%	5 5%	2 6%	3 5%	2 3%	2 8%	7 6%	-	7 6%	-
Other	9 6%	4 7%	2 2%	6 6% 1	3 7%	4 7%	3 6%	1 5%	8 7%	1 5%	8 7%	1 6%
Don't know	11 8%	8 12%	8 9%	9 8%	2 6%	3 5%	5 9%	3 11%	9 8%	2 7%	9 8%	2 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 545

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	144	107	12	17	36	108	107	25	34	31	14	15	20	28	36
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Was planning to do it anyway	36 24%	26 24%	4 29%	6 33%	9 25%	27 24%	33 30%	6 23%	4 10%	13 38%	2 13%	2 14%	4 19%	8 29%	8 20%
To save money on energy bills	92 62%	65 60%	12 94%	12 62%	23 63%	69 62%	75 70%	19 75%	16 41%	24 69%	8 61%	7 47%	12 59%	22 77%	20 52%
Wanted a warmer/more comfortable home	78 53%	58 53%	8 59%	10 53%	15 41%	63 57%	65 60%	19 75%	13 33%	17 49%	6 45%	6 41%	10 51%	20 69%	20 52%
To help with associated problems (e.g. condensation illness)	15 10%	14 13%	1 5%	- -	2 6%	13 11%	10 10%	2 7%	4 12%	2 5%	2 19%	- -	1 4%	7 26%	2 6%
To reduce energy use for environmental reasons	35 23%	30 27%	3 23%	2 12%	5 14%	30 27%	33 31%	9 36%	2 5%	7 21%	1 7%	1 5%	6 29%	13 44%	8 20%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 6%	6 5%	- -	3 15%	4 9%	5 5%	7 7%	- -	1 4%	2 7%	1 7%	1 5%	1 6%	2 7%	1 4%
Availability of cashback schemes/discounts to make improvements	17 11%	14 13%	1 10%	2 9%	4 10%	13 12%	17 16%	2 8%	- -	7 20%	2 17%	1 5%	3 14%	1 3%	3 8%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 6%	7 7%	- -	2 12%	3 9%	6 6%	10 9%	1 5%	- -	2 6%	- -	- -	2 10%	3 9%	3 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 545

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 23%	27 25%	3 22%	4 22%	8 23%	25 22%	21 20%	-	12 31%	7 21%	1 5%	4 26%	1 6%	12 43%	9 22%
(Measure) was recommended by friend/relative/word of mouth	20 13%	17 16%	-	2 12%	2 6%	17 16%	18 17%	3 11%	1 3%	5 16%	1 10%	-	3 14%	7 24%	3 9%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 4%	5 4%	-	1 7%	1 4%	5 5%	7 6%	1 3%	-	2 5%	1 10%	-	1 4%	1 5%	2 4%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 9%	8 7%	2 12%	-	2 4%	12 11%	7 6%	-	6 17%	5 13%	-	2 12%	1 7%	3 11%	2 6%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 4%	4 4%	-	1 7%	1 4%	4 4%	3 3%	-	1 3%	1 3%	-	1 9%	-	-	3 8%
Doing other work to the property/having other building work done	8 6%	7 7%	-	-	1 2%	7 7%	7 6%	4 15%	2 4%	2 6%	3 20%	1 8%	-	2 9%	-
Change in household (e.g. new baby someone ill in household)	4 3%	2 2%	2 13%	-	-	4 4%	2 2%	-	2 4%	2 5%	-	-	-	1 3%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 545

122 (R) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 5%	6 5%	2 13%	-	-	7 6%	6 6%	2 8%	1 2%	4 13%	1 6%	-	-	1 3%	1 3%
Other	9 6%	4 4%	3 22%	1 3%	1 4%	8 7%	5 5%	-	4 10%	5 15%	1 10%	-	1 4%	2 6%	-
Don't know	11 8%	11 10%	-	-	4 10%	8 7%	6 6%	3 10%	4 9%	3 8%	2 16%	1 6%	1 4%	1 4%	4 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Was planning to do it anyway	36 4%	12 2%	24 5% a	14 4%	17 5%	6 2%	34 4%	3 2%	5 2%	31 4%	27 4%	9 4%	18 4%	19 4%	34 5% pq	1 2%	1 1%	2 1%
To save money on energy bills	92 10%	45 9%	47 11%	40 12% e	40 11% e	12 5%	80 10%	12 10%	20 8%	72 10%	68 10%	24 10%	47 10%	45 10%	73 11% q	7 8%	11 6%	19 7%
Wanted a warmer/more comfortable home	78 8%	37 7%	42 9%	26 8%	40 11% e	12 5%	68 8%	11 9%	17 7%	61 9%	60 9%	18 8%	38 8%	40 9%	65 10% pq	5 6%	8 4%	13 5%
To help with associated problems (e.g. condensation illness)	15 2%	7 2%	7 2%	6 2%	8 2%	1 *	13 2%	2 2%	2 1%	13 2%	14 2%	1 1%	8 2%	7 1%	9 1%	1 1%	5 3%	6 2%
To reduce energy use for environmental reasons	35 4%	16 3%	19 4%	15 4%	15 4%	5 2%	33 4% g	1 1%	8 3%	27 4%	27 4%	7 3%	19 4%	16 4%	29 4%	3 3%	3 2%	6 2%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 1%	2 *	6 1%	4 1%	2 1%	3 1%	8 1%	1 1%	2 1%	7 1%	5 1%	3 1%	5 1%	4 1%	7 1%	1 2%	-	1 1%
Availability of cashback schemes/discounts to make improvements	17 2%	4 1%	13 3% a	6 2%	6 2%	5 2%	16 2%	1 *	5 2%	12 2%	9 1%	7 3%	10 2%	7 2%	16 2% q	1 1%	*	1 *
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 1%	4 1%	5 1%	3 1%	6 2%	1 *	9 1%	-	-	10 1%	6 1%	4 2%	3 1%	7 2%	9 1%	1 1%	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 4%	18 4%	15 3%	12 3%	18 5%	4 2%	31 4%	2 2%	8 3%	26 4%	24 3%	9 4%	12 3%	21 5%	20 3%	1 1%	13 7%	14 5%
(Measure) was recommended by friend/relative/word of mouth	20 2%	10 2%	9 2%	6 2%	11 3%	2 1%	18 2%	2 1%	4 1%	16 2%	13 2%	7 3%	12 2%	8 2%	15 2%	3 3%	2 1%	5 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 1%	2 *	5 1%	3 1%	2 1%	1 1%	6 1%	1 1%	1 *	6 1%	5 1%	1 1%	4 1%	2 *	5 1%	2 2%	-	2 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 1%	12 2%	1 *	4 1%	7 2%	2 1%	13 2%	-	6 2%	8 1%	11 2%	3 1%	6 1%	7 2%	1 *	1 1%	12 6%	12 4%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 1%	4 1%	1 *	1 *	2 1%	2 1%	5 1%	-	3 1%	2 *	3 *	2 1%	3 1%	2 1%	1 *	1 1%	3 2%	4 2%
Doing other work to the property/having other building work done	8 1%	2 *	6 1%	1 *	7 2%	-	8 1%	-	2 1%	6 1%	6 1%	3 1%	1 *	7 2%	8 1%	-	-	-
Change in household (e.g. new baby someone ill in household)	4 *	2 *	2 *	2 1%	2 *	-	3 *	1 1%	2 1%	2 *	4 1%	-	1 *	3 1%	2 *	-	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 1%	1	6 1%	4 1%	4 1%	-	7 1%	-	1	6 1%	6 1%	1	2	5 1%	7 1%	-	-	-
Other	9 1%	4 1%	5 1%	2	4 1%	3 1%	9 1%	-	1	8 1%	5 1%	4 2%	4 1%	5 1%	8 1%	-	1 1%	1
Don't know	11 1%	6 1%	5 1%	5 1%	4 1%	2 1%	9 1%	1 1%	3 1%	8 1%	7 1%	5 2%	3 1%	9 2%	7 1%	1 1%	4 2%	5 2%
Not answered definitely/ probably will install any key measures	797 84%	425 86%	368 82%	288 85%	288 80%	218 90%	675 84%	108 88%	216 86%	578 84%	598 85%	200 82%	420 87%	377 82%	561 84%	77 88%	160 84%	236 85%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Was planning to do it anyway	36 4%	35 4%	2 1%	17 5%	14 3%	4 3%	8 5%	9 3%	11 5%	7 3%	23 4%	13 4%
To save money on energy bills	92 10%	88 11% s	4 3%	43 14% uv	34 8%	8 6%	22 13%	26 10%	20 9%	24 8%	55 9%	37 12%
Wanted a warmer/more comfortable home	78 8%	71 9%	7 4%	37 12% u	30 7%	8 6%	20 12% o	24 9%	17 8%	17 6%	43 7%	36 11% w
To help with associated problems (e.g. condensation illness)	15 2%	12 2%	3 2%	7 2%	7 2%	-	2 1%	8 3% o	3 1%	2 1%	12 2%	2 1%
To reduce energy use for environmental reasons	35 4%	30 4%	5 3%	19 6%	12 3%	3 2%	10 6% o	11 4%	9 4%	5 2%	20 3%	15 5%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 1%	8 1%	1 *	2 1%	3 1%	3 2%	4 3% m	-	1 1%	3 1%	5 1%	4 1%
Availability of cashback schemes/discounts to make improvements	17 2%	15 2%	2 1%	8 3%	7 2%	1 1%	3 2%	*	7 3% m	6 2%	8 1%	9 3%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 1%	9 1%	1 *	4 1%	5 1%	-	2 1%	2 1%	3 1%	3 1%	3 1%	6 2% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (M)	20+ years (N)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 4%	25 3%	9 5%	6 2%	21 5%	3 3%	4 2%	16 6%	6 3%	8 3%	25 4%	8 3%
(Measure) was recommended by friend/relative/word of mouth	20 2%	16 2%	3 2%	10 3%	8 2%	2 2%	3 2%	5 2%	9 4%	3 1%	11 2%	8 3%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 1%	6 1%	1	4 1%	2	1 1%	4 2%	1	1	1	1	6 2% w
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 1%	9 1%	4 2%	3 1%	7 2%	1 1%	3 2%	4 2%	2 1%	4 2%	10 2%	4 1%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 1%	4 1%	1 1%	2 1%	3 1%	-	1 1%	2 1%	2 1%	-	3	2 1%
Doing other work to the property/having other building work done	8 1%	8 1%	-	7 2%	1	-	3 2%	2 1%	2 1%	1	4 1%	4 1%
Change in household (e.g. new baby someone ill in household)	4	4 1%	-	3 1%	1	-	2 1%	-	-	2 1%	2	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 1%	7 1%	-	6 2% u	-	1 1%	4 2%	1 *	1 *	2 1%	3 *	4 1%
Other	9 1%	7 1%	2 1%	2 1%	7 2%	-	2 1%	2 1%	1 *	5 2%	7 1%	2 1%
Don't know	11 1%	9 1%	2 1%	4 1%	4 1%	1 1%	-	4 1%	3 1%	4 1%	9 1%	2 1%
Not answered definitely/ probably will install any key measures	797 84%	652 84%	145 88%	249 80%	366 86% †	115 89% †	134 81%	217 83%	196 86%	248 87%	533 85%	265 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Was planning to do it anyway	36 4%	25 5%	3 2%	6 3%	6 8% zA	25 3%	5 5%	14 2%	-	23 21% EFHIJ	-	14 2%	23 7% EHI
To save money on energy bills	92 10%	53 10%	12 8%	21 9%	15 21% yzA	65 8%	11 11%	27 5% H	4 9% H	61 57% EFHIJ	-	31 5% H	61 18% EHI
Wanted a warmer/more comfortable home	78 8%	49 9%	12 8%	13 6%	11 15% A	55 7%	8 9%	31 5% H	2 5% H	45 42% EFHIJ	-	33 5% H	45 14% EHI
To help with associated problems (e.g. condensation illness)	15 2%	8 1%	2 1%	5 2%	-	11 1%	3 3%	4 1%	-	11 10% EFHIJ	-	4 1%	11 3% EI
To reduce energy use for environmental reasons	35 4%	27 5% A	4 3%	3 1%	5 7% A	21 3%	6 6%	15 3%	1 2%	19 18% EFHIJ	-	16 3%	19 6% EHI
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 1%	6 1%	1 1%	2 1%	3 4%	6 1%	-	1 *	-	7 7% EHIJ	-	1 *	7 2% EI
Availability of cashback schemes/discounts to make improvements	17 2%	11 2%	3 2%	1 *	1 2%	12 2%	1 1%	6 1%	-	11 11% EFHIJ	-	6 1%	11 3% EI
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 1%	7 1%	1 1%	1 1%	4 5% yA	6 1%	1 1%	1 *	-	8 8% EHIJ	-	1 *	8 3% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (Y)	Monthly/quarterly bill (Z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 4%	19 4%	3 2%	11 5%	1 1%	30 4%	3 3%	6 1%	-	28 26% EFHIJ	-	6 1%	28 8% EFHI
(Measure) was recommended by friend/relative/word of mouth	20 2%	13 2%	4 3%	2 1%	2 3%	13 2%	2 2%	3 *	1 2%	16 15% EFHIJ	-	4 1%	16 5% EHI
Saw (Measure) demonstrated somewhere (show home public building etc)	7 1%	4 1%	3 2%	2 1%	2 3%	5 1%	-	1 *	-	6 6% EHIJ	-	1 *	6 2% EI
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 1%	2 *	1 1%	9 4% Y	1 2%	9 1%	3 3%	-	-	13 13% EFHIJ	-	-	13 4% EHI
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 1%	4 1%	-	1 *	-	3 *	2 2% C	1 *	-	4 4% EHIJ	-	1 *	4 1% EI
Doing other work to the property/having other building work done	8 1%	6 1%	1 1%	1 *	1 2%	5 1%	1 1%	5 1%	1 2%	2 2%	-	7 1%	2 1%
Change in household (e.g. new baby someone ill in household)	4 *	2 *	-	3 1%	2 2%	2 *	2 2%	2 *	-	2 1%	-	2 *	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 546

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 1%	5 1%	1 1%	2 1%	3 4%	2 -	2 C	4 1%	-	4 3% EIJ	-	4 1%	4 1%
Other	9 1%	8 1%	-	3 1%	2 3% z	5 1%	4 4% C	4 1%	-	5 5% EHIJ	-	4 1%	5 2%
Don't know	11 1%	5 1%	2 1%	3 1%	2 2%	8 1%	1 1%	4 1%	-	8 7% EHIJ	-	4 1%	8 2% EI
Not answered definitely/probably will install any key measures	797 84%	451 85% B	120 84% B	189 85% B	51 70%	676 86%	83 85%	521 92% GJ	43 97% GJ	10 9%	118 100% EFGIJ	564 92% GJ	233 71% G

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Was planning to do it anyway	36 4%	3 4%	4 2%	-	3 2%	9 7%	14 2%	11 2%	23 6%	2 3%	7 2%	27 j	12 7%	25 3%	24 4%	13 3%
To save money on energy bills	92 10%	5 6%	9 3%	-	14 6%	11 8%	27 5%	26 5%	65 17%	5 6%	17 4%	70 17%	27 16%	65 8%	52 10%	40 10%
Wanted a warmer/more comfortable home	78 8%	4 5%	11 4%	-	15 7%	12 9%	31 5%	28 5%	48 13%	4 5%	18 4%	56 13%	25 15%	53 7%	51 9%	28 7%
To help with associated problems (e.g. condensation illness)	15 2%	2 2%	2 1%	-	2 1%	1 1%	4 1%	4 1%	11 3%	1 1%	3 1%	11 3%	4 2%	11 1%	12 2%	3 1%
To reduce energy use for environmental reasons	35 4%	3 3%	4 1%	-	5 2%	10 8%	15 3%	15 3%	20 5%	1 1%	13 3%	21 5%	14 8%	21 3%	21 4%	13 3%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 1%	-	1	-	-	1 1%	1	1	7 2%	-	1	7 2%	4 2%	5 1%	3	6 1%
Availability of cashback schemes/discounts to make improvements	17 2%	1 2%	2 1%	-	1 1%	1 1%	6 1%	4 1%	11 3%	1 2%	2 1%	13 3%	9 6%	7 1%	10 2%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 1%	-	1*	-	1*	-	1*	1*	8 2% fg	-	1*	8 2% j	5 3% m	5 1%	4 1%	5 1%
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 4%	-	1*	-	3 1%	3 3% bg	6 1% g	3 1%	28 7% abcd fg	-	3 1%	31 7% ij	5 3%	29 4%	25 5% o	8 2%
(Measure) was recommended by friend/relative/word of mouth	20 2%	1 1%	-	-	2 1%	1 1%	3*	3*	17 5% bdefg	1 1%	2*	17 4% j	10 6% m	9 1%	11 2%	9 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 1%	1 1%	-	-	-	1 1%	1*	1*	6 2% fg	1 1%	-	6 1% j	2 1%	4 1%	2*	5 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 1%	-	-	-	-	-	-	-	13 4% bdefg	-	-	13 3% j	2 1%	12 1%	4 1%	9 2%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 1%	-	-	-	-	1 1%	1*	1*	4 1%	-	1*	4 1%	1 1%	4 1%	2*	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Doing other work to the property/having other building work done	8 1%	1 2%	4 2%	-	-	2 2%	5 1%	5 1%	3 1%	1 2%	3 1%	4 1%	2 1%	6 1%	7 1%	1 *
Change in household (e.g. new baby someone ill in household)	4 *	1 1%	-	-	-	2 2% bdfg	2 *	2 *	2 *	-	2 1%	2 *	2 1%	2 *	1 *	3 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 1%	1 1%	-	-	2 1%	2 1%	4 1%	4 1%	4 1%	2 3% j	2 *	4 1%	6 3% m	2 *	4 1%	4 1%
Other	9 1%	-	1 *	-	1 *	2 2%	4 1%	4 1%	5 1%	-	4 1%	5 1%	3 2%	6 1%	2 *	7 2%
Don't know	11 1%	2 2%	* *	-	2 1%	-	4 1%	4 1%	8 2%	1 2%	2 1%	8 2%	3 2%	8 1%	8 1%	4 1%
Not answered definitely/probably will install any key measures	797 84%	81 93% eh	240 94% eh	56 100% bdefgh	204 90% h	112 86% h	521 92% eh	511 92% efh	276 73%	71 94% k	416 93% k	310 73%	127 77%	670 86% l	446 83%	351 86%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Was planning to do it anyway	36 4%	1 1%	16 5%	6 2%	11 5%	10 2%	13 5%	15 5%	3 2%	3 3%	3 2%	1 1%	1 1%	36 4%	13 10% UVW	18 3%	2 1%	16 3%
To save money on energy bills	92 10%	6 7%	36 10%	25 10%	20 10%	36 9%	28 11%	35 11%	14 8%	10 11% R	5 3%	5 5%	4 5%	88 10%	23 18% UVW	59 8%	6 5%	53 9%
Wanted a warmer/more comfortable home	78 8%	5 6%	32 9%	19 7%	20 10%	27 7%	27 10%	33 10%	9 5%	12 12% PS	8 5%	1 1%	1 2%	77 9% u	17 13%	54 8%	8 6%	47 8%
To help with associated problems (e.g. condensation illness)	15 2%	-	6 2%	7 3%	1	7 2%	10 4%	5 1%	3 2%	2 2%	1 1%	-	-	15 2%	1 1%	13 2%	1 1%	12 2%
To reduce energy use for environmental reasons	35 4%	1 1%	13 4%	9 4%	9 5%	12 3%	13 5%	14 4%	3 2%	3 4%	1 1%	-	-	35 4%	14 11% UVW	18 3%	2 2%	16 3%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 1%	-	2	4 2%	3 1%	2	2 1%	4 1%	1	-	-	-	-	9 1%	6 5% UW	3	1 1%	2
Availability of cashback schemes/discounts to make improvements	17 2%	1 1%	6 2%	3 1%	5 3%	6 1%	2 1%	11 3% N	1 1%	1	-	-	-	17 2%	9 7% UVW	6 1%	*	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 1%	-	2 1%	6 3%	1 1%	2 1%	4 2%	3 1%	1 *	-	-	-	-	10 1%	3 3% UW	4 1%	2 2%	2 *
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 4%	2 2%	14 4%	8 3%	9 4%	12 3%	11 4%	14 4%	4 2%	3 3%	6 4%	3 3%	1 1%	33 4%	-	29 4% T	3 3%	26 4% T
(Measure) was recommended by friend/relative/word of mouth	20 2%	2 2%	3 1%	3 1%	10 5% qr	6 1%	4 2%	13 4% M	1 1%	4 4% R	-	-	-	20 2%	6 4%	14 2%	3 2%	11 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 1%	-	-	4 2% q	3 1% q	-	3 1% M	4 1% M	1 *	1 1%	-	1 1%	1 1%	6 1%	3 2%	4 1%	1 1%	3 1%
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	13 1%	2 3%	4 1%	2 1%	3 1%	1 *	2 1%	8 3% M	3 2%	4 4% R	-	4 4% R	3 3%	11 1%	-	8 1% W	5 4% TUW	3 1%
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	5 1%	1 1%	2 1%	1 *	1 1%	2 1%	1 *	2 1%	-	1 1%	1 1%	-	-	5 1%	-	4 1%	1 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Doing other work to the property/having other building work done	8 1%	-	2 1%	3 1%	3 2%	3 1%	4 2%	3 1%	2 1%	1 1%	-	-	-	8 1%	4 3% UVW	4 1%	-	4 1%
Change in household (e.g. new baby someone ill in household)	4 *	-	4 1%	-	-	-	2 1%	2 *	-	2 2%	-	-	-	4 *	2 1% U	1 *	-	1 *
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 1%	-	2 1%	1 *	2 1%	2 *	3 1%	5 1%	-	-	-	-	-	7 1%	6 4% UVW	2 *	-	2 *
Other	9 1%	-	5 1%	2 1%	1 1%	4 1%	2 1%	4 1%	-	-	2 2%	1 1%	1 1%	8 1%	3 2%	5 1%	-	5 1%
Don't know	11 1%	1 1%	3 1%	5 2%	2 1%	3 1%	6 2%	7 2%	1 1%	-	1 1%	1 1%	1 1%	11 1%	5 4% UW	4 1%	2 1%	2 *
Not answered definitely/probably will install any key measures	797 84%	83 89%	296 84%	210 84%	165 82%	350 87% O	214 82%	262 81%	161 89%	79 81%	138 91% Q	88 89%	75 89%	722 84%	93 73%	613 87% T	115 90% T	498 86% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Was planning to do it anyway	36 4%	15 4%	18 4%	17 4%	16 4%	2 3%	13 5%	2 2%	7 2%	13 5% D	12 9% D	15 3%	20 5%	16 5%	11 3%	11 4%
To save money on energy bills	92 10%	40 11%	41 10%	47 12%	34 9%	6 10%	36 14% C	4 4%	26 7%	36 15% D	21 15% D	38 9%	46 10%	33 10%	35 9%	31 12%
Wanted a warmer/more comfortable home	78 8%	35 10%	34 8%	39 10%	30 9%	6 10%	31 12%	4 5%	25 7%	29 12% D	18 13%	35 8%	40 9%	30 9%	33 8%	21 8%
To help with associated problems (e.g. condensation illness)	15 2%	6 2%	5 1%	7 2%	5 1%	1 1%	6 2%	-	6 2%	7 3%	2 2%	6 1%	9 2%	6 2% J	1	8 3% J
To reduce energy use for environmental reasons	35 4%	17 5%	15 4%	20 5%	12 3%	3 5%	16 6%	1 1%	10 3%	13 5%	11 8% D	14 3%	20 4%	12 4%	13 3%	11 4%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 1%	7 2% x	1	7 2%	1	-	7 3%	-	2	4 1%	3 3%	4 1%	3 1%	3 1%	4 1%	3 1%
Availability of cashback schemes/discounts to make improvements	17 2%	11 3%	5 1%	11 3%	5 2%	-	10 4%	2 2%	4 1%	2 1%	7 5% DE	8 2%	9 2%	6 2%	7 2%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 1%	5 2%	4 1%	6 2%	3 1%	1 2%	5 2%	-	3 1%	3 1%	4 3%	4 1%	5 1%	2 1%	3 1%	5 2%
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 4%	8 2%	18 4%	9 2%	17 5%	2 4%	8 3%	-	16 5% F	13 6% F	1 1%	19 4%	13 3%	11 3%	16 4%	10 4%
(Measure) was recommended by friend/relative/word of mouth	20 2%	9 3%	9 2%	11 3%	7 2%	2 3%	9 3%	1 1%	8 2%	4 2%	7 5%	11 3%	7 2%	10 3%	8 2%	5 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 1%	5 1%	1	5 1%	1	-	5 2%	-	2	1	3 2%	2 1%	3 1%	4 1%	3 1%	2 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 1%	3 1%	5 1%	4 1%	5 1%	2 3%	3 1%	-	9 2%	3 1%	-	11 3% H	2 1%	5 1%	4 1%	4 2%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 1%	-	3 1%	-	3 1%	2 3% wy	-	-	4 1%	1	-	3 1%	2	3 1%	2 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 547

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Doing other work to the property/having other building work done	8 1%	4 1%	2 1%	6 1%	1 *	-	3 1%	1 1%	3 1%	1 *	2 2%	2 *	6 1%	2 1%	2 1%	4 1%
Change in household (e.g. new baby someone ill in household)	4 *	2 *	2 1%	2 1%	2 *	-	2 1%	-	2 *	2 1%	-	3 1%	1 *	2 1%	-	2 1%
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 1%	7 2%	- xz	7 2%	- xz	-	7 3%	-	-	2 1%	5 3%	4 1%	4 1%	4 1%	1 *	2 1%
Other	9 1%	3 1%	5 1%	4 1%	3 1%	-	3 1%	-	4 1%	4 2%	-	4 1%	4 1%	3 1%	4 1%	3 1%
Don't know	11 1%	6 2%	4 1%	6 2%	4 1%	2 2%	5 2%	1 1%	3 1%	2 1%	-	4 1%	4 1%	3 1%	7 2%	1 1%
Not answered definitely/probably will install any key measures	797 84%	294 83%	344 84%	337 83%	300 84%	56 86%	207 80%	80 93% B	300 86% E	189 79%	110 80%	369 84%	378 84%	272 85%	332 84%	223 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 548

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Was planning to do it anyway	36 4%	23 6% JK	24 4%	31 5%	5 2%	17 4%	15 4%	4 3%	27 4%	9 5%	30 4%	6 5%
To save money on energy bills	92 10%	40 11%	52 10%	69 10%	23 8%	40 10%	36 10%	15 9%	71 11%	18 9%	75 10%	11 10%
Wanted a warmer/more comfortable home	78 8%	35 10%	51 9%	63 9%	15 6%	29 7%	35 10%	14 9%	62 10%	13 7%	66 9%	9 8%
To help with associated problems (e.g. condensation illness)	15 2%	5 1%	12 2%	12 2%	3 1%	5 1%	8 2%	2 1%	13 2%	2 1%	13 2%	2 1%
To reduce energy use for environmental reasons	35 4%	16 4%	21 4%	30 4%	5 2%	18 4%	11 3%	6 4%	29 5%	4 2%	30 4%	3 3%
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 1%	4 1%	3 *	6 1%	3 1%	4 1%	1 *	2 1%	6 1%	3 1%	5 1%	4 3% N
Availability of cashback schemes/discounts to make improvements	17 2%	9 3%	10 2%	12 2%	4 2%	6 1%	6 2%	5 3%	15 2%	2 1%	14 2%	3 3%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 1%	6 2%	4 1%	7 1%	2 1%	3 1%	3 1%	2 1%	6 1%	3 2%	7 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 548

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 4%	8 2%	25 5% HJ	26 4% H	7 3%	12 3%	14 4%	6 4%	24 4%	7 4%	25 3%	4 4%
(Measure) was recommended by friend/relative/word of mouth	20 2%	4 1%	11 2%	13 2%	7 3%	7 2%	8 2%	5 3%	18 3%	2 1%	16 2%	2 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 1%	3 1%	2 *	4 1%	3 1%	3 1%	1 *	2 1%	5 1%	1 1%	5 1%	1 1%
The work was required by my landlord/local authority/housing association/freholder/other organisation - I didn't have a choice	13 1%	1 *	4 1%	5 1%	8 3% HIJ	7 2%	4 1%	2 2%	9 1%	2 1%	9 1%	- -
I had been waiting for approval from my landlord/local authority/housing association/freholder/other organisation - but this was received	5 1%	2 1%	2 *	3 *	2 1%	1 *	4 1%	- -	3 *	1 1%	4 1%	1 1%
Doing other work to the property/having other building work done	8 1%	6 2% K	7 1%	8 1%	- -	2 *	6 2%	- -	7 1%	1 *	7 1%	- -
Change in household (e.g. new baby someone ill in household)	4 *	2 1%	1 *	2 1% I	2 1%	3 1%	1 *	- -	4 1%	- -	4 1%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 548

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	7 1%	3 1%	4 1%	5 1%	2 1%	3 1%	2 1%	2 1%	7 1%	-	7 1%	-
Other	9 1%	4 1%	2	6 1%	3 1%	4 1%	3 1%	1 1%	8 1%	1 1%	8 1%	1 1%
Don't know	11 1%	8 2%	8 1%	9 1%	2 1%	3 1%	5 2%	3 2%	9 1%	2 1%	9 1%	2 2%
Not answered definitely/probably will install any key measures	797 84%	297 82%	446 83%	561 83%	236 87%	352 85%	295 83%	132 84%	537 83%	160 85%	601 84%	90 80%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 548

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Was planning to do it anyway	36 4%	26 4%	4 4%	6 6%	9 3%	27 4%	33 6% qr	6 2%	4 1%	13 6% w	2 2%	2 1%	4 4%	8 5% w	8 3%
To save money on energy bills	92 10%	65 9%	12 13%	12 11%	23 9%	69 10%	75 13% qr	19 7%	16 5%	24 11% w	8 11% w	7 4%	12 12% w	22 14% w	20 9% w
Wanted a warmer/more comfortable home	78 8%	58 8%	8 8%	10 9%	15 6%	63 9%	65 11% qr	19 7%	13 4%	17 8%	6 8%	6 3%	10 10% w	20 12% w	20 9% w
To help with associated problems (e.g. condensation illness)	15 2%	14 2%	1 1%	- -	2 1%	13 2%	10 2% q	2 1%	4 1%	2 1%	2 3% w	- -	1 1%	7 5% uwz	2 1%
To reduce energy use for environmental reasons	35 4%	30 4%	3 3%	2 2%	5 2%	30 4%	33 6% qr	9 3% r	2 1%	7 3% w	1 1%	1 *	6 6% w	13 8% w	8 3% w
Because our boiler/heating was broken or nearing the end of its life and we wanted to replace	9 1%	6 1%	- -	3 3%	4 1%	5 1%	7 1%	- -	1 *	2 1%	1 1%	1 *	1 1%	2 1%	1 1%
Availability of cashback schemes/discounts to make improvements	17 2%	14 2%	1 1%	2 2%	4 1%	13 2%	17 3% qr	2 1%	- -	7 3% w	2 3%	1 *	3 3%	1 1%	3 1%
Because I could pay for it using the Green Deal finance (i.e. pay back through your energy bills)	10 1%	7 1%	- -	2 2%	3 1%	6 1%	10 2% qr	1 *	- -	2 1%	- -	- -	2 2%	3 2%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 548

I22 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
It was free/paid for by someone else (e.g. landlord local authority energy company)	33 4%	27 4%	3 3%	4 4%	8 3%	25 4%	21 4% q	-	12 4% q	7 3%	1 1%	4 2%	1 1%	12 8% wx	9 4%
(Measure) was recommended by friend/relative/word of mouth	20 2%	17 3%	-	2 2%	2 1%	17 3%	18 3% qr	3 1%	1 *	5 3% w	1 2%	-	3 3% w	7 4% w	3 2%
Saw (Measure) demonstrated somewhere (show home public building etc)	7 1%	5 1%	-	1 1%	1 1%	5 1%	7 1% q	1 *	-	2 1%	1 2%	-	1 1%	1 1%	2 1%
The work was required by my landlord/local authority/housing association/freeholder/other organisation - I didn't have a choice	13 1%	8 1%	2 2%	-	2 1%	12 2%	7 1%	-	6 2% q	5 2%	-	2 1%	1 1%	3 2%	2 1%
I had been waiting for approval from my landlord/local authority/housing association/freeholder/other organisation - but this was received	5 1%	4 1%	-	1 1%	1 1%	4 1%	3 1%	-	1 *	1 *	-	1 1%	-	-	3 1%
Doing other work to the property/having other building work done	8 1%	7 1%	-	-	1 *	7 1%	7 1%	4 1%	2 *	2 1%	3 4% z	1 1%	-	2 2%	-
Change in household (e.g. new baby someone ill in household)	4 *	2 *	2 2%	-	-	4 1%	2 *	-	2 *	2 1%	-	-	-	1 *	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 548

122 (R) (ALL) You said you definitely/probably will install (Measure). Why do you want to have (Measure) installed?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Weighted Base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Effective base	7	6	2	-	-	7	6	2	1	4	1	-	-	1	1
To qualify for the Renewable Heat Premium Payment (RHPP) and/or Renewable Heat Incentive (RHI) scheme(s)	1%	1%	2%	-	-	1%	1%	1%	1%	2%	1%	-	-	1%	1%
Other	9	4	3	1	1	8	5	-	4	5	1	-	1	2	-
	1%	1%	3% P	1%	1%	1%	1%	-	1%	2% wz	2%	-	1%	1%	-
Don't know	11	11	-	-	4	8	6	3	4	3	2	1	1	1	4
	1%	2%	-	-	1%	1%	1%	1%	1%	1%	3%	*	1%	1%	2%
Not answered definitely/probably will install any key measures	797	578	79	88	226	572	476	249	295	177	56	166	81	130	187
	84%	84%	86%	82%	86%	84%	82%	91% p	88% p	84%	81%	92% uvxyz	81%	82%	83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 549

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	180	83	96	68	83	28	152	26	44	135	133	47	101	79	130	19	31	50
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
In the next month	26 14%	10 12%	16 16%	8 11%	14 15%	4 15%	25 15%	1 4%	2 5%	23 16%	12 9%	13 24% j	11 13%	14 14%	23 17%	1 5%	2 6%	3 5%
In 2-3 months	24 13%	10 11%	14 14%	8 11%	11 12%	5 18%	22 13%	2 7%	11 25% i	12 9%	15 11%	8 15%	10 11%	14 14%	10 7%	2 11%	12 35%	13 27% n
In 4-6 months	33 18%	18 21%	14 14%	12 18%	18 20%	3 9%	31 19%	1 7%	9 21%	24 17%	23 17%	10 18%	8 10%	24 24% i	26 19%	2 12%	5 14%	7 14%
In 7-12 months	20 11%	10 12%	10 10%	11 16%	7 8%	2 7%	18 11%	3 12%	2 5%	18 13%	15 11%	6 10%	10 12%	10 10%	15 11%	6 37%	-	6 11%
In more than a year	11 6%	3 4%	8 8%	3 4%	7 8%	1 5%	11 7%	-	2 5%	9 6%	10 8%	1 2%	5 6%	6 6%	10 8%	-	1 3%	1 2%
When existing boiler has to be replaced	5 2%	1 1%	4 4%	-	4 4%	1 3%	4 2%	1 3%	1 3%	3 2%	1 1%	3 6%	2 2%	2 2%	4 3%	1 5%	-	1 1%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	27 14%	15 17%	12 12%	11 16%	13 15%	3 9%	21 13%	6 25%	10 23%	17 12%	26 19% k	1 2%	17 20%	10 10%	11 8%	3 23%	12 36%	16 32% n
Don't know/ Haven't decided	43 23%	19 22%	22 22%	16 24%	16 17%	10 35%	32 19%	9 42%	6 13%	36 25%	30 23%	12 22%	22 25%	20 20%	39 28% q	1 9%	2 6%	3 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 549

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
NET: In the next 6 months	82 44%	38 44%	44 44%	28 40%	42 47%	12 42%	78 48%	4 18%	23 51%	59 42%	50 38%	32 58% j	29 34%	53 52% l	60 43%	4 27%	18 55%	22 46%
NET: In the next 12 months	102 54%	49 56%	54 53%	39 56%	50 55%	14 49%	96 58%	7 30%	25 56%	78 54%	65 49%	38 68% j	40 46%	62 62% l	74 53%	10 64%	18 55%	28 58%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 549

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	180	162	18	78	67	19	44	46	41	47	114	66
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
In the next month	26 14%	24 15%	1 6%	12 14%	11 15%	2 14%	4 9%	4 7%	3 8%	14 27% KMN	19 16%	7 10%
In 2-3 months	24 13%	15 9%	8 39%	12 14%	10 15%	1 5%	7 14%	6 13%	9 22% O	1 3%	10 9%	13 19%
In 4-6 months	33 18%	31 18%	2 10%	22 26% u	9 12%	2 12%	7 16%	9 18%	9 23%	7 14%	14 12%	19 27% w
In 7-12 months	20 11%	19 11%	1 5%	11 12%	7 9%	- -	10 23% N	4 7%	2 6%	4 8%	16 13%	5 7%
In more than a year	11 6%	10 6%	1 5%	5 6%	5 7%	2 9%	5 10%	2 3%	2 6%	3 6%	9 7%	3 4%
When existing boiler has to be replaced	5 2%	5 3%	-	-	3 4%	1 7%	1 1%	-	2 5%	2 4%	5 4%	-
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	27 14%	23 14%	4 20%	9 11%	11 16%	2 10%	3 6%	14 28% KO	5 13%	5 10%	19 16%	8 11%
Don't know/ Haven't decided	43 23%	39 24%	3 15%	16 19%	16 23%	8 43%	9 20%	12 23%	7 18%	14 28%	27 23%	16 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 549

I23 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	149	17	72	63	18	40	42	38	44	105	61
NET: In the next 6 months	71 42%	12 55%	46 53%	30 41%	6 31%	18 40%	19 39%	22 53%	22 45%	43 37%	39 56% w
NET: In the next 12 months	90 54%	13 60%	56 65%	36 51%	6 31%	29 62%	23 46%	24 59%	26 52%	59 50%	44 62%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 549

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	180	101	30	40	22	137	16	56	5	119	-	61	119
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
In the next month	26 14%	19 18% A	4 14%	1 3%	1 3%	21 15%	3 18%	5 8%	-	21 17%	-	5 7%	21 17%
In 2-3 months	24 13%	17 17%	2 5%	6 14%	3 11%	10 7%	8 48%	3 5%	-	21 17% EI	-	3 4%	21 17% EI
In 4-6 months	33 18%	14 14%	8 27%	10 23%	10 36%	20 15%	3 19%	7 13%	3 49%	22 18%	-	11 17% E	22 18%
In 7-12 months	20 11%	9 8%	2 8%	5 12%	5 19%	12 9%	1 4%	8 14%	4 51%	9 7%	-	12 18% EGJ	9 7%
In more than a year	11 6%	7 7%	4 12%	1 2%	1 3%	11 8%	-	8 14% GJ	-	4 3%	-	8 12% GJ	4 3%
When existing boiler has to be replaced	5 2%	3 3%	-	1 2%	1 5%	5 3%	-	1 1%	-	4 3%	-	1 1%	4 3%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	27 14%	9 8%	4 13%	13 32% Y	1 3%	25 18%	1 6%	8 14%	-	19 15%	-	8 12%	19 15%
Don't know/ Haven't decided	43 23%	26 25%	7 22%	5 12%	5 19%	34 25%	1 5%	17 31%	-	25 20%	-	17 27%	25 20%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 549

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
NET: In the next 6 months	82 44%	50 49%	14 46%	17 40%	14 51%	51 37%	15 86%	15 26%	3 49%	64 52% E1	-	18 29%	64 52% E1
NET: In the next 12 months	102 54%	59 57%	16 54%	22 52%	19 70%	64 46%	15 89%	23 40%	7 100%	72 58% E	-	30 47% E	72 58% E



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 550

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	180	8	17	-	32	20	56	53	124	-	-	180	52	128	112	68
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
In the next month	26 14%	-	-	-	2	3	5	2	21	-	-	26	9	16	19	6
		-	-	-	8%	12%	8%	4%	16%	-	-	14%	17%	12%	17%	9%
							g		g							
In 2-3 months	24 13%	-	-	-	1	3	3	3	21	-	-	24	11	13	13	10
		-	-	-	3%	13%	5%	5%	16%	-	-	13%	19%	10%	11%	14%
							f		f							
In 4-6 months	33 18%	2	2	-	3	5	7	7	26	-	-	33	12	21	17	16
		27%	13%	-	11%	22%	13%	14%	19%	-	-	18%	21%	16%	15%	22%
In 7-12 months	20 11%	1	4	-	4	3	8	8	12	-	-	20	5	16	10	10
		9%	21%	-	13%	16%	14%	15%	9%	-	-	11%	8%	12%	9%	14%
In more than a year	11 6%	2	5	-	4	1	8	8	4	-	-	11	1	11	6	5
		20%	26%	-	13%	4%	14%	15%	3%	-	-	6%	2%	8%	5%	7%
					h		h	h								
When existing boiler has to be replaced	5 2%	-	-	-	1	-	1	1	4	-	-	5	2	3	4	1
		-	-	-	3%	-	1%	1%	3%	-	-	2%	4%	2%	3%	1%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	27 14%	-	2	-	5	1	8	8	19	-	-	27	3	24	14	13
		-	9%	-	20%	5%	14%	15%	15%	-	-	14%	6%	18%	12%	18%
														l		



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 550

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	188	8**	19**	-**	28*	20**	57*	53*	131	-**	-**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Don't know/ Haven't decided	43 23%	3 44%	6 30%	-	9 30%	6 28%	17 31%	16 31%	25 19%	-	-	43 23%	13 24%	29 22%	32 27%	11 15%
NET: In the next 6 months	82 44%	2 27%	2 13%	-	6 21%	10 47%	15 26%	12 23%	67 51% dfg	-	-	82 44%	32 57% m	50 38%	50 43%	32 45%
NET: In the next 12 months	102 54%	3 36%	6 34%	-	10 34%	13 63%	23 40%	20 38%	80 61% dfg	-	-	102 54%	36 65%	66 50%	60 52%	42 59%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 550

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	180	15	66	46	45	63	54	78	24	23	15	12	11	169	42	116	18	98
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
In the next month	26 14%	3 21%	11 16%	5 10%	6 13%	10 15%	8 13%	9 11%	4 15%	-	5 36%	-	-	26 14%	3 5%	21 18%	1 8%	20 20% T
In 2-3 months	24 13%	3 24%	5 8%	5 11%	6 14%	6 8%	3 5%	14 17%	5 20%	4 16%	1 9%	*	*	23 13%	6 13%	17 15% W	7 47%	10 10%
In 4-6 months	33 18%	-	10 14%	12 25%	9 20%	10 15%	12 21%	16 19%	2 9%	6 26%	2 14%	1 7%	1 13%	32 18%	11 23%	16 14%	2 14%	13 14%
In 7-12 months	20 11%	2 15%	7 9%	5 10%	7 15%	3 5%	8 15%	9 11%	2 8%	3 14%	-	2 18%	2 21%	18 10%	9 18%	10 9%	2 11%	9 9%
In more than a year	11 6%	1 5%	5 8%	4 8%	2 4%	7 10% O	5 8%	2 2%	3 11%	2 7%	1 10%	1 9%	1 10%	10 6%	2 4%	8 7%	-	8 8%
When existing boiler has to be replaced	5 2%	-	1 2%	1 7%	3 6%	3 4%	-	1 2%	-	-	-	-	-	5 3%	1 3%	2 2%	-	2 2%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	27 14%	-	14 20%	6 12%	6 14%	5 7%	8 15%	17 21% M	4 16%	5 20%	1 4%	6 51%	4 44%	23 13%	3 7%	17 15%	2 16%	15 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 550

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Don't know/ Haven't decided	43 23%	5 35%	16 24%	11 22%	7 15%	24 35% O	13 22%	15 18%	6 22%	4 17%	4 27%	1 6%	1 7%	42 23%	13 28%	25 21%	1 4%	24 24%
NET: In the next 6 months	82 44%	6 45%	26 38%	22 47%	22 47%	26 39%	23 40%	38 47%	11 44%	10 42%	9 60%	2 15%	2 18%	80 45%	20 41%	53 46%	11 69%	43 43%
NET: In the next 12 months	102 54%	8 60%	33 47%	27 56%	29 62%	30 44%	31 54%	47 57%	13 52%	13 56%	9 60%	4 34%	4 39%	98 55%	28 59%	64 55%	13 80%	51 51%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 550

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	180	77	81	88	70	14	69	8	61	54	38	82	81	67	73	55
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
In the next month	26 14%	5 6%	18 22% wy	8 8% w	15 21% wy	1 5%	3 3%	2 31%	3 4%	11 19% D	6 16%	3 3%	14 17% G	8 13%	14 18%	6 11%
In 2-3 months	24 13%	11 13%	8 10%	11 12%	8 12%	3 22%	10 13%	1 12%	15 25% E	3 5%	4 11%	18 21% H	6 7%	11 17%	8 10%	5 8%
In 4-6 months	33 18%	15 19%	14 17%	17 19%	12 17%	2 14%	14 19%	1 17%	7 11%	11 19%	12 30% D	15 18%	15 18%	14 20%	9 12%	13 24%
In 7-12 months	20 11%	11 13%	8 10%	13 14%	6 9%	2 16%	11 14%	-	2 4%	9 16% D	5 13%	6 7%	11 13%	8 12%	6 7%	8 13%
In more than a year	11 6%	5 6%	5 6% z	8 8%	2 3%	-	5 7%	-	5 8%	3 4%	4 10%	2 2%	10 11% G	2 3%	6 7%	6 10%
When existing boiler has to be replaced	5 2%	3 3%	2 2%	3 3%	2 3%	-	2 3%	1 11%	1 2%	1 2%	1 3%	3 4%	1 2%	2 3%	1 1%	2 3%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	27 14%	7 8%	9 11%	7 7%	9 13%	5 39%	6 9%	* 7%	20 32% EF	5 8%	-	17 20%	10 12%	13 19%	11 14%	7 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 550

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Don't know/ Haven't decided	43 23%	25 31%	17 21%	27 29%	15 22%	1 5%	24 32%	1 22%	9 14%	16 27%	7 17%	20 24%	18 21%	9 14%	24 31% 1	11 19%
NET: In the next 6 months	82 44%	30 38%	40 50%	36 39%	35 50%	6 40%	26 36%	4 59%	25 40%	26 43%	23 57%	35 42%	35 41%	33 50%	32 40%	24 42%
NET: In the next 12 months	102 54%	41 51%	49 60%	48 52%	42 59%	8 56%	37 50%	4 59%	27 44%	35 59%	29 70% D	42 50%	46 54%	41 62%	37 48%	32 55%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 551

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	180	79	112	140	40	74	73	29	140	32	143	26
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
In the next month	26 14%	10 12%	19 17%	22 15%	3 8%	18 23%	7 10%	1 2%	22 15%	2 6%	24 16%	1 5%
In 2-3 months	24 13%	3 4%	13 11% H	15 10% H	9 20% H	9 12%	8 10%	7 22%	16 11%	3 8%	18 12%	1 5%
In 4-6 months	33 18%	13 17%	17 15%	22 15%	11 25%	9 11%	15 20%	6 21%	25 17%	8 24%	23 16%	8 29%
In 7-12 months	20 11%	15 19% UK	10 9%	19 13% I	2 4%	9 12%	9 12%	1 5%	15 10%	5 16%	16 11%	4 15%
In more than a year	11 6%	4 5%	6 5%	8 5%	4 8%	4 5%	5 7%	2 6%	10 7%	2 5%	10 7%	2 6%
When existing boiler has to be replaced	5 2%	3 3%	4 3%	4 3%	1 2%	2 3%	3 4%	-	2 1%	3 8%	3 2%	2 7%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	27 14%	11 13%	14 12%	16 11%	11 25% J	9 11%	12 15%	7 22%	19 13%	5 16%	18 12%	5 20%
Don't know/ Haven't decided	43 23%	23 28% K	32 27% K	39 27% K	4 9%	18 23%	17 23%	6 21%	36 25%	5 17%	37 25%	4 14%
NET: In the next 6 months	82 44%	26 32%	50 43% H	59 41% H	23 53% H	35 46%	30 40%	14 45%	64 44%	13 38%	66 44%	11 38%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 551

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
NET: in the next 12 months	102 54%	41 51%	60 52%	78 54%	25 57%	44 58%	39 52%	15 50%	79 54%	18 54%	82 55%	15 53%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 551

I23 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	180	136	14	22	43	137	136	31	39	42	18	19	23	36	42
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
In the next month	26 14%	21 15%	3 17%	1 5%	3 7%	22 16%	17 12%	-	8 17%	3 6%	5 29%	2 11%	5 22%	9 23% uz	2 5%
In 2-3 months	24 13%	16 12%	2 14%	1 6%	3 6%	21 15%	14 10%	-	8 19%	11 25% y	1 6%	4 21%	2 9%	2 4%	4 8%
In 4-6 months	33 18%	22 16%	3 22%	7 31%	11 25%	22 15%	26 19%	6 19%	7 15%	8 18%	1 8%	1 6%	2 10%	7 18%	13 28%
In 7-12 months	20 11%	13 10%	2 10%	5 19%	7 16%	13 9%	20 15% r	6 18%	-	5 11%	-	1 4%	2 8%	7 18%	6 13%
In more than a year	11 6%	10 7%	-	2 7%	2 4%	10 7%	10 7%	6 20%	2 4%	-	4 27%	1 8%	3 11%	-	3 7%
When existing boiler has to be replaced	5 2%	3 2%	-	1 5%	3 6%	2 1%	3 2%	1 2%	1 3%	1 3%	1 4%	1 8%	1 5%	-	-
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	27 14%	22 16%	2 14%	2 6%	9 19%	18 13%	17 13%	2 8%	9 21%	9 19%	3 3%	3 16%	2 8%	9 23%	4 9%
Don't know/ Haven't decided	43 23%	32 23%	4 24%	5 21%	8 18%	35 24%	30 22%	10 32%	10 22%	9 19%	4 23%	5 27%	6 27%	5 13%	14 30%
NET: In the next 6 months	82 44%	59 42%	8 52%	10 41%	17 38%	65 45%	57 41%	6 19%	23 51%	22 49%	7 43%	7 38%	9 41%	17 46%	19 41%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 551

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19 Jun 2014

123 (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
NET: In the next 12 months	102 54%	73 52%	10 62%	15 60%	25 54%	78 55%	77 56%	12 38%	23 51%	27 60%	7 43%	8 42%	11 49%	24 64%	25 54%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 552

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19 Jun 2014

I23_SUM (M) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All key measures that respondents definitely/probably will install

	I23: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	34	24	38	1	4	22	24	10	12	6	5
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
In the next month	7 19%	7 28%	6 15%	-	-	2 9%	3 10%	-	1 10%	-	-
In 2-3 months	7 20%	3 13%	3 7%	-	-	2 10%	4 17%	2 18%	1 8%	-	1 14%
In 4-6 months	6 15%	4 16%	5 15%	1 100%	-	4 16%	1 5%	3 26%	2 15%	2 26%	5 86%
In 7-12 months	3 9%	-	4 10%	-	-	3 12%	5 19%	1 7%	4 34%	1 18%	-
In more than a year	2 6%	1 3%	2 5%	-	-	3 13%	-	2 15%	1 11%	1 11%	-
When existing boiler has to be replaced	-	-	-	-	-	-	5 19%	-	-	-	-
Not my decision/decision will be made by landlord/ local authority/Housing Association/freeholder/other organisation	5 14%	3 11%	11 30%	-	2 44%	2 7%	2 8%	1 10%	1 4%	1 15%	-
Don't know/ Haven't decided	6 17%	7 29%	7 18%	-	2 56%	8 34%	5 21%	2 24%	2 18%	2 30%	-
NET: In the next 6 months	20 54%	15 57%	14 37%	1 100%	-	8 34%	8 33%	4 44%	4 34%	2 26%	6 100%
NET: In the next 12 months	23 63%	15 57%	17 47%	1 100%	-	11 46%	13 52%	5 50%	8 67%	3 44%	6 100%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 553

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	144	67	76	51	68	24	123	19	35	108	107	37	78	66	102	14	28	42
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
In the next month	21 14%	9 13%	12 15%	7 14%	10 14%	4 17%	20 15%	1 6%	2 6%	19 17%	12 12%	9 20%	10 16%	11 13%	18 17%	1 6%	2 6%	3 6%
In 2-3 months	20 13%	7 10%	13 16%	7 14%	8 11%	5 20%	18 14%	2 10%	9 26% i	11 10%	11 11%	8 19%	6 9%	14 17%	9 9%	1 7%	10 32%	10 26% n
In 4-6 months	29 19%	16 23%	13 17%	11 22%	15 21%	3 10%	27 21%	1 10%	7 21%	21 19%	21 20%	8 17%	8 13%	20 24%	22 20%	2 16%	5 16%	7 16%
In 7-12 months	18 12%	9 13%	9 12%	10 20%	6 8%	2 8%	16 12%	3 18%	2 6%	16 14%	14 13%	4 10%	10 15%	9 10%	14 13%	5 45%	-	5 12%
In more than a year	9 6%	2 3%	7 9%	3 6%	5 8%	1 3%	9 7%	-	2 5%	7 7%	8 7%	1 3%	3 5%	6 7%	8 8%	-	1 3%	1 2%
When existing boiler has to be replaced	5 3%	1 1%	4 5%	-	4 5%	1 3%	4 3%	1 5%	1 4%	3 3%	1 1%	3 7%	2 3%	2 3%	4 4%	1 6%	-	1 2%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 15%	15 21%	8 10%	10 20%	11 15%	2 7%	19 14%	4 25%	7 20%	16 14%	22 21% k	1 3%	14 22%	8 10%	9 8%	3 32%	11 35%	14 34% n
Don't know/ Haven't decided	36 25%	18 26%	18 22%	13 25%	14 20%	9 35%	29 22%	6 39%	5 14%	31 27%	26 24%	11 25%	17 26%	19 23%	33 31% q	1 12%	2 7%	3 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 553

I23 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
NET: In the next 6 months	67 45%	31 45%	36 45%	22 44%	33 45%	12 47%	63 48%	4 26%	19 54%	48 42%	43 41%	24 55%	24 37%	43 51%	47 44%	3 30%	16 55%	20 48%
NET: In the next 12 months	84 57%	40 58%	45 57%	31 62%	39 54%	14 55%	78 59%	7 44%	21 60%	63 56%	56 53%	28 65%	33 51%	51 62%	61 56%	7 69%	16 56%	24 58%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 553

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	144	127	17	58	58	15	31	42	32	37	93	51
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
In the next month	21 14%	20 15%	1 6%	8 13%	9 15%	2 17%	3 10%	4 8%	3 10%	10 26% M	15 16%	6 11%
In 2-3 months	20 13%	13 10%	7 37%	9 14%	10 16%	1 6%	6 18%	6 14%	6 19%	1 4%	8 9%	12 22% w
In 4-6 months	29 19%	27 21%	2 10%	19 30% u	7 12%	2 15%	6 20%	9 20%	8 25%	5 14%	13 14%	16 29% w
In 7-12 months	18 12%	17 13%	1 5%	10 15%	7 11%	- -	10 31%	4 8%	1 4%	4 10%	14 14%	5 9%
In more than a year	9 6%	8 6%	1 5%	3 5%	4 7%	2 11%	4 12%	2 4%	2 5%	2 5%	7 8%	2 3%
When existing boiler has to be replaced	5 3%	5 4%	-	-	3 4%	1 9%	1 2%	-	2 6%	2 5%	5 5%	-
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 15%	19 14%	4 21%	8 13%	9 15%	2 12%	2 6%	12 28%	4 13%	4 11%	18 18%	5 10%
Don't know/ Haven't decided	36 25%	33 26%	3 15%	12 20%	15 24%	7 46%	5 17%	12 26%	7 22%	12 31%	24 25%	12 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 553

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
NET: In the next 6 months	67 45%	56 44%	11 54%	34 55%	26 43%	5 33%	13 42%	19 43%	17 52%	17 43%	36 37%	31 58% w
NET: In the next 12 months	84 57%	73 56%	12 59%	44 70%	33 54%	5 33%	22 71%	23 51%	18 56%	21 53%	48 51%	36 67%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 553

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	144	80	22	33	18	109	13	47	3	94	-	50	94
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
In the next month	21 14%	14 18%	4 19%	1 4%	1 4%	16 15%	3 22%	5 10%	-	16 17%	-	5 9%	16 17%
In 2-3 months	20 13%	13 17%	2 7%	6 18%	3 14%	9 9%	6 43%	3 5%	-	17 18% I	-	3 5%	17 18% I
In 4-6 months	29 19%	13 16%	7 31%	7 20%	7 34%	17 16%	3 23%	7 16%	2 42%	19 20%	-	9 18%	19 20%
In 7-12 months	18 12%	9 11%	2 10%	4 13%	4 18%	12 11%	1 5%	8 17%	2 58%	8 8%	-	10 20% EGJ	8 8%
In more than a year	9 6%	5 6%	3 12%	1 3%	1 4%	8 8%	-	6 13% GJ	-	3 3%	-	6 12% GJ	3 3%
When existing boiler has to be replaced	5 3%	3 3%	-	1 2%	1 6%	5 4%	-	1 2%	-	4 4%	-	1 1%	4 4%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 15%	7 9%	3 13%	12 35%	1 4%	21 19%	1 7%	7 14%	-	16 16%	-	7 13%	16 16%
Don't know/ Haven't decided	36 25%	24 29%	6 25%	3 8%	5 24%	28 26%	1 6%	16 34%	-	20 21%	-	16 31%	20 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 553

I23 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
NET: In the next 6 months	67 45%	38 47%	13 57%	14 41%	11 51%	42 39%	13 87%	15 31%	2 42%	50 52% EI	-	16 32%	50 52% EI
NET: In the next 12 months	84 57%	46 57%	15 67%	18 52%	15 70%	54 49%	13 87%	23 48%	4 100%	57 59%	-	27 52% E	57 59%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 554

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	144	6	15	-	26	18	47	44	97	5	32	107	37	107	88	56
Weighted Base	149	6**	17**	**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
In the next month	21 14%	-	-	-	2	3	5	2	16	-	2	19	5	16	17	4
		-	-	-	9%	14%	10%	5%	16%	-	7%	17%	13%	15%	19%	7%
In 2-3 months	20 13%	-	-	-	1	3	3	3	17	-	3	17	7	13	10	10
		-	-	-	4%	14%	5%	6%	17%	-	8%	16%	19%	12%	12%	16%
In 4-6 months	29 19%	2	2	-	3	5	7	7	21	1	4	23	10	19	16	13
		37%	15%	-	13%	24%	16%	17%	21%	24%	14%	21%	26%	17%	18%	22%
In 7-12 months	18 12%	1	4	-	4	3	8	8	10	2	5	12	5	14	9	9
		13%	24%	-	16%	18%	17%	18%	10%	32%	16%	10%	12%	12%	11%	15%
In more than a year	9 6%	1	5	-	2	1	6	6	3	1	4	5	1	8	5	4
		14%	30%	-	10%	4%	13%	15%	3%	16%	11%	4%	2%	7%	6%	6%
							h	h								
When existing boiler has to be replaced	5 3%	-	-	-	1	-	1	1	4	-	1	4	2	3	4	1
		-	-	-	3%	-	2%	2%	4%	-	2%	4%	5%	2%	4%	1%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 15%	-	2	-	5	1	7	7	16	-	7	16	3	20	11	11
		-	11%	-	20%	6%	14%	16%	16%	-	22%	14%	8%	18%	13%	19%
Don't know/ Haven't decided	36 25%	2	6	-	9	6	16	15	20	1	10	25	12	24	26	11
		37%	34%	-	38%	30%	34%	34%	20%	28%	30%	23%	32%	22%	29%	18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 554

I23 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
NET: In the next 6 months	67 45%	2 37%	2 15%	-	6 27%	10 52%	15 31%	12 28%	52 fg	1 24%	9 29%	56 50%	20 52%	47 42%	43 48%	24 40%
NET: In the next 12 months	84 57%	3 50%	6 38%	-	10 42%	13 70%	23 48%	20 46%	62 61%	3 56%	14 45%	67 60%	24 62%	61 55%	52 58%	33 55%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 554

I23 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	144	11	52	40	35	50	46	58	18	18	14	11	10	134	31	95	14	81
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
In the next month	21 14%	3 27%	8 14%	5 11%	5 14%	8 15%	8 16%	8 12%	4 20%	-	5 38%	-	-	21 15%	2 5%	17 18%	1 11%	16 19%
In 2-3 months	20 13%	3 31%	5 10%	5 12%	4 10%	6 11%	3 6%	10 16%	4 22%	2 10%	1 10%	*	*	19 14%	5 16%	14 15% W	5 37%	10 12%
In 4-6 months	29 19%	-	10 18%	9 23%	8 22%	8 16%	11 23%	15 24%	2 12%	4 24%	2 15%	1 12%	1 14%	27 20%	8 23%	16 17%	2 17%	13 16%
In 7-12 months	18 12%	1 13%	7 12%	5 11%	6 16%	3 6%	8 18%	8 12%	2 10%	3 18%	-	1 13%	1 16%	17 12%	7 22%	10 10%	2 14%	8 10%
In more than a year	9 6%	1 7%	4 7%	4 9%	1 2%	5 10% O	4 8%	1 1%	3 15%	2 9%	1 5%	1 9%	1 11%	8 6%	1 2%	6 6%	-	6 7%
When existing boiler has to be replaced	5 3%	-	1 2%	1 2%	3 8%	3 5%	-	1 2%	-	-	-	-	-	5 3%	1 4%	2 2%	-	2 2%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 15%	-	10 19%	6 15%	6 15%	5 9%	7 15%	13 22%	3 16%	4 21%	1 4%	6 55%	4 47%	19 13%	3 7%	14 15%	2 20%	12 14%
Don't know/ Haven't decided	36 25%	4 37%	13 23%	11 26%	7 19%	18 34%	12 25%	14 23%	4 22%	4 22%	4 28%	1 6%	1 7%	36 26%	12 35%	21 22%	1 6%	20 25%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 554

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
NET: In the next 6 months	67 45%	6 58%	23 41%	17 44%	17 46%	22 41%	21 45%	30 48%	11 54%	6 34%	9 63%	2 16%	2 19%	65 47%	13 38%	46 49%	8 65%	38 46%
NET: In the next 12 months	84 57%	7 71%	28 52%	22 55%	22 62%	25 48%	29 63%	36 59%	13 65%	9 52%	9 63%	3 30%	3 35%	81 58%	20 60%	55 58%	9 74%	46 56%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 554

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	144	58	66	66	58	9	51	7	50	47	26	69	66	51	57	45
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
In the next month	21 14%	4 6%	14 22% w/y	6 8%	12 21% w	1 7%	2 3%	2 35%	3 5%	10 20% D	3 11%	3 4%	13 19% G	7 15%	11 18%	5 11%
In 2-3 months	20 13%	9 15%	6 10%	9 14%	6 11%	1 12%	8 16%	1 14%	13 25% E	3 6%	4 13%	15 22% H	5 7%	8 17%	8 13%	4 8%
In 4-6 months	29 19%	11 18%	14 21%	13 19%	12 20%	2 21%	10 18%	1 19%	7 13%	10 19%	10 36%	14 20%	14 20%	12 25%	8 13%	11 22%
In 7-12 months	18 12%	9 16%	8 12%	11 17%	6 10%	2 25%	9 18%	-	2 5%	8 16%	5 20%	6 9%	10 14%	8 16%	6 9%	6 12%
In more than a year	9 6%	3 6%	4 6% z	6 9% w	2 3%	-	3 6%	-	4 8%	3 5%	2 9%	2 3%	7 10%	1 2%	4 7%	5 11%
When existing boiler has to be replaced	5 3%	3 5%	2 3%	3 4%	2 3%	-	2 4%	1 13%	1 2%	1 3%	1 5%	3 5%	1 2%	2 4%	1 1%	2 4%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 15%	6 10%	8 12%	6 9%	8 14%	4 51%	6 10%	*	15 30% E	5 9%	-	14 20%	9 13%	10 21%	9 15%	6 13%
Don't know/ Haven't decided	36 25%	21 36%	15 22%	23 34%	13 22%	1 7%	20 37%	1 25%	9 17%	13 26%	6 20%	18 26%	15 22%	7 14%	22 36% 1	9 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 554

I23 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
NET: In the next 6 months	67 45%	21 35%	35 52%	25 37%	31 53%	4 40%	18 33%	3 54%	22 43%	23 45%	14 50%	29 42%	31 44%	25 51%	27 44%	19 41%
NET: In the next 12 months	84 57%	30 51%	42 63%	36 53%	36 63%	6 65%	27 51%	3 54%	24 48%	30 60%	19 69%	35 50%	41 59%	32 66%	32 53%	25 53%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 555

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	144	65	88	112	32	58	57	26	108	28	113	21
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
In the next month	21 14%	9 13%	17 19%	19 17%	2 6%	14 24%	6 10%	1 2%	18 16%	2 7%	20 17%	1 6%
In 2-3 months	20 13%	3 5%	10 12% H	12 11% H	8 23%	7 11%	8 13%	6 23%	13 11%	3 10%	15 12%	1 6%
In 4-6 months	29 19%	12 19%	16 18%	19 17%	10 27%	7 12%	14 23%	6 24%	22 20%	6 23%	20 17%	6 29%
In 7-12 months	18 12%	13 20% I	9 11%	17 15% I	2 5%	8 13%	8 14%	1 6%	14 12%	4 16%	15 13%	3 15%
In more than a year	9 6%	3 4%	5 6%	6 6%	3 8%	3 6%	4 7%	2 7%	8 7%	1 3%	8 7%	1 4%
When existing boiler has to be replaced	5 3%	3 4%	4 4%	4 3%	1 2%	2 3%	3 5%	-	2 2%	3 9%	3 2%	2 9%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 15%	8 13%	11 13%	14 12%	9 26%	7 11%	9 16%	7 26%	17 15%	4 13%	16 14%	3 14%
Don't know/ Haven't decided	36 25%	20 31%	26 29%	33 29%	4 11%	15 25%	15 25%	5 20%	30 27%	5 19%	31 27%	4 17%
NET: In the next 6 months	67 45%	24 37%	43 48%	50 44%	17 48%	28 47%	27 45%	11 42%	50 45%	11 40%	52 44%	9 41%
NET: In the next 12 months	84 57%	37 57%	52 58%	66 58%	18 53%	35 59%	35 58%	12 48%	63 57%	16 55%	66 57%	13 56%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 555

123 (R) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	144	107	12	17	36	108	107	25	34	31	14	15	20	28	36
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
In the next month	21 14%	16 15%	3 20%	1 7%	3 9%	18 16%	14 13%	-	6 17%	3 8%	4 30%	2 13%	3 13%	7 26%	2 6%
In 2-3 months	20 13%	13 12%	2 17%	1 7%	3 7%	17 15%	10 9%	-	8 22%	8 23%	1 7%	4 27%	2 11%	2 5%	4 10%
In 4-6 months	29 19%	21 19%	3 26%	4 23%	8 22%	20 18%	22 21%	6 24%	7 17%	7 21%	1 10%	1 8%	2 12%	6 19%	11 29%
In 7-12 months	18 12%	12 11%	2 12%	4 21%	6 17%	12 11%	18 17%	6 23%	-	4 13%	-	1 5%	2 9%	6 19%	6 15%
In more than a year	9 6%	8 8%	-	1 4%	1 2%	8 7%	7 7%	5 19%	2 4%	-	4 28%	1 5%	2 9%	-	3 8%
When existing boiler has to be replaced	5 3%	3 3%	-	1 7%	3 7%	2 2%	3 3%	1 3%	1 3%	1 4%	1 6%	1 10%	1 6%	-	-
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 15%	19 17%	2 16%	1 4%	6 17%	16 15%	16 15%	2 10%	7 18%	7 20%	* 4%	2 15%	2 9%	7 25%	4 11%
Don't know/ Haven't decided	36 25%	28 26%	1 10%	5 27%	8 21%	28 26%	28 26%	8 34%	7 19%	6 17%	3 22%	3 17%	6 31%	5 17%	14 36%
NET: In the next 6 months	67 45%	47 43%	8 62%	7 37%	14 38%	52 47%	43 40%	6 24%	22 56%	16 46%	6 47%	7 48%	7 36%	14 48%	17 45%
NET: In the next 12 months	84 57%	58 54%	10 74%	11 57%	21 56%	64 57%	61 57%	12 47%	22 56%	20 58%	6 47%	8 53%	9 45%	19 65%	23 60%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 556

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
In the next month	21 2%	9 2%	12 3%	7 2%	10 3%	4 2%	20 2%	1 1%	2 1%	19 3%	12 2%	9 4%	10 2%	11 2%	18 3%	1 1%	2 1%	3 1%
In 2-3 months	20 2%	7 1%	13 3%	7 2%	8 2%	5 2%	18 2%	2 1%	9 4%	11 2%	11 2%	8 3%	6 1%	14 3%	9 1%	1 1%	10 5% n	10 4% no
In 4-6 months	29 3%	16 3%	13 3%	11 3%	15 4% e	3 1%	27 3%	1 1%	7 3%	21 3%	21 3%	8 3%	8 2%	20 4% l	22 3%	2 2%	5 3%	7 2%
In 7-12 months	18 2%	9 2%	9 2%	10 3%	6 2%	2 1%	16 2%	3 2%	2 1%	16 2%	14 2%	4 2%	10 2%	9 2%	14 2%	5 6% npq	-	5 2%
In more than a year	9 1%	2 *	7 2%	3 1%	5 2%	1 *	9 1%	-	2 1%	7 1%	8 1%	1 1%	3 1%	6 1%	8 1%	-	1 1%	1 *
When existing boiler has to be replaced	5 *	1 *	4 1%	-	4 1%	1 *	4 *	1 1%	1 1%	3 *	1 *	3 1% j	2 *	2 1%	4 1%	1 1%	-	1 *
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 2%	15 3%	8 2%	10 3%	11 3%	2 1%	19 2%	4 3%	7 3%	16 2%	22 3% k	1 1%	14 3%	8 2%	9 1%	3 4%	11 6% n	14 5% n
Don't know/ Haven't decided	36 4%	18 4%	18 4%	13 4%	14 4%	9 4%	29 4%	6 5%	5 2%	31 4%	26 4%	11 4%	17 4%	19 4%	33 5% pq	1 1%	2 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 556

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Not answered definitely/ probably will install any key measures	797 84%	425 86%	368 82%	288 85%	288 80%	218 90% d	675 84%	108 88%	216 86%	578 84%	598 85%	200 82%	420 87%	377 82%	561 84%	77 88%	160 84%	236 85%
NET: In the next 6 months	67 7%	31 6%	36 8%	22 6%	33 9%	12 5%	63 8%	4 3%	19 7%	48 7%	43 6%	24 10%	24 5%	43 9% l	47 7%	3 4%	16 9%	20 7%
NET: In the next 12 months	84 9%	40 8%	45 10%	31 9%	39 11% e	14 6%	78 10%	7 5%	21 8%	63 9%	56 8%	28 12%	33 7%	51 11% l	61 9%	7 8%	16 9%	24 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 556

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
In the next month	21 2%	20 3%	1 1%	8 3%	9 2%	2 2%	3 2%	4 1%	3 1%	10 3%	15 2%	6 2%
In 2-3 months	20 2%	13 2%	7 4%	9 3%	10 2%	1 1%	6 4%	6 2%	6 3%	1 0	8 1%	12 4%
In 4-6 months	29 3%	27 3%	2 1%	19 6%	7 2%	2 2%	6 4%	9 3%	8 4%	5 2%	13 2%	16 5%
In 7-12 months	18 2%	17 2%	1 1%	10 3%	7 2%	-	10 6%	4 1%	1 1%	4 1%	14 2%	5 1%
In more than a year	9 1%	8 1%	1 1%	3 1%	4 1%	2 1%	4 2%	2 1%	2 1%	2 1%	7 1%	2 1%
When existing boiler has to be replaced	5 *	5 1%	-	-	3 1%	1 1%	1 *	-	2 1%	2 1%	5 1%	-
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 2%	19 2%	4 3%	8 3%	9 2%	2 1%	2 1%	12 5%	4 2%	4 1%	18 3%	5 2%
Don't know/ Haven't decided	36 4%	33 4%	3 2%	12 4%	15 3%	7 5%	5 3%	12 4%	7 3%	12 4%	24 4%	12 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 556

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Not answered definitely/ probably will install any key measures	797 84%	652 84%	145 88%	249 80%	366 86% †	115 89% †	134 81%	217 83%	196 86%	248 87%	533 85%	265 83%
NET: In the next 6 months	67 7%	56 7%	11 7%	34 11% uv	26 6%	5 4%	13 8%	19 7%	17 7%	17 6%	36 6%	31 10% w
NET: In the next 12 months	84 9%	73 9%	12 7%	44 14% uv	33 8%	5 4%	22 13% O	23 9%	18 8%	21 7%	48 8%	36 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 556

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
In the next month	21 2%	14 3%	4 3%	1 1%	1 1%	16 2%	3 3%	5 1%	- -	16 15% EFHIJ	- -	5 7%	16 5% EHI
In 2-3 months	20 2%	13 3%	2 1%	6 3%	3 4%	9 1%	6 6% C	3 *	- -	17 16% EFHIJ	- -	3 *	17 5% EHI
In 4-6 months	29 3%	13 2%	7 5%	7 3%	7 10% yA	17 2%	3 3%	7 1%	2 4% H	19 18% EFHIJ	- -	9 2%	19 6% EHI
In 7-12 months	18 2%	9 2%	2 2%	4 2%	4 6% y	12 1%	1 1%	8 1%	2 5% H	8 7% EHIJ	- -	10 2%	8 2%
In more than a year	9 1%	5 1%	3 2%	1 *	1 1%	8 1%	- -	6 1%	- -	3 3%	- -	6 7%	3 1%
When existing boiler has to be replaced	5 *	3 1%	- -	1 *	1 2%	5 1%	- -	1 *	- -	4 4% EHIJ	- -	1 *	4 1% EI
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 2%	7 1%	3 2%	12 5% y	1 1%	21 3%	1 1%	7 1%	- -	16 15% EFHIJ	- -	7 7%	16 5% EHI
Don't know/ Haven't decided	36 4%	24 4% A	6 4%	3 1%	5 7% A	28 4%	1 1%	16 3%	- -	20 19% EFHIJ	- -	16 3%	20 6% EHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 556

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Not answered definitely/probably will install any key measures	797 84%	451 85% B	120 84% B	189 85% B	51 70%	676 86%	83 85%	521 92% GJ	43 91% GJ	10 9%	118 100% EFGJ	564 92% GJ	233 71% G
NET: In the next 6 months	67 7%	38 7%	13 9%	14 6%	11 15% yA	42 5%	13 13% C	15 3%	2 4% H	50 47% EFHIJ	-	16 3%	50 15% EFHI
NET: In the next 12 months	84 9%	46 9%	15 11%	18 8%	15 21% yA	54 7%	13 13% C	23 4% H	4 9% H	57 54% EFHIJ	-	27 4% H	57 17% EHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 557

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
In the next month	21 2%	-	-	-	2 1%	3 2% b	5 1% g	2 *	16 4% bdfg	-	2 *	19 4% j	5 3%	16 2%	17 3% o	4 1%
In 2-3 months	20 2%	-	-	-	1 *	3 2% bfg	3 *	3 *	17 5% bdfg	-	3 1%	17 4% j	7 4% m	13 2%	10 2%	10 2%
In 4-6 months	29 3%	2 2%	2 1%	-	3 1%	5 3% f	7 1%	7 1%	21 6% bdfg	1 2%	4 1%	23 5% j	10 6% m	19 2%	16 3%	13 3%
In 7-12 months	18 2%	1 1%	4 2%	-	4 2%	3 3%	8 1%	8 1%	10 3%	2 2%	5 1%	12 3%	5 3%	14 2%	9 2%	9 2%
In more than a year	9 1%	1 1%	5 2%	-	2 1%	1 1%	6 1%	6 1%	3 1%	1 1%	4 1%	5 1%	1 1%	8 1%	5 1%	4 1%
When existing boiler has to be replaced	5 *	-	-	-	1 *	-	1 *	1 *	4 1%	-	1 *	4 1%	2 1%	3 *	4 1%	1 *
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 2%	-	2 1%	-	5 2%	1 1%	7 1%	7 1%	16 4% bfg	-	7 2%	16 4% j	3 2%	20 3%	11 2%	11 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 557

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Don't know/ Haven't decided	36 4%	2 2%	6 2%	-	9 4%	6 4%	16 3%	15 3%	20 5% g	1 2%	10 2%	25 6% j	12 7% m	24 3%	26 5%	11 3%
Not answered definitely/ probably will install any key measures	797 84%	81 93% eh	240 94% eh	56 100% bdefgh	204 90% h	112 86% h	521 92% eh	511 92% efh	276 73%	71 94% k	416 93% k	310 73%	127 77%	670 86% l	446 83%	351 86%
NET: In the next 6 months	67 7%	2 2%	2 1%	-	6 3%	10 7% abcdf g	15 3% bg	12 2%	52 14% abcdf g	1 2%	9 2%	56 13% ij	20 12% m	47 6%	43 8%	24 6%
NET: In the next 12 months	84 9%	3 3%	6 2%	-	10 4%	13 10% abcdf g	23 4% g	20 4%	62 16% abcdf g	3 4%	14 3%	67 16% ij	24 14% m	61 8%	52 10%	33 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 557

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
In the next month	21 2%	3 3%	8 2%	5 2%	5 2%	8 2%	8 3%	8 2%	4 2%	- -	5 4%	- -	- -	21 2%	2 1%	17 2%	1 1%	16 3%
In 2-3 months	20 2%	3 3%	5 1%	5 2%	4 2%	6 1%	3 1%	10 3%	4 2%	2 2%	1 1%	* *	* 1%	19 2%	5 4%	14 2%	5 4%	10 2%
In 4-6 months	29 3%	- -	10 3%	9 4%	8 4%	8 2%	11 4%	15 5%	2 1%	4 5%	2 1%	1 1%	1 1%	27 3%	8 6% UW	16 2%	2 2%	13 2%
In 7-12 months	18 2%	1 1%	7 2%	5 2%	6 3%	3 1%	8 3% M	8 2%	2 1%	3 3% R	- -	1 1%	1 2%	17 2%	7 6% UW	10 1%	2 1%	8 1%
In more than a year	9 1%	1 1%	4 1%	4 2%	1 *	5 1%	4 1%	1 *	3 2%	2 2%	1 *	1 1%	1 1%	8 1%	1 1%	6 1%	- -	6 1%
When existing boiler has to be replaced	5 *	- -	1 *	1 *	3 1%	3 1%	- -	1 *	- -	- -	- -	- -	- -	5 1%	1 1%	2 *	- -	2 *
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 2%	- -	10 3%	6 2%	6 3%	5 1%	7 3%	13 4% M	3 2%	4 4% R	1 *	6 6% R	4 5%	19 2%	3 2%	14 2%	2 2%	12 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 557

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Don't know/ Haven't decided	36 4%	4 4%	13 4%	11 4%	7 3%	18 4%	12 5%	14 4%	4 2%	4 4%	4 3%	1 1%	1 1%	36 4%	12 9%	21 3%	1 1%	20 3%
Not answered definitely/probably will install any key measures	797 84%	83 89%	296 84%	210 84%	165 82%	350 87% O	214 82%	262 81%	161 89%	79 81%	138 91% Q	88 89%	75 89%	722 84%	93 73%	613 87% T	115 90% T	498 86% T
NET: In the next 6 months	67 7%	6 6%	23 6%	17 7%	17 8%	22 5%	21 8%	30 9%	11 6%	6 6%	9 6%	2 2%	2 2%	65 8%	13 10%	46 7%	8 6%	38 7%
NET: In the next 12 months	84 9%	7 8%	28 8%	22 9%	22 11%	25 6%	29 11% M	36 11% M	13 7%	9 10%	9 6%	3 3%	3 4%	81 9%	20 16% UVW	55 8%	9 7%	46 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 557

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
In the next month	21 2%	4 1%	14 3% wy	6 1%	12 3% w	1 1%	2 1%	2 2%	3 1%	10 4% D	3 2%	3 1%	13 3% G	7 2%	11 3%	5 2%
In 2-3 months	20 2%	9 3%	6 2%	9 2%	6 2%	1 2%	8 3%	1 1%	13 4%	3 1%	4 3%	15 3% H	5 1%	8 3%	8 2%	4 1%
In 4-6 months	29 3%	11 3%	14 3%	13 3%	12 3%	2 3%	10 4%	1 1%	7 2%	10 4%	10 7% D	14 3%	14 3%	12 4%	8 2%	11 4%
In 7-12 months	18 2%	9 3%	8 2%	11 3%	6 2%	2 3%	9 4%	-	2 1%	8 3% D	5 4% D	6 1%	10 2%	8 2%	6 1%	6 2%
In more than a year	9 1%	3 1%	4 1% z	6 1% w	2	-	3 1%	-	4 1%	3 1%	2 2%	2	7 2%	1	4 1%	5 2%
When existing boiler has to be replaced	5 *	3 1%	2	3 1%	2 1%	-	2 1%	1 1%	1	1 1%	1 1%	3 1%	1	2 1%	1	2 1%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 2%	6 2%	8 2%	6 1%	8 2%	4 7% wxyz	6 2%	7 1%	15 4% F	5 2%	-	14 3%	9 2%	10 3%	9 2%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 557

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Don't know/ Haven't decided	36 4%	21 6%	15 4%	23 6%	13 4%	1 7%	20 8%	1 2%	9 2%	13 6%	6 4%	18 4%	15 3%	7 2%	22 6% 1	9 3%
Not answered definitely/probably will install any key measures	797 84%	294 83%	344 84%	337 83%	300 84%	56 86%	207 80%	80 93% B	300 86% E	189 79%	110 80%	369 84%	378 84%	272 85%	332 84%	223 83%
NET: In the next 6 months	67 7%	21 6%	35 8%	25 6%	31 9%	4 5%	18 7%	3 4%	22 6%	23 10%	14 10%	29 7%	31 7%	25 8%	27 7%	19 7%
NET: In the next 12 months	84 9%	30 9%	42 10%	36 9%	36 10%	6 9%	27 10%	3 4%	24 7%	30 13% D	19 14% D	35 8%	41 9%	32 10%	32 8%	25 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 558

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
In the next month	21 2%	9 2%	17 3% K	19 3%	2 1%	14 3% m	6 2%	1 *	18 3%	2 1%	20 3%	1 1%
In 2-3 months	20 2%	3 1%	10 2%	12 2% H	8 3%	7 2%	8 2%	6 4%	13 2%	3 1%	15 2%	1 1%
In 4-6 months	29 3%	12 3%	16 3%	19 3%	10 4%	7 2%	14 4%	6 4%	22 3%	6 3%	20 3%	6 6%
In 7-12 months	18 2%	13 4% IK	9 2%	17 2% I	2 1%	8 2%	8 2%	1 1%	14 2%	4 2%	15 2%	3 3%
In more than a year	9 1%	3 1%	5 1%	6 1%	3 1%	3 1%	4 1%	2 1%	8 1%	1 *	8 1%	1 1%
When existing boiler has to be replaced	5 *	3 1%	4 1%	4 1%	1 *	2 *	3 1%	- -	2 *	3 1%	3 *	2 2%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 2%	8 2%	11 2%	14 2%	9 3%	7 2%	9 3%	7 4%	17 3%	4 2%	16 2%	3 3%
Don't know/ Haven't decided	36 4%	20 6% K	26 5% K	33 5% K	4 1%	15 4%	15 4%	5 3%	30 5%	5 3%	31 4%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 558

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19 Jun 2014

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Not answered definitely/probably will install any key measures	797 84%	297 82%	446 83%	561 83%	236 87%	352 85%	295 83%	132 84%	537 83%	160 85%	601 84%	90 80%
NET: In the next 6 months	67 7%	24 7%	43 8%	50 7%	17 6%	28 7%	27 7%	11 7%	50 8%	11 6%	52 7%	9 8%
NET: In the next 12 months	84 9%	37 10%	52 10%	66 10%	18 7%	35 9%	35 10%	12 8%	63 10%	16 8%	66 9%	13 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 558

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
In the next month	21 2%	16 2%	3 3%	1 1%	3 1%	18 3%	14 2% q	-	6 2% q	3 1%	4 6% wz	2 1%	3 3%	7 5% z	2 1%
In 2-3 months	20 2%	13 2%	2 2%	1 1%	3 1%	17 3%	10 2% q	-	8 3% q	8 4%	1 1%	4 2%	2 2%	2 1%	4 2%
In 4-6 months	29 3%	21 3%	3 4%	4 4%	8 3%	20 3%	22 4%	6 2%	7 2%	7 3%	1 2%	1 1%	2 2%	6 3%	11 5% w
In 7-12 months	18 2%	12 2%	2 2%	4 4%	6 2%	12 2%	18 3% r	6 2% r	-	4 2%	-	1 *	2 2%	6 4% w	6 3%
In more than a year	9 1%	8 1%	-	1 1%	1 *	8 1%	7 1%	5 2%	2 *	-	4 5% uwy	1 *	2 2%	-	3 1%
When existing boiler has to be replaced	5 *	3 *	-	1 1%	3 1%	2 *	3 1%	1 *	1 *	1 1%	1 1%	1 1%	1 1%	-	-
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	23 2%	19 3%	2 2%	1 1%	6 2%	16 2%	16 3% q	2 1%	7 2%	7 3%	* 1%	2 1%	2 2%	7 5%	4 2%
Don't know/ Haven't decided	36 4%	28 4%	1 1%	5 5%	8 3%	28 4%	28 5%	8 3%	7 2%	6 3%	3 4%	3 1%	6 6% w	5 3%	14 6% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 558

123 (R) (ALL) You said you definitely/probably will install (Measure). When do you intend to install it?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Not answered definitely/probably will install any key measures	797 84%	578 84%	79 86%	88 82%	226 86%	572 84%	476 82%	249 91% p	295 88% p	177 84%	56 81%	166 92% uvwxyz	81 81%	130 82%	187 83%
NET: In the next 6 months	67 7%	47 7%	8 9%	7 6%	14 5%	52 8%	43 7% q	6 2%	22 6% q	16 7%	6 9%	7 4%	7 7%	14 9%	17 8%
NET: In the next 12 months	84 9%	58 9%	10 10%	11 10%	21 8%	64 9%	61 10% q	12 4%	22 6%	20 9%	6 9%	8 4%	9 9%	19 12% w	23 10% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 559

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	180	83	96	68	83	28	152	26	44	135	133	47	101	79	130	19	31	50
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	13 7%	4 5%	9 9%	4 6%	8 9%	1 3%	13 8%	-	2 4%	11 8%	8 6%	5 9%	3 4%	10 10%	11 8%	1 5%	1 3%	2 4%
Not got round to it yet	39 21%	15 17%	24 24%	16 24%	19 21%	3 12%	35 21%	4 18%	4 9%	35 24% h	27 20%	12 22%	13 15%	26 25%	35 25% q	2 15%	2 5%	4 8%
Need more time to decide (big decision)	8 4%	3 3%	6 6%	3 4%	1 1%	4 16%	7 4%	1 6%	4 9%	4 3%	7 5%	2 3%	4 5%	4 4%	8 6%	-	-	-
Need to get quotes/find out exactly how much it will cost	19 10%	5 6%	14 14%	4 6%	11 12%	4 15%	19 11%	1 4%	5 10%	15 10%	10 7%	10 17%	8 10%	11 11%	19 13% q	1 5%	-	1 1%
Need to save up to have this done	18 10%	7 8%	11 11%	7 10%	10 11%	2 5%	17 10%	-	3 7%	15 10%	11 8%	7 13%	10 12%	8 8%	17 12%	1 5%	1 2%	1 3%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 8%	7 8%	7 7%	7 10%	6 7%	1 3%	13 8%	1 6%	4 9%	10 7%	13 10%	1 2%	6 7%	8 8%	12 9%	1 9%	*	2 4%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 1%	-	1 1%	-	-	1 *	-	-	1 1%	1 1%	-	1 1%	-	-	1 5%	-	1 2%
Still in process of applying for Green Deal (and ECO) finance	5 3%	4 5%	1 1%	2 3%	3 3%	-	5 3%	-	2 4%	4 3%	5 4%	-	4 5%	1 1%	3 2%	2 12%	*	2 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 559

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	-	2 2%	-	1 1%	1 3%	1	1 4%	1 2%	1 1%	1 1%	1 1%	2 2%	-	2 1%	-	-	-
Green Deal finance application process too long/complex	2 1%	2 2%	1 1%	1 1%	2 2%	-	2 1%	1 3%	1 2%	2 1%	2 2%	-	1 1%	2 2%	2 1%	1 5%	-	1 1%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 1%	-	2 2%	-	-	2 8%	2 1%	-	2 5%	-	1 1%	2 3%	1 1%	2 2%	2 2%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 2%	2 2%	-	3 4%	-	3 2%	-	1 2%	2 2%	2 1%	2 3%	1 1%	2 2%	3 2%	-	-	-
Supplier carrying out the work could not start straight away	10 5%	3 4%	7 7%	5 7%	2 2%	4 14%	10 6%	-	2 4%	9 6%	9 7%	1 2%	6 7%	5 5%	9 6%	-	2 5%	2 4%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	14 7%	5 6%	9 9%	4 6%	9 10%	1 3%	13 8%	1 3%	3 7%	11 8%	11 8%	3 6%	5 5%	9 9%	14 10% q	-	-	-
Waiting until current boiler needs to be replaced	6 3%	-	6 6% a	-	3 4%	3 10%	6 4%	-	2 5%	4 3%	3 2%	3 6%	2 3%	4 4%	6 4%	-	-	-
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1 1%	-	-	1 3%	1	-	1 2%	-	1 1%	-	1 1%	-	1 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 559

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 7%	10 11%	4 4%	7 10%	6 6%	1 5%	11 7%	3 12%	4 10%	9 6%	11 8%	3 5%	10 11%	4 4%	2 2%	5 36%	6 18%	11 23% n
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	25 13%	16 19%	9 9%	6 9%	16 18%	3 10%	22 14%	3 13%	15 33% i	11 7%	19 14%	6 11%	13 15%	12 12%	3 2%	2 12%	20 60%	22 45% n
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 2%	3 3%	1 1%	2 2%	2 3%	- -	4 2%	- -	- -	4 3%	2 1%	2 4%	1 1%	3 3%	3 2%	1 5%	- -	1 1%
Not sure what has been recommended to me	8 4%	2 3%	5 5%	2 4%	4 4%	2 5%	8 5%	- -	4 9%	4 2%	6 5%	2 3%	1 1%	7 7%	4 3%	- -	3 9%	3 6%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 1%	- -	2 2%	- -	- -	2 8%	2 1%	- -	2 5% i	- -	1 1%	2 3%	1 1%	2 2%	2 2%	- -	- -	- -
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	12 6%	7 8%	5 5%	3 5%	6 7%	2 9%	11 7%	1 4%	6 13% i	6 4%	10 8%	2 3%	5 6%	7 7%	12 9% q	- -	- -	- -
Other	14 7%	8 10%	6 6%	2 3%	10 11%	2 6%	12 7%	2 9%	1 3%	13 9%	10 7%	4 7%	6 7%	8 8%	14 10% q	- -	- -	- -



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 559

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
No reason	15 8%	6 7%	8 8%	4 6%	9 10%	1 4%	14 8%	1 4%	2 5%	12 9%	7 5%	8 14%	8 10%	6 6%	11 8%	2 12%	2 6%	4 8%
Don't know	20 11%	11 13%	8 8%	9 14%	7 7%	3 11%	14 8%	5 23%	4 9%	15 11%	13 10%	7 12%	10 12%	10 10%	15 11%	1 10%	3 10%	5 10%
NET: Any related to not having made decision yet	57 31%	19 22%	38 38% a	22 32%	27 30%	9 31%	52 32%	5 24%	10 22%	47 33%	39 29%	19 34%	21 24%	37 36%	52 37% q	3 20%	3 8%	6 11%
NET: Any financial reason	48 25%	20 24%	27 27%	19 28%	22 25%	6 21%	43 26%	4 17%	12 27%	36 25%	36 27%	12 21%	25 29%	22 22%	41 29%	6 40%	1 3%	7 15%
NET: Any reason related to practical issues	72 38%	34 39%	38 38%	23 33%	37 42%	12 43%	66 40%	6 28%	24 55% i	48 34%	51 39%	21 37%	33 38%	39 39%	40 29%	7 47%	25 73%	32 65% n
NET: Any reason related to lack of information	17 9%	8 9%	9 8%	5 7%	9 10%	3 11%	16 10%	1 4%	9 21% i	7 5%	15 11%	2 3%	6 6%	11 11%	14 10%	-	3 9%	3 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 559

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	180	162	18	78	67	19	44	46	41	47	114	66
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	13 7%	12 7%	1 4%	10 11%	3 5%	-	6 12%	3 5%	1 2%	4 8%	8 6%	5 8%
Not got round to it yet	39 21%	38 23%	1 4%	21 24%	16 22%	1 7%	16 35% M	5 9%	6 15%	12 24%	26 22%	13 18%
Need more time to decide (big decision)	8 4%	7 4%	2 7%	4 5%	2 3%	2 10%	3 7%	2 3%	2 4%	2 4%	4 3%	5 7%
Need to get quotes/find out exactly how much it will cost	19 10%	18 11%	2 7%	10 12%	7 10%	1 7%	4 9%	4 9%	7 16%	4 8%	13 11%	6 9%
Need to save up to have this done	18 10%	16 10%	2 7%	11 13%	4 5%	3 15%	6 14%	3 6%	7 18% O	2 3%	12 10%	6 9%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 8%	14 9%	-	10 11%	2 3%	2 9%	5 11%	3 6%	2 5%	4 7%	6 5%	8 12%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 .	-	1 4%	-	1 1%	-	1 2%	-	-	-	-	1 7%
Still in process of applying for Green Deal (and ECO) finance	5 3%	5 3%	1 4%	4 4%	2 2%	-	1 2%	4 7%	-	1 2%	4 3%	2 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 559

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	2 1%	-	-	1 1%	1 5%	-	-	1 2%	1 2%	1 1%	1 1%
Green Deal finance application process too long/complex	2 1%	2 1%	-	-	2 2%	-	1 1%	-	2 4%	-	-	2 3%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 1%	1	2 7%	-	2 3%	-	-	-	2 4%	1 2%	2 2%	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 1%	2 7%	1 1%	2 2%	1 5%	1 2%	2 3%	1 2%	-	2 1%	2 3%
Supplier carrying out the work could not start straight away	10 5%	8 5%	2 11%	5 5%	4 6%	1 7%	2 4%	6 11% N	-	2 4%	5 4%	5 7%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	14 7%	14 8%	-	12 14% u	2 3%	-	3 6%	4 7%	2 5%	6 11%	6 5%	8 11%
Waiting until current boiler needs to be replaced	6 3%	6 4%	-	-	4 5%	3 15%	-	-	2 5%	4 8%	6 5%	-
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	1	-	-	1 1%	-	-	-	-	1 1%	1 1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	14 7%	10 6%	3 16%	5 6%	6 8%	-	7 15% O	3 6%	4 10% O	-	8 7%	5 8%
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	25 13%	17 10%	8 37%	5 6%	15 21% †	2 10%	4 9%	11 22%	7 16%	3 7%	19 16%	6 8%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 2%	4 2%	-	1 1%	2 3%	-	1 1%	1 2%	2 6%	-	4 3%	-
Not sure what has been recommended to me	8 4%	6 4%	2 7%	3 3%	3 4%	-	-	5 10% K	2 4%	1 2%	6 5%	2 3%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 1%	1	2 7%	-	2 3%	-	-	-	2 4%	1 2%	2 2%	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	12 6%	10 6%	2 7%	9 10%	2 3%	1 5%	2 5%	1 2%	3 8%	5 11%	2 2%	9 14% w
Other	14 7%	12 7%	2 7%	5 5%	9 13%	-	-	6 12% K	3 7%	5 10% K	9 8%	5 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All key measures that respondents definitely/probably will install

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	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
No reason	15 8%	13 8%	2 10%	6 7%	6 8%	2 14%	1 1%	3 5%	5 13% K	6 12%	11 10%	3 5%
Don't know	20 11%	19 11%	1 4%	9 11%	5 6%	3 19%	2 4%	2 5%	8 20% KM	6 13%	11 10%	9 12%
NET: Any related to not having made decision yet	57 31%	54 32%	3 15%	32 37%	22 30%	3 17%	23 50% MN	9 18%	9 22%	17 34%	37 32%	20 28%
NET: Any financial reason	48 25%	44 27%	3 15%	26 29%	15 21%	4 25%	17 36%	11 22%	11 27%	9 19%	24 20%	24 34%
NET: Any reason related to practical issues	72 38%	57 34%	15 72%	26 30%	34 47% t	7 38%	17 36%	25 49%	15 36%	15 31%	47 40%	25 36%
NET: Any reason related to lack of information	17 9%	15 9%	2 7%	9 11%	5 7%	1 5%	2 5%	5 10%	3 8%	6 13%	6 5%	10 15% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 559

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Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	180	101	30	40	22	137	16	56	5	119	-	61	119
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	13 7%	12 17%	3 9%	3 6%	4 15%	9 7%	1 6%	4 7%	-	9 7%	-	4 6%	9 7%
Not got round to it yet	39 21%	27 26%	4 12%	5 11%	4 16%	34 24%	1 4%	22 38% GJ	1 17%	16 13%	-	23 36% GJ	16 13%
Need more time to decide (big decision)	8 4%	4 4%	1 4%	1 3%	2 6%	7 5%	-	3 6%	-	5 4%	-	3 5%	5 4%
Need to get quotes/find out exactly how much it will cost	19 10%	13 13%	2 7%	2 5%	7 25%	13 9%	1 4%	8 15%	4 51%	7 6%	-	12 19% EGJ	7 6%
Need to save up to have this done	18 10%	12 11%	4 14%	3 7%	4 15%	12 9%	2 9%	10 17% GJ	2 33%	6 5%	-	12 19% GJ	6 5%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 8%	10 10%	1 2%	3 7%	2 6%	10 8%	-	6 11%	2 25%	6 5%	-	8 12%	6 5%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 1%	-	-	-	1 1%	-	-	-	1 1%	-	-	1 1%
Still in process of applying for Green Deal (and ECO) finance	5 3%	3 3%	1 3%	1 3%	-	4 3%	1 5%	1 2%	-	4 3%	-	1 2%	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	1 1%	1 3%	-	-	2 1%	-	-	-	2 1%	-	-	2 1%
Green Deal finance application process too long/complex	2 1%	1 1%	-	-	2 6%	1 *	-	2 3%	-	1 1%	-	2 2%	1 1%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 1%	2 2%	-	-	-	2 2%	-	2 4% GJ	-	-	-	2 4% GJ	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 2%	-	-	1 3%	2 2%	-	-	-	3 3%	-	-	3 3%
Supplier carrying out the work could not start straight away	10 5%	6 6%	3 9%	1 3%	-	5 4%	2 13%	1 2%	-	9 7%	-	1 2%	9 7%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	14 7%	8 8%	2 5%	2 4%	3 10%	8 6%	1 5%	5 9%	1 17%	8 6%	-	6 10%	8 6%
Waiting until current boiler needs to be replaced	6 3%	4 3%	-	-	3 10%	5 3%	-	2 3%	-	5 4%	-	2 2%	5 4%
Want to wait for summer/the weather to improve before I have any work carried out on my property	1 *	1 1%	-	-	-	1 1%	-	1 1%	-	-	-	1 1%	-



Green Deal Assessment Experience Wave 2

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	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
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Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 7%	7 7%	2 8%	8 19% y	1 5%	9 6%	5 29%	2 3%	-	12 10%	-	2 3%	12 10%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	25 13%	10 9%	3 11%	11 25% y	1 5%	18 13%	6 33%	5 9%	-	20 16%	-	5 8%	20 16%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 2%	-	1 3%	1 2%	2 9%	1 1%	1 4%	-	1 17%	3 2%	-	1 2%	3 2%
Not sure what has been recommended to me	8 4%	3 3%	1 3%	4 9%	-	7 5%	1 5%	4 6%	-	4 3%	-	4 6%	4 3%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 1%	2 2%	-	-	-	2 2%	-	2 4% GJ	-	-	-	2 4% GJ	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	12 6%	7 6%	1 3%	3 8%	1 3%	11 8%	-	4 6%	3 49%	5 4%	-	7 11% E	5 4%
Other	14 7%	7 7%	3 11%	2 5%	3 10%	11 8%	-	4 7%	-	10 8%	-	4 7%	10 8%



Green Deal Assessment Experience Wave 2

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	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
No reason	15 8%	10 10%	3 9%	1 3%	-	10 7%	3 19%	2 3%	-	13 10%	-	2 3%	13 10%
Don't know	20 11%	10 10%	2 6%	4 9%	4 14%	15 11%	1 4%	4 8%	-	16 13%	-	4 7%	16 13%
NET: Any related to not having made decision yet	57 31%	40 39% A	8 25%	9 21%	10 38%	47 34%	2 10%	26 46% GJ	1 17%	30 24%	-	27 43% GJ	30 24%
NET: Any financial reason	48 25%	31 30%	8 25%	9 21%	10 36%	34 24%	3 18%	19 34% GJ	5 75%	23 19%	-	25 38% EGJ	23 19%
NET: Any reason related to practical issues	72 38%	35 33%	11 36%	20 48%	11 41%	48 34%	11 62%	16 28%	2 33%	54 44%	-	18 28%	54 44%
NET: Any reason related to lack of information	17 9%	7 7%	1 3%	7 18%	1 3%	15 11%	1 5%	4 8%	3 49%	9 7%	-	8 12% E	9 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 560

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	180	8	17	-	32	20	56	53	124	-	-	180	52	128	112	68
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	13 7%	-	1	-	4	-	4	4	9	-	-	13	4	9	7	6
		-	6%	-	14%	-	7%	8%	7%	-	-	7%	7%	7%	6%	8%
Not got round to it yet	39 21%	3	13	-	7	7	22	20	17	-	-	39	12	27	23	16
		44%	71%	-	24%	33%	38%	39%	13%	-	-	21%	22%	20%	20%	22%
Need more time to decide (big decision)	8 4%	-	2	-	2	-	3	3	5	-	-	8	2	6	5	3
		-	8%	-	6%	-	6%	6%	4%	-	-	4%	4%	5%	4%	5%
Need to get quotes/find out exactly how much it will cost	19 10%	2	3	-	5	3	8	8	11	-	-	19	8	11	9	10
		29%	19%	-	16%	15%	15%	16%	8%	-	-	10%	15%	8%	8%	14%
Need to save up to have this done	18 10%	2	4	-	4	7	10	10	8	-	-	18	10	8	8	10
		29%	21%	-	14%	33%	17%	18%	6%	-	-	10%	17%	6%	7%	13%
							h	h					m			
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 8%	-	2	-	6	2	6	6	8	-	-	14	6	8	9	5
		-	10%	-	22%	11%	11%	12%	6%	-	-	8%	10%	6%	8%	7%
					fg											
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1
		-	-	-	-	-	-	-	1%	-	-	1%	1%	-	-	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 560

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	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	188	8**	19**	-**	28*	20**	57*	53*	131	-**	-**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Still in process of applying for Green Deal (and ECO) finance	5 3%	-	-	-	1	-	1	1	4	-	-	5	2	4	4	2
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	-	-	-	-	-	-	-	2	-	-	2	1	1	1	1
Green Deal finance application process too long/complex	2 1%	-	2	-	-	-	2	2	1	-	-	2	-	2	2	1
Looking for alternative ways of financing it (e.g. through Energy Company)	2 1%	-	2	-	1	1	2	2	-	-	-	2	2	1	2	1
Had difficulties finding someone to provide quotes/ carry out the work	3 2%	-	-	-	-	-	-	-	3	-	-	3	1	2	-	3
Supplier carrying out the work could not start straight away	10 5%	-	-	-	-	1	1	-	9	-	-	10	2	8	7	3
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	14 7%	3	2	-	3	1	5	5	9	-	-	14	3	11	9	5
Waiting until current boiler needs to be replaced	6 3%	-	-	-	2	1	2	2	5	-	-	6	2	4	3	3



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 560

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Weighted Base	188	8**	19**	-**	28*	20**	57*	53*	131	-**	-**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1 4%	-	-	-	1 1%	1 1%	-	-	-	1 1%	-	1 1%	1 1%	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 7%	-	-	-	1 2%	1 5%	2 3%	2 3%	12 9%	-	-	14 7%	4 8%	9 7%	9 8%	4 6%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	25 13%	-	2 13%	-	2 8%	1 5%	5 9%	5 10%	20 15%	-	-	25 13%	4 6%	22 16%	15 13%	10 15%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 2%	-	-	-	-	-	-	-	4 3%	-	-	4 2%	1 1%	3 2%	2 1%	2 3%
Not sure what has been recommended to me	8 4%	-	3 14%	-	2 7%	-	4 6%	4 7%	4 3%	-	-	8 4%	2 3%	6 5%	5 4%	2 3%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 1%	-	2 8%	-	1 3%	1 4%	2 4%	2 4%	-	-	-	2 1%	2 3%	1 1%	2 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 560

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	12 6%	-	3	-	2	-	4	4	8	-	-	12	8	4	9	3
		-	14%	-	7%	-	6%	7%	6%	-	-	6%	14% m	3%	8%	4%
Other	14 7%	-	-	-	3	2	4	3	10	-	-	14	4	10	8	6
		-	-	-	11%	10%	7% g	6%	7%	-	-	7%	7%	8%	7%	8%
No reason	15 8%	-	-	-	2	1	2	2	13	-	-	15	7	8	11	3
		-	-	-	7%	4%	3%	4%	10%	-	-	8%	12%	6%	10%	5%
Don't know	20 11%	2	-	-	3	-	4	4	16	-	-	20	7	13	13	7
		27%	-	-	10%	-	8%	8%	12%	-	-	11%	12%	10%	11%	9%
NET: Any related to not having made decision yet	57 31%	3	15	-	10	7	26	25	31	-	-	57	18	39	34	23
		44%	79%	-	34%	33%	46% dh	47% dh	24%	-	-	31%	33%	30%	30%	32%
NET: Any financial reason	48 25%	3	6	-	11	9	19	19	28	-	-	48	19	28	26	22
		39%	35%	-	39%	44%	34%	36%	22%	-	-	25%	34%	22%	22%	30%
NET: Any reason related to practical issues	72 38%	3	6	-	7	5	16	14	56	-	-	72	13	60	42	30
		37%	30%	-	25%	27%	28%	27%	43%	-	-	38%	22%	45% l	36%	42%
NET: Any reason related to lack of information	17 9%	-	3	-	3	1	4	4	12	-	-	17	8	9	12	5
		-	14%	-	10%	4%	8%	8%	9%	-	-	9%	14%	7%	10%	7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 560

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	180	15	66	46	45	63	54	78	24	23	15	12	11	169	42	116	18	98
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	13 7%	-	1 2%	6 12%	6 14%	2 3%	5 8%	5 6%	3 11%	2 8%	-	-	-	13 7%	8 16%	5 5%	2 12%	3 3%
Not got round to it yet	39 21%	-	20 29%	11 24%	8 16%	16 24%	13 23%	10 12%	7 26%	5 22%	2 15%	-	-	39 22%	7 14%	25 22%	1 9%	24 24%
Need more time to decide (big decision)	8 4%	-	4 5%	3 6%	2 5%	4 5%	-	5 6%	-	3 11%	-	-	-	8 5%	2 5%	5 5%	-	5 5%
Need to get quotes/find out exactly how much it will cost	19 10%	-	6 8%	3 7%	11 23%	8 11%	6 10%	10 13%	-	1 3%	-	-	-	19 11%	13 28%	6 5%	1 4%	5 6%
Need to save up to have this done	18 10%	3 21%	5 7%	2 4%	9 19%	7 10%	6 11%	9 11%	1 2%	2 9%	-	1 6%	1 7%	17 10%	12 24%	6 6%	1 4%	6 6%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 8%	1 5%	3 4%	6 12%	2 5%	5 7%	6 10%	4 5%	-	4 17%	1 5%	-	-	14 8%	6 13%	8 7%	* 3%	7 7%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	1 2%	-	-	-	1 1%	1 3%	-	-	-	-	1 *	-	1 1%	1 5%	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 560

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Still in process of applying for Green Deal (and ECO) finance	5 3%	-	3 4%	2 3%	1 2%	2 3%	2 4%	2 2%	2 7%	*	-	-	-	5 3%	-	4 3%	1 8%	2 2%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	1 7%	-	1 2%	-	2 2%	1 2%	1 1%	-	-	-	-	-	2 1%	-	1 1%	-	1 1%
Green Deal finance application process too long/complex	2 1%	1 5%	-	-	2 3%	1 1%	2 3%	-	-	2 9%	-	-	-	2 1%	-	2 2%	-	2 2%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 1%	-	2 2%	1 2%	-	2 3%	1 1%	2 2%	-	-	-	-	-	2 1%	2 5% UW	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 11%	-	2 4%	-	2 4%	-	2 2%	-	-	-	-	-	3 2%	-	3 3%	-	3 3%
Supplier carrying out the work could not start straight away	10 5%	2 13%	5 7%	2 4%	-	3 5%	4 8%	4 5%	4 15%	-	-	*	*	10 6%	2 4%	7 6%	*	7 7%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	14 7%	-	7 9%	2 4%	3 7%	4 5%	2 4%	8 10%	-	1 3%	1 5%	-	-	14 8%	9 18% UW	5 5%	-	5 5%
Waiting until current boiler needs to be replaced	6 3%	-	1 2%	2 5%	3 6%	4 5%	1 1%	2 3%	-	-	-	-	-	6 3%	3 6%	2 2%	-	2 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
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Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1	-	1
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 7%	2 15%	5 8%	3 7%	3 7%	3 4%	4 7%	7 9%	1 2%	4 17%	2 13%	2 15%	2 18%	12 7%	2 4%	11 9% W	5 34%	5 5%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	25 13%	2 14%	13 19%	5 10%	3 7%	5 7%	6 11%	16 19%	3 10%	6 27%	1 4%	6 53%	6 61%	19 11%	1	21 18% TW	7 44%	14 14% T
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 2%	-	2 2%	-	2 5%	-	-	4 5%	-	-	-	-	-	4 2%	1 2%	2 1%	2 10%	-
Not sure what has been recommended to me	8 4%	-	6 9%	-	2 3%	2 2%	2 4%	6 7%	-	-	-	2 14%	-	8 4%	2 5%	4 3%	-	4 4%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 1%	-	2 2%	1 2%	-	2 3%	1 1%	2 2%	-	-	-	-	-	2 1%	2 5% UW	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	12 6%	-	5 8%	5 11% L	-	8 12% N	1 2%	4 5%	2 8%	3 15%	-	-	-	12 7%	5 11%	7 6%	-	7 7%
Other	14 7%	2 11%	4 6%	4 9%	4 9%	5 7%	5 8%	6 7%	1 3%	-	5 31%	-	-	14 8%	1 1%	12 11%	1 9%	11 11%
No reason	15 8%	1 5%	6 8%	2 5%	6 12%	7 10%	3 4%	6 8%	1 4%	1 4%	3 17%	1 6%	1 7%	14 8%	2 5%	12 10%	1 5%	11 11%
Don't know	20 11%	2 18%	5 8%	5 11%	4 9%	7 11%	6 11%	14 17%	4 16%	1 4%	1 8%	1 7%	1 8%	19 11%	4 9%	10 9%	1 9%	8 8%
NET: Any related to not having made decision yet	57 31%	-	24 34%	18 37%	16 35%	22 32%	18 31%	20 24%	10 37%	8 33%	2 15%	-	-	57 32%	17 35%	33 29%	3 21%	30 30%
NET: Any financial reason	48 25%	4 32%	11 16%	12 26%	17 37% q	18 26%	18 33%	19 23%	3 13%	8 32%	1 5%	1 6%	1 7%	47 26%	23 48% UW	22 19%	3 22%	18 18%
NET: Any reason related to practical issues	72 38%	7 49%	31 45% L	16 34%	11 25%	21 31%	17 29%	38 46% N	7 28%	8 34%	3 23%	8 68%	8 79%	64 36%	17 36%	48 42%	10 64%	38 38%
NET: Any reason related to lack of information	17 9%	-	8 11%	6 13%	2 3%	9 13%	3 6%	8 10%	2 8%	3 15%	-	2 14%	-	17 9%	7 14%	8 7%	-	8 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	180	77	81	88	70	14	69	8	61	54	38	82	81	67	73	55
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	13 7%	10 13% xz	2 3%	10 11% x	2 3%	2 16%	10 14%	-	2 3%	3 6%	6 15% D	3 3%	7 8%	6 9%	6 7%	4 7%
Not got round to it yet	39 21%	14 17%	23 28% z	22 24% w	14 20%	1 8%	12 17%	1 17%	8 12%	17 29% D	10 25%	12 15%	21 25%	10 15%	18 22%	13 24%
Need more time to decide (big decision)	8 4%	4 5%	3 4%	4 4%	3 5%	-	4 5%	-	2 3%	3 5%	2 6%	5 7%	3 3%	3 5%	4 6%	1 1%
Need to get quotes/find out exactly how much it will cost	19 10%	14 18% xz	5 6%	16 17% xz	3 5%	2 14%	14 20%	-	2 3%	8 13%	10 24% D	5 6%	13 15%	4 7%	7 9%	10 17%
Need to save up to have this done	18 10%	13 17% xz	5 6%	14 16% x	4 5%	1 11%	13 18%	-	1 1%	7 11% D	10 24% D	9 10%	9 10%	6 10%	4 6%	9 15%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 8%	10 12%	3 4%	10 11%	3 5%	2 14%	9 12%	1 12%	3 5%	5 8%	6 14%	7 8%	7 8%	6 8%	2 2%	7 12% J
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	1 1%	-	1 1%	-	-	1 1%	-	1 1%	-	-	1 1%	-	-	-	1 1%



Green Deal Assessment Experience Wave 2

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Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Still in process of applying for Green Deal (and ECO) finance	5 3%	2 3%	1 1%	2 2%	1 1%	1 8%	2 3%	-	4 7%	1 1%	-	4 5%	1 1%	2 4%	2 3%	2 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	-	2 2%	1 1%	1 1%	-	-	-	-	1 1%	-	-	1 1%	-	1 1%	1 1%
Green Deal finance application process too long/complex	2 1%	2 2%	1 1%	2 2%	1 1%	-	2 2%	-	2 4%	-	-	2 3%	-	1 1%	-	2 3%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 1%	1 1%	2 2%	1 1%	2 2%	-	1 1%	-	1 1%	-	2 4%	2 3%	-	-	2 3%	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	1 1%	2 3%	1 1%	2 3%	1 6%	1 1%	-	2 3%	1 2%	1 2%	3 4%	-	2 3%	2 2%	-
Supplier carrying out the work could not start straight away	10 5%	3 4%	6 8%	3 4%	6 9%	-	2 3%	1 18%	2 4%	6 9%	2 5%	3 4%	7 8%	4 6%	6 8%	1 2%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	14 7%	10 12%	4 5%	11 12%	3 4%	1 8%	10 13%	-	2 3%	4 7%	7 16% D	3 3%	11 13% G	3 5%	3 4%	8 14% J
Waiting until current boiler needs to be replaced	6 3%	5 6%	1 2%	5 5%	1 2%	-	4 6%	1 17%	2 3%	2 4%	1 3%	3 4%	3 3%	1 2%	3 4%	2 3%



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Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	-	1	-	-	-	-	1	-	1	-	1	1	-
		-	1%	-	1%	-	-	-	-	1%	-	1%	-	1%	1%	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14	5	8	5	7	5	5	-	8	3	2	11	2	11	3	2
	7%	6%	10%	6%	11%	34%	6%	-	13%	5%	6%	13%	2%	16%	3%	3%
												H		JK		
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	25	4	11	4	11	6	4	*	20	3	-	19	6	13	7	6
	13%	5%	13%	4%	15%	47%	5%	7%	32%	5%	-	23%	7%	20%	9%	10%
					y				EF			H				
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4	2	2	3	1	-	2	-	-	3	1	3	1	2	-	2
	2%	3%	2%	3%	1%	-	3%	-	-	5%	3%	3%	1%	2%	-	4%
Not sure what has been recommended to me	8	1	4	1	4	1	1	-	4	2	2	6	2	2	2	4
	4%	1%	4%	1%	5%	8%	1%	-	6%	3%	4%	7%	2%	2%	2%	8%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	1	2	1	2	-	1	-	1	-	2	2	-	-	2	-
	1%	1%	2%	1%	2%	-	1%	-	1%	-	4%	3%	-	-	3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 560

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	12 6%	5 7%	6 7%	5 6%	6 8%	2 14%	5 7%	-	2 3%	6 11%	4 9%	4 5%	8 9%	3 4%	3 4%	7 12%
Other	14 7%	3 3%	7 8%	3 3%	7 10%	-	3 4%	-	6 10%	6 10%	-	3 4%	10 12%	3 4%	7 9%	4 8%
No reason	15 8%	4 5%	9 11%	5 6%	8 11%	1 8%	3 4%	1 12%	3 5%	5 9%	4 9%	5 6%	7 8%	7 11%	7 9%	3 5%
Don't know	20 11%	9 12%	9 11%	10 11%	8 12%	2 11%	8 11%	2 23%	6 9%	2 4%	3 8%	10 12%	6 7%	6 9%	12 15%	5 8%
NET: Any related to not having made decision yet	57 31%	26 32%	27 33% z	34 37% w	18 26%	2 16%	25 33%	1 17%	11 18%	22 37% D	17 41% D	19 22%	30 35%	17 25%	28 35%	17 30%
NET: Any financial reason	48 25%	33 40% xz	12 15%	36 39% xz	9 13%	4 26%	32 43%	1 12%	12 20%	16 28%	17 41% D	22 27%	22 26%	16 25%	15 19%	21 36% J
NET: Any reason related to practical issues	72 38%	30 37%	31 38%	32 35%	29 41%	10 74%	27 37%	2 37%	32 52%	21 35%	14 35%	41 49%	29 34%	31 47% J	24 30%	21 36%
NET: Any reason related to lack of information	17 9%	6 8%	7 8%	6 7%	7 9%	2 14%	6 8%	-	7 11%	6 11%	4 9%	9 11%	8 9%	4 6%	4 5%	9 16% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 561

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	180	79	112	140	40	74	73	29	140	32	143	26
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	13 7%	7 8%	7 6%	9 6%	4 10%	6 8%	3 3%	1 3%	9 6%	4 11%	10 7%	3 10%
Not got round to it yet	39 21%	17 21%	23 20%	30 20%	9 21%	20 27%	13 17%	4 15%	35 24%	4 12%	36 24%	1 5%
Need more time to decide (big decision)	8 4%	2 3%	5 4%	6 4%	3 6%	3 3%	4 5%	1 3%	8 6%	- -	8 5%	1 3%
Need to get quotes/find out exactly how much it will cost	19 10%	10 13%	9 8%	16 11% 1	4 9%	9 12%	9 11%	-	16 11%	4 11%	14 9%	5 20%
Need to save up to have this done	18 10%	11 13% 1	8 7%	17 12% 1	1 2%	9 12%	8 11%	1 2%	15 10%	3 9%	15 10%	3 11%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 8%	5 6%	9 8%	10 7%	4 9%	3 4%	7 9%	3 10%	11 7%	3 10%	13 9%	1 5%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	-	1 2%	-	-	1 3%	1 1%	-	1 1%	-
Still in process of applying for Green Deal (and ECO) finance	5 3%	2 2%	4 3%	5 3%	1 2%	1 2%	2 3%	2 7%	4 3%	-	4 3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 561

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	-	1 1%	1 1%	1 2%	1 1%	1 1%	-	2 1%	-	2 1%	-
Green Deal finance application process too long/complex	2 1%	1 1%	2 1%	2 2%	-	-	1 1%	2 5%	2 2%	-	2 1%	1 3%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 1%	1 1%	2 1%	2 2%	-	1 1%	2 2%	-	2 1%	1 2%	2 1%	1 3%
Had difficulties finding someone to provide quotes/carry out the work	3 2%	1 1%	-	1 1%	2 5%	-	3 4%	-	2 1%	2 5%	2 1%	2 6%
Supplier carrying out the work could not start straight away	10 5%	4 5%	7 6%	8 6%	2 5%	5 6%	3 4%	2 8%	8 5%	3 8%	8 5%	3 10%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	14 7%	8 10%	9 8%	11 8%	3 6%	3 4%	9 12%	2 7%	11 8%	3 8%	12 8%	1 3%
Waiting until current boiler needs to be replaced	6 3%	4 5%	3 3%	5 4%	1 2%	4 5%	2 3%	-	3 2%	3 8%	4 3%	2 7%
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1 1%	1 1%	-	-	-	1 2%	1 1%	-	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 561

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 7%	4 5%	9 8%	10 7%	3 8%	4 5%	5 7%	4 12%	10 7%	3 10%	10 7%	3 12%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	25 13%	5 6%	15 13%	15 10%	10 24% HJ	10 13%	8 10%	7 25%	16 11%	4 13%	17 12%	4 16%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 2%	2 3%	2 1%	4 3% I	- -	3 4%	1 1%	- -	4 3%	- -	4 3%	- -
Not sure what has been recommended to me	8 4%	2 3%	5 4%	5 4%	2 6%	1 1%	7 9% k	- -	2 2%	5 15%	4 2%	2 6%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 1%	1 1%	2 1%	2 2%	- -	1 1%	2 2%	- -	2 1%	1 2%	2 1%	1 3%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	12 6%	4 5%	9 8%	10 7%	2 4%	2 2%	9 12% k	1 4%	10 7%	2 6%	11 7%	1 3%
Other	14 7%	7 9%	8 7%	12 9%	2 4%	7 8%	6 8%	- -	6 4%	5 16%	10 7%	3 11%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 561

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
No reason	15 8%	2 3%	11 10% H	11 8% H	3 8%	7 9%	6 8%	2 6%	13 9%	2 6%	12 8%	2 7%
Don't know	20 11%	12 15%	13 11%	17 12%	3 6%	5 7%	10 13%	5 15%	18 12%	1 4%	18 12%	1 3%
NET: Any related to not having made decision yet	57 31%	26 32%	34 30%	43 30%	14 33%	29 38%	19 24%	6 20%	51 35%	7 20%	51 34%	5 17%
NET: Any financial reason	48 25%	21 26%	26 22%	39 27% I	9 21%	18 24%	19 26%	8 26%	39 26%	8 23%	37 25%	9 34%
NET: Any reason related to practical issues	72 38%	28 34%	42 36%	50 35%	22 50%	25 32%	30 40%	16 52%	50 34%	17 53%	53 35%	15 54%
NET: Any reason related to lack of information	17 9%	7 9%	12 10%	13 9%	3 8%	3 3%	13 17% k	1 4%	10 7%	7 21%	11 7%	3 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 561

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	180	136	14	22	43	137	136	31	39	42	18	19	23	36	42
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	13 7%	10 7%	-	3 11%	5 11%	8 6%	13 9%	3 9%	-	4 8%	1 4%	1 4%	3 11%	5 14% z	-
Not got round to it yet	39 21%	33 23%	5 35%	1 4%	4 9%	35 24% n	32 23%	17 54%	7 15%	5 12%	5 28%	7 38%	5 23%	9 25%	7 16%
Need more time to decide (big decision)	8 4%	6 5%	1 8%	1 3%	1 2%	8 5%	7 5%	1 3%	1 3%	2 4%	1 8%	1 7%	1 4%	-	3 7%
Need to get quotes/find out exactly how much it will cost	19 10%	13 9%	1 5%	5 22%	7 14%	13 9%	19 14% r	5 17%	-	3 7%	2 9%	-	4 17%	8 22% z	3 6%
Need to save up to have this done	18 10%	12 9%	2 16%	3 13%	3 7%	15 10%	17 13% r	6 19%	1 1%	5 10%	2 10%	-	6 25%	2 6%	4 8%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 8%	12 8%	-	2 10%	5 11%	9 6%	14 10% r	5 15%	-	4 8%	1 4%	-	4 17%	2 6%	4 8%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 1%	-	-	-	1 1%	1 1%	-	-	1 2%	-	-	-	-	-
Still in process of applying for Green Deal (and ECO) finance	5 3%	5 4%	-	-	-	5 4%	5 4%	1 3%	-	1 2%	-	-	2 8%	-	3 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 561

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Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	2 1%	-	-	-	2 1%	1 1%	-	-	-	1 5%	-	1 3%	-	-
Green Deal finance application process too long/complex	2 1%	2 1%	1 4%	-	1 2%	2 1%	2 2%	2 5%	-	-	-	-	-	1 2%	2 3%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 1%	2 2%	-	-	1 2%	2 1%	2 2%	-	-	-	-	-	1 3%	-	2 3%
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 1%	-	2 6%	2 3%	2 1%	3 2%	-	-	-	-	-	1 4%	-	2 5%
Supplier carrying out the work could not start straight away	10 5%	6 5%	1 9%	3 10%	4 8%	6 5%	6 4%	-	4 10%	4 9%	1 5%	3 3%	1 6%	1 3%	2 5%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	14 7%	12 9%	-	1 3%	4 8%	10 7%	14 10%	5 17%	-	5 11%	3 21%	-	3 11%	3 8%	-
Waiting until current boiler needs to be replaced	6 3%	5 4%	-	1 5%	3 6%	3 2%	4 3%	1 2%	3 6%	1 3%	1 4%	1 4%	2 9%	-	1 3%
Want to wait for summer/the weather to improve before I have any work carried out on my property	1 *	1 1%	-	-	-	1 1%	1 1%	-	-	-	-	-	-	1 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 561

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 7%	10 7%	1 4%	3 11%	3 7%	10 7%	12 8%	-	1 1%	4 8%	1 4%	2 11%	-	3 8%	4 9%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	25 13%	20 14%	1 8%	-	5 11%	20 14%	9 7%	* 2%	16 36% p	8 18%	1 7%	5 26%	1 6%	6 15%	4 9%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 2%	4 3%	-	-	-	4 3%	4 3%	-	-	1 3%	-	1 5%	-	2 5%	-
Not sure what has been recommended to me	8 4%	5 4%	2 10%	-	5 11% o	2 2%	6 4%	2 7%	2 3%	2 3%	1 6%	-	1 5%	2 4%	2 5%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 1%	2 2%	-	-	1 2%	2 1%	2 2%	-	-	-	-	-	1 3%	-	2 3%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	12 6%	8 5%	-	4 18%	5 12%	6 5%	11 8%	2 7%	1 2%	2 5%	-	-	3 12%	-	7 15% y
Other	14 7%	6 5%	-	6 26%	6 14%	8 5%	10 7%	-	4 9%	1 3%	-	-	4 17%	2 4%	7 16%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 561

124 (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
No reason	15 8%	13 9%	1 8%	1 3%	2 4%	13 9%	11 8%	1 3%	3 7%	3 7%	1 8%	1 7%	1 5%	4 10%	4 9%
Don't know	20 11%	17 12%	1 3%	- -	3 6%	17 12%	12 9%	3 10%	5 11%	8 16%	2 15%	- -	1 3%	5 15%	4 8%
NET: Any related to not having made decision yet	57 31%	46 33%	7 43%	4 18%	9 19%	49 34%	49 36%	17 56%	8 18%	9 20%	7 41%	9 48%	8 33%	14 38%	11 23%
NET: Any financial reason	48 25%	35 25%	3 20%	10 39%	13 28%	35 24%	46 33%	13 43%	1 1%	11 25%	4 23%	- -	11 48%	11 28%	11 24%
NET: Any reason related to practical issues	72 38%	55 39%	3 20%	9 36%	20 44%	52 37%	48 34%	7 21%	23 52%	20 44%	7 41%	8 45%	8 35%	15 40%	13 29%
NET: Any reason related to lack of information	17 9%	10 7%	2 10%	4 18%	10 23%	6 5%	14 10%	2 7%	2 5%	4 8%	1 6%	- -	4 16%	2 4%	7 15%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 562

I24_SUM (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

I24: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Unweighted Base	34	24	38	1	4	22	24	10	12	6	5
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	3 8%	-	1 3%	-	1 32%	1 4%	3 12%	1 14%	2 19%	-	-
Not got round to it yet	10 28%	3 13%	2 4%	1 100%	-	11 46%	5 20%	-	4 37%	2 28%	-
Need more time to decide (big decision)	-	2 8%	-	-	-	2 7%	2 10%	-	-	1 19%	1 15%
Need to get quotes/find out exactly how much it will cost	3 8%	-	3 8%	-	2 53%	2 8%	5 21%	-	2 20%	1 18%	1 19%
Need to save up to have this done	2 7%	1 3%	4 12%	-	-	2 8%	4 14%	2 22%	1 6%	2 29%	-
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 7%	-	2 5%	-	-	2 7%	1 3%	1 7%	3 29%	-	3 52%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	-	-	-	-	-	-	1 3%	-	-	-	-
Still in process of applying for Green Deal (and ECO) finance	2 6%	-	3 9%	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	-	-	1 2%	-	-	-	-	-	1 6%	-	-
Green Deal finance application process too long/complex	1 2%	-	-	-	-	2 6%	-	-	-	-	-
Looking for alternative ways of financing it (e.g. through Energy Company)	-	-	-	-	-	-	2 10%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 562

Page 2509

19 Jun 2014

I24_SUM (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

I24: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Had difficulties finding someone to provide quotes/carry out the work	-	2 6%	1 2%	-	-	-	-	-	-	-	1 15%
Supplier carrying out the work could not start straight away	1 4%	6 22%	1 4%	-	-	-	-	-	-	-	2 33%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	4 12%	2 9%	1 2%	-	1 21%	3 13%	-	1 14%	1 9%	-	-
Waiting until current boiler needs to be replaced	-	-	-	-	-	-	6 25%	-	-	-	-
Want to wait for summer/the weather to improve before I have any work carried out on my property	-	-	-	-	-	-	1 3%	-	-	-	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	4 10%	1 2%	3 9%	-	-	1 5%	2 7%	1 10%	2 17%	-	-
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	3 9%	4 16%	9 24%	-	-	2 8%	4 16%	1 10%	2 13%	1 15%	-
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	1 2%	-	1 2%	-	-	-	-	-	-	1 18%	1 19%
Not sure what has been recommended to me	4 11%	-	1 2%	-	-	-	2 6%	-	1 9%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 562

I24_SUM (M) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

I24: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	2 10%	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	-	1 5%	3 7%	-	-	1 4%	2 6%	-	3 24%	2 26%	1 15%
Other	6 16%	3 11%	3 7%	-	-	1 5%	1 4%	-	1 5%	-	-
No reason	3 8%	2 8%	4 11%	-	-	1 5%	1 3%	3 26%	-	-	1 14%
Don't know	3 8%	2 6%	5 14%	-	2 47%	4 15%	1 3%	3 27%	1 6%	-	-
NET: Any related to not having made decision yet	13 36%	5 21%	3 8%	1 100%	1 32%	12 50%	10 41%	1 14%	6 47%	3 47%	1 15%
NET: Any financial reason	10 28%	1 3%	10 28%	-	2 53%	5 21%	7 27%	2 22%	5 41%	2 29%	3 52%
NET: Any reason related to practical issues	12 31%	14 55%	14 39%	-	1 21%	7 27%	12 51%	2 24%	4 31%	2 33%	4 67%
NET: Any reason related to lack of information	4 11%	1 5%	3 7%	-	-	1 4%	2 10%	-	3 24%	2 26%	1 15%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	144	67	76	51	68	24	123	19	35	108	107	37	78	66	102	14	28	42
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 8%	4 6%	8 10%	3 6%	8 11%	1 3%	12 9%	-	2 5%	10 9%	8 8%	4 9%	3 5%	8 10%	10 9%	1 7%	1 3%	2 4%
Not got round to it yet	33 23%	15 21%	19 24%	13 26%	18 24%	3 11%	31 23%	3 18%	4 12%	29 26%	23 22%	10 23%	10 16%	23 28%	30 28% q	2 20%	2 5%	4 9%
Need more time to decide (big decision)	8 6%	3 4%	6 7%	3 6%	1 1%	4 18%	7 5%	1 8%	4 12%	4 4%	7 7%	2 4%	4 6%	4 5%	8 8%	-	-	-
Need to get quotes/find out exactly how much it will cost	17 12%	4 6%	13 17%	4 9%	10 13%	4 14%	17 13%	1 5%	4 11%	14 12%	9 9%	9 19%	7 11%	10 12%	17 16% q	1 6%	-	1 2%
Need to save up to have this done	14 10%	4 6%	10 13%	6 12%	7 9%	2 6%	14 10%	-	2 7%	12 11%	8 8%	6 14%	8 12%	7 8%	13 12%	1 6%	1 2%	1 3%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 10%	7 10%	7 9%	7 14%	6 9%	1 3%	13 10%	1 9%	4 11%	10 9%	13 12%	1 3%	6 10%	8 10%	12 12%	1 12%	*	2 4%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	1 1%	-	1 2%	-	-	1 1%	-	-	1 1%	1 1%	-	1 1%	-	-	1 7%	-	1 2%
Still in process of applying for Green Deal (and ECO) finance	5 4%	4 6%	1 1%	2 5%	3 4%	-	5 4%	-	2 5%	4 3%	5 5%	-	4 7%	1 1%	3 3%	2 17%	*	2 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	-	2 2%	-	1 1%	1 4%	1 1%	1 6%	1 3%	1 1%	1 1%	1 2%	2 3%	-	2 2%	-	-	-
Green Deal finance application process too long/complex	2 1%	2 2%	1 1%	1 1%	2 2%	-	2 1%	1 5%	2 2%	2 1%	2 2%	-	1 1%	2 2%	2 1%	1 6%	-	1 2%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 2%	-	2 3%	-	-	2 9%	2 2%	-	2 7%	-	1 1%	2 4%	1 1%	2 2%	2 2%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 2%	2 2%	-	3 5%	-	3 2%	-	1 3%	2 2%	2 2%	2 4%	1 1%	2 3%	3 3%	-	-	-
Supplier carrying out the work could not start straight away	10 7%	3 5%	7 9%	5 9%	2 2%	4 16%	10 8%	-	2 5%	9 8%	9 9%	1 3%	6 9%	5 5%	9 8%	-	2 6%	2 4%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 9%	4 6%	9 12%	4 8%	8 11%	1 3%	12 9%	1 5%	2 7%	11 10%	10 9%	3 8%	4 6%	9 11%	13 12%	-	-	-
Waiting until current boiler needs to be replaced	6 4%	-	6 8%	-	3 4%	3 12%	6 5%	-	2 6%	4 3%	3 3%	3 7%	2 3%	4 5%	6 6%	-	-	-
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1 1%	-	-	1 3%	1 1%	-	1 2%	-	1 1%	-	1 1%	-	1 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 8%	8 11%	4 5%	7 13%	4 5%	1 5%	9 7%	3 17%	2 7%	9 8%	9 8%	3 6%	8 12%	4 4%	2 2%	5 50%	4 13%	9 23% n
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 14%	14 21% b	6 8%	6 12%	12 16%	3 11%	19 14%	2 14%	10 29% i	11 9%	14 14%	6 14%	10 15%	11 13%	2 2%	2 16%	17 56%	19 45% n
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 3%	3 4%	1 1%	2 3%	2 3%	- -	4 3%	- -	- -	4 3%	2 1%	2 5%	1 1%	3 4%	3 3%	1 6%	- -	1 2%
Not sure what has been recommended to me	8 5%	2 4%	5 6%	2 5%	4 5%	2 6%	8 6%	- -	4 11%	4 3%	6 6%	2 4%	1 1%	7 8%	4 4%	- -	3 10%	3 8%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	- -	2 3%	- -	- -	2 9%	2 2%	- -	2 7% i	- -	1 1%	2 4%	1 1%	2 2%	2 2%	- -	- -	- -
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 7%	5 7%	5 7%	3 6%	5 6%	2 10%	9 7%	1 6%	4 12%	6 5%	9 8%	2 4%	5 7%	5 6%	10 9%	- -	- -	- -
Other	14 9%	8 12%	6 7%	2 4%	10 14%	2 7%	12 9%	2 13%	1 4%	13 11%	10 9%	4 9%	6 9%	8 10%	14 13% q	- -	- -	- -



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
No reason	14 9%	6 9%	7 9%	4 8%	8 11%	1 5%	13 10%	1 6%	2 6%	12 10%	6 6%	8 18% j	7 11%	6 8%	10 9%	2 16%	2 7%	4 9%
Don't know	18 12%	11 15%	7 8%	8 17%	7 9%	2 8%	14 11%	3 22%	3 9%	14 13%	11 11%	7 15%	8 12%	10 12%	13 12%	1 13%	3 11%	5 12%
NET: Any related to not having made decision yet	49 33%	19 27%	30 38%	15 30%	25 35%	8 32%	46 35%	3 18%	10 28%	39 34%	33 32%	15 35%	16 24%	33 39%	44 41% q	2 20%	3 8%	5 12%
NET: Any financial reason	43 29%	17 25%	26 32%	18 35%	19 27%	5 21%	38 29%	4 24%	10 30%	32 28%	32 31%	11 24%	22 33%	21 25%	36 34% q	5 48%	1 4%	6 15%
NET: Any reason related to practical issues	63 42%	29 42%	34 43%	19 39%	31 43%	12 49%	57 43%	5 36%	19 54%	44 39%	43 41%	20 45%	28 43%	35 42%	36 33%	6 57%	21 70%	27 66% n
NET: Any reason related to lack of information	15 10%	6 9%	9 11%	5 9%	7 10%	3 13%	14 11%	1 6%	7 21% i	7 7%	13 13%	2 4%	6 9%	9 11%	12 11%	-	3 10%	3 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

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124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	144	127	17	58	58	15	31	42	32	37	93	51
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 8%	11 8%	1 4%	8 13%	3 6%	-	4 13%	3 6%	1 3%	4 10%	8 8%	4 8%
Not got round to it yet	33 23%	33 25%	1 4%	17 28%	14 23%	1 9%	12 39%	5 10%	6 17%	11 28%	22 23%	12 22%
Need more time to decide (big decision)	8 6%	7 5%	2 8%	4 7%	2 4%	2 12%	3 10%	2 4%	2 5%	2 5%	4 4%	5 9%
Need to get quotes/find out exactly how much it will cost	17 12%	16 12%	2 8%	9 14%	6 11%	1 9%	4 14%	4 10%	5 17%	3 9%	12 13%	5 10%
Need to save up to have this done	14 10%	13 10%	2 8%	8 13%	4 6%	2 14%	5 17%	2 5%	6 19%	1 2%	9 10%	5 10%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 10%	14 11%	-	10 15% u	2 4%	2 17%	5 17%	3 7%	2 7%	4 9%	6 6%	8 16%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	-	1 4%	-	1 1%	-	1 3%	-	-	-	-	1 1%
Still in process of applying for Green Deal (and ECO) finance	5 4%	5 4%	1 4%	4 6%	2 3%	-	1 3%	4 8%	-	1 2%	4 4%	2 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	2 1%	-	-	1 1%	1 6%	-	-	1 2%	1 2%	1 1%	1 2%
Green Deal finance application process too long/complex	2 1%	2 2%	-	-	2 3%	-	1 2%	-	2 5%	-	-	2 4%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 2%	1 1%	2 8%	-	2 4%	-	-	-	2 5%	1 2%	2 2%	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 1%	2 8%	1 1%	2 3%	1 6%	1 3%	2 3%	1 3%	-	2 2%	2 3%
Supplier carrying out the work could not start straight away	10 7%	8 6%	2 11%	5 7%	4 7%	1 9%	2 6%	6 13%	-	2 5%	5 6%	5 9%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 9%	13 10%	-	11 18% u	2 3%	-	3 9%	4 8%	2 6%	5 12%	5 6%	8 15%
Waiting until current boiler needs to be replaced	6 4%	6 5%	-	-	4 6%	3 19%	-	-	2 6%	4 11% M	6 7%	-
Want to wait for summer/the weather to improve before I have any work carried out on my property	1 .	1 1%	-	-	1 1%	-	-	-	-	1 2%	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	12 8%	8 6%	3 17%	3 5%	6 10%	-	7 21%	3 6%	2 6%	-	6 7%	5 10%
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	21 14%	13 10%	8 39%	3 5%	13 22% †	2 12%	3 10%	9 21%	5 14%	3 9%	16 17%	5 9%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 3%	4 3%	-	1 2%	2 3%	-	1 2%	1 2%	2 7%	-	4 4%	-
Not sure what has been recommended to me	8 5%	6 5%	2 8%	3 5%	3 5%	-	-	5 11%	2 5%	1 3%	6 6%	2 4%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	1 1%	2 8%	-	2 4%	-	-	-	2 5%	1 2%	2 2%	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 7%	9 7%	2 8%	7 11%	2 4%	1 6%	2 7%	1 2%	3 10%	4 10%	2 3%	8 14% w
Other	14 9%	12 10%	2 8%	5 8%	9 15%	-	-	6 13%	3 9%	5 13%	9 9%	5 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
No reason	14 9%	12 9%	2 10%	5 8%	6 9%	2 17%	1 2%	3 6%	5 14%	6 15%	11 12%	3 5%
Don't know	18 12%	17 13%	1 4%	8 13%	5 7%	2 17%	2 6%	2 5%	7 23%	5 14%	11 12%	7 13%
NET: Any related to not having made decision yet	49 33%	46 36%	2 12%	26 41%	19 31%	3 21%	16 50%	9 20%	8 25%	16 41%	32 33%	17 32%
NET: Any financial reason	43 29%	40 31%	2 12%	23 36%	14 22%	4 25%	15 47%	10 23%	10 30%	8 20%	21 23%	21 39% w
NET: Any reason related to practical issues	63 42%	48 37%	15 74%	20 31%	31 51% †	7 46%	13 41%	23 51%	12 36%	14 38%	41 43%	22 41%
NET: Any reason related to lack of information	15 10%	13 10%	2 8%	8 12%	5 8%	1 6%	2 7%	5 11%	3 10%	5 12%	6 7%	9 16%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

***small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	144	80	22	33	18	109	13	47	3	94	-	50	94
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 8%	10 13%	1 6%	1 4%	3 13%	8 7%	1 7%	4 8%	-	8 8%	-	4 8%	8 8%
Not got round to it yet	33 23%	24 30%	2 11%	3 10%	4 20%	28 26%	1 5%	20 41% GJ	1 28%	13 13%	-	21 40% GJ	13 13%
Need more time to decide (big decision)	8 6%	4 5%	1 6%	1 4%	2 8%	7 6%	-	3 7%	-	5 5%	-	3 6%	5 5%
Need to get quotes/find out exactly how much it will cost	17 12%	12 15%	2 9%	2 6%	6 25%	12 11%	1 5%	8 18%	2 58%	7 7%	-	11 21% EGJ	7 7%
Need to save up to have this done	14 10%	10 12%	3 12%	3 9%	3 13%	10 9%	2 11%	8 17% GJ	1 28%	5 5%	-	9 18% GJ	5 5%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 10%	10 13%	1 3%	3 8%	2 8%	10 10%	-	6 13%	2 42%	6 7%	-	8 15%	6 7%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	1 1%	-	-	-	1 1%	-	-	-	1 1%	-	-	1 1%
Still in process of applying for Green Deal (and ECO) finance	5 4%	3 4%	1 5%	1 4%	-	4 4%	1 6%	1 2%	-	4 4%	-	1 2%	4 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	1 1%	1 4%	-	-	2 2%	-	-	-	2 2%	-	-	2 2%
Green Deal finance application process too long/complex	2 1%	1 1%	-	-	2 7%	1 1%	-	2 3%	-	1 1%	-	2 3%	1 1%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 2%	2 3%	-	-	-	2 2%	-	2 5% GJ	-	-	-	2 5% GJ	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 3%	-	-	1 4%	2 2%	-	-	-	3 3%	-	-	3 3%
Supplier carrying out the work could not start straight away	10 7%	6 8%	3 12%	1 4%	-	5 5%	2 15%	1 3%	-	9 9%	-	1 3%	9 9%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 9%	8 10%	1 3%	2 5%	3 12%	8 7%	1 6%	5 9%	1 28%	8 8%	-	6 11%	8 8%
Waiting until current boiler needs to be replaced	6 4%	4 4%	-	-	3 12%	5 4%	-	2 3%	-	5 5%	-	2 3%	5 5%
Want to wait for summer/the weather to improve before I have any work carried out on my property	1 *	1 1%	-	-	-	1 1%	-	1 2%	-	-	-	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 8%	5 6%	2 10%	8 24%	1 6%	9 8%	3 21%	2 3%	-	10 10%	-	2 3%	10 10%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 14%	8 9%	3 11%	9 27%	1 6%	16 14%	4 25%	4 9%	-	16 17%	-	4 8%	16 17%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 3%	-	1 4%	1 2%	2 11%	1 1%	1 5%	-	1 28%	3 3%	-	1 2%	3 3%
Not sure what has been recommended to me	8 5%	3 3%	1 4%	4 12%	-	7 6%	1 6%	4 8%	-	4 4%	-	4 7%	4 4%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	2 3%	-	-	-	2 2%	-	2 5%	-	-	-	2 5%	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 7%	7 8%	1 4%	2 5%	1 4%	9 9%	-	4 8%	2 42%	5 5%	-	5 10% E	5 5%
Other	14 9%	7 9%	3 14%	2 6%	3 13%	11 10%	-	4 9%	-	10 10%	-	4 8%	10 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 563

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
No reason	14 9%	10 12%	3 12%	1 4%	-	10 9%	3 23%	2 4%	-	12 12%	-	2 4%	12 12%
Don't know	18 12%	9 11%	1 4%	4 11%	4 17%	13 12%	1 5%	4 9%	-	14 14%	-	4 8%	14 14%
NET: Any related to not having made decision yet	49 33%	35 43%	5 22%	5 14%	9 41%	38 35%	2 12%	24 51% GJ	1 28%	23 24%	-	25 49% GJ	23 24%
NET: Any financial reason	43 29%	28 34%	6 27%	9 26%	9 40%	30 27%	3 22%	18 37%	4 100%	21 21%	-	22 42% EGJ	21 21%
NET: Any reason related to practical issues	63 42%	29 36%	9 41%	19 56%	10 46%	43 40%	9 60%	13 27%	1 28%	48 50% EI	-	14 27%	48 50% EI
NET: Any reason related to lack of information	15 10%	7 9%	1 4%	6 17%	1 4%	13 12%	1 6%	4 9%	2 42%	9 9%	-	6 12% E	9 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	144	6	15	-	26	18	47	44	97	5	32	107	37	107	88	56
Weighted Base	149	6**	17**	**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 8%	-	1	-	4	-	4	4	8	-	4	8	4	8	7	4
		-	7%	-	18%	-	8%	9%	8%	-	13%	7%	10%	7%	8%	7%
Not got round to it yet	33 23%	3	12	-	6	7	20	18	14	2	10	21	10	23	19	14
		60%	72%	-	27%	36%	41% h	42% h	14%	45%	33%	19%	26%	21%	22%	24%
Need more time to decide (big decision)	8 6%	-	2	-	2	-	3	3	5	-	3	5	2	6	5	3
		-	9%	-	8%	-	7%	8%	5%	-	10%	5%	6%	5%	6%	6%
Need to get quotes/find out exactly how much it will cost	17 12%	2	3	-	5	3	8	8	9	3	5	9	8	9	9	8
		40%	21%	-	20%	16%	18%	19%	9%	72%	15%	8%	22% m	8%	10%	14%
Need to save up to have this done	14 10%	2	3	-	2	6	8	8	6	2	5	7	10	5	7	8
		26%	19%	-	10%	32%	17% h	19% h	6%	48%	16%	6%	25% m	4%	8%	13%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 10%	-	2	-	6	2	6	6	8	1	4	9	6	8	9	5
		-	17%	-	27%	12%	13%	14%	8%	24%	11%	8%	15%	8%	10%	9%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1
		-	-	-	-	-	-	-	1%	-	-	1%	2%	-	-	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Still in process of applying for Green Deal (and ECO) finance	5 4%	-	-	-	1 5%	-	1 2%	1 2%	4 4%	-	1 3%	4 4%	2 4%	4 3%	4 4%	2 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	-	-	-	-	-	-	-	2 2%	-	-	2 1%	1 2%	1 1%	1 1%	1 1%
Green Deal finance application process too long/complex	2 1%	-	2 9%	-	-	-	2 3%	2 4%	1 1%	-	-	2 2%	-	2 2%	2 2%	1 1%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 2%	-	2 9%	-	1 3%	1 4%	2 5% h	2 5% h	-	-	2 7%	-	2 4%	1 1%	2 2%	1 1%
Had difficulties finding someone to provide quotes/ carry out the work	3 2%	-	-	-	-	-	-	-	3 3%	-	-	3 3%	1 2%	2 2%	-	3 6% n
Supplier carrying out the work could not start straight away	10 7%	-	-	-	-	1 7%	1 3%	-	9 9%	-	-	10 9%	2 5%	8 8%	7 8%	3 5%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 9%	2 37%	2 15%	-	2 8%	1 7%	5 9%	5 10%	9 9%	2 44%	2 8%	9 8%	3 8%	10 9%	8 9%	5 8%
Waiting until current boiler needs to be replaced	6 4%	-	-	-	2 7%	1 4%	2 3%	2 3%	5 5%	-	2 5%	5 4%	2 5%	4 4%	3 4%	3 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	-	-	-	1	1	-	-	1	-	-	1	1	-
	1	-	4%	-	-	-	2%	2%	-	-	2%	-	-	1%	1%	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12	-	-	-	1	1	2	2	10	-	1	11	2	9	7	4
	8%	-	-	-	3%	6%	3%	4%	10%	-	3%	9%	6%	8%	8%	7%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21	-	2	-	1	1	4	4	16	-	4	16	2	19	11	10
	14%	-	15%	-	6%	6%	9%	10%	16%	-	14%	15%	4%	17%	12%	16%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4	-	-	-	-	-	-	-	4	-	-	4	1	3	2	2
	3%	-	-	-	-	-	-	-	4%	-	-	3%	2%	3%	2%	4%
Not sure what has been recommended to me	8	-	3	-	2	-	4	4	4	-	4	4	2	6	5	2
	5%	-	16%	-	9%	-	8%	8%	4%	-	11%	4%	4%	5%	6%	4%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	-	2	-	1	1	2	2	-	-	2	-	2	1	2	1
	2%	-	9%	-	3%	4%	5%	5%	-	-	7%	-	4%	1%	2%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 7%	-	3	-	2	-	4	4	7	-	4	7	6	4	8	3
		-	16%	-	9%	-	8%	8%	7%	-	11%	6%	17% m	3%	8%	4%
Other	14 9%	-	-	-	3	2	4	3	10	-	3	11	4	10	8	6
		-	-	-	13%	11%	9%	7%	10%	-	10%	10%	10%	9%	9%	9%
No reason	14 9%	-	-	-	2	1	2	2	12	-	2	12	6	8	10	3
		-	-	-	8%	4%	4%	4%	12%	-	6%	11%	15%	7%	12%	6%
Don't know	18 12%	2	-	-	3	-	4	4	14	1	3	14	6	12	11	7
		37%	-	-	13%	-	9%	10%	14%	28%	9%	12%	15%	11%	13%	11%
NET: Any related to not having made decision yet	49 33%	3	13	-	9	7	24	23	25	2	15	32	15	33	29	19
		60%	81%	-	39%	36%	51% h	52% h	24%	45%	47%	28%	41%	30%	33%	32%
NET: Any financial reason	43 29%	2	6	-	9	8	18	18	25	3	11	28	18	24	24	18
		40%	35%	-	42%	44%	37%	40%	25%	72%	35%	25%	48% m	22%	27%	31%
NET: Any reason related to practical issues	63 42%	2	6	-	5	4	13	12	50	2	9	52	8	54	36	26
		37%	34%	-	24%	24%	27%	27%	49% fg	44%	28%	46%	22%	49% l	41%	44%
NET: Any reason related to lack of information	15 10%	-	3	-	3	1	4	4	11	-	4	11	6	9	10	5
		-	16%	-	12%	4%	9%	10%	10%	-	14%	9%	17%	8%	11%	8%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	144	11	52	40	35	50	46	58	18	18	14	11	10	134	31	95	14	81
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 8%	-	1 2%	4 11%	6 18% q	2 4%	3 7%	5 8%	3 14%	2 11%	-	-	-	12 8%	6 19%	5 6%	2 15%	3 4%
Not got round to it yet	33 23%	-	16 29%	10 25%	8 21%	13 24%	12 25%	10 16%	5 28%	5 28%	1 11%	-	-	33 24%	6 17%	22 24%	1 12%	21 25%
Need more time to decide (big decision)	8 6%	-	4 7%	3 7%	2 6%	4 7%	-	5 7%	-	3 14%	-	-	-	8 6%	2 7%	5 6%	-	5 6%
Need to get quotes/find out exactly how much it will cost	17 12%	-	6 10%	3 8%	9 24%	8 14%	6 12%	9 14%	-	1 4%	-	-	-	17 13%	11 33%	6 7%	1 6%	5 7%
Need to save up to have this done	14 10%	2 20%	4 7%	2 4%	7 19%	5 10%	6 12%	7 11%	1 3%	1 8%	-	1 6%	1 7%	14 10%	10 28%	5 5%	1 5%	4 5%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 10%	1 7%	3 5%	6 14%	2 6%	5 9%	6 12%	4 7%	-	4 21%	1 6%	-	-	14 10%	6 18%	8 8%	* 4%	7 9%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	-	-	1 2%	-	-	-	1 1%	1 4%	-	-	-	-	1 1%	-	1 1%	1 7%	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Still in process of applying for Green Deal (and ECO) finance	5 4%	-	3 5%	2 4%	1 3%	2 4%	2 5%	2 3%	2 9%	*	-	-	-	5 4%	-	4 4%	1 17%	2 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	1 9%	-	1 2%	-	2 3%	1 2%	1 1%	-	-	-	-	-	2 1%	-	1 1%	-	1 1%
Green Deal finance application process too long/complex	2 1%	1 7%	-	-	2 4%	1 1%	2 3%	-	-	2 12%	-	-	-	2 2%	-	2 2%	-	2 3%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 2%	-	2 3%	1 2%	-	2 4%	1 2%	2 3%	-	-	-	-	-	2 2%	2 7%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 15%	-	2 4%	-	2 4%	-	2 3%	-	-	-	-	-	3 2%	-	3 4%	-	3 4%
Supplier carrying out the work could not start straight away	10 7%	2 17%	5 9%	2 5%	-	3 7%	4 9%	4 6%	4 20%	-	-	*	*	10 7%	2 6%	7 8%	*	7 8%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 9%	-	6 11%	2 5%	3 9%	3 5%	2 4%	7 12%	-	1 4%	1 6%	-	-	13 9%	9 25%	5 5%	-	5 6%
Waiting until current boiler needs to be replaced	6 4%	-	1 2%	2 6%	3 8%	4 7%	1 2%	2 4%	-	-	-	-	-	6 4%	3 9%	2 2%	-	2 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base 132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Want to wait for summer/the weather to improve before I have any work carried out on my property 1	-	1%	-	-	1%	-	-	-	-	-	-	-	1%	-	1%	-	1%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision 12 8%	2	5	3	1	3	4	5	3%	2	2	2	2	10	2	9	3	5
Awaiting information from landlord/local authority/housing association/freeholder/other organisation 21 14%	2	11	5	1	5	5	11	3	3	1	6	6	15	1	17	5	12
Need to get other consent before I can start (e.g. planning live in conservation area listed building) 4 3%	-	2	-	2	-	-	4	-	-	-	-	-	4	1	2	2	-
Not sure what has been recommended to me 8 5%	-	6	-	2	2	2	6	-	-	-	2	-	8	2	4	-	4
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save) 2 2%	-	2	1	-	2	1	2	-	-	-	-	-	2	2	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents who definitely/probably will install a recommended key measure

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 7%	-	5 10%	3 9%	-	6 12%	1 2%	4 7%	2 17%	2 10%	-	-	-	10 7%	3 10%	7 7%	-	7 8%
Other	14 9%	2 15%	4 7%	4 11%	4 11%	5 9%	5 10%	6 9%	1 4%	-	5 33%	-	-	14 10%	1 2%	12 13%	1 11%	11 13%
No reason	14 9%	1 7%	6 11%	2 6%	5 13%	7 13%	3 5%	5 9%	1 5%	1 5%	3 18%	1 6%	1 7%	13 9%	2 5%	12 13%	1 6%	11 14%
Don't know	18 12%	2 15%	4 8%	5 14%	4 11%	6 12%	5 11%	12 19%	4 21%	1 5%	1 9%	1 7%	1 8%	17 12%	4 12%	9 10%	1 12%	8 9%
NET: Any related to not having made decision yet	49 33%	-	18 34%	14 36%	16 45%	17 32%	15 32%	19 31%	7 36%	8 43%	1 11%	-	-	49 35%	15 43%	28 29%	2 20%	25 31%
NET: Any financial reason	43 29%	4 35%	10 19%	12 29%	14 40% q	16 30%	18 37%	15 25%	2 13%	7 38%	1 6%	1 6%	1 7%	42 30%	20 60%	19 21%	3 21%	17 21%
NET: Any reason related to practical issues	63 42%	7 65%	27 50% L	16 40%	8 23%	20 38%	15 32%	29 47%	7 37%	5 29%	3 24%	8 72%	8 84%	55 39%	14 41%	42 44%	8 66%	34 41%
NET: Any reason related to lack of information	15 10%	-	8 14%	4 11%	2 4%	7 13%	3 7%	8 13%	2 11%	2 10%	-	2 14%	-	15 11%	5 15%	8 9%	-	8 10%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	144	58	66	66	58	9	51	7	50	47	26	69	66	51	57	45
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 8%	9 15% x	2 3%	9 13%	2 4%	2 24%	9 17%	-	2 4%	3 6%	5 17%	3 4%	7 10%	4 9%	5 7%	4 9%
Not got round to it yet	33 23%	11 19%	19 29% z	19 28% w	12 21%	1 13%	10 19%	1 19%	7 14%	14 28%	8 29%	11 16%	18 26%	9 18%	14 23%	13 27%
Need more time to decide (big decision)	8 6%	4 7%	3 5%	4 6%	3 6%	-	4 7%	-	2 3%	3 6%	2 9%	5 8%	3 4%	3 6%	4 7%	1 2%
Need to get quotes/find out exactly how much it will cost	17 12%	13 21% xz	5 8%	14 21% xz	3 6%	2 22%	13 23%	-	1 3%	6 13%	10 35%	5 7%	11 16%	4 9%	6 10%	8 18%
Need to save up to have this done	14 10%	10 17%	5 7%	11 16%	4 6%	1 17%	10 19%	-	1 1%	6 11%	8 27%	9 13%	5 7%	6 11%	4 6%	6 13%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 10%	10 17%	3 5%	10 15%	3 6%	2 22%	9 17%	1 13%	3 7%	5 9%	6 21%	7 10%	7 10%	6 11%	2 3%	7 15% J
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	1 1%	-	1 1%	-	-	1 1%	-	1 2%	-	-	1 1%	-	-	-	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 564

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	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Still in process of applying for Green Deal (and ECO) finance	5 4%	2 4%	1 2%	2 3%	1 2%	1 12%	2 4%	-	4 9%	1 2%	-	4 6%	1 2%	2 5%	2 4%	2 4%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	-	2 2%	1 1%	1 2%	-	-	-	-	1 1%	-	-	1 1%	-	1 1%	1 2%
Green Deal finance application process too long/complex	2 1%	2 3%	1 1%	2 2%	1 1%	-	2 3%	-	2 4%	-	-	2 3%	-	1 1%	-	2 3%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 2%	1 1%	2 2%	1 1%	2 3%	-	1 1%	-	1 2%	-	2 6%	2 3%	-	-	2 4%	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	1 2%	2 4%	1 1%	2 4%	1 10%	1 2%	-	2 3%	1 2%	1 3%	3 5%	-	2 4%	2 3%	-
Supplier carrying out the work could not start straight away	10 7%	3 5%	6 9%	3 5%	6 11%	-	2 4%	1 21%	2 4%	6 11%	2 7%	3 5%	7 10%	4 8%	6 10%	1 3%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 9%	9 15%	4 6%	10 15%	3 5%	1 13%	9 17%	-	2 3%	4 9%	6 21%	3 4%	10 15% G	3 7%	3 5%	7 15%
Waiting until current boiler needs to be replaced	6 4%	5 8%	1 2%	5 7%	1 2%	-	4 8%	1 13%	2 4%	2 4%	1 5%	3 5%	3 4%	1 3%	3 5%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	-	1	-	-	-	-	1	-	1	-	1	1	-
		-	1%	-	1%	-	-	-	-	1%	-	1%	-	1%	1%	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12	5	6	5	5	3	5	-	6	3	2	9	2	9	3	2
	8%	8%	9%	8%	9%	31%	9%	-	11%	6%	9%	12% H	2%	18% JK	4%	3%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21	4	8	4	8	4	4	*	15	3	-	15	6	10	7	5
	14%	7%	12%	6%	13%	41%	7%	8%	30% E	6%	-	22% H	8%	19%	12%	10%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4	2	2	3	1	-	2	-	-	3	1	3	1	2	-	2
	3%	4%	2%	4%	1%	-	4%	-	-	5%	4%	4%	2%	3%	-	5%
Not sure what has been recommended to me	8	1	4	1	4	1	1	-	4	2	2	6	2	2	2	4
	5%	2%	5%	1%	6%	13%	2%	-	8%	4%	6%	8%	3%	3%	3%	10%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	1	2	1	2	-	1	-	1	-	2	2	-	-	2	-
	2%	1%	2%	1%	3%	-	1%	-	2%	-	6%	3%	-	-	4%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 7%	4 6%	6 9%	4 5%	6 10%	2 22%	4 7%	-	2 3%	5 9%	4 13%	4 6%	6 9%	3 5%	3 5%	5 11%
Other	14 9%	3 5%	7 10%	3 4%	7 12%	-	3 5%	-	6 12%	6 12%	-	3 5%	10 14%	3 6%	7 11%	4 9%
No reason	14 9%	3 6%	9 14%	5 7%	8 14%	1 12%	2 5%	1 14%	3 6%	5 11%	3 11%	5 7%	6 8%	6 13%	7 11%	3 6%
Don't know	18 12%	9 14%	8 12%	9 14%	7 12%	2 18%	7 13%	2 26%	5 9%	2 4%	3 12%	9 13%	6 8%	5 11%	10 16%	5 10%
NET: Any related to not having made decision yet	49 33%	20 34%	24 36%	28 41%	16 28%	2 24%	19 36%	1 19%	10 19%	18 36%	13 48%	15 22%	27 39%	13 27%	23 38%	16 33%
NET: Any financial reason	43 29%	27 46%	12 18%	31 45%	9 15%	4 41%	27 50%	1 13%	11 21%	15 30%	14 51%	21 31%	18 26%	16 32%	13 21%	17 37%
NET: Any reason related to practical issues	63 42%	26 44%	27 40%	28 42%	25 43%	6 71%	24 44%	2 42%	26 52%	20 38%	11 41%	35 50%	26 38%	25 51%	24 39%	18 38%
NET: Any reason related to lack of information	15 10%	4 7%	7 10%	4 6%	7 11%	2 22%	4 8%	-	7 13%	5 9%	4 13%	9 13%	6 9%	4 9%	4 7%	8 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 565

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	144	65	88	112	32	58	57	26	108	28	113	21
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 8%	7 10%	7 8%	9 8%	3 9%	6 10%	3 4%	1 3%	9 8%	2 9%	10 9%	1 6%
Not got round to it yet	33 23%	15 23%	19 22%	25 22%	9 25%	16 26%	12 21%	4 17%	29 26%	4 14%	30 26%	1 6%
Need more time to decide (big decision)	8 6%	2 3%	5 6%	6 5%	3 7%	3 4%	4 7%	1 3%	8 8%	-	8 7%	1 3%
Need to get quotes/find out exactly how much it will cost	17 12%	9 14%	9 10%	15 13%	3 8%	8 14%	8 13%	-	14 12%	4 13%	13 11%	5 21%
Need to save up to have this done	14 10%	8 13%	7 8%	14 12% 1	1 2%	7 12%	7 11%	1 2%	12 11%	2 8%	12 10%	2 10%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 10%	5 7%	9 10%	10 9%	4 11%	3 5%	7 12%	3 12%	11 10%	3 11%	13 11%	1 6%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	-	-	-	1 2%	-	-	1 3%	1 1%	-	1 1%	-
Still in process of applying for Green Deal (and ECO) finance	5 4%	2 3%	4 4%	5 4%	1 2%	1 2%	2 3%	2 8%	4 4%	-	4 4%	-



Green Deal Assessment Experience Wave 2

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	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	-	1 1%	1 1%	1 2%	1 1%	1 1%	-	2 1%	-	2 1%	-
Green Deal finance application process too long/complex	2 1%	1 1%	2 2%	2 2%	-	-	1 1%	2 6%	2 2%	-	2 1%	1 3%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 2%	1 1%	2 2%	2 2%	-	1 1%	2 3%	-	2 1%	1 3%	2 1%	1 4%
Had difficulties finding someone to provide quotes/carry out the work	3 2%	1 1%	-	1 1%	2 7%	-	3 6%	-	2 2%	2 5%	2 2%	2 7%
Supplier carrying out the work could not start straight away	10 7%	4 7%	7 8%	8 7%	2 6%	5 8%	3 5%	2 10%	8 7%	3 9%	8 7%	3 12%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 9%	8 12%	8 9%	10 9%	3 8%	3 5%	8 14%	2 8%	10 9%	3 10%	12 10%	1 3%
Waiting until current boiler needs to be replaced	6 4%	4 6%	3 4%	5 5%	1 2%	4 7%	2 3%	-	3 3%	3 10%	4 4%	2 9%
Want to wait for summer/the weather to improve before I have any work carried out on my property	1 *	-	1 1%	1 1%	-	-	-	1 3%	1 1%	-	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 565

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 8%	4 6%	7 8%	8 7%	3 10%	2 3%	5 8%	4 14%	8 7%	3 12%	8 7%	3 15%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 14%	4 6%	11 12%	11 10%	10 28%	7 12%	6 11%	7 28%	13 12%	3 10%	14 12%	3 13%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 3%	2 4%	2 2%	4 3%	- -	3 5%	1 1%	- -	4 3%	- -	4 3%	- -
Not sure what has been recommended to me	8 5%	2 4%	5 6%	5 4%	2 7%	1 2%	7 11%	- k	2 2%	5 18%	4 3%	2 7%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	1 1%	2 2%	2 2%	- -	1 1%	2 3%	- -	2 1%	1 3%	2 1%	1 4%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 7%	4 6%	8 8%	8 7%	2 5%	2 3%	7 12%	1 5%	8 7%	2 7%	9 8%	1 4%
Other	14 9%	7 11%	8 9%	12 11%	2 4%	7 11%	6 10%	- -	6 5%	5 18%	10 9%	3 14%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 565

124 (R) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
No reason	14 9%	2 4%	10 12% H	10 9% H	3 10%	6 10%	6 10%	2 7%	12 11%	2 7%	11 9%	2 9%
Don't know	18 12%	12 18%	11 13%	15 13%	3 8%	5 9%	8 14%	5 18%	16 14%	1 4%	16 14%	1 3%
NET: Any related to not having made decision yet	49 33%	24 36%	29 33%	37 33%	12 33%	23 39%	18 30%	5 20%	43 39%	5 19%	43 37%	3 16%
NET: Any financial reason	43 29%	18 28%	24 27%	35 31%	7 21%	16 27%	17 29%	7 27%	34 31%	7 24%	34 29%	8 35%
NET: Any reason related to practical issues	63 42%	24 37%	36 41%	44 38%	19 54%	21 34%	27 45%	14 53%	42 38%	16 55%	45 39%	13 59%
NET: Any reason related to lack of information	15 10%	7 11%	10 11%	12 10%	3 9%	3 4%	11 19% k	1 5%	8 7%	7 24%	9 8%	3 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 565

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Base: All respondents who definitely/probably will install a recommended key measure

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	144	107	12	17	36	108	107	25	34	31	14	15	20	28	36
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 8%	10 10%	-	1 7%	4 10%	8 7%	12 11%	3 11%	-	4 11%	1 6%	1 5%	3 13%	4 13%	-
Not got round to it yet	33 23%	28 26%	4 32%	1 5%	4 11%	29 26%	28 26%	14 59%	6 16%	5 16%	4 29%	5 35%	4 20%	9 32%	6 15%
Need more time to decide (big decision)	8 6%	6 6%	1 10%	1 4%	1 2%	8 7%	7 7%	1 4%	1 3%	2 5%	1 10%	1 9%	1 4%	-	3 8%
Need to get quotes/find out exactly how much it will cost	17 12%	12 11%	1 6%	5 25%	6 16%	12 10%	17 16%	5 22%	-	2 7%	2 12%	-	4 20%	7 25%	3 7%
Need to save up to have this done	14 10%	10 9%	2 19%	2 12%	2 6%	12 11%	14 13%	4 17%	1 2%	5 13%	1 6%	-	5 25%	1 4%	3 8%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 10%	12 11%	-	2 12%	5 13%	9 8%	14 13%	5 19%	-	4 11%	1 5%	-	4 20%	2 8%	4 9%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	1 1%	-	-	-	1 7%	1 1%	-	-	1 2%	-	-	-	-	-
Still in process of applying for Green Deal (and ECO) finance	5 4%	5 5%	-	-	-	5 5%	5 5%	1 4%	-	1 2%	-	-	2 9%	-	3 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents who definitely/probably will install a recommended key measure

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 1%	2 2%	-	-	-	2 1%	1 1%	-	-	-	1 7%	-	1 4%	-	-
Green Deal finance application process too long/complex	2 1%	2 1%	1 5%	-	1 2%	2 1%	2 2%	2 6%	-	-	-	-	-	1 2%	2 4%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 2%	2 2%	-	-	1 2%	2 1%	2 2%	-	-	-	-	-	1 4%	-	2 4%
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 2%	-	2 8%	2 4%	2 2%	3 3%	-	-	-	-	-	1 4%	-	2 6%
Supplier carrying out the work could not start straight away	10 7%	6 6%	1 10%	3 13%	4 10%	6 6%	6 6%	-	4 11%	4 12%	1 6%	3 3%	1 7%	1 4%	2 6%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 9%	12 11%	-	1 4%	4 10%	10 9%	13 12%	5 18%	-	5 14%	3 20%	-	3 13%	3 11%	-
Waiting until current boiler needs to be replaced	6 4%	5 5%	-	1 7%	3 7%	3 3%	4 3%	1 3%	3 7%	1 4%	1 6%	1 5%	2 10%	-	1 4%
Want to wait for summer/the weather to improve before I have any work carried out on my property	1 *	1 1%	-	-	-	1 1%	1 1%	-	-	-	-	-	-	1 3%	-



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 565

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Base: All respondents who definitely/probably will install a recommended key measure

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 8%	8 7%	1 5%	3 14%	3 9%	8 7%	10 9%	-	1 2%	2 5%	1 5%	2 14%	-	3 11%	4 11%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 14%	16 15%	1 10%	-	3 9%	17 16%	6 6%	* 2%	14 38% p	6 18%	1 9%	4 27%	1 7%	4 14%	4 10%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 3%	4 4%	-	-	-	4 3%	4 4%	-	-	1 3%	-	1 6%	-	2 6%	-
Not sure what has been recommended to me	8 5%	5 5%	2 12%	-	5 14% o	2 2%	6 6%	2 8%	2 4%	2 5%	1 7%	-	1 6%	2 5%	2 6%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	2 2%	-	-	1 2%	2 1%	2 2%	-	-	-	-	-	1 4%	-	2 4%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 7%	8 7%	-	3 14%	4 10%	6 6%	9 9%	2 8%	1 2%	2 6%	-	-	3 14%	-	5 13%
Other	14 9%	6 6%	-	6 34%	6 17%	8 7%	10 9%	-	4 11%	1 4%	-	-	4 19%	2 5%	7 19%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 565

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Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
No reason	14 9%	12 11%	1 10%	1 4%	2 5%	12 11%	10 10%	1 4%	3 9%	2 7%	1 10%	1 9%	1 6%	4 13%	4 10%
Don't know	18 12%	16 14%	1 4%	- -	3 7%	15 14%	11 11%	3 12%	5 13%	8 22%	2 12%	- -	1 4%	5 16%	4 9%
NET: Any related to not having made decision yet	49 33%	41 38%	4 32%	3 16%	7 20%	41 37%	43 40%	15 61%	6 15%	8 24%	6 45%	6 40%	6 32%	13 46%	9 24%
NET: Any financial reason	43 29%	31 29%	3 24%	8 42%	11 30%	31 28%	41 38%	12 47%	1 2%	10 28%	3 23%	- -	10 51%	9 33%	10 27%
NET: Any reason related to practical issues	63 42%	45 42%	3 24%	9 47%	18 49%	44 40%	40 37%	6 23%	22 56%	16 48%	6 45%	8 52%	8 41%	12 43%	12 32%
NET: Any reason related to lack of information	15 10%	10 9%	2 12%	3 14%	9 23%	6 6%	13 12%	2 8%	2 6%	4 11%	1 7%	- -	4 18%	2 5%	5 13%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 1%	4 1%	8 2%	3 1%	8 2%	1 *	12 1%	-	2 1%	10 1%	8 1%	4 2%	3 1%	8 2%	10 1%	1 1%	1 1%	2 1%
Not got round to it yet	33 4%	15 3%	19 4%	13 4%	18 5% e	3 1%	31 4%	3 2%	4 2%	29 4%	23 3%	10 4%	10 2%	23 5% l	30 4% pq	2 2%	2 1%	4 1%
Need more time to decide (big decision)	8 1%	3 1%	6 1%	3 1%	1 *	4 2%	7 1%	1 1%	4 2%	4 1%	7 1%	2 1%	4 1%	4 1%	8 1%	-	-	-
Need to get quotes/find out exactly how much it will cost	17 2%	4 1%	13 3% a	4 1%	10 3%	4 1%	17 2%	1 1%	4 2%	14 2%	9 1%	9 4% j	7 2%	10 2%	17 3% pq	1 1%	-	1 *
Need to save up to have this done	14 2%	4 1%	10 2%	6 2%	7 2%	2 1%	14 2%	-	2 1%	12 2%	8 1%	6 2%	8 2%	7 1%	13 2%	1 1%	1 *	1 *
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 2%	7 1%	7 2%	7 2%	6 2%	1 *	13 2%	1 1%	4 2%	10 2%	13 2%	1 *	6 1%	8 2%	12 2%	1 1%	-	2 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 *	-	1 *	-	-	1 *	-	-	1 *	1 *	-	1 *	-	-	1 1% n	-	1 *
Still in process of applying for Green Deal (and ECO) finance	5 1%	4 1%	1 *	2 1%	3 1%	-	5 1%	-	2 1%	4 1%	5 1%	-	4 1%	1 *	3 *	2 2%	-	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2	-	2	-	1	1	1	1%	1	1	1	1	2	-	2	-	-	-
Green Deal finance application process too long/complex	2	2	1	1	2	-	2	1%	1	2	2	-	1	2	2	1%	-	1
Looking for alternative ways of financing it (e.g. through Energy Company)	2	-	2%	-	-	2%	2	-	2%	-	1	2%	1	2	2	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3	2	2	-	3	-	3	-	1	2	2	2%	1	2%	3	-	-	-
Supplier carrying out the work could not start straight away	10 1%	3	7	5	2	4	10	-	2	9	9	1	6	5	9	-	2	2
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 1%	4	9	4	8	1	12	1	2	11	10	3	4	9	13	-	-	-
Waiting until current boiler needs to be replaced	6 1%	-	6	-	3	3	6	-	2	4	3	3	2	4	6	-	-	-
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	-	-	1	1	-	1	-	1	-	1	-	1	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
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Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 1%	8 2%	4 1%	7 2%	4 1%	1 1%	9 1%	3 2%	2 1%	9 1%	9 1%	3 1%	8 2%	4 1%	2 *	5 6% n	4 2% n	9 3% n
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 2%	14 3%	6 1%	6 2%	12 3%	3 1%	19 2%	2 2%	10 4% i	11 2%	14 2%	6 3%	10 2%	11 2%	2 *	2 2% n	17 9% no	19 7% no
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 *	3 1%	1 *	2 *	2 1%	-	4 *	-	-	4 1%	2 *	2 1%	1 *	3 1%	3 *	1 1%	-	1 *
Not sure what has been recommended to me	8 1%	2 *	5 1%	2 1%	4 1%	2 1%	8 1%	-	4 2%	4 1%	6 1%	2 1%	1 *	7 1% i	4 1%	-	3 2%	3 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	-	2 1%	-	-	2 1%	2 *	-	2 1% i	-	1 *	2 1%	1 *	2 *	2 *	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 1%	5 1%	5 1%	3 1%	5 1%	2 1%	9 1%	1 1%	4 2%	6 1%	9 1%	2 1%	5 1%	5 1%	10 2% q	-	-	-
Other	14 1%	8 2%	6 1%	2 1%	10 3% c	2 1%	12 1%	2 2%	1 *	13 2%	10 1%	4 2%	6 1%	8 2%	14 2% q	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
No reason	14 1%	6 1%	7 2%	4 1%	8 2%	1 1%	13 2%	1 1%	2 1%	12 2%	6 1%	8 3% j	7 2%	6 1%	10 1%	2 2%	2 1%	4 1%
Don't know	18 2%	11 2%	7 1%	8 2%	7 2%	2 1%	14 2%	3 3%	3 1%	14 2%	11 2%	7 3%	8 2%	10 2%	13 2%	1 2%	3 2%	5 2%
Not answered definitely/ probably will install any key measures	797 84%	425 86%	368 82%	288 85%	288 80%	218 90% d	675 84%	108 88%	216 86%	578 84%	598 85%	200 82%	420 87%	377 82%	561 84%	77 88%	160 84%	236 85%
NET: Any related to not having made decision yet	49 5%	19 4%	30 7%	15 4%	25 7%	8 3%	46 6%	3 2%	10 4%	39 6%	33 5%	15 6%	16 3%	33 7% l	44 7% pq	2 2%	3 1%	5 2%
NET: Any financial reason	43 4%	17 3%	26 6%	18 5%	19 5%	5 2%	38 5%	4 3%	10 4%	32 5%	32 5%	11 4%	22 4%	21 5%	36 5% pq	5 6% pq	1 1%	6 2% p
NET: Any reason related to practical issues	63 7%	29 6%	34 8%	19 6%	31 9%	12 5%	57 7%	5 4%	19 8%	44 6%	43 6%	20 8%	28 6%	35 8%	36 5%	6 7%	21 11% n	27 10% n
NET: Any reason related to lack of information	15 2%	6 1%	9 2%	5 1%	7 2%	3 1%	14 2%	1 1%	7 3%	7 1%	13 2%	2 1%	6 1%	9 2%	12 2%	-	3 2%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 1%	11 1%	1	8 3%	3 1%	-	4 3%	3 1%	1	4 1%	8 1%	4 1%
Not got round to it yet	33 4%	33 4%	1	17 6%	14 3%	1 1%	12 7%	5 2%	6 2%	11 4%	22 3%	12 4%
Need more time to decide (big decision)	8 1%	7 1%	2 1%	4 1%	2 1%	2 1%	3 2%	2 1%	2 1%	2 1%	4 1%	5 1%
Need to get quotes/find out exactly how much it will cost	17 2%	16 2%	2 1%	9 3%	6 2%	1 1%	4 3%	4 2%	5 2%	3 1%	12 2%	5 2%
Need to save up to have this done	14 2%	13 2%	2 1%	8 3%	4 1%	2 2%	5 3%	2 1%	6 3%	1	9 1%	5 2%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 2%	14 2%	-	10 3%	2 1%	2 1%	5 3%	3 1%	2 1%	4 1%	6 1%	8 3%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	1	-	1	-	1	-	-	-	-	1
Still in process of applying for Green Deal (and ECO) finance	5 1%	5 1%	1	4 1%	2	-	1	4 1%	-	1	4 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2	2	-	-	1	1	-	-	1	1	1	1
Green Deal finance application process too long/complex	2	2	-	-	2	-	1	-	2	-	-	2
Looking for alternative ways of financing it (e.g. through Energy Company)	2	1	2	-	2	-	-	-	2	1	2	-
Had difficulties finding someone to provide quotes/carry out the work	3	2	2	1	2	1	1	2	1	-	2	2
Supplier carrying out the work could not start straight away	10	8	2	5	4	1	2	6	-	2	5	5
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13	13	-	11	2	-	3	4	2	5	5	8
Waiting until current boiler needs to be replaced	6	6	-	-	4	3	-	-	2	4	6	-
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	1	-	-	1	-	-	-	-	1	1	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	12 1%	8 1%	3 2%	3 1%	6 1%	-	7 4% NO	3 1%	2 1%	-	6 1%	5 2%
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	21 2%	13 2%	8 5% r	3 1%	13 3%	2 1%	3 2%	9 4%	5 2%	3 1%	16 3%	5 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 .	4 .	-	1 .	2 .	-	1 .	1 .	2 1%	-	4 1%	-
Not sure what has been recommended to me	8 1%	6 1%	2 1%	3 1%	3 1%	-	-	5 2%	2 1%	1 .	6 1%	2 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 .	1 .	2 1%	-	2 1%	-	-	-	2 1%	1 .	2 .	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 1%	9 1%	2 1%	7 2%	2 1%	1 1%	2 1%	1 .	3 1%	4 1%	2 .	8 2% w
Other	14 1%	12 2%	2 1%	5 2%	9 2%	-	-	6 2%	3 1%	5 2%	9 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
No reason	14 1%	12 1%	2 1%	5 2%	6 1%	2 2%	1 *	3 1%	5 2%	6 2%	11 2%	3 1%
Don't know	18 2%	17 2%	1 *	8 3%	5 1%	2 2%	2 1%	2 1%	7 3%	5 2%	11 2%	7 2%
Not answered definitely/ probably will install any key measures	797 84%	652 84%	145 88%	249 80%	366 86%	115 89%	134 81%	217 83%	196 86%	248 87%	533 85%	265 83%
NET: Any related to not having made decision yet	49 5%	46 6%	2 1%	26 8%	19 4%	3 2%	16 10%	9 3%	8 4%	16 5%	32 5%	17 5%
NET: Any financial reason	43 4%	40 5%	2 1%	23 7%	14 3%	4 3%	15 9%	10 4%	10 4%	8 3%	21 3%	21 7%
NET: Any reason related to practical issues	63 7%	48 6%	15 9%	20 6%	31 7%	7 5%	13 8%	23 9%	12 5%	14 5%	41 6%	22 7%
NET: Any reason related to lack of information	15 2%	13 2%	2 1%	8 2%	5 1%	1 1%	2 1%	5 2%	3 1%	5 2%	6 1%	9 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 1%	10 2%	1 1%	1 1%	3 4%	8 1%	1 1%	4 1%	- -	8 7% EHUJ	- -	4 1%	8 2% EI
Not got round to it yet	33 4%	24 5%	2 2%	3 2%	4 6%	28 4%	1 1%	20 3% H	1 2%	13 12% EHUJ	- -	21 3%	13 4% H
Need more time to decide (big decision)	8 1%	4 1%	1 1%	1 1%	2 2%	7 1%	- -	3 1%	- -	5 5% EHUJ	- -	3 1%	5 2%
Need to get quotes/find out exactly how much it will cost	17 2%	12 2%	2 1%	2 1%	6 8% yzA	12 2%	1 1%	8 1%	2 5% H	7 6% EHUJ	- -	11 2%	7 2%
Need to save up to have this done	14 2%	10 2%	3 2%	3 1%	3 4%	10 1%	2 2%	8 1%	1 2%	5 5% EHUJ	- -	9 2%	5 2%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 2%	10 2%	1 1%	3 1%	2 2%	10 1%	- -	6 1%	2 4% H	6 6% EHUJ	- -	8 1%	6 2%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 *	- -	- -	- -	1 *	- -	- -	- -	1 1% I	- -	- -	1 *
Still in process of applying for Green Deal (and ECO) finance	5 1%	3 1%	1 1%	1 1%	- -	4 1%	1 1%	1 *	- -	4 4% EHUJ	- -	1 *	4 1% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2	1	1 1%	-	-	2	-	-	-	2 2% EI	-	-	2
Green Deal finance application process too long/complex	2	1	-	-	2 2% yA	1	-	2	-	1 1%	-	2	1
Looking for alternative ways of financing it (e.g. through Energy Company)	2	2	-	-	-	2	-	2	-	-	-	2	-
Had difficulties finding someone to provide quotes/carry out the work	3	2	-	-	1 1%	2	-	-	-	3 3% EIJ	-	-	3 1% EI
Supplier carrying out the work could not start straight away	10 1%	6 1%	3 2%	1 1%	-	5 1%	2 2%	1	-	9 8% EFHIJ	-	1	9 3% EI
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 1%	8 2%	1 1%	2 1%	3 4%	8 1%	1 1%	5 1%	1 2%	8 7% EHIJ	-	6 1%	8 2%
Waiting until current boiler needs to be replaced	6 1%	4 1%	-	-	3 4% yZA	5 1%	-	2	-	5 4% EHIJ	-	2	5 1% I
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	1	-	-	-	1	-	1	-	-	-	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 1%	5 1%	2 2%	8 4%	1 2%	9 1%	3 3%	2 *	-	10 9%	-	2 *	10 3%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 2%	8 1%	3 2%	9 4%	1 2%	16 2%	4 4%	4 1%	-	16 15%	-	4 1%	16 5%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 *	-	1 1%	1 *	2 3%	1 *	1 1%	-	1 2%	3 3%	-	1 *	3 1%
Not sure what has been recommended to me	8 1%	3 1%	1 1%	4 2%	-	7 1%	1 1%	4 1%	-	4 4%	-	4 1%	4 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	2 *	-	-	-	2 *	-	2 *	-	-	-	2 *	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 1%	7 1%	1 1%	2 1%	1 1%	9 1%	-	4 1%	2 4%	5 5%	-	5 7%	5 1%
Other	14 1%	7 1%	3 2%	2 1%	3 4%	11 1%	-	4 1%	-	10 9%	-	4 1%	10 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 566

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
No reason	14 1%	10 2%	3 2%	1 1%	-	10 1%	3 3%	2 -	-	12 71% EFHIJ	-	2 -	12 4%
Don't know	18 2%	9 2%	1 1%	4 2%	4 5% z	13 2%	1 1%	4 1%	-	14 13% EFHIJ	-	4 1%	14 4% EHI
Not answered definitely/ probably will install any key measures	797 84%	451 85% B	120 84% B	189 85% B	51 70%	676 86%	83 85%	521 92% GJ	43 91% GJ	10 9%	118 100% EFGIJ	564 92% GJ	233 71% G
NET: Any related to not having made decision yet	49 5%	35 7% A	5 4%	5 2%	9 12% zA	38 5%	2 2%	24 4% H	1 2%	23 22% EFHIJ	-	25 4% H	23 7% H
NET: Any financial reason	43 4%	28 5%	6 4%	9 4%	9 12% yzA	30 4%	3 3%	18 3%	4 9% EHI	21 19% EHIJ	-	22 4% H	21 6% EH
NET: Any reason related to practical issues	63 7%	29 6%	9 6%	19 8%	10 14% y	43 6%	9 9%	13 2%	1 2%	48 45% EFHIJ	-	14 2%	48 75% EFHI
NET: Any reason related to lack of information	15 2%	7 1%	1 1%	6 3%	1 1%	13 2%	1 1%	4 1%	2 4% EH	9 8% EHIJ	-	6 7%	9 3% E



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 1%	-	1	-	4	-	4	4	8	-	4	8	4	8	7	4
		-	*	-	2%	-	1%	1%	2%	-	1%	2%	2%	1%	1%	1%
Not got round to it yet	33 4%	3	12	-	6	7	20	18	14	2	10	21	10	23	19	14
		4%	5%	-	3%	5%	3%	3%	4%	3%	2%	5%	6%	3%	4%	3%
Need more time to decide (big decision)	8 1%	-	2	-	2	-	3	3	5	-	3	5	2	6	5	3
		-	1%	-	1%	-	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Need to get quotes/find out exactly how much it will cost	17 2%	2	3	-	5	3	8	8	9	3	5	9	8	9	9	8
		3%	1%	-	2%	2%	1%	2%	2%	5%	1%	2%	5%	1%	2%	2%
Need to save up to have this done	14 2%	2	3	-	2	6	8	8	6	2	5	7	10	5	7	8
		2%	1%	-	1%	5%	1%	1%	2%	3%	1%	2%	6%	1%	1%	2%
						bdfg							m			
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 2%	-	2	-	6	2	6	6	8	1	4	9	6	8	9	5
		-	1%	-	3%	2%	1%	1%	2%	2%	1%	2%	3%	1%	2%	1%
					fg								m			
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1
		-	-	-	-	-	-	-	*	-	-	1	*	-	-	*



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Still in process of applying for Green Deal (and ECO) finance	5 1%	-	-	-	1	-	1	1	4 1%	-	1	4 1%	2 1%	4	4 1%	2
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2	-	-	-	-	-	-	-	2	-	-	2	1	1	1	1
Green Deal finance application process too long/complex	2	-	2 1%	-	-	-	2	2	1	-	-	2 1%	-	2	2	1
Looking for alternative ways of financing it (e.g. through Energy Company)	2	-	2 1%	-	1	1 1%	2	2	-	-	2 1%	-	2 1%	1	2	1
Had difficulties finding someone to provide quotes/ carry out the work	3	-	-	-	-	-	-	-	3 1%	-	-	3 1%	1 1%	2	-	3 1%
Supplier carrying out the work could not start straight away	10 1%	-	-	-	-	1 1%	1	-	9 2%	-	-	10 2%	2 1%	8 1%	7 1%	3 1%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 1%	2 2%	2 1%	-	2 1%	1 1%	5 1%	5 1%	9 2%	2 3%	2 1%	9 2%	3 2%	10 1%	8 2%	5 1%
Waiting until current boiler needs to be replaced	6 1%	-	-	-	2 1%	1 1%	2	2	5 1%	-	2	5 1%	2 1%	4 1%	3 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	-	-	-	1	1	-	-	1	-	-	1	1	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 1%	-	-	-	1	1	2	2	10	-	1	11	2	9	7	4
						1%			3%			2%	1%	1%	1%	1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 2%	-	2	-	1	1	4	4	16	-	4	16	2	19	11	10
			1%		1%	1%	1%	1%	4%		1%	4%	1%	2%	2%	2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4	-	-	-	-	-	-	-	4	-	-	4	1	3	2	2
									1%		1%	1%				1%
Not sure what has been recommended to me	8 1%	-	3	-	2	-	4	4	4	-	4	4	2	6	5	2
			1%		1%		1%	1%	1%		1%	1%	1%	1%	1%	1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	-	2	-	1	1	2	2	-	-	2	-	2	1	2	1
			1%		1%	1%	1%	1%			1%		1%	1%	1%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 1%	-	3 1%	-	2 1%	-	4 1%	4 1%	7 2%	-	4 1%	7 2%	6 4% m	4 *	8 1%	3 1%
Other	14 1%	-	-	-	3 1%	2 2%	4 1% g	3 1%	10 3% bfg	-	3 1%	11 3% j	4 2%	10 1%	8 2%	6 1%
No reason	14 1%	-	-	-	2 1%	1 1%	2 *	2 *	12 3% bfg	-	2 *	12 3% j	6 4% m	8 1%	10 2%	3 1%
Don't know	18 2%	2 2% b	-	-	3 1%	-	4 1%	4 1%	14 4% befg	1 2%	3 1%	14 3% j	6 3%	12 2%	11 2%	7 2%
Not answered definitely/ probably will install any key measures	797 84%	81 93% eh	240 94% eh	56 100% bdefgh	204 90% h	112 86% h	521 92% eh	511 92% efh	276 73%	71 94% k	416 93% k	310 73%	127 77%	670 86%	446 83%	351 86%
NET: Any related to not having made decision yet	49 5%	3 4%	13 5%	-	9 4%	7 5%	24 4%	23 4%	25 6% c	2 3%	15 3%	32 7% j	15 9% m	33 4%	29 5%	19 5%
NET: Any financial reason	43 4%	2 3%	6 2%	-	9 4%	8 6% bfg	18 3%	18 3%	25 7% bcfg	3 5%	11 3%	28 7% j	18 11% m	24 3%	24 5%	18 4%
NET: Any reason related to practical issues	63 7%	2 2%	6 2%	-	5 2%	4 3%	13 2%	12 2%	50 13% abcde fg	2 3%	9 2%	52 12% ij	8 5%	54 7%	36 7%	26 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Any reason related to lack of information	15 2%	-	3	-	3	1	4	4	11	-	4	11	6	9	10	5
		-	1%	-	1%	1%	1%	1%	3%	-	1%	3%	4%	1%	2%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 1%	-	1 *	4 2%	6 3%	2 *	3 1%	5 2%	3 2%	2 2%	-	-	-	12 1%	6 5%	5 1%	2 1%	3 1%
Not got round to it yet	33 4%	-	16 5%	10 4%	8 4%	13 3%	12 5%	10 3%	5 3%	5 5%	1 1%	-	-	33 4%	6 5%	22 3%	1 1%	21 4%
Need more time to decide (big decision)	8 1%	-	4 1%	3 1%	2 1%	4 1%	-	5 1%	-	3 3%	-	-	-	8 1%	2 2%	5 1%	-	5 1%
Need to get quotes/find out exactly how much it will cost	17 2%	-	6 2%	3 1%	9 4%	8 2%	6 2%	9 3%	-	1 1%	-	-	-	17 2%	11 9%	6 1%	1 1%	5 1%
Need to save up to have this done	14 2%	2 2%	4 1%	2 1%	7 3%	5 1%	6 2%	7 2%	1 *	1 2%	-	1 1%	1 1%	14 2%	10 8%	5 1%	1 1%	4 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 2%	1 1%	3 1%	6 2%	2 1%	5 1%	6 2%	4 1%	-	4 4%	1 1%	-	-	14 2%	6 5%	8 1%	*	7 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	1 *	-	-	-	1 *	1 *	-	-	-	-	1 *	-	1 *	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Still in process of applying for Green Deal (and ECO) finance	5 1%	3 1%	2 1%	1 1%	2 1%	2 1%	2 1%	2 1%	*	-	-	-	5 1%	-	4 1%	1 1%	2 *
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 *	1 1%	-	1 *	2 *	1 *	1 *	-	-	-	-	-	2 *	-	1 *	-	1 *
Green Deal finance application process too long/complex	2 *	1 1%	-	2 1%	1 *	2 1%	-	-	2 2% P	-	-	-	2 *	-	2 *	-	2 *
Looking for alternative ways of financing it (e.g. through Energy Company)	2 *	-	2 *	1 *	2 1%	1 *	2 *	-	-	-	-	-	2 *	2 2% UW	-	-	-
Had difficulties finding someone to provide quotes/ carry out the work	3 *	2 2% q	-	2 1%	2 1%	-	2 1%	-	-	-	-	-	3 *	-	3 *	-	3 1%
Supplier carrying out the work could not start straight away	10 1%	2 2%	5 1%	2 1%	3 1%	4 2%	4 1%	4 2%	-	-	*	*	10 1%	2 2%	7 1%	*	7 1%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 1%	-	6 2%	2 1%	3 1%	2 1%	7 2%	-	1 1%	1 1%	-	-	13 2%	9 7% UVW	5 1%	-	5 1%
Waiting until current boiler needs to be replaced	6 1%	-	1 *	2 1%	4 1%	1 *	2 1%	-	-	-	-	-	6 1%	3 2% UW	2 *	-	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	-	-	1	-	-	-	-	-	-	-	1	-	1	-	1
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 1%	2 2%	5 1%	3 1%	1 1%	3 1%	4 2%	5 2%	1	2 2%	2 1%	2 2%	2 2%	10 1%	2 2%	9 1%	3 3%	5 1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 2%	2 2%	11 3%	5 2%	1 1%	5 1%	5 2%	11 3%	3 2%	3 4%	1	6 6% PR	6 7% v	15 2%	-	17 2%	5 4%	12 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4	-	2	-	2 7%	-	-	4 7% M	-	-	-	-	-	4	1 7% W	2	2 7% UW	-
Not sure what has been recommended to me	8 1%	-	6 2% r	-	2 7%	2	2 1%	6 2%	-	-	-	2 2%	-	8 1%	2 2%	4 1%	-	4 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	-	2	1	-	2 1%	1	2	-	-	-	-	-	2	2 2% UW	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 1%	-	5 2%	3 1%	-	6 2%	1 *	4 1%	2 1%	2 2%	-	-	-	10 1%	3 3%	7 1%	-	7 1%
Other	14 1%	2 2%	4 1%	4 2%	4 2%	5 1%	5 2%	6 2%	1 *	-	5 3%	-	-	14 2%	1 *	12 2%	1 1%	11 2%
No reason	14 1%	1 1%	6 2%	2 1%	5 2%	7 2%	3 1%	5 2%	1 1%	1 1%	3 2%	1 1%	1 1%	13 2%	2 1%	12 2%	1 1%	11 2%
Don't know	18 2%	2 2%	4 1%	5 2%	4 2%	6 2%	5 2%	12 4%	4 2%	1 1%	1 1%	1 1%	1 1%	17 2%	4 3%	9 1%	1 1%	8 1%
Not answered definitely/probably will install any key measures	797 84%	83 89%	296 84%	210 84%	165 82%	350 87% O	214 82%	262 81%	161 89%	79 81%	138 91% Q	88 89%	75 89%	722 84%	93 73%	613 87% T	115 90% T	498 86% T
NET: Any related to not having made decision yet	49 5%	-	18 5% p	14 6% p	16 8% p	17 4%	15 6%	19 6%	7 4% S	8 8% RS	1 1%	-	-	49 6% u	15 11% UVW	28 4%	2 2%	25 4%
NET: Any financial reason	43 4%	4 4%	10 3%	12 5%	14 7% q	16 4%	18 7%	15 5%	2 1%	7 7% PRS	1 1%	1 1%	1 1%	42 5%	20 16% UVW	19 3%	3 2%	17 3%
NET: Any reason related to practical issues	63 7%	7 7%	27 8%	16 6%	8 4%	20 5%	15 6%	29 9% M	7 4%	5 5%	3 2%	8 8% R	8 9%	55 6%	14 11% UW	42 6%	8 6%	34 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

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	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Any reason related to lack of information	15 2%	-	8 2%	4 2%	2 1%	7 2%	3 1%	8 3%	2 1%	2 2%	-	2 2%	-	15 2%	5 4% UV	8 1%	-	8 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 1%	9 3% xz	2 7%	9 2% x	2 7%	2 3% xz	9 3%	-	2 7%	3 7%	5 3% D	3 7%	7 2%	4 7%	5 7%	4 2%
Not got round to it yet	33 4%	11 3%	19 5% z	19 5% w	12 3%	1 2%	10 4%	1 1%	7 2%	14 6% D	8 6% D	11 3%	18 4%	9 3%	14 4%	13 5%
Need more time to decide (big decision)	8 1%	4 7%	3 7%	4 7%	3 7%	-	4 7%	-	2 *	3 7%	2 2%	5 7%	3 7%	3 7%	4 7%	1 *
Need to get quotes/find out exactly how much it will cost	17 2%	13 4% xz	5 7%	14 3% xz	3 7%	2 3%	13 5%	-	1 *	6 3% D	10 7% D	5 7%	11 2%	4 7%	6 2%	8 3%
Need to save up to have this done	14 2%	10 3%	5 7%	11 3%	4 7%	1 2%	10 4%	-	1 *	6 2% D	8 5% D	9 2%	5 7%	6 2%	4 7%	6 2%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 2%	10 3% x	3 7%	10 2%	3 7%	2 3%	9 3%	1 1%	3 7%	5 2%	6 4% D	7 2%	7 2%	6 2%	2 *	7 3% J
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 *	-	1 *	-	-	1 *	-	1 *	-	-	1 *	-	-	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Still in process of applying for Green Deal (and ECO) finance	5 1%	2 1%	1 *	2 1%	1 *	1 2%	2 1%	-	4 1%	1 *	-	4 1%	1 *	2 1%	2 1%	2 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2 *	-	2 *	1 *	1 *	-	-	-	-	1 *	-	-	1 *	-	1 *	1 *
Green Deal finance application process too long/complex	2 *	2 *	1 *	2 *	1 *	-	2 1%	-	2 1%	-	-	2 1%	-	1 *	-	2 1%
Looking for alternative ways of financing it (e.g. through Energy Company)	2 *	1 *	2 *	1 *	2 *	-	1 *	-	1 *	-	2 1%	2 1%	-	-	2 1%	-
Had difficulties finding someone to provide quotes/ carry out the work	3 *	1 *	2 1%	1 *	2 1%	1 1%	1 *	-	2 *	1 *	1 1%	3 1%	-	2 1%	2 *	-
Supplier carrying out the work could not start straight away	10 1%	3 1%	6 2%	3 1%	6 2%	-	2 1%	1 1%	2 1%	6 2%	2 1%	3 1%	7 2%	4 1%	6 2%	1 *
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 1%	9 3%	4 1%	10 3%	3 1%	1 2%	9 3%	-	2 *	4 2%	6 4% D	3 1%	10 2%	3 1%	3 1%	7 3%
Waiting until current boiler needs to be replaced	6 1%	5 1%	1 *	5 1%	1 *	-	4 2%	1 1%	2 1%	2 1%	1 1%	3 1%	3 1%	1 *	3 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	-	1	-	-	-	-	1	-	1	-	1	1	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 1%	5 1%	6 1%	5 1%	5 2%	3 4%	5 2%	-	6 2%	3 1%	2 2%	9 2% H	2 *	9 3% J	3 1%	2 1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 2%	4 1%	8 2%	4 1%	8 2%	4 6% wy	4 1%	1	15 4% EF	3 1%	-	15 3% H	6 1%	10 3%	7 2%	5 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4	2 1%	2	3 1%	1	-	2 1%	-	-	3 1%	1 1%	3 1%	1	2	-	2 1%
Not sure what has been recommended to me	8 1%	1	4 1%	1	4 1%	1 2%	1	-	4 1%	2 1%	2 1%	6 1%	2	2	2	4 2%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	1	2	1	2	-	1	-	1	-	2 1%	2 1%	-	-	2 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

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		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 1%	4 1%	6 1%	4 1%	6 2%	2 3%	4 1%	- -	2 1%	5 2%	4 3%	4 1%	6 1%	3 1%	3 1%	5 2%
Other	14 1%	3 1%	7 2%	3 1%	7 2%	- -	3 1%	- -	6 2%	6 2%	- -	3 1%	10 2%	3 1%	7 2%	4 2%
No reason	14 1%	3 1%	9 2%	5 1%	8 2%	1 2%	2 1%	1 1%	3 1%	5 2%	3 2%	5 1%	6 1%	6 2%	7 2%	3 1%
Don't know	18 2%	9 2%	8 2%	9 2%	7 2%	2 2%	7 3%	2 2%	5 1%	2 1%	3 2%	9 2%	6 1%	5 2%	10 2%	5 2%
Not answered definitely/probably will install any key measures	797 84%	294 83%	344 84%	337 83%	300 84%	56 86%	207 80%	80 93% B	300 86% E	189 79%	110 80%	369 84%	378 84%	272 85%	332 84%	223 83%
NET: Any related to not having made decision yet	49 5%	20 6%	24 6% z	28 7% w	16 5%	2 3%	19 7%	1 1%	10 3%	18 8% D	13 10% D	15 4%	27 6%	13 4%	23 6%	16 6%
NET: Any financial reason	43 4%	27 8% xz	12 3%	31 8% xz	9 2%	4 6%	27 10% C	1 1%	11 3%	15 6%	14 10% D	21 5%	18 4%	16 5%	13 3%	17 6%
NET: Any reason related to practical issues	63 7%	26 7%	27 7%	28 7%	25 7%	6 10%	24 9%	2 3%	26 8%	20 8%	11 8%	35 8%	26 6%	25 8%	24 6%	18 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 567

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Any reason related to lack of information	15	4	7	4	7	2	4	-	7	5	4	9	6	4	4	8
	2%	1%	2%	1%	2%	3%	2%	-	2%	2%	3%	2%	1%	1%	1%	3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 568

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 1%	7 2%	7 1%	9 1%	3 1%	6 1%	3 1%	1 1%	9 1%	2 1%	10 1%	1 1%
Not got round to it yet	33 4%	15 4%	19 4%	25 4%	9 3%	16 4%	12 3%	4 3%	29 5%	4 2%	30 4%	1 1%
Need more time to decide (big decision)	8 1%	2 1%	5 1%	6 1%	3 1%	3 1%	4 1%	1 1%	8 1%	-	8 1%	1 1%
Need to get quotes/find out exactly how much it will cost	17 2%	9 3%	9 2%	15 2%	3 1%	8 2%	8 2%	-	14 2%	4 2%	13 2%	5 4%
Need to save up to have this done	14 2%	8 2%	7 1%	14 2%	1 *	7 2%	7 2%	1 *	12 2%	2 1%	12 2%	2 2%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 2%	5 1%	9 2%	10 2%	4 1%	3 1%	7 2%	3 2%	11 2%	3 2%	13 2%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	-	1 *	-	-	1 1%	1 *	-	1 *	-
Still in process of applying for Green Deal (and ECO) finance	5 1%	2 *	4 1%	5 1%	1 *	1 *	2 1%	2 1%	4 1%	-	4 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 568

I24 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2	-	1	1	1	1	-	-	2	-	2	-
Green Deal finance application process too long/complex	2	1	2	2	-	-	1	2	2	-	2	1
Looking for alternative ways of financing it (e.g. through Energy Company)	2	1	2	2	-	1	2	-	2	1	2	1
Had difficulties finding someone to provide quotes/carry out the work	3	1	-	1	2	-	3	-	2	2	2	2
Supplier carrying out the work could not start straight away	10	4	7	8	2	5	3	2	8	3	8	3
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13	8	8	10	3	3	8	2	10	3	12	1
Waiting until current boiler needs to be replaced	6	4	3	5	1	4	2	-	3	3	4	2
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	-	1	1	-	-	-	1	1	-	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 568

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 1%	4 1%	7 1%	8 1%	3 1%	2	5 1%	4 2% k	8 1%	3 2%	8 1%	3 3%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 2%	4 1%	11 2%	11 2%	10 4% H	7 2%	6 2%	7 5%	13 2%	3 1%	14 2%	3 3%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 *	2 1%	2	4 1% l	-	3 1%	1	-	4 1%	-	4 1%	-
Not sure what has been recommended to me	8 1%	2 1%	5 1%	5 1%	2 1%	1	7 2% k	-	2	5 3% L	4	2 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	1	2	2	-	1	2	-	2	1	2	1 1%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 1%	4 1%	8 1%	8 1%	2 1%	2	7 2%	1 1%	8 1%	2 1%	9 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents

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	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Other	14 1%	7 2%	8 2%	12 2%	2 1%	7 2%	6 2%	-	6 1%	5 3%	10 1%	3 3%
No reason	14 1%	2 1%	10 2% H	10 2% H	3 1%	6 2%	6 2%	2 1%	12 2%	2 1%	11 2%	2 2%
Don't know	18 2%	12 3%	11 2%	15 2%	3 1%	5 1%	8 2%	5 3%	16 2%	1 1%	16 2%	1 1%
Not answered definitely/ probably will install any key measures	797 84%	297 82%	446 83%	561 83%	236 87%	352 85%	295 83%	132 84%	537 83%	160 85%	601 84%	90 80%
NET: Any related to not having made decision yet	49 5%	24 7%	29 5%	37 5%	12 4%	23 6%	18 5%	5 3%	43 7%	5 3%	43 6%	3 3%
NET: Any financial reason	43 4%	18 5%	24 5%	35 5%	7 3%	16 4%	17 5%	7 4%	34 5%	7 4%	34 5%	8 7%
NET: Any reason related to practical issues	63 7%	24 7%	36 7%	44 6%	19 7%	21 5%	27 8%	14 9%	42 6%	16 8%	45 6%	13 12% N
NET: Any reason related to lack of information	15 2%	7 2%	10 2%	12 2%	3 1%	3 1%	11 3% k	1 1%	8 1%	7 4% L	9 1%	3 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 568

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	12 1%	10 2%	-	1 1%	4 1%	8 1%	12 2%	3 1%	-	4 2%	1 1%	1	3 3%	4 2%	-
Not got round to it yet	33 4%	28 4%	4 5%	1 1%	4 2%	29 4%	28 5%	14 5%	6 2%	5 3%	4 5%	5 3%	4 4%	9 6%	6 3%
Need more time to decide (big decision)	8 1%	6 1%	1 1%	1 1%	1	8 1%	7 1%	1	1	2 1%	1 2%	1 1%	1 1%	-	3 1%
Need to get quotes/find out exactly how much it will cost	17 2%	12 2%	1 1%	5 4%	6 2%	12 2%	17 3%	5 2%	-	2 1%	2 2%	-	4 4%	7 4%	3 1%
Need to save up to have this done	14 2%	10 1%	2 3%	2 2%	2 1%	12 2%	14 2%	4 2%	1	5 2%	1 1%	-	5 5%	1 1%	3 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	14 2%	12 2%	-	2 2%	5 2%	9 1%	14 2%	5 2%	-	4 2%	1 1%	-	4 4%	2 1%	4 2%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	1	-	-	-	1	1	-	-	1	-	-	-	-	-
Still in process of applying for Green Deal (and ECO) finance	5 1%	5 1%	-	-	-	5 1%	5 1%	1	-	1	-	-	2 2%	-	3 1%



Green Deal Assessment Experience Wave 2

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Base: All respondents

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	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	2	2	-	-	-	2	1	-	-	-	1	-	1	-	-
Green Deal finance application process too long/complex	2	2	1	-	1	2	2	2	-	-	-	-	-	1	2
Looking for alternative ways of financing it (e.g. through Energy Company)	2	2	-	-	1	2	2	-	-	-	-	-	1	-	2
Had difficulties finding someone to provide quotes/carry out the work	3	2	-	2	2	2	3	-	-	-	-	-	1	-	2
Supplier carrying out the work could not start straight away	10 1%	6	1	3	4	6	6	-	4	4	1	*	1	1	2
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	13 1%	12	-	1	4	10	13	5	-	5	3	-	3	3	-
Waiting until current boiler needs to be replaced	6 1%	5	-	1	3	3	4	1	3	1	1	*	2	-	1
Want to wait for summer/the weather to improve before I have any work carried out on my property	1	1	-	-	-	1	1	-	-	-	-	-	-	1	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 568

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Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	12 1%	8 1%	1 1%	3 3%	3 1%	8 1%	10 2% q	-	1 *	2 1%	1 1%	2 1%	-	3 2%	4 2%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	21 2%	16 2%	1 1%	-	3 1%	17 3%	6 1% q	* *	14 4% pq	6 3%	1 2%	4 2%	1 1%	4 3%	4 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	4 *	4 1%	-	-	-	4 1%	4 1%	-	-	1 1%	-	1 *	-	2 1%	-
Not sure what has been recommended to me	8 1%	5 1%	2 2%	-	5 2% o	2 *	6 1%	2 1%	2 *	2 1%	1 1%	-	1 1%	2 1%	2 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	2 *	-	-	1 *	2 *	2 *	-	-	-	-	-	1 1%	-	2 1%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	10 1%	8 1%	-	3 2%	4 1%	6 1%	9 2%	2 1%	1 *	2 1%	-	-	3 3% wy	-	5 2% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 568

124 (R) (ALL) Which of the following, if any, are reasons why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Other	14 1%	6 1%	-	6 6% PQ	6 2%	8 1%	10 2% q	-	4 1%	1 1%	-	-	4 4% w	2 1%	7 3% w
No reason	14 1%	12 2%	1 1%	1 1%	2 1%	12 2%	10 2% q	1 *	3 1%	2 1%	1 2%	1 1%	1 1%	4 2%	4 2%
Don't know	18 2%	16 2%	1 1%	-	3 1%	15 2%	11 2%	3 1%	5 2%	8 4% w	2 2% w	-	1 1%	5 3% w	4 2%
Not answered definitely/ probably will install any key measures	797 84%	578 84%	79 86%	88 82%	226 86%	572 84%	476 82%	249 91% p	295 88% p	177 84%	56 81%	166 92% uvwxyz	81 81%	130 82%	187 83%
NET: Any related to not having made decision yet	49 5%	41 6%	4 5%	3 3%	7 3%	41 6%	43 7% r	15 6% r	6 2%	8 4%	6 8%	6 3%	6 6%	13 8%	9 4%
NET: Any financial reason	43 4%	31 5%	3 3%	8 7%	11 4%	31 5%	41 7% qr	12 4% r	1 *	10 5% w	3 4% w	-	10 10% w	9 6% w	10 5% w
NET: Any reason related to practical issues	63 7%	45 7%	3 3%	9 8%	18 7%	44 6%	40 7% q	6 2%	22 6% q	16 8%	6 8%	8 4%	8 8%	12 8%	12 5%
NET: Any reason related to lack of information	15 2%	10 1%	2 2%	3 2%	9 3% o	6 1%	13 2% q	2 1%	2 1%	4 2%	1 1%	-	4 4% w	2 1%	5 2% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	180	83	96	68	83	28	152	26	44	135	133	47	101	79	130	19	31	50
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 3%	2 3%	3 3%	2 3%	2 3%	1 3%	5 3%	-	-	5 4%	2 1%	4 7%	1 1%	5 5%	5 4%	-	-	-
Not got round to it yet	32 17%	10 11%	22 22%	13 19%	15 17%	3 12%	28 17%	3 15%	4 9%	27 19%	22 17%	10 17%	12 14%	20 19%	29 21% q	1 5%	2 5%	2 5%
Need more time to decide (big decision)	7 4%	2 2%	5 5%	2 3%	1 1%	4 13%	5 3%	1 6%	3 7%	3 2%	5 4%	2 3%	3 4%	3 3%	7 5%	-	-	-
Need to get quotes/find out exactly how much it will cost	7 3%	-	7 7% a	1 2%	3 4%	2 7%	7 4%	-	1 2%	6 4%	3 2%	4 7%	2 2%	5 5%	7 5%	-	-	-
Need to save up to have this done	11 6%	4 5%	7 7%	6 9%	5 5%	-	10 6%	-	-	11 8%	8 6%	2 4%	7 8%	4 4%	9 7%	1 5%	1 2%	1 3%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 1%	2 2%	1 1%	1 1%	1 1%	1 3%	2 1%	-	2 3%	1 1%	2 2%	-	2 3%	-	2 2%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 1%	-	1 1%	-	-	1 *	-	-	1 1%	1 1%	-	1 1%	-	-	1 5%	-	1 2%
Still in process of applying for Green Deal (and ECO) finance	3 2%	2 3%	1 1%	2 3%	1 1%	-	3 2%	-	* 1%	3 2%	3 2%	-	2 3%	1 1%	1 1%	2 12%	* 1%	2 5%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	-	1	-	-	1	-	1	1	-	1	-	1	-	1	-	-	-
Green Deal finance application process too long/complex	1	-	1	1	-	-	-	1	1	-	1	-	1	-	-	1	-	1
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 5%	3 3%	7 7%	5 7%	2 2%	4 12%	10 6%	-	1 3%	9 6%	9 6%	1 2%	5 6%	5 5%	9 6%	-	1 4%	1 3%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	12 6%	5 6%	7 7%	3 5%	8 9%	1 3%	11 7%	1 3%	2 5%	10 7%	10 7%	3 5%	4 4%	8 8%	12 9%	-	-	-
Waiting until current boiler needs to be replaced	5 3%	-	5 5%	-	3 4%	2 8%	5 3%	-	1 3%	4 3%	2 2%	3 6%	1 2%	4 4%	5 4%	-	-	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	10 5%	8 9%	2 2%	4 6%	5 5%	1 5%	7 5%	3 12%	4 10%	6 4%	9 7%	1 2%	8 9%	2 2%	-	5 31%	5 16%	10 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	22 12%	13 15%	9 9%	6 9%	13 14%	3 10%	19 12%	3 13%	12 26%	11 7%	16 12%	6 11%	10 12%	12 12%	3 2%	2 12%	17 51%	19 39% n
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	1 1%	1 1%	1 1%	1 1%	-	2 1%	-	-	2 1%	1 1%	1 2%	-	2 2%	2 1%	-	-	-
Not sure what has been recommended to me	2 1%	2 2%	-	2 2%	-	-	2 1%	-	-	2 1%	2 1%	-	-	2 2%	-	-	2 5%	2 3% n
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	7 4%	6 7% b	1 1%	3 5%	3 4%	-	6 3%	1 4%	3 8%	3 2%	7 5%	-	3 4%	3 3%	7 5%	-	-	-
Other	13 7%	8 10%	5 5%	2 3%	9 10%	2 6%	11 7%	2 9%	1 3%	12 8%	9 7%	4 7%	5 5%	8 8%	13 9% q	-	-	-
No reason	15 8%	6 7%	8 8%	4 6%	9 10%	1 4%	14 8%	1 4%	2 5%	12 9%	7 5%	8 14%	8 10%	6 6%	11 8%	2 12%	2 6%	4 8%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Don't know	21 11%	12 14%	8 8%	10 15%	8 8%	3 11%	15 9%	6 27%	5 11%	16 11%	15 11%	7 12%	11 12%	11 11%	16 11%	2 14%	3 10%	6 11%
NET: Any related to not having made decision yet	43 23%	14 16%	29 29% a	17 25%	19 21%	7 25%	38 23%	5 21%	7 17%	36 25%	28 21%	15 27%	15 18%	28 27%	41 29% q	1 5%	2 5%	2 5%
NET: Any financial reason	20 11%	6 6%	14 14%	8 12%	9 10%	3 10%	19 12%	-	2 5%	17 12%	14 10%	6 11%	11 12%	9 9%	18 13%	1 10%	1 2%	2 4%
NET: Any reason related to practical issues	55 29%	25 29%	30 30%	16 23%	30 33%	9 33%	50 30%	6 26%	20 44% i	36 25%	41 31%	15 26%	23 27%	32 32%	28 20%	6 43%	21 62%	27 56% n
NET: Any reason related to lack of information	8 4%	7 8% b	1 1%	5 7%	3 4%	-	7 4%	1 4%	3 8%	5 3%	8 6%	-	3 4%	5 5%	7 5%	-	2 5%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	180	162	18	78	67	19	44	46	41	47	114	66
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 3%	5 3%	-	5 5%	1 1%	-	3 7%	-	-	2 4%	3 3%	2 3%
Not got round to it yet	32 17%	32 19%	-	16 19%	13 19%	1 7%	14 31% M	3 5%	5 12%	10 19%	23 20%	8 12%
Need more time to decide (big decision)	7 4%	5 3%	2 7%	3 4%	2 2%	2 10%	2 5%	2 3%	2 4%	1 3%	4 3%	3 4%
Need to get quotes/find out exactly how much it will cost	7 3%	7 4%	-	5 5%	2 3%	-	1 3%	4 7%	1 2%	1 2%	2 2%	4 6%
Need to save up to have this done	11 6%	11 6%	-	7 8%	2 3%	1 8%	5 12% O	3 6%	2 6%	-	5 5%	5 8%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 1%	2 1%	-	1 1%	1 1%	1 4%	1 2%	-	1 2%	1 2%	2 1%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	1 4%	-	1 1%	-	1 2%	-	-	-	-	1 1%
Still in process of applying for Green Deal (and ECO) finance	3 2%	2 1%	1 4%	2 3%	1 1%	-	1 2%	2 3%	-	1 2%	2 2%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	1	-	-	-	1	-	-	-	1	-	1
		7%	-	-	-	5%	-	-	-	2%	-	7%
Green Deal finance application process too long/complex	1	1	-	-	-	1	-	-	-	-	-	1
			-	-	-	7%	-	-	-	-	-	7%
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10	8	2	5	4	1	2	6	-	1	5	5
	5%	5%	11%	5%	6%	7%	4%	17% N	-	3%	4%	7%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	12	12	-	10	2	-	2	3	2	6	6	6
	6%	7%	-	12%	3%	-	4%	5%	5%	11%	5%	9%
Waiting until current boiler needs to be replaced	5	5	-	-	3	3	-	-	2	3	5	-
	3%	3%	-	-	4%	15%	-	-	5%	7%	5%	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	10	7	3	4	4	-	4	2	4	-	7	3
	5%	4%	16%	4%	6%	-	9% O	4%	10% O	-	6%	4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	22 12%	14 9%	8 37%	2 3%	15 21% †	2 10%	4 9%	11 22%	4 9%	3 7%	16 14%	6 8%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 1%	-	-	2 3%	-	-	1 2%	1 3%	-	2 2%	-
Not sure what has been recommended to me	2 1%	2 1%	-	-	-	-	-	2 3%	-	-	2 1%	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	7 4%	7 4%	-	7 8% u	-	-	1 3%	1 2%	1 2%	3 7%	1 1%	6 8% w
Other	13 7%	12 7%	2 7%	5 5%	8 12%	-	-	6 12% K	3 7%	4 9%	9 8%	4 6%
No reason	15 8%	13 8%	2 10%	6 7%	6 8%	2 14%	1 1%	3 5%	5 13% K	6 12%	11 10%	3 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Don't know	21 11%	21 12%	1 4%	10 12%	5 7%	3 19%	2 4%	4 8%	8 20% K	6 13%	12 10%	9 14%
NET: Any related to not having made decision yet	43 23%	41 25%	2 7%	24 28%	15 21%	3 17%	20 43% MN	4 9%	7 16%	12 25%	29 25%	14 20%
NET: Any financial reason	20 11%	19 11%	1 4%	11 13%	6 8%	2 13%	8 18% O	7 13%	3 8%	2 3%	9 7%	11 16%
NET: Any reason related to practical issues	55 29%	44 27%	11 52%	19 22%	26 37%	5 30%	12 27%	17 33%	13 31%	13 26%	37 32%	18 26%
NET: Any reason related to lack of information	8 4%	8 5%	-	7 8% u	-	-	1 3%	2 5%	1 2%	3 7%	2 2%	6 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	180	101	30	40	22	137	16	56	5	119	-	61	119
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 3%	5 5%	1 4%	1 3%	1 5%	4 3%	-	2 4%	-	3 3%	-	2 3%	3 3%
Not got round to it yet	32 17%	21 20%	4 12%	5 11%	3 12%	28 20%	1 4%	17 30% GJ	-	14 12%	-	17 27% GJ	14 12%
Need more time to decide (big decision)	7 4%	2 2%	1 4%	1 3%	2 6%	5 4%	-	2 4%	-	4 4%	-	2 4%	4 4%
Need to get quotes/find out exactly how much it will cost	7 3%	4 4%	1 4%	1 3%	4 14%	4 3%	-	1 2%	1 18%	4 3%	-	2 4% E	4 3%
Need to save up to have this done	11 6%	7 7%	3 9%	3 7%	3 10%	6 4%	2 9%	6 10%	1 17%	4 3%	-	7 11% GJ	4 3%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 1%	2 2%	-	-	-	2 2%	-	2 3%	-	1 1%	-	2 2%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 1%	-	-	-	1 1%	-	-	-	1 1%	-	-	1 1%
Still in process of applying for Green Deal (and ECO) finance	3 2%	2 2%	1 3%	* 1%	-	2 2%	1 5%	1 2%	-	2 2%	-	1 2%	2 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1*	-	1 3%	-	-	1 1%	-	-	-	1 1%	-	-	1 1%
Green Deal finance application process too long/complex	1*	1 1%	-	-	-	1*	-	-	-	1 1%	-	-	1 1%
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 5%	6 6%	3 9%	1 2%	-	5 3%	2 13%	1 2%	-	8 7%	-	1 2%	8 7%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	12 6%	7 7%	2 5%	1 2%	3 10%	8 5%	-	5 9%	1 17%	6 5%	-	6 10%	6 5%
Waiting until current boiler needs to be replaced	5 3%	3 3%	-	-	3 10%	4 3%	-	1 1%	-	5 4%	-	1 1%	5 4%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	10 5%	5 5%	1 3%	5 11%	-	6 4%	4 25%	2 3%	-	8 7%	-	2 3%	8 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	22 12%	7 6%	3 11%	11 25%	1 5%	18 13%	3 15%	5 9%	-	17 14%	-	5 8%	17 14%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	-	1 3%	-	1 4%	1 1%	-	-	-	2 2%	-	-	2 2%
Not sure what has been recommended to me	2 1%	-	-	2 4%	-	2 1%	-	-	-	2 1%	-	-	2 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	7 4%	2 2%	1 3%	3 8%	-	7 5%	-	1 2%	3 49%	2 2%	-	4 7% E	2 2%
Other	13 7%	6 6%	3 11%	2 5%	3 10%	10 7%	-	4 7%	-	9 7%	-	4 7%	9 7%
No reason	15 8%	10 10%	3 9%	1 3%	-	10 7%	3 19%	2 3%	-	13 10%	-	2 3%	13 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 569

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Don't know	21 11%	11 10%	2 6%	5 11%	4 14%	15 11%	2 9%	4 8%	-	17 14%	-	4 7%	17 14%
NET: Any related to not having made decision yet	43 23%	28 27%	6 21%	7 17%	6 23%	36 26%	1 4%	22 38% GJ	-	21 17%	-	22 34% GJ	21 17%
NET: Any financial reason	20 11%	14 13%	4 13%	4 10%	7 24%	13 9%	2 9%	9 15%	2 34%	9 7%	-	11 17% GJ	9 7%
NET: Any reason related to practical issues	55 29%	24 23%	10 31%	15 36%	8 29%	36 26%	8 46%	12 22%	1 17%	42 34%	-	14 21%	42 34%
NET: Any reason related to lack of information	8 4%	2 2%	1 3%	5 12% y	-	8 6%	-	1 2%	3 49%	4 3%	-	4 7% E	4 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	180	8	17	-	32	20	56	53	124	-	-	180	52	128	112	68
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 3%	-	-	-	2	-	2	2	3	-	-	5	1	4	2	3
		-	-	-	8%	-	4%	4%	2%	-	-	3%	2%	3%	2%	5%
Not got round to it yet	32 17%	2	11	-	5	5	17	16	14	-	-	32	11	20	19	13
		27%	58%	-	17%	26%	30% dh	30% dh	11%	-	-	17%	20%	15%	16%	18%
Need more time to decide (big decision)	7 4%	-	2	-	1	-	2	2	4	-	-	7	2	4	5	2
		-	8%	-	3%	-	4%	5%	3%	-	-	4%	4%	3%	4%	2%
Need to get quotes/find out exactly how much it will cost	7 3%	-	-	-	1	-	1	1	5	-	-	7	2	5	2	4
		-	-	-	4%	-	2%	2%	4%	-	-	3%	4%	3%	2%	6%
Need to save up to have this done	11 6%	1	1	-	1	6	6	6	5	-	-	11	5	6	4	7
		9%	8%	-	5%	29%	10%	11%	4%	-	-	6%	9%	4%	3%	9%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 1%	-	-	-	2	2	2	2	1	-	-	2	-	2	2	1
		-	-	-	6% h	8%	3%	3%	1%	-	-	1%	-	2%	1%	1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1
		-	-	-	-	-	-	-	1%	-	-	1%	1%	-	-	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Still in process of applying for Green Deal (and ECO) finance	3 2%	-	-	-	1 4%	-	1 2%	1 2%	2 2%	-	-	3 2%	2 3%	2 1%	2 2%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 *	-	-	-	-	-	-	-	1 1%	-	-	1 *	-	1 1%	1 1%	-
Green Deal finance application process too long/complex	1 *	-	-	-	-	-	-	-	1 1%	-	-	1 *	-	1 1%	-	1 1%
Had difficulties finding someone to provide quotes/ carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 5%	-	-	-	-	1 6%	1 2%	-	8 6%	-	-	10 5%	2 4%	8 6%	7 6%	3 4%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	12 6%	3 37%	2 13%	-	3 10%	1 6%	5 9%	5 10%	7 5%	-	-	12 6%	2 4%	10 8%	8 7%	4 5%
Waiting until current boiler needs to be replaced	5 3%	-	-	-	1 3%	-	1 1%	1 1%	5 4%	-	-	5 3%	2 4%	3 3%	3 3%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	188	8**	19**	-**	28*	20**	57*	53*	131	-**	-**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	10 5%	-	-	-	1	1	2	2	8	-	-	10	4	6	8	2
		-	-	-	2%	5%	3%	3%	6%	-	-	5%	6%	5%	7%	3%
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	22 12%	-	2	-	2	1	5	5	17	-	-	22	*	22	12	10
		-	13%	-	8%	5%	9%	10%	13%	-	-	12%	1%	16% 1	10%	15%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	-	-	-	-	-	-	-	2	-	-	2	-	2	1	1
		-	-	-	-	-	-	-	2%	-	-	1%	-	2%	1%	2%
Not sure what has been recommended to me	2 1%	-	-	-	-	-	-	-	2	-	-	2	-	2	-	2
		-	-	-	-	-	-	-	1%	-	-	1%	-	1%	-	2%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	7 4%	-	-	-	1	-	1	1	6	-	-	7	5	2	6	1
		-	-	-	3%	-	2%	2%	4%	-	-	4%	9%	1%	5%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Other	13 7%	-	-	-	3 11%	2 10%	4 7%	3 6%	9 7%	-	-	13 7%	3 5%	10 8%	8 7%	5 6%
No reason	15 8%	-	-	-	2 7%	1 4%	2 3%	2 4%	13 10%	-	-	15 8%	7 12%	8 6%	11 10%	3 5%
Don't know	21 11%	2 27%	-	-	3 10%	-	4 8%	4 8%	17 13%	-	-	21 11%	7 12%	15 11%	15 13%	7 9%
NET: Any related to not having made decision yet	43 23%	2 27%	12 66%	-	8 28%	5 26%	22 38% h	20 38% h	21 16%	-	-	43 23%	15 27%	28 21%	25 22%	18 25%
NET: Any financial reason	20 11%	1 9%	1 8%	-	4 15%	7 36%	9 15%	9 16%	11 9%	-	-	20 11%	8 14%	12 9%	7 6%	13 17% n
NET: Any reason related to practical issues	55 29%	3 37%	3 17%	-	6 21%	5 23%	12 22%	11 21%	43 33%	-	-	55 29%	10 17%	46 35% l	34 29%	22 30%
NET: Any reason related to lack of information	8 4%	-	-	-	1 3%	-	1 2%	1 2%	7 6%	-	-	8 4%	5 9%	3 3%	6 5%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	180	15	66	46	45	63	54	78	24	23	15	12	11	169	42	116	18	98
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 3%	-	-	2 5%	3 7% q	-	3 6%	1 1%	2 8%	1 4%	-	-	-	5 3%	4 8%	2 1%	-	2 2%
Not got round to it yet	32 17%	-	18 25%	7 16%	6 14%	15 22%	11 20%	8 10%	6 23%	4 18%	2 15%	-	-	32 18%	4 9%	21 18%	1 4%	20 20%
Need more time to decide (big decision)	7 4%	-	4 5%	2 4%	1 3%	4 5%	-	4 5%	-	2 7%	-	-	-	7 4%	2 3%	4 4%	-	4 4%
Need to get quotes/find out exactly how much it will cost	7 3%	-	-	3 7% q	3 7% q	3 5%	3 4%	3 3%	-	-	-	-	-	7 4%	6 12% UW	1 1%	-	1 1%
Need to save up to have this done	11 6%	3 21%	2 2%	1 2%	6 12% q	1 2%	6 10%	3 4%	1 2%	2 9%	-	1 6%	1 7%	10 6%	8 17% UW	3 2%	1 4%	2 2%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 1%	-	-	2 3%	-	1 1%	2 4%	-	-	-	1 5%	-	-	2 1%	1 2%	2 1%	-	2 2%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	1 2%	-	-	-	1 1%	1 3%	-	-	-	-	1 *	-	1 1%	1 5%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Still in process of applying for Green Deal (and ECO) finance	3 2%	-	1*	2	1	1	1	1	2 7%	1*	-	-	-	3 2%	-	2 2%	1 8%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 *	1 7%	-	-	-	1 7%	1 2%	1 7%	-	-	-	-	-	1 *	-	-	-	-
Green Deal finance application process too long/complex	1 *	1 5%	-	-	-	1 7%	-	-	-	1 3%	-	-	-	1 *	-	1 1%	-	1 1%
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 5%	1 10%	5 7%	2 4%	-	3 5%	4 8%	3 4%	4 15%	-	-	-	-	10 6%	2 4%	7 6%	-	7 7%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	12 6%	-	5 7%	2 4%	3 7%	4 5%	2 4%	7 8%	-	1 3%	1 5%	-	-	12 7%	7 14%	5 5%	-	5 5%
Waiting until current boiler needs to be replaced	5 3%	-	1 2%	1 3%	3 6%	3 4%	-	2 3%	-	-	-	-	-	5 3%	2 5%	2 2%	-	2 2%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base 166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision 10 5%	1 10%	4 5%	2 4%	3 7%	3 4%	2 3%	6 7%	-	4 17%	2 13%	2 15%	2 18%	8 5%	1 1%	9 8% W	4 26%	5 5%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation 22 12%	2 14%	13 19% L	5 10% L	-	5 7%	6 11%	13 15%	3 10%	3 14%	1 4%	6 53%	6 61%	16 9%	* 1%	18 16% T	4 24%	14 14% T
Need to get other consent before I can start (e.g. planning live in conservation area listed building) 2 1%	-	1 1%	-	1 3%	-	-	2 2%	-	-	-	-	-	2 1%	-	1 1%	1 5%	-
Not sure what has been recommended to me 2 1%	-	-	-	2 3%	-	-	2 2%	-	-	-	2 14%	-	2 1%	-	-	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save) -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance) 7 4%	-	2 3%	3 7%	-	5 7%	1 2%	1 1%	2 8%	3 15%	-	-	-	7 4%	3 7%	3 3%	-	3 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Other	13 7%	2 17%	4 6%	3 7%	4 9%	5 7%	5 8%	5 6%	1 3%	-	5 31%	-	-	13 7%	1 1%	11 10%	1 9%	10 10%
No reason	15 8%	1 5%	6 8%	2 5%	6 12%	7 10%	3 4%	6 8%	1 4%	1 4%	3 17%	1 6%	1 7%	14 8%	2 5%	12 10%	1 5%	11 11%
Don't know	21 11%	2 18%	6 9%	6 13%	4 9%	7 11%	7 12%	15 18%	4 16%	1 4%	1 8%	1 7%	1 8%	21 12%	5 11%	11 9%	1 9%	9 9%
NET: Any related to not having made decision yet	43 23%	-	21 31%	12 24%	10 22%	18 27%	14 24%	13 16%	7 28%	7 29%	2 15%	-	-	43 24%	10 20%	26 22%	1 4%	25 25%
NET: Any financial reason	20 11%	3 21%	2 2%	7 14% q	9 19% q	6 8%	10 17%	7 8%	1 6%	2 9%	-	1 6%	1 7%	19 11%	15 30% UW	5 5%	1 9%	4 4%
NET: Any reason related to practical issues	55 29%	5 33%	22 32%	12 25%	10 22%	15 22%	12 21%	30 37% MN	5 21%	8 34%	3 18%	6 57%	6 66%	49 27%	12 24%	39 34%	9 56%	31 31%
NET: Any reason related to lack of information	8 4%	-	2 3%	3 7%	2 3%	5 7%	1 2%	2 3%	2 8%	3 15%	-	2 14%	-	8 5%	3 7%	3 3%	-	3 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	180	77	81	88	70	14	69	8	61	54	38	82	81	67	73	55
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 3%	5 6% x	-	5 5%	-	-	5 6%	-	-	-	3 8% DE	1 1%	2 3%	3 5%	3 4%	-
Not got round to it yet	32 17%	9 12%	20 24% z	17 18% w	12 18%	-	8 11%	1 17%	6 10%	15 25% D	8 19%	10 12%	16 19%	7 10%	16 21%	10 18%
Need more time to decide (big decision)	7 4%	2 3%	3 4%	2 2%	3 5%	-	2 3%	-	1 1%	3 5%	2 4%	5 5%	2 3%	2 3%	4 5%	1 1%
Need to get quotes/find out exactly how much it will cost	7 3%	6 7%	1 1%	6 6%	1 1%	1 6%	6 8%	-	1 1%	1 2%	5 11% D	1 1%	4 5%	2 3%	5 6%	1 2%
Need to save up to have this done	11 6%	9 11% z	2 3%	9 10% xz	1 2%	1 5%	9 12%	-	1 1%	6 9%	4 10%	5 6%	5 6%	6 8%	3 4%	4 7%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 1%	2 2%	1 1%	2 2%	1 1%	-	1 1%	1 12%	2 3%	1 1%	-	2 2%	1 1%	-	2 2%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	1 1%	-	1 1%	-	-	1 1%	-	1 1%	-	-	1 1%	-	-	-	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Still in process of applying for Green Deal (and ECO) finance	3 2%	2 3%	1 1%	2 2%	1 1%	1 8%	2 3%	-	3 5%	-	-	3 4%	-	2 2%	1 1%	2 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	-	1 1%	-	1 1%	-	-	-	-	-	-	-	-	-	1 1%	-
Green Deal finance application process too long/complex	1	-	1 1%	-	1 1%	-	-	-	1 1%	-	-	1 1%	-	1 1%	-	-
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 5%	3 4%	6 7%	3 4%	6 8%	-	2 3%	1 18%	2 4%	6 9%	2 5%	3 3%	7 8%	4 6%	6 7%	1 2%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	12 6%	9 11%	3 4%	10 11%	2 3%	1 8%	9 12%	-	1 1%	4 7%	6 14% D	2 2%	10 12% G	3 5%	3 4%	6 11%
Waiting until current boiler needs to be replaced	5 3%	4 5%	1 2%	4 5%	1 2%	-	3 5%	1 11%	1 2%	2 4%	1 3%	2 3%	3 3%	1 2%	2 3%	2 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	10 5%	3 4%	7 8%	3 3%	7 10%	4 30%	3 4%	-	7 12%	1 2%	1 3%	8 10% H	2 2%	7 11% J	1 2%	2 3%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	22 12%	4 5%	7 9%	4 4%	7 11%	3 25%	4 5%	* 7%	17 27% EF	3 5%	-	16 20% H	6 7%	10 15%	7 9%	6 10%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	1 1%	1 1%	1 1%	1 1%	-	1 2%	-	-	1 1%	1 3%	2 2%	-	1 1%	-	1 2%
Not sure what has been recommended to me	2 1%	-	-	-	-	-	-	-	2 3%	-	-	2 2%	-	-	-	2 3%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	7 4%	4 5%	1 2%	4 5%	1 2%	-	4 6%	-	1 1%	4 7%	1 3%	1 1%	6 7%	1 1%	1 1%	6 10% IJ



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 570

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Other	13 7%	3 3%	6 7%	3 3%	6 8%	-	3 4%	-	6 10%	5 8%	-	3 4%	9 10%	3 4%	6 7%	4 8%
No reason	15 8%	4 5%	9 11%	5 6%	8 11%	1 8%	3 4%	1 12%	3 5%	5 9%	4 9%	5 6%	7 8%	7 11%	7 9%	3 5%
Don't know	21 11%	9 12%	10 13%	10 11%	10 14%	2 17%	8 11%	2 23%	7 12%	2 4%	3 8%	12 14%	6 7%	7 10%	12 15%	6 10%
NET: Any related to not having made decision yet	43 23%	16 20%	23 28% z	24 26% w	16 22%	-	15 20%	1 17%	7 11%	18 30% D	13 32% D	15 18%	21 24%	13 19%	22 29%	11 20%
NET: Any financial reason	20 11%	17 21% xz	3 4%	18 19% xz	2 3%	1 11%	16 22%	1 12%	3 5%	8 13%	8 21% D	8 10%	9 11%	8 12%	9 12%	6 11%
NET: Any reason related to practical issues	55 29%	23 29%	23 29%	24 27%	22 31%	9 63%	22 30%	1 11%	26 42%	15 25%	10 25%	32 39%	23 27%	24 37% J	17 22%	15 26%
NET: Any reason related to lack of information	8 4%	4 5%	1 2%	4 5%	1 2%	-	4 6%	-	2 4%	4 7%	1 3%	2 3%	6 7%	1 1%	1 1%	7 13% IJ



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 571

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	180	79	112	140	40	74	73	29	140	32	143	26
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 3%	3 4%	2 2%	3 2%	2 5%	3 4%	-	-	4 3%	1 4%	4 3%	1 5%
Not got round to it yet	32 17%	13 17%	19 16%	24 17%	8 17%	19 25% 1	9 11%	4 12%	29 20%	3 9%	29 19%	1 5%
Need more time to decide (big decision)	7 4%	2 3%	5 4%	6 4%	1 2%	3 3%	3 4%	1 3%	7 5%	-	7 5%	-
Need to get quotes/find out exactly how much it will cost	7 3%	4 4%	2 2%	4 3%	3 7%	2 3%	3 4%	-	5 4%	1 4%	3 2%	3 12%
Need to save up to have this done	11 6%	9 11% 1K	4 3%	11 7% 1	-	7 9%	3 4%	1 2%	8 5%	3 9%	8 5%	3 11%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 1%	2 2%	2 1%	2 2%	-	2 2%	1 1%	-	1 1%	2 5%	2 1%	1 3%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	-	1 2%	-	-	1 3%	1 1%	-	1 1%	-
Still in process of applying for Green Deal (and ECO) finance	3 2%	1 1%	2 2%	2 2%	1 2%	-	1 1%	2 7%	3 2%	-	2 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 571

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	-	1	1	-	-	1	-	1	-	1	-
Green Deal finance application process too long/complex	1	1	-	1	-	-	1	-	1	-	-	1
Had difficulties finding someone to provide quotes/ carry out the work	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 5%	4 5%	7 6%	8 5%	2 5%	5 6%	3 4%	2 7%	7 5%	3 8%	7 5%	3 10%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	12 6%	6 7%	8 7%	9 7%	3 6%	2 3%	8 11%	2 7%	10 7%	2 6%	11 8%	1 3%
Waiting until current boiler needs to be replaced	5 3%	3 4%	3 3%	5 3%	1 2%	3 4%	2 3%	-	3 2%	2 6%	4 3%	1 5%
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	10 5%	3 4%	8 7%	8 6%	2 5%	3 4%	4 5%	3 10%	8 5%	2 6%	8 5%	2 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 571

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	22 12%	5 6%	12 10%	12 8%	10 24% HU	7 9%	8 10%	7 25%	13 9%	4 13%	14 9%	4 16%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	1 1%	1 1%	2 1%	-	1 2%	1 1%	-	2 1%	-	2 1%	-
Not sure what has been recommended to me	2 1%	-	-	-	2 4% J	-	2 2%	-	-	2 5%	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	7 4%	2 3%	6 5%	6 4%	1 2%	2 2%	3 5%	1 4%	7 5%	-	7 4%	-
Other	13 7%	6 8%	8 7%	12 8%	2 4%	6 7%	6 8%	-	6 4%	4 13%	10 7%	3 11%
No reason	15 8%	2 3%	11 10% H	11 8% H	3 8%	7 9%	6 8%	2 6%	13 9%	2 6%	12 8%	2 7%
Don't know	21 11%	13 16%	15 13%	19 13%	3 6%	5 7%	11 15%	5 15%	18 13%	2 7%	18 12%	1 3%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 571

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
NET: Any related to not having made decision yet	43 23%	18 22%	25 22%	32 22%	11 25%	24 32%	12 16%	4 15%	39 26%	4 13%	39 26%	3 10%
NET: Any financial reason	20 11%	13 16% I	7 6%	16 11% I	4 9%	11 14%	6 8%	1 5%	15 10%	5 16%	13 8%	7 26%
NET: Any reason related to practical issues	55 29%	21 26%	34 29%	38 27%	17 39%	17 22%	26 34%	12 42%	40 27%	11 33%	41 27%	11 40%
NET: Any reason related to lack of information	8 4%	2 3%	6 5%	6 4%	2 6%	2 2%	5 7%	1 4%	7 5%	2 5%	7 4%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 571

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	180	136	14	22	43	137	136	31	39	42	18	19	23	36	42
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 3%	4 3%	-	1 5%	3 6%	3 2%	5 4%	1 3%	-	2 5%	-	1 4%	-	3 7%	-
Not got round to it yet	32 17%	25 18%	5 35%	1 4%	3 6%	29 20% n	25 18%	12 39%	7 15%	2 3%	5 28%	7 38%	4 18%	7 18% u	7 16%
Need more time to decide (big decision)	7 4%	5 4%	1 8%	-	-	7 5%	5 4%	-	1 3%	-	1 8%	1 7%	1 4%	-	3 7%
Need to get quotes/find out exactly how much it will cost	7 3%	3 2%	-	3 14%	3 7%	3 2%	7 5%	1 4%	-	1 2%	-	-	1 4%	4 10%	1 3%
Need to save up to have this done	11 6%	6 4%	2 11%	3 13%	3 7%	8 5%	10 7%	3 11%	1 1%	4 8%	-	-	4 16%	1 3%	2 5%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 1%	2 2%	-	-	2 3%	1 1%	2 2%	1 3%	-	-	-	-	2 7%	1 2%	-
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 1%	-	-	-	1 1%	1 1%	-	-	1 2%	-	-	-	-	-
Still in process of applying for Green Deal (and ECO) finance	3 2%	3 2%	-	-	-	3 2%	3 2%	1 3%	-	1 2%	-	-	* 2%	-	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 571

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-
Green Deal finance application process too long/complex	1	-	1	-	1	-	1	-	-	-	-	-	-	1	-
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10	6	1	3	4	6	6	-	4	4	1	-	1	1	2
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	12	11	-	1	3	10	12	5	-	5	2	-	3	3	-
Waiting until current boiler needs to be replaced	5	4	-	1	2	3	3	1	3	1	1	1	1	-	1
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	10	7	1	1	2	8	9	-	-	3	1	2	-	1	3
	5	5	4	6	4	6	6	-	-	7	4	17	-	3	7



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 571

125 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	22 12%	17 12%	1 8%	-	5 11%	17 12%	6 4%	* 2%	16 36% p	5 11%	1 7%	5 26%	1 6%	6 15%	4 9%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 1%	-	-	-	2 1%	2 1%	-	-	1 3%	-	1 5%	-	-	-
Not sure what has been recommended to me	2 1%	-	2 10%	-	2 3% o	-	2 1%	-	-	2 3%	-	-	-	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	7 4%	3 2%	-	3 14%	3 8%	3 2%	6 4%	1 3%	1 2%	2 5%	-	-	-	-	4 9%
Other	13 7%	6 5%	-	6 23%	6 12%	8 5%	9 6%	-	4 9%	1 3%	-	-	3 13%	2 4%	7 16%
No reason	15 8%	13 9%	1 8%	1 3%	2 4%	13 9%	11 8%	1 3%	3 7%	3 7%	1 8%	1 7%	1 5%	4 10%	4 9%
Don't know	21 11%	18 13%	1 3%	-	3 8%	18 13%	14 10%	3 10%	5 11%	8 18%	3 21%	-	1 3%	5 15%	4 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 571

I25 (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
NET: Any related to not having made decision yet	43 23%	34 24%	7 43%	2 9%	6 12%	37 26%	35 25%	13 42%	8 18%	4 8%	6 36%	8 44%	5 22%	9 25%	11 23%
NET: Any financial reason	20 11%	12 8%	2 11%	6 27%	7 16%	13 9%	19 14%	5 18%	1 1%	5 11%	-	-	6 26%	5 13%	3 7%
NET: Any reason related to practical issues	55 29%	43 31%	3 20%	5 19%	13 28%	42 30%	36 26%	6 20%	17 39%	15 33%	4 27%	8 45%	6 28%	10 26%	11 24%
NET: Any reason related to lack of information	8 4%	3 2%	2 10%	3 14%	5 11%	3 2%	7 5%	1 3%	1 2%	4 8%	-	-	-	-	4 9%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 572

I25_SUM (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

I25: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	34	24	38	1	4	22	24	10	12	6	5
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	1 2%	-	1 3%	-	-	1 4%	1 5%	-	1 10%	-	-
Not got round to it yet	7 20%	3 13%	2 4%	1 100%	-	9 37%	5 20%	-	3 28%	1 11%	-
Need more time to decide (big decision)	-	2 8%	-	-	-	1 3%	2 6%	-	-	1 19%	1 15%
Need to get quotes/find out exactly how much it will cost	1 4%	-	2 6%	-	1 32%	-	1 3%	-	-	-	1 19%
Need to save up to have this done	2 7%	-	3 7%	-	-	-	1 3%	2 22%	1 6%	2 29%	-
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	1 2%	-	-	-	-	1 3%	1 3%	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	-	-	-	-	-	-	1 3%	-	-	-	-
Still in process of applying for Green Deal (and ECO) finance	1 2%	-	2 7%	-	-	-	-	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	-	-	1 2%	-	-	-	-	-	-	-	-
Green Deal finance application process too long/complex	1 2%	-	-	-	-	-	-	-	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 572

I25_SUM (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	I25: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Supplier carrying out the work could not start straight away	1 4%	6 22%	1 2%	-	-	-	-	-	-	-	2 33%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	3 9%	2 9%	1 2%	-	1 21%	2 10%	-	1 14%	1 9%	-	-
Waiting until current boiler needs to be replaced	-	-	-	-	-	-	5 22%	-	-	-	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	2 5%	1 2%	2 4%	-	-	1 5%	2 7%	1 10%	2 17%	-	-
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	2 6%	4 16%	9 24%	-	-	2 8%	4 16%	-	4 4%	1 15%	-
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	1 2%	-	-	-	-	-	-	-	1 19%
Not sure what has been recommended to me	2 4%	-	-	-	-	-	-	-	-	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	-	1 5%	1 2%	-	-	1 4%	-	-	2 15%	2 26%	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 572

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I25_SUM (M) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All key measures that respondents definitely/probably will install

	I25: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Other	5 14%	3 11%	3 7%	-	-	1 5%	1 4%	-	1 5%	-	-
No reason	3 8%	2 8%	4 11%	-	-	1 5%	1 3%	3 26%	-	-	1 14%
Don't know	5 12%	2 6%	5 14%	-	2 47%	4 15%	3 3%	3 27%	1 6%	-	-
NET: Any related to not having made decision yet	7 20%	5 21%	3 8%	1 100%	-	11 44%	8 32%	-	4 37%	2 30%	1 15%
NET: Any financial reason	4 10%	-	5 13%	-	1 32%	1 3%	3 13%	2 22%	1 6%	2 29%	1 19%
NET: Any reason related to practical issues	9 23%	9 36%	11 31%	-	1 21%	6 23%	10 40%	2 24%	3 26%	1 15%	3 52%
NET: Any reason related to lack of information	2 4%	1 5%	1 2%	-	-	1 4%	-	-	2 15%	2 26%	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	144	67	76	51	68	24	123	19	35	108	107	37	78	66	102	14	28	42
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 4%	2 3%	3 4%	2 4%	2 3%	1 3%	5 4%	-	-	5 5%	2 2%	4 9%	1 1%	5 6%	5 5%	-	-	-
Not got round to it yet	26 18%	10 14%	16 21%	9 19%	14 19%	3 11%	24 18%	2 14%	4 12%	22 20%	19 18%	8 17%	9 14%	17 21%	24 22% q	1 6%	2 5%	2 5%
Need more time to decide (big decision)	7 5%	2 2%	5 6%	2 4%	1 1%	4 15%	5 4%	1 8%	3 9%	3 3%	5 5%	2 4%	3 5%	3 4%	7 6%	-	-	-
Need to get quotes/find out exactly how much it will cost	7 4%	-	7 8% a	1 3%	3 4%	2 8%	7 5%	-	1 2%	6 5%	3 3%	4 9%	2 2%	5 6%	7 6%	-	-	-
Need to save up to have this done	9 6%	3 5%	6 8%	5 10%	4 6%	-	8 6%	-	-	9 8%	7 7%	2 6%	5 8%	4 5%	8 7%	1 6%	1 2%	1 3%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 2%	2 2%	1 1%	1 2%	1 1%	1 3%	2 2%	-	2 4%	1 1%	2 2%	-	2 4%	-	2 2%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	1 1%	-	1 2%	-	-	1 1%	-	-	1 1%	1 1%	-	1 1%	-	-	1 7%	-	1 2%
Still in process of applying for Green Deal (and ECO) finance	3 2%	2 3%	1 1%	2 5%	1 1%	-	3 2%	-	* 1%	3 2%	3 3%	-	2 4%	1 1%	1 1%	2 17%	* 2%	2 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 1%	-	1 1%	-	-	1 4%	-	1 6%	1 3%	-	1 1%	-	1 1%	-	1 1%	-	-	-
Green Deal finance application process too long/complex	1	-	1 1%	1 1%	-	-	-	1 5%	1 2%	-	1 1%	-	1 1%	-	-	1 6%	-	1 2%
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 7%	3 4%	7 9%	5 9%	2 2%	4 14%	10 7%	-	1 4%	9 8%	9 8%	1 3%	5 8%	5 5%	9 8%	-	1 4%	1 3%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 8%	4 6%	7 9%	3 7%	7 10%	1 3%	11 8%	1 5%	2 4%	10 9%	9 9%	3 6%	3 5%	8 10%	11 11% q	-	-	-
Waiting until current boiler needs to be replaced	5 4%	-	5 7% a	-	3 4%	2 9%	5 4%	-	1 4%	4 3%	2 2%	3 7%	1 2%	4 5%	5 5%	-	-	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 5%	6 8%	2 3%	4 8%	3 4%	1 5%	5 4%	3 17%	2 7%	6 5%	7 6%	1 3%	6 9%	2 3%	-	5 44%	3 11%	8 20% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 13%	13 19%	6 8%	6 12%	11 15%	3 11%	18 13%	2 14%	9 26%	11 9%	13 13%	6 14%	9 14%	11 13%	2 2%	2 16%	16 52%	18 43%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	1 2%	1 1%	1 2%	1 2%	-	2 2%	-	-	2 2%	1 1%	1 3%	-	2 2%	2 2%	-	-	-
Not sure what has been recommended to me	2 1%	2 2%	-	2 3%	-	-	2 1%	-	-	2 1%	2 1%	-	-	2 2%	-	-	2 5%	2 4%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 3%	4 6%	1 1%	3 6%	2 2%	-	4 3%	1 6%	2 5%	3 3%	5 5%	-	3 5%	2 2%	5 5%	-	-	-
Other	13 9%	8 12%	5 6%	2 4%	9 13%	2 7%	11 8%	2 13%	1 4%	12 11%	9 9%	4 9%	5 7%	8 10%	13 12%	q	-	-
No reason	14 9%	6 9%	7 9%	4 8%	8 11%	1 5%	13 10%	1 6%	2 6%	12 10%	6 6%	8 18%	7 11%	6 8%	10 9%	2 16%	2 7%	4 9%
Don't know	20 13%	11 16%	8 10%	9 18%	8 11%	2 8%	15 11%	4 27%	4 11%	15 13%	13 12%	7 15%	9 14%	11 13%	14 13%	2 20%	3 11%	6 14%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
NET: Any related to not having made decision yet	36 24%	14 20%	23 29%	12 25%	17 24%	6 26%	34 26%	2 14%	7 21%	29 26%	23 22%	13 29%	11 17%	25 30%	34 32% q	1 6%	2 5%	2 5%
NET: Any financial reason	18 12%	5 7%	13 17%	7 15%	8 11%	3 11%	17 13%	-	2 7%	16 14%	12 11%	6 14%	9 14%	9 11%	16 15%	1 14%	1 2%	2 5%
NET: Any reason related to practical issues	47 32%	21 31%	26 32%	13 26%	25 34%	9 38%	42 32%	5 32%	15 41%	33 29%	32 31%	15 33%	18 28%	29 34%	24 23%	5 50%	17 58%	23 56% n
NET: Any reason related to lack of information	6 4%	6 8%	1 1%	5 9%	2 2%	-	6 4%	1 6%	2 5%	5 4%	6 6%	-	3 5%	3 4%	5 5%	-	2 5%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	144	127	17	58	58	15	31	42	32	37	93	51
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 4%	5 4%	-	5 7%	1 1%	-	3 11%	-	-	2 5%	3 3%	2 4%
Not got round to it yet	26 18%	26 20%	-	13 21%	11 18%	1 9%	11 34%	3 6%	4 13%	8 22%	19 20%	8 14%
Need more time to decide (big decision)	7 5%	5 4%	2 8%	3 5%	2 3%	2 12%	2 7%	2 4%	2 5%	1 3%	4 4%	3 6%
Need to get quotes/find out exactly how much it will cost	7 4%	7 5%	-	5 7%	2 3%	-	1 4%	4 8%	1 3%	1 2%	2 2%	4 8%
Need to save up to have this done	9 6%	9 7%	-	6 9%	2 3%	1 5%	5 14%	2 5%	2 7%	-	5 5%	5 9%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 2%	2 2%	-	1 1%	1 1%	1 5%	1 2%	-	1 2%	1 2%	2 2%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	-	1 4%	-	1 1%	-	1 3%	-	-	-	-	1 1%
Still in process of applying for Green Deal (and ECO) finance	3 2%	2 2%	1 4%	2 4%	1 1%	-	1 3%	2 3%	-	1 2%	2 3%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 7%	1 7%	-	-	-	1 6%	-	-	-	1 2%	-	1 2%
Green Deal finance application process too long/complex	1	1 7%	-	-	-	-	1 2%	-	-	-	-	1 7%
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 7%	8 6%	2 11%	5 7%	4 6%	1 9%	2 6%	6 13%	-	1 3%	5 5%	5 9%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 8%	11 9%	-	9 15%	2 3%	-	2 6%	3 6%	2 6%	5 12%	5 6%	6 11%
Waiting until current boiler needs to be replaced	5 4%	5 4%	-	-	3 4%	3 19%	-	-	2 6%	3 9%	5 6%	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 5%	5 4%	3 17%	2 3%	4 7%	-	4 13%	2 4%	2 6%	-	5 5%	3 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	20 13%	12 9%	8 39%	2 4%	13 22% †	2 12%	3 10%	9 21%	4 11%	3 9%	15 16%	5 9%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 2%	-	-	2 3%	-	-	1 2%	1 4%	-	2 2%	-
Not sure what has been recommended to me	2 1%	2 1%	-	-	-	-	-	2 3%	-	-	2 2%	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 3%	5 4%	-	5 8% u	-	-	1 4%	1 2%	1 3%	2 5%	1 1%	4 7% w
Other	13 9%	12 9%	2 8%	5 8%	8 14%	-	-	6 13%	3 9%	4 11%	9 9%	4 8%
No reason	14 9%	12 9%	2 10%	5 8%	6 9%	2 17%	1 2%	3 6%	5 14%	6 15%	11 12%	3 5%
Don't know	20 13%	19 15%	1 4%	9 15%	5 8%	2 17%	2 6%	4 9%	7 23%	5 14%	12 13%	8 14%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
NET: Any related to not having made decision yet	36 24%	35 27%	2 8%	20 31%	13 21%	3 21%	15 48%	4 10%	6 18%	11 29% M	23 25%	13 24%
NET: Any financial reason	18 12%	17 14%	1 4%	10 16%	6 9%	2 11%	7 24%	6 13%	3 10%	2 4%	8 8%	10 19%
NET: Any reason related to practical issues	47 32%	36 28%	11 54%	14 22%	24 39%	5 37%	8 26%	15 33%	11 33%	12 32%	32 34%	15 28%
NET: Any reason related to lack of information	6 4%	6 5%	-	5 8% u	-	-	1 4%	2 5%	1 3%	2 5%	2 3%	4 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	144	80	22	33	18	109	13	47	3	94	-	50	94
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 4%	5 7%	1 6%	1 4%	1 6%	4 4%	-	2 5%	-	3 3%	-	2 4%	3 3%
Not got round to it yet	26 18%	18 22%	2 11%	3 10%	3 14%	22 20%	1 5%	15 32% GJ	-	11 11%	-	15 29% GJ	11 11%
Need more time to decide (big decision)	7 5%	2 3%	1 6%	1 4%	2 8%	5 5%	-	2 5%	-	4 4%	-	2 5%	4 4%
Need to get quotes/find out exactly how much it will cost	7 4%	4 5%	1 6%	1 4%	4 17%	4 4%	-	1 2%	1 30%	4 4%	-	2 5% E	4 4%
Need to save up to have this done	9 6%	6 7%	2 9%	3 9%	3 13%	4 4%	2 11%	5 11%	1 28%	3 3%	-	6 12% GJ	3 3%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 2%	2 3%	-	-	-	2 2%	-	2 3%	-	1 1%	-	2 3%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	1 1%	-	-	-	1 1%	-	-	-	1 1%	-	-	1 1%
Still in process of applying for Green Deal (and ECO) finance	3 2%	2 2%	1 5%	* 1%	-	2 2%	1 6%	1 2%	-	2 2%	-	1 2%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 1%	-	1 4%	-	-	1 1%	-	-	-	1 1%	-	-	1 1%
Green Deal finance application process too long/complex	1 *	1 1%	-	-	-	1 1%	-	-	-	1 1%	-	-	1 1%
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 7%	6 8%	3 12%	1 3%	-	5 4%	2 15%	1 3%	-	8 9%	-	1 3%	8 9%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 8%	7 9%	1 3%	1 2%	3 12%	7 6%	-	5 9%	1 28%	6 6%	-	6 11%	6 6%
Waiting until current boiler needs to be replaced	5 4%	3 3%	-	-	3 12%	4 4%	-	1 2%	-	5 5%	-	1 7%	5 5%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 5%	3 4%	1 5%	5 14%	-	6 5%	2 16%	2 3%	-	6 7%	-	2 3%	6 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 13%	7 8%	3 11%	9 27%	1 6%	16 14%	3 18%	4 9%	-	15 16%	-	4 8%	15 16%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	-	1 4%	-	1 5%	1 1%	-	-	-	2 2%	-	-	2 2%
Not sure what has been recommended to me	2 1%	-	-	2 5%	-	2 1%	-	-	-	2 2%	-	-	2 2%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 3%	2 3%	1 4%	2 5%	-	5 4%	-	1 2%	2 42%	2 2%	-	3 5% E	2 2%
Other	13 9%	6 8%	3 14%	2 6%	3 13%	10 9%	-	4 9%	-	9 9%	-	4 8%	9 9%
No reason	14 9%	10 12%	3 12%	1 4%	-	10 9%	3 23%	2 4%	-	12 12%	-	2 4%	12 12%
Don't know	20 13%	10 12%	1 4%	5 14%	4 17%	14 12%	2 11%	4 9%	-	15 16%	-	4 8%	15 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 573

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
NET: Any related to not having made decision yet	36 24%	25 31%	5 22%	5 14%	6 29%	30 27%	1 5%	20 41% GJ	-	17 17%	-	20 38% GJ	17 17%
NET: Any financial reason	18 12%	12 15%	3 15%	4 13%	7 30%	11 10%	2 11%	8 16%	2 58%	8 8%	-	10 20% E	8 8%
NET: Any reason related to practical issues	47 32%	19 23%	8 35%	14 40%	8 36%	32 29%	6 41%	10 21%	1 28%	36 37%	-	11 21%	36 37%
NET: Any reason related to lack of information	6 4%	2 3%	1 4%	3 10%	-	6 6%	-	1 2%	2 42%	4 4%	-	3 5% E	4 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	144	6	15	-	26	18	47	44	97	5	32	107	37	107	88	56
Weighted Base	149	6**	17**	**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 4%	-	-	-	2	-	2	2	3	-	2	3	1	4	2	3
		-	-	-	10%	-	5%	5%	3%	-	7%	3%	3%	4%	2%	6%
Not got round to it yet	26 18%	2	9	-	4	5	15	14	11	1	7	18	9	17	15	11
		37%	57%	-	18%	29%	32% h	31% h	11%	17%	23%	16%	24%	15%	17%	19%
Need more time to decide (big decision)	7 5%	-	2	-	1	-	2	2	4	-	2	4	2	4	5	2
		-	9%	-	4%	-	5%	5%	4%	-	8%	4%	6%	4%	6%	3%
Need to get quotes/find out exactly how much it will cost	7 4%	-	-	-	1	-	1	1	5	1	-	5	2	5	2	4
		-	-	-	5%	-	2%	3%	5%	24%	-	5%	5%	4%	3%	7%
Need to save up to have this done	9 6%	1	1	-	1	5	5	5	4	1	4	5	5	4	3	6
		13%	4%	-	3%	27%	11%	12%	4%	15%	11%	4%	14% m	4%	4%	10%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 2%	-	-	-	2	2	2	2	1	-	2	1	-	2	2	1
		-	-	-	7%	8%	3%	4%	1%	-	5%	1%	-	2%	2%	1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1
		-	-	-	-	-	-	-	1%	-	-	1%	2%	-	-	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Still in process of applying for Green Deal (and ECO) finance	3 2%	-	-	-	1 5%	-	1 2%	1 2%	2 2%	-	1 3%	2 2%	2 4%	2 1%	2 3%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 1%	-	-	-	-	-	-	-	1 1%	-	-	1 1%	-	1 1%	1 1%	-
Green Deal finance application process too long/complex	1 *	-	-	-	-	-	-	-	1 1%	-	-	1 1%	-	1 1%	-	1 1%
Had difficulties finding someone to provide quotes/ carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 7%	-	-	-	-	1 7%	1 3%	-	8 8%	-	-	10 9%	2 5%	8 7%	7 8%	3 5%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 8%	2 37%	2 15%	-	2 8%	1 7%	5 9%	5 10%	7 7%	2 44%	2 8%	7 6%	2 5%	9 9%	7 8%	4 7%
Waiting until current boiler needs to be replaced	5 4%	-	-	-	1 3%	-	1 2%	1 2%	5 5%	-	1 2%	5 4%	2 5%	3 3%	3 4%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	8 5%	-	-	-	1	1	2	2	6	-	1	7	2	6	6	2
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	20 13%	-	2	-	1	1	4	4	15	-	4	15	*	19	10	10
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	-	-	-	-	-	-	-	2	-	-	2	-	2	1	1
Not sure what has been recommended to me	2 1%	-	-	-	-	-	-	-	2	-	-	2	-	2	-	2
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 3%	-	-	-	1	-	1	1	4	-	1	4	3	2	4	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Other	13 9%	-	-	-	3	2	4	3	9	-	3	10	3	10	8	5
No reason	14 9%	-	-	-	2	1	2	2	12	-	2	12	6	8	10	3
Don't know	20 13%	2	-	-	3	-	4	4	15	1	3	15	6	14	13	7
NET: Any related to not having made decision yet	36 24%	2	11	-	7	5	20	18	17	1	12	24	13	23	20	16
		37%	66%	-	31%	29%	41% h	42% h	17%	17%	37%	21%	34%	21%	22%	28%
NET: Any financial reason	18 12%	1	1	-	3	7	8	8	10	2	5	11	8	10	6	12
		13%	4%	-	15%	36%	16%	18%	10%	39%	16%	10%	21%	9%	7%	20% n
NET: Any reason related to practical issues	47 32%	2	3	-	4	4	10	8	37	2	6	39	6	41	28	19
		37%	19%	-	18%	20%	21%	19%	37% g	44%	18%	35%	15%	37% l	32%	31%
NET: Any reason related to lack of information	6 4%	-	-	-	1	-	1	1	5	-	1	5	3	3	4	2
		-	-	-	4%	-	2%	2%	5%	-	3%	5%	8%	3%	4%	4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	144	11	52	40	35	50	46	58	18	18	14	11	10	134	31	95	14	81
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 4%	-	-	2 6%	3 9%	-	3 7%	1 2%	2 10%	1 5%	-	-	-	5 4%	4 11%	2 2%	-	2 2%
Not got round to it yet	26 18%	-	13 25%	6 16%	6 18%	11 22%	10 21%	8 13%	5 24%	4 23%	1 11%	-	-	26 19%	3 10%	17 18%	1 6%	17 20%
Need more time to decide (big decision)	7 5%	-	4 7%	2 4%	1 4%	4 7%	-	4 6%	-	2 9%	-	-	-	7 5%	2 5%	4 5%	-	4 5%
Need to get quotes/find out exactly how much it will cost	7 4%	-	-	3 8%	3 9%	3 6%	3 5%	3 5%	-	-	-	-	-	7 5%	6 17%	1 1%	-	1 1%
Need to save up to have this done	9 6%	2 20%	2 3%	1 2%	5 13%	1 1%	5 10%	3 5%	1 3%	1 8%	-	1 6%	1 7%	9 6%	7 21%	2 2%	1 5%	1 2%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 2%	-	-	2 4%	-	1 1%	2 5%	-	-	-	1 6%	-	-	2 2%	1 2%	2 2%	-	2 2%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	-	-	1 2%	-	-	-	1 1%	1 4%	-	-	-	-	1 1%	-	1 1%	1 7%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Still in process of applying for Green Deal (and ECO) finance	3 2%	-	1*	2	1	1	1	1	2	1*	-	-	-	3	-	2	1	1
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 1%	1	-	-	-	1	1	1	-	-	-	-	-	1	-	-	-	-
Green Deal finance application process too long/complex	1	1	-	-	-	1	-	-	-	1	-	-	-	1	-	1	-	1
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 7%	1	5	2	-	3	4	3	4	-	-	-	-	10	2	7	-	7
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 8%	-	4	2	3	3	2	6	-	1	1	-	-	11	7	5	-	5
Waiting until current boiler needs to be replaced	5 4%	-	1	1	3	3	-	2	-	-	-	-	-	5	2	2	-	2



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base 149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base 132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision 8 5%	1 13%	4 7%	2 5%	1 3%	3 5%	2 4%	4 6%	-	2 17%	2 14%	2 16%	2 19%	6 5%	1 2%	7 8%	2 17%	5 6%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation 20 13%	2 18%	11 19%	5 12%	-	5 9%	5 10%	10 17%	3 14%	2 13%	1 5%	6 56%	6 65%	14 10%	* 1%	16 17%	4 31%	12 14%
Need to get other consent before I can start (e.g. planning live in conservation area listed building) 2 1%	-	1 2%	-	1 3%	-	-	2 3%	-	-	-	-	-	2 1%	-	1 1%	1 7%	-
Not sure what has been recommended to me 2 1%	-	-	-	2 4%	-	-	2 3%	-	-	-	2 14%	-	2 1%	-	-	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save) -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance) 5 3%	-	2 3%	2 4%	-	3 6%	1 2%	1 1%	2 17%	2 10%	-	-	-	5 3%	2 5%	3 3%	-	3 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Other	13 9%	2 15%	4 7%	3 9%	4 11%	5 9%	5 10%	5 8%	1 4%	-	5 33%	-	-	13 9%	1 2%	11 12%	1 17%	10 12%
No reason	14 9%	1 7%	6 11%	2 6%	5 13%	7 13%	3 5%	5 9%	1 5%	1 5%	3 18%	1 6%	1 7%	13 9%	2 5%	12 13%	1 6%	11 14%
Don't know	20 13%	2 15%	5 10%	6 15%	4 11%	6 12%	6 13%	13 21%	4 21%	1 5%	1 9%	1 7%	1 8%	19 14%	5 15%	10 10%	1 12%	8 10%
NET: Any related to not having made decision yet	36 24%	-	16 29%	10 26%	10 28%	14 26%	12 26%	13 21%	6 31%	7 38%	1 11%	12 -	-	36 26%	9 25%	21 23%	1 6%	21 25%
NET: Any financial reason	18 12%	2 20%	2 3%	7 16%	8 22%	5 9%	9 19%	7 11%	1 7%	1 8%	-	1 6%	1 7%	17 13%	14 40%	4 5%	1 12%	3 4%
NET: Any reason related to practical issues	47 32%	5 44%	18 33%	12 29%	8 23%	14 26%	10 22%	22 36%	5 27%	5 29%	3 19%	6 60%	6 71%	41 29%	10 28%	33 35%	7 55%	26 32%
NET: Any reason related to lack of information	6 4%	-	2 3%	2 4%	2 4%	3 6%	1 2%	2 4%	2 11%	2 10%	-	2 14%	-	6 5%	2 5%	3 3%	-	3 4%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

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19 Jun 2014

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	144	58	66	66	58	9	51	7	50	47	26	69	66	51	57	45
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 4%	5 8% xz	-	5 7% x	-	-	5 9%	-	-	-	3 12%	1 1%	2 3%	3 7%	3 5%	-
Not got round to it yet	26 18%	7 12%	16 25% z	13 20% w	10 18%	-	6 12%	1 19%	5 11%	12 24%	6 21%	9 12%	13 19%	6 12%	13 21%	9 20%
Need more time to decide (big decision)	7 5%	2 4%	3 5%	2 3%	3 6%	-	2 4%	-	1 2%	3 6%	2 6%	5 7%	2 3%	2 4%	4 6%	1 2%
Need to get quotes/find out exactly how much it will cost	7 4%	6 10% x	1 1%	6 9%	1 1%	10%	6 11%	-	1 2%	1 2%	5 16%	1 1%	4 6%	2 4%	5 7%	1 2%
Need to save up to have this done	9 6%	7 12%	2 3%	8 12%	1 2%	7%	7 13%	-	1 1%	6 11%	2 8%	5 7%	3 5%	5 10%	2 3%	3 7%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 2%	2 3%	1 1%	2 2%	1 1%	-	1 1%	1 13%	2 3%	1 2%	-	2 2%	1 1%	-	2 3%	1 2%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	1 1%	-	1 1%	-	-	1 1%	-	1 2%	-	-	1 1%	-	-	-	1 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Still in process of applying for Green Deal (and ECO) finance	3 2%	2 4%	1 2%	2 3%	1 2%	1 12%	2 4%	-	3 6%	-	-	3 5%	-	2 3%	1 2%	2 4%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 1%	-	1 1%	-	1 2%	-	-	-	-	-	-	-	-	-	1 1%	-
Green Deal finance application process too long/complex	1	-	1 1%	-	1 1%	-	-	-	1 1%	-	-	1 1%	-	1 1%	-	-
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 7%	3 5%	6 9%	3 5%	6 10%	-	2 4%	1 21%	2 4%	6 11%	2 7%	3 4%	7 10%	4 8%	6 9%	1 3%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 8%	8 14%	3 5%	10 14%	2 3%	1 13%	8 15%	-	1 2%	4 9%	5 18%	2 3%	9 13% G	3 7%	3 5%	5 11%
Waiting until current boiler needs to be replaced	5 4%	4 7%	1 2%	4 6%	1 2%	-	3 6%	1 13%	1 2%	2 4%	1 5%	2 4%	3 4%	1 3%	2 4%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 5%	3 5%	5 7%	3 5%	5 8%	2 23%	3 6%	-	5 10%	1 3%	1 4%	6 9%	2 2%	5 10%	1 2%	2 3%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 13%	4 7%	7 10%	4 6%	7 11%	3 29%	4 7%	* 8%	14 28% E	3 6%	-	14 20%	6 8%	9 17%	7 12%	5 10%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	1 2%	1 1%	1 2%	1 1%	-	1 2%	-	-	1 2%	1 4%	2 3%	-	1 2%	-	1 2%
Not sure what has been recommended to me	2 1%	-	-	-	-	-	-	-	2 3%	-	-	2 2%	-	-	-	2 3%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 3%	3 4%	1 2%	3 4%	1 2%	-	3 5%	-	1 2%	3 5%	1 5%	1 1%	4 6%	1 2%	1 1%	4 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 574

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Other	13 9%	3 5%	6 9%	3 4%	6 10%	-	3 5%	-	6 12%	5 10%	-	3 5%	9 13%	3 6%	6 9%	4 9%
No reason	14 9%	3 6%	9 14%	5 7%	8 14%	1 12%	2 5%	1 14%	3 6%	5 11%	3 11%	5 7%	6 8%	6 13%	7 11%	3 6%
Don't know	20 13%	9 14%	9 14%	9 14%	9 15%	2 18%	7 13%	2 26%	6 12%	2 4%	3 12%	11 15%	6 8%	6 12%	10 16%	6 12%
NET: Any related to not having made decision yet	36 24%	13 22%	20 30% z	19 28% w	14 23%	-	12 22%	1 19%	6 12%	14 27%	11 39%	13 19%	18 26%	10 21%	19 31%	10 22%
NET: Any financial reason	18 12%	15 26% xz	3 5%	16 24% xz	2 4%	1 17%	14 27%	1 13%	3 6%	8 15%	7 25%	8 12%	8 11%	7 14%	8 13%	5 11%
NET: Any reason related to practical issues	47 32%	20 34%	19 29%	22 32%	18 31%	5 54%	20 37%	1 13%	20 39%	15 29%	8 27%	26 37%	21 30%	18 36%	17 28%	13 28%
NET: Any reason related to lack of information	6 4%	3 4%	1 2%	3 4%	1 2%	-	3 5%	-	2 5%	3 5%	1 5%	2 3%	4 6%	1 2%	1 1%	6 12% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 575

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	144	65	88	112	32	58	57	26	108	28	113	21
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 4%	3 5%	2 2%	3 3%	2 6%	3 5%	-	-	4 4%	1 5%	4 3%	1 6%
Not got round to it yet	26 18%	11 17%	15 17%	19 17%	7 20%	15 24%	8 13%	4 14%	23 21%	3 10%	23 20%	1 6%
Need more time to decide (big decision)	7 5%	2 3%	5 6%	6 5%	1 2%	3 4%	3 6%	1 3%	7 6%	-	7 6%	-
Need to get quotes/find out exactly how much it will cost	7 4%	4 6%	2 3%	4 3%	3 8%	2 4%	3 5%	-	5 5%	1 5%	3 3%	3 15%
Need to save up to have this done	9 6%	7 11%	3 4%	9 8%	-	6 10%	3 4%	1 2%	7 6%	2 8%	7 6%	2 10%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 2%	2 2%	2 2%	2 2%	-	2 3%	1 1%	-	1 1%	2 5%	2 1%	1 4%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	-	-	-	1 2%	-	-	1 3%	1 1%	-	1 1%	-
Still in process of applying for Green Deal (and ECO) finance	3 2%	1 1%	2 3%	2 2%	1 2%	-	1 2%	2 8%	3 3%	-	2 2%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 575

I25 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 1%	-	1 1%	1 1%	-	-	1 1%	-	1 1%	-	1 1%	-
Green Deal finance application process too long/complex	1 *	1 1%	-	1 1%	-	-	1 1%	-	1 1%	-	-	1 3%
Had difficulties finding someone to provide quotes/ carry out the work	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 7%	4 7%	7 8%	8 7%	2 6%	5 8%	3 5%	2 8%	7 7%	3 9%	7 6%	3 12%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 8%	6 9%	7 8%	9 8%	3 8%	2 3%	7 13%	2 8%	10 9%	2 7%	11 9%	1 3%
Waiting until current boiler needs to be replaced	5 4%	3 5%	3 4%	5 4%	1 2%	3 6%	2 3%	-	3 3%	2 7%	4 4%	1 6%
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	8 5%	3 4%	6 7%	6 5%	2 6%	1 2%	4 7%	3 11%	6 5%	2 7%	6 5%	2 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 575

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 13%	4 6%	10 11%	10 9%	10 28%	6 10%	6 11%	7 28%	12 11%	3 10%	13 11%	3 13%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	1 2%	1 1%	2 2%	-	1 2%	1 1%	-	2 2%	-	2 2%	-
Not sure what has been recommended to me	2 1%	-	-	-	2 4%	-	2 3%	-	-	2 5%	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 3%	2 3%	4 4%	4 3%	1 3%	2 3%	2 3%	1 5%	5 4%	-	5 4%	-
Other	13 9%	6 9%	8 9%	12 10%	2 4%	6 9%	6 10%	-	6 5%	4 15%	10 9%	3 14%
No reason	14 9%	2 4%	10 12% H	10 9% H	3 10%	6 10%	6 10%	2 7%	12 11%	2 7%	11 9%	2 9%
Don't know	20 13%	13 20%	13 14%	17 15%	3 8%	5 9%	10 16%	5 18%	17 15%	2 8%	17 14%	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 575

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
NET: Any related to not having made decision yet	36 24%	16 24%	20 22%	26 23%	10 29%	18 31%	11 19%	4 17%	32 29%	4 15%	32 27%	3 12%
NET: Any financial reason	18 12%	12 18% 1	6 7%	14 13% 1	4 11%	10 17%	5 9%	1 6%	14 12%	4 15%	12 10%	6 29%
NET: Any reason related to practical issues	47 32%	19 29%	28 32%	33 29%	14 40%	14 23%	23 38%	10 41%	33 30%	9 32%	34 29%	9 43%
NET: Any reason related to lack of information	6 4%	2 3%	4 4%	4 3%	2 7%	2 3%	3 6%	1 5%	5 4%	2 5%	5 4%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 575

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	144	107	12	17	36	108	107	25	34	31	14	15	20	28	36
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 4%	4 4%	-	1 7%	3 7%	3 3%	5 5%	1 4%	-	2 6%	-	1 5%	-	3 9%	-
Not got round to it yet	26 18%	21 19%	4 32%	1 5%	3 8%	23 21%	20 19%	10 40%	6 16%	2 5%	4 29%	5 35%	3 15%	7 24%	6 15%
Need more time to decide (big decision)	7 5%	5 5%	1 10%	-	-	7 6%	5 5%	-	1 3%	-	1 10%	1 9%	1 4%	-	3 8%
Need to get quotes/find out exactly how much it will cost	7 4%	3 3%	-	3 18%	3 9%	3 3%	7 6%	1 5%	-	1 2%	-	-	1 4%	4 13%	1 3%
Need to save up to have this done	9 6%	5 5%	2 13%	2 12%	2 6%	7 6%	9 8%	3 11%	1 2%	4 11%	-	-	3 14%	1 4%	2 4%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 2%	2 2%	-	-	2 4%	1 1%	2 2%	1 3%	-	-	-	-	2 8%	1 3%	-
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 1%	1 1%	-	-	-	1 7%	1 1%	-	-	1 2%	-	-	-	-	-
Still in process of applying for Green Deal (and ECO) finance	3 2%	3 3%	-	-	-	3 3%	3 3%	1 4%	-	1 2%	-	-	* 3%	-	2 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 575

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 7%	1 1%	-	-	-	1 1%	-	-	-	-	1 7%	-	-	-	-
Green Deal finance application process too long/complex	1 *	-	1 5%	-	1 2%	-	1 7%	-	-	-	-	-	-	1 2%	-
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 7%	6 6%	1 10%	3 13%	4 10%	6 5%	6 6%	-	4 10%	4 12%	1 6%	-	1 7%	1 4%	2 6%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 8%	11 10%	-	1 4%	3 7%	9 8%	11 11%	5 18%	-	5 14%	1 6%	-	3 13%	3 11%	-
Waiting until current boiler needs to be replaced	5 4%	4 4%	-	1 7%	2 5%	3 3%	3 3%	1 3%	3 7%	1 4%	1 6%	1 5%	1 6%	-	1 4%
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	8 5%	5 5%	1 5%	1 7%	2 5%	6 5%	7 6%	-	-	1 3%	1 5%	2 14%	-	1 4%	3 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 575

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 13%	15 14%	1 10%	-	3 9%	16 15%	5 5%	* 2%	14 38% p	5 15%	1 9%	4 27%	1 7%	4 14%	4 10%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 2%	-	-	-	2 2%	2 2%	-	-	1 3%	-	1 6%	-	-	-
Not sure what has been recommended to me	2 1%	-	2 12%	-	2 4%	-	2 1%	-	-	2 5%	-	-	-	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 3%	3 3%	-	2 9%	2 5%	3 3%	4 4%	1 4%	1 2%	2 6%	-	-	-	-	3 7%
Other	13 9%	6 6%	-	6 29%	6 15%	8 7%	9 8%	-	4 11%	1 4%	-	-	3 15%	2 5%	7 19%
No reason	14 9%	12 11%	1 10%	1 4%	2 5%	12 11%	10 10%	1 4%	3 9%	2 7%	1 10%	1 9%	1 6%	4 13%	4 10%
Don't know	20 13%	16 15%	1 4%	-	3 9%	16 15%	13 12%	3 12%	5 13%	8 24%	3 19%	-	1 4%	5 16%	4 9%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 575

125 (R) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
NET: Any related to not having made decision yet	36 24%	30 28%	4 32%	2 12%	6 15%	31 28%	31 29%	11 43%	6 15%	4 11%	5 39%	5 35%	4 19%	9 33%	9 24%
NET: Any financial reason	18 12%	11 10%	2 13%	6 30%	6 17%	12 11%	18 16%	5 19%	1 2%	5 15%	- -	- -	5 27%	5 17%	3 7%
NET: Any reason related to practical issues	47 32%	35 32%	3 24%	5 25%	11 30%	36 32%	30 28%	5 21%	16 41%	11 33%	4 28%	8 52%	6 33%	8 29%	10 26%
NET: Any reason related to lack of information	6 4%	3 3%	2 12%	2 9%	3 9%	3 3%	6 5%	1 4%	1 2%	4 11%	- -	- -	- -	- -	3 7%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 *small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 1%	2	3 1%	2 1%	2 1%	1	5 1%	-	-	5 1%	2	4 2% j	1	5 1%	5 1%	-	-	-
Not got round to it yet	26 3%	10 2%	16 4%	9 3%	14 4%	3 1%	24 3%	2 2%	4 2%	22 3%	19 3%	8 3%	9 2%	17 4%	24 4% q	1 1%	2 1%	2 1%
Need more time to decide (big decision)	7 1%	2	5 1%	2 1%	1	4 2%	5 1%	1 1%	3 1%	3	5 1%	2 1%	3 1%	3 1%	7 1%	-	-	-
Need to get quotes/find out exactly how much it will cost	7 1%	-	7 1% a	1	3 1%	2 1%	7 1%	-	1	6 1%	3	4 2%	2	5 1%	7 1%	-	-	-
Need to save up to have this done	9 1%	3 1%	6 1%	5 2%	4 1%	-	8 1%	-	-	9 1%	7 1%	2 1%	5 1%	4 1%	8 1%	1 1%	1	1
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2	2	1	1	1	1	2	-	2 1%	1	2	-	2	-	2	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	1	-	1	-	-	1	-	-	1	1	-	1	-	-	1 1% n	-	1
Still in process of applying for Green Deal (and ECO) finance	3	2	1	2 1%	1	-	3	-	1	3	3	-	2	1	1	2 2% n	1	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	-	1	-	-	1	-	1	1	-	1	-	1	-	1	-	-	-
Green Deal finance application process too long/complex	1	-	1	1	-	-	-	1	1	-	1	-	1	-	-	1	-	1
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 1%	3 1%	7 2%	5 1%	2	4 1%	10 1%	-	1	9 1%	9 1%	1 1%	5 1%	5 1%	9 1%	-	1 1%	1
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 1%	4 1%	7 2%	3 1%	7 2%	1	11 1%	1 1%	2 1%	10 1%	9 1%	3 1%	3 1%	8 2%	11 2%	-	-	-
Waiting until current boiler needs to be replaced	5 1%	-	5 1%	-	3 1%	2 1%	5 1%	-	1 1%	4 1%	2	3 1%	1	4 1%	5 1%	-	-	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 1%	6 1%	2 1%	4 1%	3 1%	1 1%	5 1%	3 2%	2 1%	6 1%	7 1%	1 1%	6 1%	2 1%	-	5 5%	3 2%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 2%	13 3%	6 1%	6 2%	11 3%	3 1%	18 2%	2 2%	9 4%	11 2%	13 2%	6 3%	9 2%	11 2%	2 *	2 2% n	16 8% no	18 6% no
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 *	1 *	1 *	1 *	1 *	-	2 *	-	-	2 *	1 *	1 *	-	2 *	2 *	-	-	-
Not sure what has been recommended to me	2 *	2 *	-	2 *	-	-	2 *	-	-	2 *	2 *	-	-	2 *	-	-	2 7% n	2 7%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 1%	4 1%	1 *	3 1%	2 *	-	4 *	1 1%	2 1%	3 *	5 1%	-	3 1%	2 *	5 1%	-	-	-
Other	13 1%	8 2%	5 1%	2 1%	9 3% c	2 1%	11 1%	2 2%	1 *	12 2%	9 1%	4 2%	5 1%	8 2%	13 2% q	-	-	-
No reason	14 1%	6 1%	7 2%	4 1%	8 2%	1 1%	13 2%	1 1%	2 1%	12 2%	6 1%	8 3% j	7 2%	6 1%	10 1%	2 2%	2 1%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Don't know	20 2%	11 2%	8 2%	9 3%	8 2%	2 1%	15 2%	4 3%	4 2%	15 2%	13 2%	7 3%	9 2%	11 2%	14 2%	2 2%	3 2%	6 2%
Not answered definitely/ probably will install any key measures	797 84%	425 86%	368 82%	288 85%	288 80%	218 90% d	675 84%	108 88%	216 86%	578 84%	598 85%	200 82%	420 87%	377 82%	561 84%	77 88%	160 84%	236 85%
NET: Any related to not having made decision yet	36 4%	14 3%	23 5%	12 4%	17 5%	6 3%	34 4%	2 2%	7 3%	29 4%	23 3%	13 5%	11 2%	25 5% l	34 5% pq	1 1%	2 1%	2 1%
NET: Any financial reason	18 2%	5 1%	13 3% a	7 2%	8 2%	3 1%	17 2%	- -	2 1%	16 2%	12 2%	6 3%	9 2%	9 2%	16 2%	1 2%	1 *	2 1%
NET: Any reason related to practical issues	47 5%	21 4%	26 6%	13 4%	25 7%	9 4%	42 5%	5 4%	15 6%	33 5%	32 5%	15 6%	18 4%	29 6%	24 4%	5 6%	17 9% n	23 8% n
NET: Any reason related to lack of information	6 1%	6 1%	1 *	5 1%	2 *	-	6 1%	1 1%	2 1%	5 1%	6 1%	-	3 1%	3 1%	5 1%	-	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 1%	5 1%	-	1 *	-	3 2% MN	-	-	2 1%	3 1%	2 1%
Not got round to it yet	26 3% s	-	13 4%	11 3%	1 1%	11 6% MN	3 1%	4 2%	8 3%	19 3%	8 2%
Need more time to decide (big decision)	7 1%	5 1%	2 1%	2 *	2 1%	2 1%	2 1%	2 1%	1 *	4 1%	3 1%
Need to get quotes/find out exactly how much it will cost	7 1%	7 1%	5 1%	2 *	-	1 1%	4 1%	1 *	1 *	2 *	4 1%
Need to save up to have this done	9 1%	9 1%	6 2%	2 *	1 1%	5 3% O	2 1%	2 1%	-	5 1%	5 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 *	2 *	1 *	1 *	1 1%	1 *	-	1 *	1 *	2 *	1 *
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	1 *	-	1 *	-	-	-	-	1 *
Still in process of applying for Green Deal (and ECO) finance	3 *	2 *	2 1%	1 *	-	1 *	2 1%	-	1 *	2 *	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	1	-	-	-	1	-	-	-	1	-	1
Green Deal finance application process too long/complex	1	1	-	-	-	-	1	-	-	-	-	1
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 1%	8 1%	2 1%	5 1%	4 1%	1 1%	2 1%	6 2% N	-	1 *	5 1%	5 2%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 1%	11 1%	-	9 3% u	2 *	-	2 1%	3 1%	2 1%	5 2%	5 1%	6 2%
Waiting until current boiler needs to be replaced	5 1%	5 1%	-	-	3 1%	3 2% †	-	-	2 1%	3 1%	5 1%	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 1%	5 1%	3 2%	2 1%	4 1%	-	4 2% O	2 1%	2 1%	-	5 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	20 2%	12 2%	8 5% r	2 1%	13 3% †	2 1%	3 2%	9 4%	4 2%	3 1%	15 2%	5 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	2	-	-	2	-	-	1	1 1%	-	2	-
Not sure what has been recommended to me	2	2	-	-	-	-	-	2 1%	-	-	2	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 1%	5 1%	-	5 2% u	-	-	1 1%	1	1	2 1%	1	4 1% w
Other	13 1%	12 1%	2 1%	5 2%	8 2%	-	-	6 2%	3 1%	4 1%	9 1%	4 1%
No reason	14 1%	12 1%	2 1%	5 2%	6 1%	2 2%	1	3 1%	5 2%	6 2%	11 2%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Don't know	20 2%	19 2%	1	9 3%	5 1%	2 2%	2 1%	4 2%	7 3%	5 2%	12 2%	8 2%
Not answered definitely/ probably will install any key measures	797 84%	652 84%	145 88%	249 80%	366 86%	115 89%	134 81%	217 83%	196 86%	248 87%	533 85%	265 83%
NET: Any related to not having made decision yet	36 4%	35 4%	2 1%	20 6% u	13 3%	3 2%	15 9% MNO	4 2%	6 3%	11 4%	23 4%	13 4%
NET: Any financial reason	18 2%	17 2%	1	10 3%	6 1%	2 1%	7 4% O	6 2%	3 1%	2 1%	8 1%	10 3% w
NET: Any reason related to practical issues	47 5%	36 5%	11 7%	14 4%	24 6%	5 4%	8 5%	15 6%	11 5%	12 4%	32 5%	15 5%
NET: Any reason related to lack of information	6 1%	6 1%	-	5 2% u	-	-	1 1%	2 1%	1	2 1%	2	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 1%	5 1%	1 1%	1 1%	1 2%	4 1%	-	2 *	-	3 3% EIJ	-	2 *	3 1%
Not got round to it yet	26 3%	18 3%	2 2%	3 2%	3 4%	22 3%	1 1%	15 3%	-	11 10% EFHIJ	-	15 2%	11 3%
Need more time to decide (big decision)	7 1%	2 *	1 1%	1 1%	2 2%	5 1%	-	2 *	-	4 4% EHIJ	-	2 *	4 1%
Need to get quotes/find out exactly how much it will cost	7 1%	4 1%	1 1%	1 1%	4 5% yA	4 1%	-	1 *	1 3% EI	4 4% EHIJ	-	2 *	4 1%
Need to save up to have this done	9 1%	6 1%	2 1%	3 1%	3 4%	4 1%	2 2%	5 1%	1 2%	3 3%	-	6 1%	3 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 *	2 *	-	-	-	2 *	-	2 *	-	1 1%	-	2 *	1 *
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	1 *	-	-	-	1 *	-	-	-	1 1% I	-	-	1 *
Still in process of applying for Green Deal (and ECO) finance	3 *	2 *	1 1%	1 *	-	2 *	1 1%	1 *	-	2 2% EI	-	1 *	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	-	1 1%	-	-	1	-	-	-	1 1% EI	-	-	1
Green Deal finance application process too long/complex	1	1	-	-	-	1	-	-	-	1 1%	-	-	1
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 1%	6 1%	3 2%	1 *	-	5 1%	2 2%	1 *	-	8 8% EHJU	-	1 *	8 3% EI
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 1%	7 1%	1 1%	1 *	3 4% A	7 1%	-	5 1%	1 2%	6 5% EHJU	-	6 1%	6 2%
Waiting until current boiler needs to be replaced	5 1%	3 1%	-	-	3 4% yzA	4 1%	-	1 *	-	5 4% EHJU	-	1 *	5 1% EI
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 1%	3 1%	1 1%	5 2%	-	6 1%	2 2%	2 *	-	6 6% EHJU	-	2 *	6 2% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 2%	7 1%	3 2%	9 4% Y	1 2%	16 2%	3 3%	4 1%	-	15 14% EFHIJ	-	4 1%	15 5% EHI
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	-	1 1%	-	1 2% Y	1	-	-	-	2 2% EI	-	-	2 1%
Not sure what has been recommended to me	2	-	-	2 1%	-	2	-	-	-	2 1% EI	-	-	2
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 1%	2	1 1%	2 1%	-	5 1%	-	1	2 4% EHI	2 2% E	-	3 1% E	2 1%
Other	13 1%	6 1%	3 2%	2 1%	3 4%	10 1%	-	4 1%	-	9 8% EFHIJ	-	4 1%	9 3% EI
No reason	14 1%	10 2%	3 2%	1 1%	-	10 1%	3 3%	2	-	12 11% EFHIJ	-	2	12 4% EHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 576

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Don't know	20 2%	10 2%	1 1%	5 2%	4 5%	14 2%	2 2%	4 1%	-	15 14%	-	4 1%	15 5%
Not answered definitely/probably will install any key measures	797 84%	451 85% B	120 84% B	189 85% B	51 70%	676 86%	83 85%	521 92% GJ	43 91% GJ	10 9%	118 100% EFGJU	564 92% GJ	233 71% G
NET: Any related to not having made decision yet	36 4%	25 5%	5 4%	5 2%	6 9% A	30 4%	1 1%	20 3% H	-	17 16% EFHIJ	-	20 3%	17 5% H
NET: Any financial reason	18 2%	12 2%	3 2%	4 2%	7 9% yzA	11 1%	2 2%	8 1%	2 5% H	8 7% EHIJ	-	10 2%	8 2%
NET: Any reason related to practical issues	47 5%	19 4%	8 6%	14 6%	8 17% y	32 4%	6 6%	10 2%	1 2%	36 34% EFHIJ	-	11 2%	36 17% EHI
NET: Any reason related to lack of information	6 1%	2 *	1 1%	3 1%	-	6 1%	-	1 *	2 4% EHI	4 4% EIJ	-	3 *	4 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 1%	-	-	-	2	-	2	2	3	-	2	3	1	4	2	3
Not got round to it yet	26 3%	2	9	-	4	5	15	14	11	1	7	18	9	17	15	11
Need more time to decide (big decision)	7 1%	-	2	-	1	-	2	2	4	-	2	4	2	4	5	2
Need to get quotes/find out exactly how much it will cost	7 1%	-	-	-	1	-	1	1	5	1	-	5	2	5	2	4
Need to save up to have this done	9 1%	1	1	-	1	5	5	5	4	1	4	5	5	4	3	6
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2	-	-	-	2	2	2	2	1	-	2	1	-	2	2	1
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	-	-	-	-	-	-	-	1	-	-	1	1	-	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Still in process of applying for Green Deal (and ECO) finance	3	-	-	-	1	-	1	1	2	-	1	2	2	2	2	1
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	-	-	-	-	-	-	-	1	-	-	1	-	1	1	-
Green Deal finance application process too long/complex	1	-	-	-	-	-	-	-	1	-	-	1	-	1	-	1
Had difficulties finding someone to provide quotes/ carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10	-	-	-	-	1	1	-	8	-	-	10	2	8	7	3
	7%					7%	7%		2%			2%	7%	7%	7%	7%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11	2	2	-	2	1	5	5	7	2	2	7	2	9	7	4
	7%	2%	7%		7%	7%	7%	7%	2%	3%	7%	2%	7%	7%	7%	7%
Waiting until current boiler needs to be replaced	5	-	-	-	1	-	1	1	5	-	1	5	2	3	3	2
	7%				7%		7%	7%	7%		7%	7%	7%	7%	7%	7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	8 1%	-	-	-	1	1	2	2	6	-	1	7	2	6	6	2
									bfg			j	1%	1%	1%	1%
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	20 2%	-	2	-	1	1	4	4	15	-	4	15	*	19	10	10
			1%		1%	1%	1%	1%	bdfg		1%	j	*	2%	2%	2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 *	-	-	-	-	-	-	-	2	-	-	2	-	2	1	1
									1%			*		*		*
Not sure what has been recommended to me	2 *	-	-	-	-	-	-	-	2	-	-	2	-	2	-	2
									*		*	*		*		*
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 1%	-	-	-	1	-	1	1	4	-	1	4	3	2	4	1
					*		*	*	1%		*	1%	2%	*	1%	*
													m			



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Other	13 1%	-	-	-	3 1%	2 2%	4 1%	3 1%	9 2%	-	3 1%	10 2%	3 2%	10 1%	8 2%	5 1%
No reason	14 1%	-	-	-	2 1%	1 1%	2 *	2 *	12 3%	-	2 *	12 3%	6 4%	8 1%	10 2%	3 1%
Don't know	20 2%	2 2%	-	-	3 1%	-	4 1%	4 1%	15 4%	1 2%	3 1%	15 4%	6 3%	14 2%	13 2%	7 2%
Not answered definitely/ probably will install any key measures	797 84%	81 93%	240 94%	56 100%	204 90%	112 86%	521 92%	511 92%	276 73%	71 94%	416 93%	310 73%	127 77%	670 86%	446 83%	351 86%
NET: Any related to not having made decision yet	36 4%	2 2%	11 4%	-	7 3%	5 4%	20 3%	18 3%	17 4%	1 1%	12 3%	24 6%	13 8%	23 3%	20 4%	16 4%
NET: Any financial reason	18 2%	1 1%	1 *	-	3 2%	7 5%	8 1%	8 1%	10 3%	2 3%	5 1%	11 3%	8 5%	10 1%	6 1%	12 3%
NET: Any reason related to practical issues	47 5%	2 2%	3 1%	-	4 2%	4 3%	10 2%	8 2%	37 10%	2 3%	6 1%	39 9%	6 3%	41 5%	28 5%	19 5%
NET: Any reason related to lack of information	6 1%	-	-	-	1 *	-	1 *	1 *	5 1%	-	1 *	5 1%	3 2%	3 *	4 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 1%	-	-	2 1%	3 2%	-	3 1%	1 *	2 1%	1 1%	-	-	-	5 1%	4 3%	2 *	-	2 *
Not got round to it yet	26 3%	-	13 4%	6 2%	6 3%	11 3%	10 4%	8 3%	5 3%	4 4%	1 1%	-	-	26 3%	3 3%	17 2%	1 1%	17 3%
Need more time to decide (big decision)	7 1%	-	4 1%	2 1%	1 1%	4 1%	-	4 1%	-	2 2%	-	-	-	7 1%	2 1%	4 1%	-	4 1%
Need to get quotes/find out exactly how much it will cost	7 1%	-	-	3 1%	3 2%	3 1%	3 1%	3 1%	-	-	-	-	-	7 1%	6 5%	1 *	-	1 *
Need to save up to have this done	9 1%	2 2%	2 *	1 *	5 2%	1 *	5 2%	3 1%	1 *	1 2%	-	1 1%	1 1%	9 1%	7 6%	2 *	1 1%	1 *
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2 *	-	-	2 1%	-	1 *	2 1%	-	-	-	1 1%	-	-	2 *	1 1%	2 *	-	2 *
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1 *	-	-	1 *	-	-	-	1 *	1 *	-	-	-	-	1 *	-	1 *	1 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

125 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Still in process of applying for Green Deal (and ECO) finance	3	-	2	1	1	1	1	2	1	-	-	-	3	-	2	1	1
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	1	-	-	1	1	1	-	-	-	-	-	1	-	-	-	-
Green Deal finance application process too long/complex	1	1	-	-	1	-	-	-	1	-	-	-	1	-	1	-	1
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10	5	2	-	3	4	3	4	-	-	-	-	10	2	7	-	7
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11	4	2	3	3	2	6	-	1	1	-	-	11	7	5	-	5
Waiting until current boiler needs to be replaced	5	1	1	3	3	-	2	-	-	-	-	-	5	2	2	-	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

125 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 1%	1 1%	4 1%	2 1%	1 1%	3 1%	2 1%	4 1%	-	2 2%	2 1%	2 2%	2 2%	6 1%	1 1%	7 1%	2 2%	5 1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 2%	2 2%	11 3%	5 2%	-	5 1%	5 2%	10 3%	3 2%	2 3%	1 *	6 6% PR	6 7% v	14 2%	* *	16 2%	4 3%	12 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 *	-	1 *	-	1 1%	-	-	2 1%	-	-	-	-	-	2 *	-	1 *	1 1%	-
Not sure what has been recommended to me	2 *	-	-	-	2 1%	-	-	2 *	-	-	-	2 2%	-	2 *	-	-	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 1%	-	2 1%	2 1%	-	3 1%	1 *	1 *	2 1%	2 2%	-	-	-	5 1%	2 1%	3 *	-	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

125 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Other	13 1%	2 2%	4 1%	3 1%	4 2%	5 1%	5 2%	5 1%	1 *	-	5 3%	-	-	13 2%	1 *	11 2%	1 1%	10 2%
No reason	14 1%	1 1%	6 2%	2 1%	5 2%	7 2%	3 1%	5 2%	1 1%	1 1%	3 2%	1 1%	1 1%	13 2%	2 1%	12 2%	1 1%	11 2%
Don't know	20 2%	2 2%	5 1%	6 2%	4 2%	6 2%	6 2%	13 4% M	4 2%	1 1%	1 1%	1 1%	1 1%	19 2%	5 4% U	10 1%	1 1%	8 1%
Not answered definitely/probably will install any key measures	797 84%	83 89%	296 84%	210 84%	165 82%	350 87% O	214 82%	262 81%	161 89%	79 81%	138 91% Q	88 89%	75 89%	722 84%	93 73%	613 87% T	115 90% T	498 86% T
NET: Any related to not having made decision yet	36 4%	-	16 5% p	10 4%	10 5% p	14 3%	12 5%	13 4%	6 3%	7 7% RS	1 1%	-	-	36 4%	9 7% UV	21 3%	1 1%	21 4%
NET: Any financial reason	18 2%	2 2%	2 *	7 3% q	8 4% q	5 1%	9 3% M	7 2%	1 1%	1 2%	-	1 1%	1 1%	17 2%	14 11% UVW	4 1%	1 1%	3 1%
NET: Any reason related to practical issues	47 5%	5 5%	18 5%	12 5%	8 4%	14 3%	10 4%	22 7% M	5 3%	5 5%	3 2%	6 7%	6 8%	41 5%	10 8%	33 5%	7 5%	26 5%
NET: Any reason related to lack of information	6 1%	-	2 1%	2 1%	2 1%	3 1%	1 *	2 1%	2 1%	2 2%	-	2 2%	-	6 1%	2 1%	3 *	-	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

125 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 1%	5 1% xz	-	5 1% x	-	-	5 2%	-	-	-	3 2% DE	1	2 1%	3 1%	3 1%	-
Not got round to it yet	26 3%	7 2%	16 4% z	13 3% w	10 3%	-	6 2%	1 1%	5 2%	12 5% D	6 4%	9 2%	13 3%	6 2%	13 3%	9 4%
Need more time to decide (big decision)	7 1%	2 1%	3 1%	2 1%	3 1%	-	2 1%	-	1	3 1%	2 1%	5 1%	2	2 1%	4 1%	1
Need to get quotes/find out exactly how much it will cost	7 1%	6 2% x	1	6 1%	1	1 1%	6 2%	-	1	1 1%	5 3% D	1	4 1%	2 1%	5 1%	1
Need to save up to have this done	9 1%	7 2%	2 1%	8 2%	1	1 1%	7 3%	-	1	6 2% D	2 2%	5 1%	3 1%	5 1%	2 1%	3 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2	2	1	2	1	-	1	1 1%	2	1	-	2	1	-	2	1
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	1	-	1	-	-	1	-	1	-	-	1	-	-	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

125 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Still in process of applying for Green Deal (and ECO) finance	3	2	1	2	1	1	2	-	3	-	-	3	-	2	1	2
	1%	1%	1%	1%	1%	2%	1%	-	1%	-	-	1%	-	1%	1%	1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-
Green Deal finance application process too long/complex	1	-	1	-	1	-	-	-	1	-	-	1	-	1	-	-
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10	3	6	3	6	-	2	1	2	6	2	3	7	4	6	1
	1%	1%	1%	1%	2%	-	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11	8	3	10	2	1	8	-	1	4	5	2	9	3	3	5
	1%	2%	1%	2%	1%	2%	3%	-	1%	2%	4%	1%	2%	1%	1%	2%
Waiting until current boiler needs to be replaced	5	4	1	4	1	-	3	1	1	2	1	2	3	1	2	2
	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	8 1%	3 1%	5 1%	3 1%	5 1%	2 3%	3 1%	-	5 1%	1 1%	1 1%	6 1%	2*	5 2%	1*	2 1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 2%	4 1%	7 2%	4 1%	7 2%	3 4%	4 1%	* 1%	14 4% F	3 1%	-	14 3%	6 1%	9 3%	7 2%	5 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 *	1	1	1	1	-	1	-	-	1	1 1%	2 *	-	1	-	1
Not sure what has been recommended to me	2 *	-	-	-	-	-	-	-	2	-	-	2	-	-	-	2 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 1%	3 1%	1	3 1%	1	-	3 1%	-	1	3 1%	1 1%	1	4 1%	1	1	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 577

125 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Other	13 1%	3 1%	6 1%	3 1%	6 2%	-	3 1%	-	6 2%	5 2%	-	3 1%	9 2%	3 1%	6 1%	4 2%
No reason	14 1%	3 1%	9 2%	5 1%	8 2%	1 2%	2 1%	1 1%	3 1%	5 2%	3 2%	5 1%	6 1%	6 2%	7 2%	3 1%
Don't know	20 2%	9 2%	9 2%	9 2%	9 2%	2 2%	7 3%	2 2%	6 2%	2 1%	3 2%	11 2%	6 1%	6 2%	10 2%	6 2%
Not answered definitely/ probably will install any key measures	797 84%	294 83%	344 84%	337 83%	300 84%	56 86%	207 80%	80 93% B	300 86% E	189 79%	110 80%	369 84%	378 84%	272 85%	332 84%	223 83%
NET: Any related to not having made decision yet	36 4%	13 4%	20 5% z	19 5% w	14 4%	-	12 4%	1 1%	6 2%	14 6% D	11 8% D	13 3%	18 4%	10 3%	19 5%	10 4%
NET: Any financial reason	18 2%	15 4% xz	3 1%	16 4% xz	2 1%	1 2%	14 6%	1 1%	3 1%	8 3% D	7 5% D	8 2%	8 2%	7 2%	8 2%	5 2%
NET: Any reason related to practical issues	47 5%	20 6%	19 5%	22 5%	18 5%	5 7%	20 8% C	1 1%	20 6%	15 6%	8 5%	26 6%	21 5%	18 6%	17 4%	13 5%
NET: Any reason related to lack of information	6 1%	3 1%	1 *	3 1%	1 *	-	3 1%	-	2 1%	3 1%	1 1%	2 1%	4 1%	1 *	1 *	6 2% U



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 578

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 1%	3 1%	2	3	2 1%	3 1%	-	-	4 1%	1 1%	4 1%	1 1%
Not got round to it yet	26 3%	11 3%	15 3%	19 3%	7 3%	15 4%	8 2%	4 2%	23 4%	3 2%	23 3%	1 1%
Need more time to decide (big decision)	7 1%	2 1%	5 1%	6 1%	1	3 1%	3 1%	1 1%	7 1%	-	7 1%	-
Need to get quotes/find out exactly how much it will cost	7 1%	4 1%	2	4 1%	3 1%	2 1%	3 1%	-	5 1%	1 1%	3	3 3% N
Need to save up to have this done	9 1%	7 2% K	3 1%	9 1%	-	6 1%	3 1%	1	7 1%	2 1%	7 1%	2 2%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2	2	2	2	-	2	1	-	1	2 1%	2	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	-	-	-	1	-	-	1 1%	1	-	1	-
Still in process of applying for Green Deal (and ECO) finance	3	1	2	2	1	-	1	2 1% k	3	-	2	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 578

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	-	1	1	-	-	1	-	1	-	1	-
Green Deal finance application process too long/complex	1	1	-	1	-	-	1	-	1	-	-	1
Had difficulties finding someone to provide quotes/ carry out the work	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10	4	7	8	2	5	3	2	7	3	7	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11	6	7	9	3	2	7	2	10	2	11	1
	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Waiting until current boiler needs to be replaced	5	3	3	5	1	3	2	-	3	2	4	1
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	8	3	6	6	2	1	4	3	6	2	6	2
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 578

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 2%	4 1%	10 2%	10 1%	10 4% H	6 1%	6 2%	7 5% k	12 2%	3 1%	13 2%	3 3%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	1	1	2	-	1	1	-	2	-	2	-
Not sure what has been recommended to me	2	-	-	-	2 1%	-	2	-	-	2 1% L	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 1%	2 1%	4 1%	4 1%	1	2	2	1 1%	5 1%	-	5 1%	-
Other	13 1%	6 2%	8 2%	12 2%	2 1%	6 1%	6 2%	-	6 1%	4 2%	10 1%	3 3%
No reason	14 1%	2 1%	10 2% H	10 2% H	3 1%	6 2%	6 2%	2 1%	12 2%	2 1%	11 2%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 578

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Don't know	20 2%	13 4%	13 2%	17 2%	3 1%	5 1%	10 3%	5 3%	17 3%	2 1%	17 2%	1 1%
Not answered definitely/ probably will install any key measures	797 84%	297 82%	446 83%	561 83%	236 87%	352 85%	295 83%	132 84%	537 83%	160 85%	601 84%	90 80%
NET: Any related to not having made decision yet	36 4%	16 4%	20 4%	26 4%	10 4%	18 4%	11 3%	4 3%	32 5%	4 2%	32 4%	3 2%
NET: Any financial reason	18 2%	12 3% U	6 1%	14 2% I	4 1%	10 2%	5 2%	1 1%	14 2%	4 2%	12 2%	6 6% N
NET: Any reason related to practical issues	47 5%	19 5%	28 5%	33 5%	14 5%	14 3%	23 6%	10 7%	33 5%	9 5%	34 5%	9 8%
NET: Any reason related to lack of information	6 1%	2 1%	4 1%	4 1%	2 1%	2 1%	3 1%	1 1%	5 1%	2 1%	5 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 578

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/ would (P)	Might/ might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	5 1%	4 1%	-	1 1%	3 1%	3	5 1%	1	-	2 1%	-	1	-	3 2%	-
Not got round to it yet	26 3%	21 3%	4 5%	1 1%	3 1%	23 3%	20 4%	10 4%	6 2%	2 1%	4 5% u	5 3%	3 3%	7 4% u	6 3%
Need more time to decide (big decision)	7 1%	5 1%	1 1%	-	-	7 1%	5 1%	-	1	-	1 2%	1 1%	1 1%	-	3 1%
Need to get quotes/find out exactly how much it will cost	7 1%	3	-	3 3% p	3 1%	3	7 1%	1	-	1	-	-	1 1%	4 2% w	1 1%
Need to save up to have this done	9 1%	5 1%	2 2%	2 2%	2 1%	7 1%	9 1%	3 1%	1	4 2%	-	-	3 3% w	1 1%	2 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	2	2	-	-	2 1%	1	2	1	-	-	-	-	2 2%	1	-
Applied for or enquired about Green Deal/ECO finance or grant but haven't heard yet if I've been successful	1	1	-	-	-	1	1	-	-	1	-	-	-	-	-
Still in process of applying for Green Deal (and ECO) finance	3	3	-	-	-	3	3 1%	1	-	1	-	-	-	-	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 578

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1	1	-	-	-	1	-	-	-	-	1%	-	-	-	-
Green Deal finance application process too long/complex	1	-	1%	-	1	-	1	-	-	-	-	-	-	1	-
Had difficulties finding someone to provide quotes/carry out the work	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Supplier carrying out the work could not start straight away	10 1%	6 1%	1 1%	3 2%	4 1%	6 1%	6 1%	-	4 1%	4 2%	1 1%	-	1 1%	1 1%	2 1%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	11 1%	11 2%	-	1 1%	3 1%	9 1%	11 2%	5 2%	-	5 2%	1 1%	-	3 3%	3 2%	-
Waiting until current boiler needs to be replaced	5 1%	4 1%	-	1 1%	2 1%	3 1%	3 1%	1 1%	3 1%	1 1%	1 1%	1 1%	1 1%	-	1 1%
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	8 1%	5 1%	1 1%	1 1%	2 1%	6 1%	7 1%	-	-	1 1%	1 1%	2 1%	-	1 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 578

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	20 2%	15 2%	1 1%	-	3 1%	16 2%	5 1%	*	14 4% pq	5 2%	1 2%	4 2%	1 1%	4 3%	4 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	2	-	-	-	2	2	-	-	1 1%	-	1	-	-	-
Not sure what has been recommended to me	2	-	2 2% P	-	2 1%	-	2	-	-	2 1%	-	-	-	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	5 1%	3	-	2 2%	2 1%	3	4 1%	1	1	2 1%	-	-	-	-	3 1%
Other	13 1%	6 1%	-	6 5% PQ	6 2%	8 1%	9 2% q	-	4 1%	1 1%	-	-	3 3% w	2 1%	7 3% w
No reason	14 1%	12 2%	1 1%	1 1%	2 1%	12 2%	10 2% q	1	3 1%	2 1%	1 2%	1 1%	1 1%	4 2%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 578

I25 (R) (ALL) And which is the main reason why you have not had (Measure) installed (yet)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Don't know	20 2%	16 2%	1 1%	-	3 1%	16 2%	13 2%	3 1%	5 2%	8 4% w	3 4% w	-	1 1%	5 3% w	4 2%
Not answered definitely/ probably will install any key measures	797 84%	578 84%	79 86%	88 82%	226 86%	572 84%	476 82%	249 91% p	295 88% p	177 84%	56 81%	166 92% uvwyz	81 81%	130 82%	187 83%
NET: Any related to not having made decision yet	36 4%	30 4%	4 5%	2 2%	6 2%	31 5%	31 5% r	11 4%	6 2%	4 2%	5 7% u	5 3%	4 4%	9 6% u	9 4%
NET: Any financial reason	18 2%	11 2%	2 2%	6 5% p	6 2%	12 2%	18 3% r	5 2%	1 *	5 2% w	-	-	5 5% wz	5 3% w	3 1%
NET: Any reason related to practical issues	47 5%	35 5%	3 3%	5 4%	11 4%	36 5%	30 5% q	5 2%	16 5%	11 5%	4 5%	8 4%	6 6%	8 5%	10 4%
NET: Any reason related to lack of information	6 1%	3 *	2 2%	2 2%	3 1%	3 *	6 1%	1 *	1 *	4 2%	-	-	-	-	3 1%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	180	83	96	68	83	28	152	26	44	135	133	47	101	79	130	19	31	50
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Savings or regular income from current account	43 23%	15 17%	28 27%	19 28%	18 20%	5 19%	41 25%	2 10%	6 15%	36 25%	31 24%	11 20%	21 24%	22 22%	41 30%	1 9%	-	1 3%
Loan from bank/building society	5 3%	-	5 5% a	-	4 5%	1 3%	5 3%	-	1 2%	4 3%	3 2%	2 4%	2 2%	4 3%	5 4%	-	-	-
Mortgage extension	6 3%	1 1%	6 5%	6 8% d	1 1%	-	6 4%	-	1 2%	6 4%	4 3%	3 5%	1 1%	6 5%	6 5%	-	-	-
Loan/finance scheme through installer/provider	6 3%	3 4%	3 3%	4 6%	2 3%	-	5 3%	-	-	6 4%	5 4%	1 2%	4 5%	2 2%	5 3%	2 11%	-	2 3%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	2 2%	-	1 1%	1 3%	2 1%	-	-	2 1%	2 1%	-	2 2%	-	2 1%	-	-	-
Local authority/Council	21 11%	12 14%	9 9%	6 9%	10 11%	5 18%	21 13%	-	9 20% i	12 8%	15 12%	5 9%	5 6%	16 15% l	5 3%	1 9%	14 43%	16 33% n
Housing Association	11 6%	10 11% b	2 2%	4 6%	6 7%	1 4%	10 6%	1 6%	5 11%	6 4%	10 8%	1 2%	10 12% m	1 1%	-	3 18%	9 26%	11 23% n
Landlord	18 9%	12 13%	6 6%	9 13%	8 9%	1 4%	13 8%	4 20%	7 15%	11 8%	13 10%	5 9%	12 13%	6 6%	4 3%	7 47%	7 20%	14 28% n
Energy company (Energy Company Obligation - ECO)	17 9%	8 9%	9 9%	5 7%	9 10%	3 11%	15 9%	2 7%	3 6%	14 10%	14 11%	2 4%	9 11%	7 7%	16 12% q	-	*	* 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Other Green Deal provider/installer (not an energy company)	15 8%	6 7%	9 9%	5 8%	8 8%	2 8%	13 8%	2 11%	2 4%	13 9%	11 9%	4 7%	6 6%	10 9%	13 9%	-	2 7%	2 5%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	22 12%	8 9%	14 14%	2 3%	17 19% c	2 8%	19 12%	2 10%	5 11%	17 12%	16 12%	6 10%	7 8%	15 14%	21 15% q	1 4%	-	1 1%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 1%	-	1 1%	-	1 1%	-	-	1 1%	1 1%	-	-	1 1%	1 1%	-	-	-
Free	6 3%	2 3%	4 4%	1 1%	4 5%	1 3%	6 4%	-	1 2%	5 4%	4 3%	2 3%	2 3%	4 4%	6 4%	-	-	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	1 1%	2 2%	-	3 3%	-	3 2%	-	-	3 2%	1 1%	2 4%	1 1%	2 2%	3 2%	-	-	-
Don't know	36 19%	17 20%	18 18%	12 18%	13 15%	10 36%	27 17%	8 39%	8 18%	28 19%	21 16%	15 28%	18 21%	18 18%	33 24% q	2 16%	1 4%	4 8%
Paid for through Green Deal cashback scheme (from question I27)	46 25%	12 14%	34 34% a	18 26%	20 22%	8 30%	41 25%	4 18%	11 24%	36 25%	29 22%	17 30%	19 22%	27 27%	44 32% q	2 15%	-	2 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
NET: Financed themselves	59 31%	18 21%	40 40% a	28 41%	25 28%	5 19%	56 34%	2 10%	7 16%	51 36% h	41 31%	18 32%	26 31%	32 32%	56 40% q	3 20%	-	3 6%
NET: Paid for fully or partially by third party (including grants, subsidies)	76 40%	46 53% b	30 30%	27 39%	38 43%	11 38%	67 41%	9 41%	24 55% i	52 36%	59 45%	17 30%	38 44%	38 37%	33 24%	10 70%	33 96%	43 88% n
NET: Paid for through Green Deal scheme (from question I26+I27)	53 28%	14 16%	39 39% a	19 27%	26 29%	8 30%	47 29%	5 22%	11 24%	43 30%	34 26%	19 34%	20 23%	33 32%	51 37% q	2 15%	-	2 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	180	162	18	78	67	19	44	46	41	47	114	66
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Savings or regular income from current account	43 23%	42 25%	1 5%	22 26%	15 21%	4 24%	16 35% M	8 16%	9 22%	10 19%	26 22%	17 24%
Loan from bank/building society	5 3%	5 3%	-	4 5%	1 1%	-	-	1 2%	2 5%	2 4%	1 1%	4 6%
Mortgage extension	6 3%	6 4%	-	6 6% u	-	1 5%	5 10% O	1 2%	1 2%	-	1 1%	6 8% w
Loan/finance scheme through installer/provider	6 3%	5 3%	2 8%	2 2%	3 4%	1 8%	2 3%	2 5%	-	2 5%	3 2%	4 5%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	1 1%	1 5%	1 1%	1 1%	-	-	1 2%	1 2%	-	1 1%	1 1%
Local authority/Council	21 11%	13 8%	7 35%	3 4%	13 19% t	1 7%	1 1%	10 20% K	4 10%	5 11%	15 13%	5 8%
Housing Association	11 6%	8 5%	3 16%	3 4%	7 10%	-	3 7%	2 4%	4 11%	2 3%	10 8%	1 2%
Landlord	18 9%	11 7%	7 31%	4 5%	9 12%	-	9 19% O	6 13% O	3 7%	-	9 8%	9 13%
Energy company (Energy Company Obligation - ECO)	17 9%	16 10%	1 5%	6 7%	9 12%	2 12%	2 4%	5 11%	3 8%	7 14%	11 10%	5 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Other Green Deal provider/ installer (not an energy company)	15 8%	14 9%	1 5%	6 7%	6 9%	3 16%	1 2%	4 8%	6 14%	5 10%	7 6%	8 12%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	22 12%	22 13%	-	14 16%	5 7%	2 12%	4 9%	3 5%	4 9%	11 22% M	12 10%	9 13%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	1 1%	-	1 1%	-	-	-	-	-	1 2%	-	1 2%
Free	6 3%	4 3%	2 7%	4 4%	2 3%	-	-	3 6%	2 4%	2 3%	4 4%	2 2%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	3 2%	-	3 3%	-	-	-	1 2%	2 4%	-	3 2%	-
Don't know	36 19%	34 20%	2 11%	18 21%	12 17%	5 27%	6 13%	11 21%	8 20%	11 22%	26 22%	10 15%
Paid for through Green Deal cashback scheme (from question 127)	46 25%	42 25%	4 20%	27 31%	13 18%	6 32%	15 33% M	5 10%	8 19%	18 36% M	24 20%	22 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
NET: Financed themselves	59 31%	56 34%	3 12%	34 39%	18 25%	6 33%	22 49% MO	11 23%	13 32%	12 24%	30 25%	29 42% w
NET: Paid for fully or partially by third party (including grants, subsidies)	76 40%	59 35%	17 82%	21 25%	41 57% †	5 28%	15 32%	24 48%	19 46%	18 35%	48 41%	28 40%
NET: Paid for through Green Deal scheme (from question 126+127)	53 28%	49 29%	4 20%	30 35%	16 23%	6 32%	17 37% M	6 13%	11 26%	19 39% M	27 23%	26 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	180	101	30	40	22	137	16	56	5	119	-	61	119
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Savings or regular income from current account	43 23%	28 27% A	7 22%	4 10%	9 35%	28 20%	3 19%	18 32%	1 17%	24 19%	-	19 30%	24 19%
Loan from bank/building society	5 3%	3 3%	1 4%	-	1 4%	2 1%	-	4 6%	-	2 1%	-	4 6%	2 1%
Mortgage extension	6 3%	6 5%	3 9%	3 6%	4 13%	3 2%	-	-	-	6 5%	-	-	6 5%
Loan/finance scheme through installer/provider	6 3%	5 5%	1 5%	-	1 5%	6 5%	-	3 5%	-	4 3%	-	3 4%	4 3%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	2 2%	-	-	-	1 1%	1 6%	-	-	2 1%	-	-	2 1%
Local authority/Council	21 11%	6 5%	2 5%	12 29% y	1 5%	15 11%	4 25%	2 3%	-	19 15% EI	-	2 3%	19 15% EI
Housing Association	11 6%	8 7%	1 3%	3 6%	-	6 5%	5 29%	3 6%	-	8 7%	-	3 5%	8 7%
Landlord	18 9%	8 8%	4 13%	7 17%	-	15 11%	1 7%	3 5%	-	15 12%	-	3 4%	15 12%
Energy company (Energy Company Obligation - ECO)	17 9%	10 9%	5 15%	1 3%	2 6%	14 10%	1 6%	6 10%	-	11 9%	-	6 9%	11 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Other Green Deal provider/installer (not an energy company)	15 8%	7 7%	3 9%	2 5%	3 12%	10 7%	2 13%	2 4%	-	13 11%	-	2 3%	13 11%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	22 12%	16 16%	1 3%	4 10%	1 5%	19 14%	1 5%	7 12%	3 49%	11 9%	-	10 16% E	11 9%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	1 1%	-	-	-	1 1%	-	1 2%	-	-	-	1 2%	-
Free	6 3%	4 4%	1 4%	-	1 3%	5 4%	-	4 6%	-	2 2%	-	4 6%	2 2%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	1 1%	-	-	3 11%	-	-	1 2%	1 17%	1 1%	-	2 4% E	1 1%
Don't know	36 19%	18 17%	5 18%	6 14%	6 23%	27 20%	2 12%	14 24%	2 34%	20 16%	-	16 26%	20 16%
Paid for through Green Deal cashback scheme (from question 127)	46 25%	34 33%	7 24%	7 18%	6 23%	36 26%	2 11%	11 19%	3 49%	32 26%	-	14 22% E	32 26%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 579

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
NET: Financed themselves	59 31%	39 38% A	11 38%	7 16%	15 57%	37 27%	3 19%	22 39%	1 17%	35 28%	-	23 37%	35 28%
NET: Paid for fully or partially by third party (including grants, subsidies)	76 40%	33 32%	12 40%	25 60% Y	6 22%	57 41%	12 69%	15 27%	-	60 49% EI	-	15 24%	60 49% EI
NET: Paid for through Green Deal scheme (from question I26+I27)	53 28%	40 38% A	7 24%	7 18%	8 28%	42 30%	2 11%	13 24%	3 49%	36 29%	-	17 27%	36 29%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	180	8	17	-	32	20	56	53	124	-	-	180	52	128	112	68
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Savings or regular income from current account	43 23%	5 63%	9 49%	-	6 20%	9 45%	18 32% d	18 34% dh	25 19%	-	-	43 23%	16 29%	27 20%	22 19%	21 29%
Loan from bank/building society	5 3%	-	1 6%	-	2 8% h	1 6%	4 6%	4 7%	2 1%	-	-	5 3%	3 6%	2 1%	4 4%	1 1%
Mortgage extension	6 3%	-	-	-	-	-	-	-	6 5%	-	-	6 3%	4 7%	3 2%	1 1%	6 8% n
Loan/finance scheme through installer/provider	6 3%	-	3 14%	-	3 9%	1 7%	3 5%	3 5%	4 3%	-	-	6 3%	2 4%	4 3%	4 3%	2 3%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	-	-	-	-	-	-	2 1%	-	-	2 1%	1 1%	1 1%	1 1%	1 1%
Local authority/Council	21 11%	-	1 4%	-	1 3%	1 4%	2 3%	2 3%	19 15% fg	-	-	21 11%	1 1%	20 15% l	12 10%	9 12%
Housing Association	11 6%	-	1 7%	-	-	2 10%	3 6%	3 6%	8 6%	-	-	11 6%	4 7%	8 6%	7 6%	4 6%
Landlord	18 9%	-	-	-	3 10%	-	3 5%	3 5%	15 11%	-	-	18 9%	2 4%	16 12%	9 8%	8 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	188	8**	19**	-**	28*	20**	57*	53*	131	-**	-**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Energy company (Energy Company Obligation - ECO)	17 9%	2 20%	2 8%	-	1 3%	3 16%	6 10% dg	3 6%	11 9%	-	-	17 9%	2 4%	15 11%	15 13% o	2 3%
Other Green Deal provider/ installer (not an energy company)	15 8%	-	1 6%	-	2 7%	-	2 4%	2 4%	13 10%	-	-	15 8%	3 5%	12 9%	10 9%	5 7%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	22 12%	1 9%	3 15%	-	3 11%	3 14%	7 12%	6 11%	15 11%	-	-	22 12%	14 26% m	7 6%	17 15%	4 6%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 6%	-	1 4% h	-	1 2%	1 2%	-	-	-	1 1%	-	1 1%	1 1%	-
Free	6 3%	-	1 4%	-	3 10% h	-	4 6%	4 7%	2 2%	-	-	6 3%	-	6 5%	3 3%	3 4%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	188	8**	19**	-**	28*	20**	57*	53*	131	-**	-**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Paid for in some other way	3 2%	-	-	-	1	-	1	1	2	-	-	3	1	2	1	2
					4%		2%	2%	1%			2%	2%	1%	1%	2%
Don't know	36 19%	2	3	-	10	1	14	14	23	-	-	36	10	27	23	13
		27%	18%		35% h	4%	24%	26%	17%			19%	17%	20%	20%	19%
Paid for through Green Deal cashback scheme (from question 127)	46 25%	3	3	-	5	4	11	9	35	-	-	46	25	21	26	20
		36%	15%		16%	18%	19%	18%	27%			25%	44% m	16%	23%	28%
NET: Financed themselves	59 31%	5	11	-	9	11	22	22	36	-	-	59	26	32	29	30
		63%	59%		31%	55%	39%	42% d	28%			31%	47% m	25%	25%	41% n
NET: Paid for fully or partially by third party (including grants, subsidies)	76 40%	2	5	-	7	6	15	13	60	-	-	76	11	65	49	27
		20%	25%		23%	31%	27%	24%	46% dfg			40%	20%	49% l	42%	38%
NET: Paid for through Green Deal scheme (from question 126+127)	53 28%	3	6	-	6	4	13	12	40	-	-	53	28	25	31	22
		36%	30%		20%	18%	24%	23%	30%			28%	50% m	19%	27%	30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	180	15	66	46	45	63	54	78	24	23	15	12	11	169	42	116	18	98
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Savings or regular income from current account	43 23%	1 10%	12 17%	10 22%	15 33%	12 17%	16 28%	18 21%	6 22%	4 17%	-	1 6%	1 7%	42 24%	22 46% UW	17 15%	1 4%	16 16%
Loan from bank/building society	5 3%	-	1 2%	-	4 9%	-	1 2%	4 5%	-	-	-	-	-	5 3%	4 8% UW	1 1%	-	1 1%
Mortgage extension	6 3%	-	-	4 7% q	1 2%	-	3 5%	3 3%	-	1 4%	-	-	-	6 4%	6 12% UW	-	-	-
Loan/finance scheme through installer/provider	6 3%	1 11%	2 3%	2 5%	-	1 2%	1 1%	2 2%	2 6%	1 6%	-	-	-	6 4%	1 2%	4 4%	2 10%	3 3%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	-	2 4%	-	2 3%	-	1 1%	-	-	-	-	-	2 1%	-	2 2%	-	2 2%
Local authority/Council	21 11%	2 14%	12 17%	3 7%	2 5%	6 9%	5 9%	11 14%	3 10%	2 7%	1 9%	5 44%	3 35%	17 10%	-	16 14% T	4 25%	12 12% T
Housing Association	11 6%	1 10%	5 8%	1 1%	3 7%	2 3%	1 1%	9 11% N	1 2%	4 16%	2 13%	2 20%	2 23%	9 5%	-	9 8% W	4 29%	5 5%
Landlord	18 9%	3 20%	8 12%	6 12%	1 2%	6 9%	4 7%	8 9%	4 15%	3 15%	1 4%	3 24%	3 27%	15 8%	1 1%	14 12% T	4 25%	10 10%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Energy company (Energy Company Obligation - ECO)	17 9%	1 10%	5 8%	3 7%	7 15%	7 10%	7 12%	7 8%	3 13%	3 12%	3 22%	-	-	17 10%	-	17 15%	16 3%	16 17%
Other Green Deal provider/installer (not an energy company)	15 8%	1 5%	7 10%	6 12%	2 5%	6 9%	4 7%	6 8%	3 11%	2 10%	1 8%	-	-	15 9%	-	15 13%	1 9%	14 14%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	22 12%	-	9 13%	11 23%	2 3%	14 21%	5 9%	4 5%	3 12%	4 18%	-	-	-	22 12%	5 11%	14 12%	1 9%	13 13%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 2%	-	-	-	-	-	-	-	-	-	-	1 1%	-	1 1%	-	1 1%
Free	6 3%	2 11%	1 1%	2 4%	1 2%	3 5%	3 5%	-	-	-	4 25%	-	-	6 3%	-	5 4%	-	5 5%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Paid for in some other way	3 2%	-	1	-	2	-	1	2	-	-	-	-	-	3	3	-	-	-
			1%		5%		2%	3%						2%	6% UW			
Don't know	36 19%	3	13	7	11	19	12	17	5	3	3	1	1	36	11	20	1	19
		20%	19%	14%	24%	28%	21%	20%	19%	11%	18%	7%	8%	20%	23%	17%	5%	19%
Paid for through Green Deal cashback scheme (from question 127)	46 25%	-	18	17	7	19	9	18	6	6	-	-	-	46	23	18	2	16
			26%	36% L	15%	28%	16%	21%	24%	25%				26%	48% UW	15%	10%	16%
NET: Financed themselves	59 31%	2	14	17	20	13	20	26	7	6	-	1	1	58	32	21	2	19
		16%	21%	36%	42% q	20%	36% M	32%	29%	24%		6%	7%	33%	66% UW	18%	15%	19%
NET: Paid for fully or partially by third party (including grants, subsidies)	76 40%	7	35	16	16	22	19	40	12	13	8	10	8	68	1	66	14	51
		53%	50%	34%	34%	32%	34%	49% M	47%	56%	57%	87%	85%	38%	7%	57% TW	91%	52% T
NET: Paid for through Green Deal scheme (from question 126+127)	53 28%	-	20	22	7	22	12	20	8	6	-	-	-	53	24	23	3	20
			29%	46% L	15%	33%	21%	24%	30%	25%				30%	50% UW	20%	19%	20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	180	77	81	88	70	14	69	8	61	54	38	82	81	67	73	55
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Savings or regular income from current account	43 23%	29 36% xz	12 14% z	34 36% xz	7 10%	-	26 36%	3 40%	6 10%	14 23%	16 40% D	12 14%	29 34% G	13 19%	16 20%	17 30%
Loan from bank/building society	5 3%	4 5%	1 1%	4 4%	1 2%	1 8%	4 5%	-	1 1%	2 4%	2 5%	1 1%	4 5%	1 1%	2 3%	2 4%
Mortgage extension	6 3%	6 7%	1 1%	6 6%	1 1%	-	6 7%	-	1 1%	-	6 14% DE	3 3%	1 1%	6 8%	3 3%	1 1%
Loan/finance scheme through installer/provider	6 3%	3 4%	3 4%	4 4%	2 3%	1 8%	3 4%	-	3 5%	2 3%	1 4%	4 4%	3 3%	2 3%	-	4 7% J
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	2 2%	-	2 3%	1 6%	-	-	1 2%	-	1 2%	1 1%	1 1%	1 1%	1 1%	-
Local authority/Council	21 11%	3 3%	11 13% wy	3 4%	10 14% wy	2 11%	3 4%	-	14 22% F	6 11%	-	18 21% H	3 4%	8 11%	7 9%	7 12%
Housing Association	11 6%	-	9 11% wy	-	9 13% wy	6 47%	-	-	9 15% EF	1 1%	-	6 7%	6 7%	7 11%	3 4%	2 4%
Landlord	18 9%	5 6%	9 11%	5 5%	9 12%	3 20%	5 6%	-	13 20% EF	3 6%	1 3%	14 17% H	3 3%	8 12%	5 6%	6 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

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126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Energy company (Energy Company Obligation - ECO)	17 9%	6 7%	8 10%	8 8%	6 9%	1 6%	6 8%	-	4 7%	8 13%	2 6%	3 3%	12 14% G	3 5%	10 12%	5 9%
Other Green Deal provider/installer (not an energy company)	15 8%	3 4%	9 11%	3 4%	9 13% y	2 14%	3 5%	-	4 6%	9 15%	1 2%	7 8%	8 10%	5 8%	8 10%	4 8%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	22 12%	9 11%	11 13%	9 10%	10 14%	2 14%	8 10%	1 12%	5 8%	9 15%	7 18%	5 7%	12 15%	3 5%	10 12%	10 17% I
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 1%	-	1 2%	1 8%	-	-	-	1 2%	-	-	1 1%	-	-	1 2%
Free	6 3%	-	5 6% wy	-	5 7% wy	-	-	-	2 4%	2 3%	1 2%	2 3%	3 3%	3 4%	3 4%	1 1%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 580

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Paid for in some other way	3 2%	3 4%	-	3 3%	-	-	3 4%	-	1 1%	1 2%	1 3%	-	3 3%	-	-	3 5%
Don't know	36 19%	21 26%	16 19%	23 25%	13 19%	1 8%	17 24%	3 48%	8 13%	11 19%	7 17%	16 19%	14 16%	11 16%	20 25%	8 14%
Paid for through Green Deal cashback scheme (from question I27)	46 25%	27 34%	16 20%	29 32%	14 20%	1 6%	26 36%	1 12%	11 18%	12 20%	20 49% DE	20 23%	20 23%	16 23%	22 28%	13 23%
NET: Financed themselves	59 31%	40 50% xz	16 20% z	45 49% xz	11 16%	2 14%	37 51%	3 40%	10 16%	17 28%	26 63% DE	20 24%	33 39%	22 33%	20 25%	22 39%
NET: Paid for fully or partially by third party (including grants, subsidies)	76 40%	16 20%	40 49% wy	19 20%	37 53% wy	13 92%	16 22%	-	40 66% EF	24 41% F	3 8%	45 53% H	29 34%	30 45%	27 35%	24 42%
NET: Paid for through Green Deal scheme (from question I26+I27)	53 28%	29 36%	19 24%	32 35%	17 24%	2 14%	29 39%	1 12%	14 22%	15 26%	21 52% DE	21 25%	26 30%	16 25%	24 31%	18 31%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 581

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	180	79	112	140	40	74	73	29	140	32	143	26
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Savings or regular income from current account	43 23%	30 37% JK	22 19%	36 25%	6 15%	21 27%	16 21%	6 21%	34 23%	9 26%	34 23%	7 27%
Loan from bank/building society	5 3%	1 1%	4 4%	4 3%	1 2%	1 1%	4 6%	-	4 3%	1 3%	4 3%	1 3%
Mortgage extension	6 3%	-	1 1%	1 1%	6 13% HIJ	1 1%	-	3 10%	4 3%	3 8%	4 2%	3 10%
Loan/finance scheme through installer/provider	6 3%	4 4%	4 3%	5 3%	2 4%	1 1%	4 5%	2 5%	4 3%	2 7%	5 3%	1 5%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	1 1%	1 1%	1 2%	-	2 2%	-	2 1%	-	2 1%	-
Local authority/Council	21 11%	5 7%	12 10%	14 9%	7 16%	5 7%	11 15%	4 14%	13 9%	6 18%	13 9%	4 16%
Housing Association	11 6%	3 4%	7 6%	8 5%	4 8%	5 7%	3 4%	3 9%	9 6%	1 4%	8 6%	2 7%
Landlord	18 9%	4 4%	9 8%	11 7%	7 16% H	4 6%	7 9%	7 23%	12 8%	3 10%	12 8%	3 12%
Energy company (Energy Company Obligation - ECO)	17 9%	4 4%	15 13% H	15 10% H	2 5%	7 9%	7 9%	2 7%	14 9%	2 6%	14 10%	3 10%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 581

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Other Green Deal provider/installer (not an energy company)	15 8%	4 6%	10 9%	12 8%	3 7%	6 7%	9 11%	1 3%	12 8%	2 7%	14 9%	1 5%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	22 12%	8 9%	17 15%	20 14%	2 4%	10 13%	10 13%	1 5%	18 12%	3 8%	21 14%	1 3%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 1%	1 1%	-	-	1 1%	-	-	1 3%	1 1%	-
Free	6 3%	4 5%	3 3%	4 3%	2 4%	2 2%	4 5%	1 2%	2 2%	2 7%	4 2%	2 6%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	3 4%	1 1%	3 2%	-	2 2%	1 2%	-	2 2%	1 2%	2 2%	1 2%
Don't know	36 19%	18 22%	23 20%	29 20%	7 17%	15 20%	17 22%	3 12%	34 23%	3 9%	32 21%	2 7%
Paid for through Green Deal cashback scheme (from question 127)	46 25%	18 23%	26 23%	34 23%	12 29%	21 27%	15 19%	8 27%	39 27%	6 19%	39 26%	7 26%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 581

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
NET: Financed themselves	59 31%	34 42% IJ	29 25%	44 31% I	14 33%	23 30%	22 29%	11 36%	45 31%	14 42%	47 31%	11 41%
NET: Paid for fully or partially by third party (including grants, subsidies)	76 40%	20 24%	49 42% HJ	54 37% H	22 50% H	28 36%	30 40%	17 56%	56 38%	14 41%	57 38%	12 43%
NET: Paid for through Green Deal scheme (from question I26+I27)	53 28%	21 26%	31 27%	40 28%	13 30%	23 30%	20 26%	8 27%	45 31%	7 22%	46 31%	7 26%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 581

I26 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	180	136	14	22	43	137	136	31	39	42	18	19	23	36	42
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Savings or regular income from current account	43 23%	32 23%	4 24%	7 30%	10 22%	32 23%	40 29%	15 48%	2 5%	14 30%	4 25%	2 10%	7 30%	7 18%	9 20%
Loan from bank/building society	5 3%	4 3%	-	1 3%	2 4%	3 2%	5 4%	4 12%	-	2 4%	-	-	2 10%	-	1 3%
Mortgage extension	6 3%	4 3%	-	3 17%	3 6%	4 3%	6 5%	-	-	3 6%	-	-	1 4%	3 7%	-
Loan/finance scheme through installer/provider	6 3%	5 4%	-	1 5%	2 5%	4 3%	5 4%	3 8%	1 3%	3 6%	-	-	1 5%	-	2 5%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	2 1%	-	-	-	2 1%	2 1%	-	-	1 2%	-	-	1 4%	-	-
Local authority/Council	21 11%	16 12%	2 10%	1 6%	6 13%	15 10%	8 6%	-	11 24% p	4 9%	1 5%	5 28%	1 6%	5 13%	4 9%
Housing Association	11 6%	10 7%	1 4%	-	2 4%	9 7%	7 5%	-	5 11%	5 11%	1 4%	-	-	2 7%	3 7%
Landlord	18 9%	12 9%	3 20%	1 3%	4 8%	14 10%	10 7%	1 3%	8 17%	6 14%	-	4 20%	-	2 5%	6 13%
Energy company (Energy Company Obligation - ECO)	17 9%	13 9%	1 9%	3 10%	5 10%	12 9%	12 9%	2 8%	5 10%	3 7%	1 5%	1 4%	4 17%	5 12%	4 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 581

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Other Green Deal provider/installer (not an energy company)	15 8%	13 9%	1 8%	1 5%	2 5%	13 9%	12 9%	2 7%	3 6%	2 4%	3 16%	1 7%	2 9%	3 9%	4 9%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	22 12%	17 12%	-	4 18%	6 14%	15 11%	19 14%	3 11%	2 5%	-	2 14%	2 11%	10 42%	2 6%	6 12% u
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	1 1%	-	-	1 2%	-	1 1%	1 4%	-	-	-	-	1 5%	-	-
Free	6 3%	2 2%	1 5%	2 6%	2 5%	4 3%	5 3%	-	1 3%	1 2%	-	-	-	2 6%	3 6%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	2 2%	-	1 2%	1 1%	2 2%	3 2%	1 4%	-	-	-	-	-	2 5%	1 3%
Don't know	36 19%	27 20%	4 24%	2 10%	7 16%	29 21%	25 18%	8 27%	8 18%	9 20%	6 37%	5 28%	1 3%	7 19%	8 18%
Paid for through Green Deal cashback scheme (from question 127)	46 25%	36 26%	-	10 41%	11 25%	35 24%	41 30%	7 21%	5 12%	15 33%	3 19%	3 17%	11 46%	3 9%	10 22%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 581

126 (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
NET: Financed themselves	59 31%	44 31%	4 24%	11 46%	15 34%	43 31%	55 40% r	19 62%	4 8%	20 45%	4 25%	2 10%	11 47%	10 26%	12 26%
NET: Paid for fully or partially by third party (including grants, subsidies)	76 40%	60 43%	7 46%	5 19%	17 37%	59 42%	45 33%	5 18%	29 66% p	18 40%	5 30%	10 52%	6 28%	16 44%	20 44%
NET: Paid for through Green Deal scheme (from question 126+127)	53 28%	43 31%	- -	10 41%	12 27%	41 29%	46 33% r	8 25%	7 15%	15 33%	5 29%	3 17%	12 55%	5 15%	12 25%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 582

I26_SUM (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

I26: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Unweighted Base	34	24	38	1	4	22	24	10	12	6	5
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Savings or regular income from current account	11 29%	2 7%	3 9%	1 100%	1 21%	7 28%	9 39%	4 36%	4 32%	1 18%	-
Loan from bank/building society	-	-	1 3%	-	1 21%	-	-	1 8%	1 9%	-	1 19%
Mortgage extension	1 4%	-	-	-	-	1 3%	1 5%	-	-	-	3 47%
Loan/finance scheme through installer/provider	1 2%	-	1 2%	-	-	-	2 8%	1 7%	1 9%	1 11%	-
Other finance (credit card high street loan loan from friends / family etc)	-	1 4%	1 2%	-	-	-	-	-	-	-	-
Local authority/Council	5 14%	6 22%	7 20%	-	-	1 5%	1 4%	-	-	-	-
Housing Association	2 5%	1 3%	2 6%	-	-	1 5%	1 5%	1 10%	2 17%	1 15%	-
Landlord	2 6%	2 8%	6 15%	-	-	2 8%	5 21%	1 10%	-	-	-
Energy company (Energy Company Obligation - ECO)	7 19%	4 15%	2 6%	-	-	3 11%	-	-	1 10%	-	-
Other Green Deal provider/ installer (not an energy company)	1 4%	5 20%	6 16%	-	-	1 4%	-	-	1 9%	-	1 15%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	4 11%	1 5%	4 11%	-	2 56%	4 15%	1 3%	-	4 36%	2 26%	-
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 582

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19 Jun 2014

I26_SUM (M) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All key measures that respondents definitely/probably will install

I26: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Renewable Heat Premium Payment (RHPP) voucher	-	-	-	-	-	-	-	-	1 9%	-	-
Free	1 2%	4 14%	1 3%	-	-	-	1 3%	-	-	-	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	-	-	-	-	-	-	-	-	1 5%	1 18%	1 19%
Don't know	4 12%	6 23%	7 19%	-	1 24%	7 27%	4 15%	4 36%	1 10%	2 30%	1 19%
Paid for through Green Deal cashback scheme (from question I27)	8 22%	3 12%	9 24%	-	1 21%	5 19%	12 48%	-	5 41%	2 26%	3 47%
NET: Financed themselves	13 35%	2 7%	6 17%	1 100%	1 21%	8 31%	13 53%	5 44%	5 41%	2 29%	4 66%
NET: Paid for fully or partially by third party (including grants, subsidies)	17 46%	14 55%	21 57%	-	-	8 33%	7 30%	2 20%	4 37%	1 15%	1 15%
NET: Paid for through Green Deal scheme (from question I26+I27)	9 25%	3 12%	9 24%	-	3 76%	6 25%	12 48%	-	7 57%	2 26%	3 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	144	67	76	51	68	24	123	19	35	108	107	37	78	66	102	14	28	42
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Savings or regular income from current account	38 26%	14 21%	24 30%	17 34%	16 22%	5 19%	36 27%	2 14%	5 14%	33 29%	28 27%	10 24%	17 27%	21 25%	37 34%	1 13%	-	1 3%
Loan from bank/building society	5 3%	-	5 7% a	-	4 6%	1 3%	5 4%	-	1 2%	4 4%	3 3%	2 6%	2 2%	4 4%	5 5%	-	-	-
Mortgage extension	5 3%	1 1%	4 5%	4 8%	1 1%	-	5 4%	-	1 2%	4 4%	4 4%	1 3%	1 1%	4 5%	5 5%	-	-	-
Loan/finance scheme through installer/provider	5 3%	2 2%	3 4%	2 5%	2 3%	-	4 3%	-	-	5 4%	3 3%	1 3%	2 4%	2 3%	4 4%	1 7%	-	1 2%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	2 2%	-	1 1%	1 4%	2 1%	-	-	2 2%	2 2%	-	2 3%	-	2 2%	-	-	-
Local authority/Council	19 13%	12 17%	7 9%	6 12%	8 11%	5 20%	19 14%	-	8 22%	12 10%	14 13%	5 12%	5 8%	14 17%	5 4%	1 13%	13 43%	14 35% n
Housing Association	8 6%	7 10%	2 2%	3 6%	4 6%	1 5%	7 5%	1 9%	3 8%	5 5%	7 7%	1 3%	7 11% m	1 2%	-	2 16%	7 22%	8 20% n
Landlord	16 11%	11 16%	5 7%	8 16%	7 10%	1 4%	12 9%	4 24%	6 16%	10 9%	11 11%	5 11%	10 15%	6 7%	3 3%	6 59%	7 22%	13 32% n
Energy company (Energy Company Obligation - ECO)	17 11%	8 12%	9 11%	5 9%	9 13%	3 12%	15 12%	2 10%	3 7%	14 13%	14 14%	2 6%	9 14%	7 9%	16 15% q	-	*	* 1%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Other Green Deal provider/installer (not an energy company)	15 10%	6 9%	9 12%	5 10%	8 11%	2 9%	13 10%	2 16%	2 5%	13 12%	11 11%	4 9%	6 9%	10 12%	13 12%	-	2 7%	2 5%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 12%	6 9%	11 14%	2 4%	13 18% c	2 9%	15 11%	2 15%	3 9%	14 13%	14 13%	3 8%	7 11%	10 13%	17 16% q	1 6%	-	1 1%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 1%	-	1 2%	-	1 1%	-	-	1 1%	1 1%	-	-	1 1%	1 1%	-	-	-
Free	6 4%	2 3%	4 5%	1 2%	4 6%	1 3%	6 5%	-	1 2%	5 5%	4 4%	2 4%	2 3%	4 4%	6 6%	-	-	-
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	1 2%	2 2%	-	3 4%	-	3 2%	-	-	3 3%	1 1%	2 5%	1 1%	2 3%	3 3%	-	-	-
Don't know	29 20%	15 22%	13 17%	10 20%	11 15%	8 31%	24 18%	4 28%	6 18%	22 20%	16 15%	13 30%	13 20%	16 19%	25 24%	2 23%	1 4%	4 9%
Paid for through Green Deal cashback scheme (from question 127)	35 24%	9 14%	26 33% a	12 24%	15 21%	8 31%	31 24%	3 20%	8 23%	27 24%	23 22%	12 28%	15 23%	20 24%	34 31% q	1 13%	-	1 3%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

I26 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
NET: Financed themselves	48 33%	16 23%	32 41% a	21 42%	23 31%	5 19%	45 34%	2 14%	6 16%	43 38% h	33 32%	15 35%	21 32%	28 33%	46 43% q	2 20%	-	2 5%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 47%	42 61% b	28 35%	25 50%	34 47%	11 43%	61 46%	8 55%	20 57%	50 44%	53 51%	17 38%	33 51%	36 44%	32 30%	9 81%	29 96%	38 92% n
NET: Paid for through Green Deal scheme (from question I26+I27)	42 28%	12 17%	30 39% a	13 26%	22 30%	8 31%	37 28%	4 26%	8 23%	34 30%	28 27%	14 32%	17 26%	25 30%	41 38% q	1 13%	-	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	144	127	17	58	58	15	31	42	32	37	93	51
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Savings or regular income from current account	38 26%	37 29%	1 5%	20 31%	13 21%	4 30%	13 42%	8 17%	9 28%	8 21%	24 25%	15 27%
Loan from bank/building society	5 3%	5 4%	-	4 7%	1 1%	-	-	1 3%	2 6%	2 5%	1 1%	4 7%
Mortgage extension	5 3%	5 4%	-	4 7%	-	1 6%	3 11%	1 2%	1 3%	-	1 1%	4 8% w
Loan/finance scheme through installer/provider	5 3%	4 3%	1 4%	2 3%	2 3%	1 5%	1 3%	2 3%	-	2 6%	2 2%	3 5%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	1 1%	1 5%	1 1%	1 2%	-	-	1 2%	1 3%	-	1 1%	1 2%
Local authority/Council	19 13%	12 9%	7 36%	3 5%	12 19% †	1 9%	1 2%	8 18%	4 12%	5 14%	14 14%	5 10%
Housing Association	8 6%	5 4%	3 17%	1 2%	6 10%	-	2 7%	2 5%	2 7%	2 4%	7 7%	1 3%
Landlord	16 11%	10 8%	6 29%	4 6%	8 13%	-	7 22%	6 14% O	3 9%	-	9 9%	7 13%
Energy company (Energy Company Obligation - ECO)	17 11%	16 12%	1 5%	6 10%	9 14%	2 15%	2 6%	5 12%	3 10%	7 18%	11 12%	5 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Other Green Deal provider/ installer (not an energy company)	15 10%	14 11%	1 5%	6 9%	6 10%	3 20%	1 3%	4 8%	6 17%	5 13%	7 7%	8 15%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 12%	17 14%	-	10 16%	5 8%	2 14%	4 14%	3 6%	4 12%	7 17%	10 10%	8 14%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	1 1%	-	1 2%	-	-	-	-	-	1 3%	-	1 2%
Free	6 4%	4 3%	2 8%	4 6%	2 4%	-	-	3 6%	2 5%	2 4%	4 4%	2 3%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	3 2%	-	3 5%	-	-	-	1 3%	2 5%	-	3 3%	-
Don't know	29 20%	27 21%	2 11%	15 23%	10 16%	3 21%	3 11%	11 24%	6 20%	8 21%	21 22%	8 16%
Paid for through Green Deal cashback scheme (from question 127)	35 24%	32 25%	3 16%	17 28%	12 19%	6 39%	10 32%	5 11%	7 21%	13 34% M	21 22%	14 26%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

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126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
NET: Financed themselves	48 33%	47 36%	2 9%	27 43% u	15 24%	5 36%	15 49%	11 24%	12 37%	10 27%	27 28%	22 40%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 47%	53 41%	16 81%	19 31%	38 61% †	5 34%	12 38%	22 50%	17 52%	18 46%	43 46%	26 49%
NET: Paid for through Green Deal scheme (from question 126+127)	42 28%	39 30%	3 16%	21 33%	15 24%	6 39%	12 37%	6 14%	10 30%	14 37% M	25 26%	17 32%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	144	80	22	33	18	109	13	47	3	94	-	50	94
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Savings or regular income from current account	38 26%	25 31%	5 21%	4 13%	9 43%	23 21%	3 23%	16 33%	1 28%	21 22%	-	17 33%	21 22%
Loan from bank/building society	5 3%	3 3%	1 6%	-	1 5%	2 2%	-	4 7%	-	2 2%	-	4 7%	2 2%
Mortgage extension	5 3%	4 5%	1 6%	1 4%	2 10%	1 1%	-	-	-	5 5%	-	-	5 5%
Loan/finance scheme through installer/provider	5 3%	3 4%	1 3%	-	1 6%	5 4%	-	2 4%	-	3 3%	-	2 4%	3 3%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	2 2%	-	-	-	1 1%	1 7%	-	-	2 2%	-	-	2 2%
Local authority/Council	19 13%	6 7%	2 7%	11 31%	1 6%	14 13%	4 30%	2 3%	-	17 18% EI	-	2 3%	17 18% EI
Housing Association	8 6%	5 6%	1 4%	3 8%	-	5 5%	3 21%	2 5%	-	6 6%	-	2 4%	6 6%
Landlord	16 11%	7 9%	3 13%	7 21%	-	13 12%	1 9%	2 4%	-	14 15%	-	2 4%	14 15%
Energy company (Energy Company Obligation - ECO)	17 11%	10 12%	5 20%	1 4%	2 7%	14 13%	1 7%	6 12%	-	11 12%	-	6 11%	11 12%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Other Green Deal provider/installer (not an energy company)	15 10%	7 9%	3 12%	2 7%	3 14%	10 9%	2 15%	2 4%	-	13 14%	-	2 4%	13 14%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 12%	14 17%	1 3%	2 7%	1 6%	15 14%	1 6%	7 14%	2 42%	9 9%	-	9 17%	9 9%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	1 1%	-	-	-	1 1%	-	1 2%	-	-	-	1 2%	-
Free	6 4%	4 5%	1 5%	-	1 4%	5 5%	-	4 8%	-	2 2%	-	4 7%	2 2%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	1 1%	-	-	3 13%	-	-	1 2%	1 28%	1 1%	-	2 5% E	1 1%
Don't know	29 20%	16 20%	4 16%	3 10%	5 24%	21 19%	2 15%	12 25%	2 58%	15 15%	-	14 28%	15 15%
Paid for through Green Deal cashback scheme (from question 127)	35 24%	25 31%	6 26%	4 13%	5 22%	27 25%	2 13%	11 23%	2 42%	23 23%	-	12 24%	23 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 583

I26 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
NET: Financed themselves	48 33%	31 38%	7 32%	6 17%	14 64%	29 27%	3 23%	19 41%	1 28%	28 29%	-	21 40%	28 29%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 47%	29 36%	11 51%	24 70%	6 28%	53 48%	10 68%	13 28%	-	56 58% EI	-	13 26%	56 58% EI
NET: Paid for through Green Deal scheme (from question I26+I27)	42 28%	30 37%	6 26%	4 13%	6 28%	33 30%	2 13%	13 28%	2 42%	27 28%	-	15 29%	27 28%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	144	6	15	-	26	18	47	44	97	5	32	107	37	107	88	56
Weighted Base	149	6**	17**	**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Savings or regular income from current account	38 26%	4 73%	8 47%	-	5 22%	9 49%	16 33%	16 36%	22 22%	4 76%	6 20%	28 25%	15 40% m	23 21%	20 22%	18 31%
Loan from bank/building society	5 3%	-	1 7%	-	2 10%	1 7%	4 7%	4 8%	2 2%	1 24%	2 7%	2 1%	3 9%	2 2%	4 5%	1 1%
Mortgage extension	5 3%	-	-	-	-	-	-	-	5 5%	-	-	5 4%	4 10% m	1 1%	1 1%	4 7%
Loan/finance scheme through installer/provider	5 3%	-	2 11%	-	2 8%	1 4%	2 4%	2 4%	3 3%	-	1 4%	4 3%	2 4%	3 3%	3 3%	2 3%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	-	-	-	-	-	-	2 2%	-	-	2 2%	1 2%	1 1%	1 1%	1 1%
Local authority/Council	19 13%	-	1 4%	-	1 4%	1 5%	2 3%	2 4%	17 17% fg	-	2 5%	17 16%	1 2%	18 17% 	10 12%	9 14%
Housing Association	8 6%	-	1 8%	-	-	1 6%	2 5%	2 5%	6 6%	-	2 7%	6 5%	2 5%	7 6%	4 5%	4 7%
Landlord	16 11%	-	-	-	2 8%	-	2 4%	2 4%	14 14%	-	2 6%	14 13%	1 4%	15 13%	9 10%	7 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Energy company (Energy Company Obligation - ECO)	17 11%	2 27%	2 9%	-	1 3%	3 18%	6 12%	3 7%	11 11%	1 16%	1 2%	15 14%	2 5%	11 13%	15 17%	2 4%
Other Green Deal provider/ installer (not an energy company)	15 10%	-	1 7%	-	2 9%	-	2 4%	2 5%	13 13%	-	2 6%	13 12%	3 8%	12 11%	10 11%	5 9%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 12%	1 13%	3 17%	-	3 14%	3 15%	7 14%	6 13%	11 10%	1 15%	4 13%	12 11%	10 26%	7 7%	13 15%	4 7%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 7%	-	1 5%	-	1 2%	1 3%	-	-	1 4%	-	-	1 1%	1 1%	-
Free	6 4%	-	1 4%	-	3 13%	-	4 8%	4 8%	2 2%	-	3 9%	3 3%	-	6 5%	3 4%	3 5%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	-	-	-	1 5%	-	1 2%	1 3%	2 2%	1 24%	-	2 2%	1 3%	2 2%	1 1%	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

I26 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Don't know	29 20%	2 3.7%	3 20%	-	8 3.4%	1 4%	12 25%	12 27%	17 17%	1 28%	11 33%	17 15%	8 22%	21 19%	18 20%	11 19%
Paid for through Green Deal cashback scheme (from question I27)	35 24%	3 50%	3 17%	-	5 20%	4 19%	11 23%	9 22%	24 24%	3 59%	5 15%	28 25%	17 44% m	18 17%	21 24%	14 24%
NET: Financed themselves	48 33%	4 73%	9 54%	-	7 32%	10 56%	19 41%	19 44%	29 29%	5 100%	9 28%	35 31%	22 57% m	27 24%	25 28%	23 39%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 47%	2 27%	5 28%	-	6 25%	5 28%	13 28%	11 25%	56 56% fg	1 16%	9 27%	60 54%	8 21%	61 56% l	44 49%	25 43%
NET: Paid for through Green Deal scheme (from question I26+I27)	42 28%	3 50%	6 34%	-	6 25%	4 19%	13 28%	12 28%	29 28%	3 59%	7 23%	32 28%	20 52% m	22 20%	26 29%	16 27%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

I26 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	144	11	52	40	35	50	46	58	18	18	14	11	10	134	31	95	14	81
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Savings or regular income from current account	38 26%	1 14%	10 19%	9 23%	14 38%	11 21%	14 29%	16 26%	5 23%	4 23%	-	1 6%	1 7%	37 27%	20 57%	16 17%	1 6%	15 19%
Loan from bank/building society	5 3%	-	1 2%	-	4 11%	-	1 3%	4 7%	-	-	-	-	-	5 4%	4 12%	1 1%	-	1 1%
Mortgage extension	5 3%	-	-	2 5%	1 2%	-	1 3%	3 5%	-	1 5%	-	-	-	5 4%	4 12%	-	-	-
Loan/finance scheme through installer/provider	5 3%	1 7%	2 4%	2 4%	-	1 1%	1 2%	1 1%	1 4%	1 4%	-	-	-	5 3%	1 2%	3 3%	1 7%	2 2%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	-	2 5%	-	2 3%	-	1 1%	-	-	-	-	-	2 1%	-	2 2%	-	2 2%
Local authority/Council	19 13%	2 18%	10 18%	3 8%	2 7%	6 12%	4 8%	10 16%	3 14%	2 8%	1 10%	5 47%	3 38%	16 11%	-	14 15%	4 33%	10 13%
Housing Association	8 6%	1 13%	4 8%	1 2%	1 3%	2 4%	1 2%	6 10%	1 3%	2 9%	2 14%	2 21%	2 25%	6 4%	-	6 6% W	2 20%	4 4%
Landlord	16 11%	3 26%	7 13%	5 13%	1 3%	6 11%	4 8%	6 10%	3 16%	3 14%	1 4%	3 25%	3 29%	13 10%	1 2%	13 13%	3 26%	9 12%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Energy company (Energy Company Obligation - ECO)	17 11%	1 13%	5 10%	3 8%	7 19%	7 12%	7 14%	7 11%	3 17%	3 15%	3 23%	-	-	17 12%	-	17 18%	1 4%	16 20%
Other Green Deal provider/installer (not an energy company)	15 10%	1 7%	7 12%	6 14%	2 6%	6 11%	4 9%	6 10%	3 15%	2 14%	1 9%	-	-	15 11%	-	15 16%	1 11%	14 17%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 12%	-	7 12%	9 23%	2 4%	10 18%	5 11%	4 7%	3 16%	2 14%	-	-	-	17 12%	4 11%	12 12%	1 11%	10 12%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 2%	-	-	-	-	-	-	-	-	-	-	1 1%	-	1 1%	-	1 1%
Free	6 4%	2 15%	1 1%	2 5%	1 2%	3 6%	3 6%	-	-	-	4 26%	-	-	6 4%	-	5 5%	-	5 6%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	-	1 1%	-	2 6%	-	1 3%	2 4%	-	-	-	-	-	3 2%	3 9%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

I26 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Don't know	29 20%	1 9%	10 18%	7 17%	9 24%	14 26%	9 19%	14 22%	4 19%	3 14%	2 14%	1 7%	1 8%	28 20%	10 28%	17 18%	1 6%	16 19%
Paid for through Green Deal cashback scheme (from question I27)	35 24%	-	14 25%	13 33%	6 18%	15 28%	7 16%	13 22%	4 23%	4 22%	-	-	-	35 25%	16 48%	13 14%	1 7%	13 15%
NET: Financed themselves	48 33%	1 14%	13 23%	14 35%	17 47% q	12 22%	17 36%	21 34%	5 28%	5 27%	-	1 6%	1 7%	48 34%	25 73%	19 20%	1 12%	17 21%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 47%	7 69%	31 57%	15 38%	14 38%	22 41%	18 38%	34 56%	11 59%	10 57%	8 60%	10 93%	8 92%	61 44%	1 2%	59 63% W	11 94%	48 58%
NET: Paid for through Green Deal scheme (from question I26+I27)	42 28%	-	16 29%	18 46% L	6 18%	18 34%	10 22%	15 25%	6 32%	4 22%	-	-	-	42 30%	17 51%	19 20%	2 18%	17 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	144	58	66	66	58	9	51	7	50	47	26	69	66	51	57	45
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Savings or regular income from current account	38 26%	26 43% xz	10 16% z	29 43% xz	7 12%	-	23 43%	3 46%	6 17%	12 24%	14 51%	12 17%	24 35% G	12 24%	13 21%	15 32%
Loan from bank/building society	5 3%	4 7%	1 2%	4 6%	1 2%	1 13%	4 8%	-	1 2%	2 5%	2 7%	1 2%	4 6%	1 2%	2 3%	2 5%
Mortgage extension	5 3%	4 7%	1 1%	4 6%	1 1%	-	4 8%	-	1 2%	-	4 15%	3 4%	1 1%	4 8%	1 2%	1 2%
Loan/finance scheme through installer/provider	5 3%	2 3%	3 5%	2 4%	2 4%	1 13%	2 3%	-	2 4%	2 4%	1 3%	3 4%	2 3%	2 4%	-	3 6%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	2 3%	-	2 3%	1 10%	-	-	1 2%	-	1 3%	1 1%	1 1%	1 2%	1 2%	-
Local authority/Council	19 13%	3 4%	11 16% wy	3 5%	10 17% wy	2 18%	3 5%	-	12 24%	6 13%	-	16 23% H	3 4%	6 12%	7 12%	7 14%
Housing Association	8 6%	-	6 9% wy	-	6 10% wy	3 38%	-	-	6 12%	1 2%	-	4 5%	5 7%	4 8%	3 5%	2 4%
Landlord	16 11%	4 6%	8 12%	4 6%	8 13%	2 22%	4 7%	-	11 21%	3 7%	1 4%	12 18% H	3 4%	8 17%	5 8%	4 9%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Energy company (Energy Company Obligation - ECO)	17 11%	6 9%	8 13%	8 11%	6 11%	1 10%	6 10%	-	4 8%	8 15%	2 9%	3 4%	12 17% G	3 7%	10 16%	5 11%
Other Green Deal provider/installer (not an energy company)	15 10%	3 6%	9 14%	3 5%	9 15%	2 22%	3 6%	-	4 7%	9 17%	1 3%	7 10%	8 12%	5 10%	8 12%	4 9%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 12%	7 11%	8 12%	8 11%	7 13%	2 22%	6 11%	1 13%	5 10%	7 14%	5 17%	5 8%	11 15%	3 6%	7 11%	8 17%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 2%	-	1 2%	1 13%	-	-	-	1 2%	-	-	1 2%	-	-	1 2%
Free	6 4%	-	5 7% wy	-	5 8% wy	-	-	-	2 5%	2 4%	1 3%	2 3%	3 4%	3 6%	3 5%	1 2%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	3 5%	-	3 4%	-	-	3 6%	-	1 1%	1 2%	1 4%	-	3 4%	-	-	3 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 584

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Don't know	29 20%	16 27%	13 20%	18 27%	11 19%	1 12%	12 23%	3 55%	7 14%	9 17%	6 21%	12 18%	12 17%	8 17%	16 27%	7 15%
Paid for through Green Deal cashback scheme (from question 127)	35 24%	20 33%	14 21%	22 32%	12 20%	1 10%	19 36%	1 13%	9 17%	10 20%	13 48%	16 23%	17 24%	11 23%	17 27%	10 20%
NET: Financed themselves	48 33%	31 53% xz	15 23%	35 52% xz	11 19%	2 22%	28 53%	3 46%	8 17%	15 30%	18 66%	17 25%	27 39%	17 35%	15 25%	19 41%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 47%	15 26%	36 54% wy	18 27%	33 57% wy	9 100%	15 29%	-	34 67%	24 48%	3 12%	39 57%	28 40%	25 51%	27 45%	23 48%
NET: Paid for through Green Deal scheme (from question 126+127)	42 28%	22 37%	17 26%	25 37%	14 24%	2 22%	21 39%	1 13%	11 22%	13 26%	15 53%	17 24%	23 32%	12 25%	19 31%	14 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 585

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	144	65	88	112	32	58	57	26	108	28	113	21
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Savings or regular income from current account	38 26%	27 42% U	20 22%	32 29% I	6 16%	18 29%	14 24%	6 24%	30 27%	8 27%	32 27%	6 26%
Loan from bank/building society	5 3%	1 2%	4 5%	4 4%	1 2%	1 1%	4 7%	-	4 4%	1 4%	4 4%	1 3%
Mortgage extension	5 3%	-	1 1%	1 1%	4 12%	1 1%	-	3 11%	4 3%	1 5%	4 3%	1 6%
Loan/finance scheme through installer/provider	5 3%	3 4%	3 3%	4 3%	1 2%	1 1%	3 5%	1 3%	2 2%	2 8%	3 3%	1 6%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	-	1 1%	1 1%	1 2%	-	2 3%	-	2 2%	-	2 2%	-
Local authority/Council	19 13%	4 6%	10 12%	12 11%	7 20%	5 9%	10 16%	4 17%	13 12%	4 16%	13 11%	3 13%
Housing Association	8 6%	2 4%	4 5%	5 4%	4 10%	3 6%	2 4%	3 10%	6 5%	1 4%	5 5%	2 9%
Landlord	16 11%	4 5%	9 10%	11 10%	5 15%	4 6%	7 11%	6 23%	11 10%	3 11%	10 9%	3 15%
Energy company (Energy Company Obligation - ECO)	17 11%	4 5%	15 17% H	15 13% H	2 6%	7 12%	7 11%	2 8%	14 12%	2 7%	14 12%	3 12%
Other Green Deal provider/ installer (not an energy company)	15 10%	4 7%	10 11%	12 11%	3 9%	6 9%	9 14%	1 4%	12 11%	2 8%	14 12%	1 6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 585

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 12%	8 12%	13 15%	16 14%	2 5%	7 12%	8 14%	1 6%	14 12%	3 10%	16 14%	1 4%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	-	1 1%	1 1%	-	-	1 2%	-	-	1 4%	1 1%	-
Free	6 4%	4 6%	3 4%	4 4%	2 4%	2 3%	4 6%	1 3%	2 2%	2 8%	4 3%	2 7%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	3 5%	1 1%	3 3%	-	2 3%	1 2%	-	2 2%	1 2%	2 2%	1 3%
Don't know	29 20%	15 24%	18 20%	22 20%	7 19%	10 17%	14 24%	3 13%	26 23%	3 10%	24 21%	2 9%
Paid for through Green Deal cashback scheme (from question 127)	35 24%	16 25%	21 24%	28 24%	8 22%	17 28%	12 20%	5 20%	29 26%	5 17%	30 26%	5 23%
NET: Financed themselves	48 33%	30 47%	25 28%	39 34%	10 27%	19 32%	20 34%	8 31%	37 33%	12 40%	39 34%	8 38%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 585

I26 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
NET: Paid for fully or partially by third party (including grants, subsidies)	70 47%	17 26%	44 49% HJ	49 43% H	20 58%	25 41%	28 47%	16 62%	51 46%	12 42%	53 45%	10 46%
NET: Paid for through Green Deal scheme (from question I26+I27)	42 28%	19 29%	26 29%	34 30%	8 24%	19 31%	17 29%	5 20%	35 32%	6 21%	37 32%	5 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 585

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/ would (P)	Might/ might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	144	107	12	17	36	108	107	25	34	31	14	15	20	28	36
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Savings or regular income from current account	38 26%	29 26%	4 29%	6 30%	9 23%	30 27%	36 33%	13 51%	2 6%	13 39%	2 18%	2 13%	6 30%	7 24%	8 20%
Loan from bank/building society	5 3%	4 4%	-	1 4%	2 5%	3 3%	5 5%	4 14%	-	2 5%	-	-	2 12%	-	1 3%
Mortgage extension	5 3%	4 3%	-	1 7%	1 4%	4 3%	5 5%	-	-	3 8%	-	-	1 4%	1 5%	-
Loan/finance scheme through installer/provider	5 3%	3 3%	-	1 7%	2 6%	2 2%	3 3%	2 7%	1 3%	2 6%	-	-	1 6%	-	2 4%
Other finance (credit card high street loan loan from friends / family etc)	2 1%	2 2%	-	-	-	2 2%	2 2%	-	-	1 3%	-	-	1 4%	-	-
Local authority/Council	19 13%	15 14%	2 12%	1 7%	4 12%	15 13%	8 8%	-	9 24% p	4 12%	1 6%	5 36%	1 7%	3 12%	4 11%
Housing Association	8 6%	7 6%	1 5%	-	2 5%	6 6%	4 3%	-	5 12%	3 9%	1 5%	-	-	2 9%	2 6%
Landlord	16 11%	10 9%	3 24%	1 4%	4 10%	12 11%	9 8%	1 4%	8 19%	5 16%	-	3 19%	-	2 6%	6 16%
Energy company (Energy Company Obligation - ECO)	17 11%	13 12%	1 10%	3 13%	5 12%	12 11%	12 12%	2 9%	5 12%	3 9%	1 6%	1 5%	4 20%	5 16%	4 10%
Other Green Deal provider/ installer (not an energy company)	15 10%	13 12%	1 10%	1 7%	2 6%	13 11%	12 12%	2 8%	3 7%	2 5%	3 20%	1 9%	2 10%	3 12%	4 11%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 585

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 12%	15 14%	-	3 14%	4 12%	13 12%	15 14%	3 13%	2 6%	-	2 17%	2 14%	7 36%	2 7%	4 10%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 1%	1 1%	-	-	1 3%	-	1 1%	1 5%	-	-	-	-	1 6%	-	-
Free	6 4%	2 2%	1 6%	2 8%	2 6%	4 3%	5 4%	-	1 3%	1 2%	-	-	-	2 8%	3 7%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3 2%	2 2%	-	1 3%	1 2%	2 2%	3 3%	1 5%	-	-	-	-	-	2 6%	1 3%
Don't know	29 20%	22 21%	1 10%	2 13%	6 16%	23 21%	22 20%	7 30%	6 15%	8 23%	4 33%	2 14%	1 4%	6 20%	8 22%
Paid for through Green Deal cashback scheme (from question 127)	35 24%	29 27%	-	6 32%	7 20%	28 25%	31 29%	7 26%	4 11%	11 32%	2 17%	3 22%	8 42%	2 7%	9 22%
NET: Financed themselves	48 33%	36 34%	4 29%	8 44%	12 33%	36 32%	45 42%	16 66%	4 9%	16 47%	2 18%	2 13%	10 51%	8 29%	10 25%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 585

126 (R) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents who definitely/probably will install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
NET: Paid for fully or partially by third party (including grants, subsidies)	70 47%	53 49%	7 55%	5 24%	15 41%	54 49%	40 38%	5 22%	28 72% p	15 45%	5 37%	9 60%	6 32%	15 52%	19 50%
NET: Paid for through Green Deal scheme (from question 126+127)	42 28%	36 33%	-	6 32%	9 23%	33 30%	36 34%	8 31%	6 16%	11 32%	4 30%	3 22%	10 51%	4 14%	10 26%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Savings or regular income from current account	38 4%	14 3%	24 5%	17 5%	16 4%	5 2%	36 4%	2 2%	5 2%	33 5%	28 4%	10 4%	17 4%	21 5%	37 6% pq	1 2%	-	1 *
Loan from bank/building society	5 1%	-	5 1% a	-	4 1%	1 *	5 1%	-	1 *	4 1%	3 *	2 1%	2 *	4 1%	5 1%	-	-	-
Mortgage extension	5 1%	1 *	4 1%	4 1%	1 *	-	5 1%	-	1 *	4 1%	4 1%	1 1%	1 *	4 1%	5 1%	-	-	-
Loan/finance scheme through installer/provider	5 *	2 *	3 1%	2 1%	2 1%	-	4 *	-	-	5 1%	3 *	1 1%	2 *	2 1%	4 1%	1 1%	-	1 *
Other finance (credit card high street loan loan from friends / family etc)	2 *	-	2 *	-	1 *	1 *	2 *	-	-	2 *	2 *	-	2 *	-	2 *	-	-	-
Local authority/Council	19 2%	12 2%	7 2%	6 2%	8 2%	5 2%	19 2%	-	8 3%	12 2%	14 2%	5 2%	5 1%	14 3% l	5 1%	1 2%	13 7% n	14 5% no
Housing Association	8 1%	7 1%	2 *	3 1%	4 1%	1 1%	7 1%	1 1%	3 1%	5 1%	7 1%	1 1%	7 1%	1 *	-	2 2% n	7 3% n	8 3% n
Landlord	16 2%	11 2%	5 1%	8 2%	7 2%	1 *	12 2%	4 3%	6 2%	10 2%	11 2%	5 2%	10 2%	6 1%	3 *	6 7% n	7 4% n	13 5% n
Energy company (Energy Company Obligation - ECO)	17 2%	8 2%	9 2%	5 1%	9 3%	3 1%	15 2%	2 1%	3 1%	14 2%	14 2%	2 1%	9 2%	7 2%	16 2% q	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Other Green Deal provider/installer (not an energy company)	15 2%	6 1%	9 2%	5 2%	8 2%	2 1%	13 2%	2 2%	2 1%	13 2%	11 2%	4 2%	6 1%	10 2%	13 2%	-	2 1%	2 1%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 2%	6 1%	11 2%	2 1%	13 4% ce	2 1%	15 2%	2 2%	3 1%	14 2%	14 2%	3 1%	7 1%	10 2%	17 3% pq	1 1%	-	1 *
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 -	-	1 -	-	1 -	-	1 -	-	-	1 -	1 -	-	-	1 -	1 -	-	-	-
Free	6 1%	2 -	4 1%	1 -	4 1%	1 -	6 1%	-	1 -	5 1%	4 1%	2 1%	2 -	4 1%	6 1%	-	-	
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Paid for in some other way	3 -	1 -	2 -	-	3 1%	-	3 -	-	-	3 -	1 -	2 1% j	1 -	2 1%	3 -	-	-	
Don't know	29 3%	15 3%	13 3%	10 3%	11 3%	8 3%	24 3%	4 3%	6 2%	22 3%	16 2%	13 5% j	13 3%	16 3%	25 4% pq	2 3%	1 1%	4 1%
Paid for through Green Deal cashback scheme (from question I27)	35 4%	9 2%	26 6% a	12 4%	15 4%	8 3%	31 4%	3 2%	8 3%	27 4%	23 3%	12 5%	15 3%	20 4%	34 5% pq	1 2%	-	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Not answered definitely/ probably will install any key measures	797 84%	425 86%	368 82%	288 85%	288 80%	218 90% d	675 84%	108 88%	216 86%	578 84%	598 85%	200 82%	420 87%	377 82%	561 84%	77 88%	160 84%	236 85%
NET: Financed themselves	48 5%	16 3%	32 7% a	21 6% e	23 6% e	5 2%	45 6%	2 2%	6 2%	43 6% h	33 5%	15 6%	21 4%	28 6%	46 7% pq	2 2% p	-	2 1%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 7%	42 8%	28 6%	25 7%	34 9% e	11 4%	61 8%	8 7%	20 8%	50 7%	53 8%	17 7%	33 7%	36 8%	32 5%	9 10% n	29 15% n	38 14% n
NET: Paid for through Green Deal scheme (from question I26+I27)	42 4%	12 2%	30 7% a	13 4%	22 6%	8 3%	37 5%	4 3%	8 3%	34 5%	28 4%	14 6%	17 3%	25 5%	41 6% pq	1 2%	-	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Savings or regular income from current account	38 4%	37 5% s	1 1%	20 6% u	13 3%	4 3%	13 8% MO	8 3%	9 4%	8 3%	24 4%	15 5%
Loan from bank/building society	5 1%	5 1%	-	4 1%	1 *	-	-	1 *	2 1%	2 1%	1 *	4 1% w
Mortgage extension	5 1%	5 1%	-	4 1% u	-	1 1%	3 2% O	1 *	1 *	-	1 *	4 1% w
Loan/finance scheme through installer/provider	5 *	4 1%	1 *	2 1%	2 *	1 1%	1 *	2 1%	-	2 1%	2 *	3 1%
Other finance (credit card high street loan loan from friends / family etc)	2 *	1 *	1 1%	1 *	1 *	-	-	1 *	1 *	-	1 *	1 *
Local authority/Council	19 2%	12 2%	7 4% r	3 1%	12 3%	1 1%	1 *	8 3%	4 2%	5 2%	14 2%	5 2%
Housing Association	8 1%	5 1%	3 2%	1 *	6 1%	-	2 1%	2 1%	2 1%	2 1%	7 1%	1 *
Landlord	16 2%	10 1%	6 3%	4 1%	8 2%	-	7 4% O	6 2% O	3 1%	-	9 1%	7 2%
Energy company (Energy Company Obligation - ECO)	17 2%	16 2%	1 1%	6 2%	9 2%	2 2%	2 1%	5 2%	3 1%	7 2%	11 2%	5 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Other Green Deal provider/ installer (not an energy company)	15 2%	14 2%	1 1%	6 2%	6 1%	3 2%	1 1%	4 1%	6 2%	5 2%	7 1%	8 3%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 2%	17 2%	-	10 3%	5 1%	2 2%	4 3%	3 1%	4 2%	7 2%	10 2%	8 2%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1	1	-	1	-	-	-	-	-	1	-	1
Free	6 1%	4 1%	2 1%	4 1%	2 1%	-	-	3 1%	2 1%	2 1%	4 1%	2 1%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3	3	-	3 1%	-	-	-	1	2 1%	-	3	-
Don't know	29 3%	27 3%	2 1%	15 5%	10 2%	3 2%	3 2%	11 4%	6 3%	8 3%	21 3%	8 3%
Paid for through Green Deal cashback scheme (from question I27)	35 4%	32 4%	3 2%	17 6%	12 3%	6 4%	10 6%	5 2%	7 3%	13 5%	21 3%	14 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Not answered definitely/ probably will install any key measures	797 84%	652 84%	145 88%	249 80%	366 86% †	115 89% †	134 81%	217 83%	196 86%	248 87%	533 85%	265 83%
NET: Financed themselves	48 5%	47 6% s	2 1%	27 9% u	15 3%	5 4%	15 9% MO	11 4%	12 5%	10 4%	27 4%	22 7%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 7%	53 7%	16 10%	19 6%	38 9%	5 4%	12 7%	22 9%	17 7%	18 6%	43 7%	26 8%
NET: Paid for through Green Deal scheme (from question I26+I27)	42 4%	39 5%	3 2%	21 7%	15 3%	6 4%	12 7% M	6 2%	10 4%	14 5%	25 4%	17 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Savings or regular income from current account	38 4%	25 5%	5 3%	4 2%	9 13% yzA	23 3%	3 3%	16 3%	1 2%	21 20% EFHIJ	-	17 3%	21 6% EHI
Loan from bank/building society	5 1%	3 1%	1 1%	-	1 2%	2	-	4 1%	-	2 2%	-	4 1%	2
Mortgage extension	5 1%	4 1%	1 1%	1 1%	2 3%	1	-	-	-	5 5% EHIJ	-	-	5 2% EI
Loan/finance scheme through installer/provider	5	3 1%	1 1%	-	1 2%	5 1%	-	2	-	3 3% EI	-	2	3 1%
Other finance (credit card high street loan loan from friends / family etc)	2	2	-	-	-	1	1 1%	-	-	2 2% EI	-	-	2 1%
Local authority/Council	19 2%	6 1%	2 1%	11 5% y	1 2%	14 2%	4 4%	2	-	17 16% EFHIJ	-	2	17 5% EHI
Housing Association	8 1%	5 1%	1 1%	3 1%	-	5 1%	3 3% C	2	-	6 6% EHIJ	-	2	6 2% EI
Landlord	16 2%	7 1%	3 2%	7 3%	-	13 2%	1 1%	2	-	14 13% EFHIJ	-	2	14 4% EHI
Energy company (Energy Company Obligation - ECO)	17 2%	10 2%	5 3% A	1 1%	2 2%	14 2%	1 1%	6 1%	-	11 11% EFHIJ	-	6 1%	11 3% EI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

126 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Other Green Deal provider/installer (not an energy company)	15 2%	7 1%	3 2%	2 1%	3 4%	10 1%	2 2%	2	-	13 12%	-	2	13 4%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 2%	14 3%	1 1%	2 1%	1 2%	15 2%	1 1%	7 1%	2 4% H	9 8% EHJU	-	9 1%	9 3%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1	1	-	-	-	1	-	1	-	-	-	1	-
Free	6 1%	4 1%	1 1%	-	1 1%	5 1%	-	4 1%	-	2 2%	-	4 1%	2 1%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3	1	-	-	3 4% YZA	-	-	1	1 2% EU	1 1%	-	2 E	1
Don't know	29 3%	16 3%	4 3%	3 2%	5 7% A	21 3%	2 2%	12 2%	2 5% H	15 14% EHJU	-	14 2%	15 4% H
Paid for through Green Deal cashback scheme (from question 127)	35 4%	25 5%	6 4%	4 2%	5 7%	27 3%	2 2%	11 2%	2 4% H	23 21% EFHJU	-	12 2%	23 7% EHI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 586

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Not answered definitely/probably will install any key measures	797 84%	451 85% B	120 84% B	189 85% B	51 70%	676 86%	83 85%	521 92% GJ	43 91% GJ	10 9%	118 100% EFGJ	564 92% GJ	233 71% G
NET: Financed themselves	48 5%	31 6%	7 5%	6 3%	14 19% yzA	29 4%	3 3%	19 3% H	1 2%	28 26% EFHIJ	-	21 3%	28 8% EHI
NET: Paid for fully or partially by third party (including grants, subsidies)	70 7%	29 6%	11 8%	24 71% y	6 8%	53 7%	10 10%	13 2%	-	56 53% EFHIJ	-	13 2%	56 77% EFHI
NET: Paid for through Green Deal scheme (from question I26+I27)	42 4%	30 6% A	6 4%	4 2%	6 8% A	33 4%	2 2%	13 2%	2 4% H	27 25% EFHIJ	-	15 2%	27 8% EHI



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

126 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Savings or regular income from current account	38 4%	4 5%	8 3%	-	5 2%	9 7% cdfg	16 3%	16 3%	22 6%	4 5%	6 1%	28 7% j	15 9% m	23 3%	20 4%	18 4%
Loan from bank/building society	5 1%	-	1 *	-	2 1%	1 1%	4 1%	4 1%	2 *	1 2%	2 1%	2 *	3 2% m	2 *	4 1%	1 *
Mortgage extension	5 1%	-	-	-	-	-	-	-	5 1% fg	-	-	5 1% j	4 2% m	1 *	1 *	4 1%
Loan/finance scheme through installer/provider	5 *	-	2 1%	-	2 1%	1 1%	2 *	2 *	3 1%	-	1 *	4 1%	2 1%	3 *	3 1%	2 *
Other finance (credit card high street loan loan from friends / family etc)	2 *	-	-	-	-	-	-	-	2 *	-	-	2 *	1 1%	1 *	1 *	1 *
Local authority/Council	19 2%	-	1 *	-	1 *	1 1%	2 *	2 *	17 5% bdefg	-	2 *	17 4% j	1 *	18 2%	10 2%	9 2%
Housing Association	8 1%	-	1 *	-	-	1 1%	2 *	2 *	6 2%	-	2 1%	6 1%	2 1%	7 1%	4 1%	4 1%
Landlord	16 2%	-	-	-	2 1%	-	2 *	2 *	14 4% bdefg	-	2 *	14 3% j	1 1%	15 2%	9 2%	7 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

126 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Energy company (Energy Company Obligation - ECO)	17 2%	2 2%	2 1%	-	1 *	3 3%	6 1%	3 1%	11 3%	1 1%	1 *	15 4%	2 1%	15 2%	15 3%	2 1%
Other Green Deal provider/ installer (not an energy company)	15 2%	-	1 *	-	2 1%	-	2 *	2 *	13 3%	-	2 *	13 3%	3 2%	12 2%	10 2%	5 1%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 2%	1 1%	3 1%	-	3 1%	3 2%	7 1%	6 1%	11 3%	1 1%	4 1%	12 3%	10 6%	7 1%	13 2%	4 1%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1	-	1 *	-	1 *	-	1 *	1 *	-	-	1 *	-	-	1 *	1 *	-
Free	6 1%	-	1 *	-	3 1%	-	4 1%	4 1%	2 1%	-	3 1%	3 1%	-	6 1%	3 1%	3 1%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

126 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Paid for in some other way	3	-	-	-	1 1%	-	1	1	2	1 2% j	-	2	1 1%	2	1	2
Don't know	29 3%	2 2%	3 1%	-	8 3%	1 1%	12 2%	12 2%	17 5% befg	1 2%	11 2%	17 4%	8 5%	21 3%	18 3%	11 3%
Paid for through Green Deal cashback scheme (from question 127)	35 4%	3 3%	3 1%	-	5 2%	4 3%	11 2% g	9 2%	24 6% bcdfg	3 4%	5 1%	28 7% j	17 10% m	18 2%	21 4%	14 3%
Not answered definitely/ probably will install any key measures	797 84%	81 93% eh	240 94% eh	56 100% bdefgh	204 90% h	112 86% h	521 92% eh	511 92% efh	276 73%	71 94% k	416 93% k	310 73%	127 77%	670 86% l	446 83%	351 86%
NET: Financed themselves	48 5%	4 5%	9 3%	-	7 3%	10 8% cdfg	19 3%	19 3%	29 8% bcdfg	5 6% j	9 2%	35 8% j	22 13% m	27 3%	25 5%	23 6%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 7%	2 2%	5 2%	-	6 2%	5 4%	13 2% g	11 2%	56 15% abcde fg	1 1%	9 2%	60 14% ij	8 5%	61 8%	44 8%	25 6%
NET: Paid for through Green Deal scheme (from question 126+127)	42 4%	3 3%	6 2%	-	6 2%	4 3%	13 2%	12 2%	29 8% bcdfg	3 4%	7 2%	32 8% j	20 12% m	22 3%	26 5%	16 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Savings or regular income from current account	38 4%	1 2%	10 3%	9 4%	14 7% q	11 3%	14 5%	16 5%	5 3%	4 4% R	-	1 1%	1 1%	37 4%	20 15% UVW	16 2%	1 1%	15 3%
Loan from bank/building society	5 1%	-	1 *	-	4 2% r	-	1 *	4 1% M	-	-	-	-	-	5 1%	4 3% UW	1 *	-	1 *
Mortgage extension	5 1%	-	-	2 1%	1 *	-	1 1%	3 1%	-	1 1%	-	-	-	5 1%	4 3% UW	-	-	-
Loan/finance scheme through installer/provider	5 *	1 1%	2 1%	2 1%	-	1 *	1 *	1 *	1 *	1 1%	-	-	-	5 1%	1 1%	3 *	1 1%	2 *
Other finance (credit card high street loan loan from friends / family etc)	2 *	-	-	2 1%	-	2 *	-	1 *	-	-	-	-	-	2 *	-	2 *	-	2 *
Local authority/Council	19 2%	2 2%	10 3%	3 1%	2 1%	6 2%	4 1%	10 3%	3 1%	2 2%	1 1%	5 5%	3 4%	16 2%	-	14 2%	4 3%	10 2%
Housing Association	8 1%	1 1%	4 1%	1 *	1 1%	2 *	1 *	6 2%	1 *	2 2%	2 1%	2 2%	2 3%	6 1%	-	6 1%	2 2%	4 1%
Landlord	16 2%	3 3%	7 2%	5 2%	1 1%	6 1%	4 2%	6 2%	3 2%	3 3%	1 *	3 3%	3 3%	13 2%	1 1%	13 2%	3 3%	9 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Energy company (Energy Company Obligation - ECO)	17 2%	1 1%	5 2%	3 1%	7 3%	7 2%	7 3%	7 2%	3 2%	3 3%	3 2%	-	-	17 2%	-	17 2%	*	16 3%
Other Green Deal provider/ installer (not an energy company)	15 2%	1 1%	7 2%	6 2%	2 1%	6 1%	4 2%	6 2%	3 2%	2 3%	1 1%	-	-	15 2%	-	15 2%	1 1%	14 2%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 2%	-	7 2%	9 4%	2 1%	10 2%	5 2%	4 1%	3 2%	2 3%	-	-	-	17 2%	4 3%	12 2%	1 1%	10 2%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1 *	-	1 *	-	-	-	-	-	-	-	-	-	-	1 *	-	1 *	-	1 *
Free	6 1%	2 2%	1 *	2 1%	1 *	3 1%	3 1%	-	-	-	4 2% P	-	-	6 1%	-	5 1%	-	5 1%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Paid for in some other way	3	-	1	-	2	-	1	2	-	-	-	-	-	3	3	-	-	-
Don't know	29	1	10	7	9	14	9	14	4	3	2	1	1	28	10	17	1	16
	3%	1%	3%	3%	4%	3%	3%	4%	2%	3%	1%	1%	1%	3%	8%	2%	1%	3%
Paid for through Green Deal cashback scheme (from question I27)	35	-	14	13	6	15	7	13	4	4	-	-	-	35	16	13	1	13
	4%	-	4%	5%	3%	4%	3%	4%	2%	4%	-	-	-	4%	13%	2%	1%	2%
Not answered definitely/probably will install any key measures	797	83	296	210	165	350	214	262	161	79	138	88	75	722	93	613	115	498
	84%	89%	84%	84%	82%	87%	82%	81%	89%	81%	91%	89%	89%	84%	73%	87%	90%	86%
NET: Financed themselves	48	1	13	14	17	12	17	21	5	5	-	1	1	48	25	19	1	17
	5%	2%	4%	6%	9%	3%	7%	6%	3%	5%	-	1%	1%	6%	20%	3%	1%	3%
NET: Paid for fully or partially by third party (including grants, subsidies)	70	7	31	15	14	22	18	34	11	10	8	10	8	61	1	59	11	48
	7%	8%	9%	6%	7%	5%	7%	11%	6%	11%	5%	10%	10%	7%	1%	8%	9%	8%
NET: Paid for through Green Deal scheme (from question I26+I27)	42	-	16	18	6	18	10	15	6	4	-	-	-	42	17	19	2	17
	4%	-	4%	7%	3%	5%	4%	5%	3%	4%	-	-	-	5%	14%	3%	2%	3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

126 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Savings or regular income from current account	38 4%	26 7% xzA	10 3%	29 7% xzA	7 2%	-	23 9%	3 3%	6 2%	12 5% D	14 10% D	12 3%	24 5% G	12 4%	13 3%	15 6%
Loan from bank/building society	5 1%	4 1%	1	4 1%	1	1 2%	4 2%	-	1	2 1%	2 1%	1	4 1%	1	2 1%	2 1%
Mortgage extension	5 1%	4 1%	1	4 1%	1	-	4 2%	-	1	-	4 3% DE	3 1%	1	4 1%	1	1
Loan/finance scheme through installer/provider	5	2	3 1%	2 1%	2 1%	1 2%	2 1%	-	2 1%	2 1%	1 1%	3 1%	2	2 1%	-	3 1%
Other finance (credit card high street loan loan from friends / family etc)	2	-	2	-	2 1%	1 1% y	-	-	1	-	1 1%	1	1	1	1	-
Local authority/Council	19 2%	3 1%	11 3% y	3 1%	10 3% wy	2 2%	3 1%	-	12 3% F	6 3%	-	16 4% H	3 1%	6 2%	7 2%	7 2%
Housing Association	8 1%	-	6 1% wy	-	6 2% wy	3 5% wxy	-	-	6 2%	1	-	4 1%	5 1%	4 1%	3 1%	2 1%
Landlord	16 2%	4 1%	8 2%	4 1%	8 2%	2 3%	4 1%	-	11 3%	3 1%	1 1%	12 3% H	3 1%	8 3%	5 1%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Energy company (Energy Company Obligation - ECO)	17 2%	6 2%	8 2%	8 2%	6 2%	1 1%	6 2%	-	4 1%	8 3%	2 2%	3 1%	12 3% G	3 1%	10 2%	5 2%
Other Green Deal provider/ installer (not an energy company)	15 2%	3 1%	9 2%	3 1%	9 3%	2 3%	3 1%	-	4 1%	9 4% D	1 1%	7 2%	8 2%	5 2%	8 2%	4 2%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 2%	7 2%	8 2%	8 2%	7 2%	2 3%	6 2%	1 1%	5 1%	7 3%	5 3%	5 1%	11 2%	3 1%	7 2%	8 3%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1	-	1	-	1	1 2% wy	-	-	-	1	-	-	1	-	-	1
Free	6 1%	-	5 1% y	-	5 1% wy	-	-	-	2 1%	2 1%	1 1%	2 1%	3 1%	3 1%	3 1%	1
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 587

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Paid for in some other way	3	3	-	3	-	-	3	-	1	1	1	-	3	-	-	3
	0%	1%	-	1%	-	-	1%	-	0%	0%	1%	-	1%	-	-	1%
Don't know	29	16	13	18	11	1	12	3	7	9	6	12	12	8	16	7
	3%	4%	3%	4%	3%	2%	5%	4%	2%	4%	4%	3%	3%	3%	4%	3%
Paid for through Green Deal cashback scheme (from question I27)	35	20	14	22	12	1	19	1	9	10	13	16	17	11	17	10
	4%	6%	3%	5%	3%	1%	7%	1%	3%	4%	10%	4%	4%	4%	4%	4%
Not answered definitely/probably will install any key measures	797	294	344	337	300	56	207	80	300	189	110	369	378	272	332	223
	84%	83%	84%	83%	84%	86%	80%	93% B	86% E	79%	80%	84%	84%	85%	84%	83%
NET: Financed themselves	48	31	15	35	11	2	28	3	8	15	18	17	27	17	15	19
	5%	9% xz	4%	9% xz	3%	3%	11% C	3%	2%	6% D	13% DE	4%	6%	5%	4%	7%
NET: Paid for fully or partially by third party (including grants, subsidies)	70	15	36	18	33	9	15	-	34	24	3	39	28	25	27	23
	7%	4%	9% wy	4%	9% wy	14% wy	6% C	-	10% F	10% F	2%	9%	6%	8%	7%	8%
NET: Paid for through Green Deal scheme (from question I26+I27)	42	22	17	25	14	2	21	1	11	13	15	17	23	12	19	14
	4%	6%	4%	6%	4%	3%	8% C	1%	3%	6%	11% D	4%	5%	4%	5%	5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 588

126 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Savings or regular income from current account	38 4%	27 8% JK	20 4%	32 5% I	6 2%	18 4%	14 4%	6 4%	30 5%	8 4%	32 4%	6 5%
Loan from bank/building society	5 1%	1	4 1%	4 1%	1	1	4 1%	-	4 1%	1 1%	4 1%	1 1%
Mortgage extension	5 1%	-	1	1	4 2% HIJ	1	-	3 2% kl	4 1%	1 1%	4 1%	1 1%
Loan/finance scheme through installer/provider	5	3 1%	3 1%	4 1%	1	1	3 1%	1 1%	2	2 1%	3	1 1%
Other finance (credit card high street loan loan from friends / family etc)	2	-	1	1	1	-	2 1%	-	2	-	2	-
Local authority/Council	19 2%	4 1%	10 2%	12 2%	7 3%	5 1%	10 3%	4 3%	13 2%	4 2%	13 2%	3 3%
Housing Association	8 1%	2 1%	4 1%	5 1%	4 1%	3 1%	2 1%	3 2%	6 1%	1 1%	5 1%	2 2%
Landlord	16 2%	4 1%	9 2%	11 2%	5 2%	4 1%	7 2%	6 4% k	11 2%	3 2%	10 1%	3 3%
Energy company (Energy Company Obligation - ECO)	17 2%	4 1%	15 3% H	15 2% H	2 1%	7 2%	7 2%	2 1%	14 2%	2 1%	14 2%	3 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 588

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Other Green Deal provider/installer (not an energy company)	15 2%	4 1%	10 2%	12 2%	3 1%	6 1%	9 2%	1 1%	12 2%	2 1%	14 2%	1 1%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 2%	8 2%	13 2%	16 2%	2 1%	7 2%	8 2%	1 1%	14 2%	3 1%	16 2%	1 1%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1	-	1	1	-	-	1	-	-	1 1%	1	-
Free	6 1%	4 1%	3 1%	4 1%	2 1%	2	4 1%	1	2	2 1%	4 1%	2 1%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3	3 1%	1	3	-	2	1	-	2	1	2	1 1%
Don't know	29 3%	15 4%	18 3%	22 3%	7 2%	10 2%	14 4%	3 2%	26 4%	3 2%	24 3%	2 2%
Paid for through Green Deal cashback scheme (from question I27)	35 4%	16 5%	21 4%	28 4%	8 3%	17 4%	12 3%	5 3%	29 5%	5 3%	30 4%	5 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 588

126 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Not answered definitely/ probably will install any key measures	797 84%	297 82%	446 83%	561 83%	236 87%	352 85%	295 83%	132 84%	537 83%	160 85%	601 84%	90 80%
NET: Financed themselves	48 5%	30 8% JK	25 5%	39 6% I	10 4%	19 5%	20 6%	8 5%	37 6%	12 6%	39 5%	8 7%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 7%	17 5%	44 8% H	49 7% H	20 7%	25 6%	28 8%	16 10%	51 8%	12 6%	53 7%	10 9%
NET: Paid for through Green Deal scheme (from question 126+127)	42 4%	19 5%	26 5%	34 5%	8 3%	19 5%	17 5%	5 3%	35 5%	6 3%	37 5%	5 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 588

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Savings or regular income from current account	38 4%	29 4%	4 4%	6 5%	9 3%	30 4%	36 6%	13 5%	2 1%	13 6%	2 3%	2 1%	6 6%	7 4%	8 3%
Loan from bank/building society	5 1%	4 1%	-	1 1%	2 1%	3	5 1%	4 1%	-	2 1%	-	-	2 2%	-	1 1%
Mortgage extension	5 1%	4 1%	-	1 1%	1 1%	4 1%	5 1%	-	-	3 1%	-	-	1 1%	1 1%	-
Loan/finance scheme through installer/provider	5	3 1%	-	1 1%	2 1%	2	3 1%	2 1%	1	2 1%	-	-	1 1%	-	2 1%
Other finance (credit card high street loan loan from friends / family etc)	2	2	-	-	-	2	2	-	-	1	-	-	1 1%	-	-
Local authority/Council	19 2%	15 2%	2 2%	1 1%	4 2%	15 2%	8 1%	-	9 3%	4 2%	1 1%	5 3%	1 1%	3 2%	4 2%
Housing Association	8 1%	7 1%	1 1%	-	2 1%	6 1%	4 1%	-	5 1%	3 1%	1 1%	-	-	2 2%	2 1%
Landlord	16 2%	10 1%	3 3%	1 1%	4 1%	12 2%	9 1%	1	8 2%	5 3%	-	3 2%	-	2 1%	6 3%
Energy company (Energy Company Obligation - ECO)	17 2%	13 2%	1 1%	3 2%	5 2%	12 2%	12 2%	2 1%	5 1%	3 1%	1 1%	1	4 4%	5 3%	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 588

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Other Green Deal provider/installer (not an energy company)	15 2%	13 2%	1 1%	1 1%	2 1%	13 2%	12 2% q	2 1%	3 1%	2 1%	3 4%	1 1%	2 2%	3 2%	4 2%
Green Deal finance scheme (loan paid back through savings on your electricity bill)	17 2%	15 2%	-	3 2%	4 2%	13 2%	15 3% q	3 1%	2 1%	-	2 3% u	2 1%	7 7% uwyz	2 1%	4 2%
Green Deal cashback scheme (apply for cashback from the government to help pay for the improvement)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Renewable Heat Premium Payment (RHPP) voucher	1	1	-	-	1	-	1	1	-	-	-	-	1 1%	-	-
Free	6 1%	2 *	1 1%	2 1%	2 1%	4 1%	5 1%	-	1 *	1 *	-	-	-	2 2%	3 1%
Government scheme (nfs)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Management Company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for in some other way	3	2	-	1 1%	1	2	3 1%	1	-	-	-	-	-	2 1%	1 1%
Don't know	29 3%	22 3%	1 1%	2 2%	6 2%	23 3%	22 4%	7 3%	6 2%	8 4%	4 6% w	2 1%	1 1%	6 4%	8 4%
Paid for through Green Deal cashback scheme (from question I27)	35 4%	29 4%	-	6 6% Q	7 3%	28 4%	31 5% qr	7 2%	4 1%	11 5%	2 3%	3 2%	8 8% wy	2 1%	9 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 588

I26 (R) (ALL) And (assuming you go ahead with it) how do you intend to pay for (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Total	946	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Weighted Base	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	86	100	245	625	541	252	300	191	64	177	90	139	210
Not answered definitely/ probably will install any key measures	797 84%	79 86%	88 82%	226 86%	572 84%	476 82%	249 91% p	295 88% p	177 84%	56 81%	166 92% uvwxyz	81 81%	130 82%	187 83%
NET: Financed themselves	48 5%	4 4%	8 8%	12 5%	36 5%	45 8% r	16 6% r	4 1%	16 8% w	2 3%	2 7%	10 10% w	8 5% w	10 4%
NET: Paid for fully or partially by third party (including grants, subsidies)	70 7%	7 8%	5 4%	15 6%	54 8%	40 7% q	5 2%	28 8% q	15 7%	5 7%	9 5%	6 6%	15 9%	19 9%
NET: Paid for through Green Deal scheme (from question I26+I27)	42 4%	- Q	6 6% Q	9 3%	33 5%	36 6% qr	8 3%	6 2%	11 5%	4 6%	3 2%	10 10% wy	4 3%	10 4%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 589

I27 (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	180	83	96	68	83	28	152	26	44	135	133	47	101	79	130	19	31	50
Weighted Base	188	86*	101*	69*	90*	28**	164	22**	45*	142	132	56*	86*	101*	139	15**	34**	49*
Effective base	166	76	88	61	78	26	141	25	40	125	120	46	96	76	121	18	28	45
Yes - I intend to apply for cashback	46 25%	12 14%	34 34% a	18 26%	20 22%	8 30%	41 25%	4 18%	11 24%	36 25%	29 22%	17 30%	19 22%	27 27%	44 32% q	2 15%	-	2 5%
No - do not intend to apply for cashback	49 26%	23 27%	26 26%	19 27%	24 26%	7 24%	46 28%	3 15%	10 23%	39 27%	41 31% k	8 14%	23 27%	26 26%	28 20%	7 44%	15 45%	22 45% n
Don't know	92 49%	51 59% b	40 40%	32 47%	46 52%	13 46%	77 47%	15 67%	24 53%	68 48%	61 47%	31 55%	45 52%	47 47%	68 49%	6 41%	18 55%	25 51%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 589

I27 (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	180	162	18	78	67	19	44	46	41	47	114	66
Weighted Base	188	167	21**	87*	72*	18**	46*	50*	41*	50*	118	70*
Effective base	166	149	17	72	63	18	40	42	38	44	105	61
Yes - I intend to apply for cashback	46 25%	42 25%	4 20%	27 31%	13 18%	6 32%	15 33% M	5 10%	8 19%	18 36% M	24 20%	22 32%
No - do not intend to apply for cashback	49 26%	46 27%	4 19%	19 21%	23 31%	4 21%	11 25%	13 27%	11 27%	13 26%	35 30%	15 21%
Don't know	92 49%	79 48%	13 62%	41 48%	36 50%	8 47%	19 42%	31 63% O	22 54%	19 38%	59 50%	33 47%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 589

127 (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	180	101	30	40	22	137	16	56	5	119	-	61	119
Weighted Base	188	103*	30**	42*	27**	138	17**	57*	7**	124	-**	64*	124
Effective base	166	93	29	35	21	127	15	52	5	109	-	56	109
Yes - I intend to apply for cashback	46 25%	34 33%	7 24%	7 18%	6 23%	36 26%	2 11%	11 19%	3 49%	32 26%	-	14 22% E	32 26%
No - do not intend to apply for cashback	49 26%	22 21%	10 33%	16 37%	5 18%	37 27%	7 38%	20 35% I	-	30 24%	-	20 31%	30 24%
Don't know	92 49%	48 46%	13 43%	19 45%	16 59%	65 47%	9 51%	26 46%	4 51%	63 51%	-	30 47%	63 51%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 590

127 (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	180	8	17	-	32	20	56	53	124	-	-	180	52	128	112	68
Weighted Base	188	8**	19**	**	28*	20**	57*	53*	131	**	**	188	56*	132	116	72*
Effective base	166	7	16	-	31	19	52	49	114	-	-	166	47	119	104	62
Yes - I intend to apply for cashback	46 25%	3 36%	3 15%	-	5 16%	4 18%	11 19%	9 18%	35 27%	-	-	46 25%	25 44% m	21 16%	26 23%	20 28%
No - do not intend to apply for cashback	49 26%	-	7 36%	-	9 32%	7 35%	20 35%	19 35%	30 23%	-	-	49 26%	6 11%	43 33% l	34 29%	15 21%
Don't know	92 49%	5 64%	9 49%	-	15 52%	10 47%	26 46%	25 47%	66 51%	-	-	92 49%	25 45%	67 51%	56 48%	37 51%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 590

I27 (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	180	15	66	46	45	63	54	78	24	23	15	12	11	169	42	116	18	98
Weighted Base	188	14**	69*	48*	46*	68*	56*	82*	26**	24**	15**	11**	10**	178	48*	115	16**	100*
Effective base	166	13	62	41	43	59	49	72	23	21	14	11	10	156	38	108	17	92
Yes - I intend to apply for cashback	46 25%	-	18 26%	17 36% L	7 15%	19 28%	9 16%	18 21%	6 24%	6 25%	-	-	-	46 26%	23 48% UW	18 15%	2 10%	16 16%
No - do not intend to apply for cashback	49 26%	5 40%	21 30%	11 23%	9 20%	13 20%	21 38% M	23 28%	9 36%	8 35%	8 57%	6 52%	6 60%	44 24%	4 8%	41 35% T	7 46%	33 34% T
Don't know	92 49%	8 60%	31 44%	20 41%	30 65% qf	35 52%	26 47%	41 50%	11 41%	9 40%	6 43%	5 48%	4 40%	88 50%	21 44%	57 49%	7 44%	50 50%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 590

127 (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	180	77	81	88	70	14	69	8	61	54	38	82	81	67	73	55
Weighted Base	188	81*	81*	92*	70*	14**	74*	7**	61*	60*	41*	84*	85*	67*	79*	57*
Effective base	166	70	76	80	65	13	62	7	56	50	35	74	76	61	69	51
Yes - I intend to apply for cashback	46 25%	27 34%	16 20%	29 32%	14 20%	1 6%	26 36%	1 12%	11 18%	12 20%	20 49% DE	20 23%	20 23%	16 23%	22 28%	13 23%
No - do not intend to apply for cashback	49 26%	13 16%	31 38% wy	15 16%	29 42% wy	8 59%	12 16%	1 12%	23 38% F	14 23%	4 11%	25 29%	22 25%	21 32%	17 22%	14 24%
Don't know	92 49%	41 51%	34 41%	48 52%	26 38%	5 35%	36 48%	5 76%	27 44%	34 57%	16 40%	40 47%	44 51%	30 45%	40 50%	30 53%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 591

I27 (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	180	79	112	140	40	74	73	29	140	32	143	26
Weighted Base	188	81*	116	144	43*	77*	76*	30**	146	33**	149	27**
Effective base	166	73	104	130	36	70	67	25	129	29	132	24
Yes - I intend to apply for cashback	46 25%	18 23%	26 23%	34 23%	12 29%	21 27%	15 19%	8 27%	39 27%	6 19%	39 26%	7 26%
No - do not intend to apply for cashback	49 26%	19 23%	34 29%	39 27%	10 23%	19 25%	20 26%	9 30%	40 27%	9 26%	38 26%	8 31%
Don't know	92 49%	44 54%	56 48%	71 49%	21 48%	37 48%	42 55%	13 44%	67 46%	18 55%	72 48%	12 43%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 591

127 (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dis-satisfaction (n)	No dis-satisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	180	136	14	22	43	137	136	31	39	42	18	19	23	36	42
Weighted Base	188	139	16**	24**	46*	142	138	31**	45*	46*	16**	19**	23**	38*	46*
Effective base	166	125	13	20	39	127	125	29	37	38	16	18	22	34	39
Yes - I intend to apply for cashback	46 25%	36 26%	-	10 41%	11 25%	35 24%	41 30%	7 21%	5 12%	15 33%	3 19%	3 17%	11 46%	3 9%	10 22%
No - do not intend to apply for cashback	49 26%	35 25%	7 46%	3 13%	12 27%	37 26%	30 22%	7 23%	19 41%	14 30%	5 28%	5 28%	1 6%	15 39%	10 21%
Don't know	92 49%	68 49%	8 54%	11 46%	22 48%	71 50%	67 49%	17 56%	21 47%	17 37%	9 53%	10 54%	11 48%	20 52%	26 56%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 592

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19 Jun 2014

I27_SUM (M) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All who did not mention Green Deal cashback as a way to pay for key measures that respondents definitely/probably will install

	I27: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	34	24	38	1	4	22	24	10	12	6	5
Weighted Base	37	26	37	1	4	25	24	10	12	7	6
Effective base	31	23	35	1	4	21	22	9	11	5	4
Yes - I intend to apply for cashback	8 22%	3 12%	9 24%	- -	1 21%	5 19%	12 48%	- -	5 41%	2 26%	3 47%
No - do not intend to apply for cashback	13 36%	6 23%	15 42%	- -	- -	11 43%	1 3%	1 10%	1 9%	2 26%	- -
Don't know	16 42%	17 66%	13 35%	1 100%	3 79%	9 38%	12 49%	9 90%	6 50%	3 47%	3 53%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 593

I27 (R) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents who did not mention Green Deal cashback as a way to pay for measures they definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	144	67	76	51	68	24	123	19	35	108	107	37	78	66	102	14	28	42
Weighted Base	149	69*	79*	50*	72*	25**	132	15**	35*	113*	105*	44*	66*	83*	108*	11**	30**	41*
Effective base	132	62	70	46	64	22	114	18	32	100	97	36	74	64	95	13	25	37
Yes - I intend to apply for cashback	35 24%	9 14%	26 33% a	12 24%	15 21%	8 31%	31 24%	3 20%	8 23%	27 24%	23 22%	12 28%	15 23%	20 24%	34 31% q	1 13%	-	1 3%
No - do not intend to apply for cashback	45 30%	22 32%	23 29%	18 35%	21 29%	6 24%	43 32%	2 16%	8 23%	37 33%	37 36%	8 18%	20 31%	25 30%	26 24%	6 52%	14 46%	19 47% n
Don't know	79 53%	42 61%	36 46%	25 50%	41 56%	12 49%	68 51%	10 69%	22 62%	56 50%	52 49%	27 62%	37 56%	42 51%	55 51%	6 57%	17 58%	24 58%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 593

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19 Jun 2014

127 (R) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents who did not mention Green Deal cashback as a way to pay for measures they definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	144	127	17	58	58	15	31	42	32	37	93	51
Weighted Base	149	129	20**	63*	62*	14**	31**	45*	32**	38*	95*	53*
Effective base	132	116	16	54	54	14	28	39	30	34	85	47
Yes - I intend to apply for cashback	35 24%	32 25%	3 16%	17 28%	12 19%	6 39%	10 32%	5 11%	7 21%	13 34% M	21 22%	14 26%
No - do not intend to apply for cashback	45 30%	41 32%	4 19%	19 29%	19 31%	4 26%	9 30%	12 26%	11 32%	13 33%	32 33%	14 26%
Don't know	79 53%	66 51%	13 64%	32 51%	33 54%	7 46%	15 46%	29 65%	18 55%	17 44%	50 52%	29 54%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 593

I27 (R) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents who did not mention Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	144	80	22	33	18	109	13	47	3	94	-	50	94
Weighted Base	149	81*	23**	34**	22**	109	15**	48*	4**	97*	-**	52*	97*
Effective base	132	74	21	29	17	100	12	44	3	86	-	46	86
Yes - I intend to apply for cashback	35 24%	25 31%	6 26%	4 13%	5 22%	27 25%	2 13%	11 23%	2 42%	23 23%	-	12 24%	23 23%
No - do not intend to apply for cashback	45 30%	20 25%	9 41%	14 42%	5 23%	33 30%	7 45%	17 36%	-	28 29%	-	17 33%	28 29%
Don't know	79 53%	41 51%	12 51%	17 49%	12 55%	57 52%	8 54%	25 53%	2 58%	51 53%	-	28 54%	51 53%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 594

127 (R) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents who did not mention Green Deal cashback as a way to pay for measures they definitely/probably will install

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	144	6	15	-	26	18	47	44	97	5	32	107	37	107	88	56
Weighted Base	149	6**	17**	-**	23**	19**	48*	44*	101*	5**	32**	112*	38*	111*	89*	59*
Effective base	132	6	14	-	25	17	44	41	89	5	30	98	33	99	81	51
Yes - I intend to apply for cashback	35 24%	3 50%	3 17%	-	5 20%	4 19%	11 23%	9 22%	24 24%	3 59%	5 15%	28 25%	17 44% m	18 17%	21 24%	14 24%
No - do not intend to apply for cashback	45 30%	-	7 40%	-	7 32%	6 33%	17 36%	16 36%	28 28%	1 17%	13 40%	32 28%	6 16%	39 35% l	31 35%	14 23%
Don't know	79 53%	5 87%	8 50%	-	14 61%	9 48%	25 53%	24 55%	54 53%	3 68%	17 52%	59 53%	19 49%	60 54%	47 52%	32 54%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 594

I27 (R) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents who did not mention Green Deal cashback as a way to pay for measures they definitely/probably will install

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Unweighted Base	144	11	52	40	35	50	46	58	18	18	14	11	10	134	31	95	14	81
Weighted Base	149	10**	55*	40*	36*	53*	47*	61*	19**	18**	14**	11**	9**	140	34**	94*	12**	82*
Effective base	132	10	48	36	33	46	42	53	17	16	13	10	9	123	28	88	13	76
Yes - I intend to apply for cashback	35 24%	-	14 25%	13 33%	6 18%	15 28%	7 16%	13 22%	4 23%	4 22%	-	-	-	35 25%	16 48%	13 14%	1 7%	13 15%
No - do not intend to apply for cashback	45 30%	5 52%	17 31%	11 27%	9 26%	12 24%	20 42%	20 32%	9 48%	7 41%	8 55%	6 55%	6 64%	39 28%	4 11%	37 39%	7 60%	29 36%
Don't know	79 53%	7 63%	27 50%	18 45%	25 68%	30 56%	23 49%	33 54%	9 48%	8 42%	6 45%	5 51%	4 43%	75 54%	18 51%	49 52%	6 48%	43 53%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 594

127 (R) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents who did not mention Green Deal cashback as a way to pay for measures they definitely/probably will install

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	144	58	66	66	58	9	51	7	50	47	26	69	66	51	57	45
Weighted Base	149	59*	66*	67*	58*	9**	53*	6**	51*	51*	28**	69*	70*	49*	61*	47*
Effective base	132	52	61	60	54	8	46	6	46	44	24	62	62	46	54	41
Yes - I intend to apply for cashback	35 24%	20 33%	14 21%	22 32%	12 20%	1 10%	19 36%	1 13%	9 17%	10 20%	13 48%	16 23%	17 24%	11 23%	17 27%	10 20%
No - do not intend to apply for cashback	45 30%	13 21%	29 43% wy	15 22%	27 46% wy	6 70%	12 22%	1 14%	19 37%	14 27%	4 16%	22 32%	20 29%	19 38%	16 26%	13 27%
Don't know	79 53%	32 54%	29 44%	38 56%	23 40%	4 44%	27 50%	5 87%	25 49%	29 57%	12 44%	34 49%	40 57%	23 48%	34 56%	26 55%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 595

127 (R) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents who did not mention Green Deal cashback as a way to pay for measures they definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	144	65	88	112	32	58	57	26	108	28	113	21
Weighted Base	149	65*	89*	114	35**	60*	60*	26**	111*	29**	116	22**
Effective base	132	60	81	103	29	54	52	23	99	26	104	19
Yes - I intend to apply for cashback	35 24%	16 25%	21 24%	28 24%	8 22%	17 28%	12 20%	5 20%	29 26%	5 17%	30 26%	5 23%
No - do not intend to apply for cashback	45 30%	16 25%	31 35%	37 32%	9 24%	18 31%	17 28%	9 35%	37 33%	7 25%	36 31%	7 31%
Don't know	79 53%	37 57%	47 52%	59 52%	20 56%	30 50%	36 61%	12 45%	55 49%	17 60%	60 51%	11 50%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 595

127 (R) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents who did not mention Green Deal cashback as a way to pay for measures they definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	144	107	12	17	36	108	107	25	34	31	14	15	20	28	36
Weighted Base	149	108*	13**	19**	37*	111*	107*	25**	39*	34**	13**	15**	20**	29**	39*
Effective base	132	99	11	16	33	100	98	23	32	28	13	14	19	26	33
Yes - I intend to apply for cashback	35 24%	29 27%	-	6 32%	7 20%	28 25%	31 29%	7 26%	4 11%	11 32%	2 17%	3 22%	8 42%	2 7%	9 22%
No - do not intend to apply for cashback	45 30%	31 29%	7 54%	3 17%	11 29%	34 31%	27 25%	6 26%	17 44%	14 40%	5 36%	4 25%	1 7%	13 46%	9 23%
Don't know	79 53%	58 53%	6 46%	10 55%	21 56%	58 52%	59 55%	16 66%	17 45%	13 39%	8 60%	8 53%	10 52%	16 57%	24 61%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 596

I27 (R) (ALL) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes - I intend to apply for cashback	35 4%	9 2%	26 6% a	12 4%	15 4%	8 3%	31 4%	3 2%	8 3%	27 4%	23 3%	12 5%	15 3%	20 4%	34 5% p q	1 2%	-	1 1%
No - do not intend to apply for cashback	45 5%	22 4%	23 5%	18 5%	21 6%	6 3%	43 5%	2 2%	8 3%	37 5%	37 5%	8 3%	20 4%	25 5%	26 4%	6 6%	14 7%	19 7%
Don't know	79 8%	42 9%	36 8%	25 7%	41 11% e	12 5%	68 8%	10 8%	22 9%	56 8%	52 7%	27 11%	37 8%	42 9%	55 8%	6 7%	17 9%	24 8%
Already mentioned cashback as source of payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not answered definitely/ probably will install any key measures	797 84%	425 86%	368 82%	288 85%	288 80%	218 90% d	675 84%	108 88%	216 86%	578 84%	598 85%	200 82%	420 87%	377 82%	561 84%	77 88%	160 84%	236 85%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 596

127 (R) (ALL) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes - I intend to apply for cashback	35 4%	32 4%	3 2%	17 6%	12 3%	6 4%	10 6% M	5 2%	7 3%	13 5%	21 3%	14 4%
No - do not intend to apply for cashback	45 5%	41 5%	4 2%	19 6%	19 4%	4 3%	9 6%	12 4%	11 5%	13 4%	32 5%	14 4%
Don't know	79 8%	66 8%	13 8%	32 10%	33 8%	7 5%	15 9%	29 11% O	18 8%	17 6%	50 8%	29 9%
Already mentioned cashback as source of payment	-	-	-	-	-	-	-	-	-	-	-	-
Not answered definitely/ probably will install any key measures	797 84%	652 84%	145 88%	249 80%	366 86% †	115 89% †	134 81%	217 83%	196 86%	248 87%	533 85%	265 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 596

I27 (R) (ALL) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes - I intend to apply for cashback	35 4%	25 5%	6 4%	4 2%	5 7%	27 3%	2 2%	11 2%	2 4% H	23 21% EFHIJ	-	12 2%	23 7% EHI
No - do not intend to apply for cashback	45 5%	20 4%	9 6%	14 6%	5 7%	33 4%	7 7%	17 3%	-	28 26% EFHIJ	-	17 3%	28 8% EFHI
Don't know	79 8%	41 8%	12 8%	17 7%	12 16% yA	57 7%	8 8%	25 4% H	2 5% H	51 48% EFHIJ	-	28 5% H	51 15% EHI
Already mentioned cashback as source of payment	-	-	-	-	-	-	-	-	-	-	-	-	-
Not answered definitely/probably will install any key measures	797 84%	451 85% B	120 84% B	189 85% B	51 70%	676 86%	83 85%	521 92% GJ	43 91% GJ	10 9%	118 100% EFGIJ	564 92% GJ	233 71% G

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 597

127 (R) (ALL) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes - I intend to apply for cashback	35 4%	3 3%	3 1%	-	5 2%	4 3%	11 2%	9 2%	24 6%	3 4%	5 1%	28 7%	17 10%	18 2%	21 4%	14 3%
No - do not intend to apply for cashback	45 5%	-	7 3%	-	7 3%	6 5%	17 3%	16 3%	28 7%	1 1%	13 3%	32 7%	6 4%	39 5%	31 6%	14 3%
Don't know	79 8%	5 6%	8 3%	-	14 6%	9 7%	25 4%	24 4%	54 14%	3 4%	17 4%	59 14%	19 11%	60 8%	47 9%	32 8%
Already mentioned cashback as source of payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not answered definitely/ probably will install any key measures	797 84%	81 93%	240 94%	56 100%	204 90%	112 86%	521 92%	511 92%	276 73%	71 94%	416 93%	310 73%	127 77%	670 86%	446 83%	351 86%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 597

127 (R) (ALL) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes - I intend to apply for cashback	35 4%	-	14 4%	13 5% p	6 3%	15 4%	7 3%	13 4%	4 2%	4 4% RS	-	-	-	35 4%	16 13% UVW	13 2%	1 1%	13 2%
No - do not intend to apply for cashback	45 5%	5 6%	17 5%	11 4%	9 5%	12 3%	20 8% M	20 6% M	9 5%	7 8%	8 5%	6 6%	6 7%	39 5%	4 3%	37 5%	7 6%	29 5%
Don't know	79 8%	7 7%	27 8%	18 7%	25 12%	30 7%	23 9%	33 10%	9 5%	8 8%	6 4%	5 6%	4 5%	75 9%	18 14% UVW	49 7%	6 5%	43 7%
Already mentioned cashback as source of payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not answered definitely/probably will install any key measures	797 84%	83 89%	296 84%	210 84%	165 82%	350 87% O	214 82%	262 81%	161 89%	79 81%	138 91% Q	88 89%	75 89%	722 84%	93 73%	613 87% T	115 90% T	498 86% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 597

127 (R) (ALL) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents

	Total	Received/seen GDAR				Report sent straight to landlord/housing association (A)	Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)		Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes - I intend to apply for cashback	35 4%	20 6%	14 3%	22 5%	12 3%	1 1%	19 7% C	1 1%	9 3%	10 4%	13 10% D	16 4%	17 4%	11 4%	17 4%	10 4%
No - do not intend to apply for cashback	45 5%	13 4%	29 7% wy	15 4%	27 7% wy	6 10% y	12 5%	1 1%	19 5%	14 6%	4 3%	22 5%	20 4%	19 6%	16 4%	13 5%
Don't know	79 8%	32 9%	29 7%	38 9%	23 6%	4 6%	27 10%	5 6%	25 7%	29 12%	12 9%	34 8%	40 9%	23 7%	34 9%	26 10%
Already mentioned cashback as source of payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not answered definitely/probably will install any key measures	797 84%	294 83%	344 84%	337 83%	300 84%	56 86%	207 80%	80 93% B	300 86% E	189 79%	110 80%	369 84%	378 84%	272 85%	332 84%	223 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 598

I27 (R) (ALL) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes - I intend to apply for cashback	35 4%	16 5%	21 4%	28 4%	8 3%	17 4%	12 3%	5 3%	29 5%	5 3%	30 4%	5 4%
No - do not intend to apply for cashback	45 5%	16 5%	31 6%	37 5%	9 3%	18 4%	17 5%	9 6%	37 6%	7 4%	36 5%	7 6%
Don't know	79 8%	37 10%	47 9%	59 9%	20 7%	30 7%	36 10%	12 7%	55 8%	17 9%	60 8%	11 10%
Already mentioned cashback as source of payment	-	-	-	-	-	-	-	-	-	-	-	-
Not answered definitely/probably will install any key measures	797 84%	297 82%	446 83%	561 83%	236 87%	352 85%	295 83%	132 84%	537 83%	160 85%	601 84%	90 80%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 598

127 (R) (ALL) Do you intend to apply for cashback from the government to help pay for (Measure)?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes - I intend to apply for cashback	35 4%	29 4%	-	6 6% Q	7 3%	28 4%	31 5% qr	7 2%	4 1%	11 5%	2 3%	3 2%	8 8% wy	2 1%	9 4%
No - do not intend to apply for cashback	45 5%	31 5%	7 8%	3 3%	11 4%	34 5%	27 5% q	6 2%	17 5%	14 7% w	5 7%	4 2%	1 1%	13 8% wx	9 4%
Don't know	79 8%	58 8%	6 6%	10 10%	21 8%	58 8%	59 10% qr	16 6%	17 5%	13 6%	8 11%	8 4%	10 10%	16 10% w	24 11% w
Already mentioned cashback as source of payment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not answered definitely/probably will install any key measures	797 84%	578 84%	79 86%	88 82%	226 86%	572 84%	476 82%	249 91% p	295 88% p	177 84%	56 81%	166 92% uvxyz	81 81%	130 82%	187 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 599

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	48	23	25	18	22	8	44	4	10	38	41	7	28	20	27	8	13	21
Weighted Base	49	23**	26**	19**	24**	7**	46*	3**	10**	39*	41*	8**	23**	26**	28**	7**	15**	22**
Effective base	44	21	23	16	20	7	40	4	9	35	37	7	27	19	25	8	12	19
I was not aware that cashback was available	11 23%	7 29%	5 18%	4 23%	6 23%	1 21%	11 23%	1 20%	3 24%	9 23%	8 20%	3 38%	6 24%	6 22%	7 25%	1 10%	4 26%	5 21%
I was told that cashback was no longer available	2 3%	-	2 6%	2 9%	-	-	2 4%	-	-	2 4%	2 4%	-	-	2 6%	2 6%	-	-	-
Cashback was not available for the particular improvement that I had installed	3 6%	2 7%	1 5%	-	3 12%	-	3 6%	-	-	3 7%	2 4%	1 16%	2 7%	1 5%	2 8%	1 11%	-	1 3%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	1 4%	-	-	1 4%	-	1 2%	-	1 9%	-	1 2%	-	-	1 3%	1 3%	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	2 10%	-	2 12%	-	-	2 5%	-	-	2 6%	2 6%	-	1 4%	1 5%	1 5%	1 16%	-	1 5%
I did not think that I would be eligible	12 25%	5 21%	7 28%	6 32%	6 27%	-	12 27%	-	3 29%	9 24%	11 27%	1 16%	2 9%	10 39%	5 18%	1 10%	7 44%	7 34%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 599

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	49	23**	26**	19**	24**	7**	46*	3**	10**	39*	41*	8**	23**	26**	28**	7**	15**	22**
Effective base	44	21	23	16	20	7	40	4	9	35	37	7	27	19	25	8	12	19
It was free	7 14%	3 14%	4 14%	2 8%	3 14%	2 30%	7 15%	-	2 16%	5 14%	7 17%	-	4 16%	3 13%	5 20%	-	2 10%	2 7%
Paid by Landlord/ Housing Ass/ Council	7 13%	3 14%	3 13%	4 19%	2 10%	* 7%	5 10%	2 53%	2 22%	4 11%	7 16%	-	5 22%	2 6%	2 6%	3 42%	2 13%	5 22%
Other	1 1%	-	1 3%	1 4%	-	-	1 1%	-	-	1 2%	1 2%	-	1 3%	-	-	1 10%	-	1 3%
Don't know	6 12%	2 11%	3 13%	-	3 13%	3 42%	5 11%	1 27%	1 9%	5 13%	3 8%	2 31%	3 15%	2 9%	5 18%	-	1 7%	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 599

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	48	44	4	16	22	4	11	12	11	13	34	14
Weighted Base	49	46*	4**	19**	23**	4**	11**	13**	11**	13**	35*	15**
Effective base	44	40	4	15	20	4	10	11	10	12	31	13
I was not aware that cashback was available	11 23%	10 22%	1 35%	7 38%	3 15%	1 22%	4 34%	2 15%	4 36%	2 12%	10 29%	1 9%
I was told that cashback was no longer available	2 3%	2 4%	-	2 9%	-	-	2 15%	-	-	-	-	2 11%
Cashback was not available for the particular improvement that I had installed	3 6%	2 5%	1 19%	-	2 9%	-	-	1 6%	-	1 10%	2 6%	1 6%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	1 2%	-	1 5%	-	-	-	-	1 8%	-	-	1 6%
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	2 5%	-	2 13%	-	-	-	2 18%	-	-	2 7%	-
I did not think that I would be eligible	12 25%	11 23%	2 46%	1 7%	9 41%	1 34%	1 12%	7 55%	4 34%	-	9 26%	3 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 599

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I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	49	46*	4**	19**	23**	4**	11**	13**	11**	13**	35*	15**
Effective base	44	40	4	15	20	4	10	11	10	12	31	13
It was free	7 14%	7 15%	-	5 25%	2 10%	-	-	2 12%	2 16%	4 28%	2 7%	5 32%
Paid by Landlord/ Housing Ass/ Council	7 13%	7 14%	-	2 8%	3 11%	-	4 34%	1 5%	2 14%	* 4%	5 14%	2 12%
Other	1 1%	1 1%	-	-	-	-	1 6%	-	-	-	1 2%	-
Don't know	6 12%	6 13%	-	1 7%	3 13%	2 44%	-	-	-	6 46%	5 14%	1 6%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 599

128 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	48	22	10	14	4	37	6	19	-	29	-	19	29
Weighted Base	49	22**	10**	16**	5**	37*	7**	20**	**	30**	**	20**	30**
Effective base	44	20	10	12	4	34	6	18	-	26	-	18	26
I was not aware that cashback was available	11 23%	10 45%	-	2 10%	-	9 24%	1 15%	5 26%	-	6 21%	-	5 26%	6 21%
I was told that cashback was no longer available	2 3%	2 7%	-	2 11%	2 33%	-	2 25%	2 8%	-	-	-	2 8%	-
Cashback was not available for the particular improvement that I had installed	3 6%	2 9%	-	1 5%	-	1 2%	1 19%	-	-	3 10%	-	-	3 10%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	-	-	1 18%	-	-	1 5%	-	-	-	1 5%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	1 6%	1 10%	-	-	2 6%	-	2 12%	-	-	-	2 12%	-
I did not think that I would be eligible	12 25%	-	3 34%	7 48%	2 31%	8 22%	3 41%	2 8%	-	11 37%	-	2 8%	11 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 599

128 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total	49	22**	10**	16**	5**	37*	7**	20**	-**	30**	-**	20**	30**
Weighted Base	49	22**	10**	16**	5**	37*	7**	20**	-**	30**	-**	20**	30**
Effective base	44	20	10	12	4	34	6	18	-	26	-	18	26
It was free	7	2	1	2	2	5	-	5	-	2	-	5	2
	14%	10%	13%	10%	37%	14%	-	23%	-	8%	-	23%	8%
Paid by Landlord/ Housing Ass/ Council	7	2	2	2	-	7	-	5	-	2	-	5	2
	13%	9%	24%	13%	-	18%	-	23%	-	7%	-	23%	7%
Other	1	-	-	1	-	1	-	-	-	1	-	-	1
	1%	-	-	4%	-	2%	-	-	-	2%	-	-	2%
Don't know	6	4	2	-	-	6	-	1	-	5	-	1	5
	12%	18%	19%	-	-	16%	-	6%	-	16%	-	6%	16%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 600

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	48	-	6	-	10	6	19	18	29	-	-	48	6	42	34	14
Weighted Base	49	..	7**	..	9**	7**	20**	19**	30**	49*	6**	43*	34*	15**
Effective base	44	-	5	-	10	6	18	17	26	-	-	44	5	38	31	13
I was not aware that cashback was available	11 23%	-	4 56%	-	2 25%	2 30%	5 26%	5 28%	6 21%	-	-	11 23%	2 30%	10 22%	7 20%	5 30%
I was told that cashback was no longer available	2 3%	-	-	-	-	2 23%	2 8%	2 9%	-	-	-	2 3%	2 27%	-	-	2 11%
Cashback was not available for the particular improvement that I had installed	3 6%	-	-	-	-	-	-	-	3 10%	-	-	3 6%	-	3 7%	2 6%	1 5%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	-	-	1 10%	-	1 5%	1 5%	-	-	-	1 2%	-	1 2%	1 3%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	-	1 19%	-	1 12%	1 18%	2 12%	2 13%	-	-	-	2 5%	-	2 5%	2 7%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 600

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I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	49	-**	7**	-**	9**	7**	20**	19**	30**	-**	-**	49*	6**	43*	34*	15**
Effective base	44	-	5	-	10	6	18	17	26	-	-	44	5	38	31	13
I did not think that I would be eligible	12 25%	-	2 23%	-	-	-	2 8%	2 8%	11 37%	-	-	12 25%	1 24%	11 25%	11 33%	1 8%
It was free	7 14%	-	1 11%	-	3 29%	1 18%	5 23%	3 18%	2 8%	-	-	7 14%	-	7 16%	5 16%	2 10%
Paid by Landlord/ Housing Ass/ Council	7 13%	-	1 10%	-	2 20%	2 29%	5 23%	5 24%	2 7%	-	-	7 13%	-	7 15%	3 10%	3 22%
Other	1 1%	-	-	-	-	-	-	-	1 2%	-	-	1 1%	-	1 2%	1 2%	-
Don't know	6 12%	-	-	-	1 14%	-	1 6%	1 7%	5 16%	-	-	6 12%	1 20%	5 11%	4 11%	2 15%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 600

128 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	48	6	20	10	9	13	19	23	8	7	9	7	7	41	3	41	9	32
Weighted Base	49	5**	21**	11**	9**	13**	21**	23**	9**	8**	8**	6**	6**	44*	4**	41*	7**	33**
Effective base	44	5	18	9	8	12	17	21	7	7	9	6	6	38	3	38	8	30
I was not aware that cashback was available	11 23%	1 25%	3 14%	4 41%	2 20%	3 23%	5 25%	6 24%	3 32%	3 31%	2 26%	-	-	11 26%	1 22%	9 22%	2 33%	7 20%
I was told that cashback was no longer available	2 3%	-	2 8%	-	-	-	2 8%	-	-	-	-	-	-	2 4%	2 44%	-	-	-
Cashback was not available for the particular improvement that I had installed	3 6%	-	1 6%	2 15%	-	1 9%	2 7%	1 3%	-	-	1 15%	1 13%	1 13%	2 5%	-	3 7%	1 10%	2 6%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	-	-	1 10%	1 7%	-	-	-	1 11%	-	-	-	1 2%	-	1 2%	-	1 3%
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	-	-	1 12%	1 11%	1 8%	1 6%	-	1 11%	-	-	-	-	2 5%	-	2 6%	-	2 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 600

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	49	5**	21**	11**	9**	13**	21**	23**	9**	8**	8**	6**	6**	44*	4**	41*	7**	33**
Effective base	44	5	18	9	8	12	17	21	7	7	9	6	6	38	3	38	8	30
I did not think that I would be eligible	12 25%	1 12%	9 43%	-	3 30%	3 19%	7 32%	6 26%	2 21%	2 19%	1 15%	2 38%	2 38%	10 23%	-	12 30%	3 41%	9 28%
It was free	7 14%	1 25%	2 7%	2 23%	2 18%	2 18%	3 15%	1 6%	1 14%	2 30%	2 29%	-	-	7 16%	-	7 17%	-	7 21%
Paid by Landlord/ Housing Ass/ Council	7 13%	* 9%	5 22%	2 14%	-	-	-	7 28%	-	2 21%	-	1 20%	1 20%	5 12%	-	5 12%	1 16%	4 11%
Other	1 1%	1 13%	-	-	-	-	-	-	-	-	-	1 12%	1 12%	-	-	1 2%	-	1 2%
Don't know	6 12%	1 17%	-	1 7%	2 21%	3 22%	3 13%	3 13%	2 21%	-	1 15%	1 17%	1 17%	5 11%	1 34%	3 7%	-	3 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 600

128 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	48	11	33	13	31	8	10	1	22	12	5	23	21	20	18	13
Weighted Base	49	13**	31*	15**	29**	8**	12**	1**	23**	14**	4**	25**	22**	21**	17**	14**
Effective base	44	10	31	12	29	8	9	1	20	11	5	21	20	18	17	12
I was not aware that cashback was available	11	3	7	4	5	1	2	1	8	-	3	3	8	4	3	5
	23%	24%	22%	29%	19%	13%	18%	100%	36%	-	65%	13%	38%	18%	17%	35%
I was told that cashback was no longer available	2	2	-	2	-	-	2	-	-	2	-	2	-	2	-	-
	3%	13%	-	11%	-	-	14%	-	-	12%	-	7%	-	8%	-	-
Cashback was not available for the particular improvement that I had installed	3	-	3	-	3	-	-	-	1	2	-	1	2	1	1	2
	6%	-	9%	-	10%	-	-	-	3%	15%	-	3%	10%	4%	5%	14%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1	-	1	-	1	-	-	-	1	-	-	-	1	-	1	-
	2%	-	3%	-	3%	-	-	-	4%	-	-	-	4%	-	5%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2	-	2	1	1	1	-	-	1	-	1	1	1	2	1	-
	5%	-	7%	9%	4%	13%	-	-	4%	-	29%	4%	6%	11%	6%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 600

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	49	13**	31*	15**	29**	8**	12**	1**	23**	14**	4**	25**	22**	21**	17**	14**
Effective base	44	10	31	12	29	8	9	1	20	11	5	21	20	18	17	12
I did not think that I would be eligible	12 25%	4 30%	6 18%	4 30%	5 17%	1 8%	4 32%	-	8 32%	5 35%	-	10 40%	3 12%	7 31%	1 8%	5 33%
It was free	7 14%	2 12%	5 17%	2 11%	5 19%	-	2 13%	-	1 4%	4 26%	2 35%	2 9%	4 17%	3 15%	5 27%	-
Paid by Landlord/ Housing Ass/ Council	7 13%	1 5%	6 19%	1 5%	6 20%	5 67%	1 6%	-	5 20%	2 11%	-	4 18%	2 10%	4 20%	* 3%	2 13%
Other	1 1%	-	1 2%	-	1 2%	-	-	-	-	-	-	-	-	-	-	1 5%
Don't know	6 12%	2 16%	3 10%	2 14%	3 11%	-	2 17%	-	-	-	-	1 5%	3 14%	-	6 35%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 601

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	48	17	34	38	10	18	20	9	39	8	38	7
Weighted Base	49	19**	34*	39*	10**	19**	20**	9**	40*	9**	38*	8**
Effective base	44	16	31	35	9	17	18	8	36	7	35	7
I was not aware that cashback was available	11 23%	3 15%	7 20%	8 19%	4 38%	4 20%	7 37%	-	11 27%	1 9%	11 30%	-
I was told that cashback was no longer available	2 3%	2 9%	-	2 4%	-	2 9%	-	-	2 4%	-	2 4%	-
Cashback was not available for the particular improvement that I had installed	3 6%	1 4%	2 6%	2 5%	1 7%	2 11%	1 4%	-	2 5%	1 9%	2 5%	1 9%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	1 3%	1 2%	-	-	-	1 10%	1 2%	-	1 2%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	1 7%	2 7%	2 6%	-	-	2 12%	-	2 6%	-	1 3%	-
I did not think that I would be eligible	12 25%	3 16%	11 33%	11 28%	1 12%	1 4%	5 26%	5 59%	7 17%	6 65%	7 18%	6 67%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 601

128 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	49	19**	34*	39*	10**	19**	20**	9**	40*	9**	38*	8**
Effective base	44	16	31	35	9	17	18	8	36	7	35	7
It was free	7 14%	3 16%	5 16%	5 14%	2 15%	5 28%	-	2 19%	6 16%	1 9%	5 13%	1 16%
Paid by Landlord/ Housing Ass/ Council	7 13%	4 19%	3 10%	5 12%	2 18%	2 9%	3 14%	2 23%	7 16%	-	7 17%	-
Other	1 1%	1 4%	1 2%	1 2%	-	-	1 3%	-	-	1 8%	-	1 8%
Don't know	6 12%	3 17%	4 11%	5 12%	1 10%	4 20%	2 11%	-	5 12%	-	5 13%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 601

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	48	36	6	3	11	37	31	7	16	13	4	7	1	14	9
Weighted Base	49	35*	7**	3**	12**	37*	30**	7**	19**	14**	5**	5**	1**	15**	10**
Effective base	44	33	6	3	10	34	29	6	15	12	4	7	1	13	8
I was not aware that cashback was available	11 23%	9 26%	1 12%	-	1 6%	11 29%	7 23%	4 50%	5 24%	4 28%	2 35%	1 27%	-	3 20%	2 16%
I was told that cashback was no longer available	2 3%	-	2 23%	-	-	2 4%	2 5%	-	-	2 12%	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	3 6%	2 4%	1 18%	-	1 6%	2 6%	2 7%	-	1 4%	-	2 45%	-	-	-	1 7%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	1 3%	-	-	-	1 2%	1 3%	1 13%	-	-	-	-	-	1 6%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	2 7%	-	-	-	2 6%	2 8%	2 33%	-	-	-	-	-	1 9%	1 10%
I did not think that I would be eligible	12 25%	9 24%	1 18%	3 7%	7 55%	6 15%	5 16%	2 22%	8 41%	3 23%	-	1 16%	-	5 31%	4 39%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 601

I28 (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	49	35*	7**	3**	12**	37*	30**	7**	19**	14**	5**	5**	1**	15**	10**
Effective base	44	33	6	3	10	34	29	6	15	12	4	7	1	13	8
It was free	7 14%	5 14%	2 30%	-	2 17%	5 13%	7 23%	1 13%	-	2 17%	-	-	1 100%	4 28%	-
Paid by Landlord/ Housing Ass/ Council	7 13%	7 18%	-	-	-	7 18%	4 13%	-	3 15%	2 17%	-	2 43%	-	-	3 28%
Other	1 1%	-	-	1 21%	1 5%	-	1 2%	-	-	1 5%	-	-	-	-	-
Don't know	6 12%	4 10%	-	-	1 10%	5 13%	2 7%	-	3 16%	1 9%	1 19%	1 14%	-	3 21%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 602

I28_SUM (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

I28: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	13	6	15	-	-	9	1	1	1	2	-
Weighted Base	13	6	15	-	-	11	1	1	1	2	-
Effective base	12	6	14	-	-	8	1	1	1	2	-
I was not aware that cashback was available	5 37%	1 23%	-	-	-	4 42%	-	-	-	1 41%	-
I was told that cashback was no longer available	2 12%	-	-	-	-	-	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	1 6%	1 14%	1 8%	-	-	-	-	-	-	-	-
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	-	-	1 6%	-	-	-	-	-	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	-	-	-	-	-	1 12%	-	1 100%	-	-	-
I did not think that I would be eligible	2 12%	2 36%	6 39%	-	-	3 26%	-	-	-	-	-
It was free	1 10%	2 27%	3 22%	-	-	-	1 100%	-	-	-	-
Paid by Landlord/ Housing Ass/ Council	1 5%	-	3 19%	-	-	1 8%	-	-	1 100%	1 59%	-
Other	-	-	1 4%	-	-	-	-	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 602

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I28_SUM (M) Why will you not apply for cashback?

Base: All measures that will definitely/probably be installed for which Green Deal cashback has not been applied for

	I28: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	13	6	15	-	-	11	1	1	1	2	-
Effective base	12	6	14	-	-	8	1	1	1	2	-
Don't know	2 18%	-	1 7%	-	-	2 23%	-	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 603

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	44	22	22	17	20	7	41	3	8	36	37	7	25	19	25	7	12	19
Weighted Base	45	22**	23**	18**	21**	6**	43*	2**	8**	37*	37*	8**	20**	25**	26**	6**	14**	19**
Effective base	40	20	20	15	18	6	37	3	7	33	33	7	24	18	23	7	11	17
I was not aware that cashback was available	11 24%	7 30%	4 17%	4 25%	6 26%	1 12%	10 23%	1 28%	3 32%	8 22%	8 21%	3 38%	5 24%	6 23%	6 23%	1 12%	4 29%	5 24%
I was told that cashback was no longer available	2 4%	-	2 7%	2 9%	-	-	2 4%	-	-	2 4%	2 4%	-	-	2 7%	2 6%	-	-	-
Cashback was not available for the particular improvement that I had installed	3 6%	2 7%	1 5%	-	3 13%	-	3 7%	-	-	3 8%	2 4%	1 16%	2 8%	1 5%	2 8%	1 13%	-	1 4%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	1 4%	-	-	1 4%	-	1 2%	-	1 11%	-	1 2%	-	-	1 4%	1 4%	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	2 10%	-	2 13%	-	-	2 5%	-	-	2 6%	2 6%	-	1 5%	1 5%	1 5%	1 19%	-	1 5%
I did not think that I would be eligible	11 24%	5 22%	6 26%	6 34%	5 23%	-	11 25%	-	2 19%	9 25%	10 26%	1 16%	2 10%	9 35%	5 19%	1 12%	5 38%	6 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 603

128 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	45	22**	23**	18**	21**	6**	43*	2**	8**	37*	37*	8**	20**	25**	26**	6**	14**	19**
Effective base	40	20	20	15	18	6	37	3	7	33	33	7	24	18	23	7	11	17
It was free	7 15%	3 15%	4 16%	2 9%	3 16%	2 33%	7 16%	-	2 21%	5 14%	7 19%	-	4 18%	3 14%	5 21%	-	2 11%	2 8%
Paid by Landlord/ Housing Ass/ Council	5 10%	2 10%	2 11%	3 14%	2 7%	* 8%	4 9%	1 36%	1 17%	3 9%	5 12%	-	3 15%	2 6%	1 3%	2 31%	2 15%	4 19%
Other	1 2%	-	1 3%	1 4%	-	-	1 2%	-	-	1 2%	1 2%	-	1 3%	-	-	1 12%	-	1 4%
Don't know	6 13%	2 11%	3 15%	-	3 14%	3 47%	5 12%	1 36%	1 11%	5 13%	3 9%	2 31%	3 17%	2 10%	5 19%	-	1 7%	1 5%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 603

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	44	40	4	16	19	4	9	11	10	13	31	13
Weighted Base	45	41*	4**	19**	19**	4**	9**	12**	11**	13**	32**	14**
Effective base	40	36	4	15	17	4	8	10	9	12	28	12
I was not aware that cashback was available	11 24%	9 23%	1 35%	7 38%	3 14%	1 22%	4 41%	2 17%	3 32%	2 12%	9 29%	1 10%
I was told that cashback was no longer available	2 4%	2 4%	-	2 9%	-	-	2 18%	-	-	-	-	2 12%
Cashback was not available for the particular improvement that I had installed	3 6%	2 5%	1 19%	-	2 11%	-	-	1 6%	-	1 10%	2 6%	1 6%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	1 2%	-	1 5%	-	-	-	-	1 9%	-	-	1 7%
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	2 6%	-	2 13%	-	-	-	2 20%	-	-	2 7%	-
I did not think that I would be eligible	11 24%	9 22%	2 46%	1 7%	8 40%	1 34%	1 14%	6 49%	4 36%	-	8 24%	3 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 603

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19 Jun 2014

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	45	41*	4**	19**	19**	4**	9**	12**	11**	13**	32**	14**
Effective base	40	36	4	15	17	4	8	10	9	12	28	12
It was free	7 15%	7 17%	-	5 25%	2 12%	-	-	2 13%	2 17%	4 28%	2 7%	5 34%
Paid by Landlord/ Housing Ass/ Council	5 10%	5 11%	-	2 8%	2 8%	-	2 20%	1 6%	2 15%	* 4%	4 12%	1 7%
Other	1 2%	1 2%	-	-	-	-	1 7%	-	-	-	1 2%	-
Don't know	6 13%	6 14%	-	1 7%	3 16%	2 4%	-	-	-	6 46%	5 16%	1 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 603

128 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	44	20	9	13	4	33	6	16	-	28	-	16	28
Weighted Base	45	20**	9**	14**	5**	33**	7**	17**	**	28**	**	17**	28**
Effective base	40	18	9	11	4	30	6	15	-	25	-	15	25
I was not aware that cashback was available	11 24%	9 45%	-	2 17%	-	8 25%	1 15%	4 26%	-	6 22%	-	4 26%	6 22%
I was told that cashback was no longer available	2 4%	2 8%	-	2 12%	2 33%	-	2 25%	2 10%	-	-	-	2 10%	-
Cashback was not available for the particular improvement that I had installed	3 6%	2 10%	-	1 5%	-	1 2%	1 19%	-	-	3 10%	-	-	3 10%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	-	-	1 18%	-	-	1 5%	-	-	-	1 5%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	1 6%	1 11%	-	-	2 7%	-	2 13%	-	-	-	2 13%	-
I did not think that I would be eligible	11 24%	-	3 37%	6 42%	2 31%	7 20%	3 41%	2 9%	-	9 33%	-	2 9%	9 33%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 603

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	45	20**	9**	14**	5**	33**	7**	17**	**	28**	**	17**	28**
Effective base	40	18	9	11	4	30	6	15	-	25	-	15	25
It was free	7 15%	2 11%	1 14%	2 11%	2 37%	5 16%	-	5 27%	-	2 8%	-	5 27%	2 8%
Paid by Landlord/ Housing Ass/ Council	5 10%	1 5%	2 17%	2 14%	-	5 14%	-	3 15%	-	2 7%	-	3 15%	2 7%
Other	1 2%	-	-	1 5%	-	1 2%	-	-	-	1 2%	-	-	1 2%
Don't know	6 13%	4 20%	2 21%	-	-	6 18%	-	1 7%	-	5 17%	-	1 7%	5 17%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 604

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	44	-	6	-	8	5	16	15	28	1	12	31	6	38	32	12
Weighted Base	45	..	7**	..	7**	6**	17**	16**	28**	1**	13**	32**	6**	39*	31**	14**
Effective base	40	-	5	-	8	5	15	14	25	1	11	28	5	35	29	11
I was not aware that cashback was available	11 24%	-	4 56%	-	2 21%	2 35%	4 26%	4 28%	6 22%	1 100%	4 29%	6 20%	2 30%	9 23%	7 22%	4 28%
I was told that cashback was no longer available	2 4%	-	-	-	-	2 27%	2 10%	2 10%	-	-	2 13%	-	2 27%	-	-	2 12%
Cashback was not available for the particular improvement that I had installed	3 6%	-	-	-	-	-	-	-	3 10%	-	-	3 9%	-	3 7%	2 7%	1 5%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	-	-	1 13%	-	1 5%	1 6%	-	-	1 7%	-	-	1 2%	1 3%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	-	1 19%	-	1 14%	1 21%	2 13%	2 15%	-	-	2 18%	-	-	2 6%	2 7%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 604

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	45	-**	7**	-**	7**	6**	17**	16**	28**	1**	13**	32**	6**	39*	31**	14**
Effective base	40	-	5	-	8	5	15	14	25	1	11	28	5	35	29	11
I did not think that I would be eligible	11 24%	-	2 23%	-	-	-	2 9%	2 10%	9 33%	-	-	11 34%	1 24%	9 24%	10 30%	1 9%
It was free	7 15%	-	1 11%	-	3 36%	1 22%	5 27%	3 21%	2 8%	-	3 20%	4 14%	-	7 18%	5 17%	2 17%
Paid by Landlord/ Housing Ass/ Council	5 10%	-	1 10%	-	1 12%	1 17%	3 15%	3 16%	2 7%	-	3 20%	2 6%	-	5 12%	2 7%	2 18%
Other	1 2%	-	-	-	-	-	-	-	1 2%	-	-	1 2%	-	1 2%	1 2%	-
Don't know	6 13%	-	-	-	1 17%	-	1 7%	1 8%	5 17%	-	1 10%	5 15%	1 20%	5 12%	4 12%	2 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 604

128 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	44	6	16	10	9	12	18	20	8	6	8	7	7	37	3	37	9	28
Weighted Base	45	5**	17**	11**	9**	12**	20**	20**	9**	7**	8**	6**	6**	39*	4**	37*	7**	29**
Effective base	40	5	15	9	8	11	16	18	7	6	8	6	6	34	3	34	8	26
I was not aware that cashback was available	11 24%	1 25%	2 14%	4 41%	2 20%	2 19%	5 26%	6 28%	3 32%	3 34%	2 19%	-	-	11 27%	1 22%	8 23%	2 33%	6 20%
I was told that cashback was no longer available	2 4%	-	2 10%	-	-	-	2 8%	-	-	-	-	-	2 4%	2 44%	-	-	-	-
Cashback was not available for the particular improvement that I had installed	3 6%	-	1 7%	2 15%	-	1 10%	2 8%	1 4%	-	-	1 16%	1 13%	1 13%	2 5%	-	3 8%	1 10%	2 7%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	-	-	1 10%	1 7%	-	-	-	1 12%	-	-	1 2%	-	1 3%	-	-	1 3%
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	-	-	1 12%	1 11%	1 8%	1 7%	-	1 11%	-	-	-	2 6%	-	2 6%	-	-	2 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 604

128 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	45	5**	17**	11**	9**	12**	20**	20**	9**	7**	8**	6**	6**	39*	4**	37*	7**	29**
Effective base	40	5	15	9	8	11	16	18	7	6	8	6	6	34	3	34	8	26
I did not think that I would be eligible	11 24%	1 12%	7 44%	-	3 30%	3 20%	5 26%	5 23%	2 21%	2 27%	1 16%	2 38%	2 38%	9 22%	-	11 30%	3 41%	8 27%
It was free	7 15%	1 25%	2 9%	2 23%	2 18%	2 19%	3 16%	1 7%	1 14%	2 33%	2 32%	-	-	7 18%	-	7 19%	-	7 24%
Paid by Landlord/ Housing Ass/ Council	5 10%	* 9%	3 16%	2 14%	-	-	-	5 23%	-	1 12%	-	1 20%	3 9%	-	3 8%	1 16%	2 7%	
Other	1 2%	1 13%	-	-	-	-	-	-	-	-	-	1 12%	1 12%	-	-	1 2%	-	1 2%
Don't know	6 13%	1 17%	-	1 7%	2 21%	3 23%	3 15%	3 16%	2 21%	-	1 16%	1 17%	5 12%	1 34%	3 8%	-	3 9%	



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 604

128 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	44	11	30	13	28	6	10	1	18	12	5	21	19	18	17	12
Weighted Base	45	13**	29**	15**	27**	6**	12**	1**	19**	14**	4**	22**	20**	19**	16**	13**
Effective base	40	10	28	12	26	6	9	1	16	11	5	19	18	16	16	11
I was not aware that cashback was available	11 24%	3 24%	6 21%	4 29%	5 18%	1 16%	2 18%	1 100%	8 41%	-	3 65%	3 15%	7 37%	4 20%	2 13%	5 37%
I was told that cashback was no longer available	2 4%	2 13%	-	2 11%	-	-	2 14%	-	-	2 12%	-	2 7%	-	2 9%	-	-
Cashback was not available for the particular improvement that I had installed	3 6%	-	3 10%	-	3 11%	-	-	-	1 4%	2 15%	-	1 3%	2 10%	1 4%	1 5%	2 15%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	1 3%	-	1 3%	-	-	-	1 5%	-	-	-	1 5%	-	1 6%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	-	2 8%	1 9%	1 4%	1 17%	-	-	1 5%	-	1 29%	1 5%	1 6%	2 12%	1 6%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 604

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	45	13**	29**	15**	27**	6**	12**	1**	19**	14**	4**	22**	20**	19**	16**	13**
Effective base	40	10	28	12	26	6	9	1	16	11	5	19	18	16	16	11
I did not think that I would be eligible	11 24%	4 30%	6 19%	4 30%	5 18%	1 10%	4 32%	-	6 31%	5 35%	-	8 38%	3 13%	5 27%	1 8%	5 35%
It was free	7 15%	2 12%	5 19%	2 11%	5 20%	-	2 13%	-	1 5%	4 26%	2 35%	2 10%	4 19%	3 17%	5 28%	-
Paid by Landlord/ Housing Ass/ Council	5 10%	1 5%	4 14%	1 5%	4 15%	3 56%	1 6%	-	3 14%	2 11%	-	4 16%	1 5%	3 17%	* 3%	1 7%
Other	1 2%	-	1 2%	-	1 3%	-	-	-	-	-	-	-	-	-	-	1 5%
Don't know	6 13%	2 16%	3 11%	2 14%	3 12%	-	2 17%	-	-	-	-	1 6%	3 15%	-	6 37%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 605

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	44	15	32	36	8	17	17	9	36	7	35	6
Weighted Base	45	16**	31**	37*	9**	18**	17**	9**	37*	7**	36*	7**
Effective base	40	14	29	33	7	16	16	8	33	6	32	6
I was not aware that cashback was available	11 24%	3 18%	7 22%	8 21%	3 36%	4 21%	7 40%	-	10 27%	1 11%	11 30%	-
I was told that cashback was no longer available	2 4%	2 10%	-	2 4%	-	2 9%	-	-	2 4%	-	2 5%	-
Cashback was not available for the particular improvement that I had installed	3 6%	1 5%	2 7%	2 6%	1 9%	2 11%	1 4%	-	2 6%	1 10%	2 6%	1 11%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	-	1 3%	1 3%	-	-	-	1 10%	1 2%	-	1 3%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	1 8%	2 7%	2 6%	-	-	2 14%	-	2 6%	-	1 4%	-
I did not think that I would be eligible	11 24%	2 9%	10 30%	10 26%	1 15%	1 4%	4 22%	5 59%	7 18%	4 58%	7 19%	4 60%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 605

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19 Jun 2014

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	45	16**	31**	37*	9**	18**	17**	9**	37*	7**	36*	7**
Effective base	40	14	29	33	7	16	16	8	33	6	32	6
It was free	7 15%	3 18%	5 17%	5 15%	2 18%	5 29%	-	2 19%	6 17%	1 11%	5 14%	1 19%
Paid by Landlord/ Housing Ass/ Council	5 10%	3 16%	2 7%	4 10%	1 10%	1 5%	2 10%	2 23%	5 12%	-	5 13%	-
Other	1 2%	1 4%	1 2%	1 2%	-	-	1 4%	-	-	1 10%	-	1 10%
Don't know	6 13%	3 20%	4 12%	5 13%	1 12%	4 21%	2 13%	-	5 13%	-	5 14%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 605

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	44	32	6	3	10	34	28	6	15	13	4	5	1	13	8
Weighted Base	45	31**	7**	3**	11**	34*	27**	6**	17**	14**	5**	4**	1**	13**	9**
Effective base	40	29	6	3	9	31	26	6	14	12	4	5	1	12	7
I was not aware that cashback was available	11 24%	8 27%	1 12%	-	1 7%	10 29%	6 22%	3 45%	5 27%	4 28%	2 35%	1 20%	-	3 22%	2 17%
I was told that cashback was no longer available	2 4%	-	2 23%	-	-	2 5%	2 6%	-	-	2 12%	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	3 6%	2 5%	1 18%	-	1 7%	2 6%	2 8%	-	1 4%	-	2 45%	-	-	-	1 8%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 2%	1 3%	-	-	-	1 3%	1 3%	1 15%	-	-	-	-	-	1 7%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2 5%	2 7%	-	-	-	2 7%	2 9%	2 37%	-	-	-	-	-	1 10%	1 12%
I did not think that I would be eligible	11 24%	7 23%	1 18%	3 7%	5 49%	6 16%	5 18%	2 24%	6 35%	3 23%	-	1 23%	-	3 23%	4 43%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 605

I28 (R) Why will you not apply for cashback?

Base: All respondents who do not intend to apply for Green Deal cashback as a way to pay for measures they definitely/probably will install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	45	31**	7**	3**	11**	34*	27**	6**	17**	14**	5**	4**	1**	13**	9**
Weighted Base	45	31**	7**	3**	11**	34*	27**	6**	17**	14**	5**	4**	1**	13**	9**
Effective base	40	29	6	3	9	31	26	6	14	12	4	5	1	12	7
It was free	7 15%	5 16%	2 30%	-	2 19%	5 14%	7 26%	1 15%	-	2 17%	-	-	1 100%	4 31%	-
Paid by Landlord/ Housing Ass/ Council	5 10%	5 15%	-	-	-	5 14%	2 7%	-	3 16%	2 17%	-	1 37%	-	-	2 19%
Other	1 2%	-	-	1 21%	1 6%	-	1 3%	-	-	1 5%	-	-	-	-	-
Don't know	6 13%	4 12%	-	-	1 11%	5 14%	2 7%	-	3 18%	1 9%	1 19%	1 20%	-	3 23%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 606

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I was not aware that cashback was available	11 1%	7 1%	4 1%	4 1%	6 2%	1 *	10 1%	1 1%	3 1%	8 1%	8 1%	3 1%	5 1%	6 1%	6 1%	1 1%	4 2%	5 2%
I was told that cashback was no longer available	2	-	2	2	-	-	2	-	-	2	2	-	-	2	2	-	-	-
Cashback was not available for the particular improvement that I had installed	3	2	1	-	3 1%	-	3	-	-	3	2	1 1%	2	1	2	1 1%	-	1
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1	1	-	-	1	-	1	-	1	-	1	-	-	1	1	-	-	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2	2	-	2 1%	-	-	2	-	-	2	2	-	1	1	1	1 1%	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 606

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
I did not think that I would be eligible	11 1%	5 1%	6 1%	6 2% e	5 1%	-	11 1%	-	2 1%	9 1%	10 1%	1 1%	2 *	9 2% 1	5 1%	1 1%	5 3% n	6 2%
It was free	7 1%	3 1%	4 1%	2 *	3 1%	2 1%	7 1%	-	2 1%	5 1%	7 1%	-	4 1%	3 1%	5 1%	-	2 1%	2 1%
Paid by Landlord/ Housing Ass/ Council	5 *	2 *	2 1%	3 1%	2 *	*	4 *	1 1%	1 1%	3 *	5 1%	-	3 1%	2 *	1 *	2 2% n	2 1%	4 1% n
Other	1 *	-	1 *	1 *	-	-	1 *	-	-	1 *	1 *	-	1 *	-	-	1 1% n	-	1 *
Don't know	6 1%	2 1%	3 1%	-	3 1%	3 1%	5 1%	1 1%	1 *	5 1%	3 *	2 1%	3 1%	2 1%	5 1%	-	1 1%	1 *
NET: All using/intend to use cashback	35 4%	9 2%	26 6% a	12 4%	15 4%	8 3%	31 4%	3 2%	8 3%	27 4%	23 3%	12 5%	15 3%	20 4%	34 5% p q	1 2%	-	1 1%
Don't know whether intend to apply for cashback	79 8%	43 9%	35 8%	26 8%	39 11% e	13 5%	67 8%	10 8%	21 8%	57 8%	52 7%	26 11%	38 8%	40 9%	54 8%	7 8%	17 9%	25 9%
Not answered definitely/ probably will install any key measures	797 84%	425 86%	368 82%	288 85%	288 80%	218 90% d	675 84%	108 88%	216 86%	578 84%	598 85%	200 82%	420 87%	377 82%	561 84%	77 88%	160 84%	236 85%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 606

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
I was not aware that cashback was available	9 1%	1 1%	7 2%	3 1%	1 1%	4 2%	2 1%	3 1%	2 1%	9 1%	1 *
I was told that cashback was no longer available	2	-	2 1%	-	-	2 1%	-	-	-	-	2 1%
Cashback was not available for the particular improvement that I had installed	2	1	-	2	-	-	1	-	1	2	1
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1	-	1	-	-	-	-	1	-	-	1
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2	-	2 1%	-	-	-	2 1%	-	-	2	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 606

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
I did not think that I would be eligible	9 1%	2 1%	1 *	8 2%	1 1%	1 1%	6 2% O	4 2% O	-	8 1%	3 1%
It was free	7 1%	-	5 2%	2 1%	-	-	2 1%	2 1%	4 1%	2 *	5 1%
Paid by Landlord/ Housing Ass/ Council	5 *	-	2 *	2 *	-	2 1%	1 *	2 1%	*	4 1%	1 *
Other	1 .	-	-	-	-	1 .	-	-	-	1 .	-
Don't know	6 1%	-	1 *	3 1%	2 1%	-	-	-	6 2% MN	5 1%	1 .
NET: All using/intend to use cashback	32 4%	3 2%	17 6%	12 3%	6 4%	10 6% M	5 2%	7 3%	13 5%	21 3%	14 4%
Don't know whether intend to apply for cashback	66 8%	13 8%	31 10%	35 8%	6 4%	15 9%	28 11%	18 8%	17 6%	51 8%	28 9%
Not answered definitely/ probably will install any key measures	652 84%	145 88%	249 80%	366 86% †	115 89% †	134 81%	217 83%	196 86%	248 87%	533 85%	265 83%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 606

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I was not aware that cashback was available	11 1%	9 2%	-	2 1%	-	8 1%	1 1%	4 1%	-	6 6% EHJU	-	4 1%	6 2%
I was told that cashback was no longer available	2	2	-	2 1%	2 2% Y	-	2 2% C	2	-	-	-	2	-
Cashback was not available for the particular improvement that I had installed	3	2	-	1	-	1	1 1% C	-	-	3 3% EI	-	-	3 1% EI
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1	-	-	-	1 1% Y	-	-	1	-	-	-	1	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2	1	1 1%	-	-	2	-	2	-	-	-	2	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 606

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
I did not think that I would be eligible	11 1%	-	3 2%	6 3%	2 2%	7 1%	3 3%	2	-	9 9%	-	2	9 3%
It was free	7 1%	2	1 1%	2 1%	2 3%	5 1%	-	5 1%	-	2 2%	-	5 1%	2 1%
Paid by Landlord/ Housing Ass/ Council	5	1	2 1%	2 1%	-	5 1%	-	3	-	2 2%	-	3	2 1%
Other	1	-	-	1	-	1	-	-	-	1 1%	-	-	1
Don't know	6 1%	4 1%	2 1%	-	-	6 1%	-	1	-	5 4%	-	1	5 1%
NET: All using/intend to use cashback	35 4%	25 5%	6 4%	4 2%	5 7%	27 3%	2 2%	11 2%	2 4%	23 21%	-	12 2%	23 7%
Don't know whether intend to apply for cashback	79 8%	43 8%	12 8%	17 7%	10 14%	59 7%	8 8%	26 5%	2 5%	50 47%	-	28 5%	50 15%
Not answered definitely/probably will install any key measures	797 84%	451 85%	120 84%	189 85%	51 70%	676 86%	83 85%	521 92%	43 91%	10 9%	118 100%	564 92%	233 71%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I was not aware that cashback was available	11 1%	-	4 1%	-	2 1%	2 2%	4 1%	4 1%	6 2%	1 1%	4 1%	6 1%	2 1%	9 1%	7 1%	4 1%
I was told that cashback was no longer available	2 *	-	-	-	-	2 1% h	2 *	2 *	-	-	2 *	-	2 1% m	-	-	2 *
Cashback was not available for the particular improvement that I had installed	3 *	-	-	-	-	-	-	-	3 1% f	-	-	3 1%	-	3 *	2 *	1 *
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 *	-	-	-	1 *	-	1 *	1 *	-	-	1 *	-	-	1 *	1 *	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
I do not/did not know how to apply / I was not given enough information on how to apply	2 *	-	1 1%	-	1 *	1 1%	2 *	2 *	-	-	2 1%	-	-	2 *	2 *	-
I did not think that I would be eligible	11 1%	-	2 1%	-	-	-	2 *	2 *	9 2% dfg	-	-	11 3% j	1 1%	9 1%	10 2% o	1 *
It was free	7 1%	-	1 *	-	3 1%	1 1%	5 1% g	3 1%	2 1%	-	3 1%	4 1%	-	7 1%	5 1%	2 *
Paid by Landlord/ Housing Ass/ Council	5 *	-	1 *	-	1 *	1 1%	3 *	3 *	2 1%	-	3 1%	2 *	-	5 1%	2 *	2 1%
Other	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	-	1 *	1 *	-
Don't know	6 1%	-	-	-	1 1%	-	1 *	1 *	5 1%	-	1 *	5 1%	1 1%	5 1%	4 1%	2 1%
NET: All using/intend to use cashback	35 4%	3 3%	3 1%	-	5 2%	4 3%	11 2% g	9 2%	24 6% bcdfg	3 4%	5 1%	28 7% j	17 10% m	18 2%	21 4%	14 3%
Don't know whether intend to apply for cashback	79 8%	5 6%	8 3%	-	13 6%	10 8% c	26 5%	25 4%	53 14% bcdfg	2 3%	18 4%	58 14% ij	18 11%	61 8%	46 9%	32 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base 946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base 870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not answered definitely/ probably will install any key measures 797 84%	81 93% eh	240 94% eh	56 100% bdefgh	204 90% h	112 86% h	521 92% eh	511 92% efh	276 73%	71 94% k	416 93% k	310 73%	127 77%	670 86% l	446 83%	351 86%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I was not aware that cashback was available	11 1%	1 1%	2 1%	4 2%	2 1%	2 1%	5 2%	6 2%	3 2%	3 3%	2 1%	-	-	11 1%	1 1%	8 1%	2 2%	6 1%
I was told that cashback was no longer available	2 *	-	2 *	-	-	-	2 1%	-	-	-	-	-	-	2 *	2 1% UW	-	-	-
Cashback was not available for the particular improvement that I had installed	3 *	-	1 *	2 1%	-	1 *	2 1%	1 *	-	-	1 1%	1 1%	1 1%	2 *	-	3 *	1 1%	2 *
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1 *	-	-	-	1 *	1 *	-	-	-	1 1%	-	-	-	1 *	-	1 *	-	1 *
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
I do not/did not know how to apply / I was not given enough information on how to apply	2	-	-	1	1	1	1	-	1	-	-	-	-	2	-	2	-	2
I did not think that I would be eligible	11	1	7	-	3	3	5	5	2	2	1	2	2	9	-	11	3	8
It was free	7	1	2	2	2	2	3	1	1	2	2	-	-	7	-	7	-	7
Paid by Landlord/ Housing Ass/ Council	5	1	3	2	-	-	-	5	-	1	-	1	1	3	-	3	1	2
Other	1	1	-	-	-	-	-	-	-	-	-	1	1	-	-	1	-	1
Don't know	6	1	-	1	2	3	3	3	2	-	1	1	1	5	1	3	-	3
NET: All using/intend to use cashback	35	-	14	13	6	15	7	13	4	4	-	-	-	35	16	13	1	13
Don't know whether intend to apply for cashback	79	7	29	17	23	31	22	32	9	8	7	5	4	75	16	50	6	44



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not answered definitely/ probably will install any key measures	797 84%	83 89%	296 84%	210 84%	165 82%	350 87%	214 82%	262 81%	161 89%	79 81%	138 91%	88 89%	75 89%	722 84%	93 73%	613 87%	115 90%	498 86%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I was not aware that cashback was available	11 1%	3 1%	6 1%	4 1%	5 1%	1 2%	2 1%	1 1%	8 2% E	-	3 2% E	3 1%	7 2%	4 1%	2 1%	5 2%
I was told that cashback was no longer available	2	2	-	2	-	-	2 1%	-	-	2 1%	-	2	-	2 1%	-	-
Cashback was not available for the particular improvement that I had installed	3	-	3 1%	-	3 1%	-	-	-	1	2 1%	-	1	2	1	1	2 1%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1	-	1	-	1	-	-	-	1	-	-	-	1	-	1	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
I do not/did not know how to apply / I was not given enough information on how to apply	2	-	2	1	1	1	-	-	1	-	1	1	1	2	1	-
	0	-	1%	0	0	2%	-	-	0	-	1%	0	0	1%	0	0
I did not think that I would be eligible	11	4	6	4	5	1	4	-	6	5	-	8	3	5	1	5
	1%	1%	1%	1%	1%	1%	1%	0	2%	2%	0	2%	1%	2%	0	2%
It was free	7	2	5	2	5	-	2	-	1	4	2	2	4	3	5	-
	1%	0	1%	0	2%	0	1%	0	0	1%	1%	1%	1%	1%	1%	0
Paid by Landlord/ Housing Ass/ Council	5	1	4	1	4	3	1	-	3	2	-	4	1	3	0	1
	0	0	1%	0	1%	5%	0	0	1%	1%	0	1%	0	1%	0	0
Other	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know	6	2	3	2	3	-	2	-	-	-	-	1	3	-	6	-
	1%	1%	1%	1%	1%	0	1%	0	0	0	0	0	1%	0	2%	0
NET: All using/intend to use cashback	35	20	14	22	12	1	19	1	9	10	13	16	17	11	17	10
	4%	6%	3%	5%	3%	1%	7%	1%	3%	4%	10%	4%	4%	4%	4%	4%
Don't know whether intend to apply for cashback	79	30	31	36	25	5	25	5	27	28	11	33	40	24	35	25
	8%	8%	8%	9%	7%	8%	9%	6%	8%	12%	8%	8%	9%	7%	9%	9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 607

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not answered definitely/ probably will install any key measures	797 84%	294 83%	344 84%	337 83%	300 84%	56 86%	207 80%	80 93% B	300 86% E	189 79%	110 80%	369 84%	378 84%	272 85%	332 84%	223 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 608

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19 Jun 2014

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I was not aware that cashback was available	11 1%	3 1%	7 1%	8 1%	3 1%	4 1%	7 2%	-	10 2%	1 1%	11 1%	-
I was told that cashback was no longer available	2	2	-	2	-	2	-	-	2	-	2	-
Cashback was not available for the particular improvement that I had installed	3	1	2	2	1	2 1%	1	-	2	1	2	1 1%
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1	-	1	1	-	-	-	1 1%	1	-	1	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2	1	2	2	-	-	2 1%	-	2	-	1	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 608

128 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
I did not think that I would be eligible	11 1%	2	10 2% H	10 1% H	1	1	4 1%	5 3% k	7 1%	4 2%	7 1%	4 4% N
It was free	7 1%	3 1%	5 1%	5 1%	2 1%	5 1% l	-	2 1%	6 1%	1	5 1%	1 1%
Paid by Landlord/ Housing Ass/ Council	5	3 1%	2	4 1%	1	1	2	2 1%	5 1%	-	5 1%	-
Other	1	1	1	1	-	-	1	-	-	1	-	1 1% N
Don't know	6 1%	3 1%	4 1%	5 1%	1	4 1%	2 1%	-	5 1%	-	5 1%	-
NET: All using/intend to use cashback	35 4%	16 5%	21 4%	28 4%	8 3%	17 4%	12 3%	5 3%	29 5%	5 3%	30 4%	5 4%
Don't know whether intend to apply for cashback	79 8%	36 10%	46 9%	58 9%	20 8%	30 7%	36 10%	12 7%	55 8%	17 9%	59 8%	11 10%
Not answered definitely/ probably will install any key measures	797 84%	297 82%	446 83%	561 83%	236 87%	352 85%	295 83%	132 84%	537 83%	160 85%	601 84%	90 80%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 608

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I was not aware that cashback was available	11 1%	8 1%	1 1%	-	1	10 1%	6 1%	3 1%	5 1%	4 2%	2 2%	1	-	3 2%	2 1%
I was told that cashback was no longer available	2	-	2 2% P	-	-	2	2	-	-	2 1%	-	-	-	-	-
Cashback was not available for the particular improvement that I had installed	3	2	1 1%	-	1	2	2	-	1	-	2 3% uwy	-	-	-	1
Cashback was not available for the installer I wanted to use (including if you wanted to do the work yourself)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I was told I had to have other work done at the same time to be eligible (e.g. loft or cavity wall insulation)	1	1	-	-	-	1	1	1	-	-	-	-	-	1 1%	-
The amount of cashback available was too small to be worth applying for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I do not/did not know how to apply / I was not given enough information on how to apply	2	2	-	-	-	2	2	2 1%	-	-	-	-	-	1 1%	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 608

I28 (R) (ALL) Why will you not apply for cashback?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
I did not think that I would be eligible	11 1%	7 1%	1 1%	3 2%	5 2%	6 1%	5 1%	2 1%	6 2%	3 1%	-	1 *	-	3 2%	4 2%
It was free	7 1%	5 1%	2 2%	-	2 1%	5 1%	7 1%	1 *	-	2 1%	-	-	1 1%	4 3% wz	-
Paid by Landlord/ Housing Ass/ Council	5 *	5 1%	-	-	-	5 1%	2 *	-	3 1%	2 1%	-	1 1%	-	-	2 1%
Other	1 *	-	-	1 1% P	1 *	-	1 *	-	-	1 *	-	-	-	-	-
Don't know	6 1%	4 1%	-	-	1 *	5 1%	2 *	-	3 1%	1 1%	1 1%	1 *	-	3 2% z	-
NET: All using/intend to use cashback	35 4%	29 4%	-	6 6% Q	7 3%	28 4%	31 5% qr	7 2%	4 1%	11 5%	2 3%	3 2%	8 8% wy	2 1%	9 4%
Don't know whether intend to apply for cashback	79 8%	57 8%	6 6%	10 10%	21 8%	58 8%	58 10% qr	16 6%	17 5%	13 6%	8 11%	8 5%	10 10%	16 10%	23 10% w
Not answered definitely/ probably will install any key measures	797 84%	578 84%	79 86%	88 82%	226 86%	572 84%	476 82%	249 91% p	295 88% p	177 84%	56 81%	166 92% uvwyz	81 81%	130 82%	187 83%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	155	83	72	68	58	29	131	23	35	120	110	45	95	60	121	21	13	34
Weighted Base	154	80*	74*	62*	62*	30**	135	18**	35*	119	107*	47*	80*	74*	125	16**	13**	29*
Effective base	141	75	66	60	53	28	120	22	32	109	98	43	89	57	111	18	12	30
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	7 4%	-	7 9% a	4 6%	2 3%	1 4%	7 5%	-	-	7 6%	3 2%	4 9%	2 3%	4 6%	7 5%	-	-	-
Not got round to it yet	8 5%	3 4%	5 7%	5 8%	2 3%	2 6%	8 6%	1 5%	1 3%	7 6%	6 5%	3 6%	5 7%	3 4%	8 7%	-	-	-
Need more time to decide (big decision)	32 21%	18 22%	14 19%	9 14%	18 29%	5 18%	31 23%	1 3%	7 19%	25 21%	26 24%	6 12%	11 13%	21 29% l	30 24% q	2 11%	-	2 6%
Need to get quotes/find out exactly how much it will cost	27 18%	9 11%	18 25% a	6 9%	16 25% c	5 18%	25 18%	2 14%	10 28%	17 14%	18 17%	9 19%	12 15%	15 20%	27 22% q	-	-	-
Need to save up to have this done	15 10%	5 7%	10 14%	8 13%	3 5%	5 15%	15 11%	-	6 17%	10 8%	10 9%	6 12%	6 7%	10 13%	15 12% q	-	-	-
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 7%	5 6%	6 8%	3 4%	8 12%	1 3%	10 7%	-	5 13%	7 5%	6 5%	5 11%	5 7%	6 8%	11 9%	-	-	-
Still in process of applying for Green Deal (and ECO) finance	6 4%	2 2%	5 6%	2 2%	5 8%	-	6 5%	-	2 5%	5 4%	5 5%	1 3%	2 2%	5 6%	6 5%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	2 3%	1 2%	2 4%	-	1 4%	2 2%	1 8%	-	4 3%	3 3%	1 2%	2 3%	1 2%	2 2%	1 9%	-	1 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	154	80*	74*	62*	62*	30**	135	18**	35*	119	107*	47*	80*	74*	125	16**	13**	29*
Effective base	141	75	66	60	53	28	120	22	32	109	98	43	89	57	111	18	12	30
Green Deal finance application process too long/complex	1 1%	-	1 2%	1 2%	-	-	1 1%	-	-	1 1%	-	1 3%	-	1 2%	1 1%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	3 4%	1 1%	1 1%	2 4%	1 2%	3 3%	-	2 7%	1 1%	3 3%	-	3 4%	-	3 2%	1 3%	-	1 2%
Supplier carrying out the work could not start straight away	6 4%	3 3%	3 4%	3 5%	1 2%	1 4%	6 4%	-	1 4%	4 4%	6 5%	-	3 4%	2 3%	6 4%	-	-	-
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 6%	7 9%	2 3%	5 8%	4 7%	-	9 7%	-	3 8%	7 6%	9 9%	-	4 6%	5 7%	9 8%	-	-	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 9%	8 10%	6 8%	2 4%	11 18%	-	10 7%	4 22%	2 5%	12 10%	11 11%	2 5%	8 10%	5 7%	10 8%	2 11%	2 14%	4 13%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	11 7%	6 7%	6 8%	4 6%	5 8%	3 8%	10 8%	1 6%	3 9%	8 7%	7 7%	4 9%	4 6%	7 9%	4 3%	2 13%	6 44%	8 27%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 2%	-	-	2 3%	-	2 1%	-	2 5%	-	2 2%	-	2 2%	-	2 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	154	80*	74*	62*	62*	30**	135	18**	35*	119	107*	47*	80*	74*	125	16**	13**	29*
Effective base	141	75	66	60	53	28	120	22	32	109	98	43	89	57	111	18	12	30
Not sure what has been recommended to me	14 9%	7 8%	7 9%	2 4%	9 14%	3 9%	13 9%	1 4%	3 9%	10 9%	10 10%	3 7%	6 7%	8 11%	11 9%	1 8%	1 6%	2 7%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	3 2%	3 4%	-	2 4%	1 2%	-	3 3%	-	-	3 3%	1 1%	2 5%	3 4%	-	2 2%	1 6%	-	1 3%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	15 10%	7 9%	7 10%	4 7%	8 12%	3 10%	15 11%	-	6 17%	9 8%	7 7%	8 16%	8 10%	7 9%	15 12%	-	-	-
Other	25 16%	15 19%	9 13%	7 12%	13 21%	4 15%	23 17%	2 11%	6 17%	19 16%	16 15%	8 18%	13 16%	12 16%	20 16%	3 17%	2 18%	5 17%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	8 5%	5 6%	3 4%	7 11%	1 2%	-	5 4%	3 15%	-	8 7%	7 6%	1 3%	7 8%	1 2%	4 3%	3 17%	1 8%	4 13% n
Don't know	8 5%	2 3%	6 8%	6 10% d	-	2 8%	6 5%	2 11%	1 3%	7 6%	3 3%	5 10%	2 2%	7 9%	6 5%	1 4%	1 10%	2 7%
NET: Any related to not having made decision yet	44 29%	20 24%	25 34%	14 23%	21 34%	9 29%	43 32%	1 8%	8 22%	37 31%	33 31%	11 24%	17 21%	28 37% l	43 34% q	2 11%	-	2 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	154	80*	74*	62*	62*	30**	135	18**	35*	119	107*	47*	80*	74*	125	16**	13**	29*
Effective base	141	75	66	60	53	28	120	22	32	109	98	43	89	57	111	18	12	30
NET: Any financial reason	48 31%	19 24%	29 39%	17 27%	22 36%	9 30%	43 32%	4 22%	13 37%	35 29%	32 30%	16 34%	23 29%	25 33%	46 37% q	1 9%	-	1 5%
NET: Any reason related to practical issues	41 27%	26 32%	15 20%	15 24%	22 35%	5 15%	36 27%	5 28%	11 31%	30 25%	34 32% k	7 14%	23 29%	18 24%	29 23%	4 28%	8 58%	12 47% n
NET: Any reason related to lack of information	30 20%	17 21%	13 18%	8 13%	17 28%	5 16%	29 22%	1 4%	9 25%	21 18%	18 16%	12 26%	15 19%	15 20%	27 22%	2 14%	1 6%	3 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

I29 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	155	141	14	84	56	9	39	33	41	42	102	53
Weighted Base	154	137	17**	80*	60*	10**	38*	31*	39*	46*	100*	54*
Effective base	141	128	13	77	51	9	34	31	38	40	92	50
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	7 4%	7 5%	-	2 2%	4 6%	1 12%	2 4%	1 4%	3 7%	1 3%	4 4%	3 6%
Not got round to it yet	8 5%	7 5%	1 6%	7 8%	2 3%	-	2 5%	1 3%	3 7%	3 6%	3 3%	5 10%
Need more time to decide (big decision)	32 21%	29 21%	2 15%	13 16%	16 27%	1 8%	9 24%	2 8%	7 17%	14 29% M	17 17%	15 27%
Need to get quotes/find out exactly how much it will cost	27 18%	23 17%	4 25%	11 14%	16 27%	-	6 16%	2 5%	7 18%	13 28% M	15 15%	12 22%
Need to save up to have this done	15 10%	15 11%	-	6 8%	7 12%	2 22%	4 10%	3 10%	2 5%	7 14%	12 12%	3 6%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 7%	9 7%	2 10%	7 9%	4 6%	-	4 11%	2 8%	1 3%	3 6%	4 4%	7 13% w
Still in process of applying for Green Deal (and ECO) finance	6 4%	5 3%	2 10%	2 2%	2 3%	2 15%	2 4%	2 5%	3 8%	-	5 5%	2 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	4 3%	-	1 2%	2 4%	-	-	-	2 6%	1 3%	1 1%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

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I29 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	154	137	17**	80*	60*	10**	38*	31*	39*	46*	100*	54*
Effective base	141	128	13	77	51	9	34	31	38	40	92	50
Green Deal finance application process too long/complex	1 1%	1 1%	-	-	1 2%	-	1 3%	-	-	-	1 1%	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	3 3%	-	3 3%	1 1%	-	1 1%	-	3 8%	-	2 2%	2 3%
Supplier carrying out the work could not start straight away	6 4%	6 4%	-	3 4%	1 1%	2 15%	1 3%	2 7%	1 2%	1 3%	4 4%	1 2%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 6%	8 6%	2 10%	7 9%	3 4%	-	5 12%	1 3%	2 4%	2 5%	7 7%	3 5%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 9%	10 7%	3 20%	7 9%	5 8%	-	3 9%	4 13%	4 11%	2 4%	8 8%	6 10%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	11 7%	9 6%	3 15%	6 7%	5 9%	-	1 3%	2 7%	8 21% KO	-	10 10%	2 3%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	-	2 10%	-	2 3%	-	2 4%	-	-	-	-	2 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

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	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	154	137	17**	80*	60*	10**	38*	31*	39*	46*	100*	54*
Effective base	141	128	13	77	51	9	34	31	38	40	92	50
Not sure what has been recommended to me	14 9%	11 8%	2 13%	2 2%	11 18% †	1 10%	-	1 3%	6 15% K	7 15% K	11 11%	3 5%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	3 2%	3 3%	-	2 3%	1 2%	-	-	2 8%	-	1 2%	3 3%	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	15 10%	13 10%	2 9%	5 6%	9 15%	-	2 4%	-	9 24% KM	4 8%	6 6%	9 16% w
Other	25 16%	21 15%	4 24%	10 13%	12 21%	-	8 20%	5 16%	3 8%	9 19%	15 15%	10 19%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
No reason	8 5%	8 6%	-	4 5%	1 2%	2 22%	4 11% O	1 4%	2 6%	-	8 8% x	-
Don't know	8 5%	7 5%	1 8%	6 7% u	-	2 25%	3 9%	2 8%	-	2 5%	7 7%	2 3%
NET: Any related to not having made decision yet	44 29%	41 30%	4 21%	20 25%	20 34%	2 21%	10 26%	5 15%	12 31%	18 38% M	23 23%	21 39% w



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

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	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	154	137	17**	80*	60*	10**	38*	31*	39*	46*	100*	54*
Effective base	141	128	13	77	51	9	34	31	38	40	92	50
NET: Any financial reason	48 31%	44 32%	4 25%	21 27%	24 41%	2 22%	11 28%	7 23%	10 25%	20 44%	27 27%	21 38%
NET: Any reason related to practical issues	41 27%	33 24%	8 45%	24 30%	14 23%	2 15%	11 29%	9 30%	15 39% O	6 12%	28 28%	13 24%
NET: Any reason related to lack of information	30 20%	26 19%	4 22%	9 11%	19 32% †	1 10%	2 4%	3 11%	14 37% KM	11 23% K	20 20%	10 18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	155	80	28	36	17	130	7	73	7	10	65	80	75
Weighted Base	154	82*	26**	31*	20**	125	8**	75*	9**	9**	61*	84*	70*
Effective base	141	73	26	33	16	119	6	66	6	9	60	73	69
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	7 4%	3 3%	1 3%	2 6%	1 6%	6 4%	-	2 3%	1 10%	-	4 7%	3 3%	4 6%
Not got round to it yet	8 5%	6 8%	2 8%	-	-	8 6%	-	4 5%	1 10%	1 9%	3 5%	5 6%	4 5%
Need more time to decide (big decision)	32 21%	20 24% A	5 19%	1 4%	8 39%	19 15%	2 18%	19 26% HJ	6 66%	2 20%	5 8%	25 30% EHJ	7 10%
Need to get quotes/find out exactly how much it will cost	27 18%	10 12%	5 20%	4 11%	9 46%	15 12%	3 38%	13 18%	5 56%	1 16%	8 12%	18 22% E	9 13%
Need to save up to have this done	15 10%	9 11%	3 11%	2 6%	2 12%	12 9%	1 10%	12 15%	-	-	4 7%	12 14%	4 6%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 7%	8 9%	1 4%	1 4%	1 6%	7 6%	2 20%	8 11%	-	1 14%	2 3%	8 10%	3 4%
Still in process of applying for Green Deal (and ECO) finance	6 4%	4 5%	-	2 6%	-	5 4%	2 20%	2 2%	-	-	5 8%	2 2%	5 7%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	1 2%	1 6%	1 3%	-	4 3%	-	3 4%	1 9%	-	-	4 4%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 609

I29 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	154	82*	26**	31*	20**	125	8**	75*	9**	9**	61*	84*	70*
Effective base	141	73	26	33	16	119	6	66	6	9	60	73	69
Green Deal finance application process too long/complex	1 1%	1 2%	-	-	-	1 1%	-	1 2%	-	-	-	1 1%	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	3 4%	-	1 2%	1 3%	3 2%	-	2 3%	-	1 7%	1 1%	2 3%	1 2%
Supplier carrying out the work could not start straight away	6 4%	3 4%	1 5%	1 3%	-	6 4%	-	3 4%	-	-	3 4%	3 3%	3 4%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 6%	5 6%	1 4%	2 7%	2 7%	6 5%	2 20%	4 5%	1 14%	1 7%	4 6%	5 6%	4 6%
Need to speak with my landlord/local authority/housing association/ freeholder/other organisation before making a decision	14 9%	7 9%	1 2%	5 18%	-	12 10%	2 20%	5 6%	-	-	9 15%	5 5%	9 13%
Awaiting information from landlord/local authority/housing association/ freeholder/other organisation	11 7%	4 4%	1 3%	7 22%	-	11 9%	-	1 2%	-	1 7%	10 16% EI	1 1%	10 15% EI
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 2%	-	-	-	-	2 20%	-	-	-	2 3%	-	2 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All key measures that respondents might or might not install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	154	82*	26**	31*	20**	125	8**	75*	9**	9**	61*	84*	70*
Effective base	141	73	26	33	16	119	6	66	6	9	60	73	69
Not sure what has been recommended to me	14 9%	4 5%	5 20%	3 10%	2 12%	12 10%	-	6 8%	3 29%	1 10%	4 6%	9 10% E	5 7%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	3 2%	3 4%	-	-	-	3 3%	-	-	-	-	3 6% EI	-	3 5% I
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	15 10%	8 10%	1 3%	3 10%	3 17%	11 9%	2 18%	6 8%	1 10%	4 39%	5 8%	7 8%	8 12% H
Other	25 16%	15 18%	3 13%	3 10%	5 22%	17 14%	4 52%	10 13%	-	5 54%	10 17%	10 11%	15 22% H
Not my decision/decision will be made by landlord/ local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	8 5%	2 3%	3 11%	3 8%	-	8 6%	-	4 6%	-	-	3 6%	4 5%	3 5%
Don't know	8 5%	4 5%	2 7%	1 3%	1 6%	8 7%	-	3 4%	-	-	6 9%	3 3%	6 8%
NET: Any related to not having made decision yet	44 29%	27 33% A	7 26%	3 10%	9 46%	29 23%	2 18%	24 32%	6 66%	3 30%	12 20%	30 35% EH	15 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	154	82*	26**	31*	20**	125	8**	75*	9**	9**	61*	84*	70*
Effective base	141	73	26	33	16	119	6	66	6	9	60	73	69
NET: Any financial reason	48 31%	23 28%	11 41%	5 16%	10 52%	32 25%	4 48%	30 40% HJ	6 65%	3 30%	9 15%	36 43% HJ	12 17%
NET: Any reason related to practical issues	41 27%	22 27%	4 15%	14 46%	2 7%	36 29%	3 39%	15 20%	1 14%	1 13%	24 39% EI	16 19%	25 35% EI
NET: Any reason related to lack of information	30 20%	15 18%	5 20%	6 20%	6 29%	24 19%	2 18%	12 16%	3 39%	4 39%	11 18%	15 18%	15 21%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	155	10	23	1	38	20	73	70	82	-	-	155	40	115	84	71
Weighted Base	154	11**	24**	1**	37*	21**	75*	72*	79*	**	**	154	40*	114	82*	72*
Effective base	141	10	21	1	33	19	66	63	75	-	-	141	37	104	75	66
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	7 4%	-	1	-	1	-	2	2	5	-	-	7	3	4	3	4
Not got round to it yet	8 5%	-	3	-	2	1	4	4	5	-	-	8	4	5	4	5
Need more time to decide (big decision)	32 21%	1	8	-	11	3	19	18	13	-	-	32	5	27	18	13
Need to get quotes/find out exactly how much it will cost	27 18%	4	5	-	3	4	13	13	14	-	-	27	10	18	12	15
Need to save up to have this done	15 10%	3	6	-	5	4	12	11	4	-	-	15	4	11	9	7
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 7%	2	2	-	6	3	8	8	3	-	-	11	5	6	7	4
Still in process of applying for Green Deal (and ECO) finance	6 4%	-	2	-	2	-	2	2	5	-	-	6	2	5	4	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All key measures that respondents might or might not install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	154	11**	24**	1**	37*	21**	75*	72*	79*	-**	-**	154	40*	114	82*	72*
Effective base	141	10	21	1	33	19	66	63	75	-	-	141	37	104	75	66
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	-	-	-	1	1	3	3	1	-	-	4	4	-	2	1
					4%	6%	4%	4%	1%	-	-	2%	9%	-	3%	2%
Green Deal finance application process too long/complex	1 1%	1	-	-	-	1	1	1	-	-	-	1	-	1	-	1
		12%				6%	2%	2%				1%		1%		2%
Had difficulties finding someone to provide quotes/ carry out the work	3 2%	-	-	-	1	2	2	2	1	-	-	3	2	2	1	2
					2%	8%	3%	3%	1%			2%	4%	2%	1%	3%
Supplier carrying out the work could not start straight away	6 4%	-	2	-	2	1	3	2	3	-	-	6	1	4	4	1
			6%		4%	6%	4%	2%	3%			4%	3%	4%	5%	2%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 6%	-	2	-	3	-	4	4	5	-	-	9	2	8	8	2
			9%		8%		5%	5%	7%			6%	4%	7%	9%	2%
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	14 9%	-	-	-	2	3	5	5	9	-	-	14	2	12	4	9
					6%	12%	6%	6%	11%			9%	4%	10%	5%	13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	154	11**	24**	1**	37*	21**	75*	72*	79*	-**	-**	154	40*	114	82*	72*
Effective base	141	10	21	1	33	19	66	63	75	-	-	141	37	104	75	66
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	11 7%	-	-	-	1 3%	-	1 2%	1 2%	10 13%	-	-	11 7%	1 4%	10 9%	4 4%	8 11%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	-	-	-	-	-	-	-	2 2%	-	-	2 1%	2 4%	-	2 2%	-
Not sure what has been recommended to me	14 9%	-	4 17%	1 100%	1 4%	-	6 8%	6 9%	7 9%	-	-	14 9%	2 4%	12 10%	6 8%	7 10%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	3 2%	-	-	-	-	-	-	-	3 4%	-	-	3 2%	2 6%	1 1%	2 3%	1 1%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	15 10%	1 12%	3 12%	-	1 4%	1 6%	6 8%	6 8%	9 11%	-	-	15 10%	8 19%	7 6%	9 11%	6 8%
Other	25 16%	1 11%	4 18%	-	4 11%	2 10%	10 13%	10 13%	15 19%	-	-	25 16%	8 19%	17 15%	15 18%	10 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	154	11**	24**	1**	37*	21**	75*	72*	79*	-**	-**	154	40*	114	82*	72*
Effective base	141	10	21	1	33	19	66	63	75	-	-	141	37	104	75	66
Not my decision/decision will be made by landlord/ local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	8 5%	-	3 12%	-	3 9%	-	4 6%	4 6%	3 4%	-	-	8 5%	1 1%	7 6%	3 3%	5 7%
Don't know	8 5%	1 8%	-	-	2 5%	-	3 4%	3 4%	6 7%	-	-	8 5%	2 6%	6 5%	4 5%	4 6%
NET: Any related to not having made decision yet	44 29%	1 10%	12 48%	-	12 33%	3 17%	24 32%	23 32%	20 26%	-	-	44 29%	10 25%	34 30%	24 29%	20 28%
NET: Any financial reason	48 31%	6 60%	12 50%	-	13 35%	10 49%	30 40% h	30 41% h	17 22%	-	-	48 31%	18 45% m	30 26%	23 28%	25 34%
NET: Any reason related to practical issues	41 27%	-	4 15%	-	8 23%	5 27%	15 20%	14 19%	26 33%	-	-	41 27%	8 19%	33 29%	21 26%	20 28%
NET: Any reason related to lack of information	30 20%	1 12%	7 29%	1 100%	3 8%	1 6%	12 16%	12 17% d	18 23%	-	-	30 20%	10 25%	20 18%	16 20%	14 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

I29 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	155	10	50	51	39	59	45	48	41	13	19	10	10	145	22	128	17	111
Weighted Base	154	9**	47*	56*	38*	59*	46*	51*	42*	13**	19**	9**	9**	145	22**	127	17**	110
Effective base	141	10	46	47	34	54	42	44	37	12	18	9	132	20	116	16	100	
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	7 4%	-	1 3%	3 5%	3 7%	2 4%	1 2%	5 9%	3 7%	1 7%	1 7%	-	-	7 5%	2 9%	4 3%	-	4 3%
Not got round to it yet	8 5%	-	3 6%	5 9%	1 2%	3 5%	4 8%	2 3%	2 5%	1 7%	1 5%	-	-	8 6%	4 16%	5 4% W	3 17%	2 2%
Need more time to decide (big decision)	32 21%	1 8%	8 17%	15 26%	9 23%	14 24%	10 21%	9 17%	5 12%	8 65%	-	-	-	32 22%	4 19%	27 21%	1 7%	25 23%
Need to get quotes/find out exactly how much it will cost	27 18%	2 18%	6 14%	12 27%	8 20%	14 23%	7 16%	5 10%	11 28%	-	1 4%	-	-	27 19%	5 24%	21 16%	-	21 19%
Need to save up to have this done	15 10%	1 17%	3 5%	6 11%	6 15%	7 12%	6 13%	7 14%	8 18%	1 10%	2 8%	-	-	15 11%	2 9%	13 11%	-	13 12%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 7%	-	5 12%	4 8%	1 3%	2 3%	10 22% MO	2 5%	2 5%	1 7%	1 4%	-	-	11 8%	4 18%	7 6%	-	7 6%
Still in process of applying for Green Deal (and ECO) finance	6 4%	-	1 3%	3 6%	2 4%	1 2%	3 7%	3 7%	-	-	2 8%	-	-	6 4%	2 7%	5 4%	1 7%	3 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	154	9**	47*	56*	38*	59*	46*	51*	42*	13**	19**	9**	9**	145	22**	127	17**	110
Effective base	141	10	46	47	34	54	42	44	37	12	18	9	9	132	20	116	16	100
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	-	2 5%	1 2%	-	1 2%	2 5%	1 2%	-	-	-	-	-	4 2%	1 6%	2 2%	-	2 2%
Green Deal finance application process too long/complex	1 1%	-	1 3%	-	-	1 2%	1 3%	1 2%	1 3%	-	-	-	-	1 1%	1 6%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	-	1 3%	2 3%	* 1%	-	1 2%	-	2 4%	-	-	-	-	3 2%	2 10%	1 1%	-	1 1%
Supplier carrying out the work could not start straight away	6 4%	1 15%	1 3%	1 1%	2 6%	1 1%	2 3%	5 9%	3 6%	-	2 8%	-	-	6 4%	-	5 4%	-	5 5%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 6%	-	3 5%	4 7%	3 8%	1 2%	4 8%	2 4%	3 7%	1 7%	-	-	-	9 6%	2 10%	7 6%	1 6%	6 6%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 9%	1 11%	3 6%	7 13%	-	4 7%	4 8%	3 5%	5 11%	-	1 6%	2 22%	2 22%	11 8%	2 7%	12 9%	4 21%	8 8%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	154	9**	47*	56*	38*	59*	46*	51*	42*	13**	19**	9**	9**	145	22**	127	17**	110
Effective base	141	10	46	47	34	54	42	44	37	12	18	9	9	132	20	116	16	100
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	11 7%	-	5 11%	5 8%	1 2%	1 2%	3 6%	8 16% M	2 6%	-	2 9%	4 38%	4 38%	8 5%	-	11 8%	4 24%	6 6%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	-	-	2 3%	-	-	2 4%	-	-	-	-	-	-	2 1%	2 7%	-	-	-
Not sure what has been recommended to me	14 9%	1 71%	3 6%	5 8%	5 13%	11 79% NO	1 2%	2 3%	3 7%	1 6%	1 5%	1 8%	1 8%	13 9%	-	13 10%	3 18%	10 9%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	3 2%	-	1 2%	-	2 6%	3 6%	-	-	2 6%	-	-	-	-	3 2%	-	3 3%	-	3 3%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	15 10%	1 8%	7 15%	4 8%	3 7%	8 14%	6 13%	4 7%	4 9%	2 12%	-	-	-	15 10%	2 7%	12 10%	4 23%	8 8%
Other	25 16%	2 19%	4 8%	12 22%	7 20%	8 13%	7 15%	11 21%	1 2%	1 11%	3 17%	3 32%	3 32%	22 15%	6 26%	18 14%	3 15%	15 14%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	154	9**	47*	56*	38*	59*	46*	51*	42*	13**	19**	9**	9**	145	22**	127	17**	110
Effective base	141	10	46	47	34	54	42	44	37	12	18	9	9	132	20	116	16	100
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	8 5%	1 7%	5 11%	1 2%	1 3%	2 4%	3 6%	1 2%	3 7%	1 8%	2 10%	-	-	8 5%	-	8 6%	1 6%	7 6%
Don't know	8 5%	1 10%	1 3%	3 6%	2 5%	3 5%	1 2%	3 6%	2 5%	-	5 25%	-	-	8 6%	-	7 6%	-	7 7%
NET: Any related to not having made decision yet	44 29%	1 8%	12 25%	19 35%	13 33%	19 33%	13 28%	13 26%	10 24%	8 65%	2 12%	-	-	44 31%	8 37%	34 27%	4 24%	30 27%
NET: Any financial reason	48 31%	2 27%	14 30%	19 34%	13 33%	21 36%	21 45% O	13 26%	14 34%	2 17%	3 17%	-	-	48 33%	11 50%	36 28%	-	36 33% U
NET: Any reason related to practical issues	41 27%	2 27%	12 26%	16 29%	7 18%	8 13%	12 27%	15 30% M	14 34%	1 7%	4 23%	6 59%	6 59%	35 24%	6 25%	34 27% W	9 50%	25 23%
NET: Any reason related to lack of information	30 20%	2 19%	10 22%	9 16%	9 24%	21 36% NO	7 15%	5 10%	8 20%	2 18%	1 5%	1 8%	1 8%	29 20%	2 7%	28 22%	7 40%	21 19%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	155	78	57	88	47	1	53	24	63	32	33	75	77	65	50	47
Weighted Base	154	74*	59*	85*	47*	1**	49*	25**	59*	35**	37*	69*	82*	58*	52*	51*
Effective base	141	72	52	81	42	1	49	22	57	30	30	67	71	60	47	42
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	7 4%	4 6%	3 5%	5 6%	2 4%	-	3 6%	1 5%	-	3 9%	4 10% D	3 4%	4 5%	5 8%	1 2%	1 2%
Not got round to it yet	8 5%	6 8% x	-	6 7%	-	-	6 12%	-	1 2%	1 3%	5 13% D	3 4%	5 7%	4 6%	2 4%	3 5%
Need more time to decide (big decision)	32 21%	18 24%	8 13%	19 23%	6 13%	-	11 23%	7 27%	13 22%	7 20%	9 24%	16 23%	16 20%	7 12%	17 34% I	10 19%
Need to get quotes/find out exactly how much it will cost	27 18%	11 15%	11 19% z	16 19% w	6 13%	-	8 16%	4 15%	8 13%	10 30%	5 15%	12 17%	16 19%	4 7%	13 25% I	11 22% I
Need to save up to have this done	15 10%	7 9%	8 13%	9 11%	6 12%	-	4 9%	3 11%	1 1%	3 9%	8 21% D	2 3%	13 16% G	4 6%	5 10%	7 13%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 7%	7 9%	3 5% z	9 11%	1 2%	-	7 14%	-	2 4%	4 12%	4 12%	4 6%	7 8%	4 7%	4 8%	6 12%
Still in process of applying for Green Deal (and ECO) finance	6 4%	3 4%	3 5%	3 4%	3 7%	-	2 3%	2 6%	2 3%	2 5%	2 4%	3 5%	3 3%	2 3%	1 2%	3 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	154	74*	59*	85*	47*	1**	49*	25**	59*	35**	37*	69*	82*	58*	52*	51*
Effective base	141	72	52	81	42	1	49	22	57	30	30	67	71	60	47	42
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	2 3%	-	2 2%	-	-	2 4%	-	1 2%	-	1 2%	1 2%	2 3%	2 4%	1 2%	-
Green Deal finance application process too long/complex	1 1%	1 2%	-	1 1%	-	-	1 3%	-	-	1 4%	-	-	1 2%	1 2%	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 3%	1 2%	2 3%	1 3%	-	2 5%	-	2 3%	-	2 5%	3 4%	1 1%	1 1%	1 1%	2 4%
Supplier carrying out the work could not start straight away	6 4%	2 3%	3 6%	2 3%	3 7%	-	-	2 6%	2 4%	2 6%	2 4%	3 4%	3 3%	1 2%	1 3%	3 5%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 6%	4 6%	3 5%	4 5%	3 7%	-	3 7%	1 4%	5 9%	-	3 8%	5 7%	4 5%	2 4%	-	7 14% J
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 9%	5 7%	9 15%	7 9%	6 13%	1 100%	3 7%	2 7%	5 9%	3 8%	1 3%	9 12%	5 6%	6 10%	3 6%	4 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	154	74*	59*	85*	47*	1**	49*	25**	59*	35**	37*	69*	82*	58*	52*	51*
Effective base	141	72	52	81	42	1	49	22	57	30	30	67	71	60	47	42
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	11 7%	4 5%	4 7%	6 7%	2 4%	-	1 3%	3 10%	5 8%	4 13%	1 2%	6 9%	5 7%	6 10%	3 6%	3 6%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 2%	-	2 2%	-	-	2 3%	-	2 3%	-	-	2 2%	-	-	-	2 3%
Not sure what has been recommended to me	14 9%	8 11%	4 7%	9 10%	3 6%	-	4 8%	4 16%	3 4%	4 11%	4 11%	5 7%	8 10%	2 3%	7 14%	5 10%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	3 2%	2 3%	1 2%	2 3%	1 2%	-	2 5%	-	-	3 10%	-	2 4%	1 1%	2 4%	1 2%	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	15 10%	2 3%	12 21% wy	6 7% w	9 19% w	-	2 5%	-	6 11%	5 14%	2 5%	4 6%	11 13%	3 4%	7 13%	6 11%
Other	25 16%	13 17%	9 16%	13 16%	8 18%	-	7 14%	6 23%	10 17%	5 14%	7 19%	7 10%	17 21%	7 12%	6 12%	13 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 610

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	154	74*	59*	85*	47*	1**	49*	25**	59*	35**	37*	69*	82*	58*	52*	51*
Effective base	141	72	52	81	42	1	49	22	57	30	30	67	71	60	47	42
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	8 5%	4 6%	3 6%	4 5%	3 7%	-	3 7%	1 5%	5 9%	-	1 3%	7 9% H	1 2%	8 13% JK	-	-
Don't know	8 5%	2 2%	4 7%	2 2%	4 9%	-	-	2 6%	3 5%	-	4 12%	1 1%	6 8%	4 6%	2 5%	3 7%
NET: Any related to not having made decision yet	44 29%	25 33%	11 18%	27 32%	8 17%	-	17 35%	8 32%	14 23%	11 32%	14 39%	21 31%	23 28%	15 26%	21 40%	10 21%
NET: Any financial reason	48 31%	25 34%	15 25% z	32 37% z	8 17%	-	19 38%	6 26%	10 17%	15 44%	17 45% D	18 26%	30 37%	14 24%	20 39%	18 35%
NET: Any reason related to practical issues	41 27%	17 23%	19 32%	22 26%	14 29%	1 100%	10 20%	7 27%	18 31%	7 22%	8 23%	23 34%	18 22%	14 24%	9 16%	19 37% J
NET: Any reason related to lack of information	30 20%	13 17%	16 27%	17 19%	12 25%	-	9 18%	4 16%	8 14%	12 35%	5 13%	11 16%	18 22%	6 10%	14 27% I	11 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 611

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	155	91	84	125	30	61	65	24	116	32	123	25
Weighted Base	154	83*	82*	118	36**	60*	67*	21**	119	28**	122	24**
Effective base	141	82	75	114	29	55	60	22	105	30	111	24
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	7 4%	4 5%	3 3%	6 5%	1 3%	1 2%	2 3%	3 13%	6 5%	1 3%	6 5%	1 4%
Not got round to it yet	8 5%	5 6%	4 4%	7 6%	1 3%	3 5%	5 7%	-	7 6%	1 4%	7 5%	1 4%
Need more time to decide (big decision)	32 21%	15 18%	18 22%	23 19%	9 26%	14 23%	12 18%	4 19%	28 24%	3 12%	29 24%	3 11%
Need to get quotes/find out exactly how much it will cost	27 18%	12 14%	12 14%	16 13%	11 32%	10 16%	13 20%	2 12%	20 17%	7 24%	22 18%	5 20%
Need to save up to have this done	15 10%	6 7%	9 10%	11 9%	5 13%	12 19%	4 6%	-	13 11%	2 9%	13 11%	2 10%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 7%	6 7%	7 8%	8 7%	3 9%	5 9%	2 4%	1 4%	11 9%	-	11 9%	-
Still in process of applying for Green Deal (and ECO) finance	6 4%	5 6%	4 5%	6 5%	-	3 5%	-	2 9%	5 4%	1 4%	5 4%	1 5%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	1 2%	2 3%	4 3%	-	1 2%	1 2%	1 4%	1 1%	2 7%	1 1%	2 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 611

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	154	83*	82*	118	36**	60*	67*	21**	119	28**	122	24**
Effective base	141	82	75	114	29	55	60	22	105	30	111	24
Green Deal finance application process too long/complex	1 1%	-	-	-	1 3%	1 2%	-	-	1 1%	-	1 1%	-
Had difficulties finding someone to provide quotes/ carry out the work	3 2%	3 3%	1 1%	3 3%	-	3 5%	1 1%	-	2 2%	1 4%	3 2%	1 2%
Supplier carrying out the work could not start straight away	6 4%	2 3%	4 5%	4 4%	1 3%	3 6%	1 1%	1 6%	4 4%	1 4%	3 2%	3 11%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 6%	6 8%	8 9%	8 7%	1 3%	5 8%	3 4%	-	8 6%	1 2%	9 7%	1 2%
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	14 9%	10 12% J	4 5%	10 9% I	3 9%	3 5%	7 11%	2 9%	9 8%	3 12%	10 8%	1 5%
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	11 7%	5 6%	4 4%	6 5%	5 15%	-	8 11% k	4 18%	11 9%	1 3%	8 7%	3 14%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 2%	2 2%	2 1%	-	-	-	-	2 1%	-	2 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 611

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	154	83*	82*	118	36**	60*	67*	21**	119	28**	122	24**
Effective base	141	82	75	114	29	55	60	22	105	30	111	24
Not sure what has been recommended to me	14 9%	7 8%	6 8%	9 7%	5 13%	2 4%	10 15% k	2 8%	8 7%	6 21%	8 6%	6 24%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	3 2%	3 4%	2 3%	3 3%	-	1 2%	2 4%	-	2 2%	1 4%	2 2%	1 4%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	15 10%	12 14%	9 11%	13 11%	2 6%	6 9%	7 10%	2 8%	11 9%	4 13%	12 10%	3 13%
Other	25 16%	16 20%	15 18%	25 21%	-	13 21%	9 14%	2 8%	18 15%	6 20%	19 15%	4 16%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
No reason	8 5%	6 7%	3 3%	6 5%	2 6%	5 8% l	-	3 12%	7 6%	1 4%	8 6%	-
Don't know	8 5%	5 6%	4 5%	5 4%	4 10%	3 5%	1 2%	4 19%	4 4%	1 3%	6 5%	-
NET: Any related to not having made decision yet	44 29%	21 25%	24 29%	33 28%	12 32%	17 28%	19 28%	7 32%	39 33%	5 19%	39 32%	5 19%
NET: Any financial reason	48 31%	21 25%	23 28%	32 27%	16 44%	23 37%	19 28%	4 19%	38 32%	9 31%	41 33%	7 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 611

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129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	154	83*	82*	118	36**	60*	67*	21**	119	28**	122	24**
Effective base	141	82	75	114	29	55	60	22	105	30	111	24
NET: Any reason related to practical issues	41 27%	24 29%	21 26%	30 26%	11 30%	13 22%	19 29%	5 24%	32 27%	7 24%	31 25%	8 32%
NET: Any reason related to lack of information	30 20%	20 24% J	16 20%	23 20%	7 19%	9 14%	18 27%	2 11%	21 18%	9 31%	22 18%	8 33%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 611

I29 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	155	106	14	26	46	109	121	46	30	36	4	26	22	22	45
Weighted Base	154	111*	14**	21**	45*	109*	121	50*	30**	33*	3**	22**	23**	22**	51*
Effective base	141	97	13	24	42	99	110	42	27	33	4	24	20	21	41
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	7 4%	6 5%	-	1 4%	1 2%	6 5%	5 4%	2 4%	2 6%	1 2%	-	1 6%	-	2 8%	3 6%
Not got round to it yet	8 5%	5 4%	3 20%	1 5%	2 4%	6 6%	8 7%	2 4%	-	3 8%	1 27%	-	-	2 9%	3 6%
Need more time to decide (big decision)	32 21%	26 24%	3 19%	3 14%	7 15%	25 23%	31 26%	16 32%	1 3%	10 31%	1 19%	-	8 32%	4 17%	10 19%
Need to get quotes/find out exactly how much it will cost	27 18%	21 19%	3 21%	3 14%	9 20%	18 17%	25 20%	12 23%	2 8%	6 17%	-	1 4%	5 21%	1 7%	14 28%
Need to save up to have this done	15 10%	13 12%	1 6%	1 6%	4 8%	12 11%	10 8%	8 16%	5 18%	1 2%	-	-	4 18%	3 15%	7 14%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 7%	10 9%	-	1 4%	2 5%	9 8%	11 9%	8 16%	-	3 10%	-	1 4%	2 9%	1 4%	4 8%
Still in process of applying for Green Deal (and ECO) finance	6 4%	6 6%	-	-	3 6%	3 3%	3 2%	-	3 11%	-	-	-	1 5%	2 7%	3 7%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	1 1%	-	2 10%	2 5%	1 1%	2 2%	-	1 5%	-	-	1 6%	-	-	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 611

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	154	111*	14**	21**	45*	109*	121	50*	30**	33*	3**	22**	23**	22**	51*
Effective base	141	97	13	24	42	99	110	42	27	33	4	24	20	21	41
Green Deal finance application process too long/complex	1 1%	-	-	1 6%	1 3%	-	1 1%	1 2%	-	-	-	-	1 5%	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	1 1%	2 12%	1 5%	1 2%	2 2%	3 3%	2 5%	-	2 7%	-	1 3%	-	1 3%	-
Supplier carrying out the work could not start straight away	6 4%	4 4%	1 9%	-	3 6%	3 3%	3 3%	-	2 5%	-	-	-	2 8%	4 16%	-
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 6%	9 8%	-	1 3%	2 5%	7 7%	9 8%	3 6%	-	2 6%	-	-	-	3 13%	5 9%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	14 9%	12 11%	-	-	5 11%	8 8%	7 6%	-	7 22%	4 11%	-	-	2 10%	3 16%	4 8%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	11 7%	8 7%	2 12%	1 4%	3 8%	8 7%	4 3%	1 1%	7 25%	1 3%	-	5 22%	1 4%	1 4%	4 8%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 1%	2 1%	-	-	2 4%	-	2 1%	-	-	-	-	-	-	-	2 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 611

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	154	111*	14**	21**	45*	109*	121	50*	30**	33*	3**	22**	23**	22**	51*
Effective base	141	97	13	24	42	99	110	42	27	33	4	24	20	21	41
Not sure what has been recommended to me	14 9%	7 6%	2 13%	4 19%	6 13%	8 7%	12 10%	4 8%	1 4%	2 5%	-	3 14%	4 16%	3 14%	2 4%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	3 2%	2 2%	-	1 5%	1 2%	2 2%	3 3%	-	-	2 7%	-	-	1 4%	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	15 10%	12 10%	-	3 16%	5 10%	10 9%	15 12%	6 12%	-	1 4%	-	1 3%	5 22%	3 16%	4 8%
Other	25 16%	15 13%	3 19%	5 22%	10 21%	15 14%	20 16%	9 17%	4 14%	5 15%	2 54%	4 18%	4 16%	4 19%	7 13%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	8 5%	6 5%	1 9%	1 5%	1 2%	7 6%	5 4%	3 5%	3 10%	3 10%	-	2 8%	-	1 6%	2 3%
Don't know	8 5%	6 6%	-	1 3%	1 2%	8 7%	5 4%	2 4%	1 4%	1 4%	-	3 13%	-	-	4 9%
NET: Any related to not having made decision yet	44 29%	34 31%	5 39%	5 22%	10 22%	35 32%	42 34%	19 37%	3 9%	13 38%	1 46%	1 6%	8 32%	6 26%	16 31%
NET: Any financial reason	48 31%	37 33%	4 27%	7 34%	13 29%	35 32%	41 34%	22 45%	7 23%	10 29%	-	3 14%	10 44%	6 26%	19 38%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 611

129 (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	154	111*	14**	21**	45*	109*	121	50*	30**	33*	3**	22**	23**	22**	51*
Effective base	141	97	13	24	42	99	110	42	27	33	4	24	20	21	41
NET: Any reason related to practical issues	41 27%	32 29%	5 33%	2 9%	14 31%	27 25%	26 22% q	6 12%	14 46%	8 26%	-	5 25%	5 22%	11 49%	11 22%
NET: Any reason related to lack of information	30 20%	21 19%	2 13%	7 31%	10 21%	20 19%	29 24%	10 20%	1 4%	6 17%	-	4 17%	9 38%	6 25%	6 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 612

I29_SUM (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

I29: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Unweighted Base	16	16	19	-	4	26	29	6	22	16	1
Weighted Base	15	17	16	-	3	26	30	7	22	16	2
Effective base	15	15	17	-	4	23	27	6	20	14	1
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	1 6%	-	1 6%	-	-	2 8%	1 4%	-	2 7%	-	-
Not got round to it yet	2 13%	-	1 5%	-	-	-	3 10%	-	1 4%	2 12%	-
Need more time to decide (big decision)	-	3 19%	1 8%	-	-	3 13%	9 30%	3 36%	5 23%	6 35%	2 100%
Need to get quotes/find out exactly how much it will cost	-	2 12%	3 18%	-	-	8 32%	6 20%	3 42%	3 15%	-	2 100%
Need to save up to have this done	1 6%	2 14%	-	-	-	1 5%	7 23%	-	4 19%	-	-
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	-	-	-	-	-	4 14%	1 3%	1 17%	4 16%	2 11%	-
Still in process of applying for Green Deal (and ECO) finance	1 6%	1 7%	3 16%	-	-	-	2 5%	-	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	-	-	-	-	1 24%	1 3%	1 4%	-	1 4%	-	-
Green Deal finance application process too long/complex	1 8%	-	-	-	-	-	-	-	-	-	-
Had difficulties finding someone to provide quotes/ carry out the work	3 3%	-	1 9%	-	-	-	1 3%	1 10%	-	-	-
Supplier carrying out the work could not start straight away	1 8%	2 13%	1 4%	-	-	-	2 5%	-	-	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 612

I29_SUM (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

I29: Summary table											
Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies	
Weighted Base	15	17	16	-	3	26	30	7	22	16	2
Effective base	15	15	17	-	4	23	27	6	20	14	1
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	2 14%	2 12%	1 4%	-	-	4 13%	-	-	-	1 6%	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	2 17%	1 7%	3 21%	-	-	-	1 4%	-	3 14%	2 13%	-
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	2 15%	1 6%	3 19%	-	-	3 12%	1 3%	-	1 5%	-	-
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	-	-	2 10%	-	-	-	-	-	-	-	-
Not sure what has been recommended to me	3 18%	1 8%	1 5%	-	-	5 17%	2 5%	-	3 12%	-	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	1 7%	1 5%	-	-	1 27%	1 3%	-	-	-	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	-	3 19%	-	-	-	2 9%	5 16%	-	4 20%	-	-
Other	1 5%	3 20%	4 27%	-	2 49%	5 20%	4 14%	1 18%	3 12%	2 10%	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 612

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I29_SUM (M) You said that you might or might not install (Measure). Why do you say that?

Base: All key measures that respondents might or might not install

	I29: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	15	17	16	-	3	26	30	7	22	16	2
Effective base	15	15	17	-	4	23	27	6	20	14	1
Not my decision/decision will be made by landlord/ local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-
No reason	-	-	3%	-	-	1 5%	2 6%	-	2 9%	2 13%	-
Don't know	-	-	-	-	-	2 8%	1 4%	-	1 6%	4 24%	-
NET: Any related to not having made decision yet	3 19%	3 19%	3 19%	-	-	6 22%	13 44%	3 36%	6 27%	6 40%	2 100%
NET: Any financial reason	1 6%	3 19%	3 18%	-	1 24%	11 43%	12 41%	4 59%	9 42%	2 11%	2 100%
NET: Any reason related to practical issues	8 51%	7 38%	8 46%	-	-	7 26%	4 15%	1 10%	4 20%	3 19%	-
NET: Any reason related to lack of information	4 25%	5 31%	1 5%	-	1 27%	7 27%	5 18%	-	7 32%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	110	57	53	42	43	25	95	14	25	85	79	31	69	41	87	13	10	23
Weighted Base	109	54*	55*	38*	45*	26**	97*	11**	25**	84*	76*	32**	59*	49*	88*	11**	9**	21**
Effective base	101	52	49	38	40	24	88	13	23	78	72	30	65	39	81	11	9	21
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 5%	-	6 11% a	4 10%	1 2%	1 5%	6 6%	-	-	6 7%	2 2%	4 13%	2 4%	3 7%	6 7%	-	-	-
Not got round to it yet	8 8%	3 5%	5 10%	5 13%	2 4%	2 7%	8 8%	1 8%	1 4%	7 9%	6 7%	3 9%	5 9%	3 6%	8 10%	-	-	-
Need more time to decide (big decision)	27 25%	13 24%	14 26%	7 19%	14 32%	5 21%	27 28%	1 5%	7 27%	21 24%	21 28%	6 18%	11 18%	17 34%	26 29%	2 15%	-	2 8%
Need to get quotes/find out exactly how much it will cost	21 20%	6 10%	16 29% a	6 15%	11 25%	4 17%	19 20%	2 22%	7 29%	14 17%	15 19%	7 20%	12 20%	9 19%	21 24%	-	-	-
Need to save up to have this done	14 13%	5 10%	9 16%	8 20%	3 7%	3 13%	14 15%	-	5 18%	10 11%	10 13%	5 14%	6 10%	8 17%	14 16%	-	-	-
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 10%	5 10%	6 11%	3 7%	8 17%	1 3%	10 10%	-	5 18%	7 8%	6 7%	5 17%	5 9%	6 12%	11 13%	-	-	-
Still in process of applying for Green Deal (and ECO) finance	5 5%	2 3%	4 7%	2 4%	4 8%	-	5 6%	-	2 7%	4 4%	4 5%	1 4%	2 3%	4 7%	5 6%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 3%	2 3%	1 2%	2 4%	-	1 5%	2 2%	1 7%	-	3 3%	2 3%	1 2%	3 3%	1 3%	2 2%	1 6%	-	1 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	109	54*	55*	38*	45*	26**	97*	11**	25**	84*	76*	32**	59*	49*	88*	11**	9**	21**
Effective base	101	52	49	38	40	24	88	13	23	78	72	30	65	39	81	11	9	21
Green Deal finance application process too long/complex	1 1%	-	1	1	-	-	1	-	-	1	-	1	-	1	1	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2	1	1	1	1	3	-	2	1	3	-	3	-	2	1	-	1
Supplier carrying out the work could not start straight away	6 5%	3	3	3	1	1	6	-	1	4	6	-	3	2	6	-	-	-
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 9%	7	2	5	4	-	9	-	3	7	9	-	4	5	9	-	-	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 10%	7	4	1	9	-	8	3	2	9	8	2	6	4	7	2	2	4
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 8%	4	5	4	4	1	8	1	2	7	6	3	4	5	3	2	4	7
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 2%	2	-	-	2	-	2	-	2	-	2	-	2	-	2	-	-	-



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	109	54*	55*	38*	45*	26**	97*	11**	25**	84*	76*	32**	59*	49*	88*	11**	9**	21**
Effective base	101	52	49	38	40	24	88	13	23	78	72	30	65	39	81	11	9	21
Not sure what has been recommended to me	12 11%	7 12%	5 10%	2 6%	7 16%	3 10%	11 12%	1 7%	2 6%	10 12%	10 14%	2 5%	4 7%	8 16%	10 11%	1 12%	1 9%	2 10%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	2 3%	-	1 2%	1 2%	-	2 2%	-	-	2 2%	1 1%	1 3%	2 3%	-	1 1%	1 9%	-	1 5%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 12%	5 10%	7 13%	3 9%	6 14%	3 12%	13 13%	-	6 23%	7 8%	6 8%	6 20%	8 13%	5 10%	13 14%	-	-	-
Other	18 17%	10 19%	8 14%	5 14%	8 19%	4 17%	17 18%	1 6%	4 18%	14 16%	12 15%	6 19%	10 17%	8 17%	14 16%	1 13%	2 24%	4 18%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 5%	3 6%	2 4%	4 11%	1 3%	-	4 4%	1 12%	-	5 6%	4 5%	1 4%	4 7%	1 3%	3 3%	2 15%	1 11%	3 13%
Don't know	7 7%	2 4%	5 9%	5 12%	-	2 10%	5 5%	2 18%	1 5%	6 7%	3 4%	4 11%	2 3%	6 11%	5 6%	1 6%	1 14%	2 10%
NET: Any related to not having made decision yet	39 36%	15 27%	24 44%	13 34%	17 38%	9 34%	37 39%	1 13%	8 31%	31 37%	28 36%	11 34%	17 28%	22 45%	37 42%	2 15%	-	2 8%
NET: Any financial reason	41 38%	15 28%	26 48%	16 42%	18 39%	8 30%	37 38%	3 29%	10 41%	31 37%	28 36%	14 42%	22 38%	19 38%	41 46%	1 6%	-	1 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	109	54*	55*	38*	45*	26**	97*	11**	25**	84*	76*	32**	59*	49*	88*	11**	9**	21**
Effective base	101	52	49	38	40	24	88	13	23	78	72	30	65	39	81	11	9	21
NET: Any reason related to practical issues	32 30%	20 37%	12 23%	13 34%	16 36%	3 13%	29 30%	4 34%	7 29%	25 30%	28 36%	4 14%	18 30%	15 29%	23 26%	4 40%	5 56%	10 47%
NET: Any reason related to lack of information	25 23%	13 24%	12 22%	6 14%	14 32%	5 19%	24 25%	1 7%	7 30%	17 21%	17 22%	8 26%	12 20%	13 26%	22 24%	2 21%	1 9%	3 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	110	99	11	58	40	8	23	24	27	36	68	42
Weighted Base	109	96*	13**	55*	42*	9**	22**	23**	26**	38*	66*	42*
Effective base	101	91	10	54	37	8	20	22	25	34	62	40
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 5%	6 6%	-	1 2%	4 9%	1 14%	2 7%	1 5%	2 7%	1 3%	3 4%	3 7%
Not got round to it yet	8 8%	7 8%	1 8%	7 12%	2 5%	-	2 9%	1 4%	3 10%	3 7%	3 5%	5 12%
Need more time to decide (big decision)	27 25%	25 26%	2 20%	12 21%	13 31%	1 10%	8 36%	2 11%	7 26%	10 27%	14 21%	13 32%
Need to get quotes/find out exactly how much it will cost	21 20%	17 18%	4 33%	10 17%	12 28%	-	6 28%	2 7%	6 21%	8 22%	11 16%	11 25%
Need to save up to have this done	14 13%	14 15%	-	6 11%	6 14%	2 26%	4 18%	3 13%	2 8%	5 14%	11 16%	3 8%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 10%	9 10%	2 13%	7 13%	4 9%	-	4 20%	2 11%	1 5%	3 8%	4 6%	7 17%
Still in process of applying for Green Deal (and ECO) finance	5 5%	4 4%	2 13%	1 2%	2 4%	2 17%	2 8%	2 7%	2 8%	-	4 6%	2 4%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 3%	3 3%	-	1 1%	2 5%	-	-	-	2 6%	1 3%	1 2%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	109	96*	13**	55*	42*	9**	22**	23**	26**	38*	66*	42*
Effective base	101	91	10	54	37	8	20	22	25	34	62	40
Green Deal finance application process too long/complex	1 1%	1 1%	-	-	1 3%	-	1 6%	-	-	-	1 2%	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	3 3%	-	2 3%	1 2%	-	2 2%	-	2 8%	-	2 3%	1 2%
Supplier carrying out the work could not start straight away	6 5%	6 6%	-	3 6%	1 1%	2 17%	1 6%	2 9%	1 3%	1 3%	4 6%	1 3%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 9%	8 8%	2 13%	7 12%	3 6%	-	5 21%	1 4%	2 6%	2 6%	7 10%	3 6%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 10%	7 7%	3 27%	6 10%	4 9%	-	2 11%	3 12%	3 12%	2 5%	6 9%	5 11%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 8%	8 8%	1 10%	5 9%	4 9%	-	1 6%	2 9%	6 22%	-	8 11%	2 4%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 2%	-	2 13%	-	2 4%	-	2 8%	-	-	-	-	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Weighted Base	109	96*	13**	55*	42*	9**	22**	23**	26**	38*	66*	42*
Effective base	101	91	10	54	37	8	20	22	25	34	62	40
Not sure what has been recommended to me	12 11%	10 10%	2 17%	2 3%	9 22% †	1 17%	-	1 3%	4 17%	7 18%	9 14%	3 6%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	2 2%	-	1 1%	1 2%	-	-	1 4%	-	1 3%	2 3%	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 12%	11 12%	2 12%	4 7%	8 18%	-	2 8%	-	7 27%	4 10%	5 8%	8 18%
Other	18 17%	14 15%	4 31%	10 17%	8 19%	-	6 28%	3 15%	2 7%	7 17%	9 14%	9 21%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 5%	5 6%	-	2 4%	1 1%	2 26%	3 13%	1 3%	2 7%	-	5 8%	-
Don't know	7 7%	6 6%	1 10%	6 11% u	-	1 14%	3 16%	1 5%	-	2 6%	6 8%	2 4%
NET: Any related to not having made decision yet	39 36%	35 37%	4 28%	18 33%	17 40%	2 24%	9 40%	5 20%	11 43%	14 38%	19 28%	20 47%
NET: Any financial reason	41 38%	37 39%	4 33%	19 35%	20 48%	2 26%	11 49%	7 31%	8 30%	16 42%	23 34%	18 43%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	109	96*	13**	55*	42*	9**	22**	23**	26**	38*	66*	42*
Effective base	101	91	10	54	37	8	20	22	25	34	62	40
NET: Any reason related to practical issues	32 30%	28 29%	5 37%	19 35%	10 23%	2 17%	8 35%	8 35%	11 42%	6 15%	24 36%	9 20%
NET: Any reason related to lack of information	25 23%	21 22%	4 29%	6 11%	16 39% †	1 11%	2 8%	2 7%	11 41%	11 28%	16 24%	9 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	110	62	20	22	11	93	4	56	5	8	41	61	49
Weighted Base	109	61*	20**	20**	12**	90*	5**	57*	5**	7**	40*	62*	47*
Effective base	101	57	18	20	10	86	4	51	5	7	38	56	46
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 5%	3 5%	1 4%	1 5%	1 10%	5 5%	-	2 3%	1 16%	-	3 8%	3 5%	3 6%
Not got round to it yet	8 8%	6 11%	2 10%	-	-	8 8%	-	4 7%	1 16%	1 12%	3 7%	5 8%	4 8%
Need more time to decide (big decision)	27 25%	18 30%	5 25%	1 6%	5 38%	17 19%	2 30%	18 32% H	3 46%	2 26%	5 13%	20 33% HJ	7 15%
Need to get quotes/find out exactly how much it will cost	21 20%	10 16%	5 26%	2 11%	5 38%	13 15%	3 63%	12 21%	2 30%	1 20%	6 16%	14 22%	8 17%
Need to save up to have this done	14 13%	9 14%	3 14%	2 10%	1 10%	12 13%	1 16%	12 20% J	-	-	3 7%	12 19%	3 6%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 10%	8 12%	1 5%	1 7%	1 9%	7 8%	2 33%	8 14%	-	1 17%	2 4%	8 13%	3 6%
Still in process of applying for Green Deal (and ECO) finance	5 5%	4 7%	-	1 5%	-	4 4%	2 33%	2 3%	-	-	4 10%	2 2%	4 8%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 3%	1 2%	1 4%	1 4%	-	3 3%	-	2 4%	1 15%	-	-	3 5%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	109	61*	20**	20**	12**	90*	5**	57*	5**	7**	40*	62*	47*
Effective base	101	57	18	20	10	86	4	51	5	7	38	56	46
Green Deal finance application process too long/complex	1 1%	1 2%	-	-	-	1 1%	-	1 2%	-	-	-	1 2%	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	2 4%	-	1 3%	1 5%	2 2%	-	2 3%	-	1 8%	1 1%	2 3%	1 2%
Supplier carrying out the work could not start straight away	6 5%	3 5%	1 7%	1 4%	-	6 6%	-	3 5%	-	-	3 7%	3 5%	3 6%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 9%	5 8%	1 5%	2 11%	2 12%	6 7%	2 33%	4 7%	1 23%	1 8%	4 9%	5 8%	4 9%
Need to speak with my landlord/local authority/housing association/ freeholder/other organisation before making a decision	11 10%	6 10%	1 3%	4 19%	-	9 10%	2 33%	3 6%	-	-	7 18% 1	3 5%	7 15%
Awaiting information from landlord/local authority/housing association/ freeholder/other organisation	9 8%	2 4%	1 4%	6 30%	-	9 10%	-	1 2%	-	1 8%	7 19% EI	1 2%	8 17% EI
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 2%	2 3%	-	-	-	-	2 33%	-	-	-	2 4%	-	2 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	109	61*	20**	20**	12**	90*	5**	57*	5**	7**	40*	62*	47*
Effective base	101	57	18	20	10	86	4	51	5	7	38	56	46
Not sure what has been recommended to me	12 11%	4 7%	5 25%	2 9%	2 19%	10 12%	-	6 11%	3 47%	1 12%	2 6%	9 14% E	3 7%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	2 3%	-	-	-	2 2%	-	-	-	-	2 5%	-	2 4%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 12%	8 13%	1 4%	2 11%	2 16%	10 11%	2 30%	6 10%	1 16%	2 31%	4 9%	7 11%	6 13%
Other	18 17%	11 18%	3 13%	2 8%	3 26%	13 14%	3 70%	6 11%	-	4 50%	8 20%	6 10%	12 25%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 5%	2 3%	1 7%	2 11%	-	5 6%	-	3 5%	-	-	2 6%	3 5%	2 5%
Don't know	7 7%	3 5%	2 10%	1 4%	1 10%	7 8%	-	3 5%	-	-	4 11%	3 4%	4 9%
NET: Any related to not having made decision yet	39 36%	26 42%	7 34%	2 11%	6 48%	27 30%	2 30%	23 40%	3 46%	3 37%	11 28%	25 41%	14 29%
NET: Any financial reason	41 38%	23 38%	10 50%	4 18%	6 47%	30 33%	4 79%	28 50%	2 45%	3 38%	8 20%	31 50%	10 22%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 613

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	109	61*	20**	20**	12**	90*	5**	57*	5**	7**	40*	62*	47*
Effective base	101	57	18	20	10	86	4	51	5	7	38	56	46
NET: Any reason related to practical issues	32 30%	17 28%	4 19%	10 54%	2 12%	29 33%	2 33%	13 23%	1 23%	1 17%	17 43% E1	14 23%	18 39%
NET: Any reason related to lack of information	25 23%	13 22%	5 25%	4 20%	4 36%	20 23%	2 30%	12 21%	3 63%	2 31%	7 18%	15 25% E	9 20%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	110	7	20	1	28	16	56	53	54	5	37	68	30	80	63	47
Weighted Base	109	7**	21**	1**	26**	16**	57*	54*	52*	5**	36*	68*	30**	79*	60*	48*
Effective base	101	7	18	1	25	15	51	48	50	5	34	63	28	73	58	44
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 5%	-	1	-	1	-	2	2	4	1	1	4	3	3	3	3
		-	6%	-	3%	-	3%	4%	7%	24%	2%	6%	10%	4%	5%	6%
Not got round to it yet	8 8%	-	3	-	2	1	4	4	5	-	3	6	4	5	4	5
		-	14%	-	7%	6%	7%	7%	9%	-	8%	8%	12%	6%	6%	10%
Need more time to decide (big decision)	27 25%	1	8	-	9	3	18	17	9	-	10	18	5	22	17	10
		15%	40%	-	36%	16%	32%	32%	18%	-	27%	26%	18%	28%	28%	21%
Need to get quotes/find out exactly how much it will cost	21 20%	3	5	-	3	3	12	12	9	3	7	12	8	13	10	11
		41%	25%	-	10%	19%	21%	22%	18%	50%	19%	18%	28%	16%	17%	23%
Need to save up to have this done	14 13%	3	6	-	5	4	12	11	3	1	6	7	3	11	7	7
		35%	26%	-	19%	26%	20% h	20% h	5%	26%	15%	11%	10%	14%	12%	14%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 10%	2	2	-	6	3	8	8	3	3	5	3	5	6	7	4
		29%	9%	-	23%	19%	14%	15%	6%	64%	14%	4%	16%	8%	11%	9%
Still in process of applying for Green Deal (and ECO) finance	5 5%	-	2	-	2	-	2	2	4	-	2	4	2	4	4	1
		-	7%	-	6%	-	3%	3%	7%	-	4%	6%	6%	5%	7%	2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	109	7**	21**	1**	26**	16**	57*	54*	52*	5**	36*	68*	30**	79*	60*	48*
Effective base	101	7	18	1	25	15	51	48	50	5	34	63	28	73	58	44
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 3%	-	-	-	1	1	2	2	1	-	1	2	3	1	2	1
Green Deal finance application process too long/complex	1 1%	1	-	-	-	1	1	1	-	-	1	-	-	1	-	1
Had difficulties finding someone to provide quotes/ carry out the work	3 2%	-	-	-	1	1	2	2	1	-	1	2	1	2	1	1
Supplier carrying out the work could not start straight away	6 5%	-	2	-	2	1	3	2	3	-	2	4	1	4	4	1
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 9%	-	2	-	3	-	4	4	5	-	1	8	2	8	8	2
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	11 10%	-	-	-	2	1	3	3	7	-	3	7	2	9	4	6



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	109	7**	21**	1**	26**	16**	57*	54*	52*	5**	36*	68*	30**	79*	60*	48*
Effective base	101	7	18	1	25	15	51	48	50	5	34	63	28	73	58	44
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	9 8%	-	-	-	1 4%	-	1 2%	1 2%	8 15%	-	1 3%	8 12%	1 5%	8 10%	4 6%	6 12%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 2%	-	-	-	-	-	-	-	2 3%	-	-	2 2%	2 6%	-	2 3%	-
Not sure what has been recommended to me	12 11%	-	4 19%	1 100%	1 5%	-	6 11%	6 12%	6 11%	-	5 14%	7 10%	2 6%	10 13%	6 11%	6 12%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	-	-	-	-	-	-	-	2 4%	-	-	2 3%	1 3%	1 1%	1 1%	1 2%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 12%	1 18%	3 14%	-	1 6%	1 8%	6 10%	6 11%	7 13%	1 26%	4 12%	7 10%	6 21%	6 8%	8 14%	4 9%
Other	18 17%	1 16%	2 10%	-	3 12%	2 13%	6 11%	6 12%	12 22%	-	4 11%	14 21%	5 19%	13 16%	12 19%	6 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	109	7**	21**	1**	26**	16**	57*	54*	52*	5**	36*	68*	30**	79*	60*	48*
Effective base	101	7	18	1	25	15	51	48	50	5	34	63	28	73	58	44
Not my decision/decision will be made by landlord/ local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 5%	-	2 10%	-	2 8%	-	3 5%	3 6%	2 4%	1 11%	2 4%	3 5%	1 2%	5 6%	2 3%	4 8%
Don't know	7 7%	1 11%	-	-	2 7%	-	3 5%	3 5%	4 8%	-	1 2%	6 9%	1 4%	6 7%	4 6%	3 7%
NET: Any related to not having made decision yet	39 36%	1 15%	12 55%	-	11 42%	3 21%	23 40%	22 41%	16 31%	1 24%	12 34%	25 38%	10 34%	29 36%	22 37%	16 34%
NET: Any financial reason	41 38%	5 69%	12 57%	-	12 47%	9 55%	28 50% h	28 51% h	13 25%	5 89%	17 48%	20 29%	16 54%	25 32%	21 35%	20 41%
NET: Any reason related to practical issues	32 30%	-	4 17%	-	8 32%	3 21%	13 23%	12 21%	19 37%	-	8 22%	25 36%	5 18%	27 34%	19 32%	13 27%
NET: Any reason related to lack of information	25 23%	1 18%	7 33%	1 100%	3 11%	1 8%	12 21%	12 22%	13 24%	1 26%	9 26%	14 21%	7 24%	18 22%	14 23%	11 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	110	8	37	37	25	40	37	35	26	11	14	7	7	103	16	89	13	76
Weighted Base	109	7**	36*	38*	26**	40*	38*	36*	26**	10**	14**	7**	7**	102*	16**	88*	13**	75*
Effective base	101	8	35	34	22	37	34	32	24	10	13	7	7	95	15	82	12	70
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 5%	-	1 3%	2 5%	3 11%	2 5%	1 2%	4 11%	3 11%	1 8%	1 9%	-	-	6 6%	2 13%	3 3%	-	3 4%
Not got round to it yet	8 8%	-	3 8%	5 13%	1 3%	3 7%	4 10%	2 5%	2 8%	1 8%	1 7%	-	-	8 8%	4 22%	5 5% W	3 21%	2 3%
Need more time to decide (big decision)	27 25%	1 10%	8 22%	10 26%	9 35%	11 28%	10 25%	7 20%	5 19%	7 69%	-	-	-	27 27%	4 26%	22 25%	1 9%	21 28%
Need to get quotes/find out exactly how much it will cost	21 20%	2 23%	5 14%	7 18%	8 30%	9 22%	6 16%	5 14%	9 34%	-	1 6%	-	-	21 21%	5 32%	15 17%	-	15 20%
Need to save up to have this done	14 13%	1 21%	3 7%	5 12%	6 22%	6 14%	6 17%	7 20%	6 25%	1 13%	2 11%	-	-	14 14%	2 13%	12 14%	-	12 16%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 10%	-	5 15%	4 12%	1 5%	2 4%	10 27% MO	2 7%	2 8%	1 9%	1 6%	-	-	11 11%	4 25%	7 8%	-	7 9%
Still in process of applying for Green Deal (and ECO) finance	5 5%	-	1 3%	3 7%	2 6%	1 3%	3 8%	2 7%	-	-	2 11%	-	-	5 5%	2 10%	4 4%	1 9%	2 3%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	109	7**	36*	38*	26**	40*	38*	36*	26**	10**	14**	7**	7**	102*	16**	88*	13**	75*
Effective base	101	8	35	34	22	37	34	32	24	10	13	7	7	95	15	82	12	70
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 3%	-	2 4%	1 3%	-	1 2%	2 6%	1 2%	-	-	-	-	-	3 3%	1 8%	2 2%	-	2 2%
Green Deal finance application process too long/complex	1 1%	-	1 3%	-	-	1 3%	1 3%	1 3%	1 5%	-	-	-	-	1 1%	1 8%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	-	1 4%	1 2%	2 2%	-	1 2%	-	1 3%	-	-	-	-	3 3%	1 9%	1 1%	-	1 2%
Supplier carrying out the work could not start straight away	6 5%	1 19%	1 3%	1 2%	2 9%	1 2%	2 4%	5 13%	3 10%	-	2 11%	-	-	6 5%	-	5 6%	-	5 7%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 9%	-	3 7%	4 10%	3 12%	1 3%	4 10%	2 5%	3 11%	1 9%	-	-	-	9 9%	2 14%	7 8%	1 8%	6 8%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 10%	1 14%	3 8%	5 13%	-	3 8%	4 10%	2 5%	3 10%	-	1 8%	2 30%	2 30%	8 8%	2 10%	9 10% W	4 26%	5 7%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	109	7**	36*	38*	26**	40*	38*	36*	26**	10**	14**	7**	7**	102*	16**	88*	13**	75*
Effective base	101	8	35	34	22	37	34	32	24	10	13	7	7	95	15	82	12	70
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 8%	-	4 11%	4 10%	1 3%	1 4%	3 7%	6 16%	2 9%	-	2 12%	2 34%	7 7%	-	-	8 9% W	4 31%	4 6%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 2%	-	-	2 4%	-	-	2 4%	-	-	-	-	-	-	2 2%	2 10%	-	-	-
Not sure what has been recommended to me	12 11%	1 13%	3 8%	5 12%	4 14%	10 24% NO	1 2%	2 4%	3 12%	1 8%	1 7%	1 12%	1 12%	11 11%	-	11 13%	2 12%	10 13%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	-	1 3%	-	1 3%	2 5%	-	-	1 3%	-	-	-	-	2 2%	-	2 2%	-	2 2%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 12%	1 10%	7 20%	3 8%	2 7%	8 19%	5 13%	2 6%	4 14%	2 15%	-	-	-	13 12%	2 10%	10 12%	3 19%	8 10%
Other	18 17%	1 12%	4 10%	8 22%	5 21%	5 12%	6 15%	7 20%	1 3%	1 13%	3 24%	2 25%	2 25%	16 16%	5 31%	12 14%	1 10%	11 14%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	109	7**	36*	38*	26**	40*	38*	36*	26**	10**	14**	7**	7**	102*	16**	88*	13**	75*
Effective base	101	8	35	34	22	37	34	32	24	10	13	7	7	95	15	82	12	70
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 5%	1 9%	3 8%	1 3%	* 2%	2 5%	2 6%	1 3%	1 5%	1 10%	1 9%	-	-	5 5%	-	5 6%	1 8%	4 6%
Don't know	7 7%	1 12%	1 4%	2 5%	2 7%	2 5%	1 2%	3 9%	2 7%	-	3 25%	-	-	7 7%	-	6 7%	-	6 8%
NET: Any related to not having made decision yet	39 36%	1 10%	12 33%	14 36%	13 49%	16 40%	13 35%	11 31%	10 38%	7 69%	2 16%	-	-	39 38%	8 50%	29 33%	4 31%	25 33%
NET: Any financial reason	41 38%	2 33%	12 34%	14 38%	13 49%	16 40%	19 52%	13 37%	12 45%	2 22%	3 24%	-	-	41 40%	11 68%	29 33%	-	29 39% U
NET: Any reason related to practical issues	32 30%	2 33%	10 29%	11 30%	7 27%	6 16%	10 26%	13 37%	11 41%	1 9%	3 23%	4 64%	4 64%	28 27%	3 19%	28 32% W	8 57%	20 27%
NET: Any reason related to lack of information	25 23%	2 24%	10 29%	8 20%	5 20%	17 43% NO	6 15%	4 11%	7 26%	2 23%	1 7%	1 12%	1 12%	24 23%	2 10%	22 25%	4 31%	18 24%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	110	55	41	63	33	1	39	15	43	23	25	48	59	42	42	33
Weighted Base	109	52*	42*	62*	33*	1**	36*	16**	41*	24**	27**	44*	61*	38*	43*	35**
Effective base	101	51	38	58	31	1	37	13	39	21	23	44	55	39	40	30
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 5%	4 8%	2 4%	5 8%	1 3%	-	3 8%	1 8%	-	2 9%	4 14%	2 4%	4 7%	4 10%	1 3%	1 3%
Not got round to it yet	8 8%	6 11% x	-	6 9%	-	-	6 16%	-	1 2%	1 4%	5 17%	3 7%	5 9%	4 10%	2 4%	3 8%
Need more time to decide (big decision)	27 25%	16 31%	8 19%	18 29%	6 19%	-	11 31%	5 33%	11 28%	4 16%	9 32%	11 25%	16 26%	6 15%	14 33% 1	10 28%
Need to get quotes/find out exactly how much it will cost	21 20%	11 21%	8 20%	15 24%	5 14%	-	8 21%	4 23%	8 19%	6 25%	5 20%	8 19%	13 21%	4 10%	8 19%	10 29%
Need to save up to have this done	14 13%	7 13%	7 16%	9 15%	4 13%	-	4 12%	3 18%	1 2%	3 14%	8 29%	2 5%	12 20% G	4 9%	4 9%	7 19%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 10%	7 13%	3 7% z	9 15%	1 2%	-	7 19%	-	2 6%	4 18%	4 16%	4 9%	7 11%	4 11%	4 10%	6 17%
Still in process of applying for Green Deal (and ECO) finance	5 5%	3 6%	2 5%	3 5%	2 7%	-	2 5%	2 10%	2 4%	1 4%	2 6%	3 6%	3 5%	1 2%	1 3%	3 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	109	52*	42*	62*	33*	1**	36*	16**	41*	24**	27**	44*	61*	38*	43*	35**
Effective base	101	51	38	58	31	1	37	13	39	21	23	44	55	39	40	30
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 3%	2 4%	-	2 3%	-	-	2 6%	-	1 2%	-	1 3%	1 2%	2 3%	2 4%	1 3%	-
Green Deal finance application process too long/complex	1 1%	1 2%	-	1 2%	-	-	1 3%	-	-	1 5%	-	-	1 2%	1 3%	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	1 3%	1 3%	1 2%	1 4%	-	1 4%	-	2 4%	-	1 3%	2 5%	1 1%	1 1%	1 2%	1 4%
Supplier carrying out the work could not start straight away	6 5%	2 4%	3 8%	2 3%	3 10%	-	-	2 10%	2 5%	2 8%	2 6%	3 6%	3 5%	1 4%	1 3%	3 8%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 9%	4 8%	3 7%	4 7%	3 9%	-	3 9%	1 6%	5 13%	-	3 11%	5 11%	4 7%	2 5%	-	7 21%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 10%	4 8%	6 15%	5 9%	5 16%	1 100%	2 7%	2 10%	4 9%	2 8%	1 5%	6 14%	4 7%	4 10%	3 8%	3 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	109	52*	42*	62*	33*	1**	36*	16**	41*	24**	27**	44*	61*	38*	43*	35**
Effective base	101	51	38	58	31	1	37	13	39	21	23	44	55	39	40	30
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 8%	4 8%	3 8%	6 10%	1 3%	-	1 4%	3 16%	3 8%	4 15%	1 3%	5 11%	4 7%	5 13%	2 4%	3 9%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 2%	2 3%	-	2 3%	-	-	2 5%	-	2 4%	-	-	2 4%	-	-	-	2 5%
Not sure what has been recommended to me	12 11%	7 12%	4 9%	7 12%	3 9%	-	3 7%	4 26%	3 6%	4 16%	4 15%	3 7%	8 13%	2 4%	6 14%	5 15%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	1 2%	1 2%	1 1%	1 3%	-	1 2%	-	-	2 8%	-	1 2%	1 2%	1 2%	1 2%	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 12%	2 4%	10 24% wy	6 10% w	7 20% w	-	2 6%	-	5 13%	3 14%	2 7%	3 7%	10 16%	2 5%	7 15%	4 12%
Other	18 17%	9 18%	7 16%	10 17%	6 17%	-	6 17%	3 21%	8 20%	4 15%	4 14%	5 12%	12 19%	5 12%	6 14%	8 24%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 614

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	109	52*	42*	62*	33*	1**	36*	16**	41*	24**	27**	44*	61*	38*	43*	35**
Effective base	101	51	38	58	31	1	37	13	39	21	23	44	55	39	40	30
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 5%	3 6%	2 6%	3 5%	2 7%	-	2 7%	1 4%	3 8%	-	1 5%	4 9%	1 2%	5 14% J	-	-
Don't know	7 7%	2 3%	3 7%	2 3%	3 9%	-	-	2 10%	3 8%	-	3 12%	1 2%	5 9%	2 6%	2 6%	3 10%
NET: Any related to not having made decision yet	39 36%	23 44% xz	10 23%	26 42% x	7 22%	-	17 47%	6 41%	12 30%	7 29%	14 53%	16 36%	23 37%	13 34%	17 41%	10 30%
NET: Any financial reason	41 38%	25 47% z	12 29% z	30 49% xz	7 20%	-	19 51%	6 40%	9 23%	11 45%	17 62%	14 31%	28 45%	13 35%	16 37%	16 47%
NET: Any reason related to practical issues	32 30%	12 22%	17 39%	15 25%	13 39%	1 100%	6 15%	6 36%	14 35%	5 23%	7 28%	17 39%	15 24%	11 28%	7 17%	15 43%
NET: Any reason related to lack of information	25 23%	10 18%	13 32%	13 22%	10 29%	-	6 16%	4 26%	7 18%	9 38%	5 18%	7 16%	17 27%	3 9%	13 29% I	10 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 615

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	110	61	63	87	23	44	44	18	81	24	85	19
Weighted Base	109	56*	60*	82*	26**	44*	45*	16**	81*	22**	84*	19**
Effective base	101	56	58	80	22	40	41	17	74	23	78	18
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 5%	3 6%	3 5%	5 6%	1 5%	1 3%	2 4%	2 11%	5 6%	1 4%	5 6%	1 5%
Not got round to it yet	8 8%	5 9%	4 6%	7 9%	1 4%	3 6%	5 11%	-	7 9%	1 5%	7 8%	1 5%
Need more time to decide (big decision)	27 25%	15 26%	17 28%	21 26%	6 23%	14 32%	7 17%	4 26%	24 29%	3 16%	25 29%	3 15%
Need to get quotes/find out exactly how much it will cost	21 20%	12 21%	10 17%	14 18%	7 26%	8 19%	9 19%	2 15%	15 18%	5 25%	18 21%	4 19%
Need to save up to have this done	14 13%	6 10%	7 12%	10 12%	5 17%	12 26%	3 6%	-	13 16%	1 6%	13 15%	1 7%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 10%	6 10%	7 11%	8 10%	3 12%	5 12%	2 6%	1 5%	11 14%	-	11 13%	-
Still in process of applying for Green Deal (and ECO) finance	5 5%	4 7%	4 7%	5 6%	-	3 6%	-	1 6%	4 5%	1 6%	4 5%	1 7%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 3%	1 2%	2 3%	3 3%	-	1 3%	1 2%	1 5%	1 1%	2 9%	1 1%	2 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 615

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	109	56*	60*	82*	26**	44*	45*	16**	81*	22**	84*	19**
Effective base	101	56	58	80	22	40	41	17	74	23	78	18
Green Deal finance application process too long/complex	1 1%	-	-	-	1 5%	1 3%	-	-	1 2%	-	1 1%	-
Had difficulties finding someone to provide quotes/ carry out the work	3 2%	2 3%	1 2%	3 3%	-	2 4%	1 2%	-	2 2%	1 5%	2 2%	1 3%
Supplier carrying out the work could not start straight away	6 5%	2 4%	4 7%	4 5%	1 5%	3 8%	1 2%	1 8%	4 5%	1 6%	3 4%	3 14%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 9%	6 11%	8 13%	8 10%	1 4%	5 11%	3 7%	-	8 9%	1 3%	9 10%	1 3%
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	11 10%	7 13%	4 7%	7 9%	3 12%	3 6%	5 12%	1 6%	6 8%	3 16%	7 9%	1 7%
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	9 8%	4 7%	4 6%	5 6%	4 15%	-	6 14% k	3 18%	8 10%	1 4%	7 8%	2 12%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 2%	2 3%	2 3%	2 2%	-	-	-	-	2 2%	-	2 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 615

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	109	56*	60*	82*	26**	44*	45*	16**	81*	22**	84*	19**
Effective base	101	56	58	80	22	40	41	17	74	23	78	18
Not sure what has been recommended to me	12 11%	5 9%	6 11%	7 9%	5 18%	2 5%	8 18%	2 10%	8 9%	4 19%	8 9%	4 23%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	2 3%	1 1%	2 2%	-	1 2%	1 2%	-	1 1%	1 5%	1 1%	1 5%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 12%	10 18%	8 14%	11 13%	2 8%	6 13%	5 10%	2 10%	9 11%	4 17%	10 11%	3 16%
Other	18 17%	13 23%	12 19%	18 22%	-	8 19%	6 14%	2 10%	12 15%	5 21%	13 15%	3 17%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 5%	3 5%	2 3%	3 4%	2 9%	3 7%	-	2 11%	5 6%	* 2%	5 6%	-
Don't know	7 7%	5 8%	4 6%	5 6%	2 9%	3 7%	1 3%	3 17%	3 4%	1 3%	5 6%	-
NET: Any related to not having made decision yet	39 36%	20 36%	22 37%	30 37%	8 31%	17 39%	14 32%	6 37%	33 41%	5 24%	33 40%	5 25%
NET: Any financial reason	41 38%	21 37%	21 35%	30 37%	11 42%	21 49%	13 30%	4 25%	33 40%	8 34%	36 42%	6 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 615

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	109	56*	60*	82*	26**	44*	45*	16**	81*	22**	84*	19**
Effective base	101	56	58	80	22	40	41	17	74	23	78	18
NET: Any reason related to practical issues	32 30%	18 31%	19 32%	24 29%	8 32%	12 28%	14 32%	4 26%	24 29%	7 30%	24 28%	7 35%
NET: Any reason related to lack of information	25 23%	15 27%	14 23%	18 22%	7 26%	9 20%	13 28%	2 15%	17 21%	7 33%	18 22%	7 35%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 615

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	110	76	11	18	33	77	86	33	21	24	3	17	18	16	32
Weighted Base	109	78*	11**	15**	32*	77*	85*	35*	21**	22**	2**	15**	20**	16**	34**
Effective base	101	70	10	17	31	71	80	30	19	22	3	16	17	15	30
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 5%	5 6%	-	1 6%	1 3%	5 7%	5 6%	2 6%	1 4%	1 3%	-	1 8%	-	2 11%	2 6%
Not got round to it yet	8 8%	5 6%	3 24%	1 6%	2 6%	6 8%	8 10%	2 6%	-	3 12%	1 37%	-	-	2 12%	3 8%
Need more time to decide (big decision)	27 25%	22 28%	3 24%	3 19%	5 17%	22 28%	26 31%	15 42%	1 5%	7 31%	1 26%	-	8 39%	4 23%	8 25%
Need to get quotes/find out exactly how much it will cost	21 20%	15 20%	3 25%	3 19%	8 24%	14 18%	20 24%	10 30%	1 6%	2 11%	-	1 6%	5 25%	1 9%	12 34%
Need to save up to have this done	14 13%	12 16%	1 7%	1 8%	2 8%	12 15%	10 12%	8 23% p	4 19%	1 3%	-	-	4 21%	3 21%	6 18%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 10%	10 13%	-	1 5%	2 7%	9 11%	11 13%	8 24% p	-	3 15%	-	1 6%	2 10%	1 5%	4 12%
Still in process of applying for Green Deal (and ECO) finance	5 5%	5 7%	-	-	3 9%	2 3%	3 3%	-	2 12%	-	-	-	1 6%	2 10%	3 8%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 3%	1 1%	-	2 14%	2 6%	1 1%	2 2%	-	1 3%	-	-	1 9%	-	-	2 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All respondents who might or might not install a recommended key measure

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	109	78*	11**	15**	32*	77*	85*	35*	21**	22**	2**	15**	20**	16**	34**
Effective base	101	70	10	17	31	71	80	30	19	22	3	16	17	15	30
Green Deal finance application process too long/complex	1 1%	-	-	1 8%	1 4%	-	1 1%	1 4%	-	-	-	-	1 6%	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 2%	1 1%	1 7%	1 7%	1 3%	2 2%	3 3%	2 5%	-	1 6%	-	1 5%	-	1 4%	-
Supplier carrying out the work could not start straight away	6 5%	4 5%	1 11%	-	3 8%	3 4%	3 4%	-	2 7%	-	-	-	2 10%	4 22%	-
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 9%	9 11%	-	1 4%	2 7%	7 9%	9 11%	3 8%	-	2 9%	-	-	-	3 18%	5 13%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 10%	10 12%	-	-	5 16%	5 7%	6 7%	-	5 21%	3 12%	-	-	2 12%	2 14%	3 10%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 8%	6 8%	2 14%	1 6%	2 7%	7 9%	4 5%	1 2%	5 25%	1 4%	-	3 23%	1 5%	1 5%	3 9%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 2%	2 2%	-	-	2 5%	-	2 2%	-	-	-	-	-	-	-	2 5%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 615

129 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	109	78*	11**	15**	32*	77*	85*	35*	21**	22**	2**	15**	20**	16**	34**
Effective base	101	70	10	17	31	71	80	30	19	22	3	16	17	15	30
Not sure what has been recommended to me	12 11%	7 9%	2 16%	3 17%	4 13%	8 10%	11 13%	4 12%	1 6%	2 7%	-	2 10%	4 19%	3 19%	2 6%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 2%	1 1%	-	1 7%	1 3%	1 1%	2 2%	-	-	1 4%	-	-	1 5%	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 12%	9 12%	-	3 22%	5 14%	8 11%	13 15%	6 17%	-	1 7%	-	1 5%	5 26%	3 16%	3 8%
Other	18 17%	11 14%	2 16%	4 25%	9 27%	9 12%	13 16%	5 16%	4 19%	5 22%	1 37%	2 17%	3 15%	2 11%	5 15%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 5%	4 5%	1 11%	* 3%	* 2%	5 6%	4 4%	2 5%	2 8%	2 9%	-	1 8%	-	1 8%	1 2%
Don't know	7 7%	5 7%	-	1 5%	1 2%	6 8%	4 5%	2 5%	1 6%	1 6%	-	3 19%	-	-	3 9%
NET: Any related to not having made decision yet	39 36%	29 37%	5 47%	5 31%	8 26%	30 40%	37 43%	17 50%	2 9%	9 42%	1 63%	1 8%	8 39%	6 35%	13 40%
NET: Any financial reason	41 38%	30 39%	4 32%	7 47%	12 37%	29 38%	36 43%	21 61% p	5 23%	6 29%	-	3 20%	10 53%	6 35%	16 46%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 615

I29 (R) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents who might or might not install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	109	78*	11**	15**	32*	77*	85*	35*	21**	22**	2**	15**	20**	16**	34**
Effective base	101	70	10	17	31	71	80	30	19	22	3	16	17	15	30
NET: Any reason related to practical issues	32 30%	26 33%	4 33%	2 13%	11 34%	21 28%	21 25%	5 15%	10 49%	6 27%	-	4 28%	4 21%	10 59%	8 25%
NET: Any reason related to lack of information	25 23%	17 22%	2 16%	5 33%	8 25%	17 22%	23 28%	10 28%	1 6%	4 18%	-	2 15%	9 46%	5 29%	5 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 1%	-	6 1% a	4 1%	1 *	1 1%	6 1%	-	-	6 1%	2 *	4 2% j	2 1%	3 1%	6 1%	-	-	-
Not got round to it yet	8 1%	3 1%	5 1%	5 1%	2 *	2 1%	8 1%	1 1%	1 *	7 1%	6 1%	3 1%	5 1%	3 1%	8 1%	-	-	-
Need more time to decide (big decision)	27 3%	13 3%	14 3%	7 2%	14 4%	5 2%	27 3%	1 *	7 3%	21 3%	21 3%	6 2%	11 2%	17 4%	26 4% pq	2 2% p	-	2 1%
Need to get quotes/find out exactly how much it will cost	21 2%	6 1%	16 4% a	6 2%	11 3%	4 2%	19 2%	2 2%	7 3%	14 2%	15 2%	7 3%	12 2%	9 2%	21 3% pq	-	-	-
Need to save up to have this done	14 2%	5 1%	9 2%	8 2%	3 1%	3 1%	14 2%	-	5 2%	10 1%	10 1%	5 2%	6 1%	8 2%	14 2% q	-	-	-
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 1%	5 1%	6 1%	3 1%	8 2%	1 *	10 1%	-	5 2%	7 1%	6 1%	5 2%	5 1%	6 1%	11 2% q	-	-	-
Still in process of applying for Green Deal (and ECO) finance	5 1%	2 *	4 1%	2 *	4 1%	-	5 1%	-	2 1%	4 1%	4 1%	1 1%	2 *	4 1%	5 1%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 *	2 *	1 *	2 *	-	1 1%	2 *	1 1%	-	3 *	2 *	1 *	2 *	1 *	2 *	1 1%	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

I29 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Green Deal finance application process too long/complex	1	-	1	1	-	-	1	-	-	1	-	1%	-	1	1	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3	2	1	1	1	1	3	-	2	1	3	-	3	-	2	1%	-	1
Supplier carrying out the work could not start straight away	6 1%	3 1%	3 1%	3 1%	1 *	1 1%	6 1%	-	1 *	4 1%	6 1%	-	3 1%	2 1%	6 1%	-	-	-
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 1%	7 1%	2 1%	5 1%	4 1%	-	9 1%	-	3 1%	7 1%	9 1%	-	4 1%	5 1%	9 1%	-	-	-
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 1%	7 1%	4 1%	1 *	9 3%	-	8 1%	3 2%	2 1%	9 1%	8 1%	2 1%	6 1%	4 1%	7 1%	2 2%	2 1%	4 1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 1%	4 1%	5 1%	4 1%	4 1%	1 1%	8 1%	1 1%	2 1%	7 1%	6 1%	3 1%	4 1%	5 1%	3 *	2 2%	4 2%	7 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	2	-	-	2	-	2	-	2	-	2	-	2	-	2	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

I29 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Not sure what has been recommended to me	12 1%	7 1%	5 1%	2 1%	7 2%	3 1%	11 1%	1 1%	2 1%	10 2%	10 1%	2 1%	4 1%	8 2%	10 1%	1 2%	1 *	2 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	2 *	-	1 *	1 *	-	2 *	-	-	2 *	1 *	1 *	2 *	-	1 *	1 1%	-	1 *
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 1%	5 1%	7 2%	3 1%	6 2%	3 1%	13 2%	-	6 2%	7 1%	6 1%	6 3%	8 2%	5 1%	13 2% q	-	-	-
Other	18 2%	10 2%	8 2%	5 2%	8 2%	4 2%	17 2%	1 1%	4 2%	14 2%	12 2%	6 3%	10 2%	8 2%	14 2%	1 2%	2 1%	4 1%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 1%	3 1%	2 *	4 1%	1 *	-	4 *	1 1%	-	5 1%	4 1%	1 1%	4 1%	1 *	3 *	2 2%	1 1%	3 1%
Don't know	7 1%	2 *	5 1%	5 1% d	-	2 1%	5 1%	2 2%	1 *	6 1%	3 *	4 2%	2 *	6 1%	5 1%	1 1%	1 1%	2 1%
NET: Any related to not having made decision yet	39 4%	15 3%	24 5%	13 4%	17 5%	9 4%	37 5%	1 1%	8 3%	31 4%	28 4%	11 5%	17 3%	22 5%	37 6% pq	2 2% p	-	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

I29 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Any financial reason	41 4%	15 3%	26 6%	16 5%	18 5%	8 3%	37 5%	3 3%	10 4%	31 4%	28 4%	14 6%	22 5%	19 4%	41 6% opq	1 1%	-	1 *
NET: Any reason related to practical issues	32 3%	20 4%	12 3%	13 4%	16 4% e	3 1%	29 4%	4 3%	7 3%	25 4%	28 4%	4 2%	18 4%	15 3%	23 3%	4 5%	5 3%	10 4%
NET: Any reason related to lack of information	25 3%	13 3%	12 3%	6 2%	14 4%	5 2%	24 3%	1 1%	7 3%	17 3%	17 2%	8 3%	12 2%	13 3%	22 3% p	2 3%	1 *	3 1%
Not answered might/might not install any key measures	837 88%	440 89%	392 88%	301 89%	316 88%	217 89%	711 88%	112 91%	226 90%	607 88%	626 89%	211 87%	427 88%	411 89%	580 87%	76 87%	181 95% noq	257 93% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 1%	6 1%	-	1 *	4 1%	1 1%	2 1%	1 *	2 1%	1 *	3 *	3 1%
Not got round to it yet	8 1%	7 1%	1 1%	7 2% u	2 *	-	2 1%	1 *	3 1%	3 1%	3 *	5 2%
Need more time to decide (big decision)	27 3%	25 3%	2 2%	12 4%	13 3%	1 1%	8 5% M	2 1%	7 3%	10 4%	14 2%	13 4%
Need to get quotes/find out exactly how much it will cost	21 2%	17 2%	4 3%	10 3%	12 3%	-	6 4% M	2 1%	6 2%	8 3%	11 2%	11 3%
Need to save up to have this done	14 2%	14 2%	-	6 2%	6 1%	2 2%	4 2%	3 1%	2 1%	5 2%	11 2%	3 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 1%	9 1%	2 1%	7 2%	4 1%	-	4 3%	2 1%	1 1%	3 1%	4 1%	7 2% w
Still in process of applying for Green Deal (and ECO) finance	5 1%	4 *	2 1%	1 *	2 *	2 1%	2 1%	2 1%	2 1%	-	4 1%	2 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 *	3 *	-	1 *	2 *	-	-	-	2 1%	1 *	1 *	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

I29 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Green Deal finance application process too long/complex	1	1	-	-	1	-	1 1%	-	-	-	1	-
Had difficulties finding someone to provide quotes/ carry out the work	3	3	-	2 1%	1	-	-	-	2 1%	-	2	1
Supplier carrying out the work could not start straight away	6 1%	6 1%	-	3 1%	1	2 1%	1 1%	2 1%	1	1	4 1%	1
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 1%	8 1%	2 1%	7 2%	3 1%	-	5 3% M	1	2 1%	2 1%	7 1%	3 1%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 1%	7 1%	3 2%	6 2%	4 1%	-	2 1%	3 1%	3 1%	2 1%	6 1%	5 1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 1%	8 1%	1 1%	5 2%	4 1%	-	1 1%	2 1%	6 3% O	-	8 1%	2 1%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	-	2 1% r	-	2	-	2 1%	-	-	-	-	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Not sure what has been recommended to me	12 1%	10 1%	2 1%	2 1%	9 2%	1 1%	-	1	4 2%	7 2% M	9 1%	3 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	2	-	1	1	-	-	1	-	1	2	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 1%	11 1%	2 1%	4 1%	8 2%	-	2 1%	-	7 3% M	4 1%	5 1%	8 2%
Other	18 2%	14 2%	4 2%	10 3%	8 2%	-	6 4%	3 1%	2 1%	7 2%	9 1%	9 3%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 1%	5 1%	-	2 1%	1	2 2% u	3 2% O	1	2 1%	-	5 1%	-
Don't know	7 1%	6 1%	1 1%	6 2% u	-	1 1%	3 2% N	1	-	2 1%	6 1%	2
NET: Any related to not having made decision yet	39 4%	35 5%	4 2%	18 6%	17 4%	2 2%	9 5%	5 2%	11 5%	14 5%	19 3%	20 6% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Any financial reason	41 4%	37 5%	4 3%	19 6%	20 5%	2 2%	11 6%	7 3%	8 3%	16 6%	23 4%	18 6%
NET: Any reason related to practical issues	32 3%	28 4%	5 3%	19 6% uv	10 2%	2 1%	8 5%	8 3%	11 5%	6 2%	24 4%	9 3%
NET: Any reason related to lack of information	25 3%	21 3%	4 2%	6 2%	16 4%	1 1%	2 1%	2 1%	11 5% KM	11 4% M	16 3%	9 3%
Not answered might/might not install any key measures	837 88%	684 88%	153 92%	257 82%	386 90% †	121 93% †	144 87%	239 91%	202 89%	248 87%	561 89%	276 87%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 1%	3 1%	1 1%	1 *	1 2%	5 1%	- -	2 *	1 2%	- -	3 3% EJ	3 *	3 1%
Not got round to it yet	8 1%	6 1%	2 1%	- -	- -	8 1%	- -	4 1%	1 2%	1 1%	3 2%	5 1%	4 1%
Need more time to decide (big decision)	27 3%	18 3% A	5 3% A	1 1%	5 6% A	17 2%	2 2%	18 3%	3 5%	2 2%	5 4%	20 3%	7 2%
Need to get quotes/find out exactly how much it will cost	21 2%	10 2%	5 4%	2 1%	5 6% yA	13 2%	3 3%	12 2%	2 3%	1 1%	6 5% J	14 2%	8 2%
Need to save up to have this done	14 2%	9 2%	3 2%	2 1%	1 2%	12 1%	1 1%	12 2%	- -	- -	3 2%	12 2%	3 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 1%	8 1%	1 1%	1 1%	1 2%	7 1%	2 2%	8 1%	- -	1 1%	2 1%	8 1%	3 1%
Still in process of applying for Green Deal (and ECO) finance	5 1%	4 1%	- -	1 *	- -	4 *	2 2%	2 *	- -	- -	4 3% EJ	2 *	4 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 *	1 *	1 1%	1 *	- -	3 *	- -	2 *	1 2% J	- -	- -	3 *	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Green Deal finance application process too long/complex	1	1	-	-	-	1	-	1	-	-	-	1	-
Had difficulties finding someone to provide quotes/carry out the work	3	2	-	-	1	2	-	2	-	1	-	2	1
Supplier carrying out the work could not start straight away	6 1%	3 1%	1 1%	1	-	6 1%	-	3 1%	-	-	3 2% 1	3	3 1%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 1%	5 1%	1 1%	2 1%	2 2%	6 1%	2 2%	4 1%	1 3%	1 1%	4 3% E	5 1%	4 1%
Need to speak with my landlord/local authority/housing association/ freeholder/other organisation before making a decision	11 1%	6 1%	1	4 2%	-	9 1%	2 2%	3 1%	-	-	7 6% EGJU	3 1%	7 2% EI
Awaiting information from landlord/local authority/housing association/ freeholder/other organisation	9 1%	2	1 1%	6 3% y	-	9 1%	-	1	-	1 1%	7 6% EGJU	1	8 2% EI
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	2	-	-	-	-	2 2% C	-	-	-	2 1% EI	-	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Not sure what has been recommended to me	12 1%	4 1%	5 4% y	2 1%	2 3%	10 1%	-	6 1%	3 5% EJ	1 1%	2 2%	9 1% E	3 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	2	-	-	-	2	-	-	-	-	2 2% EI	-	2 1%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 1%	8 2%	1 1%	2 1%	2 3%	10 1%	2 2%	6 1%	1 2%	2 2%	4 3%	7 1%	6 2%
Other	18 2%	11 2%	3 2%	2 1%	3 4% A	13 2%	3 4%	6 1%	-	4 3%	8 7% EJ	6 1%	12 4% EI
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 1%	2	1 1%	2 1%	-	5 1%	-	3 1%	-	-	2 2%	3	2 1%
Don't know	7 1%	3 1%	2 1%	1	1 2%	7 1%	-	3	-	-	4 4% EJ	3	4 1%
NET: Any related to not having made decision yet	39 4%	26 5% A	7 5% A	2 1%	6 8% A	27 3%	2 2%	23 4%	3 5%	3 3%	11 9% EGU	25 4%	14 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 616

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Any financial reason	41 4%	23 4%	10 7% A	4 2%	6 8% A	30 4%	4 4%	28 5%	2 5%	3 3%	8 7% J	31 5%	10 3%
NET: Any reason related to practical issues	32 3%	17 3%	4 3%	10 5%	2 2%	29 4%	2 2%	13 2%	1 3%	1 1%	17 14% EFGJ	14 2%	18 6% EGI
NET: Any reason related to lack of information	25 3%	13 3%	5 4%	4 2%	4 6%	20 3%	2 2%	12 2%	3 7% EI	2 2%	7 6% EJ	15 2% E	9 3%
Not answered might/might not install any key measures	837 88%	470 88%	123 86%	203 91%	61 83%	695 89%	93 95%	513 90% H	41 88% H	99 93% HJ	79 66%	554 90% H	283 86% H



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 1%	-	1	-	1	-	2	2	4	1	1	4	3	3	3	3
Not got round to it yet	8 1%	-	3	-	2	1	4	4	5	-	3	6	4	5	4	5
Need more time to decide (big decision)	27 3%	1	8	-	9	3	18	17	9	-	10	18	5	22	17	10
Need to get quotes/find out exactly how much it will cost	21 2%	3	5	-	3	3	12	12	9	3	7	12	8	13	10	11
Need to save up to have this done	14 2%	3	6	-	5	4	12	11	3	1	6	7	3	11	7	7
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 1%	2	2	-	6	3	8	8	3	3	5	3	5	6	7	4
Still in process of applying for Green Deal (and ECO) finance	5 1%	-	2	-	2	-	2	2	4	-	2	4	2	4	4	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3	-	-	-	1	1	2	2	1	-	1	2	3 2% m	-	2	1
Green Deal finance application process too long/complex	1	1 1%	-	-	-	1	1	1	-	-	1	-	-	1	-	1
Had difficulties finding someone to provide quotes/ carry out the work	3	-	-	-	1	1	2	2	1	-	1	2	1 1%	2	1	1
Supplier carrying out the work could not start straight away	6	-	2 1%	-	2 1%	1 1%	3 1% g	2	3 1%	-	2	4 1%	1 1%	4 1%	4 1%	1
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9	-	2 1%	-	3 1%	-	4 1%	4 1%	5 1%	-	1	8 2% j	2 1%	8 1%	8 1%	2
Need to speak with my landlord/local authority/ housing association/ freeholder/other organisation before making a decision	11	-	-	-	2 1%	1	3 1%	3 1%	7 2% b	-	3 1%	7 2%	2 1%	9 1%	4 1%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Awaiting information from landlord/local authority/ housing association/ freeholder/other organisation	9 1%	-	-	-	1	-	1	1	8 2% bfg	-	1	8 2% j	1 1%	8 1%	4 1%	6 1%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 *	-	-	-	-	-	-	-	2	-	-	2	2 1% m	-	2	-
Not sure what has been recommended to me	12 1%	-	4 2%	1 1%	1 1%	-	6 1%	6 1%	6 2%	-	5 1%	7 2%	2 1%	10 1%	6 1%	6 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	-	-	-	-	-	-	-	2	-	-	2	1	1	1	1
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 1%	1 2%	3 1%	-	1 1%	1 1%	6 1%	6 1%	7 2%	1 2%	4 1%	7 2%	6 4% m	6 1%	8 2%	4 1%
Other	18 2%	1 1%	2 1%	-	3 1%	2 2%	6 1%	6 1%	12 3% fg	-	4 1%	14 3% j	5 3%	13 2%	12 2%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not my decision/decision will be made by landlord/ local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 1%	-	2 1%	-	2 1%	-	3 1%	3 1%	2 1%	1 1%	2 1%	3 1%	1 1%	5 1%	2 1%	4 1%
Don't know	7 1%	1 1%	-	-	2 1%	-	3 1%	3 1%	4 1%	-	1 1%	6 1% j	1 1%	6 1%	4 1%	3 1%
NET: Any related to not having made decision yet	39 4%	1 1%	12 5%	-	11 5%	3 3%	23 4%	22 4%	16 4%	1 2%	12 3%	25 6% j	10 6%	29 4%	22 4%	16 4%
NET: Any financial reason	41 4%	5 6%	12 5%	-	12 5%	9 7% c	28 5%	28 5%	13 3%	5 6%	17 4%	20 5%	16 10% m	25 3%	21 4%	20 5%
NET: Any reason related to practical issues	32 3%	-	4 1%	-	8 4% g	3 3%	13 2%	12 2%	19 5% abfg	-	8 2%	25 6% ij	5 3%	27 3%	19 4%	13 3%
NET: Any reason related to lack of information	25 3%	1 2%	7 3%	1 1%	3 1%	1 1%	12 2%	12 2%	13 3%	1 2%	9 2%	14 3%	7 4%	18 2%	14 3%	11 3%
Not answered might/might not install any key measures	837 88%	79 91%	235 92% h	55 99% defgh	201 88%	114 88%	513 90%	501 90%	325 86%	70 93%	412 92% k	355 84%	136 82%	701 90% l	475 89%	362 88%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 1%	-	1	2	3	2	1	4	3	1	1	-	-	6	2	3	-	3
Not got round to it yet	8 1%	-	3	5	1	3	4	2	2	1	1	-	-	8	4	5	3	2
Need more time to decide (big decision)	27 3%	1	8	10	9	11	10	7	5	7	-	-	-	27	4	22	1	21
Need to get quotes/find out exactly how much it will cost	21 2%	2	5	7	8	9	6	5	9	-	1	-	-	21	5	15	-	15
Need to save up to have this done	14 2%	1	3	5	6	6	6	7	6	1	2	-	-	14	2	12	-	12
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 1%	-	5	4	1	2	10	2	2	1	1	-	-	11	4	7	-	7
Still in process of applying for Green Deal (and ECO) finance	5 1%	-	1	3	2	1	3	2	-	-	2	-	-	5	2	4	1	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3	-	2	1	-	1	2	1	-	-	-	-	-	3	1	2	-	2
Green Deal finance application process too long/complex	1	-	1	-	-	1	1	1	1	-	-	-	-	1	1	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3	-	1	1	1	-	1	-	1	-	-	-	-	3	1	1	-	1
Supplier carrying out the work could not start straight away	6	1	1	1	2	1	2	5	3	-	2	-	-	6	-	5	-	5
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9	-	3	4	3	1	4	2	3	1	-	-	-	9	2	7	1	6
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11	1	3	5	-	3	4	2	3	-	1	2	2	8	2	9	4	5



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 1%	-	4 1%	4 1%	1	1	3 1%	6 2%	2 1%	-	2 1%	2 2%	2 3%	7 1%	-	8 1% W	4 3% UW	4 1%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	-	-	2 1%	-	-	2 1%	-	-	-	-	-	2	2 1% UW	-	-	-	-
Not sure what has been recommended to me	12 1%	1 1%	3 1%	5 2%	4 2%	10 2%	1	2	3 2%	1 1%	1 1%	1 1%	11 1%	-	11 2%	2 1%	10 2%	
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2	-	1	-	1	2	-	-	1	-	-	-	2	-	2	-	2	
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 1%	1 1%	7 2%	3 1%	2 1%	8 2%	5 2%	2 1%	4 2%	2 2%	-	-	13 1%	2 1%	10 1%	3 2%	8 1%	
Other	18 2%	1 1%	4 1%	8 3%	5 3%	5 1%	6 2%	7 2%	1	1 1%	3 2%	2 2%	2 2%	16 2%	5 4%	12 2%	1 1%	11 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 1%	1 1%	3 1%	1 *	1 *	2 *	2 1%	1 *	1 1%	1 1%	1 1%	-	-	5 1%	-	5 1%	1 1%	4 1%
Don't know	7 1%	1 1%	1 *	2 1%	2 1%	2 *	1 *	3 1%	2 1%	-	3 2%	-	-	7 1%	-	6 1%	-	6 1%
NET: Any related to not having made decision yet	39 4%	1 1%	12 3%	14 5%	13 6% p	16 4%	13 5%	11 3%	10 5% S	7 7% RS	2 1%	-	-	39 5%	8 7%	29 4%	4 3%	25 4%
NET: Any financial reason	41 4%	2 2%	12 3%	14 6%	13 6%	16 4%	19 7% M	13 4%	12 6% S	2 2%	3 2%	-	-	41 5% u	11 9% UV	29 4% V	-	29 5% UV
NET: Any reason related to practical issues	32 3%	2 2%	10 3%	11 5%	7 3%	6 2%	10 4%	13 4%	11 6%	1 1%	3 2%	4 4%	4 5%	28 3%	3 2%	28 4%	8 6%	20 3%
NET: Any reason related to lack of information	25 3%	2 2%	10 3%	8 3%	5 3%	17 4% O	6 2%	4 1%	7 4%	2 2%	1 1%	1 1%	1 1%	24 3%	2 1%	22 3%	4 3%	18 3%
Not answered might/might not install any key measures	837 88%	87 93%	315 90%	212 85%	175 87%	363 90%	223 86%	287 89%	155 86%	86 89%	138 91%	92 93%	77 92%	760 88%	110 87%	619 88%	114 90%	505 87%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 1%	4 1%	2	5 1%	1	-	3 1%	1 1%	-	2 1%	4 3% D	2	4 1%	4 1%	1	1
Not got round to it yet	8 1%	6 2% xz	-	6 1% xz	-	-	6 2%	-	1	1	5 3% DE	3 1%	5 1%	4 1%	2	3 1%
Need more time to decide (big decision)	27 3%	16 5% xz	8 2%	18 4% xz	6 2%	-	11 4%	5 6%	11 3%	4 2%	9 6% E	11 3%	16 4%	6 2%	14 4%	10 4%
Need to get quotes/find out exactly how much it will cost	21 2%	11 3%	8 2% z	15 4% z	5 1%	-	8 3%	4 4%	8 2%	6 2%	5 4%	8 2%	13 3%	4 1%	8 2%	10 4%
Need to save up to have this done	14 2%	7 2%	7 2%	9 2%	4 1%	-	4 2%	3 3%	1	3 1%	8 6% DE	2	12 3% G	4 1%	4 1%	7 2%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 1%	7 2% z	3 1% z	9 2% z	1	-	7 3%	-	2 1%	4 2%	4 3%	4 1%	7 2%	4 1%	4 1%	6 2%
Still in process of applying for Green Deal (and ECO) finance	5 1%	3 1%	2 1%	3 1%	2 1%	-	2 1%	2 2%	2	1	2 1%	3 1%	3 1%	1	1	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 *	2 1%	-	2 1%	-	-	2 1%	-	1 *	-	1 1%	1 *	2 *	2 *	1 *	-
Green Deal finance application process too long/complex	1 *	1 *	-	1 *	-	-	1 *	-	-	1 1%	-	-	1 *	1 *	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 *	1 *	1 *	1 *	1 *	-	1 1%	-	2 1%	-	1 1%	2 *	1 *	1 *	1 *	1 1%
Supplier carrying out the work could not start straight away	6 1%	2 1%	3 1%	2 1%	3 1%	-	-	2 2% B	2 1%	2 1%	2 1%	3 1%	3 1%	1 *	1 *	3 1%
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 1%	4 1%	3 1%	4 1%	3 1%	-	3 1%	1 1%	5 2%	-	3 2% E	5 1%	4 1%	2 1%	-	7 3% J
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 1%	4 1%	6 2%	5 1%	5 1%	1 1%	2 1%	2 2%	4 1%	2 1%	1 1%	6 1%	4 1%	4 1%	3 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 1%	4 1%	3 1%	6 2%	1 *	-	1 1%	3 3%	3 1%	4 1%	1 1%	5 1%	4 1%	5 2%	2 *	3 1%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2 *	2 *	-	2 *	-	-	2 1%	-	2 *	-	-	2 *	-	-	-	2 1%
Not sure what has been recommended to me	12 1%	7 2%	4 1%	7 2%	3 1%	-	3 1%	4 5% B	3 1%	4 2%	4 3%	3 1%	8 2%	2 1%	6 1%	5 2%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	1 *	1 *	1 *	1 *	-	1 *	-	-	2 1%	-	1 *	1 *	1 *	1 *	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 1%	2 1%	10 3% z	6 1% w	7 2%	-	2 1%	-	5 2%	3 1%	2 1%	3 1%	10 2%	2 1%	7 2%	4 2%
Other	18 2%	9 3%	7 2%	10 3%	6 2%	-	6 2%	3 4%	8 2%	4 1%	4 3%	5 1%	12 3%	5 1%	6 2%	8 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 617

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 1%	3 1%	2 1%	3 1%	2 1%	-	2 1%	1 1%	3 1%	-	1 1%	4 1%	1 *	5 2% JK	-	-
Don't know	7 1%	2 *	3 1%	2 *	3 1%	-	-	2 2% B	3 1%	-	3 2% E	1 *	5 1%	2 1%	2 1%	3 1%
NET: Any related to not having made decision yet	39 4%	23 7% xz	10 2%	26 6% xz	7 2%	-	17 6%	6 7%	12 3%	7 3%	14 10% DE	16 4%	23 5%	13 4%	17 4%	10 4%
NET: Any financial reason	41 4%	25 7% xA	12 3% z	30 7% xA	7 2%	-	19 7%	6 7%	9 3%	11 4%	17 12% DE	14 3%	28 6% G	13 4%	16 4%	16 6%
NET: Any reason related to practical issues	32 3%	12 3%	17 4%	15 4%	13 4%	1 1%	6 2%	6 7%	14 4%	5 2%	7 5%	17 4%	15 3%	11 3%	7 2%	15 5% J
NET: Any reason related to lack of information	25 3%	10 3%	13 3%	13 3%	10 3%	-	6 2%	4 5%	7 2%	9 4%	5 4%	7 2%	17 4%	3 1%	13 3% I	10 4% I
Not answered might/might not install any key measures	837 88%	300 85%	368 90% y	343 85%	325 91% wy	63 99% wxyz	225 86%	70 82%	310 88% F	217 90% F	111 81%	394 90%	386 86%	283 88%	350 89%	236 87%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 618

I29 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 1%	3 1%	3 1%	5 1%	1 *	1 *	2 1%	2 1%	5 1%	1 *	5 1%	1 1%
Not got round to it yet	8 1%	5 1%	4 1%	7 1%	1 *	3 1%	5 1%	-	7 1%	1 1%	7 1%	1 1%
Need more time to decide (big decision)	27 3%	15 4%	17 3%	21 3%	6 2%	14 3%	7 2%	4 3%	24 4%	3 2%	25 3%	3 2%
Need to get quotes/find out exactly how much it will cost	21 2%	12 3%	10 2%	14 2%	7 3%	8 2%	9 2%	2 2%	15 2%	5 3%	18 2%	4 3%
Need to save up to have this done	14 2%	6 2%	7 1%	10 1%	5 2%	12 3%	3 1%	-	13 2%	1 1%	13 2%	1 1%
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 1%	6 2%	7 1%	8 1%	3 1%	5 1%	2 1%	1 *	11 2%	-	11 2%	-
Still in process of applying for Green Deal (and ECO) finance	5 1%	4 1%	4 1%	5 1%	-	3 1%	-	1 1%	4 1%	1 1%	4 1%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3 *	1 *	2 *	3 *	-	1 *	1 *	1 1%	1 *	2 1%	1 *	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 618

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Green Deal finance application process too long/complex	1	-	-	-	1	1	-	-	1	-	1	-
Had difficulties finding someone to provide quotes/carry out the work	3	2 1%	1	3	-	2	1	-	2	1 1%	2	1 1%
Supplier carrying out the work could not start straight away	6 1%	2 1%	4 1%	4 1%	1	3 1%	1	1 1%	4 1%	1 1%	3	3 2% N
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 1%	6 2%	8 1%	8 1%	1	5 1%	3 1%	-	8 1%	1	9 1%	1 1%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 1%	7 2% J	4 1%	7 1%	3 1%	3 1%	5 1%	1 1%	6 1%	3 2%	7 1%	1 1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 1%	4 1%	4 1%	5 1%	4 1%	-	6 2% k	3 2% k	8 1%	1	7 1%	2 2%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	2	2	2	-	-	-	-	2	-	2	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 618

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Not sure what has been recommended to me	12 1%	5 1%	6 1%	7 1%	5 2%	2 1%	8 2% k	2 1%	8 1%	4 2%	8 1%	4 4% N
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	2 1%	1 *	2 *	-	1 *	1 *	-	1 *	1 1%	1 *	1 1%
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 1%	10 3% J	8 2%	11 2%	2 1%	6 1%	5 1%	2 1%	9 1%	4 2%	10 1%	3 3%
Other	18 2%	13 4% K	12 2% K	18 3% K	-	8 2%	6 2%	2 1%	12 2%	5 3%	13 2%	3 3%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 1%	3 1%	2 *	3 *	2 1%	3 1%	-	2 1% l	5 1%	* *	5 1%	-
Don't know	7 1%	5 1%	4 1%	5 1%	2 1%	3 1%	1 *	3 2%	3 *	1 *	5 1%	-
NET: Any related to not having made decision yet	39 4%	20 6%	22 4%	30 5%	8 3%	17 4%	14 4%	6 4%	33 5%	5 3%	33 5%	5 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 618

I29 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Any financial reason	41 4%	21 6%	21 4%	30 4%	11 4%	21 5%	13 4%	4 3%	33 5%	8 4%	36 5%	6 5%
NET: Any reason related to practical issues	32 3%	18 5%	19 4%	24 4%	8 3%	12 3%	14 4%	4 3%	24 4%	7 4%	24 3%	7 6%
NET: Any reason related to lack of information	25 3%	15 4%	14 3%	18 3%	7 3%	9 2%	13 4%	2 2%	17 3%	7 4%	18 3%	7 6%
Not answered might/might not install any key measures	837 88%	306 85%	475 89% H	592 88% H	245 90% H	368 89%	310 87%	141 90%	567 87%	167 88%	633 88%	93 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 618

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Not had enough time to think about this (e.g. only just had the assessment/only just received the advice report)	6 1%	5 1%	-	1 1%	1	5 1%	5 1%	2 1%	1	1	-	1 1%	-	2 1%	2 1%
Not got round to it yet	8 1%	5 1%	3 3% P	1 1%	2 1%	6 1%	8 1% r	2 1%	-	3 1%	1 1%	-	-	2 1%	3 1%
Need more time to decide (big decision)	27 3%	22 3%	3 3%	3 3%	5 2%	22 3%	26 5% r	15 5% r	1	7 3% w	1 1%	-	8 7% w	4 2% w	8 4% w
Need to get quotes/find out exactly how much it will cost	21 2%	15 2%	3 3%	3 3%	8 3%	14 2%	20 3% r	10 4% r	1	2 1%	-	1	5 5% w	1 1%	12 5% uw
Need to save up to have this done	14 2%	12 2%	1 1%	1 1%	2 1%	12 2%	10 2%	8 3%	4 1%	1	-	-	4 4% uw	3 2%	6 3% w
Need to find out if I can finance this (e.g. apply for a loan/mortgage extension)	11 1%	10 2%	-	1 1%	2 1%	9 1%	11 2% r	8 3% r	-	3 2%	-	1	2 2%	1 1%	4 2%
Still in process of applying for Green Deal (and ECO) finance	5 1%	5 1%	-	-	3 1%	2	3	-	2 1%	-	-	-	1 1%	2 1%	3 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	3	1	-	2 2% P	2 1%	1	2	-	1	-	-	1 1%	-	-	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 618

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Green Deal finance application process too long/complex	1	-	-	1 1% P	1	-	1	1	-	-	-	-	1 1%	-	-
Had difficulties finding someone to provide quotes/carry out the work	3	1	1 1%	1 1%	1	2	3	2 1%	-	1 1%	-	1	-	1	-
Supplier carrying out the work could not start straight away	6 1%	4 1%	1 1%	-	3 1%	3	3 1%	-	2	-	-	-	2 2% z	4 2% uz	-
Need to carry out other work to my property before this can be done/want to do it at the same time as other work	9 1%	9 1%	-	1 1%	2 1%	7 1%	9 2% r	3 1%	-	2 1%	-	-	-	3 2%	5 2%
Need to speak with my landlord/local authority/housing association/freeholder/other organisation before making a decision	11 1%	10 1%	-	-	5 2%	5 1%	6 1%	-	5 1%	3 1%	-	-	2 2%	2 1%	3 1%
Awaiting information from landlord/local authority/housing association/freeholder/other organisation	9 1%	6 1%	2 2%	1 1%	2 1%	7 1%	4 1%	1	5 2%	1	-	3 2%	1 1%	1 1%	3 1%
Need to get other consent before I can start (e.g. planning live in conservation area listed building)	2	2	-	-	2 1% o	-	2	-	-	-	-	-	-	-	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 618

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Not sure what has been recommended to me	12 1%	7 1%	2 2%	3 2%	4 2%	8 1%	11 2%	4 1%	1 *	2 1%	-	2 1%	4 4%	3 2%	2 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	2 *	1 *	-	1 1%	1 *	1 *	2 *	-	-	1 *	-	-	1 1%	-	-
Need more information about what to do next (e.g. how to apply for Green Deal Finance)	13 1%	9 1%	-	3 3%	5 2%	8 1%	13 2%	6 2%	-	1 1%	-	1 *	5 5% uwz	3 2%	3 1%
Other	18 2%	11 2%	2 2%	4 4%	9 3%	9 1%	13 2%	5 2%	4 1%	5 2%	1 1%	2 1%	3 3%	2 1%	5 2%
Not my decision/decision will be made by landlord/local authority/Housing Association/freeholder/other organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No reason	5 1%	4 1%	1 1%	* *	* *	5 1%	4 1%	2 1%	2 1%	2 1%	-	1 1%	-	1 1%	1 *
Don't know	7 1%	5 1%	-	1 1%	1 *	6 1%	4 1%	2 1%	1 *	1 1%	-	3 2%	-	-	3 1%
NET: Any related to not having made decision yet	39 4%	29 4%	5 6%	5 4%	8 3%	30 4%	37 4%	17 6%	2 1%	9 4%	1 2%	1 1%	8 7% w	6 4%	13 6% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 618

129 (R) (ALL) You said that you might or might not install (Measure). Why do you say that?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Weighted Base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Effective base	41	30	4	7	12	29	36	21	5	6	-	3	10	6	16
NET: Any financial reason	4%	4%	4%	7%	5%	4%	6%	8%	1%	3%	-	2%	10%	4%	7%
							r	r					uvw		vw
NET: Any reason related to practical issues	32	26	4	2	11	21	21	5	10	6	-	4	4	10	8
	3%	4%	4%	2%	4%	3%	4%	2%	3%	3%	-	2%	4%	6%	4%
							q							v	
NET: Any reason related to lack of information	25	17	2	5	8	17	23	10	1	4	-	2	9	5	5
	3%	2%	2%	5%	3%	2%	4%	4%	*	2%	-	1%	9%	3%	2%
							r	r					uvwyz		
Not answered might/might not install any key measures	837	608	81	92	231	607	498	239	312	188	67	166	81	142	192
	88%	89%	88%	86%	88%	89%	85%	87%	94%	89%	97%	92%	81%	90%	85%
							pq			x	xz	xz		x	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	445	239	206	180	157	108	387	54	117	328	329	116	234	211	344	56	45	101
Weighted Base	432	223	209	164	159	109	384	45*	109	323	301	131	190	241	352	41*	38*	80*
Effective base	415	223	193	166	148	102	363	49	109	306	304	113	220	205	326	53	40	92
Cost of improvements is too high	135 31%	72 32%	63 30%	64 39% de	42 26%	29 27%	122 32%	13 29%	30 28%	105 32%	91 30%	44 34%	52 28%	82 34%	119 34% pq	13 32% pq	2 6%	16 20% p
Would not save enough money to make it worthwhile	62 14%	21 9%	41 19% a	18 11%	24 15%	21 19%	56 14%	6 14%	15 14%	47 14%	40 13%	21 16%	18 9%	44 18% l	56 16% q	4 9%	3 7%	6 8%
No guarantee that it would save me money	38 9%	11 5%	27 13% a	13 8%	17 11%	8 8%	36 9%	2 5%	13 12%	26 8%	25 8%	14 11%	13 7%	25 11%	37 10% oq	-	2 4%	2 2%
Cannot access finance for it (e.g. loan/mortgage extension)	13 3%	13 6% b	-	6 4% e	7 4% e	-	10 3%	2 6%	4 4%	9 3%	9 3%	4 3%	6 3%	7 3%	13 4%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 1%	2 1%	2 1%	1 1%	2 1%	1 1%	4 1%	-	1 1%	3 1%	4 1%	-	1 *	3 1%	3 1%	1 2%	-	1 1%
Green Deal finance application process too long/complex	8 2%	4 2%	4 2%	3 2%	3 2%	2 2%	5 1%	2 5%	* *	7 2%	6 2%	1 1%	5 2%	3 1%	7 2%	-	* 1%	* 1%
Green Deal finance not available for this improvement	6 1%	3 1%	3 2%	4 2%	2 1%	1 1%	3 1%	3 7% f	1 1%	6 2%	4 1%	2 2%	5 2%	2 1%	6 2%	-	1 2%	1 1%
Green Deal finance options are not attractive	7 2%	5 2%	2 1%	4 3% d	-	3 2%	6 1%	1 2%	-	7 2%	6 2%	1 1%	4 2%	3 1%	7 2%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	432	223	209	164	159	109	384	45*	109	323	301	131	190	241	352	41*	38*	80*
Effective base	415	223	193	166	148	102	363	49	109	306	304	113	220	205	326	53	40	92
Worried that having Green Deal repayments linked to my property will make it harder to sell	10 2%	3 1%	7 3%	5 3%	1 1%	4 4%	10 3%	-	2 2%	8 3%	4 1%	6 5% j	4 2%	6 3%	10 3%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 1%	1 *	2 1%	1 *	1 1%	1 1%	3 1%	-	2 2%	1 *	3 1%	-	1 *	2 1%	3 1%	-	-	-
Hassle/disruption of making improvements	56 13%	23 10%	34 16%	23 14%	18 11%	16 14%	50 13%	6 14%	6 6%	50 16% h	37 12%	19 14%	24 12%	33 13%	52 15% oq	-	4 10% o	4 5%
May change character/appearance of my home	14 3%	6 3%	8 4%	4 2%	4 3%	6 6%	13 4%	1 1%	4 4%	10 3%	9 3%	5 4%	4 2%	10 4%	14 4%	-	-	-
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	57 13%	28 13%	28 14%	16 10%	24 15%	16 15%	53 14%	4 9%	16 15%	40 12%	32 11%	25 19% j	18 9%	39 16% l	53 15% oq	1 2%	3 7%	3 4%
Could not get other consent (e.g. planning live in conservation area listed building)	3 1%	3 1%	-	2 1%	-	1 1%	2 *	-	-	3 1%	2 1%	1 1%	3 2% m	-	3 1%	-	-	-
Not sure what has been recommended to me	20 5%	10 4%	10 5%	12 7%	6 4%	2 2%	16 4%	5 11% f	7 6%	13 4%	20 7% k	-	14 7% m	6 3%	17 5%	4 9% p	-	4 5%
Confused/don't know what to do next	17 4%	8 3%	10 5%	10 6%	4 2%	4 3%	16 4%	2 4%	8 8% i	9 3%	13 4%	5 4%	8 4%	9 4%	15 4%	1 2%	1 3%	2 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

I30 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	432	223	209	164	159	109	384	45*	109	323	301	131	190	241	352	41*	38*	80*
Effective base	415	223	193	166	148	102	363	49	109	306	304	113	220	205	326	53	40	92
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	21 5%	12 5%	9 4%	7 4%	8 5%	6 5%	19 5%	2 4%	9 8%	12 4%	14 5%	6 5%	5 3%	16 7% 1	20 6%	-	1 3%	1 1%
Illness / disability in the household	5 1%	5 2% b	-	-	2 1%	3 3% c	5 1%	-	2 2%	2 1%	4 1%	1 1%	4 2%	1 1%	5 1%	-	-	-
Won't stay here long enough	23 5%	13 6%	10 5%	4 3%	8 5%	10 9% c	19 5%	4 9%	6 5%	17 5%	12 4%	11 9%	10 5%	13 5%	21 6%	1 2%	1 3%	2 2%
Needs Landlord / Housing Association approval	30 7%	27 12% b	4 2%	19 11% e	9 6%	2 2%	23 6%	7 16% f	5 5%	25 8%	30 10% k	-	21 11% m	10 4%	5 1%	19 46% npq	7 18% n	26 32% np
Other	45 10%	20 9%	25 12%	13 8%	20 13%	12 11%	40 10%	5 11%	12 11%	33 10%	33 11%	12 9%	16 9%	29 12%	37 11%	1 4%	6 15%	7 9% o
No reason	38 9%	15 7%	22 11%	14 9%	13 8%	10 9%	35 9%	2 5%	14 13%	24 7%	29 10%	8 6%	19 10%	19 8%	29 8%	1 1%	8 21% noq	9 11% o
Don't know	19 5%	9 4%	11 5%	6 3%	10 6%	4 4%	17 5%	1 3%	3 3%	16 5%	17 6%	3 2%	9 5%	10 4%	13 4%	3 7%	3 8%	6 8%
NET: Any reasons related to cost/savings/finance	196 45%	95 43%	100 48%	82 50%	71 44%	43 40%	174 45%	22 48%	44 41%	151 47%	135 45%	61 47%	80 42%	115 48%	173 49% pq	16 39% pq	7 18%	23 29% p
NET: Any reasons related to practical issues	119 28%	57 25%	63 30%	43 26%	42 27%	34 31%	107 28%	11 24%	25 23%	95 29%	76 25%	44 33%	44 23%	75 31%	113 32% opq	1 2%	6 16% o	7 8% o



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

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130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure					
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)		
Total																			
Weighted Base	432	223	209	164	159	109	323	384	45*	109	323	301	131	190	241	352	41*	38*	80*
Effective base	415	223	193	166	148	102	363	49	363	109	306	304	113	220	205	326	53	40	92
NET: Any reasons related to lack of information	49 11%	26 12%	22 11%	22 13%	17 11%	9 9%	41 11%	8 18%	17 15%	32 10%	39 13%	10 8%	25 13%	24 10%	43 12%	4 11%	1 3%	5 7%	



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	445	428	17	162	195	63	74	124	90	157	298	147
Weighted Base	432	412	20**	146	199	68*	66*	118	97*	151	286	146
Effective base	415	399	16	150	184	60	69	114	85	148	277	138
Cost of improvements is too high	135 31%	133 32%	2 8%	44 30%	61 31%	28 41%	26 39%	37 31%	32 33%	40 26%	83 29%	52 36%
Would not save enough money to make it worthwhile	62 14%	58 14%	4 18%	15 10%	31 16%	14 20%	13 20% O	19 16%	14 15%	15 10%	47 16%	15 10%
No guarantee that it would save me money	38 9%	38 9%	-	11 8%	18 9%	9 13%	7 11%	13 11%	10 11%	8 5%	27 10%	11 8%
Cannot access finance for it (e.g. loan/mortgage extension)	13 3%	13 3%	-	5 4%	8 4%	-	-	3 2%	4 4%	6 4%	9 3%	4 2%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 1%	4 1%	-	2 1%	2 1%	-	-	3 2%	1 2%	-	1 1%	3 2%
Green Deal finance application process too long/complex	8 2%	8 2%	-	-	5 3% †	2 3% †	-	5 4% O	2 2%	-	4 1%	3 2%
Green Deal finance not available for this improvement	6 1%	6 2%	-	3 2%	3 2%	-	1 1%	4 4%	-	2 1%	4 1%	3 2%
Green Deal finance options are not attractive	7 2%	7 2%	-	3 2%	3 1%	2 2%	1 1%	1 1%	2 2%	3 2%	5 2%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	432	412	20**	146	199	68*	66*	118	97*	151	286	146
Effective base	415	399	16	150	184	60	69	114	85	148	277	138
Worried that having Green Deal repayments linked to my property will make it harder to sell	10 2%	10 3%	-	2 1%	5 2%	4 6%	1 1%	5 4%	3 3%	1 1%	7 2%	3 2%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	3 1%	-	1 1%	1 *	1 1%	1 1%	1 1%	1 1%	-	1 *	2 1%
Hassle/disruption of making improvements	56 13%	52 13%	4 21%	13 9%	37 18% †	7 10%	4 6%	19 16% K	17 17% K	16 11%	39 14%	17 12%
May change character/appearance of my home	14 3%	14 3%	-	5 3%	5 3%	4 6%	3 4%	3 3%	2 2%	6 4%	6 2%	8 6%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	57 13%	53 13%	4 19%	19 13%	29 15%	8 13%	5 8%	17 14%	18 19%	16 11%	32 11%	25 17%
Could not get other consent (e.g. planning live in conservation area listed building)	3 1%	3 1%	-	2 1%	2 1%	-	-	-	3 3% O	-	3 1%	-
Not sure what has been recommended to me	20 5%	20 5%	-	7 5%	10 5%	1 1%	3 4%	8 7%	6 6%	4 3%	8 3%	13 9% w
Confused/don't know what to do next	17 4%	17 4%	-	7 5%	7 3%	3 4%	1 1%	6 5%	4 5%	6 4%	10 3%	8 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	432	412	20**	146	199	68*	66*	118	97*	151	286	146
Effective base	415	399	16	150	184	60	69	114	85	148	277	138
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	21 5%	21 5%	-	5 4%	10 5%	5 7%	2 3%	5 4%	6 7%	8 5%	15 5%	6 4%
Illness / disability in the household	5 1%	5 1%	-	5 3% u	-	-	-	-	-	5 3%	3 1%	2 1%
Won't stay here long enough	23 5%	23 6%	-	3 2%	13 7%	5 7%	6 9% M	1 1%	4 4%	13 8% M	15 5%	8 5%
Needs Landlord / Housing Association approval	30 7%	28 7%	3 13%	15 10% u	6 3%	5 8%	9 14% NO	15 13% NO	1 1%	6 4%	18 6%	13 9%
Other	45 10%	41 10%	4 19%	14 10%	24 12%	4 6%	5 8%	17 15% N	4 4%	18 12%	28 10%	17 11%
No reason	38 9%	36 9%	2 8%	16 11%	13 6%	6 9%	4 6%	9 8%	5 6%	19 13%	25 9%	13 9%
Don't know	19 5%	19 5%	-	8 6%	10 5%	-	3 5%	3 3%	3 3%	9 6%	9 3%	10 7%
NET: Any reasons related to cost/savings/finance	196 45%	191 46%	5 26%	58 40%	94 47%	39 58% t	38 57% O	61 52% O	43 44%	54 36%	131 46%	65 45%
NET: Any reasons related to practical issues	119 28%	111 27%	8 40%	36 25%	68 34%	16 23%	9 14%	36 31% K	37 39% KO	36 24%	72 25%	47 32%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

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19 Jun 2014

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	432	412	20**	146	199	68*	66*	118	97*	151	286	146
Effective base	415	399	16	150	184	60	69	114	85	148	277	138
NET: Any reasons related to lack of information	49	49	-	18	21	7	5	18	9	17	29	19
	11%	12%	-	12%	11%	10%	7%	15%	10%	11%	10%	13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	445	268	70	90	27	376	33	219	21	43	162	240	205
Weighted Base	432	268	71*	77*	28**	357	35*	212	21**	41*	158	233	199
Effective base	415	252	66	82	25	349	32	204	20	40	151	224	191
Cost of improvements is too high	135 31%	83 31%	26 37%	25 32%	7 26%	107 30%	17 48% C	63 30%	9 45%	13 31%	50 31%	73 31%	62 31%
Would not save enough money to make it worthwhile	62 14%	40 15%	14 19%	7 9%	7 24%	49 14%	4 13%	35 16%	6 28%	4 9%	17 11%	41 18% J	21 11%
No guarantee that it would save me money	38 9%	27 10% A	5 7%	1 1%	9 32%	23 7%	5 15%	16 8%	2 10%	4 9%	16 10%	18 8%	20 10%
Cannot access finance for it (e.g. loan/mortgage extension)	13 3%	6 2%	2 3%	4 6%	-	8 2%	3 9% C	5 2%	-	1 2%	7 4%	5 2%	8 4%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 1%	4 2%	-	-	1 3%	2 1%	2 5% C	-	1 4%	-	3 2% E	1	3 2%
Green Deal finance application process too long/complex	8 2%	4 1%	3 5%	* 1%	-	7 2%	1 2%	2 1%	-	-	6 4% I	2 1%	6 3%
Green Deal finance not available for this improvement	6 1%	1 *	4 6% Y	2 2%	1 3%	5 1%	1 3%	3 2%	-	1 2%	2 1%	3 1%	3 2%
Green Deal finance options are not attractive	7 2%	6 2%	1 2%	-	-	5 1%	2 5%	3 2%	-	-	3 2%	3 1%	3 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	432	268	71*	77*	28**	357	35*	212	21**	41*	158	233	199
Effective base	415	252	66	82	25	349	32	204	20	40	151	224	191
Worried that having Green Deal repayments linked to my property will make it harder to sell	10 2%	8 3%	-	-	2 8%	7 2%	1 2%	1 1%	2 12%	2 4%	5 3%	4 2% E	7 3%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	2 1%	-	-	2 7%	-	2 5% C	-	-	1 2% E	2 1%	-	3 1%
Hassle/disruption of making improvements	56 13%	38 14%	6 9%	6 8%	6 22%	50 14%	1 3%	32 15%	1 6%	5 12%	18 11%	33 14%	23 12%
May change character/appearance of my home	14 3%	11 4%	-	1 1%	2 8%	10 3%	1 3%	6 3%	1 6%	2 4%	5 3%	8 3%	6 3%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	57 13%	43 16% A	7 10%	2 3%	6 20%	38 11%	6 18%	26 12%	1 6%	8 20%	21 13%	28 12%	29 15%
Could not get other consent (e.g. planning live in conservation area listed building)	3 1%	3 1%	-	-	-	2 1%	1 2%	-	-	-	3 2% E	-	3 2%
Not sure what has been recommended to me	20 5%	14 5%	6 9%	2 2%	1 3%	20 6%	1 2%	12 5%	3 12%	1 2%	5 3%	14 6%	6 3%
Confused/don't know what to do next	17 4%	12 5%	2 3%	2 2%	2 7%	15 4%	1 3%	8 4%	1 6%	-	8 5%	9 4%	8 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	432	268	71*	77*	28**	357	35*	212	21**	41*	158	233	199
Effective base	415	252	66	82	25	349	32	204	20	40	151	224	191
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	21 5%	16 6%	1 1%	2 2%	2 7%	19 5%	-	10 5%	-	1 2%	10 7%	10 4%	11 6%
Illness / disability in the household	5 1%	2 1%	1 2%	1 2%	-	5 1%	-	3 1%	-	-	2 1%	3 1%	2 1%
Won't stay here long enough	23 5%	18 7%	3 4%	2 2%	-	19 5%	1 3%	15 7% H	1 5%	4 9% H	3 2%	16 7% H	7 4% H
Needs Landlord / Housing Association approval	30 7%	9 3%	4 5%	13 17% YZ	2 8%	26 7%	-	15 7%	-	1 3%	14 9%	15 6%	15 8%
Other	45 10%	25 9%	8 11%	11 14%	4 13%	34 10%	6 17%	19 9%	2 9%	8 19%	16 10%	21 9%	24 12%
No reason	38 9%	24 9%	6 8%	7 9%	1 2%	37 10%	1 2%	23 11%	2 9%	2 5%	11 7%	25 11%	13 7%
Don't know	19 5%	8 3%	4 5%	7 9% Y	2 7%	17 5%	1 2%	7 3%	1 7%	2 5%	10 6%	8 3%	11 6%
NET: Any reasons related to cost/savings/finance	196 45%	119 44%	39 55%	34 43%	13 47%	156 44%	22 62% C	93 44%	11 51%	16 39%	76 48%	103 44%	92 47%
NET: Any reasons related to practical issues	119 28%	86 32% zA	13 19%	9 11%	13 45%	90 25%	10 28%	58 27%	4 18%	13 32%	45 28%	62 26%	58 29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 619

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	432	268	71*	77*	28**	357	35*	212	21**	41*	158	233	199
Effective base	415	252	66	82	25	349	32	204	20	40	151	224	191
NET: Any reasons related to lack of information	49 11%	33 12%	9 13%	5 7%	4 13%	44 12%	2 5%	23 11%	4 18%	2 4%	20 13%	27 11%	22 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	445	25	87	10	105	58	219	210	226	-	-	445	93	352	282	163
Weighted Base	432	24**	90*	8**	96*	55*	212	203	220	**	**	432	96*	336	272	160
Effective base	415	24	82	9	97	55	204	195	211	-	-	415	88	327	264	151
Cost of improvements is too high	135 31%	6 25%	29 33%	1 15%	22 23%	18 33%	63 30% dg	57 28%	72 33%	-	-	135 31%	21 22%	114 34% 	82 30%	53 33%
Would not save enough money to make it worthwhile	62 14%	6 24%	13 14%	-	12 13%	9 17%	35 16%	34 17%	27 12%	-	-	62 14%	20 21% m	42 12%	32 12%	30 19% n
No guarantee that it would save me money	38 9%	-	7 8%	-	6 7%	4 8%	16 8%	15 7%	22 10%	-	-	38 9%	13 14%	25 7%	18 7%	20 12%
Cannot access finance for it (e.g. loan/mortgage extension)	13 3%	-	3 3%	-	4 4%	-	5 2%	5 3%	8 3%	-	-	13 3%	4 4%	9 3%	7 2%	6 4%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 1%	-	-	-	-	-	-	-	4 2%	-	-	4 1%	1 1%	3 1%	2 1%	2 1%
Green Deal finance application process too long/complex	8 2%	-	1 1%	-	1 1%	1 1%	2 1%	2 1%	6 3%	-	-	8 2%	-	8 2%	2 1%	6 4% n
Green Deal finance not available for this improvement	6 1%	2 10%	-	-	1 1%	-	3 2%	3 2%	3 1%	-	-	6 1%	4 4% m	3 1%	4 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	432	24**	90*	8**	96*	55*	212	203	220	-**	-**	432	96*	336	272	160
Effective base	415	24	82	9	97	55	204	195	211	-	-	415	88	327	264	151
Green Deal finance options are not attractive	7 2%	-	1	-	-	3	3	2	3	-	-	7	2	5	-	7
		-	1%	-	-	5%	2%	1%	2%	-	-	2%	2%	2%	-	4%
Worried that having Green Deal repayments linked to my property will make it harder to sell	10 2%	1	-	-	-	-	1	1	9	-	-	10	4	7	6	5
		6%	-	-	-	-	1%	1%	4%	-	-	2%	4%	2%	2%	3%
Had difficulties finding someone to provide quotes/ carry out the work	3 1%	-	-	-	-	-	-	-	3	-	-	3	1	2	1	2
		-	-	-	-	-	-	-	1%	-	-	1%	1%	2	1	1%
Hassle/disruption of making improvements	56 13%	6	16	1	12	8	32	30	24	-	-	56	17	39	33	23
		25%	18%	15%	13%	14%	15%	15%	11%	-	-	13%	18%	12%	12%	15%
May change character/ appearance of my home	14 3%	2	3	-	3	2	6	6	8	-	-	14	4	10	9	5
		9%	4%	-	3%	4%	3%	3%	3%	-	-	3%	4%	3%	3%	3%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	57 13%	5	7	1	12	11	26	25	30	-	-	57	23	34	33	24
		21%	8%	15%	13%	21%	12%	12%	14%	-	-	13%	24%	10%	12%	15%
Could not get other consent (e.g. planning live in conservation area listed building)	3 1%	-	-	-	-	-	-	-	3	-	-	3	1	2	2	2
		-	-	-	-	-	-	-	1%	-	-	1%	1%	1%	1%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	432	24**	90*	8**	96*	55*	212	203	220	-**	-**	432	96*	336	272	160
Effective base	415	24	82	9	97	55	204	195	211	-	-	415	88	327	264	151
Not sure what has been recommended to me	20 5%	2 8%	5 5%	1 16%	6 6%	1 2%	12 5%	12 6%	9 4%	-	-	20 5%	1 1%	20 6% 1	12 4%	9 5%
Confused/don't know what to do next	17 4%	1 3%	5 6%	-	2 3%	2 3%	8 4%	8 4%	9 4%	-	-	17 4%	3 3%	14 4%	14 5%	3 2%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	21 5%	-	8 9% f	-	6 6%	3 5%	10 5%	10 5%	11 5%	-	-	21 5%	4 4%	17 5%	14 5%	7 4%
Illness / disability in the household	5 1%	-	-	-	2 2%	1 2%	3 1%	3 1%	2 1%	-	-	5 1%	2 2%	3 1%	4 2%	1 *
Won't stay here long enough	23 5%	1 3%	5 6%	-	4 4%	6 12% gh	15 7% g	10 5%	8 4%	-	-	23 5%	4 4%	19 6%	20 7% o	3 2%
Needs Landlord / Housing Association approval	30 7%	1 3%	9 10%	-	10 10%	2 3%	15 7%	15 7%	15 7%	-	-	30 7%	2 2%	29 9% 1	16 6%	14 9%
Other	45 10%	-	11 12% d	2 19%	4 4%	7 13%	19 9% d	19 9% d	26 12% d	-	-	45 10%	13 13%	32 10%	26 10%	19 12%
No reason	38 9%	3 13%	6 7%	1 16%	14 15% h	7 12%	23 11%	23 11%	15 7%	-	-	38 9%	8 8%	30 9%	24 9%	14 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

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Base: All key measures that respondents probably/definitely won't install

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	432	24**	90*	8**	96*	55*	212	203	220	-**	-**	432	96*	336	272	160
Effective base	415	24	82	9	97	55	204	195	211	-	-	415	88	327	264	151
Don't know	19 5%	2 10%	2 3%	3 34%	4 4%	1 1%	7 3%	7 3%	13 6%	-	-	19 5%	-	19 6%	13 5%	7 4%
NET: Any reasons related to cost/savings/finance	196 45%	10 43%	39 44%	1 15%	36 38%	22 41%	93 44%	86 43%	103 47%	-	-	196 45%	44 46%	152 45%	114 42%	82 51%
NET: Any reasons related to practical issues	119 28%	10 41%	23 25%	1 15%	25 26%	17 30%	58 27%	55 27%	62 28%	-	-	119 28%	40 41% m	80 24%	72 26%	48 30%
NET: Any reasons related to lack of information	49 11%	2 8%	12 13%	1 16%	13 14%	6 10%	23 11%	23 11%	26 12%	-	-	49 11%	8 8%	41 12%	31 12%	17 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	445	26	138	130	130	197	123	144	80	44	96	25	19	426	70	348	46	302
Weighted Base	432	20**	136	126	131	192	120	140	78*	38*	96*	19**	15**	417	77*	329	42*	288
Effective base	415	25	130	120	122	183	115	133	74	41	90	22	16	399	67	324	43	281
Cost of improvements is too high	135 31%	4 20%	34 25%	42 34%	48 37% q	58 30%	50 41% MO	42 30%	27 35%	8 21%	32 33%	2 10%	1 8%	134 32%	21 28%	106 32%	12 29%	94 33%
Would not save enough money to make it worthwhile	62 14%	1 4%	13 10%	22 18%	24 18% q	27 14%	20 17%	23 16%	16 20%	3 7%	13 14%	-	-	62 15%	19 25% UW	40 12%	6 13%	35 12%
No guarantee that it would save me money	38 9%	1 4%	9 7%	14 11%	10 8%	12 6%	12 10%	22 16% M	7 9%	2 5%	9 9%	-	-	38 9%	12 15%	26 8%	3 7%	23 8%
Cannot access finance for it (e.g. loan/mortgage extension)	13 3%	-	1 1%	4 4%	3 3%	3 1%	8 6% M	4 3%	5 7%	-	5 5%	-	-	13 3%	1 1%	12 4%	-	12 4%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 1%	-	-	2 2%	1 1%	-	3 3% M	1 1%	-	-	2 2%	-	-	4 1%	1 1%	3 1%	-	3 1%
Green Deal finance application process too long/complex	8 2%	-	3 2%	2 1%	2 2%	3 2%	3 3%	2 1%	2 2%	-	3 4%	3 3%	3 3%	7 2%	2 3%	5 2%	-	5 2%
Green Deal finance not available for this improvement	6 1%	1 3%	2 1%	3 3%	1 1%	2 1%	1 1%	3 2%	-	2 6% PR	-	-	-	6 2%	3 3%	4 1%	1 1%	3 1%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

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		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	432	20**	136	126	131	192	120	140	78*	38*	96*	19**	15**	417	77*	329	42*	288
Effective base	415	25	130	120	122	183	115	133	74	41	90	22	16	399	67	324	43	281
Green Deal finance options are not attractive	7 2%	-	-	4 3%	2 2%	-	2 2%	4 3%	2 2%	-	1 1%	-	-	7 2%	2 3%	4 1%	-	4 2%
Worried that having Green Deal repayments linked to my property will make it harder to sell	10 2%	2 13%	-	4 3%	3 2%	5 3%	3 2%	4 3%	5 7%	-	1 1%	-	-	10 2%	6 8%	4 1%	-	4 1%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	-	-	1 1%	1 1%	-	2 1%	1 1%	-	-	-	-	-	3 1%	1 1%	2 1%	-	2 1%
Hassle/disruption of making improvements	56 13%	* 3%	19 14%	19 15%	17 13%	23 12%	14 11%	23 16%	7 9%	10 27%	13 14%	2 17%	1 7%	55 13%	11 14%	44 13%	2 6%	42 14%
May change character/appearance of my home	14 3%	1 4%	2 2%	2 2%	8 6%	6 3%	4 4%	6 4%	3 3%	-	4 4%	-	-	14 3%	4 5%	10 3%	1 2%	9 3%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	57 13%	-	15 11%	21 17%	18 14%	15 8%	17 14%	27 19%	10 13%	3 8%	7 8%	* 3%	* 3%	56 13%	24 31%	30 9%	5 11%	25 9%
Could not get other consent (e.g. planning live in conservation area listed building)	3 1%	-	-	-	1 1%	1 *	1 1%	-	-	-	-	-	-	3 1%	2 2%	2 1%	-	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
	Weighted Base	432	20**	136	126	131	192	120	140	78*	38*	96*	19**	15**	417	77*	329	42*
Effective base	415	25	130	120	122	183	115	133	74	41	90	22	16	399	67	324	43	281
Not sure what has been recommended to me	20 5%	2 17%	4 3%	6 5%	7 5%	8 4%	9 7%	3 2%	1 1%	3 7%	6 7%	1 6%	-	20 5%	1 1%	20 6%	-	20 7%
Confused/don't know what to do next	17 4%	3 14%	3 3%	7 5%	5 3%	9 5%	4 3%	6 4%	3 4%	-	4 4%	-	-	17 4%	4 5%	13 4%	-	13 4%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	21 5%	1 5%	2 1%	13 10% q	5 4%	15 8%	4 4%	4 3%	4 5%	-	3 4%	-	-	21 5%	6 7%	13 4%	-	13 5%
Illness / disability in the household	5 1%	-	-	1 3% q	4 3%	2 1%	3 2%	-	-	2 5% PR	-	-	-	5 1%	-	5 1%	-	5 2%
Won't stay here long enough	23 5%	1 5%	8 6%	9 7%	4 3%	8 4%	9 7%	5 4%	5 6%	1 2%	1 1%	-	-	23 6%	5 6%	16 5%	1 2%	15 5%
Needs Landlord / Housing Association approval	30 7%	3 16%	10 7%	11 9%	6 5%	12 6%	7 6%	11 8%	8 11%	3 7%	3 3%	5 28%	5 36%	25 6%	1 2%	28 9% W	8 19% TUW	21 7%
Other	45 10%	-	14 11%	10 8%	18 14%	21 11%	15 13%	13 9%	6 7%	2 6%	11 12%	-	-	45 11%	9 12%	35 11% W	8 20% UW	26 9%
No reason	38 9%	2 12%	15 11% r	5 4%	13 10%	20 10%	8 6%	11 8%	6 8%	4 10%	15 15%	6 29%	5 33%	33 8%	-	36 11% T	2 4%	34 12% T



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	432	20**	136	126	131	192	120	140	78*	38*	96*	19**	15**	417	77*	329	42*	288
Effective base	415	25	130	120	122	183	115	133	74	41	90	22	16	399	67	324	43	281
Don't know	19 5%	2 9%	8 6%	2 7%	7 6%	9 5%	6 5%	5 4%	1 2%	4 10%	2 2%	3 16%	2 16%	17 4%	4 5%	9 3%	2 4%	7 3%
NET: Any reasons related to cost/savings/finance	196 45%	7 35%	51 38%	64 51%	64 49%	81 42%	68 57%	65 46%	43 54%	13 33%	49 50%	2 10%	1 8%	195 47%	37 48%	149 45%	17 41%	132 46%
NET: Any reasons related to practical issues	119 28%	1 7%	33 24%	41 33%	38 29%	40 21%	32 27%	50 36%	19 25%	12 33%	23 24%	2 11%	1 7%	118 28%	34 44%	82 25%	7 17%	75 26%
NET: Any reasons related to lack of information	49 11%	5 25%	8 6%	18 14%	16 12%	25 13%	16 14%	11 8%	6 8%	3 7%	13 13%	1 6%	-	49 12%	8 10%	38 12%	-	38 13%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	445	258	132	277	113	12	173	74	133	131	59	194	240	168	182	115
Weighted Base	432	256	125	275	106	10**	174	71*	120	136	63*	178	246	157	175	118
Effective base	415	242	123	261	105	11	163	70	124	122	56	179	226	156	171	107
Cost of improvements is too high	135 31%	76 30%	41 33%	80 29%	37 35%	2 23%	53 31%	23 32%	35 29%	35 26%	27 42% E	56 31%	78 32%	59 37% J	43 24%	42 36% J
Would not save enough money to make it worthwhile	62 14%	43 17%	14 11%	46 17%	11 10%	-	35 20% C	4 6%	14 12%	19 14%	16 25% D	17 9%	45 18% G	13 9%	26 15%	24 20% I
No guarantee that it would save me money	38 9%	27 11%	7 6%	29 11%	6 5%	-	24 14% C	2 3%	10 8%	14 10%	8 13%	6 3%	32 13% G	11 7%	15 8%	16 13%
Cannot access finance for it (e.g. loan/mortgage extension)	13 3%	7 3%	6 5%	7 3%	5 5%	-	5 3%	2 2%	6 5%	7 5%	-	11 6% H	2 7%	8 5%	6 3%	3 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 1%	3 1%	1 1%	4 1%	-	-	3 1%	1 1%	-	1 1%	2 3%	2 1%	2 7%	1 7%	1 7%	2 7%
Green Deal finance application process too long/complex	8 2%	6 2%	1 1%	7 3%	*	-	3 2%	2 3%	*	7 5% D	-	3 1%	5 2%	3 2%	2 1%	3 2%
Green Deal finance not available for this improvement	6 1%	3 7%	3 3%	3 7%	3 3%	-	2 7%	1 7%	3 3%	3 2%	-	4 2%	2 7%	5 3%	1 *	1 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	432	256	125	275	106	10**	174	71*	120	136	63*	178	246	157	175	118
Effective base	415	242	123	261	105	11	163	70	124	122	56	179	226	156	171	107
Green Deal finance options are not attractive	7 2%	4 2%	2 2%	7 2%	-	-	3 2%	1 2%	-	4 3%	2 3%	2 1%	5 2%	4 3%	3 1%	-
Worried that having Green Deal repayments linked to my property will make it harder to sell	10 2%	6 2%	4 3%	7 3%	3 3%	-	6 4%	-	1 1%	6 4%	4 6% D	1 1%	9 4% G	2 1%	4 2%	4 4%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	2 1%	1 1%	3 1%	-	-	2 1%	-	-	2 1%	-	1 1%	2 1%	2 1%	1 1%	-
Hassle/disruption of making improvements	56 13%	37 15%	12 9%	38 14%	11 10%	-	25 14%	13 18%	13 11%	23 17%	9 15%	14 8%	41 17% G	19 12%	23 13%	16 14%
May change character/appearance of my home	14 3%	8 3%	4 3%	8 3%	4 4%	-	7 4%	2 2%	2 2%	5 3%	3 5%	4 2%	10 4%	5 3%	8 5%	3 3%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	57 13%	36 14%	19 15% z	46 17% wz	8 8%	-	36 21% C	-	18 15%	20 15%	13 20%	17 10%	40 16%	15 9%	26 15%	20 17%
Could not get other consent (e.g. planning live in conservation area listed building)	3 1%	2 1%	1 1%	3 1%	-	-	1 *	2 2%	1 1%	1 1%	-	-	2 1%	2 2%	1 *	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	432	256	125	275	106	10**	174	71*	120	136	63*	178	246	157	175	118
Effective base	415	242	123	261	105	11	163	70	124	122	56	179	226	156	171	107
Not sure what has been recommended to me	20 5%	15 6% z	4 3% z	19 7% wz	1 1%	-	7 4%	6 8%	8 7%	7 5%	3 4%	11 6%	10 4%	12 7% J	4 2%	5 5%
Confused/don't know what to do next	17 4%	9 3%	7 6%	11 4% w	5 4%	1 11%	5 3%	2 3%	4 4%	8 6%	2 3%	7 4%	10 4%	8 5%	7 4%	3 3%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	21 5%	13 5%	8 6%	15 6%	5 5%	1 11%	10 6%	3 4%	5 4%	13 9%	1 2%	4 2%	16 7%	9 6%	13 8% K	1 1%
Illness / disability in the household	5 1%	3 1%	2 1%	3 1%	2 2%	-	2 1%	1 2%	2 2%	3 2%	-	5 3% H	-	-	5 3% I	-
Won't stay here long enough	23 5%	16 6%	7 6%	16 6%	7 6%	-	8 4%	8 11%	9 7%	4 3%	7 11% E	11 6%	12 5%	12 7% K	10 6%	2 2%
Needs Landlord / Housing Association approval	30 7%	16 6%	10 8%	16 6%	10 10%	5 54%	14 8%	2 3%	13 10%	6 5%	5 7%	20 11% H	10 4%	17 11% J	8 5%	5 4%
Other	45 10%	30 12%	10 8%	32 12%	7 7%	-	19 11%	11 16%	10 8%	18 13%	7 11%	19 11%	26 10%	13 8%	14 8%	18 15%
No reason	38 9%	19 7%	14 11%	20 7%	13 12%	-	8 4%	10 14% B	10 8%	14 10%	2 2%	17 10%	18 7%	14 9%	19 11% K	4 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 620

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	432	256	125	275	106	10**	174	71*	120	136	63*	178	246	157	175	118
Effective base	415	242	123	261	105	11	163	70	124	122	56	179	226	156	171	107
Don't know	19 5%	12 5%	2 2%	12 4%	2 2%	1 12%	6 3%	2 3%	4 4%	6 4%	2 4%	8 4%	10 4%	8 5%	10 5%	5 4%
NET: Any reasons related to cost/savings/finance	196 45%	115 45%	59 47%	122 44%	52 49%	2 23%	85 49%	28 39%	51 42%	56 42%	38 61% DE	78 44%	117 48%	75 48%	66 38%	65 55% J
NET: Any reasons related to practical issues	119 28%	78 30% z	31 25% z	90 33% wz	19 18%	-	62 36% C	16 22%	31 25%	45 33%	22 35%	33 19%	83 34% G	37 24%	53 30%	35 30%
NET: Any reasons related to lack of information	49 11%	33 13%	13 10%	37 13%	9 9%	1 11%	20 11%	10 14%	15 13%	20 15%	6 9%	21 12%	28 11%	22 14%	21 12%	10 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 621

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19 Jun 2014

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	445	204	282	356	89	228	152	59	318	98	353	71
Weighted Base	432	192	272	346	85*	228	147	52*	314	89*	346	67*
Effective base	415	190	264	333	81	215	140	55	296	91	329	66
Cost of improvements is too high	135 31%	63 33%	82 30%	109 31%	26 31%	65 28%	49 33%	19 36%	96 31%	31 35%	111 32%	22 33%
Would not save enough money to make it worthwhile	62 14%	29 15%	32 12%	46 13%	16 19%	37 16%	20 13%	5 11%	45 14%	13 14%	44 13%	16 24% N
No guarantee that it would save me money	38 9%	19 10%	18 7%	30 9% I	9 10%	24 10%	10 7%	5 9%	29 9%	9 10%	29 8%	9 14%
Cannot access finance for it (e.g. loan/mortgage extension)	13 3%	10 5% J	7 2%	12 3% I	1 1%	3 1%	5 3%	5 10% k	9 3%	3 4%	11 3%	2 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 1%	2 1%	2 1%	2 *	2 3%	1 *	3 2%	- -	2 1%	2 2%	3 1%	1 1%
Green Deal finance application process too long/complex	8 2%	2 1%	2 1%	3 1%	4 5% HIJ	3 1%	4 3%	* 1%	5 2%	2 3%	5 1%	3 4%
Green Deal finance not available for this improvement	6 1%	6 3%	4 1%	6 2%	1 1%	5 2%	2 1%	- -	4 1%	2 2%	4 1%	2 3%
Green Deal finance options are not attractive	7 2%	5 3% I	- -	5 1%	2 2% I	4 2%	3 2%	- -	3 1%	4 5% L	3 1%	2 4%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 621

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	432	192	272	346	85*	228	147	52*	314	89*	346	67*
Effective base	415	190	264	333	81	215	140	55	296	91	329	66
Worried that having Green Deal repayments linked to my property will make it harder to sell	10 2%	6 3%	6 2%	10 3%	1 1%	8 3%	2 2%	-	5 2%	6 6% L	5 1%	5 8% N
Had difficulties finding someone to provide quotes/carry out the work	3 1%	2 1%	1	2 1%	1 1%	1	2 1%	-	1	2 2%	2	1 1%
Hassle/disruption of making improvements	56 13%	22 11%	33 12%	42 12%	14 17%	32 14%	18 12%	6 12%	43 14%	9 10%	49 14%	5 8%
May change character/appearance of my home	14 3%	5 3%	9 3%	13 4%	2 2%	8 4%	4 3%	2 4%	9 3%	5 6%	11 3%	2 3%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	57 13%	28 14%	33 12%	49 14% I	7 9%	33 15%	15 10%	8 16%	48 15%	9 10%	49 14%	8 11%
Could not get other consent (e.g. planning live in conservation area listed building)	3 1%	1	2 1%	2 1%	1 1%	1	2 2%	-	2 1%	2 2%	3 1%	-
Not sure what has been recommended to me	20 5%	8 4%	12 4%	13 4%	7 8%	5 2%	11 8% k	4 9% k	17 6%	1 2%	19 5%	1 1%
Confused/don't know what to do next	17 4%	7 4%	14 5% K	17 5% K	-	8 3%	8 5%	2 3%	9 3%	8 9% L	9 3%	8 13% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 621

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	432	192	272	346	85*	228	147	52*	314	89*	346	67*
Effective base	415	190	264	333	81	215	140	55	296	91	329	66
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	21 5%	13 7% K	14 5%	20 6%	1 1%	9 4%	10 7%	1 2%	15 5%	6 7%	15 4%	4 6%
Illness / disability in the household	5 1%	3 2%	4 2%	4 1%	1 1%	2 1%	3 2%	-	1 *	2 2%	4 1%	1 1%
Won't stay here long enough	23 5%	8 4%	20 7% J	20 6%	3 4%	15 7%	6 4%	2 3%	21 7%	2 2%	21 6%	2 3%
Needs Landlord / Housing Association approval	30 7%	10 5%	16 6%	21 6%	9 11%	11 5%	12 8%	5 10%	25 8%	3 4%	26 8%	1 2%
Other	45 10%	20 11%	26 10%	35 10%	9 11%	20 9%	22 15%	3 5%	31 10%	9 10%	36 10%	6 9%
No reason	38 9%	18 10%	24 9%	26 8%	11 13%	26 11%	10 7%	2 4%	24 8%	8 9%	28 8%	5 7%
Don't know	19 5%	5 2%	13 5%	15 4% H	5 6%	9 4%	9 6%	2 3%	15 5%	4 5%	17 5%	2 3%
NET: Any reasons related to cost/savings/finance	196 45%	90 47%	114 42%	153 44%	43 50%	98 43%	70 47%	26 50%	138 44%	46 51%	154 45%	39 58%
NET: Any reasons related to practical issues	119 28%	51 26%	72 26%	98 28%	21 25%	70 31%	35 24%	15 28%	93 30%	23 26%	101 29%	16 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 621

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Total	432	272	346	85*	228	147	52*	314	89*	346	67*
Weighted Base	415	264	333	81	215	140	55	296	91	329	66
Effective base	49	31	41	8	19	24	5	35	13	35	11
NET: Any reasons related to lack of information	11%	12%	12%	9%	9%	16%	10%	11%	14%	10%	16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 621

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	445	315	47	72	135	310	312	126	128	85	31	94	55	78	102
Weighted Base	432	307	45*	70*	127	305	302	121	125	81*	31**	85*	54*	76*	104*
Effective base	415	294	44	67	125	289	292	118	118	80	29	87	50	73	97
Cost of improvements is too high	135 31%	94 31%	15 33%	24 34%	42 33%	93 31%	94 31%	34 28%	41 33%	16 20%	11 35%	26 31%	17 32%	29 37% u	35 34% u
Would not save enough money to make it worthwhile	62 14%	36 12%	10 22%	15 21% P	22 17%	40 13%	45 15%	20 17%	17 13%	6 7%	6 19%	15 18% u	11 21% u	7 9%	17 16%
No guarantee that it would save me money	38 9%	27 9%	3 6%	9 12%	13 11%	25 8%	28 9%	10 8%	10 8%	6 7%	2 5%	2 3%	8 15% w	10 13% w	10 10%
Cannot access finance for it (e.g. loan/mortgage extension)	13 3%	8 3%	1 2%	4 5%	5 4%	8 3%	11 4%	4 3%	2 1%	- -	- -	3 4%	2 5%	5 7% u	2 2%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 1%	1 -	1 2%	3 4% P	3 3% o	1 -	4 1%	- -	- -	- -	- -	1 1%	1 2%	2 3%	- -
Green Deal finance application process too long/complex	8 2%	2 1%	3 6% P	3 4% P	4 3%	4 1%	2 1%	- -	5 4% pq	2 2%	- -	1 1%	- -	2 3%	3 3%
Green Deal finance not available for this improvement	6 1%	1 -	2 5% P	2 2%	3 2%	4 1%	6 2%	3 3%	- -	1 1%	1 3%	1 2%	- -	- -	3 3%
Green Deal finance options are not attractive	7 2%	2 1%	3 6% P	3 4% P	4 3%	3 1%	6 2%	- -	1 1%	- -	1 3%	1 1%	1 2%	1 1%	3 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 621

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	432	307	45*	70*	127	305	302	121	125	81*	31**	85*	54*	76*	104*
Effective base	415	294	44	67	125	289	292	118	118	80	29	87	50	73	97
Worried that having Green Deal repayments linked to my property will make it harder to sell	10 2%	3 1%	2 4%	5 8% P	8 6% o	2 1%	10 3% qr	1 1%	-	-	-	2 2%	-	2 3%	6 6% u
Had difficulties finding someone to provide quotes/carry out the work	3 1%	1	1 2%	1 1%	2 1%	1	3 1%	-	-	-	-	1 1%	1 2%	-	1 1%
Hassle/disruption of making improvements	56 13%	45 15%	4 9%	7 10%	14 11%	42 14%	41 14%	20 16%	15 12%	9 12%	6 18%	7 8%	10 18%	14 18%	10 10%
May change character/appearance of my home	14 3%	10 3%	1 1%	4 5%	5 4%	9 3%	13 4%	4 3%	1 1%	3 4%	1 3%	1 1%	1 2%	2 3%	6 6%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	57 13%	43 14%	6 14%	8 11%	10 8%	46 15% n	51 17% r	22 18% r	6 5%	11 13%	-	5 5%	11 21% w	13 18% w	17 16% w
Could not get other consent (e.g. planning live in conservation area listed building)	3 1%	2 1%	1 2%	1 1%	2 1%	2 1%	3 1%	-	-	-	-	2 3%	-	-	1 1%
Not sure what has been recommended to me	20 5%	15 5%	4 8%	2 2%	4 3%	16 5%	15 5%	8 6%	5 4%	5 6%	-	4 4%	-	10 13% wxz	2 2%
Confused/don't know what to do next	17 4%	10 3%	1 3%	6 9% P	12 9% o	5 2%	15 5%	5 4%	2 2%	1 1%	-	2 2%	3 5%	6 8% u	6 6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 621

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	432	307	45*	70*	127	305	302	121	125	81*	31**	85*	54*	76*	104*
Effective base	415	294	44	67	125	289	292	118	118	80	29	87	50	73	97
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	21 5%	15 5%	-	4 6%	8 7%	12 4%	16 5%	9 7%	4 3%	2 2%	3 10%	2 3%	2 3%	7 9%	5 5%
Illness / disability in the household	5 1%	4 1%	-	1 2%	2 1%	3 1%	4 1%	3 2%	1 1%	-	-	2 2%	-	2 2%	1 1%
Won't stay here long enough	23 5%	19 6%	2 5%	2 3%	2 1%	21 7% n	14 5%	5 4%	9 7%	6 7% z	3 10%	3 4%	1 2%	9 12% z	1 1%
Needs Landlord / Housing Association approval	30 7%	27 9% R	3 6%	1 1%	3 3%	27 9% n	17 5%	4 3%	14 11% pq	10 13% yz	3 9%	7 8%	6 10% z	3 4%	2 2%
Other	45 10%	26 9%	8 19% P	8 11%	14 11%	31 10%	31 10%	9 7%	10 8%	12 15%	3 10%	6 7%	3 6%	11 14%	10 9%
No reason	38 9%	25 8%	6 13%	5 7%	11 9%	26 9%	18 6%	10 8%	19 15% p	8 10%	6 18%	12 15% xyz	2 4%	3 5%	6 5%
Don't know	19 5%	14 5%	-	4 6%	6 5%	13 4%	13 4%	5 4%	6 5%	8 10% y	1 2%	2 3%	2 4%	1 1%	5 5%
NET: Any reasons related to cost/savings/finance	196 45%	129 42%	22 49%	40 58% P	65 51%	130 43%	138 46%	55 45%	57 46%	26 32%	15 47%	38 44%	25 46%	39 51% u	54 52% u
NET: Any reasons related to practical issues	119 28%	90 29%	11 23%	18 26%	30 23%	90 29%	98 33% r	40 33% r	21 17%	20 24%	7 21%	15 17%	22 40% w	28 37% w	28 27%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 621

130 (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	432	307	45*	70*	127	305	302	121	125	81*	31**	85*	54*	76*	104*
Effective base	415	294	44	67	125	289	292	118	118	80	29	87	50	73	97
NET: Any reasons related to lack of information	49 11%	33 11%	5 11%	10 14%	21 17%	28 9%	38 12%	15 12%	11 9%	7 9%	3 10%	7 8%	3 6%	18 23%	10 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 622

I30_SUM (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

I30: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	17	30	35	3	5	102	33	10	117	89	4
Weighted Base	16	30	31	2	4	101	35	10	114	84	4
Effective base	15	28	33	3	5	95	31	10	109	83	4
Cost of improvements is too high	6 38%	7 24%	11 37%	1 41%	1 16%	19 18%	9 25%	3 30%	47 41%	29 35%	3 56%
Would not save enough money to make it worthwhile	1 5%	1 5%	2 5%	-	-	14 14%	4 11%	-	30 26%	8 9%	2 53%
No guarantee that it would save me money	-	-	4 12%	-	-	6 6%	2 2%	-	17 15%	9 10%	2 44%
Cannot access finance for it (e.g. loan/mortgage extension)	2 15%	-	1 3%	-	-	3 3%	1 4%	-	4 3%	1 1%	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	1 5%	2 8%	1 3%	-	-	-	-	-	-	-	-
Green Deal finance application process too long/complex	1 7%	1 4%	-	-	-	-	1 4%	-	3 3%	1 1%	-
Green Deal finance not available for this improvement	1 4%	-	3 8%	-	-	1 1%	-	-	1 1%	1 1%	1 19%
Green Deal finance options are not attractive	2 11%	1 3%	1 3%	-	-	-	-	-	2 1%	2 2%	-
Worried that having Green Deal repayments linked to my property will make it harder to sell	2 10%	-	-	-	-	-	-	-	7 6%	1 1%	1 28%
Had difficulties finding someone to provide quotes/carry out the work	-	-	1 3%	-	-	-	-	-	1 1%	1 1%	-
Hassle/disruption of making improvements	5 34%	9 29%	4 13%	2 74%	-	22 22%	4 11%	-	6 5%	4 5%	-
May change character/appearance of my home	-	-	-	-	-	1 1%	-	-	11 10%	2 3%	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 622

I30_SUM (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

I30: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	16	30	31	2	4	101	35	10	114	84	4
Effective base	15	28	33	3	5	95	31	10	109	83	4
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	1 8%	9 31%	7 23%	-	-	18 18%	1 3%	-	13 12%	5 7%	1 25%
Could not get other consent (e.g. planning live in conservation area listed building)	-	1 3%	1 3%	-	-	-	-	-	1 1%	1 1%	-
Not sure what has been recommended to me	1 7%	3 9%	3 9%	-	1 21%	5 5%	1 4%	-	5 4%	2 2%	-
Confused/don't know what to do next	1 5%	-	4 12%	-	1 19%	6 6%	-	1 8%	4 3%	2 2%	-
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	-	2 6%	1 3%	1 41%	-	5 5%	1 2%	-	8 7%	3 4%	-
Illness / disability in the household	1 8%	-	1 5%	-	-	-	-	-	1 1%	1 1%	-
Won't stay here long enough	-	-	1 5%	1 41%	-	3 3%	1 3%	1 10%	10 8%	6 7%	-
Needs Landlord / Housing Association approval	1 8%	1 4%	2 7%	1 41%	1 17%	5 5%	3 10%	1 8%	8 7%	7 8%	-
Other	3 17%	5 17%	1 3%	-	1 27%	9 9%	9 25%	5 52%	5 4%	7 8%	-
No reason	-	1 3%	1 2%	-	-	12 12%	3 9%	-	9 8%	12 14%	-
Don't know	-	2 7%	1 3%	1 26%	-	7 7%	1 4%	-	4 4%	4 4%	-
NET: Any reasons related to cost/savings/finance	8 52%	9 32%	16 52%	1 41%	1 16%	34 34%	13 38%	3 30%	68 59%	38 45%	4 100%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 622

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19 Jun 2014

I30_SUM (M) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All key measures that respondents probably/definitely won't install

	I30: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	16	30	31	2	4	101	35	10	114	84	4
Effective base	15	28	33	3	5	95	31	10	109	83	4
NET: Any reasons related to practical issues	7 42%	19 62%	13 41%	2 74%	-	39 38%	5 14%	-	23 20%	12 14%	1 25%
NET: Any reasons related to lack of information	2 12%	5 15%	6 21%	1 41%	2 40%	11 11%	2 6%	1 8%	12 11%	6 8%	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	252	131	121	97	92	63	223	27	67	185	186	66	132	120	194	30	28	58
Weighted Base	248	125	123	89*	95*	64*	225	22**	63*	185	174	74*	108	140	201	23**	25**	48*
Effective base	234	122	113	90	86	59	208	25	63	172	171	64	124	116	183	28	25	53
Cost of improvements is too high	88 35%	44 35%	44 35%	39 44%	28 30%	20 31%	79 35%	8 37%	22 34%	66 36%	60 34%	28 38%	35 33%	52 37%	78 39% q	7 31%	2 9%	9 20%
Would not save enough money to make it worthwhile	53 21%	19 15%	34 28% a	14 16%	21 23%	17 27%	48 22%	5 20%	12 19%	41 22%	36 20%	17 24%	16 15%	37 26% l	49 24% q	3 13%	1 5%	4 9%
No guarantee that it would save me money	38 15%	11 9%	26 21% a	13 14%	17 17%	8 13%	35 16%	2 9%	12 19%	26 14%	24 14%	14 19%	12 11%	25 18%	36 18% q	-	2 7%	2 3%
Cannot access finance for it (e.g. loan/mortgage extension)	8 3%	8 7% b	-	5 6%	3 3%	-	7 3%	1 6%	2 3%	6 3%	6 4%	2 3%	4 3%	5 4%	8 4%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	2 2%	2 1%	1 2%	2 2%	1 1%	4 2%	-	1 1%	3 2%	4 2%	-	1 1%	3 2%	3 2%	1 3%	-	1 2%
Green Deal finance application process too long/complex	7 3%	4 3%	3 2%	2 2%	3 3%	2 3%	5 2%	1 5%	* 1%	6 3%	5 3%	1 2%	4 3%	3 2%	6 3%	-	* 2%	* 1%
Green Deal finance not available for this improvement	5 2%	2 1%	3 3%	2 2%	2 2%	1 1%	3 2%	1 6%	1 1%	4 2%	4 2%	1 1%	3 3%	2 1%	4 2%	-	1 2%	1 1%
Green Deal finance options are not attractive	6 2%	4 3%	2 2%	3 4%	-	3 4%	5 2%	1 5%	-	6 3%	5 3%	1 1%	3 3%	3 2%	6 3%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	248	125	123	89*	95*	64*	225	22**	63*	185	174	74*	108	140	201	23**	25**	48*
Effective base	234	122	113	90	86	59	208	25	63	172	171	64	124	116	183	28	25	53
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 4%	3 3%	6 5%	4 4%	1 1%	4 7%	9 4%	-	2 3%	7 4%	4 2%	5 6%	2 2%	6 5%	9 4%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 1%	1 1%	2 1%	1 1%	1 1%	1 1%	3 1%	-	2 3%	1 *	3 1%	-	1 1%	2 1%	3 1%	-	-	-
Hassle/disruption of making improvements	44 18%	18 15%	26 21%	15 17%	16 17%	13 20%	40 18%	4 17%	5 8%	39 21% h	29 17%	15 20%	17 16%	27 19%	40 20% q	-	4 15%	4 8%
May change character/appearance of my home	14 6%	6 5%	8 6%	4 4%	4 5%	6 9%	13 6%	1 3%	4 6%	10 6%	9 5%	5 7%	4 4%	10 7%	14 7%	-	-	-
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 17%	20 16%	24 19%	13 14%	16 17%	14 22%	41 18%	3 12%	12 19%	31 17%	23 13%	21 28% j	13 12%	31 22% l	40 20% q	1 3%	3 11%	3 7%
Could not get other consent (e.g. planning live in conservation area listed building)	2 1%	2 2%	-	2 2%	-	1 1%	2 1%	-	-	2 1%	2 1%	1 1%	2 2%	-	2 1%	-	-	-
Not sure what has been recommended to me	16 6%	8 6%	8 6%	9 10%	5 5%	2 4%	12 5%	4 16%	4 6%	12 6%	16 9% k	-	11 10%	5 4%	13 6%	3 13%	-	3 6%
Confused/don't know what to do next	15 6%	7 6%	8 7%	9 10%	3 3%	4 6%	13 6%	2 8%	6 10%	9 5%	11 6%	4 5%	7 7%	8 6%	13 7%	1 4%	1 4%	2 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	248	125	123	89*	95*	64*	225	22**	63*	185	174	74*	108	140	201	23**	25**	48*
Effective base	234	122	113	90	86	59	208	25	63	172	171	64	124	116	183	28	25	53
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 6%	9 7%	6 5%	5 6%	5 6%	5 7%	14 6%	2 7%	6 9%	10 5%	10 6%	5 7%	4 4%	11 8%	14 7%	-	1 4%	1 2%
Illness / disability in the household	4 2%	4 3%	-	-	1 1%	3 5% c	4 2%	-	1 2%	2 1%	3 2%	1 2%	3 2%	1 1%	4 2%	-	-	-
Won't stay here long enough	13 5%	7 5%	7 5%	3 4%	5 5%	5 8%	12 5%	2 8%	3 5%	10 5%	7 4%	7 9%	6 6%	7 5%	12 6%	1 3%	1 4%	2 4%
Needs Landlord / Housing Association approval	17 7%	15 12% b	2 7%	9 10%	6 6%	2 3%	13 6%	4 16%	3 5%	14 7%	17 10% k	-	11 11% m	5 4%	3 2%	10 43%	4 15%	13 28% n
Other	37 15%	17 14%	20 16%	10 11%	18 19%	9 14%	34 15%	3 13%	9 15%	27 15%	27 16%	10 13%	11 10%	25 18%	32 16%	1 7%	4 14%	5 11%
No reason	25 10%	12 9%	13 11%	11 12%	6 7%	8 12%	22 10%	2 9%	10 17%	15 8%	19 11%	6 8%	12 11%	13 9%	19 10%	1 3%	5 21%	6 12%
Don't know	14 6%	6 5%	9 7%	4 5%	7 7%	3 5%	12 5%	1 7%	3 5%	11 6%	12 7%	3 3%	6 6%	8 6%	10 5%	2 8%	2 7%	4 8%
NET: Any reasons related to cost/savings/finance	132 53%	59 47%	73 59%	50 56%	50 52%	33 51%	120 53%	12 55%	31 49%	101 55%	93 54%	38 52%	51 47%	81 58%	117 58% q	9 39%	6 23%	15 30%
NET: Any reasons related to practical issues	88 36%	40 32%	48 39%	28 31%	32 34%	28 44%	81 36%	7 31%	20 31%	69 37%	54 31%	34 46% j	31 28%	58 41% l	82 41% q	1 3%	6 24%	7 14%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

I30 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	248	125	123	89*	95*	64*	225	22**	63*	185	174	74*	108	140	201	23**	25**	48*
Effective base	234	122	113	90	86	59	208	25	63	172	171	64	124	116	183	28	25	53
NET: Any reasons related to lack of information	37	19	18	16	12	8	31	5	11	25	29	8	19	18	32	4	1	5
	15%	15%	15%	18%	13%	13%	14%	24%	18%	14%	16%	11%	17%	13%	16%	17%	4%	10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	252	239	13	89	114	33	43	72	54	83	172	80
Weighted Base	248	233	15**	83*	118	36*	39*	72*	58*	80*	168	81*
Effective base	234	222	12	82	107	31	40	66	51	78	160	75
Cost of improvements is too high	88 35%	86 37%	2 10%	27 32%	43 36%	16 44%	17 43%	26 36%	20 34%	26 32%	53 32%	35 43%
Would not save enough money to make it worthwhile	53 21%	51 22%	2 15%	15 18%	25 21%	11 32%	12 31% O	16 23%	14 25%	11 13%	41 24%	12 15%
No guarantee that it would save me money	38 15%	38 16%	-	11 14%	17 15%	9 25%	6 16%	13 18%	10 18%	8 10%	27 16%	11 14%
Cannot access finance for it (e.g. loan/mortgage extension)	8 3%	8 4%	-	3 4%	5 5%	-	-	3 4%	3 5%	3 4%	6 3%	3 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	4 2%	-	2 2%	2 2%	-	-	3 4%	1 3%	-	1 1%	3 3%
Green Deal finance application process too long/complex	7 3%	7 3%	-	-	4 4%	2 6% 1	-	4 6% O	2 4%	-	4 2%	2 3%
Green Deal finance not available for this improvement	5 2%	5 2%	-	3 4%	2 1%	-	1 2%	3 3%	-	2 2%	2 1%	3 3%
Green Deal finance options are not attractive	6 2%	6 3%	-	2 2%	3 2%	2 5%	1 2%	1 2%	2 4%	2 2%	4 2%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	248	233	15**	83*	118	36*	39*	72*	58*	80*	168	81*
Effective base	234	222	12	82	107	31	40	66	51	78	160	75
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 4%	9 4%	-	2 2%	3 2%	4 17% u	1 2%	3 5%	3 5%	1 2%	5 3%	3 4%
Had difficulties finding someone to provide quotes/ carry out the work	3 1%	3 1%	-	1 1%	1 1%	1 3%	1 2%	1 1%	1 1%	-	1	2 2%
Hassle/disruption of making improvements	44 18%	42 18%	3 17%	9 11%	28 23% t	7 19%	4 10%	14 20%	13 23%	13 16%	30 18%	14 17%
May change character/ appearance of my home	14 6%	14 6%	-	5 6%	5 4%	4 11%	3 7%	3 5%	2 4%	6 7%	6 3%	8 10% w
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 17%	40 17%	4 25%	13 16%	23 19%	8 21%	5 14%	15 20%	12 20%	12 15%	28 17%	16 19%
Could not get other consent (e.g. planning live in conservation area listed building)	2 1%	2 1%	-	1 1%	2 1%	-	-	-	2 4%	-	2 1%	-
Not sure what has been recommended to me	16 6%	16 7%	-	6 7%	8 6%	1 3%	3 7%	6 9%	4 7%	3 3%	7 4%	9 11%
Confused/don't know what to do next	15 6%	15 6%	-	7 8%	5 4%	3 8%	1 2%	6 8%	3 5%	6 7%	9 5%	6 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

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19 Jun 2014

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	248	233	15**	83*	118	36*	39*	72*	58*	80*	168	81*
Effective base	234	222	12	82	107	31	40	66	51	78	160	75
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 6%	15 7%	-	3 4%	8 7%	4 10%	2 5%	4 5%	4 7%	6 7%	11 7%	4 5%
Illness / disability in the household	4 2%	4 2%	-	4 5% u	-	-	-	-	-	4 5%	3 2%	1 1%
Won't stay here long enough	13 5%	13 6%	-	2 2%	6 5%	4 10%	4 9% M	1 1%	2 4%	6 8%	9 6%	4 5%
Needs Landlord / Housing Association approval	17 7%	14 6%	3 17%	8 10%	4 3%	2 6%	5 12% N	8 12% N	1 1%	3 3%	11 7%	6 7%
Other	37 15%	34 15%	3 17%	14 16%	19 16%	3 9%	5 13%	14 20%	4 7%	13 16%	22 13%	15 18%
No reason	25 10%	24 10%	1 5%	10 12%	9 8%	3 9%	3 8%	6 8%	4 7%	12 15%	16 9%	9 11%
Don't know	14 6%	14 6%	-	6 7%	8 6%	-	2 6%	3 5%	2 4%	6 8%	6 4%	8 10% w
NET: Any reasons related to cost/savings/finance	132 53%	128 55%	4 26%	38 46%	65 55%	25 71% t	25 66% O	44 61% O	28 49%	34 43%	86 51%	46 56%
NET: Any reasons related to practical issues	88 36%	82 35%	6 42%	25 30%	49 42%	14 39%	9 24%	27 38%	26 46% K	25 32%	55 33%	33 41%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

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19 Jun 2014

I30 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	248	233	15**	83*	118	36*	39*	72*	58*	80*	168	81*
Effective base	234	222	12	82	107	31	40	66	51	78	160	75
NET: Any reasons related to lack of information	37	37	-	13	16	6	5	15	7	10	23	13
	15%	16%	-	16%	13%	16%	12%	21%	12%	13%	14%	17%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	252	145	39	55	20	211	19	127	12	27	86	139	113
Weighted Base	248	146	40*	48*	22**	203	20**	125	12**	26**	86*	137	112
Effective base	234	136	36	51	19	195	18	118	11	25	80	129	105
Cost of improvements is too high	88 35%	57 39%	15 39%	15 31%	5 22%	71 35%	11 53%	44 35%	7 54%	9 36%	27 32%	51 37%	37 33%
Would not save enough money to make it worthwhile	53 21%	34 23%	11 29% A	5 11%	7 31%	40 20%	4 22%	29 23%	5 38%	4 14%	16 19%	33 24%	20 18%
No guarantee that it would save me money	38 15%	26 18% A	5 12%	1 2%	9 40%	23 11%	5 27%	15 12%	2 17%	4 14%	16 19%	17 13%	20 18%
Cannot access finance for it (e.g. loan/mortgage extension)	8 3%	5 3%	1 3%	2 5%	-	6 3%	2 10%	4 3%	-	1 3%	4 4%	4 3%	5 4%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	4 3%	-	-	1 4%	2 1%	2 8%	-	1 6%	-	3 4% E	1 1%	3 3%
Green Deal finance application process too long/complex	7 3%	4 3%	2 6%	1 1%	-	6 3%	1 4%	2 1%	-	-	5 6%	2 1%	5 4%
Green Deal finance not available for this improvement	5 2%	1 1%	2 6% Y	2 4%	1 4%	3 1%	1 5%	2 1%	-	1 4%	2 3%	2 1%	3 3%
Green Deal finance options are not attractive	6 2%	5 3%	1 3%	-	-	4 2%	2 8%	3 2%	-	-	3 4%	3 2%	3 3%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	248	146	40*	48*	22**	203	20**	125	12**	26**	86*	137	112
Effective base	234	136	36	51	19	195	18	118	11	25	80	129	105
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 4%	7 4%	-	-	2 10%	6 3%	1 4%	1 1%	2 21%	2 7%	3 4%	4 3% E	5 4%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	2 1%	-	-	2 8%	-	2 8%	-	-	1 4%	2 2%	-	3 2%
Hassle/disruption of making improvements	44 18%	29 19%	4 11%	6 12%	5 25%	37 18%	1 5%	24 19%	1 11%	5 19%	14 16%	26 19%	19 17%
May change character/appearance of my home	14 6%	11 7%	-	1 2%	2 10%	10 5%	1 5%	6 5%	1 11%	2 7%	5 5%	8 6%	6 6%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 17%	31 21% A	6 15%	2 5%	6 26%	28 14%	5 25%	21 17%	1 10%	5 19%	17 19%	22 16%	21 19%
Could not get other consent (e.g. planning live in conservation area listed building)	2 1%	2 2%	-	-	-	2 1%	1 4%	-	-	-	2 3%	-	2 2%
Not sure what has been recommended to me	16 6%	11 7%	5 13%	1 2%	1 3%	15 7%	1 4%	10 8%	1 7%	1 3%	4 5%	10 8%	5 5%
Confused/don't know what to do next	15 6%	11 7%	2 4%	2 4%	2 9%	13 7%	1 5%	6 5%	1 10%	-	8 9%	7 5%	8 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	248	146	40*	48*	22**	203	20**	125	12**	26**	86*	137	112
Effective base	234	136	36	51	19	195	18	118	11	25	80	129	105
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 6%	11 7%	1 3%	2 3%	2 9%	14 7%	-	7 6%	-	1 4%	7 9%	7 5%	8 7%
Illness / disability in the household	4 2%	1 1%	1 3%	1 3%	-	4 2%	-	2 2%	-	-	2 2%	2 2%	2 2%
Won't stay here long enough	13 5%	11 7%	1 3%	2 4%	-	11 6%	1 5%	8 6%	1 8%	2 10%	2 2%	9 7%	5 4%
Needs Landlord / Housing Association approval	17 7%	5 4%	2 6%	7 15% y	1 3%	15 7%	-	10 8%	-	1 3%	6 7%	10 8%	6 6%
Other	37 15%	23 16%	6 15%	6 13%	4 16%	27 13%	5 25%	17 14%	2 16%	6 24%	11 13%	19 14%	17 16%
No reason	25 10%	17 11%	4 10%	4 9%	1 3%	24 12%	1 3%	16 13%	2 16%	1 5%	5 7%	18 13%	7 6%
Don't know	14 6%	5 3%	3 8%	5 11% y	1 4%	13 6%	1 3%	5 4%	1 6%	2 7%	6 7%	6 5%	8 7%
NET: Any reasons related to cost/savings/finance	132 53%	84 57%	24 60%	20 42%	11 50%	104 51%	14 68%	64 51%	8 65%	12 47%	48 56%	72 53%	60 54%
NET: Any reasons related to practical issues	88 36%	60 41% A	10 26%	8 16%	12 55%	64 31%	9 43%	41 33%	4 32%	10 37%	33 39%	45 33%	43 38%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 623

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	248	146	40*	48*	22**	203	20**	125	12**	26**	86*	137	112
Effective base	234	136	36	51	19	195	18	118	11	25	80	129	105
NET: Any reasons related to lack of information	37 15%	25 17%	7 17%	4 8%	4 16%	33 16%	2 8%	18 15%	2 17%	2 7%	14 17%	20 15%	16 15%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	252	15	54	7	58	36	127	122	125	11	84	157	52	200	156	96
Weighted Base	248	14**	57*	6**	52*	34*	125	120	124	11**	83*	154	53*	195	152	96*
Effective base	234	14	51	6	54	34	118	113	117	10	77	147	49	186	146	88
Cost of improvements is too high	88 35%	5 32%	22 38%	1 21%	15 28%	14 41%	44 35%	41 34%	43 35%	5 43%	27 32%	56 36%	15 28%	73 37%	52 34%	35 37%
Would not save enough money to make it worthwhile	53 21%	4 31%	10 17%	-	10 19%	9 28%	29 23%	28 23%	24 20%	4 38%	15 19%	33 22%	18 34% m	35 18%	26 17%	27 29% n
No guarantee that it would save me money	38 15%	-	7 13%	-	6 11%	4 12%	15 12%	14 12%	22 18%	2 20%	10 12%	25 16%	13 25% m	24 12%	18 12%	20 21%
Cannot access finance for it (e.g. loan/mortgage extension)	8 3%	-	3 5%	-	2 4%	-	4 3%	4 3%	5 4%	-	2 2%	7 4%	2 4%	6 3%	4 3%	4 4%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	-	-	-	-	-	-	4 3% f	-	-	4 3%	1 2%	3 2%	2 1%	2 2%	
Green Deal finance application process too long/complex	7 3%	-	1 2%	-	1 1%	1 1%	2 1%	2 1%	5 4%	-	2 2%	5 3%	-	7 3%	2 1%	5 5%
Green Deal finance not available for this improvement	5 2%	1 6%	-	-	1 1%	-	2 1%	2 1%	3 3%	-	-	5 3%	2 4%	3 1%	2 2%	2 3%
Green Deal finance options are not attractive	6 2%	-	1 1%	-	-	2 5%	3 2% g	2 1%	3 3%	-	1 1%	5 3%	1 2%	5 3%	-	6 6% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	248	14**	57*	6**	52*	34*	125	120	124	11**	83*	154	53*	195	152	96*
Effective base	234	14	51	6	54	34	118	113	117	10	77	147	49	186	146	88
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 4%	1 9%	-	-	-	-	1 1%	1 1%	7 6%	1 12%	-	7 5%	2 4%	7 3%	4 3%	5 5%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	-	-	-	-	-	-	-	3 2%	-	-	3 2%	1 2%	2 1%	1 1%	2 2%
Hassle/disruption of making improvements	44 18%	5 36%	13 23%	1 21%	9 18%	6 18%	24 19%	23 20%	20 16%	4 34%	14 17%	26 17%	14 26%	31 16%	27 18%	17 18%
May change character/appearance of my home	14 6%	2 15%	3 6%	-	3 6%	2 6%	6 5%	6 5%	8 6%	1 11%	4 5%	9 6%	4 8%	10 5%	9 6%	5 5%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 17%	4 28%	6 10%	1 21%	9 17%	11 31% bfg	21 17%	20 16%	23 18%	3 25%	13 16%	27 18%	18 34% m	25 13%	23 15%	20 21%
Could not get other consent (e.g. planning live in conservation area listed building)	2 1%	-	-	-	-	-	-	-	2 2%	-	-	2 2%	1 2%	2 1%	1 1%	2 2%
Not sure what has been recommended to me	16 6%	2 13%	3 6%	1 21%	5 10%	1 4%	10 8%	10 8%	6 5%	-	8 9%	8 5%	1 1%	15 8%	9 6%	7 7%
Confused/don't know what to do next	15 6%	1 5%	4 6%	-	2 5%	1 2%	6 5%	6 5%	9 7%	1 7%	5 6%	9 6%	2 5%	13 6%	12 8%	3 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	248	14**	57*	6**	52*	34*	125	120	124	11**	83*	154	53*	195	152	96*
Effective base	234	14	51	6	54	34	118	113	117	10	77	147	49	186	146	88
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 6%	-	5 9%	-	5 9%	2 5%	7 6%	7 6%	8 7%	1 9%	4 5%	10 7%	2 5%	13 7%	9 6%	6 6%
Illness / disability in the household	4 2%	-	-	-	1 2%	1 4%	2 2%	2 2%	2 1%	-	1 1%	3 2%	1 2%	3 2%	3 2%	1 1%
Won't stay here long enough	13 5%	1 5%	2 4%	-	3 5%	4 12% 9	8 6% 9	6 5%	6 5%	1 11%	3 3%	10 6%	2 5%	11 6%	12 8%	2 2%
Needs Landlord / Housing Association approval	17 7%	1 5%	7 12%	-	6 12%	1 2%	10 8%	10 9%	6 5%	-	7 9%	9 6%	1 1%	16 8%	9 6%	8 8%
Other	37 15%	-	11 19% d	1 13%	3 6%	6 18%	17 14% d	17 14% d	19 16%	-	12 14%	25 16%	10 18%	27 14%	21 13%	16 17%
No reason	25 10%	2 11%	5 10%	1 21%	10 19% h	5 15%	16 13%	16 14%	9 7%	2 15%	11 13%	13 8%	5 9%	20 10%	17 11%	8 9%
Don't know	14 6%	1 8%	1 2%	3 45%	3 5%	1 2%	5 4%	5 5%	9 7%	1 8%	5 6%	9 6%	-	14 7%	9 6%	6 6%
NET: Any reasons related to cost/savings/finance	132 53%	7 51%	29 51%	1 21%	22 42%	18 53%	64 51%	61 51%	68 55%	5 50%	40 48%	86 56%	32 61%	100 51%	73 48%	58 61%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

I30 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	248	14**	57*	6**	52*	34*	125	120	124	11**	83*	154	53*	195	152	96*
Effective base	234	14	51	6	54	34	118	113	117	10	77	147	49	186	146	88
NET: Any reasons related to practical issues	88 36%	7 50%	18 31%	1 21%	15 30%	14 41%	41 33%	39 33%	47 38%	5 46%	25 30%	58 38%	31 58% m	58 29%	53 35%	36 37%
NET: Any reasons related to lack of information	37 15%	2 13%	9 17%	1 21%	11 21%	4 11%	18 15%	18 15%	18 15%	2 16%	13 15%	22 14%	6 11%	31 16%	24 16%	13 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	252	16	80	74	71	110	73	81	45	27	48	14	10	242	46	190	27	163
Weighted Base	248	12**	79*	74*	73*	108	73*	81*	45*	23**	49*	11**	8**	240	51*	182	25**	157
Effective base	234	15	76	68	66	102	68	75	41	25	45	12	8	226	44	176	25	151
Cost of improvements is too high	88 35%	3 23%	23 29%	26 36%	30 42%	40 37%	30 41%	27 33%	16 36%	6 25%	20 41%	2 17%	1 14%	86 36%	14 28%	69 38%	7 29%	62 39%
Would not save enough money to make it worthwhile	53 21%	1 7%	10 13%	19 26%	21 28% q	21 19%	19 26%	20 24%	12 28%	3 12%	9 19%	-	-	53 22%	16 32%	34 19%	3 13%	31 20%
No guarantee that it would save me money	38 15%	1 7%	9 11%	14 19%	10 13%	12 11%	11 15%	21 26% M	7 16%	2 8%	8 17%	-	-	38 16%	12 23%	26 14%	3 12%	23 14%
Cannot access finance for it (e.g. loan/mortgage extension)	8 3%	-	1 1%	2 3%	2 3%	2 2%	5 7%	3 4%	3 7%	-	4 8%	-	-	8 4%	1 1%	8 4%	-	8 5%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	-	-	2 3%	1 1%	-	3 5% M	1 1%	-	-	2 3%	-	-	4 2%	1 1%	3 2%	-	3 2%
Green Deal finance application process too long/complex	7 3%	-	3 4%	2 2%	1 1%	3 3%	2 3%	2 2%	2 4%	-	2 5%	* 4%	* 6%	6 3%	2 5%	4 2%	-	4 3%
Green Deal finance not available for this improvement	5 2%	1 5%	2 2%	2 2%	1 1%	2 2%	1 1%	2 2%	-	2 9%	-	-	-	5 2%	3 5%	2 1%	1 2%	2 1%
Green Deal finance options are not attractive	6 2%	-	-	3 4%	2 3%	-	2 2%	3 4% M	2 4%	-	1 2%	-	-	6 3%	2 5%	4 2%	-	4 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	248	12**	79*	74*	73*	108	73*	81*	45*	23**	49*	11**	8**	240	51*	182	25**	157
Effective base	234	15	76	68	66	102	68	75	41	25	45	12	8	226	44	176	25	151
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 4%	1 7%	-	4 5%	3 4%	3 3%	3 4%	4 5%	4 8%	-	1 2%	-	-	9 4%	6 12% UW	3 1%	-	3 2%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	-	-	1 1%	1 1%	-	2 2%	1 1%	-	-	-	-	-	3 1%	1 1%	2 1%	-	2 1%
Hassle/disruption of making improvements	44 18%	* 4%	14 18%	14 19%	14 20%	17 16%	13 17%	17 21%	6 13%	6 24%	10 21%	2 18%	1 12%	43 18%	9 17%	34 19%	2 10%	32 20%
May change character/appearance of my home	14 6%	1 7%	2 3%	2 3%	8 11%	6 5%	4 6%	6 8%	3 6%	-	4 7%	-	-	14 6%	4 8%	10 6%	1 4%	9 6%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 17%	-	13 17%	16 21%	13 18%	12 11%	15 20%	21 25% M	9 21%	2 9%	3 7%	* 4%	* 6%	43 18% UW	22 44% UW	18 10%	3 11%	15 10%
Could not get other consent (e.g. planning live in conservation area listed building)	2 1%	-	-	-	1 1%	1 1%	1 1%	-	-	-	-	-	-	2 1%	2 3%	1 *	-	1 1%
Not sure what has been recommended to me	16 6%	2 17%	4 5%	5 6%	4 5%	6 5%	6 8%	3 4%	1 2%	3 12%	5 11%	1 5%	-	16 7%	1 1%	15 8%	-	15 10%
Confused/don't know what to do next	15 6%	3 22%	3 4%	5 7%	4 5%	8 7%	4 5%	5 7%	3 8%	-	4 8%	-	-	15 6%	4 7%	10 6%	-	10 7%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	248	12**	79*	74*	73*	108	73*	81*	45*	23**	49*	11**	8**	240	51*	182	25**	157
Effective base	234	15	76	68	66	102	68	75	41	25	45	12	8	226	44	176	25	151
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 6%	1 8%	2 2%	9 12% q	3 5%	10 9%	4 5%	4 5%	4 8%	-	3 5%	-	-	15 6%	4 7%	11 6%	-	11 7%
Illness / disability in the household	4 2%	-	-	1 1%	3 5%	2 2%	2 3%	-	-	2 8%	-	-	-	4 2%	-	4 2%	-	4 3%
Won't stay here long enough	13 5%	1 8%	6 7%	4 6%	2 3%	6 6%	4 5%	3 3%	2 4%	1 3%	1 2%	-	-	13 6%	2 5%	10 6%	1 4%	9 6%
Needs Landlord / Housing Association approval	17 7%	1 10%	6 8%	5 7%	3 4%	5 5%	4 6%	7 9%	5 11%	1 6%	1 3%	4 34%	4 46%	13 5%	1 1%	15 8% W	5 20%	10 6%
Other	37 15%	-	11 14%	7 10%	15 21%	16 14%	12 16%	12 14%	4 9%	2 9%	9 19%	-	-	37 15%	9 18%	27 15%	5 21%	21 14%
No reason	25 10%	2 12%	10 12%	4 6%	8 11%	14 13%	5 7%	6 7%	4 9%	3 11%	12 24%	3 30%	3 33%	22 9%	-	24 13% T	1 5%	22 14% T
Don't know	14 6%	1 5%	7 8%	2 2%	5 7%	7 7%	5 7%	4 5%	1 3%	3 12%	2 4%	2 17%	1 15%	13 5%	3 5%	8 4%	2 7%	6 4%
NET: Any reasons related to cost/savings/finance	132 53%	4 35%	36 45%	42 57%	44 60%	55 51%	44 61%	44 55%	26 58%	10 42%	30 61%	2 17%	1 14%	131 54%	29 57%	96 53%	11 44%	85 54%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	248	12**	79*	74*	73*	108	73*	81*	45*	23**	49*	11**	8**	240	51*	182	25**	157
Weighted Base	248	12**	79*	74*	73*	108	73*	81*	45*	23**	49*	11**	8**	240	51*	182	25**	157
Effective base	234	15	76	68	66	102	68	75	41	25	45	12	8	226	44	176	25	151
NET: Any reasons related to practical issues	88 36%	1 11%	27 34%	28 39%	28 38%	31 29%	27 37%	35 43%	16 35%	7 30%	15 31%	2 18%	1 12%	87 36%	30 59% UW	54 30%	4 17%	50 32%
NET: Any reasons related to lack of information	37 15%	4 32%	7 9%	14 18%	10 14%	18 17%	12 16%	10 12%	5 12%	3 12%	9 18%	1 5%	-	37 15%	6 11%	29 16%	-	29 19% U



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	252	148	72	160	60	6	105	38	78	74	36	116	130	93	103	68
Weighted Base	248	149	68*	161	56*	6**	107*	37*	72*	79*	40*	108	136	87*	101*	72*
Effective base	234	138	67	150	56	6	99	35	73	69	34	107	122	87	96	63
Cost of improvements is too high	88 35%	50 33%	25 37%	53 33%	22 39%	1 14%	36 33%	14 37%	24 33%	26 33%	16 47%	38 35%	49 36%	36 42%	30 30%	27 37%
Would not save enough money to make it worthwhile	53 21%	37 25%	11 16%	40 26%	8 14%	-	32 30% C	4 10%	12 17%	15 20%	14 36% D	14 13%	39 29% G	12 13%	22 22%	20 28% I
No guarantee that it would save me money	38 15%	27 18%	7 11%	28 18%	6 10%	-	23 22% C	2 6%	10 13%	14 18%	8 21%	6 6%	31 23% G	11 13%	14 14%	16 22%
Cannot access finance for it (e.g. loan/mortgage extension)	8 3%	4 3%	4 6%	5 3%	4 6%	-	2 2%	2 4%	3 5%	5 7%	-	7 6% H	2 1%	6 6%	3 3%	2 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	3 2%	1 1%	4 3%	-	-	3 2%	1 2%	-	1 1%	2 4%	2 2%	2 2%	1 2%	1 1%	2 2%
Green Deal finance application process too long/complex	7 3%	5 4%	1 2%	6 4%	* 1%	-	3 3%	1 3%	* 1%	6 8% D	-	2 1%	5 4%	2 2%	2 2%	3 4%
Green Deal finance not available for this improvement	5 2%	3 2%	2 3%	3 2%	2 3%	-	2 2%	1 2%	3 4%	2 2%	-	2 2%	2 2%	3 3%	1 1%	1 1%
Green Deal finance options are not attractive	6 2%	4 3%	2 2%	6 4%	-	-	3 3%	1 3%	-	4 5%	1 2%	2 2%	4 3%	3 4%	3 3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	248	149	68*	161	56*	6**	107*	37*	72*	79*	40*	108	136	87*	101*	72*
Effective base	234	138	67	150	56	6	99	35	73	69	34	107	122	87	96	63
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 4%	6 4%	2 3%	7 4%	2 3%	-	6 6%	-	1 1%	6 7%	2 5%	1 1%	8 6% G	2 2%	4 4%	3 4%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	2 1%	1 1%	3 2%	-	-	2 2%	-	-	2 2%	-	1 1%	2 1%	2 2%	1 1%	-
Hassle/disruption of making improvements	44 18%	29 19%	10 14%	30 19%	9 15%	-	22 20%	7 19%	10 14%	17 22%	8 21%	13 12%	31 22% G	13 15%	19 19%	14 19%
May change character/appearance of my home	14 6%	8 6%	4 6%	8 5%	4 8%	-	7 6%	2 4%	2 3%	5 6%	3 8%	4 4%	10 8%	5 6%	8 8%	3 5%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 17%	30 20%	11 17% z	36 22% wz	6 10%	-	30 28% C	-	11 16%	18 22%	10 26%	14 13%	29 22%	10 12%	20 20%	16 22%
Could not get other consent (e.g. planning live in conservation area listed building)	2 1%	2 1%	1 1%	2 1%	-	-	1 1%	1 2%	1 1%	1 1%	-	-	2 1%	2 2%	1 1%	-
Not sure what has been recommended to me	16 6%	12 8%	3 4% z	14 9%	1 1%	-	6 5%	5 13%	7 9%	4 6%	3 6%	9 8%	7 5%	9 10%	4 4%	4 5%
Confused/don't know what to do next	15 6%	8 5%	6 9%	9 6%	5 8%	1 19%	5 5%	2 4%	4 6%	6 8%	2 5%	6 6%	9 7%	7 8%	6 6%	3 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	248	149	68*	161	56*	6**	107*	37*	72*	79*	40*	108	136	87*	101*	72*
Effective base	234	138	67	150	56	6	99	35	73	69	34	107	122	87	96	63
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 6%	10 6%	5 8%	11 7%	4 7%	1 19%	8 7%	2 5%	3 5%	10 13%	1 3%	4 4%	11 8%	8 9%	9 9%	1 2%
Illness / disability in the household	4 2%	2 1%	2 3%	2 1%	2 3%	-	1 1%	1 3%	2 3%	2 3%	-	4 4% H	-	-	4 4%	-
Won't stay here long enough	13 5%	10 7%	4 5%	11 7%	3 5%	-	5 4%	5 14% B	5 7%	3 4%	4 9%	7 7%	6 5%	7 8%	5 5%	2 3%
Needs Landlord / Housing Association approval	17 7%	8 5%	6 9%	8 5%	6 11%	3 47%	7 6%	1 2%	8 10%	3 3%	3 8%	12 11% H	5 4%	10 11%	4 4%	3 4%
Other	37 15%	23 15%	10 14%	25 15%	7 13%	-	14 13%	8 22%	8 10%	13 17%	7 18%	16 15%	21 15%	10 11%	12 12%	16 22%
No reason	25 10%	14 9%	8 11%	15 9%	7 12%	-	7 6%	6 16%	7 10%	7 9%	1 2%	12 11%	11 8%	9 10%	13 13%	3 4%
Don't know	14 6%	8 6%	2 3%	8 5%	2 4%	1 21%	5 4%	1 2%	4 5%	5 6%	1 3%	7 6%	6 5%	5 6%	6 6%	4 6%
NET: Any reasons related to cost/savings/finance	132 53%	79 53%	35 51%	85 53%	30 53%	1 14%	61 57%	17 46%	36 50%	40 51%	26 66%	52 48%	79 58%	46 54%	47 47%	44 61%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 624

I30 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	248	149	68*	161	56*	6**	107*	37*	72*	79*	40*	108	136	87*	101*	72*
Effective base	234	138	67	150	56	6	99	35	73	69	34	107	122	87	96	63
NET: Any reasons related to practical issues	88 36%	59 39% z	21 31% z	66 41% z	13 24%	-	50 47% C	9 23%	22 30%	33 43%	18 46%	27 25%	59 44% G	24 28%	40 40%	28 39%
NET: Any reasons related to lack of information	37 15%	25 17%	9 13%	27 17%	7 12%	1 19%	16 15%	7 20%	11 15%	15 20%	6 14%	16 15%	21 15%	17 19%	15 15%	8 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 625

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	252	118	156	201	51	123	89	37	182	54	200	40
Weighted Base	248	112	152	198	50*	125	88*	33*	182	50*	199	38*
Effective base	234	110	146	188	46	116	82	34	169	50	186	37
Cost of improvements is too high	88 35%	41 37%	52 34%	70 35%	18 36%	39 31%	33 37%	14 43%	63 35%	19 38%	73 37%	14 36%
Would not save enough money to make it worthwhile	53 21%	27 25% 	26 17%	40 20% 	13 27%	31 25%	17 19%	5 17%	37 20%	12 24%	38 19%	14 36% N
No guarantee that it would save me money	38 15%	18 16%	18 12%	29 15% 	9 17%	24 19%	9 10%	5 14%	28 16%	9 18%	28 14%	9 25%
Cannot access finance for it (e.g. loan/mortgage extension)	8 3%	6 5%	4 3%	8 4%	1 1%	2 1%	4 5%	2 8%	6 3%	2 5%	7 4%	1 3%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	2 1%	2 1%	2 1%	2 5%	1 1%	3 4%	- -	2 1%	2 3%	3 2%	1 2%
Green Deal finance application process too long/complex	7 3%	2 1%	2 1%	3 2%	3 6%	3 2%	3 3%	* 2%	4 2%	2 5%	4 2%	3 8% N
Green Deal finance not available for this improvement	5 2%	4 4%	2 2%	4 2%	1 2%	3 2%	2 2%	- -	2 1%	2 3%	2 1%	2 4%
Green Deal finance options are not attractive	6 2%	4 4% 	- -	4 2%	2 4% 	3 3%	3 3%	- -	2 1%	4 8% L	3 1%	2 6% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 625

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	248	112	152	198	50*	125	88*	33*	182	50*	199	38*
Effective base	234	110	146	188	46	116	82	34	169	50	186	37
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 4%	6 5%	4 3%	8 4%	1 1%	6 5%	2 3%	-	5 3%	4 8%	5 3%	4 10% N
Had difficulties finding someone to provide quotes/carry out the work	3 1%	2 2%	1 1%	2 1%	1 1%	1 1%	2 2%	-	1 1%	2 3%	2 1%	1 2%
Hassle/disruption of making improvements	44 18%	17 15%	27 18%	34 17%	10 20%	24 19%	15 17%	6 17%	35 19%	7 14%	38 19%	4 11%
May change character/appearance of my home	14 6%	5 4%	9 6%	13 6%	2 3%	8 6%	4 5%	2 6%	9 5%	5 11%	11 6%	2 5%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 17%	24 21%	23 15%	38 19% 1	5 11%	26 21%	11 13%	6 19%	36 20%	7 14%	37 18%	7 18%
Could not get other consent (e.g. planning live in conservation area listed building)	2 1%	1 1%	1 1%	2 1%	1 1%	1 1%	2 2%	-	1 1%	2 3%	2 1%	-
Not sure what has been recommended to me	16 6%	6 5%	9 6%	10 5%	5 11%	5 4%	8 9%	3 8%	13 7%	1 3%	14 7%	1 2%
Confused/don't know what to do next	15 6%	7 6%	12 8%	15 8%	-	7 6%	6 7%	2 5%	7 4%	8 16% L	7 4%	8 20% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 625

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	248	112	152	198	50*	125	88*	33*	182	50*	199	38*
Effective base	234	110	146	188	46	116	82	34	169	50	186	37
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 6%	10 9%	9 6%	15 7%	1 1%	8 6%	7 8%	1 3%	11 6%	4 9%	11 6%	3 9%
Illness / disability in the household	4 2%	2 2%	3 2%	3 2%	1 1%	2 1%	2 2%	-	1 1%	2 4%	3 2%	1 2%
Won't stay here long enough	13 5%	5 4%	12 8%	12 6%	2 4%	8 6%	4 4%	2 5%	12 7%	1 2%	13 6%	1 2%
Needs Landlord / Housing Association approval	17 7%	5 5%	9 6%	11 6%	6 11%	6 5%	8 9%	2 6%	12 7%	3 5%	13 6%	1 2%
Other	37 15%	19 17%	21 13%	29 15%	7 15%	16 13%	18 20%	3 8%	24 13%	9 17%	28 14%	6 16%
No reason	25 10%	11 10%	17 11%	18 9%	7 13%	15 12%	8 9%	2 6%	17 9%	5 10%	18 9%	4 11%
Don't know	14 6%	4 3%	9 6%	10 5%	4 7%	7 5%	6 7%	2 5%	12 7%	2 4%	12 6%	2 5%
NET: Any reasons related to cost/savings/finance	132 53%	62 55%	73 48%	102 51%	30 60%	63 51%	48 55%	19 57%	94 52%	30 60%	103 52%	26 68%
NET: Any reasons related to practical issues	88 36%	40 35%	53 35%	73 37%	15 30%	50 40%	26 30%	12 36%	69 38%	17 35%	74 37%	12 31%
NET: Any reasons related to lack of information	37 15%	17 15%	24 16%	31 15%	6 12%	16 13%	17 19%	4 11%	25 14%	10 20%	27 14%	8 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 625

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	252	177	27	40	74	178	180	70	69	51	17	51	32	43	58
Weighted Base	248	175	27**	40*	71*	178	176	68*	70*	51*	18**	46*	32**	44*	59*
Effective base	234	165	25	37	69	166	168	65	64	48	16	47	29	40	55
Cost of improvements is too high	88 35%	61 35%	9 34%	16 39%	27 38%	61 34%	64 37%	24 35%	23 33%	11 23%	6 36%	16 35%	13 41%	19 43% u	22 37%
Would not save enough money to make it worthwhile	53 21%	31 18%	8 29%	13 33% p	18 25%	35 20%	40 23%	16 24%	13 16%	5 9%	6 34%	11 23%	11 35%	7 16%	14 23%
No guarantee that it would save me money	38 15%	26 15%	3 10%	9 21%	13 19%	24 14%	28 16%	9 13%	10 14%	6 11%	2 9%	2 5%	8 26%	9 22% w	10 17%
Cannot access finance for it (e.g. loan/mortgage extension)	8 3%	6 3%	1 3%	2 5%	3 5%	5 3%	7 4%	2 3%	2 2%	- -	- -	2 4%	1 4%	4 10% u	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 2%	1 -	1 3%	3 6% p	3 5% o	1 -	4 2%	- -	- -	- -	- -	1 2%	1 3%	2 5%	- -
Green Deal finance application process too long/complex	7 3%	2 1%	2 7%	3 7% p	4 5%	3 2%	2 1%	- -	4 6%	2 3%	- -	1 2%	- -	1 2%	3 5%
Green Deal finance not available for this improvement	5 2%	1 1%	1 3%	2 4%	3 4%	2 1%	5 3%	2 2%	- -	1 2%	1 5%	1 3%	- -	- -	2 3%
Green Deal finance options are not attractive	6 2%	1 -	3 10%	3 6% p	4 6% o	2 1%	5 3%	- -	1 2%	- -	1 5%	1 2%	1 3%	1 2%	2 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 625

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	248	175	27**	40*	71*	178	176	68*	70*	51*	18**	46*	32**	44*	59*
Effective base	234	165	25	37	69	166	168	65	64	48	16	47	29	40	55
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 4%	3 2%	2 7%	4 9% P	6 9% o	2 1%	9 5%	1 2%	-	-	-	2 4%	-	2 5%	5 8%
Had difficulties finding someone to provide quotes/carry out the work	3 1%	1 1%	1 3%	1 2%	2 2%	1 1%	3 1%	-	-	-	-	1 2%	1 3%	-	1 2%
Hassle/disruption of making improvements	44 18%	36 20%	3 11%	6 14%	11 16%	33 19%	32 18%	15 23%	12 17%	8 15%	4 25%	6 12%	8 24%	12 28%	7 12%
May change character/appearance of my home	14 6%	10 6%	1 2%	4 9%	5 8%	9 5%	13 7%	4 6%	1 2%	3 6%	1 5%	1 7%	1 4%	2 5%	6 10%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 17%	31 18%	6 23%	6 16%	9 12%	35 20%	37 21% r	16 24% r	6 9%	9 18%	-	2 5%	9 29%	11 24% w	12 21% w
Could not get other consent (e.g. planning live in conservation area listed building)	2 1%	1 -	1 3%	1 2%	2 2%	1 -	2 1%	-	-	-	-	2 3%	-	-	1 1%
Not sure what has been recommended to me	16 6%	12 7%	2 9%	2 4%	4 6%	12 7%	12 7%	6 9%	4 6%	5 9%	-	4 8%	-	6 13%	2 3%
Confused/don't know what to do next	15 6%	8 4%	1 5%	6 15% P	11 16% o	4 2%	13 7%	3 5%	2 4%	1 2%	-	2 4%	3 8%	4 9%	6 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 625

130 (R) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents who probably/definitely won't install a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	248	175	27**	40*	71*	178	176	68*	70*	51*	18**	46*	32**	44*	59*
Effective base	234	165	25	37	69	166	168	65	64	48	16	47	29	40	55
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 6%	11 6%	-	3 9%	6 8%	10 6%	13 7%	6 9%	3 4%	1 2%	2 12%	2 5%	1 2%	5 12%	4 6%
Illness / disability in the household	4 2%	3 2%	-	1 3%	2 3%	2 1%	3 2%	2 3%	1 2%	-	-	2 4%	-	1 2%	1 2%
Won't stay here long enough	13 5%	11 6%	1 5%	1 2%	1 1%	13 7%	8 5%	2 3%	5 8%	3 6%	1 6%	2 4%	1 4%	5 11%	1 2%
Needs Landlord / Housing Association approval	17 7%	15 8%	1 5%	1 2%	3 4%	14 8%	9 5%	2 4%	8 11%	6 12%	2 9%	3 7%	3 9%	1 3%	1 2%
Other	37 15%	21 12%	6 23%	8 20%	14 20%	23 13%	26 15%	8 12%	9 12%	9 18%	3 18%	5 11%	3 8%	9 22%	7 12%
No reason	25 10%	16 9%	3 12%	4 10%	7 10%	18 10%	14 8%	9 13%	10 15%	5 9%	4 21%	8 17%	2 6%	2 4%	5 9%
Don't know	14 6%	10 6%	-	3 8%	4 5%	10 6%	9 5%	4 6%	5 7%	5 9%	1 4%	1 3%	1 4%	1 2%	5 9%
NET: Any reasons related to cost/savings/finance	132 53%	87 49%	13 48%	28 71% p	44 62%	88 50%	96 55%	36 53%	36 51%	20 39%	10 57%	22 49%	19 61%	27 61% u	34 57%
NET: Any reasons related to practical issues	88 36%	65 37%	10 36%	14 34%	23 32%	66 37%	70 40% r	27 40%	18 26%	15 30%	5 30%	10 22%	16 51%	21 49% w	20 34%
NET: Any reasons related to lack of information	37 15%	24 14%	4 14%	8 20%	16 22% o	21 12%	29 17%	12 18%	8 11%	6 11%	2 12%	6 13%	3 8%	11 26%	9 15%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Cost of improvements is too high	88 9%	44 9%	44 10%	39 12%	28 8%	20 8%	79 10%	8 7%	22 9%	66 10%	60 8%	28 11%	35 7%	52 11% 1	78 12% pq	7 8% pq	2 1%	9 3% p
Would not save enough money to make it worthwhile	53 6%	19 4%	34 8% a	14 4%	21 6%	17 7%	48 6%	5 4%	12 5%	41 6%	36 5%	17 7%	16 3%	37 8% 1	49 7% pq	3 3%	1 1%	4 2%
No guarantee that it would save me money	38 4%	11 2%	26 6% a	13 4%	17 5%	8 3%	35 4%	2 2%	12 5%	26 4%	24 3%	14 6%	12 2%	25 6% 1	36 5% opq	-	2 1%	2 1%
Cannot access finance for it (e.g. loan/mortgage extension)	8 1%	8 2% b	-	5 2%	3 1%	-	7 1%	1 1%	2 1%	6 1%	6 1%	2 1%	4 1%	5 1%	8 1%	-	-	-
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 *	2 *	2 *	1 *	2 *	1 *	4 1%	-	1 *	3 *	4 1%	-	1 *	3 1%	3 *	1 1%	-	1 *
Green Deal finance application process too long/complex	7 1%	4 1%	3 1%	2 1%	3 1%	2 1%	5 1%	1 1%	* *	6 1%	5 1%	1 1%	4 1%	3 1%	6 1%	-	* *	* *
Green Deal finance not available for this improvement	5 1%	2 *	3 1%	2 1%	2 *	1 *	3 *	1 1%	1 *	4 1%	4 1%	1 *	3 1%	2 *	4 1%	-	1 *	1 *
Green Deal finance options are not attractive	6 1%	4 1%	2 *	3 1%	-	3 1%	5 1%	1 1%	-	6 1%	5 1%	1 *	3 1%	3 1%	6 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 1%	3 1%	6 1%	4 1%	1 *	4 2%	9 1%	-	2 1%	7 1%	4 1%	5 2%	2 *	6 1%	9 1%	-	-	-
Had difficulties finding someone to provide quotes/carry out the work	3 *	1 *	2 *	1 *	1 *	1 *	3 *	-	2 1%	1 *	3 *	-	1 *	2 *	3 *	-	-	-
Hassle/disruption of making improvements	44 5%	18 4%	26 6%	15 4%	16 5%	13 5%	40 5%	4 3%	5 2%	39 6% h	29 4%	15 6%	17 4%	27 6%	40 6% opq	-	4 2%	4 1%
May change character/appearance of my home	14 1%	6 1%	8 2%	4 1%	4 1%	6 2%	13 2%	1 1%	4 2%	10 1%	9 1%	5 2%	4 1%	10 2%	14 2% q	-	-	-
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 5%	20 4%	24 5%	13 4%	16 4%	14 6%	41 5%	3 2%	12 5%	31 5%	23 3%	21 8% j	13 3%	31 7% l	40 6% opq	1 1%	3 1%	3 1%
Could not get other consent (e.g. planning live in conservation area listed building)	2 *	2 *	-	2 *	-	1 *	2 *	-	-	2 *	2 *	1 *	2 *	-	2 *	-	-	-
Not sure what has been recommended to me	16 2%	8 2%	8 2%	9 3%	5 1%	2 1%	12 1%	4 3%	4 2%	12 2%	16 2% k	-	11 2%	5 1%	13 2%	3 3% pq	-	3 1%
Confused/don't know what to do next	15 2%	7 1%	8 2%	9 3%	3 1%	4 1%	13 2%	2 1%	6 2%	9 1%	11 2%	4 2%	7 1%	8 2%	13 2%	1 1%	1 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 2%	9 2%	6 1%	5 2%	5 2%	5 2%	14 2%	2 1%	6 2%	10 1%	10 1%	5 2%	4 1%	11 2%	14 2%	-	1 1%	1 *
Illness / disability in the household	4 *	4 1%	-	-	1 *	3 1% c	4 *	-	1 1%	2 *	3 *	1 1%	3 1%	1 *	4 1%	-	-	-
Won't stay here long enough	13 1%	7 1%	7 1%	3 1%	5 1%	5 2%	12 1%	2 1%	3 1%	10 1%	7 1%	7 3%	6 1%	7 2%	12 2%	1 1%	1 1%	2 1%
Needs Landlord / Housing Association approval	17 2%	15 3% b	2 *	9 3%	6 2%	2 1%	13 2%	4 3%	3 1%	14 2%	17 2% k	-	11 2%	5 1%	3 *	10 11% npq	4 2%	13 5% np
Other	37 4%	17 3%	20 4%	10 3%	18 5%	9 4%	34 4%	3 2%	9 4%	27 4%	27 4%	10 4%	11 2%	25 6% l	32 5% q	1 2%	4 2%	5 2%
No reason	25 3%	12 2%	13 3%	11 3%	6 2%	8 3%	22 3%	2 2%	10 4%	15 2%	19 3%	6 2%	12 3%	13 3%	19 3%	1 1%	5 3%	6 2%
Don't know	14 1%	6 1%	9 2%	4 1%	7 2%	3 1%	12 1%	1 1%	3 1%	11 2%	12 2%	3 1%	6 1%	8 2%	10 2%	2 2%	2 1%	4 1%
NET: Any reasons related to cost/savings/finance	132 14%	59 12%	73 16%	50 15%	50 14%	33 13%	120 15%	12 10%	31 12%	101 15%	93 13%	38 16%	51 11%	81 18% l	117 18% pq	9 10% pq	6 3%	15 5% p
NET: Any reasons related to practical issues	88 9%	40 8%	48 11%	28 8%	32 9%	28 12%	81 10%	7 6%	20 8%	69 10%	54 8%	34 14% j	31 6%	58 13% l	82 12% opq	1 1%	6 3%	7 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

I30 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Any reasons related to lack of information	37 4%	19 4%	18 4%	16 5%	12 3%	8 3%	31 4%	5 4%	11 4%	25 4%	29 4%	8 3%	19 4%	18 4%	32 5% pq	4 4% pq	1 1%	5 2% p
Not answered prob/def won't install any key measures	698 74%	369 75%	323 72%	249 74%	266 74%	179 74%	583 72%	101 82% f	188 75%	506 73%	528 75%	170 70%	378 78% m	320 70%	468 70%	65 74%	165 87% noq	230 83% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Cost of improvements is too high	88 9%	86 11% s	2 1%	27 9%	43 10%	16 12%	17 10%	26 10%	20 9%	26 9%	53 8%	35 11%
Would not save enough money to make it worthwhile	53 6%	51 6% s	2 1%	15 5%	25 6%	11 9%	12 7%	16 6%	14 6%	11 4%	41 7%	12 4%
No guarantee that it would save me money	38 4%	38 5% s	-	11 4%	17 4%	9 7%	6 4%	13 5%	10 4%	8 3%	27 4%	11 3%
Cannot access finance for it (e.g. loan/mortgage extension)	8 1%	8 1%	-	3 1%	5 1%	-	-	3 1%	3 1%	3 1%	6 1%	3 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4	4 1%	-	2 1%	2 1%	-	-	3 1%	1 1%	-	1	3 1%
Green Deal finance application process too long/complex	7 1%	7 1%	-	-	4 1%	2 2% †	-	4 2% O	2 1%	-	4 1%	2 1%
Green Deal finance not available for this improvement	5 1%	5 1%	-	3 1%	2	-	1	3 1%	-	2 1%	2	3 1%
Green Deal finance options are not attractive	6 1%	6 1%	-	2 1%	3 1%	2 1%	1	1	2 1%	2 1%	4 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 1%	9 1%	-	2 1%	3 1%	4 3%	1 1%	3 1%	3 1%	1 *	5 1%	3 1%
Had difficulties finding someone to provide quotes/carry out the work	3 *	3 *	-	1 *	1 *	1 1%	1 1%	1 *	1 *	-	1 *	2 1%
Hassle/disruption of making improvements	44 5%	42 5%	3 2%	9 3%	28 6% †	7 5%	4 2%	14 5%	13 6%	13 4%	30 5%	14 4%
May change character/appearance of my home	14 1%	14 2%	-	5 2%	5 1%	4 3%	3 2%	3 1%	2 1%	6 2%	6 1%	8 3%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 5%	40 5%	4 2%	13 4%	23 5%	8 6%	5 3%	15 6%	12 5%	12 4%	28 4%	16 5%
Could not get other consent (e.g. planning live in conservation area listed building)	2 *	2 *	-	1 *	2 *	-	-	-	2 1%	-	2 *	-
Not sure what has been recommended to me	16 2%	16 2%	-	6 2%	8 2%	1 1%	3 2%	6 2%	4 2%	3 1%	7 1%	9 3%
Confused/don't know what to do next	15 2%	15 2%	-	7 2%	5 1%	3 2%	1 *	6 2%	3 1%	6 2%	9 1%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 2%	15 2%	-	3 1%	8 2%	4 3%	2 1%	4 1%	4 2%	6 2%	11 2%	4 1%
Illness / disability in the household	4 1%	4 1%	-	4 1%	-	-	-	-	4 1%	-	3 1%	1 1%
Won't stay here long enough	13 1%	13 2%	-	2 1%	6 2%	4 3%	4 2%	1 1%	2 1%	6 2%	9 1%	4 1%
Needs Landlord / Housing Association approval	17 2%	14 2%	3 2%	8 3%	4 1%	2 2%	5 3%	8 3%	1 1%	3 1%	11 2%	6 2%
Other	37 4%	34 4%	3 2%	14 4%	19 4%	3 3%	5 3%	14 5%	4 2%	13 5%	22 4%	15 5%
No reason	25 3%	24 3%	1 1%	10 3%	9 2%	3 3%	3 2%	6 2%	4 2%	12 4%	16 3%	9 3%
Don't know	14 1%	14 2%	-	6 2%	8 2%	-	2 1%	3 1%	2 1%	6 2%	6 1%	8 3%
NET: Any reasons related to cost/savings/finance	132 14%	128 16% s	4 2%	38 12%	65 15%	25 20%	25 15%	44 17%	28 12%	34 12%	86 14%	46 14%
NET: Any reasons related to practical issues	88 9%	82 11% s	6 4%	25 8%	49 12%	14 11%	9 6%	27 10%	26 12%	25 9%	55 9%	33 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

I30 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Any reasons related to lack of information	37 4%	37 5%	-	13 4%	16 4%	6 4%	5 3%	15 6%	7 3%	10 4%	23 4%	13 4%
Not answered prob/def won't install any key measures	698 74%	547 70%	150 91%	230 74%	309 72%	94 73%	127 77%	190 73%	171 75%	206 72%	460 73%	237 75%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Cost of improvements is too high	88 9%	57 11%	15 11%	15 7%	5 6%	71 9%	11 11%	44 8%	7 14%	9 9%	27 23% EGJU	51 8%	37 11%
Would not save enough money to make it worthwhile	53 6%	34 6% A	11 8% A	5 2%	7 9% A	40 5%	4 5%	29 5%	5 10%	4 3%	16 14% EGJU	33 5%	20 6%
No guarantee that it would save me money	38 4%	26 5% A	5 3% A	1 *	9 12% YZA	23 3%	5 6%	15 3%	2 4%	4 4%	16 14% EGJU	17 3%	20 6% EI
Cannot access finance for it (e.g. loan/mortgage extension)	8 1%	5 1%	1 1%	2 1%	-	6 1%	2 2%	4 1%	-	1 1%	4 3% EI	4 1%	5 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 *	4 1%	-	-	1 1%	2 *	2 2%	-	1 2% EI	-	3 3% EI	1 *	3 1% E
Green Deal finance application process too long/complex	7 1%	4 1%	2 2%	* *	-	6 1%	1 1%	2 *	-	-	5 4% EGJU	2 *	5 1% I
Green Deal finance not available for this improvement	5 1%	1 *	2 2% Y	2 1%	1 1%	3 *	1 1%	2 *	-	1 1%	2 2% EI	2 *	3 1%
Green Deal finance options are not attractive	6 1%	5 1%	1 1%	-	-	4 1%	2 2%	3 *	-	-	3 3% EU	3 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 1%	7 1%	-	-	2 3% A	6 1%	1 1%	1	2 5% EI	2 2%	3 3% EI	4 1% E	5 1% E
Had difficulties finding someone to provide quotes/carry out the work	3	2	-	-	2 2% yA	-	2 2% C	-	-	1 1% EI	2 1% EI	-	3 1% EI
Hassle/disruption of making improvements	44 5%	29 5%	4 3%	6 3%	5 7%	37 5%	1 1%	24 4%	1 3%	5 5%	14 12% EIJ	26 4%	19 6%
May change character/appearance of my home	14 1%	11 2%	-	1	2 3%	10 1%	1 1%	6 1%	1 3%	2 2%	5 4% E	8 1%	6 2%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 5%	31 6% A	6 4%	2 1%	6 8% A	28 4%	5 5%	21 4%	1 3%	5 5%	17 14% EFGU	22 4%	21 6%
Could not get other consent (e.g. planning live in conservation area listed building)	2	2	-	-	-	2	1 1%	-	-	-	2 2% EI	-	2 1% I
Not sure what has been recommended to me	16 2%	11 2%	5 3% A	1 1%	1 1%	15 2%	1 1%	10 2%	1 2%	1 1%	4 4%	10 2%	5 2%
Confused/don't know what to do next	15 2%	11 2%	2 1%	2 1%	2 3%	13 2%	1 1%	6 1%	1 3%	-	8 7% EGU	7 1%	8 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 2%	11 2%	1 1%	2 1%	2 3%	14 2%	-	7 1%	-	1 1%	7 6% EGJU	7 1%	8 3%
Illness / disability in the household	4	1	1 1%	1 1%	-	4 1%	-	2	-	-	2 2%	2	2 1%
Won't stay here long enough	13 1%	11 2%	1 1%	2 1%	-	11 1%	1 1%	8 1%	1 2%	2 2%	2 2%	9 1%	5 1%
Needs Landlord / Housing Association approval	17 2%	5 1%	2 2%	7 3% Y	1 1%	15 2%	-	10 2%	-	1 1%	6 5% J	10 2%	6 2%
Other	37 4%	23 4%	6 4%	6 3%	4 5%	27 3%	5 5%	17 3%	2 4%	6 6%	11 9% EJ	19 3%	17 5%
No reason	25 3%	17 3%	4 3%	4 2%	1 1%	24 3%	1 1%	16 3%	2 4%	1 1%	5 5% J	18 3%	7 2%
Don't know	14 1%	5 1%	3 2%	5 2%	1 1%	13 2%	1 1%	5 1%	1 2%	2 2%	6 5% EJ	6 1%	8 2%
NET: Any reasons related to cost/savings/finance	132 14%	84 16% A	24 16% A	20 9%	11 15%	104 13%	14 14%	64 11%	8 17%	12 11%	48 40% EFGJ	72 12%	60 18% EGI
NET: Any reasons related to practical issues	88 9%	60 11% A	10 7%	8 4%	12 16% ZA	64 8%	9 9%	41 7%	4 8%	10 9%	33 28% EFGJ	45 7%	43 13% EJ



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 626

I30 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Any reasons related to lack of information	37 4%	25 5% A	7 5%	4 2%	4 5%	33 4%	2 2%	18 3%	2 4%	2 2%	14 12% EGJU	20 3%	16 5%
Not answered prob/def won't install any key measures	698 74%	385 72%	103 72%	175 78%	52 70%	582 74%	78 79%	444 78% HJ	35 74% H	81 76% HJ	33 28%	479 78% HJ	218 64% H



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Cost of improvements is too high	88 9%	5 5%	22 8%	1 2%	15 7%	14 11% c	44 8% g	41 7%	43 11% c-g	5 6%	27 6%	56 13% j	15 9%	73 9%	52 10%	35 9%
Would not save enough money to make it worthwhile	53 6%	4 5%	10 4%	-	10 4%	9 7% c	29 5%	28 5%	24 6% c	4 5%	15 3%	33 8% j	18 11% m	35 4%	26 5%	27 7%
No guarantee that it would save me money	38 4%	-	7 3%	-	6 2%	4 3%	15 3%	14 3%	22 6% a-f-g	2 3%	10 2%	25 6% j	13 8% m	24 3%	18 3%	20 5%
Cannot access finance for it (e.g. loan/mortgage extension)	8 1%	-	3 1%	-	2 1%	-	4 1%	4 1%	5 1%	-	2	7 2%	2 1%	6 1%	4 1%	4 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 *	-	-	-	-	-	-	-	4 1% f-g	-	-	4 1% j	1 1%	3	2	2 1%
Green Deal finance application process too long/complex	7 1%	-	1	-	*	*	2	2	5 1%	-	2	5 1%	-	7 1%	2	5 1%
Green Deal finance not available for this improvement	5 1%	1 1%	-	-	1	-	2	2	3 1%	-	-	5 1% j	2 1%	3	2	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Green Deal finance options are not attractive	6 1%	-	1	-	-	2	3	2	3	-	1	5	1	5	-	6
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 1%	1	-	-	-	-	1	1	7	1	-	7	2	7	4	5
Had difficulties finding someone to provide quotes/ carry out the work	3	-	-	-	-	-	-	-	3	-	-	3	1	2	1	2
Hassle/disruption of making improvements	44 5%	5	13	1	9	6	24	23	20	4	14	26	14	31	27	17
May change character/ appearance of my home	14 1%	2	3	-	3	2	6	6	8	1	4	9	4	10	9	5
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 5%	4	6	1	9	11	21	20	23	3	13	27	18	25	23	20
Could not get other consent (e.g. planning live in conservation area listed building)	2	-	-	-	-	-	-	-	2	-	-	2	1	2	1	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Not sure what has been recommended to me	16 2%	2 2%	3 1%	1 2%	5 2%	1 1%	10 2%	10 2%	6 2%	-	8 2%	8 2%	1 *	15 2%	9 2%	7 2%
Confused/don't know what to do next	15 2%	1 1%	4 1%	-	2 1%	1 1%	6 1%	6 1%	9 2%	1 1%	5 1%	9 2%	2 2%	13 2%	12 2%	3 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 2%	-	5 2%	-	5 2%	2 1%	7 1%	7 1%	8 2%	1 1%	4 1%	10 2%	2 2%	13 2%	9 2%	6 1%
Illness / disability in the household	4 *	-	-	-	1 *	1 1%	2 *	2 *	2 *	-	1 *	3 1%	1 1%	3 *	3 1%	1 *
Won't stay here long enough	13 1%	1 1%	2 1%	-	3 1%	4 3% 9	8 1% 9	6 1%	6 1%	1 2%	3 1%	10 2% j	2 2%	11 1%	12 2% o	2 *
Needs Landlord / Housing Association approval	17 2%	1 1%	7 3%	-	6 3%	1 1%	10 2%	10 2%	6 2%	-	7 2%	9 2%	1 *	16 2%	9 2%	8 2%
Other	37 4%	-	11 4% d	1 1%	3 1%	6 5%	17 3%	17 3% d	19 5% ad	-	12 3%	25 6% ij	10 6%	27 3%	21 4%	16 4%
No reason	25 3%	2 2%	5 2%	1 2%	10 4%	5 4%	16 3%	16 3%	9 2%	2 2%	11 2%	13 3%	5 3%	20 3%	17 3%	8 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Don't know	14 1%	1 1%	1 *	3 5%	3 1%	1 *	5 1%	5 1%	9 2%	1 1%	5 1%	9 2%	- -	14 2%	9 2%	6 1%
NET: Any reasons related to cost/savings/finance	132 14%	7 8%	29 11% c	1 2%	22 10%	18 14% c	64 11% c	61 11% c	68 18% abcdf g	5 7%	40 9%	86 20% ij	32 19% m	100 13%	73 14%	58 14%
NET: Any reasons related to practical issues	88 9%	7 8%	18 7%	1 2%	15 7%	14 11% c	41 7%	39 7%	47 12% bcdfg	5 7%	25 6%	58 14% j	31 19% m	58 7%	53 10%	36 9%
NET: Any reasons related to lack of information	37 4%	2 2%	9 4%	1 2%	11 5%	4 3%	18 3%	18 3%	18 5%	2 2%	13 3%	22 5%	6 3%	31 4%	24 4%	13 3%
Not answered prob/def won't install any key measures	698 74%	72 84% eh	200 78% h	50 89% defgh	175 77% h	96 74%	444 78% h	435 78% h	253 67%	64 85% k	365 81% k	268 64%	112 68%	585 75%	383 72%	315 77%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Cost of improvements is too high	88 9%	3 3%	23 7%	26 10% p	30 15% pq	40 10%	30 12%	27 8%	16 9% S	6 6%	20 13% S	2 2%	1 1%	86 10% u	14 11%	69 10%	7 6%	62 11%
Would not save enough money to make it worthwhile	53 6%	1 1%	10 3%	19 8% pq	21 10% pq	21 5%	19 7%	20 6%	12 7% S	3 3%	9 6% S	-	-	53 6% u	16 13% UVW	34 5%	3 3%	31 5%
No guarantee that it would save me money	38 4%	1 1%	9 2%	14 6%	10 5%	12 3%	11 4%	21 7% M	7 4%	2 2%	8 5% S	-	-	38 4%	12 9% UVW	26 4%	3 2%	23 4%
Cannot access finance for it (e.g. loan/mortgage extension)	8 1%	-	1 1%	2 1%	2 1%	2 1%	5 2%	3 1%	3 2%	-	4 2%	-	-	8 1%	1 1%	8 1%	-	8 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 *	-	-	2 1%	1 *	-	3 1% M	1 *	-	-	2 1%	-	-	4 *	1 1%	3 *	-	3 1%
Green Deal finance application process too long/complex	7 1%	-	3 1%	2 1%	1 *	3 1%	2 1%	2 1%	2 1%	-	2 2%	1 1%	1 1%	6 1%	2 2%	4 1%	-	4 1%
Green Deal finance not available for this improvement	5 1%	1 1%	2 *	2 1%	1 *	2 1%	1 *	2 1%	-	2 2% P	-	-	-	5 1%	3 2% UW	2 *	1 *	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Green Deal finance options are not attractive	6 1%	-	-	3 1%	2 1%	-	2 1%	3 1%	2 1%	-	1 1%	-	-	6 1%	2 2%	4 1%	-	4 1%
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 1%	1 1%	-	4 2%	3 1%	3 1%	3 1%	4 1%	4 2%	-	1 1%	-	-	9 1%	6 5%	3 *	-	3 *
Had difficulties finding someone to provide quotes/carry out the work	3 *	-	-	1 *	1 *	-	2 1%	1 *	-	-	-	-	-	3 *	1 1%	2 *	-	2 *
Hassle/disruption of making improvements	44 5%	* 1%	14 4%	14 6%	14 7%	17 4%	13 5%	17 5%	6 3%	6 6%	10 7%	2 2%	1 1%	43 5%	9 7%	34 5%	2 2%	32 5%
May change character/appearance of my home	14 1%	1 1%	2 1%	2 1%	8 4%	6 1%	4 2%	6 2%	3 1%	-	4 2%	-	-	14 2%	4 3%	10 1%	1 1%	9 2%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 5%	-	13 4%	16 6%	13 7%	12 3%	15 6%	21 6%	9 5%	2 2%	3 2%	* 1%	* 1%	43 5%	22 18%	18 3%	3 2%	15 3%
Could not get other consent (e.g. planning live in conservation area listed building)	2 *	-	-	-	1 *	1 *	1 *	-	-	-	-	-	-	2 *	2 1%	1 *	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

I30 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Not sure what has been recommended to me	16 2%	2 2%	4 1%	5 2%	4 2%	6 1%	3 1%	1 *	3 3%	5 3%	1 1%	-	16 2%	1 1%	15 2%	-	15 3%	
Confused/don't know what to do next	15 2%	3 3%	3 1%	5 2%	4 2%	8 2%	4 2%	5 2%	3 2%	-	4 2%	-	15 2%	4 3%	10 1%	-	10 2%	
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 2%	1 1%	2 1%	9 4%	3 2%	10 2%	4 1%	4 1%	4 2%	-	3 2%	-	15 2%	4 3%	11 2%	-	11 2%	
Illness / disability in the household	4 *	-	-	1 *	3 2%	2 *	2 1%	-	-	2 2%	-	-	4 *	-	4 1%	-	4 1%	
Won't stay here long enough	13 1%	1 1%	6 2%	4 2%	2 1%	6 2%	4 1%	3 1%	2 1%	1 1%	1 1%	-	13 2%	2 2%	10 1%	1 1%	9 2%	
Needs Landlord / Housing Association approval	17 2%	1 1%	6 2%	5 2%	3 2%	5 1%	4 2%	7 2%	5 3%	1 1%	1 1%	4 4%	4 5%	13 1%	1 1%	15 2%	5 4%	10 2%
Other	37 4%	-	11 3%	7 3%	15 8%	16 4%	12 5%	12 4%	4 2%	2 2%	9 6%	-	37 4%	9 7%	27 4%	5 4%	21 4%	
No reason	25 3%	2 2%	10 3%	4 2%	8 4%	14 4%	5 2%	6 2%	4 2%	3 3%	12 8%	3 3%	3 3%	22 3%	-	24 3%	1 1%	22 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Don't know	14 1%	1 1%	7 2%	2 1%	5 2%	7 2%	5 2%	4 1%	1 1%	3 3%	2 1%	2 2%	1 1%	13 2%	3 2%	8 1%	2 1%	6 1%
NET: Any reasons related to cost/savings/finance	132 14%	4 5%	36 10%	42 17% pq	44 22% pq	55 14%	44 17%	44 14%	26 15% S	10 10% S	30 20% S	2 2%	1 1%	131 15% u	29 23% UVW	96 14%	11 9%	85 15%
NET: Any reasons related to practical issues	88 9%	1 1%	27 8% p	28 11% p	28 14% pq	31 8%	27 10%	35 11%	16 9% S	7 7%	15 10% S	2 2%	1 1%	87 10% u	30 24% UVW	54 8% V	4 3%	50 9%
NET: Any reasons related to lack of information	37 4%	4 4%	7 2%	14 5% q	10 5%	18 4%	12 5%	10 3%	5 3%	3 3%	9 6% S	1 1%	-	37 4%	6 4% V	29 4% V	-	29 5% UV
Not answered prob/def won't install any key measures	698 74%	81 87% q/L	271 77% L	177 71%	128 63%	295 73%	187 72%	242 75%	135 75%	73 76%	103 68%	87 89% PQR	76 90% v	622 72%	76 60%	525 74% T	102 80% T	423 73% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Cost of improvements is too high	88 9%	50 14% xzA	25 6%	53 13% xzA	22 6%	1 1%	36 14%	14 16%	24 7%	26 11%	16 12%	38 9%	49 11%	36 11%	30 8%	27 10%
Would not save enough money to make it worthwhile	53 6%	37 10% xzA	11 3%	40 10% xzA	8 2%	-	32 12% C	4 4%	12 4%	15 6%	14 10% D	14 3%	39 9% G	12 4%	22 6%	20 7% I
No guarantee that it would save me money	38 4%	27 8% xzA	7 2%	28 7% xzA	6 2%	-	23 9%	2 3%	10 3%	14 6%	8 6%	6 1%	31 7% G	11 3%	14 4%	16 6%
Cannot access finance for it (e.g. loan/mortgage extension)	8 1%	4 1%	4 1%	5 1%	4 1%	-	2 1%	2 2%	3 1%	5 2%	-	7 2%	2 *	6 2%	3 1%	2 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 *	3 1%	1 *	4 1%	-	-	3 1%	1 1%	-	1 *	2 1%	2 *	2 1%	1 *	1 *	2 1%
Green Deal finance application process too long/complex	7 1%	5 2%	1 *	6 1%	-	-	3 1%	1 1%	-	6 3% D	-	2 *	5 1%	2 1%	2 1%	3 1%
Green Deal finance not available for this improvement	5 1%	3 1%	2 *	3 1%	2 *	-	2 1%	1 1%	3 1%	2 1%	-	2 1%	2 1%	3 1%	1 *	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Green Deal finance options are not attractive	6 1%	4 1% z	2 *	6 1% z	-	-	3 1%	1 1%	-	4 2% D	1 1%	2 *	4 1%	3 1%	3 1%	-
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 1%	6 2%	2 1%	7 2%	2 *	-	6 2%	-	1 *	6 2% D	2 2%	1 *	8 2% G	2 1%	4 1%	3 1%
Had difficulties finding someone to provide quotes/carry out the work	3 *	2 1%	1 *	3 1%	-	-	2 1%	-	-	2 1%	-	1 *	2 *	2 1%	1 *	-
Hassle/disruption of making improvements	44 5%	29 8% xzA	10 2%	30 7% xzA	9 2%	-	22 8%	7 8%	10 3%	17 7% D	8 6%	13 3%	31 7% G	13 4%	19 5%	14 5%
May change character/appearance of my home	14 1%	8 2%	4 1%	8 2%	4 1%	-	7 3%	2 2%	2 1%	5 2%	3 2%	4 1%	10 2%	5 2%	8 2%	3 1%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 5%	30 9% xzA	11 3% z	36 9% xzA	6 2%	-	30 12% C	-	11 3%	18 7% D	10 8% D	14 3%	29 7% G	10 3%	20 5%	16 6%
Could not get other consent (e.g. planning live in conservation area listed building)	2 *	2 *	1 *	2 1%	-	-	1 *	1 1%	1 *	1 *	-	-	2 *	2 *	1 *	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Not sure what has been recommended to me	16 2%	12 3% xz	3 1% z	14 3% xz	1 *	-	6 2%	5 6%	7 2%	4 2%	3 2%	9 2%	7 1%	9 3%	4 1%	4 1%
Confused/don't know what to do next	15 2%	8 2%	6 1%	9 2%	5 1%	1 2%	5 2%	2 2%	4 1%	6 3%	2 2%	6 1%	9 2%	7 2%	6 2%	3 1%
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 2%	10 3%	5 1%	11 3%	4 1%	1 2%	8 3%	2 2%	3 1%	10 4% D	1 1%	4 1%	11 2%	8 2%	9 2%	1 *
Illness / disability in the household	4 *	2 1%	2 *	2 1%	2 1%	-	1 *	1 1%	2 1%	2 1%	-	4 1%	-	-	4 1%	-
Won't stay here long enough	13 1%	10 3%	4 1%	11 3%	3 1%	-	5 2%	5 6% B	5 1%	3 1%	4 3%	7 2%	6 1%	7 2%	5 1%	2 1%
Needs Landlord / Housing Association approval	17 2%	8 2%	6 2%	8 2%	6 2%	3 4%	7 3%	1 1%	8 2%	3 1%	3 2%	12 3%	5 1%	10 3%	4 1%	3 1%
Other	37 4%	23 6% xz	10 2%	25 6% xz	7 2%	-	14 6%	8 9%	8 2%	13 5% D	7 5%	16 4%	21 5%	10 3%	12 3%	16 6%
No reason	25 3%	14 4%	8 2%	15 4%	7 2%	-	7 3%	6 7%	7 2%	7 3%	1 1%	12 3%	11 3%	9 3%	13 3%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 627

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Don't know	14 1%	8 2% x	2 1%	8 2%	2 1%	1 2%	5 2%	1 1%	4 1%	5 2%	1 1%	7 2%	6 1%	5 2%	6 2%	4 1%
NET: Any reasons related to cost/savings/finance	132 14%	79 22% xzA	35 9% A	85 21% xzA	30 8% A	1 1%	61 23%	17 20%	36 10%	40 17% D	26 19% D	52 12%	79 18% G	46 14%	47 12%	44 16%
NET: Any reasons related to practical issues	88 9%	59 17% xzA	21 5% z	66 16% xzA	13 4%	-	50 19%	9 10%	22 6%	33 14% D	18 13% D	27 6%	59 13% G	24 8%	40 10%	28 10%
NET: Any reasons related to lack of information	37 4%	25 7% xz	9 2%	27 7% xz	7 2%	1 2%	16 6%	7 9%	11 3%	15 6%	6 4%	16 4%	21 5%	17 5%	15 4%	8 3%
Not answered prob/def won't install any key measures	698 74%	203 58%	342 83% wy	243 60% w	302 84% wy	59 91% wy	153 59%	48 56%	279 79% E	162 67%	98 71%	330 75%	312 70%	235 73%	292 74%	198 73%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 628

Page 3017

19 Jun 2014

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Cost of improvements is too high	88 9%	41 11% K	52 10%	70 10%	18 7%	39 9%	33 9%	14 9%	63 10%	19 10%	73 10%	14 12%
Would not save enough money to make it worthwhile	53 6%	27 8% J	26 5%	40 6% I	13 5%	31 7%	17 5%	5 3%	37 6%	12 6%	38 5%	14 12% N
No guarantee that it would save me money	38 4%	18 5%	18 3%	29 4% I	9 3%	24 6% I	9 3%	5 3%	28 4%	9 5%	28 4%	9 8% N
Cannot access finance for it (e.g. loan/mortgage extension)	8 1%	6 2%	4 1%	8 1%	1	2	4 1%	2 2%	6 1%	2 1%	7 1%	1 1%
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4	2	2	2	2 1%	1	3 1%	-	2	2 1%	3	1 1%
Green Deal finance application process too long/complex	7 1%	2	2	3 1%	3 1%	3 1%	3 1%	*	4 1%	2 1%	4	3 3% N
Green Deal finance not available for this improvement	5 1%	4 1%	2	4 1%	1	3 1%	2	-	2	2 1%	2	2 2%
Green Deal finance options are not attractive	6 1%	4 1% I	-	4 1%	2 1%	3 1%	3 1%	-	2	4 2% L	3	2 2% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 628

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19 Jun 2014

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 1%	6 2%	4 1%	8 1%	1 0%	6 2%	2 1%	-	5 1%	4 2%	5 1%	4 3%
Had difficulties finding someone to provide quotes/carry out the work	3 0%	2 1%	1 0%	2 0%	1 0%	1 0%	2 0%	-	1 0%	2 1%	2 0%	1 1%
Hassle/disruption of making improvements	44 5%	17 5%	27 5%	34 5%	10 4%	24 6%	15 4%	6 4%	35 5%	7 4%	38 5%	4 4%
May change character/appearance of my home	14 1%	5 1%	9 2%	13 2%	2 1%	8 2%	4 1%	2 1%	9 1%	5 3%	11 2%	2 2%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 5%	24 7%	23 4%	38 6%	5 2%	26 6%	11 3%	6 4%	36 6%	7 4%	37 5%	7 6%
Could not get other consent (e.g. planning live in conservation area listed building)	2 0%	1 0%	1 0%	2 0%	1 0%	1 0%	2 0%	-	1 0%	2 1%	2 0%	-
Not sure what has been recommended to me	16 2%	6 2%	9 2%	10 2%	5 2%	5 1%	8 2%	3 2%	13 2%	1 1%	14 2%	1 1%
Confused/don't know what to do next	15 2%	7 2%	12 2%	15 2%	-	7 2%	6 2%	2 1%	7 1%	8 4%	7 1%	8 7%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 628

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 2%	10 3% K	9 2%	15 2% K	1	8 2%	7 2%	1 1%	11 2%	4 2%	11 2%	3 3%
Illness / disability in the household	4	2 1%	3 1%	3	1	2	2 1%	-	1	2 1%	3	1 1%
Won't stay here long enough	13 1%	5 1%	12 2%	12 2%	2 1%	8 2%	4 1%	2 1%	12 2%	1	13 2%	1 1%
Needs Landlord / Housing Association approval	17 2%	5 1%	9 2%	11 2%	6 2%	6 1%	8 2%	2 1%	12 2%	3 1%	13 2%	1 1%
Other	37 4%	19 5%	21 4%	29 4%	7 3%	16 4%	18 5%	3 2%	24 4%	9 5%	28 4%	6 5%
No reason	25 3%	11 3%	17 3%	18 3%	7 2%	15 4%	8 2%	2 1%	17 3%	5 3%	18 2%	4 4%
Don't know	14 1%	4 1%	9 2%	10 2%	4 1%	7 2%	6 2%	2 1%	12 2%	2 1%	12 2%	2 2%
NET: Any reasons related to cost/savings/finance	132 14%	62 17% K	73 14%	102 15%	30 11%	63 15%	48 14%	19 12%	94 15%	30 16%	103 14%	26 23% N
NET: Any reasons related to practical issues	88 9%	40 11% K	53 10% K	73 11% K	15 5%	50 12% I	26 7%	12 8%	69 11%	17 9%	74 10%	12 10%
NET: Any reasons related to lack of information	37 4%	17 5%	24 4%	31 5%	6 2%	16 4%	17 5%	4 2%	25 4%	10 5%	27 4%	8 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 628

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19 Jun 2014

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Not answered prob/def won't install any key measures	698 74%	250 69%	383 72%	477 71%	221 82% HIJ	287 70%	266 75%	125 79% k	466 72%	138 73%	518 72%	74 66%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 628

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Cost of improvements is too high	88 9%	61 9%	9 10%	16 14%	27 10%	61 9%	64 11%	24 9%	23 7%	11 5%	6 9%	16 9%	13 13% u	19 12% u	22 10%
Would not save enough money to make it worthwhile	53 6%	31 4%	8 8%	13 12% P	18 7%	35 5%	40 7%	16 6%	13 4%	5 2%	6 9% u	11 6%	11 11% u	7 4%	14 6%
No guarantee that it would save me money	38 4%	26 4%	3 3%	9 8%	13 5%	24 4%	28 5%	9 3%	10 3%	6 3%	2 2%	2 7%	8 8% uw	9 6% w	10 4%
Cannot access finance for it (e.g. loan/mortgage extension)	8 1%	6 1%	1 1%	2 2%	3 1%	5 1%	7 1%	2 1%	2 *	- -	- -	2 7%	1 1%	4 3% u	1 *
Applied for or enquired about Green Deal/ECO finance or grant but have been turned down	4 *	1 *	1 1%	3 2% P	3 1% o	1 *	4 1%	- -	- -	- -	- -	1 *	1 1%	2 2%	- -
Green Deal finance application process too long/complex	7 1%	2 *	2 2% P	3 3% P	4 1%	3 *	2 *	- -	4 1%	2 7%	- -	1 *	- -	1 1%	3 1%
Green Deal finance not available for this improvement	5 1%	1 *	1 1%	2 2% P	3 1%	2 *	5 1%	2 1%	- -	1 *	1 1%	1 7%	- -	- -	2 1%
Green Deal finance options are not attractive	6 1%	1 *	3 3% P	3 2% P	4 2% o	2 *	5 1%	- -	1 *	- -	1 1%	1 *	1 1%	1 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 628

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Worried that having Green Deal repayments linked to my property will make it harder to sell	9 1%	3	2 2%	4 3% P	6 2% o	2	9 1% qr	1	-	-	-	2 1%	-	2 1%	5 2% u
Had difficulties finding someone to provide quotes/carry out the work	3	1	1 1%	1 1%	2 1%	1	3	-	-	-	-	1	1 1%	-	1
Hassle/disruption of making improvements	44 5%	36 5%	3 3%	6 5%	11 4%	33 5%	32 5%	15 6%	12 4%	8 4%	4 6%	6 3%	8 8%	12 8%	7 3%
May change character/appearance of my home	14 1%	10 1%	1 1%	4 3%	5 2%	9 1%	13 2% r	4 2%	1	3 1%	1 1%	1	1 1%	2 1%	6 3%
Structural considerations (e.g. period features in home potential damage to property unsuitable for property)	43 5%	31 5%	6 7%	6 6%	9 3%	35 5%	37 6% r	16 6% r	6 2%	9 4%	-	2 1%	9 9% vw	11 7% vw	12 5% w
Could not get other consent (e.g. planning live in conservation area listed building)	2	1	1 1%	1 1%	2 1%	1	2	-	-	-	-	2 1%	-	-	1
Not sure what has been recommended to me	16 2%	12 2%	2 3%	2 2%	4 2%	12 2%	12 2%	6 2%	4 1%	5 2%	-	4 2%	-	6 3%	2 1%
Confused/don't know what to do next	15 2%	8 1%	1 1%	6 6% P	11 4% o	4 1%	13 2%	3 1%	2 1%	1	-	2 1%	3 3%	4 3%	6 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 628

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Need more time/information to make a decision (e.g. find out about what the installation entails how much I will save)	15 2%	11 2%	-	3 3%	6 2%	10 1%	13 2%	6 2%	3 1%	1 1%	2 3%	2 1%	1 1%	5 3% u	4 2%
Illness / disability in the household	4	3	-	1 1%	2 1%	2	3	2 1%	1	-	-	2 1%	-	1 1%	1 1%
Won't stay here long enough	13 1%	11 2%	1 1%	1 1%	1	13 2%	8 1%	2 1%	5 2%	3 2%	1 1%	2 1%	1 1%	5 3%	1 1%
Needs Landlord / Housing Association approval	17 2%	15 2%	1 2%	1 1%	3 1%	14 2%	9 2%	2 1%	8 2%	6 3%	2 2%	3 2%	3 3%	1 1%	1 1%
Other	37 4%	21 3%	6 7%	8 7% p	14 5%	23 3%	26 4%	8 3%	9 3%	9 4%	3 4%	5 3%	3 3%	9 6%	7 3%
No reason	25 3%	16 2%	3 4%	4 4%	7 3%	18 3%	14 2%	9 3%	10 3%	5 2%	4 5%	8 4%	2 2%	2 1%	5 2%
Don't know	14 1%	10 2%	-	3 3%	4 1%	10 2%	9 2%	4 2%	5 1%	5 2%	1 1%	1 1%	1 1%	1 1%	5 2%
NET: Any reasons related to cost/savings/finance	132 14%	87 13%	13 14%	28 26% PQ	44 17%	88 13%	96 16% qr	36 13%	36 11%	20 9%	10 15%	22 12%	19 19% u	27 17% u	34 15%
NET: Any reasons related to practical issues	88 9%	65 9%	10 10%	14 13%	23 9%	66 10%	70 12% r	27 10% r	18 5%	15 7%	5 8%	10 6%	16 16% uw	21 14% w	20 9%
NET: Any reasons related to lack of information	37 4%	24 4%	4 4%	8 7%	16 6%	21 3%	29 5%	12 5%	8 2%	6 3%	2 3%	6 3%	3 3%	11 7%	9 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 628

130 (R) (ALL) You said that you probably/definitely won't install (Measure). Why do you say that?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Not answered prob/def won't install any key measures	698 74%	511 74% R	66 71%	68 63%	192 73%	505 74%	407 70%	206 75% p	264 79% p	160 76%	52 75%	135 75%	69 68%	115 72%	167 74%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 629

131 (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	195	98	97	88	67	40	169	26	47	148	141	54	95	100	165	22	8	30
Weighted Base	193	95*	99*	80*	70*	43*	172	22**	44*	150	132	61*	78*	115*	171	15**	7**	23**
Effective base	182	92	90	82	63	38	158	24	45	138	130	52	90	96	156	21	7	28
Yes	24 12%	11 11%	13 13%	14 18% e	8 12%	1 3%	22 13%	2 7%	4 10%	19 13%	11 8%	13 21% j	10 12%	14 12%	21 12%	2 16%	1 8%	3 13%
No	136 70%	69 73%	67 68%	52 65%	48 69%	36 82%	119 69%	17 79%	29 66%	107 71%	100 76% k	36 58%	62 80% m	74 64%	118 69%	11 73%	6 92%	18 79%
Don't know	34 17%	15 16%	19 19%	14 17%	13 19%	7 15%	31 18%	3 13%	10 24%	23 16%	21 16%	13 21%	6 8%	28 24% l	32 19%	2 12%	-	2 8%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 629

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19 Jun 2014

131 (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	195	5	64	90	36	42	61	37	55	132	63
Weighted Base	193	5**	58*	94*	39*	37*	61*	41*	54*	129	64*
Effective base	182	5	60	85	34	39	57	35	53	123	59
Yes	24 12%	-	1	19	3	2	14	3	6	18	6
		-	2%	20%	8%	4%	22%	7%	11%	14%	10%
No	136 70%	5 100%	46 80% u	56 60%	31 80% u	29 79%	39 63%	28 68%	40 74%	92 71%	44 68%
Don't know	34 17%	-	10 18%	19 20%	5 12%	6 16%	9 15%	11 26%	8 15%	19 15%	14 22%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 629

131 (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	195	115	36	38	13	158	20	91	11	16	77	102	93
Weighted Base	193	117	39*	33*	13**	153	22**	92*	11**	15**	76*	102*	91*
Effective base	182	108	34	36	12	147	19	85	10	15	71	96	86
Yes	24 12%	18 15%	5 13%	3 11%	-	20 13%	4 18%	10 11%	1 7%	2 11%	11 15%	11 11%	13 14%
No	136 70%	79 68%	28 74%	24 72%	8 64%	109 71%	16 74%	65 70%	10 93%	7 45%	55 72%	75 73%	61 67%
Don't know	34 17%	20 17%	5 14%	6 17%	5 36%	25 16%	2 8%	17 18%	-	6 44%	11 14%	17 16%	17 19% H



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 630

131 (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	195	10	36	1	40	22	91	85	104	-	-	195	43	152	117	78
Weighted Base	193	10**	38*	1**	36*	22**	92*	85*	102*	**	**	193	44*	150	112	82*
Effective base	182	9	34	1	37	21	85	79	97	-	-	182	40	142	109	73
Yes	24 12%	-	4	-	1	5	10	10	13	-	-	24	10	14	17	7
		-	10%	-	3%	23%	11% d	12% d	13%	-	-	12%	22% m	9%	15%	8%
No	136 70%	9	27	1	29	11	65	61	71	-	-	136	24	112	78	58
		88%	72%	100%	81%	50%	70%	72%	70%	-	-	70%	54%	75% l	70%	71%
Don't know	34 17%	1	7	-	6	6	17	14	17	-	-	34	10	23	16	17
		12%	18%	-	16%	27%	18%	16%	17%	-	-	17%	24%	16%	15%	21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 630

131 (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	195	7	49	66	64	80	67	64	43	14	47	2	1	194	33	154	18	136
Weighted Base	193	6**	50*	64*	64*	80*	67*	65*	43*	13**	47*	1**	***	193	37*	147	17**	130
Effective base	182	7	46	61	59	74	63	60	40	13	44	2	1	181	31	144	17	126
Yes	24 12%	3 49%	4 8%	10 16%	6 9%	15 19%	8 11%	10 15%	9 21%	2 15%	3 6%	-	-	24 12%	1 2%	23 16% T	2 14%	21 16% T
No	136 70%	3 51%	33 66%	46 72%	48 75%	51 63%	53 79% MO	39 60%	29 68%	9 73%	34 72%	1 100%	*	135 70%	28 76%	103 70%	11 61%	92 71%
Don't know	34 17%	-	13 27%	8 13%	10 16%	15 18%	7 10%	16 25% N	5 11%	2 13%	10 21%	-	-	34 18%	8 22%	22 15%	4 24%	18 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 630

131 (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	195	109	63	117	55	3	80	27	53	56	36	81	114	77	65	63
Weighted Base	193	114	57*	121	50*	2**	84*	28**	50*	56*	38*	77*	116	74*	66*	64*
Effective base	182	102	59	110	52	3	76	25	49	52	34	76	106	73	61	58
Yes	24 12%	17 15%	5 8%	18 15%	4 8%	-	13 15%	4 13%	5 9%	13 23%	3 9%	9 11%	15 13%	12 16%	6 9%	6 10%
No	136 70%	76 67%	45 79%	80 66%	41 82%	2 100%	56 67%	20 73%	36 72%	39 68%	30 78%	55 71%	81 70%	50 68%	51 76%	43 68%
Don't know	34 17%	20 18%	7 12%	23 19%	5 10%	-	15 18%	4 14%	9 18%	5 8%	5 13%	13 17%	20 17%	12 16%	10 15%	14 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 631

131 (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	195	91	117	154	41	94	70	28	135	48	153	39
Weighted Base	193	88*	112	150	43*	97*	68*	26**	137	44*	152	38*
Effective base	182	85	109	144	38	89	64	26	126	45	142	37
Yes	24 12%	9 10%	17 15%	20 13%	3 8%	14 14%	5 8%	5 18%	20 14%	4 9%	20 13%	4 10%
No	136 70%	61 70%	78 70%	104 69%	32 74%	71 73%	45 66%	19 73%	93 68%	34 77%	107 70%	27 71%
Don't know	34 17%	18 20%	16 15%	26 17%	8 18%	13 13%	18 26% k	2 8%	25 18%	6 14%	25 17%	7 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 631

131 (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	195	127	23	40	66	129	141	56	54	27	13	40	22	39	54
Weighted Base	193	127	22**	40*	64*	130	137	55*	57*	25**	15**	38*	24**	38*	54*
Effective base	182	119	21	37	61	121	132	52	50	25	12	37	21	36	51
Yes	24 12%	15 12%	1 3%	7 17%	8 13%	15 12%	15 11%	5 9%	9 15%	2 7%	2 16%	1 4%	1 6%	8 20% w	9 17% w
No	136 70%	92 72%	19 87%	23 57%	44 69%	92 71%	101 74%	43 78%	35 62%	18 71%	11 78%	30 80%	18 75%	22 59%	36 68%
Don't know	34 17%	20 16%	2 10%	10 26%	11 18%	22 17%	21 15%	7 13%	13 23%	6 23%	1 6%	6 17%	5 19%	8 21%	8 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 632

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19 Jun 2014

I31_SUM (M) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All measures which probably/definitely won't be installed and cost was mentioned as a barrier

I31: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	9	11	18	1	-	33	12	3	65	39	4
Weighted Base	8	9	16	1	-	33	13	3	68	37	4
Effective base	8	10	17	1	-	31	12	3	61	37	4
Yes	5 57%	2 18%	1 5%	1 100%	-	2 5%	3 19%	-	8 12%	3 8%	-
No	2 29%	8 82%	12 72%	-	-	29 86%	11 81%	2 66%	43 64%	25 69%	4 100%
Don't know	1 13%	-	4 22%	-	-	3 9%	-	1 34%	16 24%	9 23%	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 633

131 (R) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents who probably/definitely won't install a measure and mentioned cost as a barrier

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	129	60	69	53	46	30	114	15	32	97	95	34	60	69	111	11	7	18
Weighted Base	130	59*	71*	49*	49*	33**	118	12**	30*	100*	92*	38*	50*	81*	116	8**	6**	14**
Effective base	120	56	64	50	43	28	107	14	30	90	87	33	57	66	104	11	6	17
Yes	17 13%	8 13%	10 14%	10 20%	7 13%	1 4%	16 13%	2 13%	3 11%	14 14%	8 9%	9 24% j	6 11%	12 15%	15 13%	2 20%	1 10%	2 16%
No	94 72%	44 74%	50 70%	32 65%	35 72%	27 83%	83 70%	11 90%	19 65%	74 74%	73 80% k	20 53%	42 84% m	52 64%	83 71%	6 73%	5 90%	11 80%
Don't know	23 18%	9 16%	14 19%	9 19%	10 20%	4 13%	21 18%	2 14%	7 23%	16 16%	13 14%	10 26%	5 10%	18 23%	23 19%	1 7%	-	1 4%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 633

131 (R) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents who probably/definitely won't install a measure and mentioned cost as a barrier

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	129	4	40	61	24	27	42	25	35	86	43
Weighted Base	130	4**	38*	64*	25**	25**	44*	27**	34*	85*	45*
Effective base	120	4	37	57	23	25	39	23	33	80	40
Yes	17 13%	-	1 4%	14 22% †	2 6%	2 7%	9 20%	3 10%	4 12%	12 14%	5 12%
No	94 72%	4 100%	29 77%	42 65%	20 80%	21 83%	28 65%	19 70%	26 75%	63 73%	31 70%
Don't know	23 18%	-	7 19%	13 19%	3 13%	4 14%	9 21%	6 22%	5 13%	12 14%	11 24%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 633

131 (R) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents who probably/definitely won't install a measure and mentioned cost as a barrier

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	129	80	22	23	10	104	13	62	8	12	47	70	59
Weighted Base	130	83*	24**	20**	11**	103*	14**	63*	8**	11**	48*	71*	59*
Effective base	120	75	21	22	9	96	13	58	8	12	43	65	55
Yes	17 13%	13 16%	4 16%	2 9%	-	14 14%	3 22%	9 14%	1 10%	1 7%	7 14%	10 14%	8 13%
No	94 72%	57 69%	18 75%	15 76%	7 64%	75 73%	10 70%	44 70%	7 90%	7 58%	36 75%	51 72%	42 72%
Don't know	23 18%	14 17%	4 18%	3 15%	4 36%	17 16%	2 13%	11 17%	-	4 35%	8 17%	11 15%	12 21%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 634

131 (R) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents who probably/definitely won't install a measure and mentioned cost as a barrier

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total	129	7	26	1	25	18	62	59	67	5	38	86	31	98	74	55
Unweighted Base	129	7	26	1	25	18	62	59	67	5	38	86	31	98	74	55
Weighted Base	130	7**	28**	1**	22**	18**	63*	60*	67*	5**	39*	85*	32**	98*	72*	58*
Effective base	120	7	24	1	23	17	58	55	62	5	35	80	29	91	69	51
Yes	17 13%	-	4 14%	-	1 6%	4 21%	9 14%	9 15%	8 13%	1 24%	7 17%	9 11%	6 19%	11 12%	12 17%	5 9%
No	94 72%	6 83%	20 73%	1 100%	18 80%	10 53%	44 70%	43 71%	49 74%	3 53%	28 71%	63 74%	17 53%	77 78%	49 68%	45 77%
Don't know	23 18%	1 17%	5 17%	-	3 14%	5 26%	11 17%	9 16%	12 18%	1 23%	5 12%	17 20%	9 29%	14 14%	12 17%	11 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 634

131 (R) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents who probably/definitely won't install a measure and mentioned cost as a barrier

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	129	4	35	42	42	53	43	43	26	11	28	2	1	128	26	98	12	86
Weighted Base	130	4**	35*	42*	44*	54*	44*	44*	26**	10**	29**	1**	***	130	29**	95*	11**	84*
Effective base	120	4	33	39	39	49	40	40	24	10	26	2	1	119	25	91	12	79
Yes	17 13%	1 40%	4 11%	7 17%	4 10%	10 19%	5 12%	7 15%	5 19%	2 19%	3 10%	-	-	17 13%	1 2%	17 17%	2 14%	15 18%
No	94 72%	2 60%	24 69%	30 72%	33 75%	35 65%	36 82%	27 62%	17 66%	6 65%	22 75%	1 100%	*	93 72%	22 77%	67 70%	8 68%	59 71%
Don't know	23 18%	-	9 24%	5 11%	9 20%	10 19%	5 12%	10 23%	4 15%	2 16%	7 23%	-	-	23 18%	7 23%	15 16%	2 19%	13 16%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 634

131 (R) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents who probably/definitely won't install a measure and mentioned cost as a barrier

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	129	74	38	80	32	1	57	16	38	38	24	54	75	48	46	41
Weighted Base	130	78*	34*	84*	29*	1**	60*	17**	36*	40*	26**	51*	79*	46*	47*	43*
Effective base	120	69	36	75	30	1	54	14	35	35	22	50	70	45	43	38
Yes	17 13%	14 17%	2 7%	14 17%	2 6%	-	9 15%	4 21%	4 11%	10 25%	2 7%	6 12%	11 14%	9 19%	4 9%	5 11%
No	94 72%	54 69%	27 78%	57 68%	23 81%	1 100%	42 70%	12 70%	25 71%	29 71%	22 83%	38 74%	56 71%	31 68%	37 78%	30 70%
Don't know	23 18%	14 18%	6 17%	16 20%	4 13%	-	11 18%	2 14%	7 18%	5 12%	4 14%	8 17%	15 19%	9 19%	6 13%	9 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 635

131 (R) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents who probably/definitely won't install a measure and mentioned cost as a barrier

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	129	62	74	101	28	60	47	20	91	31	101	25
Weighted Base	130	60*	72*	100*	30**	62*	47*	19**	93*	30**	102*	25**
Effective base	120	58	69	94	26	57	43	19	84	29	93	24
Yes	17 13%	7 11%	12 17%	14 14%	3 11%	9 15%	5 11%	3 16%	15 16%	2 8%	15 15%	2 9%
No	94 72%	42 69%	49 68%	70 69%	24 81%	46 74%	34 71%	13 72%	64 69%	24 80%	73 71%	19 76%
Don't know	23 18%	12 20%	12 17%	18 18%	6 19%	9 15%	10 22%	2 11%	18 19%	4 14%	17 17%	5 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 635

131 (R) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents who probably/definitely won't install a measure and mentioned cost as a barrier

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	129	85	13	26	43	86	97	36	32	20	9	24	17	26	33
Weighted Base	130	86*	13**	27**	43*	87*	95*	36*	35**	19**	10**	22**	19**	27**	34*
Effective base	120	79	12	24	40	80	90	34	30	19	8	22	16	24	31
Yes	17 13%	12 14%	1 6%	4 15%	6 14%	12 13%	10 11%	4 10%	7 20%	1 4%	2 22%	1 6%	1 7%	6 21%	6 18%
No	94 72%	62 73%	12 91%	17 63%	31 73%	63 72%	71 74%	28 77%	23 67%	14 72%	8 78%	19 84%	14 75%	16 60%	23 70%
Don't know	23 18%	13 15%	2 18%	7 26%	8 19%	15 17%	15 16%	4 12%	8 23%	4 23%	1 9%	3 13%	3 18%	6 23%	6 16%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 636

131 (R) (ALL) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	17 2%	8 2%	10 2%	10 3%	7 2%	1 1%	16 2%	2 1%	3 1%	14 2%	8 1%	9 4% j	6 1%	12 3%	15 2%	2 2%	1 *	2 1%
No	95 10%	45 9%	50 11%	32 9%	36 10%	27 11%	84 10%	11 9%	19 8%	76 11%	75 11%	20 8%	43 9%	52 11%	84 13% pq	6 7%	5 3%	11 4%
Don't know	23 2%	9 2%	14 3%	9 3%	10 3%	4 2%	21 3%	2 1%	7 3%	16 2%	13 2%	10 4%	5 1%	18 4% l	23 3% pq	1 1%	-	1 *
Cost not a barrier	118 12%	66 13%	52 12%	40 12%	46 13%	32 13%	107 13%	10 8%	33 13%	85 12%	83 12%	36 15%	59 12%	59 13%	84 13%	15 17%	19 10%	34 12%
Not answered prob/def won't install any key measures	698 74%	369 75%	323 72%	249 74%	266 74%	179 74%	583 72%	101 82% f	188 75%	506 73%	528 75%	170 70%	378 78% m	320 70%	468 70%	65 74%	165 87% noq	230 83% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 636

I31 (R) (ALL) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	17 2%	17 2%	-	1 *	14 3% †	2 1%	2 1%	9 3%	3 1%	4 1%	12 2%	5 2%
No	95 10%	91 12% s	4 2%	29 9%	43 10%	20 16%	21 12%	30 11%	19 8%	26 9%	64 10%	31 10%
Don't know	23 2%	23 3% s	-	7 2%	13 3%	3 3%	4 2%	9 3%	6 3%	5 2%	12 2%	11 3%
Cost not a barrier	118 12%	107 14% s	11 7%	44 14%	54 13%	10 8%	14 8%	28 11%	30 13%	46 16% k	82 13%	36 11%
Not answered prob/def won't install any key measures	698 74%	547 70%	150 91% r	230 74%	309 72%	94 73%	127 77%	190 73%	171 75%	206 72%	460 73%	237 75%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 636

131 (R) (ALL) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	17 2%	13 2%	4 3%	2 1%	-	14 2%	3 3%	9 2%	1 2%	1 1%	7 6% EGIJ	10 2%	8 2%
No	95 10%	57 11%	19 13% A	15 7%	7 9%	76 10%	10 10%	46 8%	7 15%	7 6%	36 30% EFGIJ	53 9%	42 13% EGI
Don't know	23 2%	14 3%	4 3%	3 1%	4 5%	17 2%	2 2%	11 2%	-	4 4%	8 7% EIJ	11 2%	12 4%
Cost not a barrier	118 12%	64 12%	16 11%	28 13%	11 15%	100 13%	6 6%	62 11%	4 9%	14 14%	38 32% EFGIJ	66 11%	52 16% EI
Not answered prob/def won't install any key measures	698 74%	385 72%	103 72%	175 78%	52 70%	582 74%	78 79%	444 78% HJ	35 74% H	81 76% HJ	33 28%	479 78% HJ	218 66% H

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 637

131 (R) (ALL) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	17 2%	-	4	-	1	4	9	9	8	1	7	9	6	11	12	5
		-	2%	-	1%	3%	2%	2%	2%	2%	1%	2%	4%	1%	2%	1%
No	95 10%	6	22	1	18	10	46	44	49	3	29	63	17	78	50	45
		7%	8%	2%	8%	7%	8%	8%	13% cdfg	4%	6%	15% ij	10%	10%	9%	11%
Don't know	23 2%	1	5	-	3	5	11	9	12	1	5	17	9	14	12	11
		1%	2%	-	1%	4%	2% g	2%	3%	2%	1%	4% j	6% m	2%	2%	3%
Cost not a barrier	118 12%	7	28	5	30	16	62	60	57	6	44	69	21	97	80	38
		8%	11%	9%	13%	12%	11%	11%	15%	7%	10%	16% j	13%	12%	15% o	9%
Not answered prob/def won't install any key measures	698 74%	72	200	50	175	96	444	435	253	64	365	268	112	585	383	315
		84% eh	78% h	89% defgh	77% h	74%	78% h	78% h	67%	85% k	81% k	64% k	68%	75%	72% o	77%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 637

131 (R) (ALL) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	17 2%	1 2%	4 1%	7 3%	4 2%	10 3%	5 2%	7 2%	5 3%	2 2%	3 2%	-	-	17 2%	1 1%	17 2%	2 1%	15 3%
No	95 10%	2 2%	25 7%	30 12% p	33 16% pq	36 9%	36 14% MO	27 9%	17 10% S	6 7%	22 14% S	1 1%	*	95 11% u	22 18% UVW	68 10%	8 6%	61 10%
Don't know	23 2%	-	9 2%	5 2%	9 4%	10 2%	5 2%	10 3%	4 2%	2 2%	7 4% S	-	-	23 3%	7 5%	15 2%	2 2%	13 2%
Cost not a barrier	118 12%	9 9%	44 13%	32 13%	30 15%	54 13%	29 11%	37 11%	19 11%	14 14%	20 13%	10 10%	8 9%	110 13%	22 17%	87 12%	14 11%	73 13%
Not answered prob/def won't install any key measures	698 74%	81 87% qIL	271 77% L	177 71%	128 63%	295 73%	187 72%	242 75%	135 75%	73 76%	103 68%	87 89% PQR	76 90% v	622 72%	76 60%	525 74% T	102 80% T	423 73% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 637

131 (R) (ALL) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	17 2%	14 4% xz	2 1%	14 4% xz	2 *	-	9 3%	4 4%	4 1%	10 4% D	2 1%	6 1%	11 3%	9 3%	4 1%	5 2%
No	95 10%	55 16% xzA	27 7%	58 14% xzA	23 7%	1 1%	43 17%	12 14%	25 7%	30 12% D	22 16% D	38 9%	58 13% G	31 10%	37 9%	32 12%
Don't know	23 2%	14 4% xz	6 1%	16 4% xz	4 1%	-	11 4%	2 3%	7 2%	5 2%	4 3%	8 2%	15 3%	9 3%	6 2%	9 4%
Cost not a barrier	118 12%	71 20% xzA	34 8%	77 19% xzA	27 8%	5 7%	47 18%	20 24%	36 10%	38 16%	13 10%	57 13%	57 13%	41 13%	53 14%	29 11%
Not answered prob/def won't install any key measures	698 74%	203 58%	342 83% wy	243 60% w	302 84% wy	59 91% wy	153 59%	48 56%	279 79% E	162 67%	98 71%	330 75%	312 70%	235 73%	292 74%	198 73%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 638

131 (R) (ALL) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	17 2%	7 2%	12 2%	14 2%	3 1%	9 2%	5 1%	3 2%	15 2%	2 1%	15 2%	2 2%
No	95 10%	42 12%	50 9%	71 10%	24 9%	46 11%	35 10%	13 9%	65 10%	24 13%	74 10%	19 17% N
Don't know	23 2%	12 3%	12 2%	18 3%	6 2%	9 2%	10 3%	2 1%	18 3%	4 2%	17 2%	5 5%
Cost not a barrier	118 12%	52 14% K	80 15% K	98 15% K	20 7%	62 15%	41 11%	14 9%	89 14%	21 11%	97 14%	13 12%
Not answered prob/def won't install any key measures	698 74%	250 69%	383 72%	477 71%	221 82% HIJ	287 70%	266 75%	125 79% k	466 72%	138 73%	518 72%	74 66%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 638

131 (R) (ALL) Were you offered a subsidy or grant to have this installed by either your energy company, your Green Deal assessor or a Green Deal provider?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	17 2%	12 2%	1 1%	4 4%	6 2%	12 2%	10 2%	4 1%	7 2%	1 *	2 3%	1 1%	1 1%	6 4% u	6 3%
No	95 10%	63 9%	12 13%	17 16% P	31 12%	64 9%	71 12% r	28 10%	24 7%	15 7%	8 11%	19 10%	14 14%	16 10%	23 10%
Don't know	23 2%	13 2%	2 2%	7 7% P	8 3%	15 2%	15 3%	4 2%	8 2%	4 2%	1 1%	3 2%	3 3%	6 4%	6 2%
Cost not a barrier	118 12%	89 13%	14 15%	12 11%	28 10%	91 13%	80 14%	32 12%	35 11%	32 15%	7 11%	23 13%	13 13%	17 11%	25 11%
Not answered prob/def won't install any key measures	698 74%	511 74% R	66 71%	68 63%	192 73%	505 74%	407 70%	206 75% p	264 79% p	160 76%	52 75%	135 75%	69 68%	115 72%	167 74%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 646

I33 (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	841	434	404	318	328	192	688	138	214	624	688	153	535	306	588	103	150	253
Weighted Base	840	425	411	309	338	190	707	119	206	630	665	174	464	376	612	85*	143	228
Effective base	775	401	371	287	306	179	635	128	196	576	629	147	505	292	548	95	135	228
Seriously considered using Green Deal Finance	49 6%	22 5%	27 7%	21 7%	20 6%	9 5%	43 6%	4 4%	8 4%	41 7%	26 4%	24 14% j	19 4%	30 8% l	42 7% pq	7 9% pq	-	7 3% p
Considered it but did not look into it much	44 5%	18 4%	26 6%	22 7%	13 4%	8 4%	41 6%	3 2%	9 4%	35 6%	35 5%	9 5%	23 5%	21 6%	35 6%	3 3%	6 4%	8 4%
Did not consider using it at all	284 34%	143 34%	141 34%	105 34%	113 34%	66 35%	238 34%	43 36%	73 35%	211 34%	223 33%	61 35%	152 33%	132 35%	214 35%	31 36%	39 27%	70 31%
Not heard of Green Deal Finance	255 30%	138 32%	117 28%	88 28%	104 31%	63 33%	214 30%	38 32%	68 33%	187 30%	222 33% k	33 19%	151 32%	104 28%	174 28%	18 21%	63 44% noq	81 36% no
Don't know	207 25%	104 24%	101 25%	73 23%	88 26%	44 23%	171 24%	31 26%	48 23%	156 25%	160 24%	47 27%	120 26%	87 23%	146 24%	26 31%	35 25%	61 27%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 646

133 (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	841	737	104	269	361	114	177	227	202	231	543	298
Weighted Base	840	720	120*	268	381	112	167	230	201	238	540	300
Effective base	775	680	97	249	334	106	161	207	187	216	498	276
Seriously considered using Green Deal Finance	49 6%	44 6%	6 5%	13 5%	28 7%	6 5%	10 6%	11 5%	16 8%	13 5%	32 6%	17 6%
Considered it but did not look into it much	44 5%	40 6%	4 3%	24 9%	16 4%	3 3%	11 7%	13 6%	9 5%	10 4%	24 4%	19 6%
Did not consider using it at all	284 34%	259 36% s	25 21%	103 38%	119 31%	36 32%	60 36%	77 33%	65 32%	81 34%	184 34%	100 33%
Not heard of Green Deal Finance	255 30%	202 28%	53 44% r	74 28%	124 32%	41 36%	48 29%	70 31%	65 32%	69 29%	166 31%	89 30%
Don't know	207 25%	175 24%	33 27%	54 20%	95 25%	26 23%	37 22%	59 26%	46 23%	64 27%	132 25%	75 25%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

***small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 646

I33 (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	841	465	137	210	58	719	72	681	52	108	-	733	108
Weighted Base	840	479	133	199	63*	710	74*	680	47*	113*	-**	727	113*
Effective base	775	431	129	188	54	662	67	628	49	99	-	676	99
Seriously considered using Green Deal Finance	49 6%	34 7%	8 6%	8 4%	5 8%	39 5%	2 3%	31 5%	2 5%	16 14% EI	-	34 5%	16 14% EI
Considered it but did not look into it much	44 5%	24 5%	7 6%	9 5%	9 14% yA	28 4%	5 6%	27 4%	3 7%	13 12% EI	-	31 4%	13 12% EI
Did not consider using it at all	284 34%	172 36%	47 35%	58 29%	22 35%	238 34%	27 37%	249 37% GJ	13 29%	22 20%	-	262 36% GJ	22 20%
Not heard of Green Deal Finance	255 30%	140 29%	32 24%	75 38% yzB	14 22%	226 32%	23 31%	213 31%	16 34%	26 23%	-	229 31%	26 23%
Don't know	207 25%	110 23%	39 29%	49 25%	14 22%	180 25%	17 23%	160 23%	12 26%	35 31%	-	172 24%	35 31%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 647

133 (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	841	99	316	89	345	164	681	679	160	68	554	219	123	718	531	310
Weighted Base	840	105*	333	76*	327	165	680	678	159	72*	550	218	129	710	533	307
Effective base	775	91	291	85	317	151	628	626	147	64	509	202	112	663	493	282
Seriously considered using Green Deal Finance	49 6%	9 9%	7 2%	1 1%	17 5%	17 10%	31 5%	31 5%	18 11%	12 16%	17 3%	21 10%	28 21%	22 3%	28 5%	21 7%
Considered it but did not look into it much	44 5%	6 6%	7 2%	3 4%	13 4%	7 4%	27 4%	27 4%	16 10%	7 9%	17 3%	20 9%	21 16%	22 3%	27 5%	17 5%
Did not consider using it at all	284 34%	40 38%	121 36%	21 27%	119 36%	63 38%	249 37%	248 37%	35 22%	31 43%	195 36%	58 27%	48 37%	236 33%	198 37%	86 28%
Not heard of Green Deal Finance	255 30%	33 32%	128 38%	25 33%	88 27%	35 21%	213 31%	213 31%	42 26%	15 21%	188 34%	53 24%	13 10%	242 34%	149 28%	106 34%
Don't know	207 25%	16 15%	71 21%	27 35%	89 27%	43 26%	160 23%	159 23%	48 30%	8 11%	133 24%	66 31%	20 15%	188 26%	130 24%	77 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 647

133 (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	841	83	329	197	184	342	238	302	147	122	142	81	70	771	106	636	113	523
Weighted Base	840	78*	326	197	193	348	245	297	153	108	145	74*	64*	776	114*	627	106	521
Effective base	775	75	303	183	171	319	217	275	138	113	131	72	62	713	97	587	103	484
Seriously considered using Green Deal Finance	49 6%	-	12 4%	20 10% pq	18 10% pq	20 6%	16 6%	21 7%	9 6%	8 7% R	3 2%	2 3%	1 1%	49 6%	15 13% UW	30 5%	5 5%	24 5%
Considered it but did not look into it much	44 5%	1 1%	12 4%	14 7% p	13 7%	12 3%	14 6%	16 5%	10 7% R	6 5%	2 1%	1 1%	1 2%	43 5% UVW	15 13% UVW	24 4%	2 2%	22 4%
Did not consider using it at all	284 34%	18 23%	117 36% p	65 33%	77 40% p	108 31%	92 38%	111 37%	50 33%	32 29%	48 33%	23 31%	19 30%	265 34%	48 42%	223 36%	33 31%	191 37%
Not heard of Green Deal Finance	255 30%	36 46% qrL	99 30%	51 26%	53 28%	124 36% NO	53 22%	74 25%	38 25%	32 30%	58 40% P	34 46% PQ	33 52% v	222 29%	19 17%	211 34% TW	52 49% TUW	160 31% T
Don't know	207 25%	23 30% L	88 27% L	47 24%	32 17%	85 24%	71 29%	75 25%	45 29%	31 29%	35 24%	14 19%	9 15%	198 26%	17 15%	138 22% V	14 14%	124 24% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 647

133 (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	841	328	354	386	296	54	247	76	313	222	115	418	372	311	322	241
Weighted Base	840	330	352	391	291	55*	248	78*	293	237	129	402	386	300	326	246
Effective base	775	301	326	356	271	49	228	68	289	207	105	380	348	284	300	223
Seriously considered using Green Deal Finance	49 6%	33 70% xzA	11 3% z	37 9% xzA	6 2%	-	29 72%	4 5%	12 4%	19 8%	10 7%	22 6%	23 6%	15 5%	18 6%	20 8%
Considered it but did not look into it much	44 5%	24 7%	18 5%	28 7%	14 5%	2 4%	21 8%	3 4%	14 5%	10 4%	9 7%	21 5%	16 4%	21 7%	18 5%	8 3%
Did not consider using it at all	284 34%	131 40% x	113 32%	151 39%	93 32%	18 33%	91 37%	38 49%	86 29%	98 42% D	40 31%	126 31%	143 37%	100 33%	106 33%	82 33%
Not heard of Green Deal Finance	255 30%	73 22%	132 37% wy	86 22%	119 41% wxy	25 46% wy	56 23%	16 21%	104 35% E	56 24%	45 35% E	129 32%	119 31%	96 32%	93 28%	80 32%
Don't know	207 25%	69 21%	79 22% z	90 23% w	58 20%	10 18%	51 21%	16 21%	78 26%	53 22%	25 20%	104 26%	85 22%	67 23%	91 28%	56 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 648

I33 (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	841	337	531	634	207	343	321	161	638	114	689	63
Weighted Base	840	324	533	634	206	354	324	146	634	115	692	61*
Effective base	775	312	493	588	187	316	298	146	589	105	636	58
Seriously considered using Green Deal Finance	49 6%	20 6%	28 5%	35 6%	14 7%	19 5%	17 5%	10 7%	44 7%	5 4%	45 7%	4 7%
Considered it but did not look into it much	44 5%	17 5%	27 5%	32 5%	12 6%	11 3%	20 6%	10 7% k	37 6%	4 3%	37 5%	3 5%
Did not consider using it at all	284 34%	119 37% K	198 37% K	230 36% K	54 26%	124 35%	104 32%	54 37%	232 37%	31 27%	245 35%	18 30%
Not heard of Green Deal Finance	255 30%	82 25%	149 28%	180 28%	75 36% HIJ	109 31%	110 34% m	33 23%	167 26%	56 49% L	191 28%	27 44% N
Don't know	207 25%	86 26%	130 24%	157 25%	51 25%	91 26%	73 23%	38 26%	154 24%	19 17%	174 25%	8 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 648

133 (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	841	675	65	55	171	670	543	336	271	177	71	155	87	145	206
Unweighted Base	841	675	65	55	171	670	543	336	271	177	71	155	87	145	206
Weighted Base	840	674	66*	56*	169	671	540	338	276	184	68*	143	90*	155	200
Effective base	775	621	60	51	158	617	501	311	250	164	65	143	80	133	192
Seriously considered using Green Deal Finance	49 6%	41 6%	1 2%	7 13% Q	8 5%	41 6%	40 7% r	23 7%	9 3%	14 8% vw	- -	3 2%	10 11% vw	11 7% v	11 6%
Considered it but did not look into it much	44 5%	38 6%	- -	4 6% Q	4 3%	39 6%	40 7% qr	19 5% r	2 1%	8 5%	1 1%	10 7%	5 6%	6 4%	12 6%
Did not consider using it at all	284 34%	236 35% R	31 47% R	10 18%	47 28%	237 35%	195 36%	130 38%	86 31%	57 31%	20 29%	43 30%	36 40%	65 42% w	65 32%
Not heard of Green Deal Finance	255 30%	190 28%	21 31%	26 47% P	76 45% o	179 27%	152 28%	101 30%	99 36% p	57 31%	27 40% y	55 38% yz	24 27%	38 24%	55 27%
Don't know	207 25%	169 25%	13 20%	9 16%	33 19%	175 26%	112 21%	65 19%	79 29% pq	47 26%	20 30%	32 23%	15 17%	36 23%	57 28% x

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 649

I33_SUM (M) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All measures financed or expected to be financed outside of the Green Deal

I33: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	254	257	114	4	18	44	106	18	13	6	7
Weighted Base	244	270	105	4	14	49	109	17	14	6	9
Effective base	233	237	106	4	18	42	98	16	12	6	6
Seriously considered using Green Deal Finance	16 6%	5 2%	6 6%	- -	1 5%	4 9%	12 11%	1 8%	4 27%	- -	1 14%
Considered it but did not look into it much	14 6%	5 2%	9 8%	1 32%	- -	2 5%	9 8%	- -	1 4%	1 12%	3 32%
Did not consider using it at all	90 37%	93 35%	26 25%	1 17%	6 39%	15 31%	39 36%	6 37%	3 24%	2 37%	2 28%
Not heard of Green Deal Finance	64 26%	104 39%	36 34%	- -	2 12%	9 19%	32 29%	3 20%	2 16%	2 38%	- -
Don't know	60 25%	62 23%	28 27%	2 52%	6 44%	18 36%	18 17%	6 34%	4 28%	1 12%	2 26%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 650

133 (R) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All who financed or expect to finance outside of the Green Deal

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	657	341	314	234	259	162	543	102	174	481	536	121	414	243	457	68	132	200
Weighted Base	657	336	319	227	266	162	558	88*	171	484	518	139	360	296	475	57*	125	182
Effective base	605	314	290	212	240	151	502	94	159	444	490	117	389	232	427	62	118	180
Seriously considered using Green Deal Finance	45 7%	19 6%	26 8%	19 8%	17 6%	9 6%	39 7%	4 5%	8 5%	37 8%	24 5%	21 15% j	18 5%	28 9% i	39 8% pq	7 12% pq	-	7 4% p
Considered it but did not look into it much	40 6%	17 5%	23 7%	19 8%	13 5%	8 5%	37 7%	3 3%	9 5%	31 6%	31 6%	9 6%	21 6%	18 6%	32 7%	2 3%	6 4%	7 4%
Did not consider using it at all	245 37%	123 37%	122 38%	83 37%	99 37%	62 38%	206 37%	36 41%	65 38%	180 37%	189 37%	55 40%	130 36%	115 39%	184 39%	24 42%	37 30%	61 33%
Not heard of Green Deal Finance	224 34%	122 36%	102 32%	75 33%	87 33%	61 38%	189 34%	32 37%	60 35%	164 34%	192 37% k	32 23%	128 36%	96 32%	154 32%	17 30%	53 42% n	70 38%
Don't know	173 26%	87 26%	84 26%	61 27%	73 27%	37 23%	145 26%	23 26%	40 23%	131 27%	130 25%	42 31%	96 27%	77 26%	122 26%	17 30%	34 27%	50 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 650

133 (R) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All who financed or expect to finance outside of the Green Deal

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	657	564	93	203	291	94	126	172	164	192	438	219
Weighted Base	657	549	108*	201	306	94*	121	175	162	197	436	220
Effective base	605	521	86	187	270	87	115	157	152	179	401	204
Seriously considered using Green Deal Finance	45 7%	40 7%	5 5%	12 6%	25 8%	6 6%	9 7%	11 6%	15 9%	11 6%	30 7%	15 7%
Considered it but did not look into it much	40 6%	36 7%	4 3%	20 10%	16 5%	3 4%	9 8%	11 6%	9 6%	10 5%	22 5%	17 8%
Did not consider using it at all	245 37%	220 40% s	24 23%	85 42%	107 35%	33 35%	46 38%	63 36%	57 35%	78 39%	166 38%	79 36%
Not heard of Green Deal Finance	224 34%	175 32%	48 45% r	64 32%	106 35%	39 41%	42 35%	58 33%	60 37%	62 31%	149 34%	74 34%
Don't know	173 26%	142 26%	31 28%	47 23%	80 26%	22 23%	29 24%	48 28%	40 25%	55 28%	112 26%	60 27%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 650

133 (R) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All who financed or expect to finance outside of the Green Deal

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	657	369	101	166	41	566	57	524	47	86	-	571	86
Weighted Base	657	378	99*	158	44*	560	59*	526	42*	89*	-**	568	89*
Effective base	605	343	95	149	38	521	53	483	44	79	-	527	79
Seriously considered using Green Deal Finance	45 7%	31 8%	7 7%	8 5%	5 11%	37 7%	2 4%	28 5%	2 5%	15 17% EI	-	30 5%	15 17% EI
Considered it but did not look into it much	40 6%	22 6%	6 7%	9 6%	8 18% yzA	27 5%	5 8%	25 5%	3 8%	11 12% EI	-	29 5%	11 12% EI
Did not consider using it at all	245 37%	149 39%	39 40%	48 30%	17 38%	206 37%	22 37%	212 40% GJ	12 30%	21 23%	-	224 39% GJ	21 23%
Not heard of Green Deal Finance	224 34%	126 33%	28 29%	62 39%	13 29%	198 35%	20 33%	186 35%	15 36%	22 25%	-	201 35%	22 25%
Don't know	173 26%	96 25%	31 32%	39 25%	11 25%	149 27%	15 25%	129 24%	12 29%	32 36% EI	-	141 25%	32 36% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 651

133 (R) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All who financed or expect to finance outside of the Green Deal

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	657	77	234	62	225	111	524	522	133	65	451	141	93	564	402	255
Weighted Base	657	81*	247	55*	212	113	526	523	131	68*	448	140	96*	560	403	254
Effective base	605	71	216	59	207	103	483	481	122	61	415	130	85	520	373	232
Seriously considered using Green Deal Finance	45 7%	8 10% bc	7 3%	1 1%	15 7% b	14 12% bcfg	28 5% b	28 5% b	17 13% bcfg	11 16% j	17 4%	17 12% j	24 25% m	22 4%	26 6%	20 8%
Considered it but did not look into it much	40 6%	6 8%	7 3%	2 4%	12 5%	7 6%	25 5% b	25 5% b	14 11% bfg	7 10%	18 4%	15 11% j	19 20% m	21 4%	26 6%	14 5%
Did not consider using it at all	245 37%	37 46% h	99 40% h	16 29%	92 44% ch	51 45% ch	212 40% h	210 40% h	33 25%	31 46% k	178 40% k	36 26%	42 43%	203 36%	165 41% o	80 32%
Not heard of Green Deal Finance	224 34%	23 29%	106 43% adef gh	24 43% e	67 32%	26 23%	186 35% e	186 36% e	37 28%	16 24%	168 38% lk	39 28%	11 11%	213 38% l	130 32%	94 37%
Don't know	173 26%	14 17%	59 24%	16 30%	64 30% afg	32 28% a	129 24%	128 24%	44 33% afg	10 15%	115 26%	48 34% i	17 18%	155 28%	106 26%	67 26%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 651

133 (R) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All who financed or expect to finance outside of the Green Deal

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	657	67	260	159	134	278	182	231	119	86	112	70	61	596	78	505	96	409
Weighted Base	657	63*	259	160	140	284	185	229	124	79*	113	65*	56*	600	83*	498	91*	408
Effective base	605	60	240	147	124	259	167	209	111	79	104	62	54	552	72	466	87	379
Seriously considered using Green Deal Finance	45 7%	-	10 4%	19 12% pq	16 12% pq	18 7%	15 8%	19 8%	8 7%	8 10% R	3 3%	2 4%	1 1%	45 7%	13 15% UVW	28 6%	4 5%	23 6%
Considered it but did not look into it much	40 6%	1 1%	12 4%	14 8% p	11 8%	11 4%	14 7%	14 6%	9 8% R	5 6%	2 1%	1 2%	1 2%	39 6%	13 16% UVW	22 4%	2 2%	20 5%
Did not consider using it at all	245 37%	17 27%	98 38%	56 35%	67 48% pr	102 36%	75 40%	96 42%	44 35%	23 30%	42 37%	20 31%	17 30%	228 38%	40 48%	194 39%	30 33%	164 40%
Not heard of Green Deal Finance	224 34%	31 49% qrL	90 35%	49 31%	40 28%	106 38% NO	44 24%	67 29%	35 29%	29 36%	45 40%	30 47% P	30 53% v	194 32%	17 21%	183 37% TW	45 49% TUW	139 34% T
Don't know	173 26%	19 30%	74 28% L	41 25%	26 19%	74 26%	57 31%	57 25%	40 33%	23 29%	27 24%	13 21%	9 15%	164 27%	16 20%	119 24% V	14 16%	105 26% V



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 651

133 (R) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All who financed or expect to finance outside of the Green Deal

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	657	255	271	296	230	37	189	62	252	165	86	321	297	228	263	190
Weighted Base	657	256	269	299	226	39*	189	64*	239	176	95*	311	307	221	265	194
Effective base	605	235	249	273	211	33	175	56	231	154	79	291	278	208	244	176
Seriously considered using Green Deal Finance	45 7%	29 11% xzA	11 4% z	33 11% xzA	6 3%	-	25 13%	4 6%	11 5%	17 10%	10 10%	20 6%	22 7%	14 7%	16 6%	19 10%
Considered it but did not look into it much	40 6%	22 8%	16 6%	26 9%	12 5%	1 3%	19 10%	3 5%	13 6%	10 6%	7 7%	18 6%	15 5%	17 8%	17 6%	8 4%
Did not consider using it at all	245 37%	111 44%	96 36%	127 42%	81 36%	13 32%	78 41%	32 50%	75 31%	82 47% D	35 37%	104 33%	127 41% G	80 36%	98 37%	71 37%
Not heard of Green Deal Finance	224 34%	67 26%	115 43% wy	77 26%	104 46% wxy	22 57% wy	51 27%	15 23%	92 39% E	48 27%	39 47% E	112 36%	106 34%	81 37%	86 32%	67 35%
Don't know	173 26%	59 23%	63 23%	74 25%	48 21%	8 21%	43 23%	14 21%	66 28%	41 23%	20 22%	84 27%	72 24%	53 24%	78 30%	48 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 652

133 (R) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All who financed or expect to finance outside of the Green Deal

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	657	251	402	485	172	270	253	122	485	100	526	54
Weighted Base	657	240	403	485	172	279	256	110	483	101*	528	52*
Effective base	605	233	373	450	155	250	234	111	447	92	486	50
Seriously considered using Green Deal Finance	45 7%	18 7%	26 6%	32 7%	13 8%	18 6%	15 6%	9 8%	41 8%	4 4%	42 8%	4 7%
Considered it but did not look into it much	40 6%	17 7%	26 6%	31 6%	9 5%	11 4%	18 7%	8 8%	33 7%	4 4%	34 6%	3 5%
Did not consider using it at all	245 37%	96 40%	165 41% K	193 40% K	52 30%	109 39%	91 36%	42 38%	197 41% M	29 29%	208 39%	18 34%
Not heard of Green Deal Finance	224 34%	75 31%	130 32%	159 33%	64 37%	93 33%	99 39% m	29 27%	142 29%	55 55% L	161 31%	26 50% N
Don't know	173 26%	68 28%	106 26%	127 26%	45 26%	75 27%	61 24%	32 29%	127 26%	18 18%	141 27%	8 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 652

133 (R) To what extent did you consider using the Green Deal Finance Package to pay for (Measure)?

Base: All who financed or expect to finance outside of the Green Deal

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	657	519	53	46	147	510	410	249	227	141	53	126	68	110	159
Weighted Base	657	518	53*	48*	146	511	407	251	232	145	52*	117	71*	115	157
Effective base	605	477	49	43	136	470	379	231	209	131	48	116	62	101	148
Seriously considered using Green Deal Finance	45 7%	38 7%	1 2%	7 14% Q	7 5%	38 7%	36 9% r	21 8%	9 4%	13 9% vw	- -	3 2%	9 12% vw	11 9% vw	10 6%
Considered it but did not look into it much	40 6%	34 7%	- -	4 8%	4 3%	35 7%	36 9% qr	17 7% r	2 1%	6 4%	1 2%	10 9%	5 8%	6 5%	11 7%
Did not consider using it at all	245 37%	201 39% R	27 51% R	9 19%	44 30%	201 39% n	163 40%	108 43%	80 34%	49 34%	17 33%	38 33%	35 49% uwz	52 45%	54 34%
Not heard of Green Deal Finance	224 34%	166 32%	18 35%	25 52% P	73 50% o	150 29%	131 32%	83 33%	89 38%	50 34%	21 41%	47 40%	21 30%	33 29%	51 33%
Don't know	173 26%	138 27%	12 23%	8 17%	31 22%	141 28%	96 23%	54 22%	66 28%	43 29%	14 27%	24 21%	13 18%	33 29%	46 29%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	595	298	294	232	228	132	489	95	147	445	470	125	374	221	425	83	87	170
Weighted Base	585	287	294	221	234	127	493	81*	138	444	443	141	313	271	438	67*	80*	147
Effective base	548	276	270	211	212	123	452	88	134	411	430	120	356	212	396	78	78	154
These weren't suggested/offered to me	31 5%	11 4%	20 7%	3 1%	19 8% c	9 7% c	27 5%	4 5%	10 7%	21 5%	20 4%	11 8%	15 5%	16 6%	27 6%	1 2%	2 3%	3 2%
Don't like borrowing/taking out finance/prefer to pay up-front	49 8%	26 9%	23 8%	16 7%	20 8%	13 10%	45 9%	3 4%	9 7%	39 9%	27 6%	21 15% j	25 8%	24 9%	47 11% opq	1 1%	1 1%	2 1%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	1 *	1 *	2 1%	- -	- -	1 *	1 1%	- -	2 *	2 *	- -	2 *	- -	1 *	1 1%	- -	1 *
Applied for Green Deal finance but have been turned down	5 1%	2 1%	4 1%	4 2%	1 1%	- -	5 1%	- -	- -	5 1%	3 1%	2 1%	2 *	4 1%	5 1%	- -	- -	- -
Process too complex/delays in process/took too long	8 1%	- -	8 3% a	7 3% d	- -	1 1%	8 2%	- -	- -	8 2%	7 1%	1 1%	1 *	7 3% l	8 2%	- -	- -	- -
Don't understand how Green Deal finance worked/works	24 4%	11 4%	13 4%	5 2%	16 7% ce	2 2%	20 4%	5 6%	3 2%	21 5%	16 4%	8 6%	13 4%	12 4%	21 5%	2 3%	1 2%	3 2%
Green Deal finance package interest rates are too high	4 1%	1 *	3 1%	- -	1 1%	3 2% c	4 1%	- -	2 1%	2 *	3 1%	1 1%	3 1%	1 *	4 1%	- -	- -	- -
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	1 *	3 1%	- -	3 1%	1 1%	3 1%	2 2%	- -	5 1%	3 1%	1 1%	- -	5 2% l	5 1%	- -	- -	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	585	287	294	221	234	127	493	81*	138	444	443	141	313	271	438	67*	80*	147
Effective base	548	276	270	211	212	123	452	88	134	411	430	120	356	212	396	78	78	154
Worried that having Green Deal repayments linked to my property will make it harder to sell	12 2%	6 2%	7 2%	7 3%	3 1%	3 2%	12 2%	-	3 2%	10 2%	9 2%	3 2%	3 1%	9 3%	12 3%	-	-	-
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	1	-	-	1 1%	-	1	-	-	1	-	1 1%	-	1	1	-	-	-
I was offered more attractive finance elsewhere	8 1%	1	7 2% a	6 3% d	-	2 1%	7 1%	1 1%	1 1%	7 2%	8 2%	-	2 1%	6 2%	8 2%	-	-	-
I wanted to use an installer who was not part of the Green Deal	5 1%	-	5 2% a	4 2%	1 1%	-	4 1%	1 1%	-	5 1%	4 1%	1 1%	1	4 2%	5 1%	-	-	-
Costs were covered by someone else (e.g. landlord local authority housing association)	115 20%	68 24% b	48 16%	59 27% de	35 15%	21 17%	90 18%	24 30% f	26 19%	89 20%	101 23% k	14 10%	74 24% m	41 15%	51 12%	28 42% n	36 46% n	65 44% n
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	30 5%	11 4%	19 7%	13 6%	11 5%	6 5%	27 6%	2 2%	5 3%	25 6%	12 3%	18 13% j	11 4%	19 7%	28 6% q	2 2%	1 1%	3 2%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	3 1%	3 1%	4 2%	1 1%	1 1%	5 1%	1 2%	1 1%	5 1%	5 1%	1 1%	6 2% m	-	3 1%	2 2%	1 2%	3 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	585	287	294	221	234	127	493	81*	138	444	443	141	313	271	438	67*	80*	147
Effective base	548	276	270	211	212	123	452	88	134	411	430	120	356	212	396	78	78	154
I did not think that I would be eligible	42 7%	17 6%	26 9%	12 6%	22 10%	7 6%	37 8%	4 4%	8 5%	35 8%	31 7%	11 8%	20 6%	22 8%	37 8%	2 3%	3 4%	5 3%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	3 1%	1 *	1 1%	2 1%	1 1%	4 1%	-	1 1%	3 1%	2 *	2 1%	4 1%	-	4 1%	-	-	-
Negative media associated with the Green Deal	4 1%	3 1%	1 *	4 2%	-	-	3 1%	1 2%	-	4 1%	4 1%	-	1 *	3 1%	3 1%	-	1 2%	1 1%
It was free	104 18%	52 18%	52 18%	35 16%	47 20%	22 18%	90 18%	13 17%	23 17%	81 18%	95 21%	9 6%	49 16%	54 20%	94 21%	7 11%	3 3%	10 7%
Other	37 6%	17 6%	19 7%	9 4%	18 8%	10 8%	34 7%	3 3%	11 8%	25 6%	21 5%	16 11%	19 6%	18 6%	33 8%	3 4%	1 1%	4 2%
Don't know	158 27%	78 27%	78 26%	55 25%	65 28%	36 28%	123 25%	28 35%	43 31%	112 25%	118 27%	40 28%	88 28%	70 26%	107 24%	21 31%	30 38%	51 35%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	595	533	62	196	249	74	129	163	137	164	382	213
Weighted Base	585	517	67*	194	257	71*	119	160	136	169	373	212
Effective base	548	491	57	181	232	67	118	150	126	153	351	198
These weren't suggested/ offered to me	31 5%	27 5%	4 6%	12 6%	12 5%	6 8%	4 3%	10 6%	6 5%	11 6%	20 5%	11 5%
Don't like borrowing/taking out finance/prefer to pay up-front	49 8%	48 9%	1 2%	25 13%	17 7%	6 8%	10 8%	8 5%	9 7%	21 12%	28 7%	21 10%
Cost of installing the energy saving improvement(s) was too small to bother with this	2	1	1	-	-	-	1	1	-	-	1	1
Applied for Green Deal finance but have been turned down	5 1%	5 1%	-	-	4 2%	1 2%	3 3%	-	2 2%	-	5 1%	1
Process too complex/delays in process/took too long	8 1%	8 2%	-	6 3%	2 1%	-	6 5%	1 1%	1 1%	-	2 1%	6 3%
Don't understand how Green Deal finance worked/works	24 4%	23 4%	1 2%	11 6%	9 3%	4 6%	1 1%	10 6%	7 5%	7 4%	21 6%	3 1%
Green Deal finance package interest rates are too high	4 1%	4 1%	-	1	3 1%	-	-	-	1 1%	3 2%	1	3 1%
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	5 1%	-	-	-	5 6%	-	-	1 1%	3 2%	5 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

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19 Jun 2014

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	585	517	67*	194	257	71*	119	160	136	169	373	212
Effective base	548	491	57	181	232	67	118	150	126	153	351	198
Worried that having Green Deal repayments linked to my property will make it harder to sell	12 2%	12 2%	-	6 3%	5 2%	1 1%	4 3% N	3 2%	-	5 3% N	6 2%	6 3%
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	1	-	-	-	1 2% u	-	-	1 1%	-	1	-
I was offered more attractive finance elsewhere	8 1%	6 1%	2 2%	6 3%	2 1%	-	6 5% MO	-	2 1%	1 *	2 1%	6 3%
I wanted to use an installer who was not part of the Green Deal	5 1%	5 1%	-	3 2%	1 *	1 1%	3 2% O	2 1%	-	-	4 1%	2 1%
Costs were covered by someone else (e.g. landlord local authority housing association)	115 20%	96 19%	19 29%	38 20%	49 19%	7 10%	41 34% MNO	35 22% O	21 16%	18 11%	71 19%	44 21%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	30 5%	27 5%	3 5%	10 5%	17 7%	3 4%	7 6%	6 4%	5 4%	12 7%	18 5%	12 6%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	5 1%	1 2%	3 2%	1 1%	1 2%	1 1%	3 2%	2 1%	1 *	4 1%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	585	517	67*	194	257	71*	119	160	136	169	373	212
Effective base	548	491	57	181	232	67	118	150	126	153	351	198
I did not think that I would be eligible	42 7%	40 8%	2 3%	16 8%	18 7%	7 10%	8 7%	9 6%	9 7%	15 9%	28 8%	14 7%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	4 1%	-	2 1%	1 *	1 1%	-	1 1%	1 1%	2 1%	3 1%	1 *
Negative media associated with the Green Deal	4 1%	3 *	1 2%	3 1%	-	1 2% u	-	4 2%	-	-	4 1%	-
It was free	104 18%	96 19%	7 11%	24 12%	56 22% †	12 17%	14 11%	36 22% K	28 20%	27 16%	61 16%	43 20%
Other	37 6%	37 7% s	-	19 10% u	12 5%	5 7%	6 5%	5 3%	14 11% M	11 7%	22 6%	15 7%
Don't know	158 27%	132 26%	26 38% r	44 23%	64 25%	25 35%	21 18%	44 27%	37 27%	55 33% K	111 30%	47 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

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19 Jun 2014

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	595	333	104	136	45	502	49	478	34	83	-	512	83
Weighted Base	585	340	101*	124	49*	484	51*	467	31*	86*	-**	498	86*
Effective base	548	309	98	120	41	463	45	441	32	75	-	473	75
These weren't suggested/offered to me	31 5%	23 7%	6 5%	3 2%	2 5%	20 4%	9 17% C	24 5%	-	7 8%	-	24 5%	7 8%
Don't like borrowing/taking out finance/prefer to pay up-front	49 8%	38 11% A	6 6%	2 2%	4 7%	43 9%	2 3%	39 8%	4 13%	6 7%	-	43 9%	6 7%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	-	2 1% y	-	1 *	1 2% C	2 *	-	-	-	2 *	-
Applied for Green Deal finance but have been turned down	5 1%	2 1%	3 3%	1 1%	-	5 1%	-	3 1%	1 3%	1 1%	-	4 1%	1 1%
Process too complex/delays in process/took too long	8 1%	8 2%	-	5 4% z	5 10% yz	2 *	5 10% C	7 1%	1 3%	-	-	8 2%	-
Don't understand how Green Deal finance worked/works	24 4%	18 5% A	5 5%	1 1%	3 5%	18 4%	3 6%	18 4%	1 4%	5 5%	-	20 4%	5 5%
Green Deal finance package interest rates are too high	4 1%	4 1%	-	-	1 1%	3 1%	-	3 1%	-	1 1%	-	3 1%	1 1%
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	3 1%	-	-	1 3%	1 *	2 4% C	3 1%	-	1 2%	-	3 1%	1 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Total	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	585	340	101*	124	49*	484	51*	467	31*	86*	-**	498	86*
Effective base	548	309	98	120	41	463	45	441	32	75	-	473	75
Worried that having Green Deal repayments linked to my property will make it harder to sell	12 2%	11 3% A	-	-	1 2%	9 2%	-	8 2%	-	4 4%	-	8 2%	4 4%
Worried that having Green deal repayments linked to my property will make it difficult to switch energy suppliers	1 *	1 *	-	-	-	1 *	-	1 *	-	-	-	1 *	-
I was offered more attractive finance elsewhere	8 1%	5 1%	1 1%	2 2%	-	4 1%	-	4 1%	-	4 5% E1	-	4 1%	4 5% E1
I wanted to use an installer who was not part of the Green Deal	5 1%	4 1%	-	2 1%	3 6% yz	2 *	2 3% C	4 1%	-	1 2%	-	4 1%	1 2%
Costs were covered by someone else (e.g. landlord local authority housing association)	115 20%	48 14%	19 19%	51 41% yzB	8 17%	100 21%	10 20%	88 19%	8 27%	19 22%	-	96 19%	19 22%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	30 5%	24 7% A	3 3%	2 2%	5 10% A	24 5%	1 3%	21 4%	4 12%	6 7%	-	25 5%	6 7%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	3 1%	1 1%	2 2%	-	2 *	2 4% C	4 1%	1 3%	1 1%	-	5 1%	1 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 653

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	585	340	101*	124	49*	484	51*	467	31*	86*	-**	498	86*
Effective base	548	309	98	120	41	463	45	441	32	75	-	473	75
I did not think that I would be eligible	42 7%	30 9%	6 6%	6 5%	6 12%	27 5%	7 14% C	33 7%	1 2%	8 10%	-	34 7%	8 10%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	4 1%	-	-	-	2 7%	1 2%	2 7%	1 4% E1	-	-	4 7% E	-
Negative media associated with the Green Deal	4 1%	3 1%	-	1 1%	-	3 1%	1 2%	4 1%	-	-	-	4 7%	-
It was free	104 18%	64 19% A	29 29% yAB	11 9%	5 10%	97 20%	5 11%	98 21% FGLJ	1 5%	4 5%	-	100 20% FGJ	4 5%
Other	37 6%	21 6%	9 9% A	3 2%	6 13% A	26 5%	3 6%	27 6%	1 2%	9 10%	-	28 6%	9 10%
Don't know	158 27%	84 25%	23 23%	39 32%	10 20%	139 29%	9 18%	127 27%	7 23%	24 28%	-	134 27%	24 28%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 654

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	595	69	202	64	257	132	478	476	117	53	377	165	111	484	386	209
Weighted Base	585	72*	206	51*	238	131	467	465	117	57*	362	165	117	468	383	201
Effective base	548	64	186	62	238	123	441	439	107	49	348	152	100	449	359	189
These weren't suggested/ offered to me	31 5%	10 14% bcdfg	7 3%	2 3%	6 2%	10 7% d	24 5% d	24 5% d	7 6%	9 15% jk	14 4%	8 5%	9 7%	22 5%	19 5%	11 6%
Don't like borrowing/taking out finance/prefer to pay up-front	49 8%	21 29% bcdef gh	13 6% d	4 9% d	7 3%	20 15% bdfg	39 8% d	39 8% d	10 8% d	19 32% jk	13 4%	17 10% j	22 18% m	27 6%	25 6%	24 12% n
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	-	-	2 1%	-	2 *	2 *	-	-	2 *	-	1 1%	1 *	1 *	1 *
Applied for Green Deal finance but have been turned down	5 1%	-	3 1%	-	-	1 1%	3 1%	3 1%	2 2% d	-	1 *	5 3% j	3 2%	3 1%	5 1%	1 *
Process too complex/delays in process/took too long	8 1%	1 2%	-	-	1 *	6 5% bdfg	7 1% d	7 1% d	1 1%	-	5 1%	3 2%	5 4% m	3 1%	1 *	7 3% n
Don't understand how Green Deal finance worked/works	24 4%	6 8% c	7 3%	-	11 4%	6 4%	18 4%	18 4%	6 5%	3 6%	10 3%	10 6%	7 6%	18 4%	14 4%	10 5%
Green Deal finance package interest rates are too high	4 1%	3 5% bdefg	-	-	-	1 1%	3 1%	3 1%	1 1%	3 6% jk	-	1 *	3 3% m	1 *	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 654

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By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

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	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	585	72*	206	51*	238	131	467	465	117	57*	362	165	117	468	383	201
Effective base	548	64	186	62	238	123	441	439	107	49	348	152	100	449	359	189
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	3 4% bdfg	-	-	-	1 1%	3 1%	3 1%	1 1%	3 5% j	-	1 1%	3 3% m	1	3 1%	1 1%
Worried that having Green Deal repayments linked to my property will make it harder to sell	12 2%	2 3%	4 2% d	1 2%	1	5 4% dfg	8 2% d	8 2% d	4 3% d	3 5% j	3 1%	6 4% j	7 6% m	5 1%	6 2%	6 3%
Worried that having Green deal repayments linked to my property will make it difficult to switch energy suppliers	1	1 2%	-	-	-	1 1%	1	1	-	1 2% j	-	-	1 1% m	-	1	-
I was offered more attractive finance elsewhere	8 1%	3 4% befg	-	-	2 1%	-	4 1%	4 1%	4 3% befg	2 3%	2 1%	4 2%	4 3% m	4 1%	1	7 4% n
I wanted to use an installer who was not part of the Green Deal	5 1%	1 2%	-	-	1	4 3% bdfg	4 1%	4 1%	1 1%	-	3 1%	2 1%	2 1%	4 1%	2 1%	3 1%
Costs were covered by someone else (e.g. landlord local authority housing association)	115 20%	4 5%	33 16% a	21 41% abdefgh	51 21% a	23 17% a	88 19% a	87 19% a	28 24% a	1 1%	79 22% i	36 22% i	7 6%	108 23% i	79 21%	36 18%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	30 5%	8 11% bdfg	8 4%	2 3%	8 3%	8 6%	21 4%	21 4%	9 8%	11 20% jk	7 2%	12 7% j	15 13% m	16 3%	17 4%	13 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 654

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		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	585	72*	206	51*	238	131	467	465	117	57*	362	165	117	468	383	201	
Effective base	548	64	186	62	238	123	441	439	107	49	348	152	100	449	359	189	
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	1 1%	1 1%	-	2 1%	1 1%	4 1%	4 1%	2 1%	-	3 1%	3 2%	3 2%	3 1%	3 1%	3 1%	
I did not think that I would be eligible	42 7%	9 12%	12 6%	2 3%	15 6%	13 10%	33 7%	33 7%	9 8%	7 11%	22 6%	13 8%	17 15% m	25 5%	30 8%	12 6%	
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	-	2 1%	-	-	1 1%	2 1%	2 1%	1 1%	1 1%	2 *	1 1%	1 1%	3 1%	3 1%	1 *	
Negative media associated with the Green Deal	4 1%	-	4 2% d	-	-	3 2% d	4 1%	4 1%	-	-	1 *	3 2%	1 1%	3 1%	3 1%	1 1%	
It was free	104 18%	2 2%	62 30% acef gh	8 16% ah	64 27% acef gh	15 11% a	98 21% aeh	98 21% aeh	5 5%	1 2%	95 26% ik	8 5%	1 1%	102 22% l	88 23% o	16 8%	
Other	37 6%	4 5%	8 4%	4 8%	11 5%	15 12% bdfg	27 6% g	26 6%	10 8%	2 4%	20 6%	14 9%	14 12% m	23 5%	24 6%	13 6%	
Don't know	158 27%	19 27%	64 31% e	9 18%	67 28% e	24 19%	127 27% e	127 27% e	31 26%	12 22%	106 29%	40 24%	24 20%	135 29%	94 24%	65 32%	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 654

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By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	595	50	233	145	135	222	188	231	114	86	87	48	38	557	87	430	61	369
Weighted Base	585	42*	227	145	140	224	192	223	115	76*	88*	40*	30*	554	95*	416	54*	362
Effective base	548	47	214	134	126	206	171	211	107	79	81	43	35	514	79	398	57	342
These weren't suggested/offered to me	31 5%	2 5%	12 5%	6 4%	10 7%	17 7% N	5 3%	13 6%	5 4%	2 2%	2 2%	2 4%	2 5%	29 5%	11 11% UW	19 5%	2 4%	17 5%
Don't like borrowing/taking out finance/prefer to pay up-front	49 8%	1 2%	14 6%	15 10%	16 11%	16 7%	13 7%	23 10%	7 6% R	1 1%	-	-	-	49 9%	23 24% UVW	21 5%	3 6%	18 5%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	1 *	1 *	-	-	-	2 1%	2 1%	-	-	-	-	2 *	-	2 *	-	2 *
Applied for Green Deal finance but have been turned down	5 1%	-	1 *	3 2%	2 1%	1 1%	4 2%	1 *	3 2%	-	-	-	-	5 1%	1 1%	2 *	-	2 1%
Process too complex/delays in process/took too long	8 1%	-	7 3% r	-	1 1%	2 1%	6 3%	2 1%	2 2%	-	1 1%	-	-	8 1%	7 7% UVW	1 *	-	1 *
Don't understand how Green Deal finance worked/works	24 4%	2 5%	9 4%	5 3%	8 6%	14 6%	11 6%	9 4%	3 3%	3 4%	2 3%	1 2%	1 2%	23 4%	5 6%	18 4%	2 3%	16 4%
Green Deal finance package interest rates are too high	4 1%	-	2 1%	-	2 1%	3 1%	1 1%	-	1 1%	-	-	-	-	4 1%	3 3% UW	1 *	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 654

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	585	42*	227	145	140	224	192	223	115	76*	88*	40*	30*	554	95*	416	54*	362
Effective base	548	47	214	134	126	206	171	211	107	79	81	43	35	514	79	398	57	342
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	-	-	1 1%	3 2%	2 1%	3 2%	5 2%	-	-	-	-	-	5 1%	5 5% UW	-	-	-
Worried that having Green Deal repayments linked to my property will make it harder to sell	12 2%	1 2%	1	6 4%	3 2%	1 1%	6 3%	5 2%	3 2%	1 1%	-	-	-	12 2%	6 6% UW	6 2%	-	6 2%
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	-	-	-	1 1%	-	1 1%	1 1%	-	-	-	-	-	1	1 1% UW	-	-	-
I was offered more attractive finance elsewhere	8 1%	1 2%	2 1%	2 1%	-	-	2 1%	5 2% M	-	-	2 2%	-	-	8 1%	4 4% UW	2	-	2
I wanted to use an installer who was not part of the Green Deal	5 1%	-	3 1%	-	2 2%	1 1%	4 2%	3 1%	1 1%	1 1%	-	-	-	5 1%	4 5% UW	1	-	1
Costs were covered by someone else (e.g. landlord local authority housing association)	115 20%	14 33% rL	61 27% L	26 18% L	10 7%	31 14%	28 15%	61 27% MN	26 23%	22 29% R	12 14%	21 52% PQR	19 62% v	97 17%	4 4%	92 22% TW	26 48% TUW	66 18% T
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	30 5%	-	5 2%	12 8% pq	13 9% pq	8 4%	9 4%	14 6%	5 4%	7 9% RS	1 2%	-	-	30 5%	16 17% UWV	14 3%	2 3%	12 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All measures financed or expected to be financed outside of the Green Deal

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Weighted Base	585	42*	227	145	140	224	192	223	115	76*	88*	40*	30*	554	95*	416	54*	362
Effective base	548	47	214	134	126	206	171	211	107	79	81	43	35	514	79	398	57	342
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	-	1	2	3	2	3	3	2	1	-	-	-	6	4 4% UW	1	-	1
I did not think that I would be eligible	42 7%	-	15	10	17	16	16	20	4	3	4	-	-	42	16 17% UW	25	4	21
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	-	3	1	-	2	2	-	-	-	2	-	-	4	-	3	-	3
Negative media associated with the Green Deal	4 1%	-	-	4	-	-	4	-	-	-	-	-	-	4	1	3	-	3
It was free	104 18%	4	38	34	24	46	45	22	20	14	32	1	1	102	2	95	4	91
Other	37 6%	3	6	13	14	10	8	16	4	6	2	-	-	37	7	26	3	23
Don't know	158 27%	16	62	30	36	77	54	51	35	20	30	16	8	150	13	115	14	101



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	595	254	230	300	184	33	189	61	208	170	75	290	262	214	234	166
Weighted Base	585	257	220	305	171	30*	191	62*	189	180	84*	273	267	203	233	167
Effective base	548	232	214	276	171	31	173	55	193	158	69	263	246	195	217	154
These weren't suggested/offered to me	31 5%	16 6%	11 5%	19 6%	9 5%	1 2%	11 6%	5 9%	12 6%	8 4%	7 9%	9 3%	19 7%	3 2%	13 6% 1	14 8% 1
Don't like borrowing/taking out finance/prefer to pay up-front	49 8%	28 11% z	19 8% z	38 12% zA	9 5%	-	24 12%	4 7%	6 3%	16 9% D	12 14% D	11 4%	33 12% G	12 6%	23 10%	15 9%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	2 1%	-	2 1%	-	-	-	2 1%	-	-	1 *	1 *	1 *	-	1 1%
Applied for Green Deal finance but have been turned down	5 1%	3 1%	3 1%	5 2% w	-	-	3 1%	-	-	3 2%	2 2% D	2 1%	3 1%	2 1%	3 1%	1 1%
Process too complex/delays in process/took too long	8 1%	6 2%	1 *	6 2%	1 *	-	6 3%	-	1 *	6 3% D	-	5 2%	3 1%	7 3% JK	1 *	-
Don't understand how Green Deal finance worked/works	24 4%	12 5%	12 5%	17 6%	7 4%	1 3%	10 5%	-	7 3%	10 6%	7 9%	7 2%	16 6%	4 2%	12 5%	10 6% 1
Green Deal finance package interest rates are too high	4 1%	4 2%	-	4 1%	-	-	4 2%	-	1 *	3 1%	-	1 *	3 1%	-	3 1%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	585	257	220	305	171	30*	191	62*	189	180	84*	273	267	203	233	167
Effective base	548	232	214	276	171	31	173	55	193	158	69	263	246	195	217	154
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	5 2%	-	5 1%	-	-	5 2%	-	-	1 1%	3 4% D	-	5 2% G	-	1 1%	3 2%
Worried that having Green Deal repayments linked to my property will make it harder to sell	12 2%	9 3%	3 2% Z	11 4% Z	1 1%	-	7 4%	1 2%	1 *	4 2%	6 7% D	4 2%	7 3%	7 3%	4 2%	2 1%
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	1	-	1	-	-	1 1%	-	-	-	1 1%	-	1	-	-	1 1%
I was offered more attractive finance elsewhere	8 1%	7 3% X	1	7 2%	1	-	6 3%	1 1%	2 1%	1	4 5% E	6 2%	2 1%	4 2%	2 1%	2 1%
I wanted to use an installer who was not part of the Green Deal	5 1%	5 2% X	-	5 2%	-	-	5 3%	-	-	5 3% D	-	2 1%	3 1%	4 2% J	-	1 1%
Costs were covered by someone else (e.g. landlord local authority housing association)	115 20%	45 18%	48 22%	49 16% wxy	44 26% wxyz	14 49%	33 17%	12 19%	57 30% EF	30 16%	9 10%	70 26% H	37 14%	59 29% JK	38 16%	24 14%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	30 5%	18 7% Z	9 4% Z	23 7% Z	4 2%	-	16 8%	2 4%	5 3%	7 4%	12 15% DE	7 3%	21 8% G	8 4%	13 5%	12 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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Weighted Base	585	257	220	305	171	30*	191	62*	189	180	84*	273	267	203	233	167
Effective base	548	232	214	276	171	31	173	55	193	158	69	263	246	195	217	154
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	3 1%	1	3 1%	1 1%	1 3% x	3 1%	-	5 2%	1	1 1%	3 1%	3 1%	3 2%	2 1%	1 1%
I did not think that I would be eligible	42 7%	24 9% z	15 7% z	32 11% z	7 4%	-	18 10%	6 9%	9 5%	12 7%	13 16% DE	14 5%	25 9%	13 6%	19 8%	12 7%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	-	4 2% w	1	3 2% w	-	-	-	2 1%	1	1 1%	1	3 1%	-	2 1%	2 1%
Negative media associated with the Green Deal	4 1%	1	3 1%	4 1% w	-	-	1 1%	-	1 1%	-	3 3% E	-	4 1%	3 1%	-	1 1%
It was free	104 18%	46 18%	42 19%	59 19%	29 17%	5 17%	31 16%	15 24%	24 13%	44 25% D	11 13%	46 17%	53 20%	35 17%	37 16%	33 20%
Other	37 6%	21 8%	14 6%	24 8%	11 7%	1 5%	13 7%	8 13%	9 5%	13 7%	8 9%	18 7%	16 6%	12 6%	18 8%	10 6%
Don't know	158 27%	47 18%	58 26% wy	53 17%	51 30% wxy	7 23%	36 19%	9 15%	56 30% EF	36 20%	14 17%	78 28%	59 22%	46 22%	66 28%	49 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 655

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	595	251	386	458	137	242	219	121	471	63	502	37
Weighted Base	585	242	383	454	131	245	214	113	467	59*	501	34*
Effective base	548	231	359	425	124	224	203	109	434	58	463	34
These weren't suggested/offered to me	31 5%	19 8% I	19 5%	26 6%	5 4%	19 8%	9 4%	3 3%	17 4%	10 17% L	22 4%	5 15% N
Don't like borrowing/taking out finance/prefer to pay up-front	49 8%	28 12% I	25 6%	36 8% I	13 10%	20 8%	24 11% m	5 4%	43 9%	5 8%	43 9%	4 11%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	1 *	1 *	1 1%	-	2 1%	-	2 *	-	2 *	-
Applied for Green Deal finance but have been turned down	5 1%	3 1%	5 1%	5 1%	-	5 2%	-	1 1%	4 1%	2 3%	4 1%	2 5% N
Process too complex/delays in process/took too long	8 1%	5 2% I	1 *	6 1% I	2 2%	6 3%	1 *	1 1%	8 2%	-	8 2%	-
Don't understand how Green Deal finance worked/works	24 4%	9 4%	14 4%	16 4%	8 6%	8 3%	12 6%	4 4%	21 4%	3 6%	21 4%	1 4%
Green Deal finance package interest rates are too high	4 1%	2 1%	1 *	2 *	2 1%	2 1%	2 1%	-	3 1%	1 1%	3 1%	1 2%
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	3 1%	3 1%	5 1%	-	3 1%	-	1 1%	5 1%	-	5 1%	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 655

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	585	242	383	454	131	245	214	113	467	59*	501	34*
Effective base	548	231	359	425	124	224	203	109	434	58	463	34
Worried that having Green Deal repayments linked to my property will make it harder to sell	12 2%	7 3%	6 2%	9 2%	3 2%	5 2%	5 2%	2 2%	11 2%	1 2%	11 2%	- -
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1 .	-	1 .	1 .	-	-	-	1 1%	1 .	-	1 .	-
I was offered more attractive finance elsewhere	8 1%	4 2% 	1 .	4 1% 	4 3% 	2 1%	-	6 6% kl	7 2%	-	8 2%	-
I wanted to use an installer who was not part of the Green Deal	5 1%	3 1%	2 1%	4 1%	1 1%	3 1%	2 1%	-	5 1%	-	5 1%	-
Costs were covered by someone else (e.g. landlord local authority housing association)	115 20%	44 18%	79 21% J	86 19%	29 22%	38 15%	40 19%	34 31% kl	94 20%	11 18%	95 19%	8 23%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	30 5%	16 6%	17 4%	23 5%	8 6%	12 5%	11 5%	4 4%	28 6%	2 3%	28 6%	2 6%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	3 1%	3 1%	6 1% I	-	2 1%	3 1%	-	5 1%	1 1%	4 1%	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 655

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	585	242	383	454	131	245	214	113	467	59*	501	34*
Effective base	548	231	359	425	124	224	203	109	434	58	463	34
I did not think that I would be eligible	42 7%	20 8%	30 8%	36 8%	6 5%	22 9%	16 7%	4 4%	37 8%	3 6%	38 8%	2 6%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	2 1%	3 1%	3 1%	1 1%	2 1%	2 1%	-	2 1%	1 2%	2 1%	-
Negative media associated with the Green Deal	4 1%	4 2%	3 1%	4 1%	-	-	4 2% k	-	4 1%	-	4 1%	-
It was free	104 18%	33 14%	88 23% HJK	92 20% HK	12 9%	50 21%	37 17%	14 12%	84 18%	12 21%	96 19%	3 9%
Other	37 6%	19 8%	24 6%	29 6%	7 6%	19 8%	12 6%	6 5%	30 7%	4 7%	31 6%	5 16% N
Don't know	158 27%	61 25%	94 24%	111 25%	47 36% HIJ	58 24%	61 29%	35 31%	112 24%	16 28%	129 26%	7 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 655

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	595	492	46	30	98	497	394	242	177	121	45	100	65	111	153
Weighted Base	585	483	45*	30**	92*	492	388	237	177	127	41*	88*	66*	117	145
Effective base	548	453	42	28	90	458	364	225	163	111	41	94	60	102	143
These weren't suggested/offered to me	31 5%	22 4%	2 5%	3 10%	11 12% o	19 4%	25 6%	15 6%	6 3%	4 3%	4 9%	3 4%	7 10%	6 5%	7 5%
Don't like borrowing/taking out finance/prefer to pay up-front	49 8%	42 9%	6 13%	1 3%	6 6%	43 9%	44 11% r	30 13% r	4 2%	16 13% vw	-	2 2%	6 9% w	13 11% vw	12 8% w
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	1 *	1 2% P	-	1 1%	1 *	2 *	2 1%	-	-	-	1 1%	-	-	1 *
Applied for Green Deal finance but have been turned down	5 1%	4 1%	-	2 5%	2 2%	4 1%	5 1%	3 1%	-	1 1%	-	-	1 2%	-	3 2%
Process too complex/delays in process/took too long	8 1%	2 *	5 11% P	1 4%	1 1%	7 1%	8 2% q	2 1%	-	5 4% y	-	1 1%	1 2%	-	1 1%
Don't understand how Green Deal finance worked/works	24 4%	20 4%	2 5%	1 4%	5 5%	20 4%	21 5%	16 7% r	3 2%	3 3%	1 3%	2 3%	3 5%	7 6%	8 5%
Green Deal finance package interest rates are too high	4 1%	3 1%	-	1 2%	1 1%	3 1%	3 1%	2 1%	1 1%	1 1%	-	1 2%	-	1 1%	1 *
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	5 1%	-	-	-	5 1%	3 1%	3 1%	1 1%	-	-	-	2 3%	-	3 2%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 655

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	585	483	45*	30**	92*	492	388	237	177	127	41*	88*	66*	117	145
Effective base	548	453	42	28	90	458	364	225	163	111	41	94	60	102	143
Worried that having Green Deal repayments linked to my property will make it harder to sell	12 2%	10 2%	2 4%	1 3%	1 1%	11 2%	11 3%	6 3%	-	4 3%	-	1 2%	2 4%	4 3%	1 1%
Worried that having Green deal repayments linked to my property will make it difficult to switch energy suppliers	1 *	1 *	-	-	-	1 *	1 *	1 1%	-	-	-	-	-	-	1 1%
I was offered more attractive finance elsewhere	8 1%	8 2%	-	-	-	8 2%	7 2%	2 1%	1 *	6 4%	-	2 3%	-	-	-
I wanted to use an installer who was not part of the Green Deal	5 1%	2 *	2 4%	1 4%	1 1%	4 1%	5 1%	1 1%	-	2 1%	-	-	3 4%	-	1 1%
Costs were covered by someone else (e.g. landlord local authority housing association)	115 20%	99 20%	5 11%	6 20%	14 15%	102 21%	62 16%	32 14%	51 29%	22 17%	3 8%	24 27%	8 12%	21 18%	37 25%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	30 5%	26 5%	2 5%	2 7%	6 6%	25 5%	27 7%	19 8%	3 2%	10 8%	1 2%	5 6%	2 3%	8 7%	4 3%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	5 1%	1 2%	1 2%	1 1%	5 1%	6 2%	2 1%	-	2 1%	1 2%	1 1%	1 1%	1 1%	1 1%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 655

134 (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	585	483	45*	30**	92*	492	388	237	177	127	41*	88*	66*	117	145
Effective base	548	453	42	28	90	458	364	225	163	111	41	94	60	102	143
I did not think that I would be eligible	42 7%	35 7%	4 8%	2 8%	7 7%	36 7%	38 10% r	24 10% r	4 2%	12 10%	2 4%	4 5%	8 12% z	11 9%	5 4%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	4 1%	-	-	1 1%	3 1%	4 1%	2 1%	-	-	-	1 1%	1 2%	1 1%	1 1%
Negative media associated with the Green Deal	4 1%	4 1%	-	-	-	4 1%	4 1%	3 1%	-	-	-	-	-	4 3% z	-
It was free	104 18%	89 18%	4 9%	10 32%	19 21%	85 17%	54 14%	45 19% p	47 26% p	19 15%	11 28% wx	11 13%	8 12%	32 28% uwz	22 15%
Other	37 6%	30 6%	5 11%	1 5%	8 9%	29 6%	31 8% r	15 6%	6 3%	7 5%	3 8%	7 8%	7 11%	6 5%	6 4%
Don't know	158 27%	127 26%	14 31%	4 14%	27 30%	131 27%	91 24%	55 23%	53 30%	31 25%	16 38%	27 30%	18 28%	26 22%	40 27%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 656

I34_SUM (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

I34: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	187	163	77	4	16	36	76	14	11	4	7
Weighted Base	179	165	69	4	13	39	78	14	11	4	9
Effective base	172	150	72	4	16	34	70	12	10	4	6
These weren't suggested/offered to me	5 3%	7 4%	2 2%	-	1 6%	2 5%	12 15%	1 11%	-	-	1 10%
Don't like borrowing/taking out finance/prefer to pay up-front	8 4%	9 6%	6 9%	-	-	3 8%	20 26%	1 6%	-	1 32%	-
Cost of installing the energy saving improvement(s) was too small to bother with this	2 1%	-	-	-	-	-	-	-	-	-	-
Applied for Green Deal finance but have been turned down	-	-	-	-	-	-	3 4%	1 5%	1 11%	-	-
Process too complex/delays in process/took too long	3 1%	-	-	-	-	-	1 2%	2 12%	-	1 20%	2 18%
Don't understand how Green Deal finance worked/works	6 3%	3 2%	2 3%	-	-	2 5%	7 9%	1 11%	1 11%	1 20%	1 13%
Green Deal finance package interest rates are too high	-	-	-	-	-	-	3 4%	-	1 5%	-	-
Wanted to proceed straight away/did not want to wait for cooling off period	-	-	-	-	-	-	5 6%	-	-	-	-
Worried that having Green Deal repayments linked to my property will make it harder to sell	2 1%	2 1%	1 1%	-	-	1 3%	2 3%	-	1 11%	-	3 32%
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	-	-	-	-	-	-	1 2%	-	-	-	-
I was offered more attractive finance elsewhere	4 2%	-	-	-	-	-	2 2%	-	-	-	2 22%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 656

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I34_SUM (M) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All measures financed or expected to be financed outside of the Green Deal

I34: Summary table											
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/replacement boiler	Upgraded/new windows/doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Weighted Base	179	165	69	4	13	39	78	14	11	4	9
Effective base	172	150	72	4	16	34	70	12	10	4	6
I wanted to use an installer who was not part of the Green Deal	-	-	-	-	-	-	1 2%	4 29%	-	-	-
Costs were covered by someone else (e.g. landlord local authority housing association)	45 25%	26 16%	26 37%	-	5 42%	4 11%	5 7%	-	2 18%	1 28%	-
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	8 5%	7 4%	4 6%	-	1 6%	1 2%	8 11%	-	1 5%	-	-
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	1	1 1%	1 1%	-	-	-	1 1%	3 18%	-	-	-
I did not think that I would be eligible	10 6%	8 5%	1 1%	-	-	6 16%	10 13%	2 17%	1 11%	-	4 41%
I was advised not to take Green Deal finance by the assessor/installer/provider	1 1%	2 1%	-	-	-	1 2%	-	-	-	-	-
Negative media associated with the Green Deal	1 1%	1 1%	-	-	-	1 3%	-	-	-	-	-
It was free	39 22%	46 28%	4 6%	2 52%	3 26%	7 17%	2 3%	-	-	-	-
Other	7 4%	7 5%	8 12%	2 48%	-	4 10%	4 6%	3 19%	1 5%	-	1 13%
Don't know	49 27%	56 34%	16 23%	-	2 19%	11 29%	16 21%	4 27%	4 33%	-	-

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	466	233	231	171	181	112	386	71	121	343	367	99	290	176	332	52	82	134
Weighted Base	460	226	232	163	185	110	390	62*	116	342	346	113*	245	215	341	42*	76*	118
Effective base	430	215	213	157	167	104	357	65	110	318	336	95	275	169	310	48	74	121
These weren't suggested/offered to me	31 7%	11 5%	20 9%	3 2%	19 10% c	9 8% c	27 7%	4 6%	10 9%	21 6%	20 6%	11 10%	15 6%	16 7%	27 8%	1 3%	2 3%	3 3%
Don't like borrowing/taking out finance/prefer to pay up-front	42 9%	22 10%	20 8%	11 7%	17 9%	13 12%	39 10%	2 4%	9 8%	32 9%	24 7%	18 16% j	22 9%	20 9%	40 12% opq	1 2%	1 1%	2 1%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	1 *	1 *	2 1%	- -	- -	1 *	1 1%	- -	2 *	2 *	- -	2 1%	- -	1 *	1 1%	- -	1 1%
Applied for Green Deal finance but have been turned down	4 1%	2 1%	3 1%	3 2%	1 1%	- -	4 1%	- -	- -	4 1%	2 1%	2 2%	2 1%	3 1%	4 1%	- -	- -	- -
Process too complex/delays in process/took too long	5 1%	- -	5 2% a	4 2% d	- -	1 1%	5 1%	- -	- -	5 1%	3 1%	1 1%	1 *	4 2%	5 1%	- -	- -	- -
Don't understand how Green Deal finance worked/works	22 5%	10 4%	12 5%	5 3%	15 8% e	2 1%	18 5%	5 8%	3 2%	19 6%	14 4%	8 7%	11 4%	12 5%	19 6%	2 4%	1 2%	3 3%
Green Deal finance package interest rates are too high	4 1%	1 *	3 1%	- -	1 1%	3 2%	4 1%	- -	2 2%	2 1%	3 1%	1 1%	3 1%	1 1%	4 1%	- -	- -	- -
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	1 1%	3 1%	- -	3 2%	1 1%	3 1%	2 3%	- -	5 1%	3 1%	1 1%	- -	5 2% l	5 1%	- -	- -	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	460	226	232	163	185	110	390	62*	116	342	346	113*	245	215	341	42*	76*	118
Effective base	430	215	213	157	167	104	357	65	110	318	336	95	275	169	310	48	74	121
Worried that having Green Deal repayments linked to my property will make it harder to sell	11 2%	4 2%	7 3%	5 3%	3 1%	3 3%	11 3%	-	3 2%	8 2%	8 2%	3 3%	3 1%	8 4%	11 3%	-	-	-
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	1 1%	-	-	1 1%	-	1	-	-	1	-	1 1%	-	1 1%	1	-	-	-
I was offered more attractive finance elsewhere	6 1%	1	5 2%	4 3%	-	2 1%	5 1%	1 1%	1 1%	5 2%	6 2%	-	2 1%	4 2%	6 2%	-	-	-
I wanted to use an installer who was not part of the Green Deal	5 1%	-	5 2%	4 2%	1 1%	-	4 1%	1 1%	-	5 2%	4 1%	1 1%	1	4 2%	5 2%	-	-	-
Costs were covered by someone else (e.g. landlord local authority housing association)	97 21%	56 25%	40 17%	47 29%	31 17%	18 17%	79 20%	17 28%	23 20%	74 22%	85 25%	12 10%	58 24%	38 18%	42 12%	19 44%	36 47%	54 46%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	28 6%	10 5%	18 8%	11 7%	11 6%	6 5%	26 7%	1 2%	5 4%	23 7%	11 3%	17 15%	9 4%	19 9%	27 8%	1 2%	-	1 1%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	3 1%	3 1%	4 2%	1 1%	1 1%	5 1%	1 2%	1 1%	5 1%	5 2%	1 1%	6 3%	-	3 1%	2 4%	1 2%	3 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	460	226	232	163	185	110	390	62*	116	342	346	113*	245	215	341	42*	76*	118
Effective base	430	215	213	157	167	104	357	65	110	318	336	95	275	169	310	48	74	121
I did not think that I would be eligible	39 8%	16 7%	23 10%	11 7%	20 11%	7 7%	35 9%	3 4%	7 6%	32 9%	29 8%	10 8%	18 7%	21 10%	34 10%	2 5%	3 4%	5 4%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	3 1%	1 *	1 1%	2 1%	1 1%	4 1%	- -	1 1%	3 1%	2 1%	2 1%	4 2%	- -	4 1%	- -	- -	- -
Negative media associated with the Green Deal	3 1%	1 1%	1 1%	3 2%	- -	- -	1 *	1 2%	- -	3 1%	3 1%	- -	1 1%	1 1%	1 *	- -	1 2%	1 1%
It was free	82 18%	42 18%	41 18%	27 16%	37 20%	18 17%	72 19%	10 16%	16 14%	66 19%	75 22% k	8 7%	39 16%	44 20%	74 22% pq	6 14% pq	3 3%	8 7% p
Other	34 7%	16 7%	18 8%	9 5%	16 9%	10 9%	31 8%	3 5%	11 9%	23 7%	19 6%	15 13% j	18 7%	16 8%	31 9% pq	2 5%	1 1%	3 3%
Don't know	137 30%	66 29%	70 30%	50 31%	55 30%	31 28%	108 28%	24 39%	38 32%	98 29%	103 30%	34 30%	76 31%	62 29%	91 27%	17 40%	30 39% n	46 39% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	466	410	56	150	204	60	91	127	109	137	310	156
Weighted Base	460	399	61*	146	212	58*	85*	126	107	140	304	155
Effective base	430	379	52	138	190	55	84	117	101	127	285	145
These weren't suggested/ offered to me	31 7%	27 7%	4 6%	12 8%	12 6%	6 10%	4 4%	10 8%	6 6%	11 8%	20 7%	11 7%
Don't like borrowing/taking out finance/prefer to pay up-front	42 9%	41 10%	1 2%	20 14%	16 8%	5 8%	8 9%	7 5%	8 8%	19 13%	24 8%	18 12%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	1 *	1 2%	-	-	-	1 1%	1 *	-	-	1 *	1 1%
Applied for Green Deal finance but have been turned down	4 1%	4 1%	-	-	3 1%	1 2%	2 2%	-	2 2%	-	3 1%	1 1%
Process too complex/delays in process/took too long	5 1%	5 1%	-	3 2%	2 1%	-	3 3%	1 1%	1 1%	-	2 1%	3 2%
Don't understand how Green Deal finance worked/works	22 5%	21 5%	1 2%	10 7%	8 4%	4 7%	1 1%	10 8%	5 5%	7 5%	19 6%	3 2%
Green Deal finance package interest rates are too high	4 1%	4 1%	-	1 *	3 2%	-	-	-	1 1%	3 2%	1 *	3 2%
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	5 1%	-	-	-	5 8%	-	-	1 1%	3 2%	5 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	460	399	61*	146	212	58*	85*	126	107	140	304	155
Effective base	430	379	52	138	190	55	84	117	101	127	285	145
Worried that having Green Deal repayments linked to my property will make it harder to sell	11 2%	11 3%	-	5 3%	5 2%	1 2%	4 4% N	2 2%	-	5 4%	5 2%	6 4%
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	1	-	-	-	1 2% u	-	-	1 1%	-	1	-
I was offered more attractive finance elsewhere	6 1%	4 1%	2 3%	4 2%	2 1%	-	4 4% M	-	2 1%	1 1%	2 1%	4 2%
I wanted to use an installer who was not part of the Green Deal	5 1%	5 1%	-	3 2%	1 1%	1 1%	3 3% O	2 2%	-	-	4 1%	2 1%
Costs were covered by someone else (e.g. landlord local authority housing association)	97 21%	79 20%	17 28%	32 22%	45 21%	7 12%	30 36% MNO	29 23% O	20 18%	18 13%	65 21%	32 20%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	28 6%	26 6%	2 4%	10 7%	15 7%	3 4%	5 6%	6 5%	5 5%	12 9%	18 6%	10 7%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	5 1%	1 2%	3 2%	1 1%	1 2%	1 1%	3 2%	2 2%	1 1%	4 1%	2 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (m)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	460	399	61*	146	212	58*	85*	126	107	140	304	155
Effective base	430	379	52	138	190	55	84	117	101	127	285	145
I did not think that I would be eligible	39 8%	36 9%	2 4%	14 9%	18 8%	7 11%	7 9%	9 7%	7 7%	15 10%	27 9%	12 8%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	4 1%	-	2 1%	1 *	1 2%	-	1 1%	1 1%	2 1%	3 1%	1 1%
Negative media associated with the Green Deal	3 1%	1 .	1 2%	1 1%	-	1 2% u	-	3 2%	-	-	3 1%	-
It was free	82 18%	75 19%	7 12%	20 14%	45 21%	10 16%	10 12%	27 21%	21 20%	24 17%	50 16%	32 21%
Other	34 7%	34 9% s	-	18 12% u	10 5%	5 9%	6 7%	5 4%	13 12% M	11 8%	19 6%	15 10%
Don't know	137 30%	113 28%	24 39%	40 27%	58 27%	18 31%	20 23%	39 31%	32 30%	44 32%	98 32%	40 26%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	466	266	75	109	31	396	40	367	31	68	-	398	68
Weighted Base	460	270	73*	101*	34**	385	42*	361	28**	70*	-**	389	70*
Effective base	430	247	71	97	29	365	37	339	29	62	-	368	62
These weren't suggested/offered to me	31 7%	23 8%	6 8%	3 3%	2 7%	20 5%	9 21% C	24 7%	-	7 10%	-	24 6%	7 10%
Don't like borrowing/taking out finance/prefer to pay up-front	42 9%	32 12% A	5 7%	2 2%	2 7%	38 10%	2 4%	34 10%	3 10%	5 7%	-	37 10%	5 7%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	-	2 2% Y	-	1 *	1 2% C	2 *	-	-	-	2 *	-
Applied for Green Deal finance but have been turned down	4 1%	2 1%	1 2%	1 1%	-	3 1%	-	2 1%	1 3%	1 2%	-	3 1%	1 2%
Process too complex/delays in process/took too long	5 1%	5 2%	-	2 2%	2 5%	2 1%	2 4% C	4 1%	1 3%	-	-	5 1%	-
Don't understand how Green Deal finance worked/works	22 5%	16 6% A	5 6% A	1 1%	3 8%	16 4%	3 7%	16 5%	1 4%	5 7%	-	18 5%	5 7%
Green Deal finance package interest rates are too high	4 1%	4 1%	-	-	1 2%	3 1%	-	3 1%	-	1 1%	-	3 1%	1 1%
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	3 1%	-	-	1 4%	1 *	2 4% C	3 1%	-	1 2%	-	3 1%	1 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	460	270	73*	101*	34**	385	42*	361	28**	70*	-**	389	70*
Effective base	430	247	71	97	29	365	37	339	29	62	-	368	62
Worried that having Green Deal repayments linked to my property will make it harder to sell	11 2%	10 4%	-	-	1 3%	8 2%	-	7 2%	-	4 5%	-	7 2%	4 5%
Worried that having Green deal repayments linked to my property will make it difficult to switch energy suppliers	1	1	-	-	-	1	-	1	-	-	-	1	-
I was offered more attractive finance elsewhere	6 1%	3 1%	1 1%	2 2%	-	4 1%	-	4 1%	-	2 3%	-	4 1%	2 3%
I wanted to use an installer who was not part of the Green Deal	5 1%	4 1%	-	2 2%	3 9%	2 1%	2 4% C	4 1%	-	1 2%	-	4 1%	1 2%
Costs were covered by someone else (e.g. landlord local authority housing association)	97 21%	40 15%	13 18%	42 42% yz	7 21%	83 22%	9 20%	70 19%	8 30%	18 25%	-	79 20%	18 25%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	28 6%	23 8% A	3 4%	2 2%	5 15%	22 6%	1 3%	20 6%	3 10%	5 7%	-	23 6%	5 7%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	3 1%	1 1%	2 2%	-	2 1%	2 5% C	4 1%	1 3%	1 1%	-	5 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 657

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	460	270	73*	101*	34**	385	42*	361	28**	70*	-**	389	70*
Effective base	430	247	71	97	29	365	37	339	29	62	-	368	62
I did not think that I would be eligible	39 8%	28 10%	4 5%	6 6%	5 16%	25 7%	7 17% C	30 8%	1 2%	7 11%	-	31 8%	7 11%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	4 1%	-	-	-	2 7%	1 3%	2 7%	1 4%	-	-	4 1%	-
Negative media associated with the Green Deal	3 1%	1	-	1 1%	-	1	1 3% C	3 1%	-	-	-	3 1%	-
It was free	82 18%	50 19% A	23 31% yA	9 9%	5 14%	77 20%	5 11%	77 21% GJ	1 5%	4 6%	-	78 20% GJ	4 6%
Other	34 7%	21 8% A	9 13% A	2 2%	5 13%	25 6%	3 8%	26 7%	1 3%	8 11%	-	26 7%	8 11%
Don't know	137 30%	73 27%	19 26%	37 37%	8 23%	121 32%	9 21%	111 31%	7 25%	20 28%	-	118 30%	20 28%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 658

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	466	57	153	38	171	95	367	365	99	50	310	106	86	380	292	174
Weighted Base	460	60*	157	31*	159	96*	361	359	98*	53*	300	106*	90*	370	293	167
Effective base	430	53	141	37	158	89	339	337	91	47	286	97	78	352	272	158
These weren't suggested/ offered to me	31 7%	10 17% bdfg	7 5%	2 5%	6 4%	10 10% d	24 7% d	24 7% d	7 7%	9 16% j	15 5%	7 7%	9 10%	22 6%	19 7%	11 7%
Don't like borrowing/taking out finance/prefer to pay up-front	42 9%	19 32% bdefg h	10 6%	4 14% d	6 3%	18 18% bdfg h	34 10% d	34 10% d	7 7%	19 35% jk	16 5%	7 7%	19 22% m	22 6%	21 7%	21 13%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	-	-	2 7%	-	2 *	2 *	-	-	2 7%	-	1 7%	1 *	1 *	1 7%
Applied for Green Deal finance but have been turned down	4 1%	-	1 7%	-	-	1 7%	2 7%	2 7%	2 2%	-	1 *	3 3% j	3 3% m	1 *	3 7%	1 *
Process too complex/delays in process/took too long	5 1%	1 2%	-	-	1 *	3 3% b	4 7%	4 7%	1 1%	-	4 7%	1 7%	2 2%	3 7%	1 *	4 2%
Don't understand how Green Deal finance worked/works	22 5%	6 9%	6 4%	-	9 6%	6 6%	16 5%	16 5%	6 6%	5 9%	11 4%	7 6%	7 7%	16 4%	13 5%	9 5%
Green Deal finance package interest rates are too high	4 1%	3 5% bdfg	-	-	-	1 7%	3 7%	3 7%	1 7%	3 6% jk	-	1 7%	3 4% m	1 *	1 *	3 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 658

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

Total	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	460	60*	157	31*	159	96*	361	359	98*	53*	300	106*	90*	370	293	167
Effective base	430	53	141	37	158	89	339	337	91	47	286	97	78	352	272	158
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	3 5% bdfg	-	-	-	1 1%	3 1%	3 1%	1 1%	3 6% j	-	1 1%	3 3% m	1	3 1%	1 1%
Worried that having Green Deal repayments linked to my property will make it harder to sell	11 2%	2 3%	3 2%	1 3%	1 1%	4 4% d	7 2% d	7 2% d	4 4%	3 5%	4 1%	4 4%	7 8% m	4 1%	5 2%	6 4%
Worried that having Green deal repayments linked to my property will make it difficult to switch energy suppliers	1	1 2%	-	-	-	1 1%	1	1	-	1 2% j	-	-	1 1% m	-	1	-
I was offered more attractive finance elsewhere	6 1%	3 5% befg	-	-	2 1%	-	4 1%	4 1%	2 2%	2 3%	2 1%	2 2%	2 2%	4 1%	1	5 3% n
I wanted to use an installer who was not part of the Green Deal	5 1%	1 2%	-	-	1 1%	4 4% bdfg	4 1%	4 1%	1 1%	-	4 1%	1 1%	2 2%	4 1%	2 1%	3 2%
Costs were covered by someone else (e.g. landlord local authority housing association)	97 21%	3 5%	25 16% a	14 43% abdefg	39 24% abfg	16 17% a	70 19% a	69 19% a	26 27% a	1 2%	68 23% i	27 26% i	7 8%	89 24% l	67 23%	30 18%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	28 6%	8 13% dfg	8 5%	2 6%	7 5%	8 9%	20 6%	20 6%	8 8%	11 21% jk	9 3%	8 7%	12 14% m	16 4%	17 6%	11 7%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 658

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	460	60*	157	31*	159	96*	361	359	98*	53*	300	106*	90*	370	293	167
Effective base	430	53	141	37	158	89	339	337	91	47	286	97	78	352	272	158
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	1 1%	1 1%	-	2 2%	1 1%	4 1%	4 1%	2 2%	-	4 1%	2 2%	3 3%	3 1%	3 1%	3 2%
I did not think that I would be eligible	39 8%	9 15%	11 7%	2 5%	13 8%	11 11%	30 8%	30 8%	8 8%	7 12%	22 7%	10 9%	15 17% m	24 6%	28 9%	11 7%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	-	2 1%	-	-	1 1%	2 1%	2 1%	1 1%	1 1%	2 1%	1 1%	1 1%	3 1%	3 1%	1 1%
Negative media associated with the Green Deal	3 1%	-	3 2%	-	-	1 1%	3 1%	3 1%	-	-	3 1%	-	1 1%	1 1%	1 1%	1 1%
It was free	82 18%	2 3%	46 29% acef gh	4 13%	43 27% acef gh	11 11% a	77 21% aeh	77 21% aeh	5 5%	1 2%	75 25% lk	6 6%	1 1%	81 22% l	67 23% o	16 9%
Other	34 7%	4 6%	7 5%	4 12%	10 6%	15 15% abdfg	26 7% g	24 7%	8 9%	2 4%	21 7%	11 10%	13 14% m	21 6%	23 8%	11 7%
Don't know	137 30%	14 24%	55 35% e	8 24%	52 33% e	20 21%	111 31% e	111 31% e	27 27%	13 25%	98 33%	27 25%	19 21%	119 32%	77 26%	61 36% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 658

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	466	41	185	114	102	187	144	173	92	59	68	41	33	433	64	345	53	292
Weighted Base	460	35*	182	115	106*	190	146	169	93*	55*	69*	34*	27*	433	69*	336	48*	288
Effective base	430	39	170	105	95	173	131	158	86	53	63	37	30	400	59	319	49	270
These weren't suggested/offered to me	31 7%	2 6%	12 6%	6 6%	10 9%	17 9%	5 4%	13 7%	5 6%	2 3%	2 3%	2 5%	2 6%	29 7%	11 15% UW	19 6%	2 4%	17 6%
Don't like borrowing/taking out finance/prefer to pay up-front	42 9%	1 2%	13 7%	13 11%	14 13%	14 7%	10 7%	20 12%	6 6% R	1 1%	-	-	-	42 10%	19 28% UVW	18 5%	2 5%	16 5%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	1 1%	1 1%	-	-	-	2 1%	2 2%	-	-	-	-	2 *	-	2 *	-	2 1%
Applied for Green Deal finance but have been turned down	4 1%	-	1 *	1 1%	2 2%	1 1%	3 2%	1 *	1 1%	-	-	-	-	4 1%	1 1%	2 1%	-	2 1%
Process too complex/delays in process/took too long	5 1%	-	4 2%	-	1 1%	2 1%	3 2%	2 1%	2 2%	-	1 1%	-	-	5 1%	4 6% UW	1 *	-	1 *
Don't understand how Green Deal finance worked/works	22 5%	2 6%	8 5%	4 3%	8 8%	12 6%	10 7%	9 5%	3 3%	3 5%	2 2%	1 2%	1 3%	22 5%	5 8%	16 5%	2 4%	14 5%
Green Deal finance package interest rates are too high	4 1%	-	2 1%	-	2 2%	3 2%	1 1%	-	1 1%	-	-	-	-	4 1%	3 5% UW	1 *	-	1 *



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 658

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	460	35*	182	115	106*	190	146	169	93*	55*	69*	34*	27*	433	69*	336	48*	288
Effective base	430	39	170	105	95	173	131	158	86	53	63	37	30	400	59	319	49	270
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	-	-	1 1%	3 3%	2 1%	3 2%	5 3%	-	-	-	-	-	5 1%	5 7% UW	-	-	-
Worried that having Green Deal repayments linked to my property will make it harder to sell	11 2%	1 2%	1 1%	4 4%	3 3%	1 1%	5 3%	5 3%	3 3%	1 1%	-	-	-	11 3%	6 8% UVW	5 2%	-	5 2%
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	-	-	-	1 1%	-	1 1%	1 1%	-	-	-	-	-	1	1 2% UW	-	-	-
I was offered more attractive finance elsewhere	6 1%	1 2%	2 1%	2 1%	-	-	2 1%	3 2%	-	-	2 2%	-	-	6 1%	2 3%	2	-	2 1%
I wanted to use an installer who was not part of the Green Deal	5 1%	-	3 2%	-	2 2%	1 1%	4 3%	3 2%	1 1%	1 2%	-	-	-	5 1%	4 6% UW	1	-	1
Costs were covered by someone else (e.g. landlord local authority housing association)	97 21%	12 33% L	50 27% L	24 21% L	7 7%	28 15%	27 18%	50 30% MN	23 24%	14 26%	11 16%	18 53% PQR	17 63% V	80 18%	3 4%	79 24% TW	25 51% TUW	54 19% T
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	28 6%	-	5 3%	10 9%	13 12% pq	8 4%	8 6%	13 8%	4 5%	6 11% RS	1 2%	-	-	28 6%	14 21% UVW	13 4%	1 2%	12 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 658

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	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	460	35*	182	115	106*	190	146	169	93*	55*	69*	34*	27*	433	69*	336	48*	288
Effective base	430	39	170	105	95	173	131	158	86	53	63	37	30	400	59	319	49	270
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	-	1	2	3	2	3	3	2	1	-	-	-	6	4 5% UW	1	-	1
I did not think that I would be eligible	39 8%	-	15 8%	9 7%	15 14% P	16 9%	15 10%	17 10%	4 5%	3 6%	4 6%	-	-	39 9%	14 20% UVW	24 7%	2 5%	21 7%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	-	3 2%	1 1%	-	2 1%	2 1%	-	-	-	2 3%	-	-	4 1%	-	3 1%	-	3 1%
Negative media associated with the Green Deal	3 1%	-	-	3 2%	-	-	3 2%	-	-	-	-	-	-	3 1%	1 2%	1	-	1
It was free	82 18%	4 12%	28 16%	28 24%	19 18%	41 21% O	34 23% O	15 9%	18 19% S	11 19% S	25 36% PS	1 4%	1 6%	81 19%	1 2%	76 23% TV	4 8%	72 25% TUV
Other	34 7%	3 7%	6 3%	12 11% q	13 12% q	9 5%	8 5%	15 9%	4 5%	5 10%	2 3%	-	-	34 8%	7 10%	25 7%	2 4%	23 8%
Don't know	137 30%	14 39%	55 30%	27 23%	31 29%	69 36% O	44 30%	38 22%	29 31%	19 35%	28 41%	14 39%	7 28%	130 30%	10 14%	103 31% T	13 28%	89 31% T



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 658

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	466	199	175	233	141	21	148	48	163	130	58	223	210	157	189	134
Weighted Base	460	200	168	235	133	19**	148	49*	152	138	63*	213	213	150	188	135
Effective base	430	183	163	215	131	20	136	44	150	121	53	203	197	144	175	124
These weren't suggested/offered to me	31 7%	16 8%	11 7%	19 8%	9 7%	1 3%	11 7%	5 11%	12 8%	8 6%	7 12%	9 4%	19 9%	3 2%	13 7%	14 10%
Don't like borrowing/taking out finance/prefer to pay up-front	42 9%	25 12%	15 9%	33 14%	7 5%	-	20 14%	4 9%	6 4%	14 10%	8 13%	11 5%	27 13%	11 7%	21 11%	12 9%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	2 1%	-	2 1%	-	-	-	2 1%	-	-	1 *	1 *	1 *	-	1 1%
Applied for Green Deal finance but have been turned down	4 1%	3 1%	1 1%	4 2%	-	-	3 2%	-	-	2 1%	2 3%	2 1%	2 1%	2 1%	1 1%	1 1%
Process too complex/delays in process/took too long	5 1%	3 1%	1 *	3 1%	1 1%	-	3 2%	-	1 *	3 2%	-	2 1%	3 1%	4 3%	1 *	-
Don't understand how Green Deal finance worked/works	22 5%	11 5%	11 7%	16 7%	6 5%	1 5%	10 7%	-	6 4%	9 7%	7 11%	7 3%	14 6%	4 3%	10 5%	10 8%
Green Deal finance package interest rates are too high	4 1%	4 2%	-	4 2%	-	-	4 3%	-	1 *	3 2%	-	1 1%	3 1%	-	3 2%	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

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	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	460	200	168	235	133	19**	148	49*	152	138	63*	213	213	150	188	135
Effective base	430	183	163	215	131	20	136	44	150	121	53	203	197	144	175	124
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	5 2%	-	5 2%	-	-	5 3%	-	-	1 1%	3 5% D	-	5 2% G	-	1 1%	3 2%
Worried that having Green Deal repayments linked to my property will make it harder to sell	11 2%	9 4%	2 1%	10 4%	1 1%	-	7 5%	1 3%	1 *	4 3%	5 8% D	4 2%	6 3%	5 4%	4 2%	2 1%
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	1 1%	-	1 1%	-	-	1 1%	-	-	-	1 2%	-	1 1%	-	-	1 1%
I was offered more attractive finance elsewhere	6 1%	5 3%	1	5 2%	1 1%	-	4 3%	1 2%	2 2%	1 1%	2 3%	4 2%	2 1%	2 1%	2 1%	2 2%
I wanted to use an installer who was not part of the Green Deal	5 1%	5 3% x	-	5 2%	-	-	5 3%	-	-	5 4% D	-	2 1%	3 1%	4 2% J	-	1 1%
Costs were covered by someone else (e.g. landlord local authority housing association)	97 21%	39 20%	38 22%	42 18%	35 26% x	9 50%	28 19%	11 22%	45 30% EF	26 19%	7 11%	57 27% H	33 15%	47 31% JK	33 17%	21 16%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	28 6%	16 8%	9 5% z	20 9% z	4 3%	-	14 10%	2 3%	4 3%	7 5%	11 18% DE	6 3%	20 9% G	7 5%	13 7%	11 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 658

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	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	460	200	168	235	133	19**	148	49*	152	138	63*	213	213	150	188	135
Effective base	430	183	163	215	131	20	136	44	150	121	53	203	197	144	175	124
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	3 1%	1 1%	3 1%	1 1%	1 5%	3 2%	-	5 3%	1 1%	1 1%	3 2%	3 1%	3 2%	2 1%	1 1%
I did not think that I would be eligible	39 8%	22 11%	14 9% z	30 13% z	7 5%	-	16 11%	6 11%	8 5%	10 7%	12 20% DE	12 6%	24 11% G	11 7%	16 9%	12 9%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	-	4 2% w	1 *	3 2% w	-	-	-	2 1%	1 1%	1 1%	1 *	3 1%	-	2 1%	2 2%
Negative media associated with the Green Deal	3 1%	1 1%	1 1%	3 1%	-	-	1 1%	-	1 1%	-	1 2%	-	3 1%	1 1%	-	1 1%
It was free	82 18%	38 19%	31 18%	47 20%	22 16%	4 21%	27 18%	11 22%	21 14%	33 24% D	8 13%	35 17%	43 20%	28 18%	31 16%	24 18%
Other	34 7%	19 10%	13 8%	22 9%	11 8%	1 4%	12 8%	7 15%	8 5%	12 9%	6 10%	17 8%	15 7%	12 8%	18 9%	8 6%
Don't know	137 30%	37 19%	50 30% wy	44 19%	44 33% wy	6 31%	29 19%	7 14%	49 33%	33 24%	12 19%	71 33% H	51 24%	42 28%	55 29%	44 32%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 659

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?

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Base: All who financed or expect to finance outside of the Green Deal

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	466	185	292	349	117	194	172	90	363	55	388	32
Weighted Base	460	178	293	347	113	197	169	84*	361	52*	389	29**
Effective base	430	171	272	324	106	180	159	81	334	51	359	29
These weren't suggested/offered to me	31 7%	19 11% U	19 7%	26 7%	5 4%	19 9%	9 5%	3 4%	17 5%	10 19% L	22 6%	5 17%
Don't like borrowing/taking out finance/prefer to pay up-front	42 9%	22 12% U	21 7%	30 9% I	12 11%	18 9%	20 12% m	3 4%	36 10%	5 9%	36 9%	4 13%
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	-	1 *	1 *	1 1%	-	2 1%	-	2 *	-	2 *	-
Applied for Green Deal finance but have been turned down	4 1%	2 1%	3 1%	4 1%	-	3 2%	-	1 1%	3 1%	2 3%	3 1%	2 5%
Process too complex/delays in process/took too long	5 1%	2 1%	1 *	3 1% I	2 2%	3 1%	1 *	1 1%	5 1%	-	5 1%	-
Don't understand how Green Deal finance worked/works	22 5%	9 5%	13 5%	15 4%	7 7%	8 4%	10 6%	4 5%	19 5%	3 7%	19 5%	1 5%
Green Deal finance package interest rates are too high	4 1%	2 1%	1 *	2 1%	2 2%	2 1%	2 1%	-	3 1%	1 1%	3 1%	1 2%
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	3 2%	3 1%	5 1%	-	3 2%	-	1 1%	5 1%	-	5 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 659

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		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	460	178	293	347	113	197	169	84*	361	52*	389	29**
Effective base	430	171	272	324	106	180	159	81	334	51	359	29
Worried that having Green Deal repayments linked to my property will make it harder to sell	11 2%	6 3%	5 2%	8 2%	3 2%	5 2%	4 2%	2 2%	10 3%	1 2%	10 3%	-
Worried that having Green Deal repayments linked to my property will make it difficult to switch energy suppliers	1	-	1	1	-	-	-	1 1%	1	-	1	-
I was offered more attractive finance elsewhere	6 1%	4 2%	1	4 1%	2 2%	2 1%	-	4 5% kl	5 1%	-	6 2%	-
I wanted to use an installer who was not part of the Green Deal	5 1%	3 2%	2 1%	4 1%	1 1%	3 1%	2 1%	-	5 1%	-	5 1%	-
Costs were covered by someone else (e.g. landlord local authority housing association)	97 21%	33 18%	67 23%	72 21%	24 21%	29 15%	35 21%	30 36% kl	78 22%	9 18%	79 20%	6 22%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	28 6%	14 8%	17 6%	21 6%	7 6%	12 6%	11 6%	3 4%	26 7%	2 4%	26 7%	2 7%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	3 2%	3 1%	6 2%	-	2 1%	3 2%	-	5 1%	1 1%	4 1%	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 659

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	460	178	293	347	113	197	169	84*	361	52*	389	29**
Effective base	430	171	272	324	106	180	159	81	334	51	359	29
I did not think that I would be eligible	39 8%	20 11%	28 9%	33 9%	6 5%	21 10%	14 8%	4 5%	34 9%	3 6%	35 9%	2 7%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	2 1%	3 1%	3 1%	1 1%	2 1%	2 1%	-	2 1%	1 2%	2 1%	-
Negative media associated with the Green Deal	3 1%	3 1%	1 *	3 1%	-	-	3 2%	-	3 1%	-	3 1%	-
It was free	82 18%	26 15%	67 23% HJK	70 20% HK	12 11%	38 19%	30 18%	11 13%	66 18%	12 22%	76 20%	3 10%
Other	34 7%	18 10%	23 8%	27 8%	7 6%	17 9%	12 7%	5 6%	29 8%	4 8%	28 7%	5 18%
Don't know	137 30%	50 28%	77 26%	93 27%	44 39% IJ	52 26%	53 32%	29 35%	96 27%	16 30%	111 28%	7 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 659

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?

By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	466	380	38	25	85	381	300	183	149	98	33	81	51	87	116
Weighted Base	460	374	37*	26**	81*	379	295	180	150	102*	31*	73*	52*	90*	112
Effective base	430	350	36	23	78	352	278	170	137	91	30	76	47	80	108
These weren't suggested/offered to me	31 7%	22 6%	2 6%	3 11%	11 14% o	19 5%	25 8%	15 8%	6 4%	4 4%	4 12%	3 5%	7 13%	6 6%	7 7%
Don't like borrowing/taking out finance/prefer to pay up-front	42 9%	36 10%	5 14%	1 3%	6 7%	36 9%	37 13% r	26 14% r	4 3%	13 13% vw	- -	2 2%	6 12% w	10 11% w	12 10% w
Cost of installing the energy saving improvement(s) was too small to bother with this	2 *	1 *	1 3% P	- -	1 1%	1 *	2 1%	2 1%	- -	- -	- -	1 1%	- -	- -	1 1%
Applied for Green Deal finance but have been turned down	4 1%	3 1%	- -	2 6%	2 2%	3 1%	4 1%	1 1%	- -	1 1%	- -	- -	1 2%	- -	2 2%
Process too complex/delays in process/took too long	5 1%	2 *	2 4% P	1 5%	1 2%	3 1%	5 2%	2 1%	- -	2 2%	- -	1 1%	1 2%	- -	1 1%
Don't understand how Green Deal finance worked/works	22 5%	18 5%	2 6%	1 5%	5 6%	18 5%	19 6%	14 8% r	3 2%	2 2%	1 4%	2 2%	3 6%	7 7%	8 7%
Green Deal finance package interest rates are too high	4 1%	3 1%	- -	1 2%	1 1%	3 1%	3 1%	2 1%	1 1%	1 1%	- -	1 2%	- -	1 1%	1 1%
Wanted to proceed straight away/did not want to wait for cooling off period	5 1%	5 1%	- -	- -	- -	5 1%	3 1%	3 2%	1 1%	- -	- -	- -	2 4%	- -	3 2%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 659

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	460	374	37*	26**	81*	379	295	180	150	102*	31*	73*	52*	90*	112
Effective base	430	350	36	23	78	352	278	170	137	91	30	76	47	80	108
Worried that having Green Deal repayments linked to my property will make it harder to sell	11 2%	8 2%	2 5%	1 3%	1 1%	10 3%	10 3%	5 3%	-	4 4%	-	1 2%	2 5%	3 3%	1 1%
Worried that having Green deal repayments linked to my property will make it difficult to switch energy suppliers	1 *	1 *	-	-	-	1 *	1 *	1 1%	-	-	-	-	-	-	1 1%
I was offered more attractive finance elsewhere	6 1%	6 2%	-	-	-	6 2%	5 2%	2 1%	1 1%	4 4%	-	2 3%	-	-	-
I wanted to use an installer who was not part of the Green Deal	5 1%	2 1%	2 4%	1 5%	1 2%	4 1%	5 2%	1 1%	-	2 2%	-	-	3 5%	-	1 1%
Costs were covered by someone else (e.g. landlord local authority housing association)	97 21%	82 22%	5 14%	5 18%	12 15%	84 22%	50 17%	26 14%	45 30%	21 20%	3 11%	18 25%	8 15%	19 21%	28 25%
Money from the cashback scheme or grant (ECO) made the improvements affordable without Green Deal finance	28 6%	24 6%	2 6%	2 8%	5 6%	23 6%	25 8%	18 10%	3 2%	9 9%	2 2%	5 7%	2 4%	8 8%	4 4%
Green Deal finance would not cover all of the cost of the measures/prefer to finance all of the costs in one place	6 1%	5 1%	1 2%	1 3%	1 1%	5 1%	6 2%	2 1%	-	2 2%	1 2%	1 1%	1 1%	1 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 659

134 (R) Why did you not choose to use the Green Deal finance package for (Measure)?
By Green Deal finance package we mean where you pay for the improvements through savings on your electricity bill

Base: All who financed or expect to finance outside of the Green Deal

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Weighted Base	460	374	37*	26**	81*	379	295	180	150	102*	31*	73*	52*	90*	112
Effective base	430	350	36	23	78	352	278	170	137	91	30	76	47	80	108
I did not think that I would be eligible	39 8%	32 8%	4 10%	2 10%	7 8%	32 8%	35 12% r	21 12% r	4 3%	12 11%	2 5%	4 6%	7 13%	10 11%	5 4%
I was advised not to take Green Deal finance by the assessor/installer/provider	4 1%	4 1%	-	-	1 1%	3 1%	4 1%	2 1%	-	-	-	1 1%	1 2%	1 1%	1 1%
Negative media associated with the Green Deal	3 1%	3 1%	-	-	-	3 1%	3 1%	1 1%	-	-	-	-	-	3 3%	-
It was free	82 18%	68 18%	3 9%	10 38%	19 23%	64 17%	43 14%	34 19% p	39 26% p	17 16%	9 30% wz	10 13%	7 13%	24 27% wz	16 14%
Other	34 7%	27 7%	5 13%	1 5%	8 10%	26 7%	29 10% r	15 8%	5 3%	6 6%	3 9%	7 9%	7 14%	6 6%	6 6%
Don't know	137 30%	108 29%	13 35%	4 14%	25 31%	112 30%	78 26%	48 27%	49 33%	29 29%	13 42%	23 32%	13 25%	24 27%	34 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 660

135 (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	841	434	404	318	328	192	688	138	214	624	688	153	535	306	588	103	150	253
Weighted Base	840	425	411	309	338	190	707	119	206	630	665	174	464	376	612	85*	143	228
Effective base	775	401	371	287	306	179	635	128	196	576	629	147	505	292	548	95	135	228
Yes	203 24%	89 21%	113 28% a	68 22%	83 25%	51 27%	170 24%	32 26%	51 25%	152 24%	161 24%	42 24%	99 21%	103 28%	180 29% opq	12 14%	10 7%	22 10%
No	469 56%	247 58%	222 54%	162 52%	194 57%	113 60%	405 57%	59 49%	122 59%	347 55%	377 57%	92 53%	266 57%	203 54%	318 52%	43 50%	108 76% noq	151 66% no
Don't know	168 20%	89 21%	76 19%	79 26% de	60 18%	26 13%	133 19%	29 24%	33 16%	132 21%	127 19%	41 24%	99 21%	69 18%	114 19%	30 35% npq	24 17%	54 24% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 660

I35 (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	841	737	104	269	361	114	177	227	202	231	543	298
Weighted Base	840	720	120*	268	381	112	167	230	201	238	540	300
Effective base	775	680	97	249	334	106	161	207	187	216	498	276
Yes	203 24%	188 26% s	15 12%	70 26%	99 26%	26 23%	25 15%	51 22%	57 28% K	70 29% K	116 22%	86 29% w
No	469 56%	388 54%	81 68% r	157 59%	208 55%	67 60%	98 59%	134 58%	113 56%	124 52%	317 59% x	152 51%
Don't know	168 20%	144 20%	24 20%	42 16%	73 19%	19 17%	44 27% N	46 20%	32 16%	44 18%	106 20%	62 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 660

I35 (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	841	465	137	210	58	719	72	681	52	108	-	733	108
Weighted Base	840	479	133	199	63*	710	74*	680	47*	113*	-**	727	113*
Effective base	775	431	129	188	54	662	67	628	49	99	-	676	99
Yes	203 24%	133 28% AB	31 23%	32 16%	8 13%	174 25%	20 27%	167 25%	16 34% GJ	20 17%	-	183 25%	20 17%
No	469 56%	259 54%	75 56%	127 64% Y	31 50%	397 56%	43 58%	389 57%	23 50%	56 50%	-	413 57%	56 50%
Don't know	168 20%	87 18%	27 20%	40 20%	23 37% YZA	138 19%	11 15%	123 18%	8 17%	37 33% EFI	-	131 18%	37 33% EFI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 661

I35 (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	841	99	316	89	345	164	681	679	160	68	554	219	123	718	531	310
Weighted Base	840	105*	333	76*	327	165	680	678	159	72*	550	218	129	710	533	307
Effective base	775	91	291	85	317	151	628	626	147	64	509	202	112	663	493	282
Yes	203 24%	33 31%	72 22%	20 26%	81 25%	46 28%	167 25% g	165 24%	35 22%	28 39% jk	127 23%	47 22%	30 23%	173 24%	158 30% o	45 15%
No	469 56%	55 52%	202 61% ceh	35 45%	194 59% c	85 51%	389 57% c	389 57% c	79 50%	35 49%	319 58%	115 53%	75 58%	394 55%	270 51%	199 65% n
Don't know	168 20%	17 17%	59 18%	22 29% bdfg	52 16%	35 21%	123 18%	123 18%	45 28% abdf g	9 13%	103 19%	55 23% ij	24 19%	144 20%	105 20%	63 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 661

I35 (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	841	83	329	197	184	342	238	302	147	122	142	81	70	771	106	636	113	523
Weighted Base	840	78*	326	197	193	348	245	297	153	108	145	74*	64*	776	114*	627	106	521
Effective base	775	75	303	183	171	319	217	275	138	113	131	72	62	713	97	587	103	484
Yes	203 24%	11 15%	69 21%	64 33% pq	51 26% p	77 22%	57 23%	70 23%	38 25% s	25 23% s	53 37% PQS	4 5%	2 4%	200 26% u	22 19% V	156 25% V	5 5%	150 29% TUV
No	469 56%	50 64% r	194 60% r	95 48%	109 56%	208 60%	144 59%	157 53%	79 51%	55 50%	72 49%	59 79% PQR	55 86% v	414 53%	71 62%	358 57% W	84 79% TUW	274 53%
Don't know	168 20%	17 22%	63 19%	37 19%	34 17%	63 18%	44 18%	70 24%	36 24% R	29 27% R	20 14%	12 16%	7 10%	161 21%	22 19%	113 18%	17 16%	97 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 661

135 (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	841	328	354	386	296	54	247	76	313	222	115	418	372	311	322	241
Weighted Base	840	330	352	391	291	55*	248	78*	293	237	129	402	386	300	326	246
Effective base	775	301	326	356	271	49	228	68	289	207	105	380	348	284	300	223
Yes	203 24%	94 29% xzA	68 19% A	109 28% xzA	53 18% A	4 8%	67 27%	27 35%	60 21%	59 25%	27 21%	96 24%	98 25%	71 24%	94 29% K	47 19%
No	469 56%	173 52%	220 63% wy	207 53%	186 64% wy	37 68% w	134 54%	35 45%	175 60%	134 57%	78 61%	226 56%	225 58%	161 54%	175 54%	146 59%
Don't know	168 20%	63 19%	64 18%	75 19%	52 18%	14 25%	47 19%	16 20%	58 20%	44 18%	24 19%	80 20%	63 16%	68 23%	57 17%	53 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 662

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19 Jun 2014

135 (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	841	337	531	634	207	343	321	161	638	114	689	63
Weighted Base	840	324	533	634	206	354	324	146	634	115	692	61*
Effective base	775	312	493	588	187	316	298	146	589	105	636	58
Yes	203 24%	94 29% K	158 30% JK	176 28% K	27 13%	94 26%	67 21%	38 26%	162 25%	24 21%	183 26% O	8 13%
No	469 56%	162 50%	270 51%	334 53% I	135 66% HIJ	203 57%	187 58%	75 51%	349 55%	74 64%	374 54%	43 71% N
Don't know	168 20%	68 21%	105 20%	125 20%	43 21%	58 16%	70 22%	33 23%	124 20%	17 15%	135 19%	10 16%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 662

135 (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	841	675	65	55	171	670	543	336	271	177	71	155	87	145	206
Weighted Base	840	674	66*	56*	169	671	540	338	276	184	68*	143	90*	155	200
Effective base	775	621	60	51	158	617	501	311	250	164	65	143	80	133	192
Yes	203 24%	175 26% Q	9 14%	11 20%	32 19%	170 25%	138 26%	91 27%	61 22%	40 22%	16 24%	30 21%	23 26%	37 24%	56 28%
No	469 56%	361 54%	49 74% P	37 66%	107 63% o	362 54%	294 55%	185 55%	165 60%	106 57%	38 56%	88 61%	55 61%	80 52%	102 51%
Don't know	168 20%	138 20%	8 12%	8 14%	30 18%	138 21%	107 20%	62 18%	50 18%	38 21%	14 21%	25 18%	12 13%	37 24%	42 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 663

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19 Jun 2014

I35_SUM (M) Were you offered a subsidy or grant to have (Measure) installed?

Base: All measures financed or expected to be financed outside of the Green Deal

	I35: Summary table										
	Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	254	257	114	4	18	44	106	18	13	6	7
Weighted Base	244	270	105	4	14	49	109	17	14	6	9
Effective base	233	237	106	4	18	42	98	16	12	6	6
Yes	62 25%	61 23%	25 24%	-	3 18%	15 30%	32 29%	-	5 34%	-	1 10%
No	143 59%	154 57%	57 55%	3 71%	4 28%	21 43%	59 54%	13 78%	4 32%	4 63%	7 77%
Don't know	39 16%	55 20%	22 21%	1 29%	8 54%	13 26%	19 17%	4 22%	5 34%	2 37%	1 13%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 664

I35 (R) Were you offered a subsidy or grant to have (Measure) installed?

Base: All who financed or expect to finance outside of the Green Deal

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	657	341	314	234	259	162	543	102	174	481	536	121	414	243	457	68	132	200
Weighted Base	657	336	319	227	266	162	558	88*	171	484	518	139	360	296	475	57*	125	182
Effective base	605	314	290	212	240	151	502	94	159	444	490	117	389	232	427	62	118	180
Yes	173 26%	79 24%	94 29%	53 23%	71 27%	49 30%	147 26%	24 28%	45 27%	128 26%	137 26%	36 26%	85 24%	88 30%	153 32% opq	11 19% pq	9 7%	20 11% p
No	380 58%	204 61%	176 55%	126 56%	159 60%	94 58%	327 59%	48 55%	103 60%	277 57%	304 59%	77 55%	212 59%	168 57%	252 53%	33 58%	95 76% noq	128 70% no
Don't know	140 21%	73 22%	64 20%	63 28% de	51 19%	24 15%	114 20%	20 23%	29 17%	109 22%	105 20%	34 25%	80 22%	59 20%	95 20%	20 36% npq	24 19%	45 25% p



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 664

135 (R) Were you offered a subsidy or grant to have (Measure) installed?

Base: All who financed or expect to finance outside of the Green Deal

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	657	564	93	203	291	94	126	172	164	192	438	219
Weighted Base	657	549	108*	201	306	94*	121	175	162	197	436	220
Effective base	605	521	86	187	270	87	115	157	152	179	401	204
Yes	173 26%	160 29% s	13 12%	59 29%	84 27%	23 25%	23 19%	40 23%	47 29%	62 31% k	108 25%	66 30%
No	380 58%	307 56%	73 68% r	121 60%	172 56%	57 61%	76 63%	105 60%	93 57%	106 54%	258 59%	122 55%
Don't know	140 21%	117 21%	22 21%	30 15%	69 23% t	16 17%	32 27%	38 22%	29 18%	39 20%	93 21%	46 21%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 664

135 (R) Were you offered a subsidy or grant to have (Measure) installed?

Base: All who financed or expect to finance outside of the Green Deal

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	657	369	101	166	41	566	57	524	47	86	-	571	86
Weighted Base	657	378	99*	158	44*	560	59*	526	42*	89*	-**	568	89*
Effective base	605	343	95	149	38	521	53	483	44	79	-	527	79
Yes	173 26%	114 30% AB	28 29% A	26 17%	7 15%	150 27%	18 30%	140 27%	15 35%	19 21%	-	154 27%	19 21%
No	380 58%	209 55%	58 59%	103 66% y	25 57%	326 58%	33 56%	314 60%	21 49%	45 51%	-	335 59%	45 51%
Don't know	140 21%	76 20%	19 19%	33 21%	17 38% yzA	118 21%	9 15%	105 20%	8 19%	27 30% EI	-	113 20%	27 30% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 665

135 (R) Were you offered a subsidy or grant to have (Measure) installed?

Base: All who financed or expect to finance outside of the Green Deal

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	657	77	234	62	225	111	524	522	133	65	451	141	93	564	402	255
Weighted Base	657	81*	247	55*	212	113	526	523	131	68*	448	140	96*	560	403	254
Effective base	605	71	216	59	207	103	483	481	122	61	415	130	85	520	373	232
Yes	173 26%	28 35%	59 24%	15 28%	57 27%	38 33%	140 27% g	137 26%	33 26%	28 40% j	108 24%	37 27%	26 27%	147 26%	131 32% o	42 17%
No	380 58%	42 52%	156 63% h	31 55%	139 66% aefg h	59 52%	314 60%	314 60% f	66 50%	34 49%	277 62% k	70 50%	57 59%	323 58%	212 53%	168 66% n
Don't know	140 21%	16 20%	55 22%	12 21%	40 19%	25 22%	105 20%	105 20%	35 26%	11 15%	92 20%	37 27%	18 19%	121 22%	87 22%	52 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 665

135 (R) Were you offered a subsidy or grant to have (Measure) installed?

Base: All who financed or expect to finance outside of the Green Deal

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	657	67	260	159	134	278	182	231	119	86	112	70	61	596	78	505	96	409
Weighted Base	657	63*	259	160	140	284	185	229	124	79*	113	65*	56*	600	83*	498	91*	408
Effective base	605	60	240	147	124	259	167	209	111	79	104	62	54	552	72	466	87	379
Yes	173 26%	11 18%	61 24%	54 34% pq	40 29%	68 24%	47 26%	60 26%	34 27% s	20 25% s	43 38% s	3 5%	2 4%	171 28% u	19 23% v	132 26% v	5 6%	127 31% uv
No	380 58%	40 63%	159 62% r	81 50%	83 60%	169 59%	114 62%	130 57%	67 54%	44 57%	60 53%	54 84% PQR	50 89% v	330 55%	52 62%	295 59% W	74 81% TUW	221 54%
Don't know	140 21%	12 19%	53 21%	32 20%	29 21%	58 20%	36 19%	52 23%	30 24%	21 26%	18 16%	11 16%	5 9%	134 22% u	18 21%	97 19%	15 16%	82 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 665

135 (R) Were you offered a subsidy or grant to have (Measure) installed?

Base: All who financed or expect to finance outside of the Green Deal

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	657	255	271	296	230	37	189	62	252	165	86	321	297	228	263	190
Weighted Base	657	256	269	299	226	39*	189	64*	239	176	95*	311	307	221	265	194
Effective base	605	235	249	273	211	33	175	56	231	154	79	291	278	208	244	176
Yes	173 26%	76 30% A	62 23% A	88 29% A	50 22% A	3 9%	56 30%	20 31%	51 21%	47 27%	24 25%	78 25%	87 28%	57 26%	87 33% K	38 20%
No	380 58%	137 54%	178 66% wy	162 54%	153 68% wy	32 80% wy	102 54%	32 50%	148 62%	104 59%	57 60%	185 59%	180 59%	127 57%	143 54%	119 61%
Don't know	140 21%	55 21%	49 18%	65 22%	39 17%	9 23%	40 21%	14 22%	49 21%	37 21%	19 21%	66 21%	57 18%	54 24%	47 18%	45 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 666

135 (R) Were you offered a subsidy or grant to have (Measure) installed?

Base: All who financed or expect to finance outside of the Green Deal

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	657	251	402	485	172	270	253	122	485	100	526	54
Weighted Base	657	240	403	485	172	279	256	110	483	101*	528	52*
Effective base	605	233	373	450	155	250	234	111	447	92	486	50
Yes	173 26%	78 33% K	131 32% JK	147 30% K	26 15%	81 29%	63 25%	25 23%	134 28%	23 23%	153 29% O	8 15%
No	380 58%	129 53%	212 53%	265 55%	115 67% HIJ	167 60%	145 57%	65 59%	273 57%	67 66%	295 56%	37 72% N
Don't know	140 21%	52 22%	87 22%	104 21%	36 21%	49 18%	58 22%	28 26%	100 21%	16 16%	111 21%	9 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 666

135 (R) Were you offered a subsidy or grant to have (Measure) installed?

Base: All who financed or expect to finance outside of the Green Deal

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	657	519	53	46	147	510	410	249	227	141	53	126	68	110	159
Unweighted Base	657	519	53	46	147	510	410	249	227	141	53	126	68	110	159
Weighted Base	657	518	53*	48*	146	511	407	251	232	145	52*	117	71*	115	157
Effective base	605	477	49	43	136	470	379	231	209	131	48	116	62	101	148
Yes	173 26%	145 28%	9 17%	11 23%	31 21%	142 28%	118 29%	74 30%	51 22%	34 24%	13 25%	28 24%	21 29%	30 26%	47 30%
No	380 58%	290 56%	37 70%	34 71%	97 66%	283 56%	230 56%	141 56%	143 62%	85 58%	31 59%	72 61%	45 64%	66 57%	82 52%
Don't know	140 21%	113 22%	7 14%	7 14%	26 18%	113 22%	89 22%	54 22%	44 19%	33 23%	11 22%	21 18%	10 14%	29 25%	36 23%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 667

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	706	377	327	259	276	169	581	112	183	521	594	112	448	258	505	91	110	201
Weighted Base	704	369	333	250	283	169	594	98	177	525	577	127	387	317	527	76*	101*	177
Effective base	649	348	299	233	257	157	535	104	168	479	542	107	423	245	470	83	99	181
Definitely would	375 53%	199 54%	176 53%	132 53%	156 55%	87 52%	320 54%	50 51%	104 59%	271 52%	315 55%	61 48%	210 54%	166 52%	300 57% pq	42 55% pq	33 33%	75 42% p
Probably would	196 28%	100 27%	96 29%	75 30%	77 27%	44 26%	166 28%	28 28%	41 23%	155 29%	156 27%	40 31%	110 28%	86 27%	134 25%	24 31%	38 37% n	62 35% n
Might or might not	53 8%	34 9%	20 6%	18 7%	21 7%	15 9%	46 8%	7 7%	13 7%	40 8%	41 7%	12 9%	26 7%	27 9%	37 7%	2 3%	14 14% noq	17 9% o
Probably would not	7 1%	3 1%	4 1%	2 1%	2 1%	3 2%	6 1%	1 1%	1 1%	6 1%	4 1%	3 2%	3 1%	4 1%	3 1%	-	4 4% n	4 2%
Definitely would not	18 2%	6 2%	12 3%	3 1%	6 2%	8 5% c	17 3%	1 1%	4 2%	14 3%	16 3%	1 1%	7 2%	10 3%	13 2%	1 2%	4 4%	5 3%
Already recommended	22 3%	12 3%	9 3%	7 3%	9 3%	6 3%	16 3%	6 6%	2 1%	19 4%	19 3%	2 2%	9 2%	12 4%	16 3%	5 6% p	1 1%	6 3% p
Don't know	33 5%	15 4%	16 5%	13 5%	12 4%	7 4%	24 4%	6 6%	10 6%	21 4%	25 4%	9 7%	21 6%	12 4%	24 5%	2 3%	8 8%	10 5%
Net: All would	571 81%	299 81%	273 82%	207 83%	233 82%	131 78%	487 82%	78 79%	145 82%	426 81%	471 82%	100 79%	319 83%	252 79%	435 82% p	66 87% pq	71 70%	137 77% p
Net: All would not	25 3%	9 3%	15 5%	5 2%	9 3%	10 6% c	22 4%	2 2%	5 3%	20 4%	21 4%	4 3%	11 3%	14 4%	16 3%	1 2%	7 7% n	9 5%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 667

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	704	369	333	250	283	169	594	98	177	525	577	127	387	317	527	76*	101*	177
Effective base	649	348	299	233	257	157	535	104	168	479	542	107	423	245	470	83	99	181
NET: All would/have already	593 84%	311 84%	282 85%	215 86%	242 85%	137 81%	502 85%	84 85%	148 84%	445 85%	490 85%	103 81%	329 85%	264 83%	450 85% p	70 93% pq	72 71%	142 80% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 667

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	706	621	85	216	309	105	148	184	174	198	456	250
Weighted Base	704	605	99*	210	329	104*	140	182	176	205	449	255
Effective base	649	573	78	199	286	96	134	167	160	185	417	232
Definitely would	375 53%	343 57% s	33 33%	114 54%	182 55%	58 56%	73 53%	104 57%	92 52%	105 51%	223 50%	152 60% w
Probably would	196 28%	157 26%	38 39% r	57 27%	90 27%	28 27%	43 31%	46 25%	47 27%	59 29%	134 30%	62 24%
Might or might not	53 8%	42 7%	11 11%	17 8%	24 7%	7 6%	8 6%	13 7%	17 10%	15 7%	38 9%	15 6%
Probably would not	7 1%	4 1%	3 3%	3 2%	3 1%	-	1 1%	4 2%	1	1 1%	3 1%	4 1%
Definitely would not	18 2%	14 2%	4 4%	7 3%	8 3%	3 3%	1 1%	4 2%	1 1%	10 5% N	11 2%	7 3%
Already recommended	22 3%	22 4%	-	4 2%	6 2%	6 5%	4 3%	4 2%	7 4%	7 4%	18 4%	4 1%
Don't know	33 5%	23 4%	11 11% r	8 4%	15 4%	2 2%	9 7%	6 3%	11 6%	7 4%	21 5%	13 5%
Net: All would	571 81%	500 83% s	71 71%	171 82%	272 83%	86 83%	116 83%	150 83%	139 79%	164 80%	357 80%	214 84%
Net: All would not	25 3%	18 3%	7 7%	10 5%	11 3%	3 3%	2 2%	9 5%	2 1%	12 6% N	14 3%	10 4%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 667

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J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Weighted Base	704	605	99*	210	329	104*	140	182	176	205	449	255
Effective base	649	573	78	199	286	96	134	167	160	185	417	232
NET: All would/have already	593 84%	522 86% s	71 71%	175 84%	278 85%	92 89%	120 86%	154 85%	146 83%	171 83%	375 84%	218 85%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 667

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	706	392	116	174	45	617	58	698	2	4		2	700	6
Weighted Base	704	407	111	163	47*	610	60*	694	3**	5**	2**	697	7**	
Effective base	649	363	110	155	41	567	53	642	2	4	2	644	5	
Definitely would	375 53%	224 55%	58 52%	88 54%	20 42%	329 54%	31 51%	372 54%	-	2 41%	1 56%	372 53%	3 45%	
Probably would	196 28%	115 28%	35 31%	43 26%	11 24%	169 28%	20 33%	195 28%	-	1 19%	-	195 28%	1 13%	
Might or might not	53 8%	28 7%	11 10%	9 6%	5 10%	45 7%	4 7%	52 7%	2 57%	-	-	53 8% E	-	
Probably would not	7 1%	2 1%	1 1%	4 2%	1 3%	5 1%	1 2%	6 1%	1 43%	-	-	7 1% E	-	
Definitely would not	18 2%	6 2%	2 1%	4 3%	6 13% yzA	16 3%	1 2%	17 2%	-	-	1 44%	17 2%	1 12%	
Already recommended	22 3%	16 4%	1 1%	4 2%	2 4%	21 3%	1 1%	22 3%	-	-	-	22 3%	-	
Don't know	33 5%	15 4%	4 4%	10 6%	1 3%	26 4%	3 5%	31 5%	-	2 41%	-	31 5%	2 29%	
Net: All would	571 81%	339 83% B	93 83% B	131 81% B	31 66%	498 82%	50 84%	567 82% I	-	3 59%	1 56%	567 81%	4 58%	
Net: All would not	25 3%	9 2%	3 3%	8 5%	7 16% yzA	21 3%	2 3%	22 3%	1 43%	-	1 44%	24 3% E	1 12%	



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 667

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	704	407	111	163	47*	610	60*	694	3**	5**	2**	697	7**
Effective base	649	363	110	155	41	567	53	642	2	4	2	644	5
NET: All would/have already	593 84%	355 87%	93 84%	135 83%	33 71%	519 85%	51 85%	589 85%	- -	3 59%	1 56%	589 84%	4 58%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 668

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	706	106	329	96	362	173	698	698	8	80	554	72	98	608	447	259
Weighted Base	704	112*	345	83*	343	171	694	694	10**	85*	550	70*	102*	602	450	254
Effective base	649	97	303	91	331	159	642	642	7	74	509	66	89	560	413	235
Definitely would	375 53%	68 61%	185 54%	49 59%	206 60% bfg	98 57%	372 54%	372 54%	3 32%	50 59%	285 52%	40 58%	56 54%	320 53%	260 58% o	116 46%
Probably would	196 28%	28 25%	106 31% d	20 24%	70 20%	48 28% d	195 28% d	195 28% d	1 9%	23 27%	160 29%	13 18%	30 30%	166 28%	116 26%	79 31%
Might or might not	53 8%	7 6%	23 7%	4 5%	20 6%	14 8%	52 7%	52 7%	2 17%	7 9%	39 7%	6 9%	10 9%	44 7%	30 7%	23 9%
Probably would not	7 1%	1 1%	3 1%	1 2% d	1 *	1 1%	6 1%	6 1%	1 13%	1 1%	5 1%	1 2%	1 1%	6 1%	3 1%	4 2%
Definitely would not	18 2%	1 1%	6 2%	3 4% e	10 3%	1 1%	17 2%	17 2%	1 9%	-	15 3%	2 3%	-	18 3%	7 2%	11 4% n
Already recommended	22 3%	1 1%	12 3%	-	16 5% cfg	3 2%	22 3%	22 3%	-	1 1%	18 3%	3 4%	1 1%	21 3%	18 4%	3 1%
Don't know	33 5%	5 5%	10 3%	5 6%	20 6% b	6 3%	31 5%	31 5%	2 20%	3 3%	27 5%	4 6%	5 5%	29 5%	16 3%	18 7% n
Net: All would	571 81%	96 86%	291 84%	69 84%	276 80%	145 85%	567 82%	567 82%	4 41%	72 86%	446 81%	53 76%	86 84%	485 81%	376 84% o	195 77%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 668

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	704	112*	345	83*	343	171	694	694	10**	85*	550	70*	102*	602	450	254
Effective base	649	97	303	91	331	159	642	642	7	74	509	66	89	560	413	235
Net: All would not	25 3%	3 2%	9 3%	5 6% e	10 3%	2 1%	22 3%	22 3%	2 22%	1 1%	20 4%	3 5%	1 1%	24 4%	10 2%	15 6% n
NET: All would/have already	593 84%	97 87%	303 88%	69 84%	292 85%	149 87%	589 85%	589 85%	4 41%	74 87%	463 84%	56 80%	87 85%	506 84%	394 88% o	199 78%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 668

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	706	63	280	164	159	308	202	234	121	107	136	69	59	647	68	558	92	466
Weighted Base	704	58*	274	166	169	312	205	230	128	94*	140	62*	53*	651	74*	552	87*	465
Effective base	649	56	257	153	147	287	183	211	113	99	125	61	52	597	63	513	84	429
Definitely would	375 53%	22 38%	147 54% p	98 59% p	58% p	142 46%	121 59% M	135 59% M	71 56% S	52 56% S	82 59% S	14 22%	13 24%	363 56% u	37 50%	294 53% V	30 34%	264 57% UV
Probably would	196 28%	22 38% rL	82 30%	38 23%	39 23%	101 32% NO	48 23%	53 23%	35 27%	26 28%	40 28%	23 37%	21 38%	175 27%	21 28%	156 28%	30 35%	125 27%
Might or might not	53 8%	6 10%	22 8%	15 9%	9 5%	28 9%	11 5%	17 7%	8 6%	5 6%	9 6%	11 17% PQR	10 19% v	43 7%	5 7%	44 8% W	13 15% UW	31 7%
Probably would not	7 1%	-	4 1%	1 1%	1 1%	5 2%	-	1 *	1 1%	-	-	2 4% R	2 3%	5 1%	1 2%	5 1%	2 2%	3 1%
Definitely would not	18 2%	1 1%	7 3%	4 3%	5 3%	9 3%	3 1%	6 3%	1 1%	3 4%	5 3%	4 6%	4 7% v	14 2%	2 3%	13 2%	3 3%	10 2%
Already recommended	22 3%	1 2%	8 3%	4 3%	8 5%	15 5%	12 6%	7 3%	6 5%	2 2%	3 2%	4 7%	-	22 3%	2 3%	20 4%	2 2%	18 4%
Don't know	33 5%	6 10% qr	4 1%	5 3%	9 5% q	10 3%	11 5%	11 5%	5 4%	5 5%	2 1%	5 8% R	5 9%	29 4%	6 8% W	20 4% W	8 9% UW	12 3%
Net: All would	571 81%	44 76%	230 84%	136 82%	138 81%	243 78%	169 82%	188 82%	106 83% S	78 83% S	122 87% S	37 59%	33 62%	538 83% u	58 78%	450 82% V	60 69%	390 84% UV



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 668

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19 Jun 2014

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	704	58*	274	166	169	312	205	230	128	94*	140	62*	53*	651	74*	552	87*	465
Effective base	649	56	257	153	147	287	183	211	113	99	125	61	52	597	63	513	84	429
Net: All would not	25 3%	1 1%	11 4%	6 3%	6 4%	15 5% N	3 1%	7 3%	3 2%	3 4%	5 3%	6 10% P	5 10% v	19 3%	3 5%	18 3%	5 5%	13 3%
NET: All would/have already	593 84%	46 79%	237 87%	140 84%	145 86%	259 83%	181 88%	195 85%	113 88% S	81 86% S	124 89% S	41 65%	33 62%	560 86% u	59 81%	470 85% v	62 71%	408 88% uv



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 668

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	706	295	281	340	236	43	207	83	262	179	93	356	316	261	273	193
Weighted Base	704	294	282	343	233	45*	204	85*	243	191	106*	339	331	250	274	201
Effective base	649	272	256	315	214	38	192	75	241	166	85	324	294	239	253	178
Definitely would	375 53%	164 56%	151 54% z	198 58%	118 50%	20 44%	116 57%	48 57%	116 48%	113 59% D	61 58%	176 52%	186 56%	140 56%	145 53%	103 51%
Probably would	196 28%	76 26%	77 27%	89 26%	64 28%	13 28%	54 26%	20 24%	76 31% E	43 22%	32 30%	95 28%	95 29%	72 29%	69 25%	61 30%
Might or might not	53 8%	19 6%	25 9%	21 6%	23 10%	7 16% wy	11 5%	8 10%	24 10%	14 7%	3 3%	30 9%	17 5%	14 6%	24 9%	15 8%
Probably would not	7 1%	3 1%	3 1%	3 1%	3 1%	-	2 1%	1 2%	1 *	2 1%	1 1%	4 1%	1 *	1 1%	3 1%	3 1%
Definitely would not	18 2%	4 1%	9 3%	4 1%	9 4% y	1 3%	4 2%	-	7 3%	2 1%	2 1%	13 4% H	4 1%	4 2%	9 3%	5 2%
Already recommended	22 3%	12 4%	8 3%	12 4%	8 4%	-	6 3%	4 4%	6 2%	11 6%	4 4%	5 2%	13 4%	8 3%	10 4%	4 2%
Don't know	33 5%	15 5%	8 3%	15 4%	8 4%	4 10% xz	11 6%	3 4%	13 6%	7 3%	3 3%	16 5%	14 4%	11 5%	14 5%	10 5%
Net: All would	571 81%	240 82%	228 81% z	286 84% w	182 78%	32 71%	170 83%	69 81%	192 79%	155 81%	92 87%	271 80%	281 85%	212 85%	215 78%	164 82%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 668

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19 Jun 2014

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	704	294	282	343	233	45*	204	85*	243	191	106*	339	331	250	274	201
Effective base	649	272	256	315	214	38	192	75	241	166	85	324	294	239	253	178
Net: All would not	25 3%	7 3%	12 4%	7 2%	12 5%	1 3%	6 3%	1 2%	8 3%	4 2%	3 3%	16 5% H	5 2%	5 2%	11 4%	8 4%
NET: All would/have already	593 84%	252 86% A	237 84% ZA	299 87% A	190 81%	32 71%	176 86%	72 85%	197 81%	166 87%	96 91% D	277 82%	294 89% G	219 88%	225 82%	168 84%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 669

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	706	284	447	537	169	303	265	127	540	85	590	38
Weighted Base	704	269	450	538	166	312	268	114	537	85*	593	35*
Effective base	649	263	413	496	152	278	247	114	498	79	544	35
Definitely would	375 53%	139 52%	260 58% HK	305 57% HK	70 42%	176 56%	137 51%	59 52%	311 58% M	31 36%	341 58% O	9 26%
Probably would	196 28%	82 31%	116 26%	147 27%	49 30%	76 24%	87 32% k	31 27%	140 26%	28 33%	161 27%	7 21%
Might or might not	53 8%	13 5%	30 7%	32 6%	21 13% HIJ	25 8%	23 8%	5 4%	34 6%	12 14% L	32 5%	11 30% N
Probably would not	7 1%	5 2% IJ	3 1%	5 1%	2 1%	4 1%	3 1%	1 1%	4 1%	1 1%	5 1%	2 5% N
Definitely would not	18 2%	7 3%	7 2%	11 2%	7 4%	6 2%	6 2%	5 4%	9 2%	7 8% L	10 2%	4 10% N
Already recommended	22 3%	9 3%	18 4%	19 4%	3 2%	9 3%	6 2%	7 6%	20 4%	2 2%	20 3%	1 2%
Don't know	33 5%	15 5% J	16 3%	19 4%	14 8% IJ	16 5%	7 2%	7 6%	20 4%	5 5%	22 4%	2 6%
Net: All would	571 81%	221 82% K	376 84% K	452 84% K	119 72%	253 81%	224 84%	90 79%	450 84% M	59 69%	502 85% O	16 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 669

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J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	704	269	450	538	166	312	268	114	537	85*	593	35*
Effective base	649	263	413	496	152	278	247	114	498	79	544	35
Net: All would not	25 3%	12 5% J	10 2%	16 3% I	9 5%	10 3%	9 3%	5 5%	13 2%	8 9% L	15 3%	6 16% N
NET: All would/have already	593 84%	230 85% K	394 88% K	471 87% K	122 74%	262 84%	230 86%	97 85%	471 88% M	60 71%	522 88% O	17 49%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 669

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	706	575	54	38	131	575	463	362	222	145	59	141	75	113	173
Weighted Base	704	575	52*	38*	129	575	460	362	225	148	57*	130	78*	122	168
Effective base	649	528	50	36	121	528	427	335	203	134	54	129	69	103	162
Definitely would	375 53%	347 60% QR	11 22%	6 15%	45 35%	331 57% n	254 55%	213 59% pr	111 49%	77 52%	23 41%	61 47%	39 50%	77 63% vw	98 58% vw
Probably would	196 28%	154 27%	23 44% P	12 31%	39 30%	157 27%	120 26%	89 25%	72 32%	39 26%	22 39%	37 29%	23 30%	31 25%	43 26%
Might or might not	53 8%	28 5%	15 29% P	5 13% P	16 13% o	37 6%	35 8%	27 7%	16 7%	7 5%	7 13%	21 16% uxyz	3 3%	7 5%	9 6%
Probably would not	7 1%	1 *	2 4% P	3 8% P	4 3% o	3 1%	3 1%	2 1%	4 2%	1 1%	- -	1 1%	- -	3 2%	2 1%
Definitely would not	18 2%	7 1%	- -	10 26% PQ	12 10% o	5 1%	8 2%	7 2%	9 4%	6 4% y	2 3%	1 1%	1 2%	- -	7 4% y
Already recommended	22 3%	22 4%	- -	- -	3 2%	19 3%	18 4% q	9 3%	4 2%	6 4%	- -	1 1%	9 11% vwyz	2 2%	4 2%
Don't know	33 5%	17 3%	1 2%	2 6%	10 8%	23 4%	21 5%	14 4%	10 4%	12 8% z	3 5%	8 6%	3 4%	3 2%	5 3%
Net: All would	571 81%	501 87% QR	34 65%	18 46%	83 65%	488 85% n	375 81%	302 84% p	182 81%	115 78%	46 79%	98 75%	63 80%	108 89% uw	141 84%



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Fieldwork: 17th April - 1st June 2014

Table 669

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19 Jun 2014

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	704	575	52*	38*	129	575	460	362	225	148	57*	130	78*	122	168
Effective base	649	528	50	36	121	528	427	335	203	134	54	129	69	103	162
Net: All would not	25 3%	7 1%	2 4%	13 34% PQ	16 12% o	9 1%	12 3%	9 3%	13 6% p	7 5%	2 3%	3 2%	1 2%	3 2%	9 5%
NET: All would/have already	593 84%	523 91% QR	34 65%	18 46%	86 67%	507 88% n	392 85%	311 86%	186 83%	122 82%	46 79%	99 76%	71 91% w	110 90% w	145 86% w



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 670

J1a (M) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All key measures that have been installed

	Total	J1_store										
		Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	706	362	329	96	3	44	43	106	19	10	2	18
Weighted Base	704	343	345	83	2	35	46	112	16	12	3	22
Effective base	649	331	303	91	3	44	41	97	17	10	2	17
Definitely would	375 53%	206 60%	185 54%	49 59%	1 58%	23 63%	26 57%	68 61%	7 42%	6 53%	1 50%	6 25%
Probably would	196 28%	70 20%	106 31%	20 24%	-	10 29%	13 28%	28 25%	6 35%	5 37%	1 50%	7 32%
Might or might not	53 8%	20 6%	23 7%	4 5%	-	-	5 11%	7 6%	2 10%	1 10%	-	4 19%
Probably would not	7 1%	1	3 1%	1 2%	-	-	-	1 1%	-	-	-	1 6%
Definitely would not	18 2%	10 3%	6 2%	3 4%	-	1 3%	1 2%	1 1%	-	-	-	1 4%
Already recommended	22 3%	16 5%	12 3%	-	1 42%	1 2%	-	1 1%	-	-	-	-
Don't know	33 5%	20 6%	10 3%	5 6%	-	1 2%	1 3%	5 5%	2 14%	-	-	3 15%
Net: All would	571 81%	276 80%	291 84%	69 84%	1 58%	33 93%	39 84%	96 86%	13 76%	11 90%	3 100%	12 57%
Net: All would not	25 3%	10 3%	9 3%	5 6%	-	1 3%	1 2%	3 2%	-	-	-	2 10%
NET: All would/have already	593 84%	292 85%	303 88%	69 84%	2 100%	34 95%	39 84%	97 87%	13 76%	11 90%	3 100%	12 57%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 671

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	563	300	262	197	223	142	466	87	149	413	469	94	355	208	405	59	99	158
Weighted Base	565	297	266	191	229	143	480	76*	146	418	458	107*	309	256	423	50*	91*	141
Effective base	517	276	241	177	207	132	430	80	137	380	428	90	334	198	377	53	89	142
Definitely would	297 53%	154 52%	143 54%	99 52%	123 54%	75 53%	255 53%	38 50%	83 57%	214 51%	247 54%	51 47%	165 53%	133 52%	239 56% pq	26 52%	32 36%	58 41%
Probably would	172 30%	89 30%	83 31%	65 34%	68 30%	39 28%	146 30%	25 33%	38 26%	134 32%	136 30%	36 33%	96 31%	76 30%	121 29%	17 34%	34 37%	51 36%
Might or might not	49 9%	30 10%	19 7%	16 8%	20 9%	14 9%	43 9%	6 7%	13 9%	36 9%	38 8%	12 11%	23 7%	26 10%	36 8%	2 4%	12 13%	14 10%
Probably would not	7 1%	3 1%	4 1%	2 1%	2 1%	3 2%	6 1%	1 1%	1 1%	6 1%	4 1%	3 2%	3 1%	4 1%	3 1%	-	4 4% n	4 3%
Definitely would not	16 3%	6 2%	10 4%	3 2%	6 3%	7 5%	15 3%	1 1%	4 3%	12 3%	15 3%	1 1%	7 2%	9 3%	11 3%	1 3%	4 4%	5 4%
Already recommended	17 3%	10 3%	8 3%	6 3%	8 3%	4 3%	13 3%	4 6%	2 2%	15 4%	15 3%	2 2%	8 3%	9 4%	13 3%	3 6%	1 1%	4 3%
Don't know	29 5%	13 4%	15 6%	12 6%	9 4%	7 5%	22 5%	5 7%	8 5%	20 5%	22 5%	7 6%	17 5%	12 5%	21 5%	2 4%	6 6%	8 5%
Net: All would	458 81%	237 80%	222 83%	159 83%	188 82%	112 78%	392 82%	61 80%	120 82%	338 81%	372 81%	86 81%	255 83%	203 79%	350 83% p	42 84%	66 72%	108 77%
Net: All would not	23 4%	9 3%	14 5%	5 3%	9 4%	9 6%	21 4%	2 2%	5 3%	18 4%	19 4%	4 4%	11 4%	12 5%	15 3%	1 3%	7 8%	9 6%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 671

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	565	297	266	191	229	143	480	76*	146	418	458	107*	309	256	423	50*	91*	141
Effective base	517	276	241	177	207	132	430	80	137	380	428	90	334	198	377	53	89	142
NET: All would/have already	476 84%	246 83%	230 86%	164 86%	195 85%	116 81%	405 84%	65 86%	123 84%	353 85%	387 85%	88 83%	263 85%	213 83%	363 86% p	45 91% pq	67 74%	112 80% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 671

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	563	486	77	173	248	86	115	139	139	169	377	186
Weighted Base	565	474	91*	170	264	86*	111	138	140	174	374	191
Effective base	517	449	71	159	230	79	104	127	128	158	345	173
Definitely would	297 53%	268 56% s	29 33%	92 54%	142 54%	50 58%	56 50%	77 55%	75 54%	89 51%	185 50%	112 59% w
Probably would	172 30%	135 28%	37 41% r	50 30%	78 30%	27 31%	34 31%	41 30%	42 30%	53 31%	120 32%	53 28%
Might or might not	49 9%	39 8%	10 11%	17 10%	22 8%	6 7%	8 7%	12 9%	15 11%	14 8%	36 10%	13 7%
Probably would not	7 1%	4 1%	3 3%	3 2%	3 1%	-	1 1%	4 3%	1 1%	1 1%	3 1%	4 2%
Definitely would not	16 3%	12 3%	4 4%	7 4%	8 3%	1 2%	1 1%	4 3%	1 1%	9 5% N	11 3%	5 3%
Already recommended	17 3%	17 4%	-	3 2%	6 2%	4 5%	4 3%	4 3%	4 3%	6 3%	14 4%	4 2%
Don't know	29 5%	20 4%	9 10%	8 5%	13 5%	2 2%	8 7%	5 4%	10 7%	7 4%	18 5%	11 6%
Net: All would	458 81%	392 83%	67 74%	138 81%	215 82%	75 87%	90 81%	113 82%	115 82%	139 80%	299 80%	159 83%
Net: All would not	23 4%	16 3%	7 7%	10 6%	11 4%	1 2%	2 2%	9 6%	2 2%	10 6%	14 4%	9 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 671

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J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	565	474	91*	170	264	86*	111	138	140	174	374	191
Effective base	517	449	71	159	230	79	104	127	128	158	345	173
NET: All would/have already	476 84%	409 86% s	67 74%	141 83%	221 84%	79 92%	94 85%	117 85%	119 85%	145 83%	313 84%	163 85%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 671

Page 3155

19 Jun 2014

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	563	322	90	133	34	492	45	555	2	4	2	557	6
Weighted Base	565	333	87*	126	35*	488	47*	555	3**	5**	2**	558	7**
Effective base	517	298	85	119	31	452	41	511	2	4	2	512	5
Definitely would	297 53%	184 55%	45 52%	62 49%	17 49%	256 53%	25 53%	294 53%	-	2 41%	1 56%	294 53%	3 45%
Probably would	172 30%	102 31%	31 36%	37 29%	8 21%	149 31%	16 33%	171 31%	-	1 19%	-	171 31%	1 13%
Might or might not	49 9%	26 8%	11 12%	9 7%	4 11%	41 8%	4 9%	48 9%	2 57%	-	-	49 9% E	-
Probably would not	7 1%	2 1%	1 2%	4 3%	1 4%	5 1%	1 2%	6 1%	1 43%	-	-	7 1% E	-
Definitely would not	16 3%	6 2%	2 2%	4 3%	5 13% yzA	14 3%	1 2%	15 3%	-	-	1 44%	15 3%	1 12%
Already recommended	17 3%	12 4%	1 1%	4 3%	2 6%	17 3%	1 1%	17 3%	-	-	-	17 3%	-
Don't know	29 5%	14 4%	3 4%	10 8%	1 2%	22 5%	3 6%	27 5%	-	2 41%	-	27 5%	2 29%
Net: All would	458 81%	279 84% B	73 84%	99 79%	24 68%	397 81%	40 84%	454 82% I	-	3 59%	1 56%	454 81%	4 58%
Net: All would not	23 4%	9 3%	3 3%	8 6%	6 17% yz	19 4%	2 4%	21 4%	1 43%	-	1 44%	22 4% E	1 12%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 671

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	565	333	87*	126	35*	488	47*	555	3**	5**	2**	558	7**
Effective base	517	298	85	119	31	452	41	511	2	4	2	512	5
NET: All would/have already	476 84%	291 87% B	74 85%	102 81%	26 73%	414 85%	41 86%	472 85% I	-	3 59%	1 56%	472 85%	4 58%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 672

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	563	83	243	63	241	115	555	555	8	72	451	40	81	482	336	227
Weighted Base	565	86*	256	56*	227	116	555	555	10**	75*	448	41*	84*	480	340	224
Effective base	517	77	224	60	221	107	511	511	7	66	415	36	74	444	311	206
Definitely would	297 53%	52 60%	134 52%	31 55%	137 60% bfg	69 59%	294 53%	294 53%	3 32%	44 59%	231 52%	22 54%	48 56%	250 52%	196 58% o	101 45%
Probably would	172 30%	26 30%	92 36% dfg	14 26%	55 24%	36 31%	171 31% d	171 31% d	1 9%	21 28%	142 32%	8 21%	25 30%	147 31%	101 30%	72 32%
Might or might not	49 9%	7 8%	19 7%	4 8%	16 7%	13 11%	48 9%	48 9%	2 17%	9 11%	37 8%	4 9%	10 11%	40 8%	28 8%	22 10%
Probably would not	7 1%	1 2%	3 1%	1 3%	1 *	1 1%	6 1%	6 1%	1 13%	1 1%	5 1%	1 3%	1 1%	6 1%	3 1%	4 2%
Definitely would not	16 3%	1 1%	5 2%	3 6% e	8 4%	1 1%	15 3%	15 3%	1 9%	-	14 3%	2 5%	-	16 3%	5 2%	11 5% n
Already recommended	17 3%	1 1%	8 3%	-	12 5% fg	3 3%	17 3%	17 3%	-	1 2%	14 3%	3 7%	1 1%	16 3%	14 4%	3 2%
Don't know	29 5%	3 4%	9 3%	5 8%	16 7% b	4 4%	27 5%	27 5%	2 20%	3 4%	24 5%	2 5%	5 6%	24 5%	14 4%	15 7%
Net: All would	458 81%	74 86%	216 84%	45 80%	184 81%	98 85%	454 82%	454 82%	4 41%	66 87%	362 81%	30 74%	73 87%	385 80%	286 84% o	172 77%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 672

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	565	86*	256	56*	227	116	555	555	10**	75*	448	41*	84*	480	340	224
Effective base	517	77	224	60	221	107	511	511	7	66	415	36	74	444	311	206
Net: All would not	23 4%	3 3%	8 3%	5 8% e	9 4%	2 2%	21 4%	21 4%	2 22%	1 1%	19 4%	3 8%	1 1%	22 5%	8 2%	15 7% n
NET: All would/have already	476 84%	75 87%	224 87%	45 80%	196 86%	102 87%	472 85%	472 85%	4 41%	67 89%	376 84%	33 81%	74 88%	402 84%	300 88% o	176 78%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 672

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	563	49	229	132	121	251	151	191	102	77	102	61	53	510	58	446	81	365
Weighted Base	565	46*	226	136	126	255	154	190	108*	70*	103*	56*	49*	516	64*	441	78*	363
Effective base	517	44	210	123	112	233	138	172	95	71	95	54	46	471	54	409	73	336
Definitely would	297 53%	17 36%	117 52%	81 59% p	75 59% p	110 43%	95 62% M	113 59% M	59 54% S	37 53% S	59 57% S	13 24%	13 26%	285 55% u	33 52%	233 53% V	27 35%	206 57% UV
Probably would	172 30%	17 37%	73 32%	34 25%	36 28%	90 35% NO	40 26%	46 24%	32 30%	21 31%	33 32%	21 38%	19 39%	153 30%	18 28%	136 31%	27 35%	109 30%
Might or might not	49 9%	6 13%	21 9%	13 10%	8 6%	26 10%	10 6%	16 8%	7 7%	5 7%	8 8%	9 16%	8 17% v	41 8%	5 8%	40 9% W	13 16% UW	27 8%
Probably would not	7 1%	-	4 2%	1 1%	1 1%	5 2%	-	1 *	1 1%	-	-	2 4% R	2 3%	5 1%	1 2%	5 1%	2 2%	3 1%
Definitely would not	16 3%	1 2%	7 3%	4 3%	3 3%	8 3%	3 2%	6 3%	1 1%	2 3%	5 5%	4 7%	4 7%	13 2%	2 3%	12 3%	3 4%	9 2%
Already recommended	17 3%	1 3%	6 3%	3 2%	6 5%	11 4%	8 5%	6 3%	5 4%	2 3%	3 2%	3 5%	-	17 3%	2 3%	16 4%	2 2%	14 4%
Don't know	29 5%	6 13% qr	4 2%	5 3%	7 6% q	9 3%	10 6%	10 5%	5 4%	5 7%	2 2%	4 7%	4 8%	25 5%	6 9% W	17 4%	5 6%	12 3%
Net: All would	458 81%	33 71%	187 83%	112 83%	107 84%	198 78%	129 84%	156 82%	90 83% S	58 83% S	88 85% S	35 62%	32 65%	427 83% u	51 80%	359 81% V	53 69%	305 84% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 672

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	565	46*	226	136	126	255	154	190	108*	70*	103*	56*	49*	516	64*	441	78*	363
Effective base	517	44	210	123	112	233	138	172	95	71	95	54	46	471	54	409	73	336
Net: All would not	23 4%	1 2%	11 5%	6 4%	5 4%	13 5%	3 2%	7 4%	3 3%	2 3%	5 5%	6 11% P	5 11% v	18 3%	3 5%	17 4%	5 6%	12 3%
NET: All would/have already	476 84%	34 74%	193 85%	116 85%	113 89% p	209 82%	138 89% M	162 85%	95 88% S	60 86% S	90 88% S	37 67%	32 65%	444 86% u	53 83%	374 85% v	55 71%	319 88% uv



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 672

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	563	236	223	271	188	34	170	62	212	136	77	274	260	197	227	156
Weighted Base	565	237	224	274	187	38**	168	65*	200	145	87*	265	271	191	229	161
Effective base	517	217	204	251	171	30	158	56	195	126	70	248	242	179	211	144
Definitely would	297 53%	132 56%	118 53% z	159 58%	91 49%	15 40%	96 57%	36 55%	92 46%	84 57% D	50 58%	134 51%	151 56%	107 56%	122 53%	79 49%
Probably would	172 30%	69 29%	67 30%	79 29%	57 30%	13 33%	50 30%	18 27%	65 33%	38 26%	28 32%	80 30%	86 32%	58 31%	63 27%	56 35%
Might or might not	49 9%	17 7%	23 10%	18 7%	22 12%	7 19%	10 6%	7 11%	23 12%	13 9%	3 4%	28 11% H	16 6%	12 6%	23 10%	14 9%
Probably would not	7 1%	3 1%	3 1%	3 1%	3 2%	-	2 1%	1 2%	1 *	2 1%	1 1%	4 1%	1 *	1 1%	3 1%	3 2%
Definitely would not	16 3%	4 2%	8 3%	4 2%	8 4%	1 3%	4 3%	-	7 3%	2 2%	2 2%	11 4%	4 2%	4 2%	7 3%	5 3%
Already recommended	17 3%	10 4%	7 3%	10 4%	7 4%	-	6 4%	2 3%	6 3%	7 5%	4 4%	5 2%	11 4%	6 3%	8 3%	4 2%
Don't know	29 5%	15 6%	7 3%	15 5%	7 4%	4 9%	11 6%	3 5%	11 6%	7 5%	3 4%	13 5%	14 5%	10 5%	12 5%	8 5%
Net: All would	458 81%	197 83%	178 80% z	234 85% wz	142 76%	27 71%	142 85%	53 82%	156 78%	119 82%	75 86%	212 80%	229 85%	162 85%	182 79%	130 81%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 672

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	565	237	224	274	187	38**	168	65*	200	145	87*	265	271	191	229	161
Effective base	517	217	204	251	171	30	158	56	195	126	70	248	242	179	211	144
Net: All would not	23 4%	7 3%	11 5%	7 3%	11 6%	1 3%	6 4%	1 2%	8 4%	4 3%	3 3%	15 6% H	5 2%	5 3%	10 4%	8 5%
NET: All would/have already	476 84%	207 87% z	185 83% z	243 89% xz	149 80%	27 71%	149 88%	56 86%	161 81%	126 86%	78 90%	218 82%	240 88%	169 88%	190 83%	134 83%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 673

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	563	219	336	414	149	242	215	97	419	79	457	38
Weighted Base	565	209	340	417	148	250	219	88*	420	80*	462	35*
Effective base	517	203	311	383	134	223	199	87	385	73	421	35
Definitely would	297 53%	108 52%	196 58% K	235 56% HK	62 42%	137 55%	113 52%	45 51%	242 58% M	28 35%	264 57% O	9 26%
Probably would	172 30%	70 34%	101 30%	127 31%	45 30%	68 27%	76 35%	27 30%	121 29%	25 32%	140 30%	7 21%
Might or might not	49 9%	11 5%	28 8%	29 7%	20 14% HJ	24 9%	21 9%	4 5%	30 7%	12 16% L	28 6%	11 30% N
Probably would not	7 1%	5 2% I	3 1%	5 1%	2 1%	4 2%	3 1%	1 1%	4 1%	1 1%	5 1%	2 5% N
Definitely would not	16 3%	7 3% I	5 2%	10 2% I	7 4%	4 2%	6 3%	5 5%	7 2%	7 9% L	9 2%	4 10% N
Already recommended	17 3%	7 3%	14 4%	15 4%	3 2%	8 3%	4 2%	5 6%	16 4%	2 2%	16 3%	1 2%
Don't know	29 5%	13 6%	14 4%	18 4%	11 7%	14 6%	6 3%	6 7%	17 4%	5 6%	20 4%	2 6%
Net: All would	458 81%	174 83% K	286 84% K	352 85% K	106 72%	198 79%	187 85%	70 80%	357 85% M	53 67%	396 86% O	16 47%
Net: All would not	23 4%	12 6% J	8 2%	14 3% I	9 6%	8 3%	9 4%	5 6%	11 3%	8 10% L	14 3%	6 16% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 673

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	565	209	340	417	148	250	219	88*	420	80*	462	35*
Effective base	517	203	311	383	134	223	199	87	385	73	421	35
NET: All would/have already	476 84%	181 86% K	300 88% K	367 88% K	109 74%	206 83%	191 87%	76 86%	373 89% M	55 69%	412 89% O	17 49%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 673

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	563	450	46	35	121	442	360	272	187	122	48	112	57	91	133
Weighted Base	565	453	45*	35*	120	445	359	273	191	124	47*	105	60*	96*	133
Effective base	517	413	43	33	112	405	332	251	171	113	44	102	52	84	124
Definitely would	297 53%	272 60% QR	10 22%	6 17%	42 35%	256 57% n	200 56%	162 59% pr	90 47%	64 52%	18 38%	47 45%	30 51%	63 66% vw	75 56% v
Probably would	172 30%	137 30%	19 42%	10 29%	35 30%	137 31%	105 29%	78 28%	64 33%	34 28%	18 39%	33 32%	20 33%	27 28%	40 30%
Might or might not	49 9%	25 5%	14 32% P	5 15% P	16 14% o	33 7%	31 9%	23 8%	16 8%	7 6%	7 16% u	18 17% uxyz	3 4%	5 6%	9 7%
Probably would not	7 1%	1 *	2 4% P	3 8% P	4 3%	3 1%	3 1%	2 1%	4 2%	1 1%	- -	1 1%	- -	3 3%	2 2%
Definitely would not	16 3%	7 1%	- -	9 25% PQ	11 9% o	5 1%	8 2%	7 3%	8 4%	6 5% y	2 3%	1 1%	1 2%	- -	6 4%
Already recommended	17 3%	17 4%	- -	- -	3 2%	15 3%	15 4% q	8 3%	2 1%	5 4%	- -	1 1%	6 9% vw	2 2%	4 3%
Don't know	29 5%	17 4%	1 2%	2 7%	9 8%	20 4%	18 5%	12 4%	9 5%	10 8%	3 6%	7 7%	2 3%	3 3%	4 3%
Net: All would	458 81%	400 88% QR	28 62%	16 45%	76 64%	382 86% n	295 82%	231 84% p	153 80%	97 78%	36 77%	81 77%	49 82%	84 88%	112 84%
Net: All would not	23 4%	7 2%	2 4%	12 33% PQ	15 12% o	9 2%	12 3%	9 3%	12 6%	7 6%	2 3%	3 3%	1 2%	3 3%	8 6%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 673

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	565	453	45*	35*	120	445	359	273	191	124	47*	105	60*	96*	133
Effective base	517	413	43	33	112	405	332	251	171	113	44	102	52	84	124
NET: All would/have already	476 84%	417 92% QR	28 62%	16 45%	79 66%	397 89% n	310 86%	239 87%	155 81%	102 82%	36 77%	81 77%	55 92% vw	86 90% vw	116 87%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 674

J1a (R) And taking everything into account, to what extent would you recommend these things to friends and family?: Installing MEASURE

Base: All respondents who have installed a recommended key measure

	Total	J1_store										
		Loft insulation	Cavity wall insulation	Solid wall insulation	Flat roof insulation	Room in roof insulation	Floor insulation	New/ replacement boiler	Upgraded/ new windows/ doors	Solar photovoltaic panels	Solar thermal	Renewable Heat Technologies
Unweighted Base	563	241	243	63	3	17	26	83	10	6	1	13
Weighted Base	565	227	256	56	2	14	29	86	9	7	1	16
Effective base	517	221	224	60	3	17	25	77	9	6	1	12
Definitely would	297 53%	137 60%	134 52%	31 55%	1 58%	9 68%	14 47%	52 60%	4 45%	3 36%	1 100%	6 35%
Probably would	172 30%	55 24%	92 36%	14 26%	-	5 39%	10 35%	26 30%	4 45%	3 47%	1 100%	5 29%
Might or might not	49 9%	16 7%	19 7%	4 8%	-	-	5 17%	7 8%	2 18%	1 17%	-	4 26%
Probably would not	7 1%	1	3 1%	1 3%	-	-	-	1 2%	-	-	-	1 8%
Definitely would not	16 3%	8 4%	5 2%	3 6%	-	1 6%	1 3%	1 1%	-	-	-	1 5%
Already recommended	17 3%	12 5%	8 3%	-	1 42%	1 6%	-	1 1%	-	-	-	-
Don't know	29 5%	16 7%	9 3%	5 8%	-	1 6%	1 5%	3 4%	1 16%	-	-	3 21%
Net: All would	458 81%	184 81%	216 84%	45 80%	1 58%	13 94%	24 83%	74 86%	8 91%	6 83%	1 100%	10 64%
Net: All would not	23 4%	9 4%	8 3%	5 8%	-	1 6%	1 3%	3 3%	-	-	-	2 13%
NET: All would/have already	476 84%	196 86%	224 87%	45 80%	2 100%	14 100%	24 83%	75 87%	8 91%	6 83%	1 100%	10 64%

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 675

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Definitely would	407 43%	208 42%	197 44%	122 36%	178 49% c	107 44%	361 45% g	38 31%	116 46%	291 42%	313 45%	93 38%	208 43%	199 43%	319 48% opq	29 33%	59 31%	88 32%
Probably would	297 31%	155 31%	141 31%	119 35%	102 28%	76 31%	253 31%	41 33%	64 26%	233 34% h	206 29%	90 37% j	152 31%	145 31%	200 30%	33 38%	64 34%	97 35%
Might or might not	103 11%	49 10%	52 12%	43 13%	34 9%	23 10%	79 10%	22 18% f	33 13%	68 10%	80 11%	22 9%	54 11%	48 10%	61 9%	9 10%	33 17% n	42 15% n
Probably would not	43 4%	28 6%	14 3%	21 6%	11 3%	11 4%	38 5%	4 3%	10 4%	33 5%	27 4%	15 6%	19 4%	23 5%	23 3%	5 6%	14 7% n	19 7% n
Definitely would not	32 3%	20 4%	12 3%	10 3%	11 3%	10 4%	29 4%	3 2%	7 3%	25 4%	22 3%	10 4%	19 4%	13 3%	27 4%	2 2%	3 2%	5 2%
Already recommended	19 2%	8 2%	11 2%	7 2%	9 2%	3 1%	14 2%	5 4%	3 1%	16 2%	19 3% k	- -	12 2%	7 2%	15 2%	3 4% pq	1 .	4 1% p
Don't know	46 5%	24 5%	20 4%	16 5%	16 4%	12 5%	33 4%	10 8% f	18 7% i	26 4%	34 5%	13 5%	21 4%	25 5%	24 4%	6 7%	16 8% n	22 8% n
Net: All would	704 74%	364 74%	338 76%	241 71%	279 77%	183 76%	615 76% g	79 64%	180 72%	523 76%	520 74%	184 75%	360 74%	343 75%	518 78% pq	61 70%	124 65%	185 67%
Net: All would not	74 8%	49 10% b	26 6%	31 9%	23 6%	21 9%	66 8%	7 6%	17 7%	58 8%	49 7%	25 10%	38 8%	36 8%	50 7%	7 8%	17 9%	25 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 675

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: All would/have already	723 76%	372 75%	349 78%	248 73%	288 80% c	186 77%	629 78% g	84 68%	183 73%	539 78%	539 77%	184 75%	372 77%	350 76%	534 80% pq	65 74%	124 65%	189 68%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 675

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Definitely would	407 43%	349 45% s	58 35%	147 47%	183 43%	62 48%	62 38%	112 43%	103 45%	128 45%	252 40%	154 49% w
Probably would	297 31%	238 30%	59 36%	91 29%	142 33%	38 29%	55 33%	85 33%	68 30%	89 31%	213 34% x	84 26%
Might or might not	103 11%	83 11%	20 12%	31 10%	44 10%	13 10%	25 15% O	30 11%	25 11%	23 8%	74 12%	29 9%
Probably would not	43 4%	31 4%	12 7%	16 5%	18 4%	4 3%	6 4%	14 5%	10 4%	12 4%	29 5%	13 4%
Definitely would not	32 3%	28 4%	4 2%	14 5%	12 3%	4 3%	3 2%	8 3%	8 3%	14 5%	19 3%	13 4%
Already recommended	19 2%	18 2%	1 1%	5 2%	7 2%	3 2%	3 2%	5 2%	5 2%	6 2%	12 2%	8 2%
Don't know	46 5%	34 4%	12 7%	8 3%	21 5%	6 5%	13 8% M	8 3%	10 4%	15 5%	29 5%	18 6%
Net: All would	704 74%	586 75%	117 71%	238 76%	325 76%	100 77%	117 71%	197 75%	171 75%	217 76%	465 74%	239 75%
Net: All would not	74 8%	59 8%	16 10%	31 10%	31 7%	8 6%	9 5%	22 8%	18 8%	25 9%	49 8%	26 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 675

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: All would/have already	723 76%	605 77%	118 71%	243 78%	332 78%	103 79%	120 72%	202 77%	177 77%	223 78%	476 76%	246 77%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 675

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Definitely would	407 43%	235 44%	53 37%	97 43%	35 48%	327 42%	43 44%	278 49% HJ	20 42%	41 38%	40 34%	298 48% HJ	109 33%
Probably would	297 31%	176 33%	56 39% A	60 27%	20 27%	257 33%	24 25%	175 31%	16 34%	36 34%	37 31%	192 31%	105 32%
Might or might not	103 11%	48 9%	13 9%	35 16% y	5 7%	85 11%	11 11%	50 9%	3 6%	18 17% EI	13 11%	53 9%	50 15% EI
Probably would not	43 4%	22 4%	7 5%	8 4%	5 6%	34 4%	7 7%	15 3%	4 8% EI	3 3%	10 8% EI	19 3% E	23 7% EGI
Definitely would not	32 3%	20 4%	5 3%	4 2%	4 5%	29 4%	1 1%	12 2%	2 4%	1 1%	14 12% EGIJ	14 2%	18 5% EGI
Already recommended	19 2%	14 3%	1 1%	4 2%	2 3%	18 2%	2 2%	16 3% J	2 3% J	1 1%	-	18 3% J	1 *
Don't know	46 5%	17 3%	8 6%	16 7% y	3 4%	35 4%	9 9%	22 4%	1 2%	6 6%	5 4%	23 4%	23 7% EI
Net: All would	704 74%	411 77% A	109 76%	156 70%	55 75%	584 75%	68 69%	454 80% HJ	36 76%	77 72%	77 65%	489 79% HJ	214 65%
Net: All would not	74 8%	42 8%	12 8%	12 6%	8 11%	63 8%	8 8%	27 5%	6 12% EI	4 4%	24 20% EGIJ	33 5% E	41 12% EGI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 675

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: All would/have already	723 76%	425 80% A	110 77%	160 72%	57 77%	602 77%	69 71%	470 83% GHJ	37 80%	78 73% J	77 65%	507 82% GHJ	215 65%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 676

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Definitely would	407 43%	53 61% fgh	130 51% h	28 50% h	113 50% h	67 52% h	278 49% h	274 49% h	128 34%	45 60% k	213 48% k	148 35%	80 49%	326 42%	260 49% o	147 36%
Probably would	297 31%	20 23%	83 33%	18 32%	61 27%	38 29%	175 31%	171 31%	121 32%	18 24%	145 32%	134 32%	54 33%	242 31%	162 30%	134 33%
Might or might not	103 11%	8 9%	19 8%	4 6%	18 8%	11 8%	50 9%	48 9%	53 14% bdfg	9 12%	36 8%	58 14% j	10 6%	93 12% l	47 9%	55 13% n
Probably would not	43 4%	2 2%	4 2%	3 6%	3 2%	5 4%	15 3% g	13 2%	27 7% bdfg	1 1%	12 3%	29 7% j	9 6%	33 4%	23 4%	20 5%
Definitely would not	32 3%	1 2%	3 1%	1 1%	5 2%	4 3%	12 2% g	10 2%	20 5% bfg	1 2%	9 2%	22 5% j	5 3%	27 3%	17 3%	15 4%
Already recommended	19 2%	-	8 3% h	-	12 5% aefgh	2 1%	16 3% h	16 3% h	3 1%	-	14 3%	6 1%	1 1%	18 2%	14 3%	5 1%
Don't know	46 5%	2 2%	8 3%	2 4%	14 6% f	4 3%	22 4%	22 4%	24 6%	1 2%	20 4%	25 6%	5 3%	41 5%	12 2%	35 8% n
Net: All would	704 74%	73 84% h	214 83% dh	46 82% h	174 77% h	106 81% h	454 80% h	445 80% h	250 66%	63 84% k	358 80% k	282 67%	135 81% m	569 73%	422 79% o	281 68%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 676

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Net: All would not	74 8%	3 4%	8 3%	4 7%	9 4%	9 7%	27 5%	23 4%	47 12% abdfg	2 3%	21 5%	51 12% ij	15 9%	60 8%	40 7%	34 8%
NET: All would/have already	723 76%	73 84% h	222 87% fn	46 82% h	186 82% h	107 82% h	470 83% h	461 83% fn	253 67%	63 84% k	372 83% k	288 68%	136 82%	587 75%	437 82% o	286 70%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 676

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Definitely would	407 43%	28 30%	154 44% p	110 44% p	101 50% p	155 38%	121 47% M	152 47% M	78 43% S	38 40% S	74 49% S	21 21%	19 23%	387 45% u	59 46% V	303 43% V	35 27%	268 46% UV
Probably would	297 31%	35 37%	117 33%	78 31%	51 25%	143 35% N	72 28%	94 29%	67 37%	31 33%	50 33%	35 35%	31 37%	266 31%	37 30%	230 33%	47 37%	183 32%
Might or might not	103 11%	13 14%	40 11%	26 10%	16 8%	38 9%	27 10%	34 11%	13 7%	12 13%	13 9%	18 18% PR	17 20% v	85 10%	10 8%	82 12% W	23 18% TUW	59 10%
Probably would not	43 4%	8 8% q	11 3%	15 6%	7 4%	18 5%	10 4%	15 5%	3 2%	4 4%	3 2%	8 8% PR	7 8%	36 4%	9 7%	29 4%	9 7%	20 3%
Definitely would not	32 3%	3 3%	11 3%	8 3%	9 4%	20 5% O	11 4%	5 2%	8 4%	4 4%	5 3%	2 2%	2 2%	30 3%	9 7% U	21 3%	3 2%	18 3%
Already recommended	19 2%	2 2%	6 2%	5 2%	6 3%	12 3%	6 2%	6 2%	6 4%	2 2%	3 2%	3 3%	-	19 2%	-	18 3%	2 1%	16 3%
Don't know	46 5%	5 5%	11 3%	10 4%	10 5%	17 4%	13 5%	16 5%	6 3%	4 4%	4 3%	13 13% PQR	8 9% v	38 4%	2 2%	24 3% W	9 7% UW	16 3%
Net: All would	704 74%	63 67%	271 77%	188 75%	153 76%	298 74%	194 74%	246 76%	145 80% S	70 72% S	124 81% S	55 56%	50 60%	653 76% u	96 76%	533 75% V	82 64%	451 78% UV



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 676

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Net: All would not	74 8%	10 11%	22 6%	23 9%	16 8%	38 10%	20 8%	21 6%	10 6%	8 8%	8 5%	10 10%	9 10%	66 8%	18 14% UW	50 7%	12 9%	38 7%
NET: All would/have already	723 76%	65 70%	277 79%	193 77%	159 79%	310 77%	200 77%	252 78%	151 84% S	72 75% S	127 83% S	58 59%	50 60%	672 78% u	96 76%	551 78% V	84 66%	467 81% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 676

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Definitely would	407 43%	169 48% z	168 41% z	199 49% xz	139 39%	26 41%	130 50%	39 45%	142 40%	122 51% D	64 47%	177 40%	210 47%	133 41%	173 44%	118 44%
Probably would	297 31%	105 30%	128 31%	122 30%	111 31%	20 31%	80 31%	24 28%	112 32%	61 25%	50 36% E	140 32%	141 32%	106 33%	118 30%	85 31%
Might or might not	103 11%	30 8%	49 12% y	31 8%	48 14% wxy	12 19% wy	18 7%	12 13%	39 11%	23 10%	8 6%	59 13% H	31 7%	42 13%	36 9%	30 11%
Probably would not	43 4%	17 5%	19 5%	18 5%	17 5%	1 1%	11 4%	5 5%	18 5%	7 3%	7 5%	20 5%	19 4%	15 5%	18 5%	11 4%
Definitely would not	32 3%	11 3%	17 4%	11 3%	17 5%	2 3%	10 4%	1 1%	11 3%	11 5%	2 1%	15 3%	16 4%	5 2%	16 4%	10 4%
Already recommended	19 2%	7 2%	9 2%	7 2%	9 3%	-	4 1%	2 3%	6 2%	8 3%	3 2%	7 2%	10 2%	7 2%	8 2%	3 1%
Don't know	46 5%	13 4%	19 5%	16 4%	16 5%	4 6%	7 3%	3 4%	24 7%	8 3%	4 3%	21 5%	19 4%	13 4%	24 6%	13 5%
Net: All would	704 74%	275 78% z	296 72% z	321 79% xz	250 70%	46 72%	210 80%	63 73%	253 72%	184 76%	114 83% D	316 72%	352 79% G	238 74%	291 74%	203 75%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 676

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Net: All would not	74 8%	28 8%	36 9%	30 7%	34 10%	3 4%	21 8%	6 6%	29 8%	18 7%	9 6%	35 8%	36 8%	21 6%	34 9%	21 8%
NET: All would/have already	723 76%	282 80% z	305 75% z	328 81% xz	259 72%	46 72%	214 82%	65 76%	259 74%	191 80%	117 85% D	323 74%	362 81% G	246 76%	299 76%	207 76%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 677

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with price energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Definitely would	407 43%	152 42% K	260 49% HK	317 47% HK	90 33%	182 44%	144 40%	77 49%	316 49% M	52 28%	343 48% O	26 24%
Probably would	297 31%	121 33%	162 30%	209 31%	88 33%	123 30%	114 32%	49 31%	206 32%	63 33%	230 32%	29 26%
Might or might not	103 11%	33 9%	47 9%	61 9%	42 15% HIJ	41 10%	47 13% m	10 6%	56 9%	30 16% L	64 9%	24 22% N
Probably would not	43 4%	21 6%	23 4%	31 5%	12 4%	20 5%	16 5%	6 4%	21 3%	14 7% L	26 4%	10 9% N
Definitely would not	32 3%	13 4%	17 3%	22 3%	10 4%	19 5%	10 3%	2 1%	10 2%	20 11% L	13 2%	17 15% N
Already recommended	19 2%	7 2%	14 3%	16 2%	3 1%	7 2%	6 2%	5 3%	16 2%	2 1%	16 2%	- -
Don't know	46 5%	15 4% I	12 2%	20 3% I	26 10% HIJ	19 5%	18 5%	8 5%	24 4%	7 4%	26 4%	6 5%
Net: All would	704 74%	273 76% K	422 79% K	525 78% K	178 66%	306 74%	257 73%	126 80%	522 80% M	115 61% O	573 80% O	55 49%
Net: All would not	74 8%	34 9%	40 7%	53 8%	21 8%	39 9%	26 7%	8 5%	31 5%	34 18% L	39 5%	27 24% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 677

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: All would/have already	723 76%	280 77% K	437 82% HK	541 80% HK	182 67%	312 76%	264 74%	131 83% I	538 83% M	117 62%	589 82% O	55 49%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 677

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Definitely would	407 43%	354 52% QR	16 18%	23 22%	71 27%	335 49% n	271 47% r	145 53% pr	128 38%	96 46% vw	20 29%	61 34%	45 45% v	82 52% vw	102 45% vw
Probably would	297 31%	224 33%	28 31%	30 28%	85 32%	211 31%	172 29%	78 28%	117 35%	65 31%	27 39%	50 28%	36 35%	44 28%	74 33%
Might or might not	103 11%	46 7%	35 37% PR	11 11%	38 14% o	65 10%	54 9%	21 8%	44 13% q	18 9%	12 17% xz	35 19% xyz	4 4%	16 10%	17 8%
Probably would not	43 4%	19 3%	7 7% P	16 15% P	25 10% o	17 3%	25 4% q	5 2%	16 5%	11 5%	2 4%	13 7% y	3 3%	3 2%	11 5%
Definitely would not	32 3%	7 1%	2 3%	22 21% PQ	26 10% o	6 1%	19 3% q	5 2%	13 4%	7 3%	4 5%	4 2%	4 4%	5 3%	8 3%
Already recommended	19 2%	18 3%	1 1%	1 1%	4 2%	15 2%	16 3%	7 2%	3 1%	3 1%	-	2 1%	6 6% uw	2 1%	6 3%
Don't know	46 5%	18 3%	3 4%	4 3%	13 5%	33 5%	26 5%	13 5%	12 4%	11 5%	4 5%	16 9% z	3 3%	5 3%	8 3%
Net: All would	704 74%	578 84% QR	45 48%	53 50%	157 60%	547 80% n	443 76%	223 81% pr	246 74%	161 76% w	47 68%	112 62%	81 80% w	126 80% w	176 78% w
Net: All would not	74 8%	26 4%	9 10% P	38 36% PQ	51 19% o	23 3%	44 8% q	10 4%	28 9% q	17 8%	6 9%	16 9%	7 7%	8 5%	19 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 677

J1b And taking everything into account, to what extent would you recommend these things to friends and family?: Making energy saving home improvements in general

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: All would/have already	723 76%	596 87% QR	45 49%	54 50%	161 61%	562 82% n	459 79%	230 84% pr	249 75%	164 78% w	47 68%	114 63%	87 86% vw	128 81% vw	183 81% vw



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 681

K1 Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Base: All owner-occupiers

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	644	303	337	203	256	183	561	73	162	480	471	173	375	269	644	-	-	-
Weighted Base	669	309	355	203	271	191	588	70*	165	501	472	197	337	332	669	**	**	**
Effective base	600	283	314	189	239	171	523	69	151	448	434	167	354	259	600	-	-	-
Freehold	528 79%	239 78%	287 81%	151 74%	226 83% c	152 79%	467 79%	55 78%	124 75%	404 81%	372 79%	156 80%	252 75%	276 83% l	528 79%	-	-	-
Common hold/share of freehold	12 2%	7 2%	5 1%	4 2%	2 1%	6 3%	11 2%	1 1%	2 1%	9 2%	8 2%	3 2%	5 2%	7 2%	12 2%	-	-	-
Leasehold	48 7%	19 6%	27 8%	17 8%	17 6%	12 6%	41 7%	5 6%	14 9%	32 6%	46 10% k	2 1%	41 12% m	7 2%	48 7%	-	-	-
Don't know	81 12%	44 14%	36 10%	32 16%	26 10%	22 11%	70 12%	10 14%	24 15%	56 11%	46 10%	35 18% j	39 12%	42 13%	81 12%	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 681

K1 Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Base: All owner-occupiers

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	644	600	44	243	280	95	89	151	168	233	396	248
Weighted Base	669	609	59*	241	300	103*	94*	160	174	239	410	259
Effective base	600	562	42	225	262	90	82	140	157	218	369	231
Freehold	528 79%	512 84% s	17 28%	200 83%	232 77%	88 86%	68 72%	122 76%	141 81%	198 83% K	328 80%	201 77%
Common hold/share of freehold	12 2%	5 1%	7 12% r	5 2%	5 2%	2 2%	2 2%	5 3% O	4 2%	1 *	7 2%	5 2%
Leasehold	48 7%	25 4%	23 38% r	18 7%	25 8%	4 4%	7 8%	12 8%	12 7%	16 7%	28 7%	19 8%
Don't know	81 12%	68 11%	13 22% r	18 8%	39 13%	8 8%	16 18%	22 14%	17 10%	24 10%	47 11%	34 13%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
*small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 681

K1 Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Base: All owner-occupiers

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	644	431	109	79	46	544	50	408	39	66	88	447	197
Weighted Base	669	448	109	81*	51*	555	57*	425	38*	70*	91*	463	206
Effective base	600	401	103	74	43	507	47	380	36	62	83	416	184
Freehold	528 79%	362 81% A	89 82% A	52 64%	48 92% A	440 79% D	35 62%	338 80%	33 88%	58 83%	76 84% J	371 80%	157 76%
Common hold/share of freehold	12 2%	11 2%	-	1 1%	-	10 2%	2 4%	4 1%	1 2%	-	2 2%	5 1%	7 3%
Leasehold	48 7%	30 7%	6 5%	10 13% B	-	36 7%	10 17% C	33 8%	1 2%	3 4%	5 5%	34 7%	14 7%
Don't know	81 12%	45 10%	14 13%	18 23% yB	4 8%	69 12%	10 17%	50 12%	3 8%	9 13%	8 9%	53 11%	28 14%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

*** small base; ** very small base (under 30) ineligible for sig testing**

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 682

K1 Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Base: All owner-occupiers

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	644	77	167	29	172	107	408	397	236	71	299	274	144	500	402	242
Weighted Base	669	80*	182	29**	170	113	425	414	244	75*	311	283	154	515	414	254
Effective base	600	71	155	27	161	100	380	370	220	66	279	256	134	466	376	224
Freehold	528 79%	64 80%	143 78%	26 90%	135 80%	98 86% fg	338 80%	328 79%	190 78%	59 79%	243 78%	226 80%	133 87% m	395 77%	335 81%	193 76%
Common hold/share of freehold	12 2%	-	4 2%	-	1 *	-	4 1%	4 1%	7 3%	2 3%	2 1%	7 3%	3 2%	8 2%	6 2%	5 2%
Leasehold	48 7%	2 3%	19 10% e	1 4%	12 7%	2 2%	33 8% e	32 8% e	14 6%	3 4%	28 9%	17 6%	7 5%	41 8%	28 7%	20 8%
Don't know	81 12%	14 17%	17 10%	2 5%	22 13%	13 12%	50 12%	50 12%	31 13%	10 14%	38 12%	32 11%	10 7%	71 14% l	45 11%	36 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 682

K1 Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Base: All owner-occupiers

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	644	46	216	184	168	292	182	200	119	66	122	-	-	644	111	467	37	430
Weighted Base	669	47*	223	194	174	306	189	211	130	64*	128	**	**	669	122	477	37*	441
Effective base	600	43	202	172	155	274	168	185	112	61	114	-	-	600	104	434	35	400
Freehold	528 79%	30 62%	177 79% p	154 79% p	149 86% p	239 78%	159 84%	166 79%	107 82%	49 75%	105 82%	-	-	528 79%	108 89% UVW	370 77%	24 65%	346 79%
Common hold/share of freehold	12 2%	2 3%	5 2%	1 1%	4 2%	4 1%	1 *	9 4% N	5 4%	-	1 1%	-	-	12 2%	1 1%	8 2%	-	8 2%
Leasehold	48 7%	11 24% q/L	15 7%	14 7%	6 3%	21 7%	13 7%	13 6%	5 4%	4 6%	11 8%	-	-	48 7%	5 4%	39 8%	-	39 9%
Don't know	81 12%	5 10%	26 12%	25 13%	15 9%	41 13%	16 8%	22 11%	13 10%	12 19% R	10 8%	-	-	81 12%	7 6%	60 13% W	13 35% TUW	47 11%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 682

K1 Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Base: All owner-occupiers

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	644	282	252	326	208	15	211	66	184	182	114	243	362	204	294	175
Weighted Base	669	295	257	341	212	18**	219	71*	182	195	125	246	382	203	308	188
Effective base	600	262	235	304	193	14	196	61	171	170	105	226	338	192	274	162
Freehold	528 79%	255 86% xz	193 75%	289 85% xz	159 75%	9 47%	192 88%	58 82%	126 69%	159 82% D	110 88% D	189 77%	310 81%	165 81%	249 81%	140 75%
Common hold/share of freehold	12 2%	2 1%	7 3%	2 1%	7 3% wy	4 22%	1 .	1 2%	4 2%	3 1%	2 2%	1 .	11 3% G	4 2%	8 3%	1 .
Leasehold	48 7%	18 6%	23 9%	22 7%	20 9%	1 8%	13 6%	5 8%	25 14% EF	8 4%	5 4%	13 5%	32 8%	10 5%	21 7%	20 10% I
Don't know	81 12%	20 7%	34 13% wy	27 8% w	27 13% w	4 23%	13 6%	6 8%	28 15% F	25 13%	8 6%	43 18% H	28 7%	24 12%	30 10%	27 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 683

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19 Jun 2014

K1 Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Base: All owner-occupiers

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	644	283	402	506	138	314	237	80	458	129	513	84
Weighted Base	669	280	414	521	148	332	243	80*	478	129	536	82*
Effective base	600	264	376	473	127	293	221	74	427	121	478	79
Freehold	528 79%	234 84% K	335 81%	420 81%	108 73%	266 80%	197 81% m	56 70%	383 80%	101 78%	425 79%	71 86%
Common hold/share of freehold	12 2%	1 *	6 2% H	6 1% H	5 4% H	8 2% l	-	3 4% l	5 1%	3 2%	6 1%	1 1%
Leasehold	48 7%	19 7%	28 7%	37 7%	10 7%	25 8%	16 7%	5 6%	31 7%	13 10%	41 8%	3 4%
Don't know	81 12%	27 10%	45 11%	56 11%	24 16% H	33 10%	30 12%	16 20% k	58 12%	12 9%	64 12%	8 9%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 683

K1 Do you (and your partner) own this house/flat freehold, common hold/share of freehold or leasehold?

Base: All owner-occupiers

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	644														
Unweighted Base	473	60	79	180	464	464	230	165	129	50	107	78	119	161	
Weighted Base	669	62*	81*	185	484	476	238	179	136	52*	104*	83*	128	165	
Effective base	600	56	73	168	433	432	214	155	120	47	100	73	111	151	
Freehold	528 79%	391 79%	47 76%	71 88%	145 79%	383 79%	389 82%	199 84%	132 74%	104 76%	37 70%	78 75%	67 80%	106 83%	137 83%
Common hold/share of freehold	12 2%	7 1%	2 3%	1 1%	5 2%	7 1%	2 1%	4 2%	3 3%	-	4 4%	-	2 2%	2 1%	
Leasehold	48 7%	38 8%	5 7%	4 5%	17 9%	31 6%	27 6%	12 5%	20 11%	15 11%	7 13%	8 8%	5 6%	6 5%	7 4%
Don't know	81 12%	57 12%	8 14%	5 7%	18 10%	63 13%	53 11%	25 10%	23 13%	14 10%	9 17%	14 14%	11 13%	14 11%	19 12%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 684

K2 When was this property built?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Before 1919	129 14%	61 12%	67 15%	46 14%	59 16% e	23 10%	109 13%	18 14%	36 14%	93 13%	103 15%	25 10%	69 14%	60 13%	110 16% pq	16 18% pq	3 2%	19 7% p
1920-1945	184 19%	97 20%	87 19%	73 21%	68 19%	43 18%	156 19%	25 20%	56 22%	128 19%	148 21% k	35 14%	103 21%	81 18%	131 20%	18 21%	34 18%	52 19%
1946-1980	428 45%	229 46%	196 44%	122 36%	164 45% c	140 58% cd	393 49% g	29 23%	118 47%	308 45%	286 41%	141 58% j	192 40%	236 51% l	300 45% o	25 29%	102 54% noq	127 46% o
1981 or later	130 14%	58 12%	71 16%	48 14%	51 14%	30 12%	109 13%	20 16%	26 10%	103 15%	96 14%	34 14%	64 13%	66 14%	103 15% oq	6 7%	20 11%	27 10%
Don't know	76 8%	49 10% b	25 6%	49 15% de	19 5%	7 3%	41 5%	31 25% f	15 6%	59 9%	69 10% k	8 3%	58 12% m	19 4%	24 4%	21 24% n	31 16% n	52 19% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 684

K2 When was this property built?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Before 1919	129 14%	120 15% s	9 5%	129 41% uv	-	-	26 16%	41 16%	24 11%	38 13%	59 9%	69 22% w
1920-1945	184 19%	167 21% s	16 10%	184 59% uv	-	-	26 16%	42 16%	50 22%	65 23%	110 18%	74 23% w
1946-1980	428 45%	321 41%	107 65% r	-	428 100% tv	-	60 36%	116 44%	100 44%	151 53% K	301 48% x	127 40%
1981 or later	130 14%	117 15% s	13 8%	-	-	130 100% tu	22 13%	37 14%	45 20% O	25 9%	105 17% x	25 8%
Don't know	76 8%	56 7%	20 12%	-	-	-	33 20% MNO	26 10% NO	9 4%	7 3%	53 8%	24 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 684

K2 When was this property built?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Before 1919	129 14%	80 15% A	18 13%	18 8%	19 26% yzA	102 13%	6 7%	67 12%	10 21%	17 16%	18 15%	77 13%	52 16%
1920-1945	184 19%	95 18%	33 23% B	54 24% yB	8 11%	164 21%	14 14%	104 18%	9 20%	23 22%	30 25%	113 18%	71 21%
1946-1980	428 45%	260 49% A	58 41%	87 39%	32 44%	347 44%	53 54%	265 47%	20 43%	47 44%	49 41%	286 46%	142 43%
1981 or later	130 14%	84 16% A	20 14%	21 9%	9 13%	105 13%	17 17%	87 15%	4 9%	12 11%	18 15%	91 15%	39 12%
Don't know	76 8%	12 2%	13 9% y	43 19% yzB	5 7% y	66 8%	7 8%	46 8%	4 8%	7 7%	5 4%	49 8%	27 8% H



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 685

K2 When was this property built?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Before 1919	129 14%	8 10%	14 6%	12 21% bfg	33 15% b	19 15% b	67 12% b	67 12% b	61 16% b	7 9%	55 12%	67 16%	26 16%	103 13%	75 14%	54 13%
1920-1945	184 19%	13 15%	35 14%	12 22%	51 22% bfg	20 16%	104 18% b	99 18% b	80 21% b	13 18%	75 17%	95 22% j	38 23%	146 19%	107 20%	76 19%
1946-1980	428 45%	49 57% cdfgh	136 53% cdfgh	22 39%	87 39%	66 51% d	265 47% d	260 47% d	162 43%	40 53%	207 46%	180 43%	77 47%	350 45%	240 45%	188 46%
1981 or later	130 14%	13 15% c	58 22% cdfgh	-	26 12% c	19 14% c	87 15% cd	84 15% cd	43 11% c	15 19%	67 15%	48 11%	22 14%	107 14%	75 14%	55 13%
Don't know	76 8%	3 3%	14 5%	10 19% abefgh	29 13% abefg	6 5%	46 8% b	46 8% b	31 8%	1 1%	44 10% i	31 7%	2 1%	75 10% l	39 7%	38 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 685

K2 When was this property built?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Before 1919	129 14%	4 5%	37 11%	38 15% p	46 23% pqr	41 10%	39 15%	53 16% M	30 16%	13 14%	17 11%	8 8%	7 8%	122 14%	27 21% UV	86 12% V	4 3%	82 14% UV
1920-1945	184 19%	17 18%	66 19%	54 21%	34 17%	67 17%	48 18%	66 20%	30 17%	23 24%	28 19%	16 16%	14 17%	169 20%	22 17%	141 20%	27 21%	114 20%
1946-1980	428 45%	50 53%	166 47%	113 45%	82 41%	200 50% NO	108 42%	136 42%	82 46%	34 35%	75 50% Q	41 42%	40 47%	388 45%	53 42%	327 46%	66 52%	261 45%
1981 or later	130 14%	10 10%	51 15%	33 13%	31 15%	62 15%	46 18%	41 13%	29 16%	13 14%	25 17%	8 8%	6 7%	124 14%	22 18%	91 13%	14 11%	77 13%
Don't know	76 8%	13 13% IL	30 9% L	13 5%	7 4%	33 8%	19 7%	27 8%	10 6%	13 14% PR	6 4%	26 26% PQR	18 21% v	58 7%	2 2%	63 9% T	17 13% T	46 8% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 685

K2 When was this property built?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Before 1919	129 14%	50 14%	62 15%	54 13%	58 16%	8 12%	42 16%	7 8%	47 13%	31 13%	21 15%	55 13%	66 15%	49 15%	52 13%	40 15%
1920-1945	184 19%	70 20%	75 18%	81 20%	64 18%	11 17%	48 18%	19 22%	72 20%	54 23%	19 14%	95 22%	76 17%	83 26% JK	75 19%	38 14%
1946-1980	428 45%	163 46%	180 44%	191 47%	151 42%	27 42%	125 48%	36 42%	161 46%	114 47%	54 39%	195 45%	213 48%	110 34%	209 53% IK	121 45% I
1981 or later	130 14%	56 16%	56 14%	62 15%	50 14%	11 17%	38 15%	17 20%	28 8%	29 12%	43 31% DE	40 9%	80 18% G	42 13%	44 11%	45 17%
Don't know	76 8%	15 4%	36 9% wy	17 4%	34 10% wy	8 12% wy	7 3%	6 7%	44 12% EF	12 5% F	- -	53 12% H	13 3%	39 12% J	14 4%	26 10% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 686

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K2 When was this property built?

19 Jun 2014

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	946	379	537	679	267	395	356	172	648	193	714	117
Unweighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Weighted Base	870	350	498	628	242	365	329	156	596	178	658	108
Effective base	129	61	75	96	33	48	50	23	83	34	85	24
Before 1919	14%	17% J	14%	14%	12%	12%	14%	15%	13%	18%	12%	22% N
1920-1945	184 19%	81 22% K	107 20%	144 21% K	40 15%	75 18%	74 21%	31 20%	128 20%	37 20%	154 21%	15 13%
1946-1980	428 45%	156 43%	240 45%	299 44%	128 47%	199 48% m	165 47% m	57 36%	300 46%	82 44%	325 45%	51 46%
1981 or later	130 14%	38 10%	75 14% H	92 14% H	38 14%	71 17% l	34 9%	23 15%	90 14%	23 12%	103 14%	12 11%
Don't know	76 8%	27 7%	39 7%	45 7%	32 12% lJ	18 4%	31 9% k	24 15% kl	47 7%	12 6%	50 7%	9 8%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 686

K2 When was this property built?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	946														
Unweighted Base	685	92	108	267	679	587	273	327	207	70	193	98	151	227	
Weighted Base	946	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226	
Effective base	870	86	100	245	625	541	252	300	191	64	177	90	139	210	
Before 1919	129 14%	88 13%	9 10%	24 22% PQ	44 17%	85 12%	95 16% r	40 15%	32 10%	23 11%	9 13%	18 10%	17 17%	25 16%	36 16%
1920-1945	184 19%	136 20%	21 23%	18 17%	49 19%	134 20%	115 20%	47 17%	64 19%	51 24%	16 23%	33 18%	15 15%	29 18%	39 17%
1946-1980	428 45%	310 45%	38 42%	53 49%	118 45%	309 45%	260 45%	139 51% p	161 48%	92 44%	28 41%	84 46%	47 47%	78 49%	97 43%
1981 or later	130 14%	101 15%	10 11%	10 9%	33 13%	96 14%	76 13%	36 13%	46 14%	21 10%	11 15%	28 15%	16 16%	19 12%	36 16%
Don't know	76 8%	50 7%	13 15% PR	2 2%	18 7%	58 8%	37 6%	13 5%	30 9% q	23 11% y	5 7%	18 10%	5 5%	8 5%	18 8%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 687

K3 What type of property do you live in?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
House/bungalow	781 83%	398 81%	380 85%	272 80%	313 87% ce	195 80%	661 82%	109 89%	192 77%	588 85% h	591 84% k	190 78%	403 83%	377 82%	609 91% opq	64 73% pq	108 57%	171 62% p
Flat	165 17%	96 19%	67 15%	67 20% d	48 13%	48 20% d	147 18%	14 11%	59 23% i	104 15%	111 16%	54 22% j	83 17%	83 18%	59 9%	23 27% n	82 43% noq	106 38% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 687

K3 What type of property do you live in?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
House/bungalow	781 83%	781 100% s	-	287 92% u	321 75%	117 90% u	127 77%	198 75%	198 87% KM	254 89% KM	496 79%	284 89% w
Flat	165 17%	-	165 100% r	25 8%	107 25% tv	13 10%	38 23% NO	64 25% NO	31 13%	32 11%	132 21% x	34 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 687

K3 What type of property do you live in?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
House/bungalow	781 83%	456 86% A	129 91% AB	161 72%	58 79%	665 85% D	57 58%	478 84% J	45 96% EGLJ	88 83%	104 88% J	523 85% EJ	257 78%
Flat	165 17%	76 14%	13 9%	62 28% yz	15 21% z	120 15%	41 42% C	91 16% FI	2 4%	18 17% F	14 12%	93 15% F	73 22% EFHI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 688

K3 What type of property do you live in?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
House/bungalow	781 83%	78 90% bh	201 78%	46 83%	204 90% bfg	124 95% abcf gh	478 84% b	464 84% b	302 80%	68 90%	365 81%	348 82%	154 93% m	627 80%	465 87% o	316 77%
Flat	165 17%	9 10% e	56 22% adef g	10 17% e	23 10%	6 5%	91 16% de	91 16% de	75 20% ade	8 10%	83 19%	75 18%	12 7%	154 20% l	71 13%	95 23% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 688

K3 What type of property do you live in?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
House/bungalow	781 83%	56 59%	278 79% p	220 88% pq	192 96% pqr	334 83%	230 88% M	268 83%	149 82% S	84 87% S	136 90% S	50 51%	39 47%	741 86% u	121 96% UVW	575 81% V	84 66%	491 85% UV
Flat	165 17%	38 41% qrL	73 21% rL	30 12% L	9 4%	69 17% N	30 12%	55 17%	32 18%	12 13%	15 10%	49 49% PQR	45 53% v	121 14%	5 4%	132 19% TW	43 34% TUW	88 15% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 688

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19 Jun 2014

K3 What type of property do you live in?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
House/bungalow	781 83%	328 93% xzA	309 75% zA	377 93% xzA	259 72% A	35 55%	242 93%	80 94%	244 69%	216 90% D	125 91% D	343 78%	389 87% G	287 89% JK	324 83% K	203 75%
Flat	165 17%	25 7%	101 26% wy	28 7%	99 28% wxy	29 45% wxyz	19 7%	5 6%	107 31% EF	24 10%	12 9%	95 22% H	59 13%	35 11%	69 17% I	67 25% J



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 689

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19 Jun 2014

K3 What type of property do you live in?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	946	379	537	679	267	395	356	172	648	193	714	117
Unweighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Weighted Base	870	350	498	628	242	365	329	156	596	178	658	108
Effective base	781	315	465	581	200	347	298	120	566	142	622	92
House/bungalow	83%	87% K	87% K	86% K	74%	84% m	84% m	76%	87% M	75%	87% N	83% O
Flat	165	47	71	94	72	65	56	37	82	46	96	20
	17%	13%	13%	14%	26% HIJ	16%	16%	24% kl	13%	25% L	13%	17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 689

K3 What type of property do you live in?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
House/bungalow	781 83%	577 84%	74 80%	87 82%	201 76%	580 85% n	512 88% r	248 90% r	247 74%	160 76%	60 87%	144 80%	91 90% uw	137 86% u	188 83%
Flat	165 17%	109 16%	19 20%	20 18%	62 24% o	103 15%	71 12%	26 10%	87 26% pq	50 24% xy	9 13%	37 20% x	10 10%	22 14%	38 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 690

K4 Which of these does this property have?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Loft conversion	82 9%	48 10%	34 8%	38 11% e	33 9% e	11 5%	57 7%	24 19% f	16 6%	66 10%	63 9%	18 8%	59 12% m	22 5%	58 9%	13 15% pq	11 6%	24 9% p
Loft boarded or partially boarded	264 28%	114 23%	148 33% a	73 22%	110 30% c	79 33% c	245 30% g	15 12%	64 25%	198 29%	184 26%	80 33%	99 20%	165 36% l	227 34% opq	12 14%	24 13%	37 13%
Loft, not converted or boarded	408 43%	215 43%	194 43%	153 45%	164 45%	91 38%	340 42%	62 50%	104 42%	304 44%	321 46% k	88 36%	228 47% m	181 39%	295 44%	35 40%	79 42%	114 41%
No loft	138 15%	82 17%	54 12%	47 14%	41 11%	50 20% d	126 16%	11 9%	48 19% i	90 13%	88 13%	50 21% j	65 13%	73 16%	68 10%	14 17%	56 29% noq	70 25% no
Don't know	54 6%	36 7% b	16 4%	27 8% d	13 4%	12 5%	40 5%	10 8%	19 7%	33 5%	46 7%	8 3%	35 7% m	18 4%	21 3%	13 15% n	20 10% n	32 12% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 690

K4 Which of these does this property have?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Loft conversion	82 9%	76 10% s	6 3%	46 15% uv	20 5%	5 4%	14 8%	28 11% O	25 11% O	15 5%	43 7%	39 12% w
Loft boarded or partially boarded	264 28%	252 32% s	12 7%	92 30%	109 26%	54 41% tu	31 19%	68 26%	73 32% K	92 32% K	173 28%	91 29%
Loft, not converted or boarded	408 43%	369 47% s	40 24%	142 45%	184 43%	49 38%	75 45%	103 39%	93 41%	137 48%	271 43%	138 43%
No loft	138 15%	52 7%	86 52% r	19 6%	94 22% tv	16 12% t	27 16%	49 19% O	32 14%	30 10%	107 17% x	31 10%
Don't know	54 6%	32 4%	22 13% r	13 4%	20 5%	6 5%	19 11% MNO	15 6%	5 2%	13 4%	35 6%	19 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 690

K4 Which of these does this property have?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Loft conversion	82 9%	47 9%	17 12%	14 6%	5 7%	72 9%	5 5%	42 7%	5 11%	7 6%	17 15% EI	48 8%	34 10%
Loft boarded or partially boarded	264 28%	168 32% A	41 29%	46 21%	22 30%	227 29% D	14 14%	160 28%	14 29%	34 32%	34 29%	174 28%	90 27%
Loft, not converted or boarded	408 43%	227 43%	57 40%	104 47%	31 42%	339 43%	42 43%	262 46% HJ	25 53% HJ	42 39%	42 36%	288 47% HJ	121 37%
No loft	138 15%	76 14%	17 12%	34 15%	12 16%	104 13%	28 29% C	74 13% FI	-	19 18% F	18 15% F	74 12% F	64 19% EFI
Don't know	54 6%	14 3%	10 7% Y	24 11% Y	4 6%	43 5%	8 8%	30 5%	3 6%	5 4%	6 5%	33 5%	21 6%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 691

K4 Which of these does this property have?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Loft conversion	82 9%	2 3%	17 7%	9 15% abdfg	16 7%	20 15% abdfg	42 7%	41 7%	39 10% a	5 7%	35 8%	41 10%	26 16% m	56 7%	40 7%	42 10%
Loft boarded or partially boarded	264 28%	42 49% bcde fgh	77 30% d	17 31%	51 23%	43 33% d	160 28% d	157 28% d	104 28%	34 45% jk	111 25%	119 28%	61 37% m	203 26%	156 29%	108 26%
Loft, not converted or boarded	408 43%	37 42%	96 37%	19 34%	129 57% abcde fgh	58 45%	262 46% bch	254 46% bh	146 39%	30 40%	206 46%	172 41%	62 37%	347 44%	239 45%	170 41%
No loft	138 15%	4 4%	57 22% acdef g	4 7%	13 6%	7 5%	74 13% ade	74 13% ade	64 17% ade	5 7%	67 15%	67 16%	13 8%	125 16% l	72 13%	67 16%
Don't know	54 6%	2 2%	10 4%	7 13% abefg	17 8% bef	3 2%	30 5%	30 5%	24 6%	1 1%	29 6%	24 6%	4 2%	50 6%	29 5%	24 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 691

K4 Which of these does this property have?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Loft conversion	82 9%	10 10%	26 8%	19 8%	20 10%	30 8%	23 9%	29 9%	16 9%	14 14%	16 11%	10 10%	9 10%	73 8%	12 10%	60 8%	9 7%	51 9%
Loft boarded or partially boarded	264 28%	12 13%	91 26% p	81 32% p	74 37% pq	117 29%	80 31%	99 31%	51 28% s	18 18%	41 27% s	13 13%	9 11%	255 30% u	57 45% UVW	185 26% v	20 16%	165 28% uv
Loft, not converted or boarded	408 43%	33 35%	156 45%	108 43%	89 44%	171 43%	116 44%	129 40%	83 46%	46 47%	61 40%	39 40%	34 40%	374 43%	47 37%	317 45%	58 45%	259 45%
No loft	138 15%	30 32% qrl	57 16% L	29 12%	14 7%	61 15%	31 12%	47 14%	24 13%	10 10%	29 19%	25 26% PQ	24 29% v	114 13%	10 8%	110 16% TW	31 24% TUW	79 14%
Don't know	54 6%	8 9% L	20 6%	13 5%	5 2%	23 6%	10 4%	19 6%	7 4%	9 9% R	4 3%	11 11% PR	9 10%	45 5%	1 1%	36 5%	10 8% T	25 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 691

K4 Which of these does this property have?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Loft conversion	82 9%	28 8%	39 9%	33 8%	34 10%	7 11%	20 8%	7 8%	29 8%	24 10%	8 6%	47 11%	32 7%	40 13% J	28 7%	21 8%
Loft boarded or partially boarded	264 28%	119 34% xzA	106 26% z	144 36% xzA	82 23%	10 16%	93 36%	25 29%	60 17%	79 33% D	60 44% D	80 18%	167 37% G	81 25%	119 30%	73 27%
Loft, not converted or boarded	408 43%	152 43%	169 41%	173 43%	148 41%	21 32%	112 43%	38 44%	158 45% F	107 44% F	45 32%	209 48% H	177 40%	152 47%	160 41%	115 42%
No loft	138 15%	42 12% y	69 17% y	43 11%	68 19% wxy	20 32% wxyz	29 11%	13 15%	73 21% E	24 10%	21 16%	72 16%	58 13%	31 10%	68 17% I	41 15% I
Don't know	54 6%	11 3%	27 7% wy	13 3%	26 7% wy	6 9% wy	7 3%	3 3%	31 9% EF	7 3%	3 2%	31 7% H	13 3%	17 5%	18 5%	20 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 692

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K4 Which of these does this property have?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Loft conversion	82 9%	35 10%	40 7%	55 8%	27 10%	41 10% m	29 8%	7 4%	61 9%	15 8%	68 10%	9 8%
Loft boarded or partially boarded	264 28%	107 30%	156 29%	203 30% K	61 23%	138 33% lm	86 24%	34 21%	193 30%	52 27%	222 31%	24 22%
Loft, not converted or boarded	408 43%	161 45%	239 45%	296 44%	112 41%	155 38%	168 47% k	77 49% k	286 44%	80 42%	311 43%	56 50%
No loft	138 15%	40 11%	72 13%	86 13%	52 19% HIJ	63 15%	48 14%	27 17%	76 12%	33 18% L	84 12%	18 16%
Don't know	54 6%	19 5%	29 5%	35 5%	19 7%	14 3%	23 7%	13 8% k	32 5%	8 4%	31 4%	5 5%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 692

K4 Which of these does this property have?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Loft conversion	82 9%	56 8%	10 11%	11 10%	23 9%	59 9%	55 9% q	19 7%	25 7%	18 8%	5 8%	23 12% x	5 5%	15 9%	17 7%
Loft boarded or partially boarded	264 28%	199 29%	22 24%	32 30%	68 26%	196 29%	178 30%	94 34% r	84 25%	55 26%	20 29%	37 21%	43 43% uvwxyz	43 27%	65 29%
Loft, not converted or boarded	408 43%	302 44%	41 45%	46 43%	116 44%	293 43%	266 46%	128 47%	130 39%	84 40%	27 39%	75 41%	43 42%	69 43%	111 49%
No loft	138 15%	92 13%	16 17%	13 12%	44 17%	94 14%	62 11%	26 9%	71 21% pq	41 19% xz	13 18% xz	33 18% xz	7 6%	26 16% xz	20 9%
Don't know	54 6%	36 5%	3 4%	4 4%	12 5%	41 6%	22 4%	7 3%	24 7% pq	13 6%	4 6%	13 7%	3 3%	6 4%	13 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 693

K5 And how many bedrooms does your home have?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
0	2	2	-	2 1%	-	-	1	1 1%	1 1%	1	2	-	2	-	1	1 1% n	-	1
1	53 6%	30 6%	22 5%	16 5%	14 4%	21 9% d	48 6%	3 2%	27 11% i	25 4%	33 5%	20 8%	21 4%	33 7%	11 2%	7 8% n	36 19% noq	43 15% no
2	285 30%	163 33%	121 27%	111 33%	94 26%	80 33%	255 32% g	25 20%	88 35%	197 29%	204 29%	81 33%	153 32%	132 29%	183 27%	36 42% n	66 35%	102 37% n
3	443 47%	223 45%	217 49%	148 44%	177 49%	116 48%	377 47%	61 50%	115 46%	326 47%	339 48%	104 43%	224 46%	218 47%	342 51% opq	35 40%	66 35%	100 36%
4	124 13%	57 12%	67 15%	46 14%	57 16% e	21 9%	101 13%	21 17%	12 5%	112 16% h	92 13%	32 13%	64 13%	60 13%	100 15% opq	6 7%	17 9%	24 8%
5	24 3%	12 2%	12 3%	8 2%	13 4%	3 1%	15 2%	9 8% f	4 2%	20 3%	21 3%	4 2%	13 3%	11 2%	22 3% q	-	3 1%	3 1%
6	9 1%	3 1%	6 1%	4 1%	3 1%	1 1%	5 1%	1 1%	1	8 1%	8 1%	1	6 1%	3 1%	7 1%	1 1%	1 1%	2 1%
7	5	2	3 1%	3 1%	2 1%	-	3	1 1%	2 1%	3	4	1	2 1%	2	3	1 1%	1 1%	2 1%
11	1	1	-	-	-	1	1	-	1	-	-	1	-	1	-	-	1 1%	1

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 693

K5 And how many bedrooms does your home have?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
0	2 0%	1	1 1%	-	-	-	1 1%	-	-	-	2	-
1	53 6%	10 1%	44 26% r	1	40 9% t	5 4% t	16 10% NO	21 8% O	10 4%	6 2%	36 6%	18 6%
2	285 30%	188 24%	97 59% r	96 31% v	143 33% v	26 20%	66 40% NO	89 34% O	59 26%	71 25%	204 32% x	81 26%
3	443 47%	423 54% s	20 12%	160 51%	193 45%	53 41%	59 35%	95 36%	115 50% KM	172 60% KMN	278 44%	165 52% w
4	124 13%	120 15% s	4 2%	31 10%	45 11%	41 31% tu	20 12%	39 15%	36 16%	29 10%	85 14%	39 12%
5	24 3%	24 3% s	-	17 5% u	1	5 4% u	-	15 6% KO	5 2%	4 1%	13 2%	11 4%
6	9 1%	9 1%	-	4 1%	3 1%	-	3 2%	2 1%	2 1%	1 1%	5 1%	4 1%
7	5 0%	5 1%	-	3 1%	1	-	1 1%	2 1%	1	1	5 1%	-
11	1 0%	1	-	-	1	-	-	-	-	1	1	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 693

K5 And how many bedrooms does your home have?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
0	2	-	2 1% y	-	-	2	-	-	-	-	-	-	2 1%
1	53 6%	25 5%	4 3%	17 8% z	8 10% z	31 4%	21 21% C	20 4%	1 2%	6 5%	9 7%	21 3%	32 10% EI
2	285 30%	160 30% B	34 24%	80 36% zB	13 18%	241 31%	37 38%	182 32% FI	8 17%	24 23%	28 24%	189 31% F	96 29%
3	443 47%	247 46%	81 57% yB	103 46%	27 37%	388 49% D	30 31%	276 49%	28 59% J	55 51% J	55 46%	304 49% J	139 42%
4	124 13%	75 14% A	17 12%	19 8%	18 24% yzA	95 12%	9 9%	70 12%	9 18%	16 15%	21 18%	79 13%	45 14%
5	24 3%	12 2%	4 3%	2 1%	8 10% yzA	14 2%	1 1%	13 2%	2 4%	4 4%	4 4%	15 2%	10 3%
6	9 1%	7 1%	1 1%	1 1%	-	8 1%	-	5 1%	-	1 1%	1 1%	5 1%	4 1%
7	5	4 1%	-	1	-	4	-	3	-	1 1%	-	3	2 1%
11	1	1	-	-	-	1	-	-	-	-	-	-	1



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 694

K5 And how many bedrooms does your home have?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
0	2 *	-	-	-	-	-	-	-	2 1%	-	-	2 *	-	2 *	-	2 1%
1	53 6%	1 1%	11 4%	1 2%	10 5%	2 2%	20 4%	20 4%	33 9% abefg	-	20 5%	33 8% i	2 1%	51 7% j	21 4%	32 8% n
2	285 30%	26 31%	88 34%	19 33%	62 27%	37 28%	182 32%	178 32% d	103 27%	23 30%	148 33%	114 27%	45 27%	240 31%	158 29%	127 31%
3	443 47%	47 55%	111 43%	31 55%	120 53% bh	69 53%	276 49% b	266 48%	166 44%	38 50%	213 47%	192 45%	80 48%	363 46%	272 51% o	170 42%
4	124 13%	12 14%	33 13%	5 9%	27 12%	18 14%	70 12%	70 13%	54 14%	12 16%	51 11%	61 14%	29 18%	95 12%	63 12%	61 15%
5	24 3%	-	9 3%	1 2%	5 2%	3 2%	13 2%	13 2%	12 3%	1 2%	10 2%	13 3%	7 4%	17 2%	14 3%	11 3%
6	9 1%	-	3 1%	-	2 1%	-	5 1%	5 1%	4 1%	1 2%	4 1%	4 1%	1 1%	8 1%	6 1%	3 1%
7	5 *	-	2 1%	-	1 *	-	3 *	3 *	2 1%	-	2 *	3 1%	1 *	4 1%	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 694

K5 And how many bedrooms does your home have?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
11	1	-	-	-	-	-	-	-	1	-	-	1	-	1	-	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 694

K5 And how many bedrooms does your home have?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
0	2 .	2 2% qrL	-	-	-	1 .	1 .	1 .	-	-	-	1 1%	1 2% v	1 .	-	1 .	1 1% W	-
1	53 6%	15 16% qrL	22 6% L	11 4% L	2 1%	26 6%	11 4%	12 4%	8 5%	3 3%	4 3%	19 19% PQR	16 20% v	37 4%	2 1%	44 6% TW	14 11% TUVW	30 5%
2	285 30%	38 40% L	120 34% L	74 30% L	36 18%	122 30%	71 27%	90 28%	64 35%	27 28%	53 35%	37 37%	34 40%	251 29%	31 25%	208 29%	38 30%	170 29%
3	443 47%	32 34%	154 44%	124 50% p	109 54% pq	187 47%	124 48%	164 51%	80 44%	45 46%	69 45%	32 33%	24 29%	418 49% u	54 43%	340 48%	58 46%	282 49%
4	124 13%	6 7%	42 12%	30 12%	41 20% pqr	53 13%	40 15%	40 12%	21 11%	18 19% S	20 13%	7 7%	6 7%	118 14%	28 22% UVW	88 12%	14 11%	74 13%
5	24 3%	1 1%	7 2%	6 2%	9 4%	7 2%	10 4%	12 4%	4 2%	2 2%	5 3%	1 1%	1 1%	24 3%	9 7% UVW	16 2%	1 .	15 3%
6	9 1%	-	2 1%	4 2%	2 1%	5 1%	2 1%	3 1%	2 1%	1 1%	1 .	1 1%	1 1%	8 1%	2 2%	6 1%	-	6 1%
7	5 .	-	2 1%	1 .	2 1%	2 1%	1 .	2 1%	3 1%	-	-	-	-	5 1%	1 1%	4 1% W	2 2% W	1 .



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 694

K5 And how many bedrooms does your home have?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
11	!	-	!	-	-	-	-	-	-	-	-	1 7%	1 7%	-	-	!	-	!



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 694

K5 And how many bedrooms does your home have?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
0	2	-	1	-	1	-	-	-	1	-	-	1	1	1	-	1
1	53 6%	9 2%	31 8% wy	9 2%	31 9% wxy	9 14% wy	6 2%	2 2%	40 17% EF	4 2%	2 1%	35 8% H	14 3%	2 1%	27 7% I	25 9% I
2	285 30%	83 23%	140 34% wy	99 24%	124 35% wy	26 41% wy	58 22%	24 28%	136 39% EF	69 29%	27 20%	132 30%	135 30%	79 25%	127 32% I	90 33% I
3	443 47%	179 51%	181 44%	204 50%	157 44%	24 37%	138 53%	39 46%	142 40%	131 54% D	61 44%	210 48%	204 46%	165 51% K	188 48% K	106 39%
4	124 13%	65 19% xzA	41 10%	74 18% xzA	33 9%	4 6%	44 17%	20 24%	22 6%	30 12% D	34 25% DE	46 11%	73 16% G	53 17% J	33 8%	41 15% J
5	24 3%	13 4%	8 2%	16 4%	6 2%	-	12 5%	1 1%	4 1%	6 2%	8 6% D	8 2%	14 3%	12 4%	10 3%	5 2%
6	9 1%	2 1%	6 2%	2 1%	6 2%	1 2%	1 *	-	2 1%	1 *	4 3% E	3 1%	5 1%	4 1%	5 1%	1 *
7	5 *	1 *	1 *	1 *	1 *	-	1 *	-	2 1%	-	1 1%	4 1%	1 *	5 1%	1 *	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 694

K5 And how many bedrooms does your home have?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
11	!	-	-	-	-	-	-	-	!	-	-	-	!	-	!	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 695

K5 And how many bedrooms does your home have?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
0	2 *	-	-	-	2 1% J	-	-	2 1% kl	1 *	-	-	1 1% N
1	53 6%	11 3%	21 4%	27 4%	26 10% HIJ	17 4%	20 6%	15 10% k	25 4%	16 9% L	32 4%	8 7%
2	285 30%	110 30%	158 29%	196 29%	89 33%	126 31%	106 30%	47 30%	169 26%	71 38% L	198 28%	34 30%
3	443 47%	173 48% K	272 51% K	335 50% K	107 40%	191 46%	173 49%	68 43%	329 51% M	77 41%	354 49%	52 47%
4	124 13%	45 13%	63 12%	85 13%	39 14%	59 14%	42 12%	19 12%	96 15%	18 10%	101 14%	14 12%
5	24 3%	16 4% IJ	14 3%	20 3%	4 2%	12 3%	8 2%	5 3%	20 3%	3 2%	21 3%	2 2%
6	9 1%	3 1%	6 1%	7 1%	2 1%	5 1%	3 1%	1 1%	4 1%	3 2%	6 1%	1 1%
7	5 *	3 1%	1 *	4 1% I	1 *	2 1%	2 1%	-	4 1%	1 *	5 1%	-
11	1 *	1 *	-	1 *	-	-	-	1 1%	1 *	-	1 *	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 695

K5 And how many bedrooms does your home have?

Base: All respondents

	Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments					
		Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
0	2	2	-	-	1	1	2	-	-	1	-	-	-	-	1
1	53 6%	31 4%	7 8%	6 6%	23 9% o	30 4%	23 4%	7 2%	27 8% pq	14 7%	1 1%	17 9% vy	3 3%	5 3%	15 6%
2	285 30%	195 28%	30 33%	40 37%	93 35% o	192 28%	157 27%	77 28%	122 37% pq	70 33%	20 28%	63 35%	23 23%	47 30%	61 27%
3	443 47%	339 49%	38 41%	43 40%	109 41%	334 49%	278 48%	133 49%	150 45%	91 43%	37 54%	77 43%	54 54%	69 43%	115 51%
4	124 13%	87 13%	15 17%	16 14%	26 10%	98 14%	89 15% r	41 15% r	29 9%	23 11%	11 15%	21 12%	18 17%	26 16%	26 11%
5	24 3%	22 3%	-	1 1%	7 3%	17 2%	21 4% r	9 3% r	3 1%	4 2%	-	2 7%	3 3%	10 6% uvw	6 3%
6	9 1%	6 1%	2 2%	1 1%	3 1%	6 1%	8 1%	5 2%	1 *	5 2%	1 2%	-	-	1 1%	2 7%
7	5 *	4 1%	-	1 1%	1 1%	3 *	5 1%	2 1%	-	2 1%	-	-	-	1 1%	1 1%
11	1 *	-	-	-	-	1 *	-	-	1 *	-	-	1 1%	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 696

K6 What types of fuel you use to heat your home?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Gas	786 83%	421 85%	363 81%	295 87% d	290 80%	201 83%	663 82%	113 92% f	210 83%	576 83%	593 84%	192 79%	434 89% m	352 77%	557 83%	76 87%	154 81%	229 83%
LPG Propane Gas	9 1%	2 *	7 2%	4 1%	4 1%	1 *	9 1%	-	2 1%	7 1%	7 1%	3 1%	3 1%	6 1%	8 1%	-	1 *	1 *
Electricity	99 10%	48 10%	49 11%	32 10%	37 10%	29 12%	88 11%	9 7%	32 13%	66 10%	69 10%	29 12%	45 9%	54 12%	57 9%	10 12%	31 16% n	41 15% n
Oil	19 2%	5 1%	14 3% a	3 1%	10 3%	7 3%	18 2%	-	6 2%	13 2%	10 1%	9 4%	-	19 4% l	18 3% q	-	1 1%	1 *
Solid fuel (e.g. coal, wood)	17 2%	11 2%	6 1%	2 1%	12 3% c	3 1%	17 2%	-	1 1%	16 2%	12 2%	5 2%	1 *	16 3% l	13 2%	1 1%	3 1%	4 1%
Communal heating, not sure of fuel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Biomass	4 *	-	4 1% a	1 *	1 *	1 1%	4 1%	-	-	4 1%	3 *	1 1%	-	4 1% l	4 1%	-	-	-
Heat pump	5 *	2 *	2 1%	-	4 1%	1 *	5 1%	-	1 *	4 1%	4 1%	1 *	-	5 1% l	5 1%	-	-	-
Other	9 1%	5 1%	4 1%	2 1%	4 1%	2 1%	9 1%	-	1 *	8 1%	5 1%	4 1%	2 *	7 2%	8 1%	1 1%	-	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 696

K6 What types of fuel you use to heat your home?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Don't know	4	1	-	-	1	-	-	1	-	1	3	1	4	1	4	-	1	1
								7%					1%		1%			

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 696

K6 What types of fuel you use to heat your home?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Gas	786 83%	666 85% s	120 72%	267 85%	347 81%	105 81%	138 83%	216 83%	186 81%	245 85%	550 88% x	235 74%
LPG Propane Gas	9 1%	9 1%	-	5 2%	3 1%	1 1%	3 2% M	-	3 1%	3 1%	2 *	7 2% w
Electricity	99 10%	58 7%	41 25% r	21 7%	53 12% t	17 13% t	19 11%	29 11%	25 11%	26 9%	51 8%	48 15% w
Oil	19 2%	18 2%	1 1%	5 2%	11 3%	3 2%	3 2%	6 2%	4 2%	6 2%	9 1%	10 3%
Solid fuel (e.g. coal, wood)	17 2%	16 2%	1 1%	9 3%	8 2%	-	1 1%	2 1%	6 3%	8 3%	6 1%	11 4% w
Communal heating, not sure of fuel	-	-	-	-	-	-	-	-	-	-	-	-
Biomass	4 *	4 1%	-	3 1%	1 *	-	-	3 1%	1 1%	-	3 *	1 *
Heat pump	5 *	5 1%	-	1 *	1 *	2 2%	1 1%	2 1%	1 1%	-	5 1%	-
Other	9 1%	9 1%	-	4 1%	2 *	3 3% u	2 1%	2 1%	4 2%	1 *	6 1%	3 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 696

K6 What types of fuel you use to heat your home?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Don't know	4	2	3 2% r	1	2	-	-	3 7%	-	-	1	4 7% w

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 696

K6 What types of fuel you use to heat your home?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Gas	786 83%	459 86% B	125 88% B	197 88% B	28 38%	784 100% D	-	501 GHJ	38 81%	72 68%	90 76%	539 GHJ	247 75%
LPG Propane Gas	9 1%	7 1%	-	1 3% zA	2 3%	-	-	1 *	-	7 6% EHIJ	1 1%	1 *	8 2% EI
Electricity	99 10%	57 11%	13 9%	24 11%	9 12%	-	98 100% C	50 9%	4 9%	14 13%	14 12%	54 9%	45 14% EI
Oil	19 2%	5 1%	1 1%	-	13 17% yzA	-	-	9 2%	2 5%	5 5%	3 3%	11 2%	8 2%
Solid fuel (e.g. coal, wood)	17 2%	3 1%	-	2 1%	13 18% yzA	-	-	4 1%	3 6% EI	4 4% EI	5 4% EI	7 7% E	10 3% EI
Communal heating, not sure of fuel	-	-	-	-	-	-	-	-	-	-	-	-	-
Biomass	4 *	-	-	-	4 6% yzA	-	-	-	-	1 1% EI	3 2% EI	-	4 1% EI
Heat pump	5 *	1 *	2 2% Y	-	2 3% yA	-	-	2 *	-	1 1%	1 1%	2 *	2 1%
Other	9 1%	2 *	4 2% yA	-	4 5% yA	-	-	3 1%	-	2 2%	3 3% EI	3 1%	6 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 696

K6 What types of fuel you use to heat your home?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Don't know	4	1	-	-	-	-	-	2	-	1 1%	-	2	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 697

K6 What types of fuel you use to heat your home?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Gas	786 83%	79 92% eh	232 91% eh	47 84%	206 91% eh	108 83%	501 88% eh	489 88% eh	285 76%	63 84%	398 89% k	324 77%	119 72%	666 85% l	458 86% o	328 80%
LPG Propane Gas	9 1%	-	1 *	-	-	-	1 *	1 *	8 2% dfg	-	1 *	8 2% j	5 3% m	4 *	2 *	7 2%
Electricity	99 10%	6 7%	21 8%	7 13%	14 6%	15 11%	50 9%	48 9%	49 13% dfg	9 11%	38 8%	52 12%	23 14%	76 10%	52 10%	47 11%
Oil	19 2%	-	3 1%	1 2%	5 2%	1 1%	9 2%	9 2%	10 3%	4 5% j	4 1%	12 3% j	8 5% m	11 1%	11 2%	9 2%
Solid fuel (e.g. coal, wood)	17 2%	-	-	1 2% b	2 1%	1 1%	4 1% g	3 1%	13 3% bdfg	-	3 1%	14 3% j	3 2%	14 2%	5 1%	12 3% n
Communal heating, not sure of fuel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Biomass	4 *	-	-	-	-	-	-	-	4 1% fg	-	-	4 1% j	1 1%	3 *	3 1%	1 *
Heat pump	5 *	-	-	-	-	2 2% bfg	2 *	2 *	2 1%	-	2 1%	2 1%	2 1%	2 *	-	5 1% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 697

K6 What types of fuel you use to heat your home?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Other	9 1%	-	-	-	-	3 2% bdfg	3 1%	3 1%	6 1%	-	3 1%	6 1%	5 3% m	4 *	5 1%	4 1%
Don't know	4 *	1 1%	1 *	-	1 *	1 1%	2 *	2 *	2 1%	-	2 *	2 1%	-	4 1%	2 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 697

K6 What types of fuel you use to heat your home?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Gas	786 83%	74 80%	307 88% L	208 83%	154 76%	349 87% O	220 85%	256 79%	159 88%	82 85%	132 87%	87 89%	74 87%	712 83%	81 64%	614 87% T	113 88% T	501 86% T
LPG Propane Gas	9 1%	1 1%	3 1%	2 1%	1 1%	2 *	3 1%	5 2%	3 2%	1 1%	-	-	-	9 1%	6 5% UVW	3 *	-	3 1%
Electricity	99 10%	16 17%	34 10%	24 10%	19 10%	41 10%	24 9%	35 11%	12 6%	9 9%	18 12%	10 10%	9 11%	90 10%	16 12%	65 9%	9 7%	55 10%
Oil	19 2%	1 1%	1 *	6 2% q	11 5% q	6 1%	4 2%	7 2%	7 4%	4 4% RS	1 1%	-	-	19 2%	8 6% UVW	10 1%	1 1%	9 2%
Solid fuel (e.g. coal, wood)	17 2%	-	3 1%	7 3%	7 3% q	3 1%	5 2%	10 3% M	1 1%	1 1%	1 1%	2 2%	2 2%	15 2%	5 4%	11 2%	4 3%	7 1%
Communal heating, not sure of fuel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Biomass	4 *	-	-	-	4 2% qr	1 *	-	3 1%	-	-	-	-	-	4 *	3 2% UW	1 *	-	1 *
Heat pump	5 *	-	1 *	1 *	2 1%	-	-	2 1%	-	-	-	-	-	5 1%	5 4% UVW	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 697

K6 What types of fuel you use to heat your home?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Total	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Weighted Base	946																
Effective base	870	85	328	227	181	368	236	163	97	138	94	80	790	109	663	122	541
Other	9 1%	-	2 1%	2 1%	4 2%	1 *	3 1%	5 2% M	-	-	-	-	9 1%	7 6% UVW	2 *	-	2 *
Don't know	4 *	2 2%	1 *	1 *	-	2 *	1 *	2 *	-	-	1 1%	-	4 1%	-	3 *	-	3 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 697

K6 What types of fuel you use to heat your home?

Base: All respondents

	Total	Received/seen GDAR				Report sent straight to landlord/housing association (A)	Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)		Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Gas	786 83%	285 81%	342 84%	330 82%	298 83%	52 81%	200 76%	79 93% B	291 83%	199 83%	114 83%	372 85%	367 82%	284 88% JK	319 81%	216 80%
LPG Propane Gas	9 1%	7 2% x	2	7 2%	2	-	7 3%	-	1	3 1%	4 3% D	5 1%	3 1%	6 2%	3 1%	1 1%
Electricity	99 10%	28 8%	54 13% wy	33 8%	49 14% wy	10 16%	24 9%	4 5%	52 15% EF	19 8%	10 7%	48 11%	43 10%	22 7%	46 12% I	34 12% I
Oil	19 2%	11 3%	5 1%	12 3%	4 1%	-	11 4%	-	6 2%	7 3%	1 1%	2 1%	17 4% G	3 1%	11 3%	6 2%
Solid fuel (e.g. coal, wood)	17 2%	8 2%	7 2%	8 2%	7 2%	2 3%	8 3%	1 1%	3 1%	7 3%	3 2%	7 2%	9 2%	3 1%	7 2%	8 3%
Communal heating, not sure of fuel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Biomass	4 *	4 1% xz	-	4 1% x	-	-	4 2%	-	-	1 1%	1 1%	-	4 1%	1 *	1 *	1 1%
Heat pump	5 *	3 1%	1 *	5 1%	-	-	3 1%	-	-	1 *	2 2% D	1 *	3 1%	1 *	1 *	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 697

K6 What types of fuel you use to heat your home?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Other	9 1%	8 2% xz	1 *	8 2% xz	1 *	-	7 3%	1 1%	-	4 2% D	2 2% D	3 1%	4 1%	2 *	7 2%	1 *
Don't know	4 *	2 *	-	2 *	-	-	1 *	1 1%	-	-	-	-	1 *	-	-	4 2% IJ



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 698

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K6 What types of fuel you use to heat your home?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Gas	786 83%	295 82%	458 86% HJ	566 84%	220 81%	336 82%	304 86%	129 82%	547 84%	150 80%	602 84%	87 78%
LPG Propane Gas	9 1%	5 2% I	2	6 1% I	3 1%	5 1%	2	3 2%	8 1%	1	8 1%	1 1%
Electricity	99 10%	37 10%	52 10%	65 10%	33 12%	43 11%	31 9%	21 13%	51 8%	31 16% L	65 9%	15 14%
Oil	19 2%	6 2%	11 2%	14 2%	5 2%	7 2%	7 2%	5 3%	17 3%	1 1%	16 2%	3 3%
Solid fuel (e.g. coal, wood)	17 2%	12 3% IJ	5 1%	14 2% I	3 1%	11 3%	6 2%	1	15 2%	2 1%	14 2%	2 2%
Communal heating, not sure of fuel	-	-	-	-	-	-	-	-	-	-	-	-
Biomass	4	3 1%	3 1%	3	1 1%	3 1%	1	-	4 1%	-	4 1%	-
Heat pump	5	2 1%	-	2	2 1% I	3 1%	1	-	2	2 1%	1	3 3% N
Other	9 1%	4 1%	5 1%	7 1%	2 1%	5 1%	3 1%	-	7 1%	2 1%	6 1%	3 3%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 698

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19 Jun 2014

K6 What types of fuel you use to heat your home?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Don't know	4 *	2	2	2	3 1%	3 1%	-	-	2	2 1%	3	-

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 698

K6 What types of fuel you use to heat your home?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Gas	786 83%	580 85%	75 81%	87 81%	213 81%	573 84%	476 82%	245 89% p	287 86%	172 82%	56 81%	157 87% x	73 73%	132 83%	195 86% x
LPG Propane Gas	9 1%	8 1%	-	1 1%	1 *	8 1%	8 1% q	1 *	1 *	3 1%	-	1 *	1 1%	2 2%	2 1%
Electricity	99 10%	58 9%	15 16% p	12 11%	37 14% o	61 9%	57 10% q	19 7%	37 11%	21 10%	11 16% y	20 11%	17 17% yz	10 6%	19 8%
Oil	19 2%	16 2%	-	2 2%	3 1%	16 2%	14 2%	8 3%	5 2%	3 1%	-	1 1%	2 2%	4 3%	8 4% w
Solid fuel (e.g. coal, wood)	17 2%	14 2%	-	3 3%	3 1%	14 2%	14 2% q	-	3 1%	6 3%	-	1 1%	1 1%	7 4% wz	1 1%
Communal heating, not sure of fuel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Biomass	4 *	4 1%	-	-	-	4 1%	4 1%	-	-	-	-	-	3 3% uwz	1 1%	-
Heat pump	5 *	1 *	1 1%	2 2% p	3 1% o	1 *	4 1%	-	1 *	2 1%	-	-	2 2% z	-	-
Other	9 1%	7 1%	-	2 2%	3 1%	6 1%	8 1%	1 *	1 *	3 1%	1 1%	1 *	2 2%	-	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 698

K6 What types of fuel you use to heat your home?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Don't know	4	1	2 2% P	-	3 1%	2	3	1	-	1 1%	1 1%	-	-	3 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 699

K7 Is your home connected to mains gas?

Base: All respondents who do not use gas

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	140	66	70	40	61	36	125	9	37	100	99	41	54	86	94	13	33	46
Weighted Base	154	71*	79*	41*	68*	41*	138	10**	41*	110*	105*	49*	52*	102*	107*	12**	36*	47*
Effective base	131	60	66	37	57	34	117	8	35	93	90	40	50	82	89	12	31	42
Yes	57 37%	27 38%	28 35%	18 43%	27 40%	10 23%	47 34%	6 64%	18 44%	37 33%	44 42%	13 27%	36 68% m	22 21%	37 34%	7 56%	14 39%	20 43%
No - but in area which has mains gas supply	27 17%	12 18%	14 18%	6 16%	11 16%	9 23%	25 18%	1 14%	6 15%	20 18%	20 19%	6 13%	5 10%	21 21%	13 12%	-	14 38% nq	14 29% n
No - no mains gas supply in the area	59 38%	23 32%	35 45%	12 28%	28 41%	20 48%	58 42%	-	14 34%	45 41%	32 31%	27 55% j	5 9%	54 53% l	52 49% pq	2 13%	6 16%	7 15%
Don't know	11 7%	9 13% b	2 2%	5 13%	3 4%	3 6%	8 6%	2 22%	3 7%	8 7%	9 8%	3 5%	6 12%	5 5%	5 5%	4 31%	3 7%	6 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 699

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19 Jun 2014

K7 Is your home connected to mains gas?

Base: All respondents who do not use gas

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	140	103	37	41	69	19	23	41	35	38	72	68
Weighted Base	154	108*	46*	44*	78*	24**	25**	46*	41*	40*	78*	76*
Effective base	131	96	35	39	65	18	21	39	33	35	67	63
Yes	57 37%	39 36%	19 41%	16 36%	31 40%	5 22%	9 35%	23 50% N	8 18%	17 43% N	33 43%	24 31%
No - but in area which has mains gas supply	27 17%	13 12%	14 30% r	4 10%	18 24%	4 17%	8 31%	6 13%	7 18%	5 14%	12 16%	14 19%
No - no mains gas supply in the area	59 38%	54 50% s	5 12%	23 53% u	24 31%	11 48%	5 21%	15 32%	25 61% MO	14 36%	27 34%	32 42%
Don't know	11 7%	3 3%	8 17% r	1 2%	4 5%	3 12%	3 13%	2 4%	1 3%	3 8%	6 7%	6 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base; ** very small base (under 30) ineligible for sig testing



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 699

K7 Is your home connected to mains gas?

Base: All respondents who do not use gas

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	140	59	18	25	38	-	89	65	8	26	25	73	67
Weighted Base	154	68*	17**	25**	44*	-**	98*	69*	9**	29**	28**	78*	76*
Effective base	131	55	17	23	36	-	83	60	8	25	24	68	63
Yes	57 37%	31 45% B	5 27%	15 58%	5 10%	-	46 47%	33 47% J	4 45%	10 35%	6 20%	37 47% J	20 27%
No - but in area which has mains gas supply	27 17%	14 20% B	7 37%	5 21%	1 2%	-	20 20%	10 14%	1 10%	5 17%	4 15%	11 14%	16 21%
No - no mains gas supply in the area	59 38%	16 24%	6 36%	5 21%	37 82% y	-	22 23%	24 34%	4 45%	13 46%	14 49%	28 36%	31 41%
Don't know	11 7%	8 11%	-	-	2 5%	-	10 10%	3 4%	-	1 2%	4 15%	3 4%	8 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 700

K7 Is your home connected to mains gas?

Base: All respondents who do not use gas

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	140	6	21	11	23	22	65	63	75	9	51	80	34	106	69	71
Weighted Base	154	7**	25**	9**	21**	23**	69*	66*	85*	12**	51*	91*	41*	113*	75*	79*
Effective base	131	6	20	11	22	21	60	58	70	8	48	75	32	99	64	66
Yes	57 37%	7 100%	11 44%	6 66%	10 46%	10 44%	33 47% h	33 49% h	25 29%	8 64%	23 46% k	26 28%	17 42%	40 35%	31 41%	26 33%
No - but in area which has mains gas supply	27 17%	- -	8 31%	1 9%	1 7%	2 7%	10 14%	10 15%	17 20%	2 17%	8 16%	17 18%	- -	27 23% l	13 18%	13 17%
No - no mains gas supply in the area	59 38%	- -	4 16%	2 18%	10 47%	10 45%	24 34% g	21 32%	35 42%	2 19%	16 32%	40 44%	22 54% m	37 33%	27 36%	32 40%
Don't know	11 7%	- -	2 9%	1 7%	- -	1 4%	3 4%	3 4%	8 10%	- -	3 6%	8 9%	2 4%	10 9%	4 5%	7 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 700

K7 Is your home connected to mains gas?

Base: All respondents who do not use gas

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	140	16	39	37	42	48	34	56	19	14	19	12	11	129	34	85	15	70
Weighted Base	154	20**	41*	41*	46*	54*	37*	62*	20**	14**	20**	11**	11**	143	40*	92*	15**	77*
Effective base	131	15	36	35	39	44	31	52	18	13	18	11	10	120	32	80	14	66
Yes	57 37%	7 34%	19 46%	16 39%	12 25%	27 50% O	13 36%	15 24%	8 39%	7 52%	7 34%	5 41%	5 44%	52 37%	11 26%	39 42%	6 40%	33 43%
No - but in area which has mains gas supply	27 17%	8 42%	8 18%	6 14%	5 10%	8 14%	3 8%	10 16%	5 22%	2 17%	5 24%	4 34%	4 37%	23 16%	3 8%	18 20%	3 20%	15 20%
No - no mains gas supply in the area	59 38%	3 17%	11 26%	16 39%	28 61% q	15 29%	15 40%	34 55% M	8 39%	4 30%	5 26%	1 7%	1 8%	58 41%	25 62% UW	29 32%	5 31%	24 32%
Don't know	11 7%	1 6%	4 10%	4 9%	2 4%	4 7%	6 16%	3 6%	-	-	3 17%	2 17%	1 12%	10 7%	2 4%	5 6%	1 9%	4 5%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 700

K7 Is your home connected to mains gas?

Base: All respondents who do not use gas

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	140	56	63	63	56	11	49	7	53	34	16	57	70	32	63	50
Weighted Base	154	62*	67*	69*	60*	12**	56*	6**	60*	38*	19**	61*	79*	32**	71*	56*
Effective base	131	52	59	59	52	10	46	7	50	31	15	53	66	30	59	47
Yes	57 37%	18 29%	28 42%	23 33%	23 39%	3 23%	14 26%	3 55%	31 51%	13 34%	5 25%	29 48% H	21 27%	16 51%	22 31%	24 42%
No - but in area which has mains gas supply	27 17%	8 12%	15 23%	9 13%	14 23%	6 46%	7 12%	1 14%	14 23%	6 16%	2 12%	8 13%	18 23%	3 10%	14 20%	9 17%
No - no mains gas supply in the area	59 38%	33 53% xz	19 28%	34 49% xz	18 29%	3 21%	31 56%	1 20%	11 19%	19 49% D	10 55%	21 35%	34 44%	9 28%	31 44%	19 33%
Don't know	11 7%	4 6%	5 8%	4 6%	5 9%	1 10%	3 6%	1 11%	4 7%	1 2%	2 9%	3 5%	5 7%	4 11%	3 5%	5 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 701

K7 Is your home connected to mains gas?

Base: All respondents who do not use gas

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	140	59	69	97	43	64	43	27	89	35	98	23
Weighted Base	154	64*	75*	106*	48*	72*	49*	27**	95*	39*	108*	25**
Effective base	131	55	64	90	40	60	41	24	83	33	92	22
Yes	57 37%	24 38%	31 41%	41 39%	16 33%	21 29%	22 44%	11 41%	35 37%	15 38%	42 39%	9 36%
No - but in area which has mains gas supply	27 17%	6 9%	13 18%	17 16% H	10 20%	13 18%	5 11%	8 30%	9 9%	12 30% L	14 13%	5 20%
No - no mains gas supply in the area	59 38%	28 44%	27 36%	41 39%	18 38%	34 46%	19 40%	6 23%	46 48% M	9 23%	44 41%	8 33%
Don't know	11 7%	6 10%	4 5%	7 6%	4 9%	5 7%	3 5%	2 6%	5 5%	3 8%	7 6%	3 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 701

K7 Is your home connected to mains gas?

Base: All respondents who do not use gas

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	140	91	15	20	46	94	93	28	41	32	13	22	22	24	27
Unweighted Base	154	99*	17**	21**	51*	103*	101*	30**	46*	36*	13**	23**	26**	25**	31**
Weighted Base	131	85	14	19	43	87	86	26	39	31	12	20	21	22	25
Effective base	57	35	9	9	18	39	38	17	15	13	5	8	12	9	10
Yes	37%	35%	50%	44%	35%	38%	38%	58%	33%	35%	36%	35%	47%	37%	32%
No - but in area which has mains gas supply	27	13	3	3	13	14	10	3	16	8	1	8	2	-	7
	17%	14%	16%	16%	25%	13%	10%	10%	35%	23%	10%	35%	7%	-	22%
No - no mains gas supply in the area	59	45	3	8	15	45	47	9	12	11	4	5	12	14	13
	38%	46%	20%	40%	29%	43%	46%	29%	26%	30%	34%	23%	46%	57%	41%
Don't know	11	6	3	-	6	6	6	1	3	4	3	2	-	2	2
	7%	6%	15%	-	11%	5%	6%	3%	6%	11%	20%	7%	-	6%	5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 702

K8 For how long in total have you and your household lived at this property?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Less than 12 months	113 12%	51 10%	62 14%	76 22% de	28 8%	9 4%	87 11%	25 20% f	30 12%	83 12%	100 14% k	14 6%	71 15% m	42 9%	68 10%	28 32% npq	17 9%	45 16% np
12 months but less than 2 years	53 6%	29 6%	22 5%	34 10% de	12 3%	7 3%	43 5%	9 7%	10 4%	43 6%	43 6%	10 4%	28 6%	24 5%	25 4%	11 12% n	17 9% n	27 10% n
2 years but less than 3 years	58 6%	30 6%	26 6%	36 11% de	15 4%	4 2%	47 6%	9 8%	13 5%	43 6%	47 7%	11 4%	29 6%	29 6%	26 4%	11 12% n	22 12% n	33 12% n
3 years but less than 5 years	56 6%	29 6%	27 6%	35 10% de	13 4%	7 3%	52 6%	3 2%	7 3%	48 7% h	44 6%	12 5%	33 7%	23 5%	32 5%	8 9%	16 8%	24 9% n
5 years but less than 10 years	148 16%	79 16%	69 15%	80 23% de	55 15% e	13 5%	119 15%	26 21%	26 10%	122 18% h	114 16%	34 14%	73 15%	75 16%	102 15%	14 16%	31 16%	45 16%
10 years but less than 20 years	228 24%	127 26%	101 23%	57 17%	119 33% ce	53 22%	199 25%	25 20%	68 27%	160 23%	159 23%	69 29%	119 25%	109 24%	174 26% oq	9 10%	46 24% oq	55 20% o
20 years or more	286 30%	146 30%	140 31%	20 6%	117 32% c	149 61% cd	259 32% g	25 20%	96 38% i	190 28%	192 27%	94 39% j	130 27%	157 34% l	239 36% opq	7 8%	41 21% oq	48 17% o
Don't know	3	3 1%	-	1	2	-	1	2 1% f	-	3	3	-	3 1%	1	3	-	1	1



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 702

K8 For how long in total have you and your household lived at this property?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Less than 12 months	113 12%	94 12%	19 12%	37 12%	37 9%	17 13%	113 68% MNO	-	-	-	67 71%	46 15%
12 months but less than 2 years	53 6%	33 4%	19 12% r	14 5%	22 5%	5 4%	53 32% MNO	-	-	-	34 5%	19 6%
2 years but less than 3 years	58 6%	40 5%	18 11% r	14 4%	25 6%	9 7%	-	58 22% KNO	-	-	44 7%	14 5%
3 years but less than 5 years	56 6%	41 5%	16 9%	17 5%	27 6%	4 3%	-	56 21% KNO	-	-	45 7% x	11 4%
5 years but less than 10 years	148 16%	117 15%	30 18%	53 17%	65 15%	24 18%	-	148 56% KNO	-	-	103 16%	45 14%
10 years but less than 20 years	228 24%	198 25%	31 18%	74 24%	100 23%	45 35% tu	-	-	228 100% KMO	-	158 25%	70 22%
20 years or more	286 30%	254 33% s	32 19%	103 33% v	151 35% v	25 20%	-	-	-	286 100% KMN	176 28%	111 35% w
Don't know	3	3	-	1	1	-	-	-	-	-	1	2 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 702

K8 For how long in total have you and your household lived at this property?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Less than 12 months	113 12%	55 10%	20 14%	34 15%	8 12%	93 12%	14 15%	71 13%	4 8%	12 12%	10 9%	75 12%	38 12%
12 months but less than 2 years	53 6%	22 4%	12 8% y	22 10% y	3 4%	45 6%	5 5%	37 7%	- -	6 6%	3 3%	37 6%	15 5%
2 years but less than 3 years	58 6%	19 4%	5 3%	30 13% yzB	3 4%	47 6%	8 9%	36 6%	2 5%	6 6%	7 6%	38 6%	20 6%
3 years but less than 5 years	56 6%	31 6%	5 4%	15 7%	5 6%	46 6%	5 6%	30 5%	3 7%	10 10%	5 4%	33 5%	23 7%
5 years but less than 10 years	148 16%	78 15%	22 15%	40 18%	13 18%	123 16%	15 15%	72 13%	9 18%	17 16%	29 24% E1	81 13%	67 20% E1
10 years but less than 20 years	228 24%	137 26%	31 21%	46 21%	18 24%	185 24%	25 26%	140 25%	11 24%	24 23%	32 27%	152 25%	77 23%
20 years or more	286 30%	188 35% A	48 33% A	37 16%	23 32% A	244 31%	25 25%	182 32%	18 37%	29 27%	33 28%	199 32%	87 26%
Don't know	3	2	1 1%	-	-	1	-	1	-	2 1% I	-	1	2 1%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 703

K8 For how long in total have you and your household lived at this property?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Less than 12 months	113 12%	9 10%	29 11%	7 13%	38 17% fg	16 12%	71 13%	71 13%	42 11%	3 5%	60 13% i	50 12%	22 13%	92 12%	64 12%	49 12%
12 months but less than 2 years	53 6%	3 4%	20 8%	2 4%	14 6%	6 5%	37 7%	36 6%	15 4%	- -	33 7% i	19 5%	3 2%	50 6% l	30 6%	23 6%
2 years but less than 3 years	58 6%	3 3%	20 8%	4 8%	16 7%	8 6%	36 6%	36 6%	22 6%	1 1%	33 7%	25 6%	3 2%	55 7% l	28 5%	30 7%
3 years but less than 5 years	56 6%	5 5%	22 8% fg	1 2%	12 5%	6 5%	30 5%	30 5%	26 7%	1 2%	27 6%	27 7%	8 5%	49 6%	35 7%	21 5%
5 years but less than 10 years	148 16%	8 9%	35 14%	7 12%	33 14%	11 9%	72 13%	71 13%	76 20% abef g	8 10%	61 14%	79 19% j	30 18%	118 15%	83 15%	65 16%
10 years but less than 20 years	228 24%	19 22%	69 27%	12 21%	53 23%	29 22%	140 25%	138 25%	88 23%	26 35% k	107 24%	95 22%	43 26%	185 24%	129 24%	100 24%
20 years or more	286 30%	40 46% bdfg h	60 24%	22 40% b	62 28%	53 41% bdfg h	182 32% bg	172 31% b	105 28%	35 47% jk	126 28%	125 30%	57 35%	229 29%	165 31%	121 29%
Don't know	3 *	-	1 *	-	-	1 1%	1 *	1 *	2 1%	-	1 *	2 1%	-	3 *	2 *	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 703

K8 For how long in total have you and your household lived at this property?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Less than 12 months	113 12%	12 12%	37 10%	28 11%	23 12%	34 8%	34 13%	38 12%	29 16%	17 18% R	13 9%	13 13%	12 14%	102 12%	14 11%	84 12%	14 11%	70 12%
12 months but less than 2 years	53 6%	6 6%	21 6%	10 4%	9 4%	20 5%	11 4%	14 4%	11 6%	11 11% R	5 3%	8 8%	7 9%	45 5%	3 2%	40 6% W	12 9% TW	28 5%
2 years but less than 3 years	58 6%	10 11% L	23 7% L	17 7% L	5 2%	25 6%	13 5%	21 6%	12 7%	7 7%	5 3%	12 12% R	11 13% v	47 5%	5 4%	46 6%	10 8%	35 6%
3 years but less than 5 years	56 6%	9 10%	23 6%	14 5%	10 5%	24 6%	13 5%	19 6%	7 4%	7 7%	9 6%	6 7%	3 4%	53 6%	6 5%	47 7%	13 10%	34 6%
5 years but less than 10 years	148 16%	15 16%	57 16%	42 17%	28 14%	53 13%	49 19% M	57 18%	34 19%	10 10%	30 20% Q	15 15%	14 17%	134 16%	15 12%	109 15%	19 15%	90 16%
10 years but less than 20 years	228 24%	19 20%	87 25%	59 23%	56 28%	106 26%	65 26%	71 22%	34 19%	22 23%	42 28%	21 22%	17 20%	211 25%	35 28%	172 24%	32 25%	140 24%
20 years or more	286 30%	22 23%	103 29%	80 32%	71 35%	139 35%	74 28%	101 31%	53 29%	23 24%	46 30%	23 23%	20 23%	267 31%	48 38% V	208 29% V	27 21%	181 31% UV
Don't know	3 *	1 1%	1 *	2 1%	-	1 *	2 1%	2 1%	-	-	1 1%	-	-	3 *	-	2 *	-	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 703

K8 For how long in total have you and your household lived at this property?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Less than 12 months	113 12%	37 10%	57 14%	46 11%	48 13%	11 17%	26 10%	11 13%	43 12%	25 10%	23 17%	61 14%	45 10%	55 17% J	17 4%	44 16% J
12 months but less than 2 years	53 6%	21 6%	22 5%	22 5%	21 6%	8 12% xz	14 5%	6 7%	23 7%	12 5%	10 7%	25 6%	23 5%	24 7%	20 5%	15 5%
2 years but less than 3 years	58 6%	17 5%	32 8%	20 5%	29 8%	8 13% wy	13 5%	3 4%	28 8%	15 6%	9 7%	37 9% H	19 4%	30 9% J	10 2%	21 8% J
3 years but less than 5 years	56 6%	16 4%	29 7%	19 5%	26 7%	5 8%	15 6%	1 1%	24 7%	14 6%	10 8%	28 6%	21 5%	29 9% J	14 4%	16 6%
5 years but less than 10 years	148 16%	56 16%	57 14%	63 16%	51 14%	10 16%	42 16%	13 15%	53 15%	52 22% D	21 15%	65 15%	76 17%	77 24% J	29 7%	47 17% J
10 years but less than 20 years	228 24%	94 27%	90 22%	104 26%	81 23%	11 16%	67 26%	25 29%	81 23%	47 20%	38 28%	108 25%	108 24%	73 23%	88 22%	73 27%
20 years or more	286 30%	110 31% A	122 30% A	129 32% A	103 29% A	11 18%	83 32%	26 31%	100 29% F	74 31% F	25 18%	114 26%	153 34% G	33 10%	214 55% IK	54 20% I
Don't know	3 .	2 .	1 .	2 .	1 .	- .	1 .	1 1%	- .	1 .	- .	- .	3 1%	2 1%	1 .	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 704

K8 For how long in total have you and your household lived at this property?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Less than 12 months	113 12%	51 14%	64 12%	81 12%	32 12%	37 9%	38 11%	29 19% kl	76 12%	17 9%	80 11%	13 11%
12 months but less than 2 years	53 6%	15 4%	30 6%	34 5%	19 7%	20 5%	19 5%	10 6%	33 5%	10 5%	38 5%	5 4%
2 years but less than 3 years	58 6%	16 5%	28 5%	36 5%	22 8%	27 6%	21 6%	9 6%	36 6%	13 7%	42 6%	2 2%
3 years but less than 5 years	56 6%	20 5%	35 7%	42 6%	15 5%	23 6%	23 7%	8 5%	36 6%	13 7%	42 6%	7 6%
5 years but less than 10 years	148 16%	48 13%	83 15%	104 15%	44 16%	61 15%	57 16%	25 16%	97 15%	32 17%	107 15%	25 22%
10 years but less than 20 years	228 24%	76 21%	129 24%	162 24%	67 25%	98 24%	85 24%	44 28%	159 24%	50 26%	177 25%	28 25%
20 years or more	286 30%	133 37% JK	165 31%	214 32%	72 27%	143 35% m	112 32% m	30 19%	209 32%	54 28%	228 32%	32 28%
Don't know	3 .	2 1%	2 .	2 .	1 .	2 1%	- .	1 .	3 .	- .	2 .	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 704

K8 For how long in total have you and your household lived at this property?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Less than 12 months	113 12%	81 12%	13 14%	11 10%	25 9%	89 13%	68 12%	34 13%	39 12%	25 12%	6 9%	32 18% xy	8 8%	14 9%	28 13%
12 months but less than 2 years	53 6%	35 5%	4 4%	6 5%	13 5%	39 6%	32 6%	18 7%	19 6%	13 6%	4 6%	17 9% xz	2 2%	12 7% z	5 2%
2 years but less than 3 years	58 6%	44 6%	6 6%	3 3%	16 6%	42 6%	31 5%	14 5%	23 7%	14 7%	4 6%	12 6%	5 5%	10 6%	14 6%
3 years but less than 5 years	56 6%	43 6%	6 6%	5 5%	16 6%	40 6%	31 5%	14 5%	22 7%	15 7%	3 4%	8 4%	3 3%	11 7%	16 7%
5 years but less than 10 years	148 16%	105 15% Q	7 7%	29 27% PQ	51 19%	97 14%	85 15% q	31 11%	59 18% q	30 14%	9 12%	16 9%	14 14%	34 22% w	46 20% w
10 years but less than 20 years	228 24%	169 25%	30 32% R	20 18%	61 23%	167 25%	146 25%	69 25%	79 24%	48 23%	17 24%	41 23%	25 25%	47 30%	50 22%
20 years or more	286 30%	206 30%	27 29%	35 32%	80 30%	207 30%	187 32%	94 34%	94 28%	65 31% y	25 36% y	56 31% y	44 43% uwyz	30 19%	67 29% y
Don't know	3	3	-	-	2 1%	2	3	1	-	-	2 2% u	-	-	1 1%	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 705

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Less than 12 months	31 3%	18 4%	13 3%	16 5% e	12 3%	3 1%	25 3%	5 4%	5 2%	25 4%	30 4% k	1 1%	20 4%	10 2%	16 2%	8 9% n	7 4%	15 5% n
12 months but less than 2 years	28 3%	18 4%	10 2%	20 6% de	4 1%	4 2%	23 3%	4 4%	3 1%	25 4% h	18 3%	10 4%	11 2%	17 4%	15 2%	6 7% n	7 3%	13 5%
2 years but less than 3 years	28 3%	18 4%	10 2%	18 5% de	7 2%	4 1%	26 3%	3 2%	5 2%	23 3%	25 4%	3 1%	17 3%	12 3%	11 2%	9 11% npq	8 4% n	17 6% np
3 years but less than 5 years	41 4%	20 4%	21 5%	32 9% de	8 2%	1 *	32 4%	9 7%	6 2%	35 5%	34 5%	7 3%	25 5%	16 3%	23 3%	11 13% npq	7 3%	18 6% p
5 years but less than 10 years	63 7%	33 7%	31 7%	29 9% e	27 7% e	7 3%	53 7%	9 8%	10 4%	54 8% h	49 7%	14 6%	46 9% m	18 4%	50 8%	4 5%	9 5%	13 5%
10 years but less than 20 years	43 5%	20 4%	23 5%	14 4%	20 6%	9 4%	39 5%	4 3%	7 3%	36 5%	28 4%	15 6%	17 3%	27 6%	39 6% opq	1 1%	4 2%	4 2%
20 years or more	78 8%	39 8%	39 9%	31 9%	35 10% e	12 5%	72 9%	5 4%	22 9%	56 8%	52 7%	26 11%	34 7%	44 10%	61 9%	4 5%	13 7%	17 6%
No plans to ever move	501 53%	260 53%	237 53%	117 35%	195 54% c	187 77% cd	449 56% g	44 36%	159 63% i	340 49%	352 50%	149 61% j	230 47%	272 59% l	377 56% oq	31 36%	93 49% o	124 45% o
Don't know	132 14%	69 14%	62 14%	62 18% e	52 15% e	17 7%	90 11%	39 32% f	36 14%	95 14%	115 16% k	17 7%	87 18% m	45 10%	76 11%	13 15%	44 23% n	57 20% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 705

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Less than 12 months	31 3%	23 3%	8 5%	10 3%	8 2%	4 3%	10 6% NO	16 6% NO	4 2%	1 *	20 3%	11 4%
12 months but less than 2 years	28 3%	17 2%	11 7% r	9 3%	11 3%	4 3%	10 6% N	9 3%	2 1%	7 2%	18 3%	9 3%
2 years but less than 3 years	28 3%	20 3%	8 5%	8 3%	13 3%	4 3%	12 7% NO	11 4% NO	2 1%	3 1%	23 4%	5 2%
3 years but less than 5 years	41 4%	31 4%	10 6%	12 4%	18 4%	6 5%	14 8% NO	22 8% NO	4 2%	1 *	30 5%	11 3%
5 years but less than 10 years	63 7%	53 7%	10 6%	24 8%	31 7%	5 4%	14 8%	24 9% O	14 6%	12 4%	37 6%	26 8%
10 years but less than 20 years	43 5%	39 5%	5 3%	18 6%	14 3%	9 7%	- -	14 5% K	18 8% K	12 4% K	34 5%	9 3%
20 years or more	78 8%	75 10% s	3 2%	35 11% v	32 8%	6 5%	13 8%	18 7%	23 10%	24 9%	52 8%	26 8%
No plans to ever move	501 53%	417 53%	84 51%	161 51%	248 58%	67 52%	62 38%	99 38%	130 57% KM	207 72% KMN	321 51%	181 57%
Don't know	132 14%	105 13%	27 16%	35 11%	52 12%	22 17%	31 19% O	49 19% O	31 14% O	20 7%	93 15%	39 12%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 705

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Less than 12 months	31 3%	11 2%	1 *	18 8% yzB	1 1%	27 3%	4 4%	17 3%	1 2%	1 1%	5 4%	18 3%	13 4%
12 months but less than 2 years	28 3%	10 2%	6 4%	8 4%	3 4%	21 3%	5 5%	18 3%	1 2%	1 1%	2 2%	19 3%	9 3%
2 years but less than 3 years	28 3%	12 2%	6 4%	10 4%	1 1%	26 3%	3 3%	16 3%	- -	5 5%	5 4%	16 3%	13 4%
3 years but less than 5 years	41 4%	21 4%	5 3%	13 6%	3 4%	34 4%	6 6%	26 5%	3 7%	5 5%	2 2%	30 5%	11 3%
5 years but less than 10 years	63 7%	44 8% z	5 3%	11 5%	5 6%	48 6%	11 11%	38 7%	4 9%	9 9%	9 8%	42 7%	21 6%
10 years but less than 20 years	43 5%	22 4%	8 6%	8 4%	7 10% yA	32 4%	3 3%	22 4%	4 9%	7 6%	9 7%	26 4%	17 5%
20 years or more	78 8%	49 9%	7 5%	21 9%	6 8%	64 8%	5 5%	44 8%	3 7%	13 12%	13 11%	47 8%	31 9%
No plans to ever move	501 53%	297 56% A	77 54% A	97 43%	42 58% A	417 53%	49 50%	309 54%	24 52%	47 45%	63 53%	333 54%	168 51%
Don't know	132 14%	66 12%	27 19% y	37 17%	6 9%	116 15%	12 12%	80 14%	6 12%	16 15%	10 9%	85 14%	47 14% H



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 706

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Less than 12 months	31 3%	-	10	2	7	2	17	17	14	-	16	15	4	27	16	14
		-	4%	4%	3%	2%	3%	3%	4%	-	4%	3%	3%	3%	3%	4%
12 months but less than 2 years	28 3%	4	8	2	5	5	18	18	9	3	16	9	4	24	14	14
		5%	3%	4%	2%	4%	3%	3%	3%	3%	3%	2%	2%	3%	3%	3%
2 years but less than 3 years	28 3%	2	7	4	6	6	16	16	13	2	12	14	4	24	16	12
		2%	3%	7%	2%	5%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
3 years but less than 5 years	41 4%	8	13	3	11	5	26	26	15	3	20	18	6	35	23	17
		9%	5%	5%	5%	4%	5%	5%	4%	4%	4%	4%	3%	5%	4%	4%
5 years but less than 10 years	63 7%	6	22	1	16	5	38	37	25	4	31	28	12	51	43	20
		7%	8%	1%	7%	4%	7%	7%	7%	6%	7%	7%	7%	7%	8%	5%
10 years but less than 20 years	43 5%	4	10	-	8	8	22	21	21	5	14	24	10	33	27	17
		4%	4%	-	3%	6%	4%	4%	6%	6%	3%	6%	6%	4%	5%	4%
20 years or more	78 8%	12	19	1	17	12	44	44	34	9	32	37	20	58	45	33
		14%	8%	2%	8%	9%	8%	8%	9%	12%	7%	9%	12%	7%	8%	8%
No plans to ever move	501 53%	39	126	38	124	79	309	296	193	40	240	221	91	410	281	221
		45%	49%	68%	55%	61%	54%	53%	51%	54%	54%	52%	55%	53%	52%	54%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 706

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Don't know	132 14%	12 14% e	41 16% e	5 9%	35 15% e	8 6%	80 14% e	80 14% e	52 14% e	9 12%	67 15%	56 13%	13 8%	119 15% l	70 13%	62 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 706

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Less than 12 months	31 3%	8 8% qL	9 3%	9 3%	3 2%	11 3%	4 2%	9 3%	4 2%	8 9% PR	4 3%	6 7%	6 7%	25 3%	-	27 4% T	7 6% T	19 3%
12 months but less than 2 years	28 3%	3 3%	11 3%	7 3%	5 3%	4 1%	8 3%	15 5% M	4 2%	4 4%	2 1%	7 7% R	7 9% v	20 2%	4 3%	21 3%	5 4%	16 3%
2 years but less than 3 years	28 3%	4 4%	11 3%	8 3%	3 2%	10 3%	4 2%	13 4%	5 3%	3 3%	5 3%	5 5%	4 4%	25 3%	1 1%	20 3% W	7 5% TW	13 2%
3 years but less than 5 years	41 4%	5 6%	16 4%	11 4%	7 4%	18 4%	9 3%	13 4%	11 6% R	4 4%	2 1%	5 5%	4 5%	37 4%	7 5%	28 4%	5 4%	23 4%
5 years but less than 10 years	63 7%	3 3%	27 8%	20 8%	12 6%	23 6%	24 9%	19 6%	13 7%	3 3%	9 6%	6 6%	6 7%	57 7%	11 9%	45 6%	5 4%	39 7%
10 years but less than 20 years	43 5%	6 7%	8 2%	10 4%	18 9% qr	20 5%	14 6%	16 5%	6 3%	5 5%	7 4%	1 1%	1 1%	42 5%	12 10% UVW	27 4%	3 2%	24 4%
20 years or more	78 8%	3 3%	31 9%	22 9%	19 10% p	33 8%	22 8%	39 12%	12 7%	7 8%	12 8%	8 8%	5 6%	73 8%	19 15% UW	57 8%	12 9%	45 8%
No plans to ever move	501 53%	52 55%	186 53%	135 54%	104 52%	234 58% O	134 52%	157 49%	93 51%	45 46%	96 63% PQS	41 41%	34 40%	467 54% u	64 50%	375 53%	60 47%	314 54%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 706

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Don't know	132 14%	11 12%	51 14%	30 12%	29 14%	50 12%	40 15%	43 13%	32 18%	16 17%	17 11%	19 19%	17 20%	116 13%	9 7%	109 15% T	23 18% T	86 15% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 706

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Less than 12 months	31 3%	9 3%	16 4%	10 2%	15 4%	4 7%	8 3%	2 2%	14 4%	8 3%	1 1%	17 4%	10 2%	13 4%	7 2%	11 4%
12 months but less than 2 years	28 3%	9 3%	11 3%	9 2%	11 3%	5 8% xy	6 2%	3 4%	10 3%	8 3%	5 4%	12 3%	12 3%	17 5% J	8 2%	7 2%
2 years but less than 3 years	28 3%	8 2%	16 4%	9 2%	14 4%	8 12% wxyz	4 1%	5 5% B	12 4%	6 3%	4 3%	12 3%	15 3%	12 4% J	6 1%	12 4% J
3 years but less than 5 years	41 4%	13 4%	21 5%	15 4%	19 5%	4 6%	11 4%	2 3%	14 4%	12 5%	10 7%	18 4%	21 5%	23 7% J	5 1%	14 5% J
5 years but less than 10 years	63 7%	28 8%	26 6%	34 8%	21 6%	2 3%	21 8%	5 6%	20 6%	25 10% D	15 11% D	23 5%	38 9%	26 8% J	15 4%	25 9% J
10 years but less than 20 years	43 5%	22 6%	13 3%	24 6%	11 3%	2 3%	17 7%	4 5%	14 4%	10 4%	13 9% D	20 5%	21 5%	9 3%	20 5%	16 6%
20 years or more	78 8%	35 10% A	32 8% A	41 10% A	26 7% A	1 1%	24 9%	10 12%	21 6%	23 10%	19 14% D	31 7%	41 9%	30 9%	27 7%	26 10%
No plans to ever move	501 53%	189 54%	212 52%	210 52%	192 54%	27 43%	145 56%	42 49%	189 54% F	121 51%	56 41%	234 53%	238 53%	135 42%	274 70% IK	110 41%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 706

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Total																
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Don't know	132	39	61	52	48	11	25	12	57	27	14	70	50	57	32	49
	14%	11%	15%	13%	13%	18%	9%	14%	16%	11%	10%	16%	11%	18%	8%	18%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 707

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Less than 12 months	31 3%	11 3%	16 3%	22 3%	9 3%	9 2%	13 4%	8 5%	16 3%	9 5%	23 3%	3 3%
12 months but less than 2 years	28 3%	18 5% J	14 3%	21 3%	7 3%	14 3%	7 2%	6 4%	16 2%	5 3%	18 3%	2 2%
2 years but less than 3 years	28 3%	11 3%	16 3%	19 3%	9 3%	9 2%	10 3%	6 4%	18 3%	6 3%	22 3%	1 1%
3 years but less than 5 years	41 4%	15 4%	23 4%	29 4%	11 4%	20 5%	15 4%	5 3%	28 4%	7 4%	30 4%	4 4%
5 years but less than 10 years	63 7%	23 6%	43 8%	48 7%	15 5%	28 7%	21 6%	10 6%	51 8%	8 4%	50 7%	8 7%
10 years but less than 20 years	43 5%	20 5%	27 5%	34 5%	9 3%	20 5%	18 5%	5 3%	32 5%	7 3%	34 5%	8 7%
20 years or more	78 8%	27 7%	45 8%	59 9%	19 7%	29 7%	32 9%	15 10%	55 8%	15 8%	63 9%	11 10%
No plans to ever move	501 53%	197 54%	281 52%	360 53%	141 52%	234 57% m	192 54% m	70 44%	342 53%	104 55%	377 53%	55 49%
Don't know	132 14%	39 11%	70 13%	82 12%	50 18% HJ	49 12%	45 13%	30 19% k	89 14%	28 15%	99 14%	19 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 707

K9 And for how long into the future do you think you and your household will live at this property?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Less than 12 months	31 3%	21 3%	4 4%	3 3%	15 6% o	16 2%	14 2%	6 2%	16 5% p	8 4%	1 2%	8 4% x	-	5 3%	8 4%
12 months but less than 2 years	28 3%	16 2%	7 7% PR	1 1%	5 2%	23 3%	16 3%	8 3%	10 3%	5 2%	1 2%	7 4%	2 2%	4 3%	9 4%
2 years but less than 3 years	28 3%	19 3%	3 4%	4 3%	6 2%	22 3%	15 3%	6 2%	12 4%	9 4%	-	7 4%	1 1%	5 3%	6 3%
3 years but less than 5 years	41 4%	32 5%	5 6%	2 2%	10 4%	31 5%	25 4%	12 4%	14 4%	6 3%	1 1%	4 2%	3 3%	14 9% uvw	13 6%
5 years but less than 10 years	63 7%	52 8%	3 4%	7 6%	14 5%	49 7%	48 8% r	24 9% r	15 4%	15 7%	6 9%	6 3%	9 9% w	14 9%	13 6%
10 years but less than 20 years	43 5%	32 5%	3 4%	7 7%	15 6%	28 4%	35 6% r	17 6% r	8 2%	7 3%	6 9% w	3 2%	11 11% uvwz	9 5%	7 3%
20 years or more	78 8%	60 9%	9 10%	7 7%	22 8%	56 8%	56 10%	26 10%	20 6%	10 5%	5 8%	9 5%	20 20% uvwz	18 11% uw	16 7%
No plans to ever move	501 53%	361 53%	44 48%	60 56%	139 53%	362 53%	304 52%	140 51%	183 55%	123 59% xy	38 55% y	110 61% xy	46 46%	64 40%	120 53% y
Don't know	132 14%	92 13%	13 14%	17 16%	38 14%	94 14%	69 12%	34 12%	55 16%	26 12%	10 15%	26 14%	9 9%	26 17%	35 15%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 708

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Direct debit/standing order	532 56%	260 53%	270 60% a	161 47%	203 56% c	168 69% cd	474 59% g	50 41%	142 57%	390 56%	359 51%	173 71% j	266 55%	266 58%	448 67% opq	29 34%	55 29%	84 30%
Monthly/quarterly bill	143 15%	70 14%	72 16%	56 17%	44 12%	42 17%	107 13%	34 28% f	33 13%	109 16%	116 17% k	26 11%	87 18% m	56 12%	109 16% p	15 17%	19 10%	34 12%
Pre-payment (keycard or token) meter	224 24%	141 29% b	82 18%	122 36% de	89 25% e	13 5%	184 23%	37 30%	65 26%	158 23%	197 28% k	27 11%	127 26%	97 21%	82 12%	40 46% n	101 53% n	141 51% n
Included in rent	4 *	2 *	2 *	3 1%	-	1 1%	4 *	-	1 1%	3 *	1 *	3 1%	1 *	3 1%	2 *	1 1%	1 1%	2 1%
Frequent cash payment method (more frequent than monthly)	33 3%	18 4%	14 3%	7 2%	13 4%	12 5%	30 4%	1 1%	8 3%	24 3%	19 3%	13 5%	10 2%	23 5% l	21 3%	1 1%	11 6%	12 4% o
Fuel direct/direct from benefits	2 *	-	2 *	1 *	1 *	-	1 *	1 1%	-	2 *	1 *	1 1%	1 *	1 *	1 *	1 1%	-	1 *
Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash / cheque in full	29 3%	13 3%	16 4%	3 1%	13 4% c	13 5% c	29 4% g	-	5 2%	24 3%	19 3%	10 4%	2 *	27 6% l	26 4% q	1 1%	2 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 708

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Other	7 1%	2	6	3	4	1	7	1	2	5	7	-	2	5	3	2	3	4
				1%	1%		1%	1%	1%	1%	1%		1%	1%		2%	1%	2%
Don't know	9 1%	3	3	3	1	2	3	2	1	5	8	1	7	2	6	2	1	3
		1%	1%	1%		1%	1%	2%		1%	1%		1%	1%	1%	2%	1%	1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 708

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Direct debit/standing order	532 56%	456 58% s	76 46%	175 56%	260 61%	84 65%	76 46%	129 49%	137 60% KM	188 66% KM	354 56%	177 56%
Monthly/quarterly bill	143 15%	129 17% s	13 8%	52 17%	58 14%	20 16%	32 19%	32 12%	31 13%	48 17%	86 14%	56 18%
Pre-payment (keycard or token) meter	224 24%	162 21%	62 37% r	72 23%	88 20%	21 16%	56 34% NO	84 32% NO	46 20% O	37 13%	161 26% x	62 20%
Included in rent	4 *	2 *	2 1%	1 *	1 *	-	1 1%	1 1%	1 1%	-	2 *	2 1%
Frequent cash payment method (more frequent than monthly)	33 3%	24 3%	9 5%	10 3%	16 4%	3 2%	6 3%	6 2%	10 4%	11 4%	18 3%	14 4%
Fuel direct/direct from benefits	2 *	2 *	-	2 1%	-	-	2 1%	-	-	-	-	2 1%
Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm	-	-	-	-	-	-	-	-	-	-	-	-
Meter	-	-	-	-	-	-	-	-	-	-	-	-
Cash / cheque in full	29 3%	29 4% s	-	13 4%	12 3%	5 4%	1 1%	11 4%	7 3%	9 3%	17 3%	12 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 708

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Other	7 1%	3 *	4 3% r	3 1%	3 1%	2 1%	2 1%	3 1%	1 *	3 1%	3 1%	4 1%
Don't know	9 1%	6 1%	4 2%	2 1%	3 1%	-	3 2%	3 1%	2 1%	1 *	4 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 708

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Direct debit/standing order	532 56%	532 100% zAB	20 14% A	3 1%	5 7% A	458 58%	56 57%	340 60% J	25 53%	57 54%	59 50%	365 59% J	166 50%
Monthly/quarterly bill	143 15%	20 4%	143 100% yAB	3 1%	3 4%	125 16%	13 13%	89 16%	8 16%	11 11%	19 16%	97 16%	46 14%
Pre-payment (keycard or token) meter	224 24%	3 1%	3 2%	223 100% yzB	6 8% y	198 25%	24 24%	127 22%	12 25%	28 26%	26 22%	138 22%	85 26%
Included in rent	4	1 *	1 1%	1 1%	4 5% yA	3 *	1 1%	- -	- -	1 1% EI	- -	- -	4 1% EI
Frequent cash payment method (more frequent than monthly)	33 3%	3 *	2 1%	3 1%	33 44% yzA	19 2%	3 3%	13 2%	- -	9 9% EFI	6 5%	13 2%	19 6% EI
Fuel direct/direct from benefits	2	1 *	1 1%	1 1%	2 3% y	2 *	- -	1 *	- -	1 1%	- -	1 *	1 *
Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm	-	-	-	-	-	-	-	-	-	-	-	-	-
Meter	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash / cheque in full	29 3%	1 *	1 1%	- -	29 40% yzA	3 *	1 1%	12 2%	4 9% EI	5 5%	8 7% EI	16 3% E	13 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 708

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Other	7 1%	1	-	1	7 10%	1	3 3%	4 1%	-	1 1%	1 1%	4 1%	4 1%
Don't know	9 1%	-	-	-	-	4	1 1%	4 1%	-	1 1%	1 1%	4 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 709

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Direct debit/standing order	532 56%	66 77% bcd gh	146 57% c	24 43%	125 55%	96 74% bcd gh	340 60% ch	330 60% ch	191 51%	58 77% jk	251 56%	223 53%	118 71% m	414 53%	310 58%	222 54%
Monthly/quarterly bill	143 15%	10 12%	42 17%	12 21%	31 14%	22 17%	89 16%	86 16%	53 14%	8 11%	69 15%	65 15%	19 11%	124 16%	89 17%	54 13%
Pre-payment (keycard or token) meter	224 24%	11 13%	64 25% ae	15 27% ae	59 26% ae	14 10%	127 22% ae	127 23% aef	97 26% ae	5 6%	119 26% i	100 24% i	21 13%	202 26% i	115 22%	108 26%
Included in rent	4	-	-	-	-	-	-	-	4 1% fg	-	-	4 1% j	-	4 1%	2	2 1%
Frequent cash payment method (more frequent than monthly)	33 3%	-	5 2%	1 3%	10 4% efg	1 1%	13 2%	13 2%	19 5% aefg	1 2%	12 3%	19 5%	3 2%	29 4%	16 3%	17 4%
Fuel direct/direct from benefits	2	-	-	1 1% fg	1	1 1%	1	1	1	-	1	1	-	2	1	1
Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 709

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Cash / cheque in full	29 3%	-	6 2%	-	5 2%	4 3%	12 2%	11 2%	17 5% fg	2 3%	7 1%	20 5% j	11 7% m	18 2%	15 3%	14 3%
Other	7 1%	-	-	4 6% abdefgh	1 *	-	4 1%	4 1%	4 1%	-	4 1%	4 1%	-	7 1%	2 *	5 1%
Don't know	9 1%	2 2%	1 *	1 1%	2 1%	1 1%	4 1%	4 1%	5 1%	1 1%	3 1%	5 1%	1 *	8 1%	2 *	7 2% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 709

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Direct debit/standing order	532 56%	46 50%	185 53%	153 61% q	125 62% q	238 59%	148 57%	175 54%	105 58% S	44 46% S	95 62% QS	30 31%	29 34%	503 58% u	91 72% UVW	383 54% V	43 34%	340 59% UV
Monthly/quarterly bill	143 15%	14 15%	52 15%	35 14%	33 16%	67 17%	42 16%	42 13%	40 22% S	12 13%	24 15%	9 10%	9 10%	134 16%	15 12%	112 16%	14 17%	98 17%
Pre-payment (keycard or token) meter	224 24%	29 30% rL	105 30% rL	48 19%	27 13%	79 20%	67 26%	85 26% M	33 18%	35 37% PR	30 20%	52 52% PQR	41 49% v	182 21%	10 8%	183 26% TW	60 47% TUW	122 21% T
Included in rent	4 *	-	2 7%	1 7%	-	1 *	3 7%	1 *	-	-	-	1 7%	1 2%	3 *	1 7%	3 *	2 2% UW	1 *
Frequent cash payment method (more frequent than monthly)	33 3%	5 5%	9 2%	11 4%	5 2%	15 4%	5 2%	12 4%	5 3%	4 4%	6 4%	5 5%	3 4%	29 3%	5 4%	25 3%	8 6%	17 3%
Fuel direct/direct from benefits	2 *	-	1 *	1 7%	-	-	2 7%	1 *	1 *	-	-	-	-	2 *	1 7%	1 *	-	1 *
Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 709

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580	
Weighted Base	946																	
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Cash / cheque in full	29 3%	-	1	10 4% q	18 9% pqr	11 3%	7 3%	12 4%	5 3%	5 5% RS	1	-	-	29 3%	14 11% UVW	14 2%	1	13 2%
Other	7 1%	-	4 1%	-	3 2%	1	3 1%	2 1%	-	2 2%	-	3 3% PR	3 3% v	5 1%	1	5 1% W	3 2% W	2
Don't know	9 1%	2 2%	2 1%	2 1%	-	4 1%	1 1%	2	-	1 1%	1	1 1%	-	9 1%	1 1%	6 1%	1 1%	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 709

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Direct debit/standing order	532 56%	217 62% zA	227 55% A	251 62% xzA	193 54%	27 42%	159 61%	54 63%	158 45%	140 58% D	109 79% DE	193 44%	309 69% G	160 50%	271 69% IK	126 46%
Monthly/quarterly bill	143 15%	53 15%	59 14%	62 15%	50 14%	7 11%	37 14%	15 18%	45 13%	38 16%	17 12%	65 15%	65 15%	52 16%	65 17%	35 13%
Pre-payment (keycard or token) meter	224 24%	67 19%	105 26% wy	74 18%	97 27% wy	24 38% wxy	49 19%	16 19%	129 37% EF	51 21% F	11 8%	161 37% H	51 11%	106 33% J	31 8%	94 35% J
Included in rent	4 *	1 *	2 *	1 *	2 7%	- -	1 1%	- -	2 7%	1 *	1 1%	1 *	2 *	2 7%	3 7%	1 *
Frequent cash payment method (more frequent than monthly)	33 3%	12 3%	15 4%	13 3%	14 4%	4 7%	12 4%	- -	17 5%	6 2%	4 3%	16 4%	13 3%	11 3%	18 5%	6 2%
Fuel direct/direct from benefits	2 *	1 *	- -	1 *	- -	- -	1 1%	- -	1 *	- -	1 1%	1 *	- -	2 7%	1 *	- -
Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 709

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Cash / cheque in full	29 3%	20 6% xz	6 2%	20 5% xz	6 2%	1 2%	20 8% C	- -	4 1%	12 5% D	5 3%	10 2%	17 4%	2 1%	19 5% I	8 3% I
Other	7 1%	2 1%	2 1%	2 1%	2 1%	-	1 1%	1 1%	5 1%	-	2 1%	3 1%	2 1%	3 1%	2 1%	2 1%
Don't know	9 1%	4 1%	1 *	4 1%	1 *	-	1 1%	2 3%	1 *	1 *	-	-	2 *	-	3 1%	6 2% I



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 710

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Direct debit/standing order	532 56%	211 58%	310 58%	390 58%	142 52%	276 67% lm	187 53% m	56 35%	375 58%	108 57%	421 59%	63 57%
Monthly/quarterly bill	143 15%	54 15%	89 17%	104 15%	38 14%	57 14%	58 16%	24 15%	99 15%	24 13%	107 15%	17 15%
Pre-payment (keycard or token) meter	224 24%	75 21%	115 22%	149 22%	75 27%	58 14%	91 26% k	68 43% kl	143 22%	48 26%	159 22%	28 25%
Included in rent	4	-	2	2	2 1%	1	1	-	-	3 2% L	-	1 1% N
Frequent cash payment method (more frequent than monthly)	33 3%	16 4%	16 3%	24 4%	9 3%	14 3%	10 3%	7 5%	18 3%	7 4%	20 3%	5 4%
Fuel direct/direct from benefits	2	1	1	1	1	-	-	1	1	1 1%	1	1 1% N
Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm	-	-	-	-	-	-	-	-	-	-	-	-
Meter	-	-	-	-	-	-	-	-	-	-	-	-
Cash / cheque in full	29 3%	13 4%	15 3%	22 3%	7 3%	15 4%	11 3%	3 2%	24 4%	3 2%	22 3%	7 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 710

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Other	7 1%	4 1%	2	5 1%	3 1%	1	3 1%	4 3% k	4 1%	2 1%	4 1%	1 1%
Don't know	9 1%	3 1%	2	3	6 2% lJ	3 1%	3 1%	2 1%	6 1%	2 1%	5 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 710

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Direct debit/standing order	532 56%	401 58%	44 48%	62 57%	152 58%	380 56%	370 64% r	191 70% pr	153 46%	116 55%	44 64%	95 53%	63 63% z	99 63% z	114 51%
Monthly/quarterly bill	143 15%	90 13%	25 27% PR	13 12%	35 13%	108 16%	81 14%	42 15%	55 16%	20 9%	13 18%	31 17% u	19 19% u	21 13%	40 18% u
Pre-payment (keycard or token) meter	224 24%	165 24%	21 23%	24 22%	62 24%	161 24%	109 19% q	38 14%	106 32% pq	60 29% vx	10 15%	48 27% x	12 12%	33 21%	60 26% x
Included in rent	4 *	1 *	1 1% P	1 1% P	3 1% o	1 *	2 *	-	1 *	-	-	1 *	-	2 1%	1 1%
Frequent cash payment method (more frequent than monthly)	33 3%	20 3%	-	9 8% PQ	10 4%	23 3%	15 3%	4 1%	16 5% q	10 5%	1 1%	2 1%	4 4%	8 5%	8 4%
Fuel direct/direct from benefits	2 *	1 *	-	1 1% P	1 1%	1 *	1 *	-	1 *	-	-	-	1 1%	1 1%	-
Fixed annual bill (however much gas/electricity is used) e.g. Stay Warm	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cash / cheque in full	29 3%	24 3%	-	6 5% Q	8 3%	21 3%	24 4% qr	7 2%	5 2%	7 3%	-	2 1%	6 6% w	6 4%	8 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 710

K10 Which methods do you use to pay for your electricity/gas/oil/other fuel

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Other	7 1%	3	-	3 3% P	3 1%	4 1%	4 1%	1	2 1%	4 2%	-	2 1%	-	1	1 1%
Don't know	9 1%	3	3 3% P	1 1%	2 1%	7 1%	5 1%	2 1%	1	3 1%	1 2%	3 1%	-	2 1%	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 711

K11 How old are you? Enter actual age

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
16-34	171 18%	113 23% b	59 13%	171 51% de	-	-	131 16%	36 29% f	12 5%	159 23% h	148 21% k	24 10%	118 24% m	54 12%	89 13%	36 41% npq	46 24% n	82 30% np
35-44	168 18%	89 18%	76 17%	168 49% de	-	-	129 16%	37 30% f	21 8%	147 21% h	137 19% k	31 13%	91 19%	77 17%	114 17%	26 30% npq	27 14%	53 19% p
45-54	187 20%	92 19%	95 21%	-	187 52% ce	-	157 19%	27 22%	54 22%	133 19%	149 21%	38 16%	96 20%	91 20%	137 20% o	9 11%	41 21% o	50 18% o
55-64	174 18%	90 18%	83 19%	-	174 48% ce	-	159 20% g	13 11%	55 22%	118 17%	117 17%	57 23% j	86 18%	88 19%	134 20% oq	9 11%	30 16%	39 14%
65-74	151 16%	65 13%	87 19% a	-	-	151 62% cd	145 18% g	6 5%	60 24% i	91 13%	100 14%	51 21% j	59 12%	92 20% l	125 19% opq	7 8%	19 10%	26 9%
75+	92 10%	45 9%	46 10%	-	-	92 38% cd	87 11% g	5 4%	48 19% i	43 6%	50 7%	41 17% j	33 7%	58 13% l	66 10% o	-	26 13% oq	26 9% o
Prefer not to answer	3	-	-	-	-	-	-	-	-	-	2	1	3 1%	1	3	-	1	1
Net: 16-44	339 36%	202 41% b	135 30%	339 100% de	-	-	260 32%	73 59% f	33 13%	306 44% h	284 40% k	55 22%	209 43% m	130 28%	203 30%	62 71% npq	74 39% n	136 49% np



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 711

K11 How old are you? Enter actual age

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Net: 45-64	361 38%	182 37%	179 40%	-	361 100% ce	-	316 39%	40 32%	110 44% i	251 36%	266 38%	95 39%	182 37%	179 39%	271 41% oq	19 21%	71 37% oq	89 32% o
Net: 65+	243 26%	110 22%	133 30% a	-	-	243 100% cd	232 29% g	11 9%	109 43% i	134 19%	150 21%	93 38% j	93 19%	150 33% l	191 29% oq	7 8%	45 24% oq	52 19% o
Mean	51.90	50.17	53.89 a	34.06	54.44 c	73.02 cd	53.36 g	43.50	60.50 i	48.78	49.78	58.03 j	48.78	55.19 l	54.01 op q	40.03	49.96 oq	46.83 o
Standard Deviation	16.51	17.03	15.71	6.88	5.73	6.55	16.47	13.94	14.99	15.93	16.36	15.40	16.56	15.82	15.60	13.73	18.24	17.55



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 711

K11 How old are you? Enter actual age

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
16-34	171 18%	129 17%	42 25% r	50 16%	62 15%	23 18%	69 41% MNO	76 29% NO	19 8% O	7 3%	121 19%	50 16%
35-44	168 18%	143 18%	25 15%	70 22% u	60 14%	25 19%	41 25% O	75 29% NO	38 17% O	13 5%	120 19%	47 15%
45-54	187 20%	166 21% s	21 13%	65 21%	80 19%	31 24%	18 11%	55 21% KO	74 32% KMO	40 14%	116 18%	71 22%
55-64	174 18%	146 19%	27 17%	62 20%	84 20%	20 16%	21 13%	29 11%	45 20% M	77 27% KM	105 17%	69 22%
65-74	151 16%	126 16%	26 16%	41 13%	88 21% t	18 14%	14 8%	23 9%	28 12%	86 30% KMN	101 16%	50 16%
75+	92 10%	70 9%	22 13%	25 8%	52 12%	12 9%	3 2%	1 1%	25 11% KM	62 22% KMN	64 10%	28 9%
Prefer not to answer	3	1	3 2% r	-	2	-	-	3 1%	-	-	1	3 1%
Net: 16-44	339 36%	272 35%	67 40%	119 38% u	122 29%	48 37%	109 66% NO	151 58% NO	57 25% O	20 7%	241 38% x	97 31%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 711

K11 How old are you? Enter actual age

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Net: 45-64	361 38%	313 40% s	48 29%	127 41%	164 38%	51 39%	40 24%	84 32%	119 52% KMO	117 41% KM	221 35%	140 44% w
Net: 65+	243 26%	195 25%	48 29%	66 27%	140 33% t	30 23%	17 10%	25 9%	53 23% KM	149 52% KMN	165 26%	78 24%
Mean	51.90	52.13	50.81	50.92	54.98 tv	51.02	41.06	43.71	53.74 KM	64.18 KM N	51.55	52.61
Standard Deviation	16.51	15.83	19.48	15.58	16.36	16.36	15.21	13.21	13.99	12.90	16.78	15.96

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 711

K11 How old are you? Enter actual age

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
16-34	171 18%	68 13%	27 19%	71 32% yzB	7 10%	155 20%	16 16%	99 17%	8 17%	18 17%	19 16%	107 17%	64 19%
35-44	168 18%	93 17%	29 20%	50 23%	8 12%	140 18%	17 17%	92 16%	8 18%	22 20%	25 22%	100 16%	68 21%
45-54	187 20%	84 16%	28 20%	63 28% y	17 23%	149 19%	19 20%	119 21%	10 22%	26 25% J	20 17%	130 21%	58 17%
55-64	174 18%	119 22% zA	16 11%	26 12%	13 18%	140 18%	18 18%	110 19%	7 16%	23 22%	21 18%	117 19%	57 17%
65-74	151 16%	105 20% A	27 19% A	5 2%	18 25% A	125 16%	15 15%	94 17% G	9 19% G	6 5%	22 19% G	104 17% G	48 15% G
75+	92 10%	63 12% A	15 11% A	7 3%	10 13% A	76 10%	13 13%	54 9%	4 8%	11 10%	10 9%	57 9%	34 10%
Prefer not to answer	3	-	-	-	-	-	-	1	-	1	-	1	2
Net: 16-44	339 36%	161 30%	56 39% yB	122 55% yzB	16 21%	294 38%	32 33%	191 34%	16 35%	40 38%	45 38%	207 34%	132 40%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 711

K11 How old are you? Enter actual age

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Net: 45-64	361 38%	203 38%	44 31%	89 40%	30 41%	289 37%	37 38%	229 40%	18 38%	49 46% J	41 35%	247 40%	114 35%
Net: 65+	243 26%	168 32% A	42 30% A	12 5%	28 38% A	201 26%	28 29%	148 26% G	13 27%	17 16%	32 27% G	161 26% G	82 25% G
Mean	51.90	55.12 zA	51.89 A	42.28	56.43 A	51.40	53.57	52.28	52.11	50.78	52.36	52.26	51.23
Standard Deviation	16.51	15.87	16.74	13.83	16.43	16.69	17.52	16.43	15.18	15.69	16.29	16.33	16.85



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 712

K11 How old are you? Enter actual age

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
16-34	171 18%	6 7%	51 20% ae	13 24% ae	46 20% ae	14 11%	99 17% ae	99 18% ae	72 19% ae	2 3%	90 20% i	79 19% i	21 13%	150 19%	97 18%	74 18%
35-44	168 18%	10 12%	47 18%	5 9%	46 20% cfg	22 17%	92 16%	90 16%	76 20% c	8 11%	76 17%	83 20%	27 16%	141 18%	104 19%	64 16%
45-54	187 20%	19 23%	64 25% c	7 12%	44 19%	23 18%	119 21%	118 21%	68 18%	17 22%	95 21%	76 18%	40 24%	147 19%	101 19%	86 21%
55-64	174 18%	21 24%	41 16%	9 16%	42 19%	31 24%	110 19%	105 19%	64 17%	21 28% jk	79 18%	74 18%	41 25% m	132 17%	104 19%	70 17%
65-74	151 16%	16 18%	39 15%	10 18%	36 16%	27 21%	94 17% g	89 16%	57 15%	16 21%	69 15%	67 16%	27 17%	124 16%	87 16%	64 16%
75+	92 10%	13 15% bd	14 6%	12 21% bdefgh	12 5%	13 10%	54 9% bd	52 9% bd	38 10% d	11 15%	39 9%	41 10%	8 5%	84 11% i	42 8%	50 12% n
Prefer not to answer	3 *	1 1%	-	-	1 *	-	1 *	1 *	2 1%	-	1 *	2 1%	-	3 *	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 712

K11 How old are you? Enter actual age

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Net: 16-44	339 36%	16 19%	98 38% ae	18 32%	93 41% aefg	36 28%	191 34% a	189 34% a	148 39% ae	11 14%	166 37% i	163 39% i	48 29%	291 37%	201 37%	138 34%
Net: 45-64	361 38%	40 47% c	105 41%	16 28%	86 38%	55 42%	229 40% c	224 40% c	132 35%	38 50% k	174 39%	150 35%	82 49% m	279 36%	205 38%	156 38%
Net: 65+	243 26%	29 33% bd	53 21%	22 39% bdfgh	47 21%	40 31% bd	148 26% bdg	141 26% bd	95 25%	27 36% j	108 24%	108 26%	35 21%	207 27%	129 24%	114 28%
Mean	51.90	57.56 bd fgh	49.63	54.97 bd	49.67	55.50 bd fgh	52.28 bd g	51.99 bd	51.34	59.80 jk	50.88	51.57	52.70	51.74	51.46	52.48
Standard Deviation	16.51	15.06	15.83	20.09	15.89	14.95	16.43	16.44	16.64	14.16	16.54	16.53	13.72	17.05	16.06	17.09



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 712

K11 How old are you? Enter actual age

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
16-34	171 18%	30 32% q/L	59 17%	40 16%	23 12%	67 17%	45 17%	53 16%	38 21%	28 29% R	25 16%	28 28% R	23 27% v	148 17%	6 5%	141 20% T	29 23% T	113 19% T
35-44	168 18%	14 15%	63 18%	48 19%	36 18%	59 15%	48 18%	73 23% M	47 26% Q/S	14 15%	27 18%	14 14%	11 13%	157 18%	21 17%	126 18%	25 20%	101 17%
45-54	187 20%	16 7%	75 21%	50 20%	40 20%	78 19%	60 23% O	53 16%	21 12%	18 18%	29 19%	19 19%	16 19%	171 20%	27 21%	144 20%	31 24%	113 19%
55-64	174 18%	8 9%	70 20% p	48 19% p	42 21% p	81 20%	46 18%	63 20%	23 13%	18 19%	34 22% P	17 17%	15 17%	159 18%	24 19%	125 18%	20 15%	105 18%
65-74	151 16%	15 16%	49 14%	45 18%	39 19%	74 18%	42 16%	48 15%	37 20% Q/S	10 11%	20 13%	9 9%	9 11%	142 17%	28 22% V	114 16% V	11 9%	103 18% UV
75+	92 10%	9 10%	34 10%	19 8%	22 11%	43 11%	19 7%	32 10%	15 8%	9 9%	17 11%	12 12%	11 13%	80 9%	20 15% UW	56 8%	12 9%	44 8%
Prefer not to answer	3 *	2 2% q	-	1 *	-	2 *	1 *	1 *	-	-	-	-	-	3 *	-	2 *	-	2 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 712

K11 How old are you? Enter actual age

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Net: 16-44	339 36%	44 47% qL	121 35%	88 35%	59 29%	126 31%	93 36%	126 39% M	85 47% R	42 43%	53 35%	42 42%	34 40%	305 35%	28 22%	267 38% T	54 42% T	213 37% T
Net: 45-64	361 38%	24 26%	146 42% p	98 39% p	82 41% p	159 40%	106 41%	116 36%	44 25%	36 37% P	62 41% P	36 36% P	31 36%	330 38%	51 41%	268 38%	50 40%	218 38%
Net: 65+	243 26%	24 26%	83 24%	64 25%	60 30%	116 29%	61 23%	81 25%	51 28%	19 19%	37 24%	21 21%	20 24%	223 26%	48 38% UVW	170 24%	23 18%	147 25%
Mean	51.90	47.41	52.13 p	52.28 p	54.51 p	53.46	51.33	51.90	49.98	48.40	52.98 Q	48.94	49.85	52.11	57.62 UV W	51.05 V	48.25	51.67 UV
Standard Deviation	16.51	18.60	16.37	15.56	15.30	16.23	15.84	16.53	16.95	17.00	16.34	18.49	18.59	16.29	15.16	16.37	16.81	16.22



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 712

K11 How old are you? Enter actual age

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
16-34	171 18%	53 15%	83 20%	63 16%	73 20%	18 wy 28%	35 13%	16 18%	67 19%	53 22%	26 19%	93 21% H	66 15%	115 36% JK	14 3%	51 19% J
35-44	168 18%	64 18%	76 18%	77 19%	63 18%	9 14%	47 18%	17 20%	55 16%	48 20%	30 22%	95 22% H	61 14%	120 37% JK	13 3%	42 15% J
45-54	187 20%	76 22%	77 19%	88 22%	66 18%	10 16%	52 20%	23 27%	55 16%	47 20%	43 31% DE	85 19%	94 21%	57 18% J	12 3%	121 45% IJ
55-64	174 18%	72 20%	68 17%	81 20%	58 16%	6 10%	57 22%	13 15%	68 19%	44 19%	24 18%	68 16%	97 22% G	21 6%	112 28% IK	54 20% I
65-74	151 16%	55 16%	67 16%	60 15%	62 17%	11 18%	45 17%	10 11%	62 18% F	32 13%	11 8%	56 13%	86 19% G	4 1%	151 39% IK	- -
75+	92 10%	32 9%	39 9%	35 9%	35 10%	9 14%	25 9%	7 8%	44 13% EF	15 6%	3 2%	41 9%	44 10%	4 1%	92 23% IK	- -
Prefer not to answer	3 .	1 .	- .	1 .	- .	- .	- .	1 1%	- .	- .	- .	- .	- .	- .	- .	3 1% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 712

K11 How old are you? Enter actual age

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Net: 16-44	339 36%	117 33%	159 39%	140 35%	136 38%	27 43%	82 31%	33 38%	122 35%	102 42%	56 41%	188 43% H	127 28%	235 73% JK	26 7%	93 34% J
Net: 45-64	361 38%	148 42% A	145 35%	169 42% A	124 35%	16 26%	109 42%	35 42%	124 35%	92 38%	67 49% D	153 35%	191 43% G	78 24%	124 32% I	174 64% IJ
Net: 65+	243 26%	86 24%	106 26%	95 23%	97 27%	21 32%	70 27%	17 19%	106 30% EF	47 20% F	15 11%	97 22%	130 29% G	8 3% K	243 62% IK	- -
Mean	51.90	52.62	51.14	52.20	51.40	50.03	53.39	50.90	52.96 EF	49.52	47.75	49.51	54.29 G	39.54	66.38 IK	45.49 I
Standard Deviation	16.51	15.42	16.96	15.45	17.17	19.97	15.34	15.32	17.80	15.21	12.97	16.65	15.69	11.24	11.99	10.54



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 713

K11 How old are you? Enter actual age

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
16-34	171 18%	62 17%	97 18%	120 18%	51 19%	67 16%	61 17%	33 21%	111 17%	32 17%	117 16%	21 19%
35-44	168 18%	69 19%	104 19%	129 19%	39 14%	57 14%	65 18%	41 26% kl	122 19%	26 14%	134 19%	20 18%
45-54	187 20%	63 17%	101 19%	128 19%	59 22%	79 19%	76 21%	29 18%	128 20%	43 23%	147 21%	20 17%
55-64	174 18%	66 18%	104 19%	126 19%	48 18%	75 18%	69 19%	27 17%	127 20%	33 17%	137 19%	21 19%
65-74	151 16%	64 18%	87 16%	110 16%	41 15%	89 22% lm	43 12%	18 12%	105 16%	28 15%	117 16%	18 16%
75+	92 10%	36 10%	42 8%	62 9% l	30 11%	43 10%	40 11% m	9 6%	55 8%	24 13%	63 9%	12 10%
Prefer not to answer	3	1	1	1	3 1% J	2 1%	-	-	1	2 1%	2	-
Net: 16-44	339 36%	131 36%	201 37%	249 37%	90 33%	124 30%	126 36%	75 47% kl	233 36%	58 31%	251 35%	41 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 713

K11 How old are you? Enter actual age

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Net: 45-64	361 38%	130 36%	205 38%	253 38%	108 40%	155 38%	145 41%	56 35%	255 39%	76 40%	285 40%	41 37%
Net: 65+	243 26%	101 28%	129 24%	172 25%	71 26%	131 32% lm	83 23%	27 17%	160 25%	53 28%	180 25%	30 27%
Mean	51.90	52.19	51.46	51.77	52.25	54.10 m	51.92 m	47.58	51.83	53.35	52.08	52.55
Standard Deviation	16.51	16.61	16.06	16.32	17.02	16.49	16.59	15.44	16.02	16.77	15.94	16.95



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 713

K11 How old are you? Enter actual age

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
16-34	171 18%	122 18%	20 22%	17 16%	42 16%	129 19%	96 17%	43 16%	63 19%	33 16%	17 24% x	35 20% x	8 8%	35 22% x	43 19% x
35-44	168 18%	126 18%	18 19%	18 16%	40 15%	128 19%	114 20%	46 17%	52 16%	44 21% w	11 16%	21 12%	13 13%	42 27% wxz	37 16%
45-54	187 20%	135 20%	20 22%	22 21%	54 21%	133 19%	115 20%	53 19%	67 20%	39 19%	13 19%	32 17%	25 25%	32 20%	46 21%
55-64	174 18%	141 21% Q	9 9%	20 19%	52 20%	121 18%	119 20%	60 22%	54 16%	33 16%	13 19% w	17 10%	24 24% w	41 26% uw	45 20% w
65-74	151 16%	109 16%	12 13%	17 16%	39 15%	112 16%	86 15%	44 16%	61 18%	39 19% y	10 14% y	36 20% y	25 25% y	6 4%	36 16% y
75+	92 10%	53 8%	12 14%	13 12%	33 13%	59 9%	52 9%	28 10%	36 11%	22 11% y	5 8% y	40 22% uvwxyz	5 5% y	- -	19 8% y
Prefer not to answer	3 *	- -	2 2% P	- -	2 1%	2 *	2 *	- -	- -	1 1%	1 1%	- -	- -	2 1%	- -
Net: 16-44	339 36%	248 36%	38 41%	35 32%	82 31%	257 38%	210 36%	89 32%	115 35%	76 36% x	27 40% x	57 31%	21 21%	78 49% uwxyz	79 35% x



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 713

K11 How old are you? Enter actual age

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Net: 45-64	361 38%	277 40%	29 31%	42 39%	107 41%	254 37%	233 40%	114 42%	121 36%	72 34%	26 38%	49 27%	50 49% uw	73 46% uw	92 41% w
Net: 65+	243 26%	162 24%	24 26%	30 28%	72 28%	171 25%	138 24%	72 26%	97 29%	61 29% y	15 22% y	75 42% uvyz	30 30% y	6 4%	55 24% y
Mean	51.90	51.54	50.12	53.54	53.43	51.32	51.79	52.99	52.40	52.55 y	49.81	55.71 vyz	56.08 vyz	45.83	51.25 y
Standard Deviation	16.51	16.00	17.67	16.59	16.64	16.44	15.75	15.99	17.34	16.86	16.76	19.30	13.52	12.53	16.07



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 714

K12 Are you...?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Male	447 47%	-	447 100% a	135 40%	179 50% c	133 55% c	385 48%	57 46%	131 52%	316 46%	327 47%	120 49%	210 43%	237 51% l	355 53% opq	30 34%	61 32%	91 33%
Female	494 52%	494 100% b	-	202 60% de	182 50%	110 45%	421 52%	66 54%	120 48%	374 54%	372 53%	122 50%	272 56% m	222 48%	309 46%	57 66% n	128 67% n	185 67% n
Other	2	-	-	2 1%	-	-	2	-	-	2	1	1	1	1	2	-	-	-
Prefer not to answer	3	-	-	-	-	-	-	-	-	-	2	1	3 1%	1	3	-	1	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 714

K12 Are you...?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Male	447 47%	380 49%	67 40%	154 49%	196 46%	71 55%	84 51%	122 46%	101 44%	140 49%	288 46%	159 50%
Female	494 52%	398 51%	96 58%	158 50%	229 54%	58 45%	81 49%	138 53%	127 56%	146 51%	337 54%	157 49%
Other	2 *	2 *	-	1 *	-	1 1%	1 1%	-	-	1 *	2 *	-
Prefer not to answer	3 *	1 *	3 2% r	-	2 *	-	-	3 1%	-	-	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 714

K12 Are you...?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Male	447 47%	270 51% A	72 50% A	81 37%	39 53% A	362 46%	48 50%	268 47%	23 48%	57 53%	51 43%	291 47%	156 47%
Female	494 52%	260 49%	70 49%	141 63% yzB	34 47%	421 54%	48 49%	299 53%	24 52%	49 46%	67 57%	323 52%	171 52%
Other	2	1	1	-	-	1	1 C	1	-	-	-	1	1
Prefer not to answer	3	-	-	-	-	-	-	1	-	1 1%	-	1	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 715

K12 Are you...?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Male	447 47%	39 46%	121 47%	27 47%	111 49%	58 45%	268 47%	259 47%	178 47%	31 42%	216 48%	199 47%	89 54%	358 46%	258 48%	189 46%
Female	494 52%	46 53%	136 53%	29 53%	115 50%	71 55%	299 53%	294 53%	195 52%	44 58%	231 52%	219 52%	77 46%	417 53%	276 52%	218 53%
Other	2	-	-	-	-	1 7%	1	-	1	-	-	2	-	2	1	1
Prefer not to answer	3	1 7%	-	-	1	-	1	1	2 7%	-	1	2 7%	-	3	1	3 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 715

K12 Are you...?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Male	447 47%	38 40%	149 43%	123 49%	117 58% pq	196 49%	120 46%	147 46%	89 49% QS	34 35%	79 52% QS	33 34%	29 35%	417 48% u	79 62% UVW	314 44% V	35 28%	279 48% UV
Female	494 52%	54 58% L	201 57% L	126 50%	84 42%	204 51%	140 54%	173 54%	91 50%	63 65% PR	73 48%	65 66% PR	55 65% v	439 51%	48 38%	390 55% TW	92 72% TUW	298 51% T
Other	2	-	1	1	-	1	-	2 7%	1 7%	-	-	-	-	2	-	1	-	1
Prefer not to answer	3	2 2% q	-	1	-	2	1	1	-	-	-	-	-	3	-	2	-	2



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 715

K12 Are you...?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Male	447 47%	173 49%	193 47%	202 50%	164 46%	23 36%	133 51%	37 43%	133 38%	122 51% D	85 62% DE	170 39%	250 56% G	136 42%	207 53% I	126 47%
Female	494 52%	180 51%	215 52%	202 50%	192 54%	41 64%	127 49%	48 56%	217 62% EF	119 49% F	51 37%	267 61% H	198 44%	185 58% J	185 47%	141 52%
Other	2	-	2	-	2 1%	-	-	-	1	-	1 1%	1	-	1	1	-
Prefer not to answer	3	1	-	1	-	-	-	1 1%	-	-	-	-	-	-	-	3 1% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 716

K12 Are you...?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Male	447 47%	182 50%	258 48%	331 49%	115 43%	214 52% l	155 44%	68 43%	303 47%	89 47%	345 48%	50 45%
Female	494 52%	179 50%	276 52%	342 51%	152 56%	194 47%	199 56% k	89 57% k	345 53%	97 51%	370 52%	61 54%
Other	2	-	1	1	1	1	1	-	-	1	-	1 7% N
Prefer not to answer	3	1	1	1	3 1% J	2 7%	-	-	1	2 1%	2	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 716

K12 Are you...?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Male	447 47%	328 48%	37 40%	52 49%	121 46%	326 48%	275 47%	130 47%	158 47%	101 48%	35 50%	89 49%	58 58% z	73 46%	92 41%
Female	494 52%	357 52%	53 57%	55 51%	140 53%	354 52%	305 52%	143 52%	175 53%	109 52%	33 48%	92 51%	43 42%	83 52%	135 59% x
Other	2	1	1 7%	-	1	1	2	1	-	-	1 7%	-	-	1 7%	-
Prefer not to answer	3	-	2 2% P	-	2 7%	2	2	-	-	1 7%	1 7%	-	-	2 7%	-

Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 717

K13 Are you ...

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Single, that is, never married	174 18%	96 19%	77 17%	98 29% de	61 17% e	14 6%	146 18%	26 21%	39 16%	134 19%	143 20% k	31 13%	111 23% m	63 14%	86 13%	30 34% n	58 30% n	88 32% n
Living with someone in this household as a couple	97 10%	54 11%	43 10%	63 18% de	28 8% e	6 2%	95 12% g	*	14 6%	82 12% h	78 11%	18 8%	45 9%	51 11%	71 11%	12 14%	14 7%	25 9%
Married and living with your husband/wife	467 49%	195 39%	272 61% a	151 45%	192 53% c	124 51%	387 48%	75 61% f	105 42%	362 52% h	333 47%	134 55%	219 45%	248 54% l	381 57% opq	30 34%	56 30%	87 31%
A civil partner in a legally-recognised Civil Partnership	1	-	1	1	-	-	-	-	-	1	1	-	1	-	1	-	-	-
Married and separated from your husband/wife	31 3%	17 3%	14 3%	13 4%	15 4%	3 1%	21 3%	10 8% f	10 4%	21 3%	26 4%	5 2%	20 4%	11 2%	18 3%	5 5%	9 5%	13 5%
Divorced	87 9%	65 13% b	22 5%	12 4%	51 14% c	24 10% c	80 10% g	5 4%	33 13% i	54 8%	62 9%	25 10%	49 10%	38 8%	53 8%	10 11%	24 13% n	34 12% n
Widowed	86 9%	67 14% b	18 4%	1	13 3% c	72 30% cd	78 10%	6 5%	49 19% i	37 5%	57 8%	29 12%	37 8%	48 11%	55 8% o	1 2%	29 15% noq	30 11% o
Prefer not to answer	3	-	-	-	-	-	-	-	-	-	2	1	3 1%	1	3	-	1	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 717

K13 Are you ...

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Single, that is, never married	174 18%	104 13%	70 42% r	52 17%	80 19%	22 17%	42 25% O	61 23% O	41 18% O	30 10%	123 20%	50 16%
Living with someone in this household as a couple	97 10%	88 11% s	9 5%	30 10%	33 8%	24 18% tu	21 13% O	43 17% NO	23 10% O	9 3%	61 10%	36 11%
Married and living with your husband/wife	467 49%	436 56% s	31 19%	170 54%	200 47%	69 53%	68 41%	116 44%	118 52% K	162 57% KM	303 48%	164 51%
A civil partner in a legally-recognised Civil Partnership	1 *	1 *	-	1 *	-	-	-	1 *	-	-	-	1 *
Married and separated from your husband/wife	31 3%	24 3%	7 4%	8 3%	14 3%	2 1%	13 8% NO	10 4% O	6 3% O	2 1%	21 3%	10 3%
Divorced	87 9%	63 8%	24 15% r	31 10% v	47 11% v	4 3%	18 11%	21 8%	17 7%	31 11%	60 10%	27 9%
Widowed	86 9%	64 8%	22 13%	20 6%	52 12% t	9 7%	4 2%	6 2%	23 10% KM	53 18% KMN	59 9%	27 8%
Prefer not to answer	3 *	1 *	3 2% r	-	2 *	-	-	3 1%	-	-	1 *	3 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 717

K13 Are you ...

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Single, that is, never married	174 18%	72 13%	24 17%	73 33% yzB	10 13%	143 18%	28 29% C	104 18%	6 13%	17 16%	21 18%	110 18%	64 19%
Living with someone in this household as a couple	97 10%	35 7%	21 14% y	30 13% y	12 16% y	81 10% D	3 3%	59 10%	6 13%	11 10%	12 10%	65 10%	32 10%
Married and living with your husband/wife	467 49%	308 58% zA	66 47% A	73 33%	39 53% A	387 49%	38 39%	283 50%	26 55%	54 51%	62 52%	309 50%	158 48%
A civil partner in a legally-recognised Civil Partnership	1	1	-	-	-	1	-	-	-	1 1% E1	-	-	1
Married and separated from your husband/wife	31 3%	12 2%	4 3%	12 5% y	3 4%	27 3%	3 3%	19 3%	-	4 4%	3 3%	19 3%	12 4%
Divorced	87 9%	46 9%	15 11%	24 11%	4 5%	76 10%	9 9%	53 9%	3 6%	10 9%	11 9%	56 9%	31 9%
Widowed	86 9%	59 11% A	12 9%	10 4%	6 8%	69 9%	16 17% C	49 9%	6 13%	9 9%	9 8%	55 9%	30 9%
Prefer not to answer	3	-	-	-	-	-	-	1	-	1 1%	-	1	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 718

K13 Are you ...

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Single, that is, never married	174 18%	7 9%	61 24% aefg	11 20% ae	40 18% e	9 7%	104 18% ae	104 19% ae	70 18% ae	4 5%	98 22% i	72 17% i	18 11%	156 20% 	85 16%	89 22% n
Living with someone in this household as a couple	97 10%	3 3%	31 12% a	7 13% a	26 12% a	9 7%	59 10% a	59 11% a	38 10%	2 2%	51 11% i	44 10% i	8 5%	88 11% 	61 11%	35 9%
Married and living with your husband/wife	467 49%	54 62% bcd gh	115 45%	24 43%	111 49%	88 67% bcd gh	283 50% g	269 48%	184 49%	52 69% jk	203 45%	212 50%	115 70% m	352 45%	284 53% o	183 45%
A civil partner in a legally-recognised Civil Partnership	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 1%	-	-	1 *
Married and separated from your husband/wife	31 3%	2 2%	9 3%	1 3%	8 3%	3 3%	19 3%	19 4%	12 3%	-	16 4%	15 4%	1 1%	30 4%	20 4%	11 3%
Divorced	87 9%	8 9%	25 10%	3 6%	22 10%	12 9%	53 9%	53 10%	34 9%	6 8%	41 9%	40 9%	15 9%	72 9%	45 8%	43 10%
Widowed	86 9%	12 13% b	16 6%	9 16% bfg	19 8%	9 7%	49 9%	49 9%	36 10%	11 15%	38 8%	37 9%	6 4%	80 10% 	39 7%	47 11% n
Prefer not to answer	3 *	1 1%	-	-	1 *	-	1 *	1 *	2 1%	-	1 *	2 1%	-	3 *	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 718

K13 Are you ...

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Single, that is, never married	174 18%	32 34% qL	73 21% rL	35 14%	22 11%	73 18%	40 15%	60 19%	34 19%	19 20%	28 19%	31 31% PR	26 31% v	148 17%	9 7%	140 20% TW	40 31% TUW	100 17% T
Living with someone in this household as a couple	97 10%	7 8%	42 12%	20 8%	21 10%	45 11%	28 11%	29 9%	14 8%	12 12%	19 13%	12 12%	9 10%	88 10%	9 7%	75 11%	11 9%	63 11%
Married and living with your husband/wife	467 49%	33 35%	150 43%	143 57% pQ	125 62% pQ	202 50%	138 53%	156 48%	97 54% S	49 50% S	71 47% S	24 24%	20 24%	447 52% u	85 67% UVW	329 46% V	39 31%	289 50% UV
A civil partner in a legally-recognised Civil Partnership	1	-	-	1	-	-	1	-	-	-	-	-	-	1	1 1% U	-	-	-
Married and separated from your husband/wife	31 3%	4 5%	11 3%	5 2%	9 4%	10 3%	8 3%	10 3%	6 3%	3 3%	4 3%	4 5%	4 5%	27 3%	2 1%	28 4%	8 6%	20 3%
Divorced	87 9%	11 11%	33 9%	25 10%	13 7%	33 8%	24 9%	32 10%	20 11%	11 11%	11 7%	14 14%	14 16% v	74 9%	7 6%	73 10%	19 15% T	54 9%
Widowed	86 9%	5 5%	42 12% L	20 8%	12 6%	38 10%	21 8%	34 11%	10 6%	3 4%	18 12% PQ	14 14% PQ	12 14%	74 9%	13 11%	62 9%	11 8%	51 9%
Prefer not to answer	3	2 2% q	-	1	-	2	1	1	-	-	-	-	-	3	-	2	-	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 718

K13 Are you ...

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Single, that is, never married	174 18%	40 11%	97 24% wy	48 12%	89 25% wy	22 34% wy	29 11%	9 10%	107 30% EF	30 12%	8 6%	108 25% H	59 13%	55 17% J	43 11%	82 30% IJ
Living with someone in this household as a couple	97 10%	41 12%	40 10%	48 12%	34 9%	5 8%	24 9%	17 19% B	19 5%	41 17% D	23 17% D	31 7%	61 14% G	44 14% J	14 4%	40 15% J
Married and living with your husband/wife	467 49%	199 56% xZA	187 46% A	228 50% xZA	158 44%	21 33%	158 61% C	39 46%	114 33%	140 58% D	96 69% DE	188 43%	251 56% G	189 59% K	214 54% K	92 34%
A civil partner in a legally-recognised Civil Partnership	1	-	1	1	-	-	-	-	-	1	-	1	-	1	-	-
Married and separated from your husband/wife	31 3%	10 3%	13 3%	11 3%	13 3%	4 6%	6 2%	4 4%	18 5% F	5 2%	1 1%	23 5% H	6 1%	11 3%	8 2%	13 5%
Divorced	87 9%	33 9%	35 8%	35 9%	33 9%	6 10%	20 8%	11 13%	48 14% EF	13 6%	7 5%	49 11% H	31 7%	19 6%	37 9%	34 13% I
Widowed	86 9%	29 8%	37 9%	34 8%	32 9%	5 8%	24 9%	6 7%	46 13% EF	11 4%	3 2%	38 9%	40 9%	3 1%	78 20% IK	6 2%
Prefer not to answer	3	1	-	1	-	-	-	1 1%	-	-	-	-	-	-	-	3 1% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 719

K13 Are you ...

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Single, that is, never married	174 18%	48 13%	85 16%	107 16% H	67 25% HIJ	76 18%	57 16%	40 25% I	103 16%	41 21%	111 16%	24 22%
Living with someone in this household as a couple	97 10%	34 9%	61 11%	74 11%	23 8%	46 11%	34 9%	14 9%	66 10%	21 11%	68 9%	14 12%
Married and living with your husband/wife	467 49%	198 55% K	284 53% K	357 53% K	111 41%	213 52%	174 49%	67 43%	343 53% M	81 43%	391 55% O	47 42%
A civil partner in a legally-recognised Civil Partnership	1	1	-	1	-	1	-	-	1	-	1	-
Married and separated from your husband/wife	31 3%	12 3%	20 4%	24 3%	8 3%	4 1%	17 5% k	10 6% k	21 3%	9 5%	20 3%	6 6%
Divorced	87 9%	32 9%	45 8%	55 8%	33 12%	34 8%	33 9%	18 11%	57 9%	18 10%	64 9%	9 8%
Widowed	86 9%	36 10% l	39 7%	57 8% l	28 10%	35 8%	41 11% m	9 6%	58 9%	17 9%	60 8%	12 11%
Prefer not to answer	3	1	1	1	3 1% J	2 1%	-	-	1	2 1%	2	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 719

K13 Are you ...

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Single, that is, never married	174 18%	124 18%	15 16%	22 21%	52 20%	122 18%	92 16% q	34 12%	76 23% pq	42 20%	15 21%	39 22%	18 18%	26 16%	34 15%
Living with someone in this household as a couple	97 10%	70 10%	7 7%	15 14%	27 10%	69 10%	61 10%	28 10%	33 10%	17 8%	7 10%	17 9%	9 9%	20 12%	27 12%
Married and living with your husband/wife	467 49%	351 51%	46 50%	49 46%	119 45%	348 51%	320 55% r	154 56% r	136 41%	107 51% w	35 50%	69 38%	52 52% w	87 55% w	117 52% w
A civil partner in a legally-recognised Civil Partnership	1	1	-	-	-	1	1	-	-	-	-	-	-	-	1
Married and separated from your husband/wife	31 3%	20 3%	3 3%	6 6%	13 5%	19 3%	17 3%	8 3%	13 4%	6 3%	2 3%	7 4%	1 1%	7 5%	8 3%
Divorced	87 9%	68 10%	6 6%	9 9%	27 10%	60 9%	50 9%	27 10%	36 11%	14 7%	5 7%	19 10%	10 10%	14 9%	25 11%
Widowed	86 9%	53 8%	14 15% PR	6 6%	23 9%	62 9%	41 7%	23 9%	39 12% p	22 10% y	5 7%	31 17% yz	9 9% y	4 2%	15 7%
Prefer not to answer	3	-	2 2% P	-	2 1%	2	2	-	-	1 1%	1 1%	-	-	2 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 720

K14 Are you ...?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Working in a paid job as an employee	381 40%	198 40%	181 41%	199 59% de	175 49% e	7 3%	321 40%	56 45%	35 14%	346 50% h	298 42% k	83 34%	201 41%	180 39%	294 44% pq	39 44% pq	48 25%	87 31% p
Working in a paid job or business on a self-employed basis	59 6%	25 5%	34 8%	21 6%	28 8%	9 4%	52 6%	6 5%	6 2%	53 8% h	35 5%	24 10% j	28 6%	31 7%	53 8% pq	2 3%	4 2%	6 2%
(Temporarily) laid off, or on short time	7 1%	3 1%	4 1%	2 1%	5 1%	-	7 1%	-	4 2%	3 *	5 1%	2 1%	4 1%	3 1%	5 1%	1 1%	1 1%	2 1%
Unemployed for less than a year and actively seeking work	16 2%	6 1%	10 2%	12 4% de	4 1%	-	11 1%	4 3%	2 1%	15 2%	16 2% k	-	13 3% m	3 1%	9 1%	2 2%	5 3%	7 3%
Unemployed for over a year and actively seeking work	27 3%	11 2%	16 4%	18 5% e	9 3% e	-	18 2%	9 7% f	8 3%	19 3%	27 4% k	1 *	20 4% m	7 2%	5 1%	8 9% n	14 7% n	22 8% n
On a special government training or employment scheme	1	-	1	1	-	-	-	1 1% f	-	1	1	-	1	-	-	-	1	1
Doing unpaid work for yourself or a relative	2	2	-	1	1	-	2	-	1	1	2	-	-	2	1	-	1 1%	1
A full time student or pupil	12 1%	9 2%	4 1%	12 3% de	1 *	-	9 1%	3 2%	-	12 2% h	11 2%	2 1%	12 3% m	-	6 1%	2 3%	5 2%	7 2%
Looking after the family or home	73 8%	70 14% b	3 1%	53 16% de	19 5% e	1 *	46 6%	25 21% f	13 5%	60 9%	71 10% k	2 1%	51 11% m	22 5%	31 5%	13 15% n	29 15% n	42 15% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 720

K14 Are you ...?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Not working because temporarily sick or injured	9 1%	6 1%	4 1%	1 *	8 2% e	-	8 1%	1 1%	6 2% i	3 *	8 1%	1 1%	4 1%	5 1%	3 *	2 2%	5 3% n	6 2% n
Not working because long-term sick or disabled	51 5%	25 5%	26 6%	11 3%	37 10% ce	2 1%	47 6%	4 3%	48 19% i	3 *	35 5%	16 7%	24 5%	26 6%	25 4%	5 6%	20 11% n	26 9% n
Retired from paid work	287 30%	128 26%	158 35% a	-	67 19% c	220 91% cd	275 34% g	11 9%	123 49% i	164 24%	179 26%	108 44% j	111 23%	175 38% l	226 34% oq	8 10%	53 28% oq	61 22% o
None of these	10 1%	7 2%	3 1%	3 1%	5 1%	2 1%	7 1%	2 2%	4 1%	7 1%	7 1%	4 1%	6 1%	5 1%	7 1%	1 2%	2 1%	3 1%
Don't know	1 *	-	1 *	1 *	-	-	-	1 1% f	-	1 *	1 *	-	1 *	-	1 *	-	-	-
Prefer not to answer	9 1%	4 1%	2 *	4 1%	1 *	1 *	4 *	1 1%	2 1%	4 1%	8 1%	1 *	9 2% m	1 *	4 1%	3 3% n	2 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 720

K14 Are you ...?

Base: All respondents

Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
Working in a paid job as an employee	337 43% s	44 27%	133 43%	158 37%	63 49% u	71 43% O	143 55% KNO	95 42% O	73 25%	246 39%	135 42%
Working in a paid job or business on a self-employed basis	52 7%	7 4%	19 6%	33 8%	6 4%	5 3%	21 8%	13 6%	19 7%	42 7%	17 5%
(Temporarily) laid off, or on short time	4 1%	3 2%	-	5 1%	2 2% t	3 2% O	2 1%	2 1%	-	6 1%	1 *
Unemployed for less than a year and actively seeking work	12 2%	4 2%	7 2%	3 1%	2 2%	5 3%	4 2%	2 1%	5 2%	14 2%	2 1%
Unemployed for over a year and actively seeking work	19 2%	8 5%	10 3%	8 2%	2 1%	9 5% O	7 3% O	11 5% O	1 *	20 3%	7 2%
On a special government training or employment scheme	-	1 *	-	-	-	1 *	-	-	-	1 *	-
Doing unpaid work for yourself or a relative	2 *	-	2 1%	-	-	-	-	2 1%	-	1 *	1 *
A full time student or pupil	9 1%	3 2%	2 1%	5 1%	2 2%	6 4% O	3 1%	2 1%	1 *	7 1%	5 2%
Looking after the family or home	63 8%	10 6%	25 8%	25 6%	10 8%	27 16% MNO	24 9% O	17 7% O	4 2%	48 8%	25 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 720

K14 Are you ...?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Not working because temporarily sick or injured	9 1%	6 1%	4 2%	3 1%	5 1%	1 1%	2 1%	5 2% O	2 1%	-	4 1%	5 1%
Not working because long-term sick or disabled	51 5%	32 4%	19 11% r	17 5%	24 6%	5 4%	12 7%	12 5%	10 4%	17 6%	32 5%	18 6%
Retired from paid work	287 30%	232 30%	55 33%	89 28%	156 36% †	35 27%	24 14%	31 12%	68 30% KM	163 57% KMN	193 31%	94 29%
None of these	10 1%	7 1%	3 2%	5 1%	5 1%	-	1 1%	4 1%	2 1%	4 1%	7 1%	3 1%
Don't know	1	1	-	1	-	-	-	1	-	-	1	-
Prefer not to answer	9 1%	4 1%	5 3% r	1	2 1%	2 1%	2 1%	5 2%	1 1%	1	4 1%	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 720

K14 Are you ...?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Working in a paid job as an employee	381 40%	223 42%	57 40%	88 40%	27 37%	322 41%	33 34%	235 41%	22 47%	46 43%	45 38%	257 42%	124 38%
Working in a paid job or business on a self-employed basis	59 6%	36 7%	13 9% A	8 4%	6 9%	43 5%	10 10%	26 5%	1 3%	11 11% E1	14 12% E1	27 4%	32 10% E1
(Temporarily) laid off, or on short time	7 1%	4 1%	-	4 2%	-	4 1%	3 3% C	4 1%	-	1 1%	1 1%	4 1%	3 1%
Unemployed for less than a year and actively seeking work	16 2%	3 1%	2 1%	11 5% Y	1 1%	15 2%	1 1%	12 2%	-	2 2%	1 1%	12 2%	5 1%
Unemployed for over a year and actively seeking work	27 3%	4 1%	2 1%	19 9% y2B	1 1%	25 3%	2 2%	13 2%	2 4%	4 4%	3 3%	15 2%	13 4%
On a special government training or employment scheme	1	-	-	1	-	1	-	1	-	-	-	1	-
Doing unpaid work for yourself or a relative	2	-	-	1 1% Y	1 1% Y	-	1 1% C	1	-	1 1%	-	1	1
A full time student or pupil	12 1%	4 1%	3 2%	4 2%	1 2%	11 1%	2 2%	9 2%	1 2%	2 1%	-	10 2%	3 1%
Looking after the family or home	73 8%	30 6%	11 8%	30 14% yB	3 3%	67 8%	4 4%	47 8%	3 7%	7 7%	9 8%	50 8%	23 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 720

K14 Are you ...?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Not working because temporarily sick or injured	9 1%	2	1	5	1	7	2	6	1	-	2	7	2
		*	1%	2%	1%	1%	2%	1%	2%	-	2%	1%	1%
Not working because long-term sick or disabled	51 5%	18	3	27	3	38	9	21	2	9	5	23	28
		3%	2%	12%	4%	5%	9%	4%	5%	9%	4%	4%	8%
				YZ						EI			EHI
Retired from paid work	287 30%	204	46	17	27	237	31	182	14	20	37	196	91
		38%	32%	8%	37%	30%	31%	32%	30%	19%	31%	32%	27%
		A	A		A			G				G	G
None of these	10 1%	3	3	4	2	8	1	8	-	-	2	8	2
		*	2%	2%	3%	1%	1%	1%	-	-	1%	1%	1%
Don't know	1 *	-	-	1	-	1	-	-	1	-	-	1	-
		-	-	*	-	*	-	-	EU	-	-	*	-
Prefer not to answer	9 1%	1	2	3	1	6	-	5	-	2	-	5	4
		*	1%	1%	1%	1%	-	1%	-	2%	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 721

K14 Are you ...?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Working in a paid job as an employee	381 40%	29 33%	123 48%	15 27%	101 44%	46 36%	235 41%	232 42%	146 39%	24 32%	191 43%	166 39%	68 41%	313 40%	233 43%	149 36%
Working in a paid job or business on a self-employed basis	59 6%	4 5%	10 4%	1 1%	8 4%	11 9%	26 5%	22 4%	33 9%	4 5%	14 3%	41 10%	19 11%	40 5%	36 7%	23 6%
(Temporarily) laid off, or on short time	7 1%	-	4 2%	-	-	-	4 1%	4 1%	3 1%	-	4 1%	3 1%	2 1%	5 1%	6 1%	1 *
Unemployed for less than a year and actively seeking work	16 2%	-	5 2%	1 1%	8 3%	-	12 2%	12 2%	5 1%	1 1%	11 2%	5 1%	* *	16 2%	6 1%	10 2%
Unemployed for over a year and actively seeking work	27 3%	2 3%	5 2%	2 4%	8 3%	1 1%	13 2%	13 2%	14 4%	2 3%	11 2%	14 3%	1 1%	26 3%	9 2%	18 4%
On a special government training or employment scheme	1 *	-	-	-	1 *	-	1 *	1 *	-	-	1 *	-	-	1 *	-	1 *
Doing unpaid work for yourself or a relative	2 *	-	-	-	1 *	-	1 *	1 *	1 *	-	1 *	1 *	-	2 *	1 *	1 *
A full time student or pupil	12 1%	1 1%	4 2%	1 3%	4 2%	3 2%	9 2%	9 2%	4 1%	-	9 2%	4 1%	1 *	12 1%	5 1%	7 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 721

K14 Are you ...?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Looking after the family or home	73 8%	2 2%	27 11% a	6 11% a	22 10% a	11 8% a	47 8% a	47 8% a	26 7%	-	45 10% i	28 7% i	4 2%	69 9% i	41 8%	32 8%
Not working because temporarily sick or injured	9 1%	2 3%	4 2%	1 1%	1 *	2 2%	6 1%	6 1%	3 1%	1 2%	5 1%	3 1%	3 2%	6 1%	4 1%	5 1%
Not working because long- term sick or disabled	51 5%	2 2%	9 4%	3 5%	8 4%	3 2%	21 4%	21 4%	30 8% bdefg	3 3%	16 4%	32 8% j	12 7%	39 5%	24 5%	26 6%
Retired from paid work	287 30%	42 49% bdfgh	59 23%	25 45% bdfgh	59 26%	53 40% bdfgh	182 32% bd	175 31% bd	105 28%	40 53% jk	128 28%	119 28%	55 33%	232 30%	156 29%	131 32%
None of these	10 1%	1 1%	3 1%	1 2%	4 2%	1 1%	8 1%	8 2%	2 *	-	8 2%	2 *	-	10 1%	7 1%	3 1%
Don't know	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 *	-	1 *	-
Prefer not to answer	9 1%	1 1%	2 1%	-	4 2%	-	5 1%	5 1%	4 1%	-	5 1%	4 1%	-	9 1%	5 1%	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 721

K14 Are you ...?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Working in a paid job as an employee	381 40%	29 31%	153 44% p	106 42%	74 37%	164 41%	120 46%	127 39%	73 40%	37 38%	67 44%	33 34%	26 31%	356 41%	48 38%	286 40%	45 36%	240 41%
Working in a paid job or business on a self-employed basis	59 6%	5 6%	15 4%	13 5%	23 12% qr	27 7%	16 6%	17 5%	13 7%	5 5%	8 5%	2 2%	2 3%	57 7%	10 8%	41 6%	5 4%	36 6%
(Temporarily) laid off, or on short time	7 1%	1 2%	1 *	2 7%	2 7%	5 7%	2 7%	1 *	1 *	1 7%	2 7%	-	-	7 7%	-	6 7%	1 7%	5 7%
Unemployed for less than a year and actively seeking work	16 2%	4 4%	4 1%	5 2%	2 1%	8 2%	4 7%	8 2%	2 7%	3 3%	5 3%	4 4%	4 4%	13 7%	*	15 2%	4 3%	11 2%
Unemployed for over a year and actively seeking work	27 3%	5 6%	9 3%	7 3%	5 3%	7 2%	9 3%	10 3%	3 2%	4 4%	1 7%	8 8% PR	7 9% v	20 2%	-	23 3% W	8 6% TW	15 3%
On a special government training or employment scheme	1 *	-	1 *	-	-	1 *	-	-	-	-	-	-	-	1 *	-	1 *	-	1 *
Doing unpaid work for yourself or a relative	2 *	-	1 *	-	1 *	2 7%	-	-	-	1 7%	-	1 7%	1 7% v	1 *	-	2 *	-	2 *
A full time student or pupil	12 7%	4 4% qrl	3 7%	1 *	2 7%	4 7%	1 *	6 2%	3 2%	1 7%	3 2%	2 2%	2 2%	11 7%	1 7%	9 7%	3 2%	7 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 721

K14 Are you ...?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Looking after the family or home	73 8%	10 11%	33 9%	18 7%	10 5%	24 6%	21 8%	23 7%	14 8%	13 13%	12 8%	12 12%	12 14% v	61 7%	4 3%	64 9% TW	21 17% TUW	43 7%
Not working because temporarily sick or injured	9 1%	1 1%	5 1%	2 1%	1 1%	3 1%	1 1%	4 1%	2 1%	-	2 1%	4 4%	4 4% v	6 1%	-	7 1%	2 1%	5 1%
Not working because long-term sick or disabled	51 5%	3 3%	27 8% L	10 4%	6 3%	16 4%	16 6%	18 6%	10 6% R	7 8% R	2 1%	7 7% R	5 6%	46 5%	5 4%	37 5%	9 7%	28 5%
Retired from paid work	287 30%	27 29%	90 26%	86 34% q	71 36% q	130 32% N	66 25%	105 32% N	55 30%	23 24%	47 31%	23 23%	21 25%	266 31%	58 45% UVW	202 29% V	27 21%	176 30% UV
None of these	10 1%	1 1%	6 2% r	-	2 1%	5 1%	2 1%	3 1%	1 1%	2 2%	3 2%	1 1%	1 1%	9 1%	-	8 1%	2 2%	6 1%
Don't know	1 *	1 1%	-	-	-	1 *	-	-	-	-	-	-	-	1 *	-	-	-	-
Prefer not to answer	9 1%	3 3% L	3 1%	1 1%	-	5 1%	2 1%	3 1%	3 2%	-	-	1 1%	-	9 1%	-	6 1%	-	6 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 721

K14 Are you ...?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Working in a paid job as an employee	381 40%	154 44% A	157 38% z	181 45% zA	130 36%	18 28%	108 41%	40 47%	83 24%	141 59% D	94 68% D	128 29%	230 51% G	173 54% J	65 17%	155 57% J
Working in a paid job or business on a self-employed basis	59 6%	30 9%	22 5%	32 8%	20 6%	4 7%	21 8%	9 11%	23 6%	12 5%	9 7%	19 4%	40 9% G	22 7%	21 5%	19 7%
(Temporarily) laid off, or on short time	7 1%	4 1%	3 1%	5 1%	3 1%	-	4 1%	-	4 1%	1 *	3 2%	5 1%	2 *	2 1%	1 *	3 1%
Unemployed for less than a year and actively seeking work	16 2%	5 2%	9 2%	5 1%	9 2%	1 1%	4 2%	*	11 3% E	1 *	-	13 3% H	2 *	11 3% J	2 1%	5 2%
Unemployed for over a year and actively seeking work	27 3%	10 3%	14 3%	12 3%	12 3%	2 3%	7 3%	3 3%	19 6% EF	4 2%	-	25 6% H	1 *	12 4% J	3 1%	13 5% J
On a special government training or employment scheme	1 *	-	-	-	-	-	-	-	-	1 *	-	1 *	-	1 *	-	-
Doing unpaid work for yourself or a relative	2 *	-	2 1%	-	2 1%	-	-	-	2 1%	-	-	1 *	1 *	1 *	1 *	-
A full time student or pupil	12 1%	2 *	6 2%	2 *	6 2%	3 4% wy	1 *	1 1%	5 1%	2 1%	1 1%	7 2%	4 1%	8 2% J	1 *	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 721

K14 Are you ...?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Looking after the family or home	73 8%	26 7%	36 9%	29 7%	33 9%	10 15% y	18 7%	8 9%	30 8%	14 6%	7 5%	59 13% H	11 2%	59 18% JK	8 2%	12 4%
Not working because temporarily sick or injured	9 1%	1 *	4 1%	1 *	4 1%	1 7%	1 *	-	9 3% E	-	-	8 2% H	1 *	1 *	1 *	8 3% IJ
Not working because long-term sick or disabled	51 5%	9 2%	27 7% wy	9 2%	27 7% wy	4 7%	8 3%	1 7%	36 10% EF	4 2%	1 7%	45 10% H	3 7%	10 3%	13 3%	30 11% IJ
Retired from paid work	287 30%	110 31%	121 30%	126 31%	106 30%	21 33%	88 34%	22 26%	121 34% EF	60 25%	22 16%	116 27%	151 34% G	13 4%	272 69% IK	14 5%
None of these	10 1%	1 *	2 *	1 *	2 7%	-	1 *	1 7%	7 2% E	-	-	7 2%	2 *	5 2%	4 7%	2 7%
Don't know	1 *	-	1 *	1 *	-	-	-	-	-	1 *	-	1 *	-	1 *	-	-
Prefer not to answer	9 1%	1 *	4 7%	1 *	4 7%	-	-	1 7%	3 7%	-	-	2 7%	1 *	3 7%	1 *	5 2% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 722

K14 Are you ...?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Working in a paid job as an employee	381 40%	134 37%	233 43% HK	286 42% H	95 35%	166 40%	152 43% m	51 33%	259 40%	75 40%	292 41%	45 40%
Working in a paid job or business on a self-employed basis	59 6%	34 9% IJ	36 7%	45 7%	14 5%	28 7%	23 6%	8 5%	41 6%	13 7%	44 6%	8 7%
(Temporarily) laid off, or on short time	7 1%	1	6 1%	6 1%	1	2	4 1%	1 1%	4 1%	3 1%	6 1%	1 1%
Unemployed for less than a year and actively seeking work	16 2%	6 2%	6 1%	10 1%	6 2%	5 1%	9 3%	2 1%	12 2%	3 2%	13 2%	2 2%
Unemployed for over a year and actively seeking work	27 3%	10 3%	9 2%	15 2%	13 5% IJ	2 1%	9 2% k	15 9% kl	21 3%	4 2%	22 3%	1 1%
On a special government training or employment scheme	1	-	-	-	1	-	-	1	-	-	-	-
Doing unpaid work for yourself or a relative	2	-	1	1	1	-	-	2 1% kl	1	1 1%	1	1 1%
A full time student or pupil	12 1%	5 1%	5 1%	6 1%	6 2%	4 1%	6 2%	2 1%	9 1%	2 1%	9 1%	2 2%
Looking after the family or home	73 8%	29 8%	41 8%	50 7%	23 8%	29 7%	24 7%	18 12%	50 8%	15 8%	56 8%	7 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 722

K14 Are you ...?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	946	362	535	675	271	412	355	157	649	189	717	112
Weighted Base	870	350	498	628	242	365	329	156	596	178	658	108
Effective base	9	3	4	5	4	3	2	4	6	2	7	2
Not working because temporarily sick or injured	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	2%
								kl				
Not working because long-term sick or disabled	51	23	24	31	19	13	16	18	34	9	35	4
	5%	6%	5%	5%	7%	3%	5%	7%	5%	5%	5%	4%
		J						kl				
Retired from paid work	287	116	156	205	81	156	101	29	198	58	219	36
	30%	32%	29%	30%	30%	38%	28%	18%	31%	31%	31%	33%
						lm	m					
None of these	10	2	7	7	3	1	5	4	7	1	6	2
	1%	1%	1%	1%	1%	*	1%	3%	1%	*	1%	2%
								k				
Don't know	1	-	1	1	-	-	-	1	1	-	1	-
	*	-	*	*	-	-	-	*	*	-	*	-
Prefer not to answer	9	1	5	5	5	2	4	2	5	2	6	-
	1%	*	1%	1%	2%	1%	1%	1%	1%	1%	1%	-
				H								



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 722

K14 Are you ...?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Working in a paid job as an employee	381 40%	284 41%	31 34%	47 44%	106 40%	275 40%	245 42%	116 42%	126 38%	79 38%	27 39%	54 30%	36 36%	92 58%	93 41%
Working in a paid job or business on a self-employed basis	59 6%	44 6%	7 8%	5 5%	16 6%	43 6%	45 8%	16 6%	14 4%	13 6%	6 9%	3 1%	8 8%	15 10%	14 6%
(Temporarily) laid off, or on short time	7 1%	5 1%	1 1%	1 1%	3 1%	4 1%	3 1%	2 1%	4 1%	1 *	-	1 1%	1 1%	3 2%	1 1%
Unemployed for less than a year and actively seeking work	16 2%	13 2%	2 3%	1 1%	4 2%	12 2%	9 2%	4 1%	7 2%	6 3%	2 3%	2 1%	-	3 2%	3 1%
Unemployed for over a year and actively seeking work	27 3%	20 3%	3 4%	2 2%	5 2%	23 3%	13 2%	5 2%	11 3%	12 6%	1 1%	7 4%	2 2%	2 1%	3 1%
On a special government training or employment scheme	1	1	-	-	-	1	-	-	1	-	-	-	-	1	-
Doing unpaid work for yourself or a relative	2	1	1 P	-	1	1	1	1	1	1 1%	-	-	-	1 1%	-
A full time student or pupil	12 1%	10 1%	3 3%	-	3 1%	9 1%	6 1%	2 1%	7 2%	1 *	1 2%	2 1%	2 2%	3 2%	4 2%
Looking after the family or home	73 8%	51 7%	11 12%	8 7%	20 8%	53 8%	44 8%	20 7%	26 8%	13 6%	10 14%	17 9%	2 2%	10 6%	22 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 722

K14 Are you ...?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Not working because temporarily sick or injured	9 1%	6 1%	1 1%	2 2%	3 1%	6 1%	5 1%	2 1%	3 1%	2 1%	-	1 1	2 2%	1 1%	3 1%
Not working because long-term sick or disabled	51 5%	37 5%	4 4%	5 4%	14 5%	37 5%	27 5%	8 3%	22 7%	10 5%	1 1%	15 8% vy	5 5%	3 2%	18 8% vy
Retired from paid work	287 30%	202 29%	26 28%	34 32%	82 31%	205 30%	175 30%	95 35% p	105 31%	66 31% y	19 28% y	77 42% vxyz	43 42% yz	22 14%	61 27% y
None of these	10 1%	6 1%	-	3 3%	4 2%	6 1%	5 1%	2 1%	4 1%	3 2%	1 1%	2 1%	-	1 1%	3 1%
Don't know	1	1	-	-	-	1	1	-	-	-	-	1	-	-	-
Prefer not to answer	9 1%	5 1%	2 2%	-	2 1%	7 1%	4 1%	1	3 1%	4 2%	2 2% w	-	-	2 1%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 723

K14A_NEW Does anyone in your household, including yourself, regularly work from home?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	90 10%	49 10%	41 9%	44 13% e	39 11% e	8 3%	78 10%	9 8%	11 4%	80 12% h	67 10%	23 9%	53 11%	38 8%	78 12% pq	6 7%	6 3%	13 5%
No	849 90%	444 90%	404 90%	293 87%	322 89%	233 96% cd	728 90%	112 91%	239 95% i	610 88%	631 90%	218 90%	429 88%	420 91%	587 88%	80 92%	182 96% n	262 94% n
Don't know	7 1%	1 *	2 *	2 1%	-	1 1%	1 *	2 2% f	1 1%	2 *	4 1%	2 1%	5 1%	2 *	4 1%	1 1%	2 1%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 723

K14A_NEW Does anyone in your household, including yourself, regularly work from home?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	90 10%	82 11% s	8 5%	38 12% u	32 8%	14 11%	19 12% O	33 13% O	22 10%	16 6%	59 9%	31 10%
No	849 90%	696 89%	153 93%	273 87%	392 92%	115 89%	145 87%	227 86%	205 90%	271 94% KM	567 90%	282 89%
Don't know	7 1%	3 *	4 2% r	1 *	3 1%	-	2 1%	3 1%	1 1%	-	2 *	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 723

K14A_NEW Does anyone in your household, including yourself, regularly work from home?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	90 10%	62 12% A	12 8%	12 5%	9 13% A	68 9%	8 8%	51 9%	8 16%	13 12%	12 10%	58 9%	32 10%
No	849 90%	468 88%	131 92%	211 95% yB	64 87%	713 91%	89 92%	516 91%	39 84%	93 87%	105 88%	556 90%	293 89%
Don't know	7 1%	2	-	-	-	3	-	2	-	1 1%	1 1%	2	5 2% 1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 724

K14A_NEW Does anyone in your household, including yourself, regularly work from home?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	90 10%	6 7%	24 9% c	1 1%	21 9% c	14 11% c	51 9% c	48 9% c	40 10% c	6 8%	35 8%	50 12%	19 11%	72 9%	63 12% o	27 7%
No	849 90%	79 91%	232 90%	55 99% bdefgh	205 90%	116 89%	516 91%	505 91%	332 88%	69 92%	412 92% k	368 87%	147 89%	702 90%	472 88%	377 92%
Don't know	7 1%	1 1%	1	-	1	-	2	2	5 1%	-	2	5 1%	-	7 1%	1	6 1% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 724

K14A_NEW Does anyone in your household, including yourself, regularly work from home?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	90 10%	9 10%	26 7%	26 10%	25 13%	34 9%	31 12%	27 8%	16 9%	11 11%	10 7%	4 4%	4 5%	87 10%	20 15% UV	63 9%	8 6%	55 9%
No	849 90%	83 89%	322 92%	223 89%	176 87%	366 91%	229 88%	294 91%	164 91%	86 89%	142 93%	94 95%	79 94%	770 89%	107 85%	640 90%	118 92%	522 90%
Don't know	7 1%	2 2%	2 1%	1 *	-	2 7%	1 *	2 7%	1 *	-	-	1 1%	1 2%	5 1%	-	5 1%	1 1%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 724

K14A_NEW Does anyone in your household, including yourself, regularly work from home?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	90 10%	46 13% xzA	33 8% zA	57 14% xzA	22 6%	-	38 14%	6 7%	15 4%	27 11% D	32 24% DE	19 4%	65 14% G	40 12% J	21 5%	33 12% J
No	849 90%	305 86%	377 92% wy	347 86%	336 94% wxy	64 100% wxy	223 85%	78 92%	335 95% EF	213 89% F	105 76%	418 95% H	381 85%	281 87%	371 94% IK	233 86%
Don't know	7 1%	1	-	1	-	-	1	1	1	1	-	1	1	1	1	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 725

K14A_NEW Does anyone in your household, including yourself, regularly work from home?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	90 10%	41 11% K	63 12% K	80 12% K	10 4%	48 12%	31 9%	11 7%	68 10%	16 9%	76 11%	9 8%
No	849 90%	320 89%	472 88%	594 88%	255 94% HIJ	362 88%	321 90%	146 93%	577 89%	171 90%	639 89%	101 90%
Don't know	7 1%	1 *	1 *	1 *	6 2% HIJ	2 1%	3 1%	-	4 1%	2 1%	2 *	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 725

K14A_NEW Does anyone in your household, including yourself, regularly work from home?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	90 10%	66 10%	10 11%	10 10%	23 9%	68 10%	72 12% r	35 13% r	13 4%	20 9%	11 16% w	9 5%	10 10%	23 14% w	18 8%
No	849 90%	618 90%	79 86%	97 90%	237 90%	611 90%	509 87%	238 87%	319 96% pq	190 90%	58 83%	169 93% vy	91 90%	133 84%	208 92% vy
Don't know	7 1%	2 *	3 3% P	- -	3 1%	4 1%	2 *	1 *	1 *	1 1%	1 1%	3 1%	- -	2 1%	- -



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 726

K14B_NEW For which, if any, of the following reasons do you or they regularly work from home?

Base: All respondents with a household member who regularly works from home

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	89	48	40	44	37	8	76	10	10	79	68	21	59	30	76	7	6	13
Weighted Base	90	49*	41*	44*	39*	8**	78*	9**	11**	80*	67*	23**	53*	38**	78*	6**	6**	13**
Effective base	83	45	37	40	36	8	71	9	10	74	63	20	56	29	72	6	6	12
Employed, but work at home part time	36 40%	19 40%	17 41%	20 45%	15 38%	2 20%	31 40%	4 39%	7 61%	30 37%	30 44%	7 29%	20 39%	16 42%	33 42%	3 42%	1 16%	4 29%
Employed, but work at home full time	12 13%	6 12%	6 15%	7 16%	5 13%	-	9 11%	3 34%	2 20%	10 12%	10 14%	2 10%	7 14%	4 11%	9 12%	2 27%	1 16%	3 21%
Self-employed/run business from home	33 37%	18 37%	15 36%	10 22%	17 44%	7 80%	32 41%	1 10%	1 11%	32 40%	19 28%	15 63%	15 29%	18 47%	32 42%	-	1 16%	1 8%
Other	11 12%	8 17%	3 7%	6 14%	5 12%	-	9 12%	2 18%	1 8%	10 13%	9 13%	2 9%	8 14%	3 9%	7 9%	2 31%	2 36%	4 34%
Don't know	2 2%	-	2 4%	1 2%	1 3%	-	1 1%	-	-	2 2%	2 3%	-	2 3%	-	1 1%	-	1 16%	1 8%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 726

K14B_NEW For which, if any, of the following reasons do you or they regularly work from home?

Base: All respondents with a household member who regularly works from home

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)
Unweighted Base	89	6	38	31	14	20	31	22	15	56	33
Weighted Base	90	82*	38*	32**	14**	19**	33**	22**	16**	59*	31*
Effective base	83	78	35	30	13	18	29	21	14	53	31
Employed, but work at home part time	36 40%	36 44%	18 46%	11 34%	6 42%	12 61%	13 39%	10 44%	1 8%	24 40%	12 40%
Employed, but work at home full time	12 13%	8 9%	5 14%	3 9%	3 18%	5 24%	3 8%	2 11%	2 14%	6 11%	6 18%
Self-employed/run business from home	33 37%	32 39%	13 35%	17 52%	3 22%	1 4%	13 38%	10 48%	10 61%	25 42%	9 28%
Other	11 12%	8 10%	3 9%	3 10%	2 17%	1 7%	5 15%	2 9%	3 18%	6 10%	5 16%
Don't know	2 2%	2 2%	-	1 2%	-	1 4%	1 3%	-	-	1 2%	1 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 726

K14B_NEW For which, if any, of the following reasons do you or they regularly work from home?

Base: All respondents with a household member who regularly works from home

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	89	60	13	14	7	69	8	52	7	12	12	59	30
Weighted Base	90	62*	12**	12**	9**	68*	8**	51*	8**	13**	12**	58*	32**
Effective base	83	57	13	13	7	65	7	49	7	11	12	55	28
Employed, but work at home part time	36 40%	24 39%	4 34%	4 31%	4 44%	28 41%	-	22 43%	4 58%	6 44%	3 27%	26 45%	10 31%
Employed, but work at home full time	12 13%	7 12%	1 8%	2 16%	2 18%	9 13%	3 32%	5 10%	2 28%	1 9%	-	7 12%	5 15%
Self-employed/run business from home	33 37%	24 39%	5 45%	2 16%	5 55%	25 37%	2 21%	18 35%	1 15%	6 46%	7 56%	19 32%	14 45%
Other	11 12%	7 11%	2 13%	3 29%	1 10%	6 9%	3 34%	5 11%	-	3 20%	2 17%	5 9%	5 17%
Don't know	2 2%	1 1%	-	1 9%	-	1 1%	1 12%	1 2%	1 13%	-	-	2 3%	-



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J

* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 727

K14B_NEW For which, if any, of the following reasons do you or they regularly work from home?

Base: All respondents with a household member who regularly works from home

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	89	6	25	1	21	14	52	49	37	6	36	47	19	70	63	26
Weighted Base	90	6**	24**	1**	21**	14**	51*	48*	40*	6**	35*	50*	19**	72*	63*	27**
Effective base	83	6	24	1	19	13	49	46	35	6	34	44	18	66	59	24
Employed, but work at home part time	36 40%	1 14%	12 51%	1 100%	9 41%	3 21%	22 43%	22 45%	14 36%	1 15%	17 49%	18 37%	5 28%	31 43%	29 46%	7 26%
Employed, but work at home full time	12 13%	1 23%	1 4%	-	1 4%	3 22%	5 10%	4 9%	7 17%	2 39%	1 3%	9 17%	4 20%	8 11%	7 11%	5 18%
Self-employed/run business from home	33 37%	3 50%	8 33%	-	7 35%	7 51%	18 35%	16 33%	16 40%	2 33%	12 35%	19 39%	9 51%	24 33%	21 33%	12 45%
Other	11 12%	1 13%	3 12%	-	3 16%	1 6%	5 11%	5 11%	5 14%	1 14%	4 11%	6 13%	2 8%	9 13%	5 9%	5 20%
Don't know	2 2%	-	-	-	1 4%	-	1 2%	1 2%	1 3%	-	1 2%	1 2%	-	2 2%	2 3%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 727

K14B_NEW For which, if any, of the following reasons do you or they regularly work from home?

Base: All respondents with a household member who regularly works from home

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	89	9	29	24	23	35	29	25	15	13	11	4	4	85	18	64	8	56
Weighted Base	90	9**	26**	26**	25**	34*	31**	27**	16**	11**	10**	4**	4**	87*	20**	63*	8**	55*
Effective base	83	8	28	23	22	33	27	23	14	12	11	4	4	79	17	60	8	53
Employed, but work at home part time	36 40%	2 17%	12 44%	12 48%	9 37%	12 34%	15 49%	15 55%	6 36%	4 35%	2 24%	2 46%	2 46%	34 40%	10 52%	24 38%	3 36%	21 39%
Employed, but work at home full time	12 13%	1 11%	2 6%	4 16%	5 20%	3 9%	2 8%	4 15%	2 11%	3 28%	-	1 27%	1 27%	11 12%	2 10%	8 13%	-	8 15%
Self-employed/run business from home	33 37%	4 47%	8 31%	10 38%	10 37%	17 48%	12 37%	8 29%	7 47%	1 7%	6 56%	-	-	33 39%	8 42%	22 34%	2 29%	19 35%
Other	11 12%	1 14%	4 16%	2 7%	3 11%	4 13%	3 10%	3 10%	-	3 30%	2 20%	1 27%	1 27%	10 11%	2 8%	9 14% W	3 39%	5 10%
Don't know	2 2%	1 11%	1 3%	-	-	-	-	-	1 5%	-	-	-	-	2 2%	-	2 3%	1 12%	1 1%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
 * small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 727

K14B_NEW For which, if any, of the following reasons do you or they regularly work from home?

Base: All respondents with a household member who regularly works from home

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	89	44	34	54	24	-	36	6	16	26	31	21	63	41	19	32
Weighted Base	90	46*	33*	57*	22**	-**	38*	6**	15**	27**	32**	19**	65*	40*	21**	33**
Effective base	83	42	32	52	22	-	34	6	15	25	29	20	59	38	18	30
Employed, but work at home part time	36 40%	16 35%	15 47%	21 37%	11 48%	-	13 34%	2 35%	1 9%	11 41%	18 55%	5 25%	28 44%	16 40%	7 32%	16 48%
Employed, but work at home full time	12 13%	6 12%	4 11%	7 13%	2 9%	-	6 15%	-	1 5%	3 12%	7 21%	3 15%	6 9%	7 16%	1 6%	4 12%
Self-employed/run business from home	33 37%	22 46% y	8 25%	22 40%	7 33%	-	18 48%	2 33%	7 48%	13 47%	7 23%	7 35%	27 41%	11 27%	12 60%	11 34%
Other	11 12%	4 9%	6 18%	7 13%	3 13%	-	2 6%	2 32%	4 26%	3 10%	2 5%	4 19%	7 11%	6 15%	2 8%	3 10%
Don't know	2 2%	1 2%	1 2%	1 2%	1 3%	-	1 3%	-	2 12%	-	-	1 5%	-	1 2%	-	1 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 728

K14B_NEW For which, if any, of the following reasons do you or they regularly work from home?

Base: All respondents with a household member who regularly works from home

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	89	39	63	79	10	47	30	11	64	19	72	11
Weighted Base	90	41*	63*	80*	10**	48*	31**	11**	68*	16**	76*	9**
Effective base	83	36	59	74	9	44	28	10	60	18	67	11
Employed, but work at home part time	36 40%	16 39%	29 46%	33 42%	3 26%	18 39%	15 49%	3 24%	27 40%	8 50%	30 40%	3 36%
Employed, but work at home full time	12 13%	8 19%	7 11%	12 15%	-	7 15%	1 3%	4 33%	8 12%	1 5%	10 13%	1 9%
Self-employed/run business from home	33 37%	19 47%	21 33%	30 37%	4 37%	19 41%	11 36%	3 26%	28 41%	6 35%	28 37%	4 47%
Other	11 12%	2 4%	5 9%	7 9%	4 37%	5 11%	4 13%	1 8%	7 10%	2 10%	9 12%	1 9%
Don't know	2 2%	-	2 3%	2 2%	-	-	1 3%	1 9%	2 3%	-	2 2%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 728

K14B_NEW For which, if any, of the following reasons do you or they regularly work from home?

Base: All respondents with a household member who regularly works from home

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	89	63	11	11	25	64	71	35	13	19	12	10	10	21	17
Weighted Base	90	66*	10**	10**	23**	68*	72*	35*	13**	20**	11**	9**	10**	23**	18**
Effective base	83	59	11	11	24	60	66	32	13	18	12	9	9	20	15
Employed, but work at home part time	36 40%	26 40%	5 53%	4 42%	11 48%	25 37%	31 43%	17 48%	5 35%	6 32%	3 24%	3 35%	3 28%	12 53%	9 50%
Employed, but work at home full time	12 13%	7 11%	2 18%	1 8%	1 4%	11 16%	8 12%	3 9%	1 7%	2 11%	2 18%	2 26%	-	1 5%	4 22%
Self-employed/run business from home	33 37%	28 42%	1 7%	4 42%	9 41%	24 36%	28 39%	10 28%	5 41%	6 31%	5 50%	-	6 66%	10 45%	5 30%
Other	11 12%	6 10%	2 22%	1 8%	2 7%	9 14%	8 11%	4 12%	1 10%	3 17%	1 8%	4 39%	1 7%	2 7%	1 5%
Don't know	2 2%	2 3%	-	-	-	2 3%	1 1%	1 2%	1 8%	2 9%	-	-	-	-	-



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base; ** very small base (under 30) ineligible for sig testing

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 729

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
UNDER GBP 2,500 (£1,250)	9 1%	3 1%	6 1%	5 2%	3 1%	-	8 1%	-	4 1%	5 1%	6 1%	3 1%	5 1%	4 1%	6 1%	2 3%	1 *	3 1%
GBP 2,500 - GBP 4,499 (£3,500)	30 3%	19 4%	11 2%	10 3%	14 4%	6 2%	24 3%	6 5%	13 5% i	17 2%	28 4% k	2 1%	24 5% m	6 1%	14 2%	5 6% n	11 6% n	16 6% n
GBP 4,500 - GBP 6,499 (£5,500)	41 4%	27 5%	14 3%	17 5%	16 5%	7 3%	33 4%	7 5%	18 7% i	23 3%	30 4%	11 5%	23 5%	18 4%	21 3%	7 8% n	12 7% n	20 7% n
GBP 6,500 - GBP 7,499 (£6,7000)	39 4%	24 5%	15 3%	12 3%	10 3%	18 7% cd	36 4%	2 2%	19 7% i	20 3%	27 4%	13 5%	18 4%	21 5%	12 2%	5 6% n	22 12% n	27 10% n
GBP 7,500 - GBP 9,499 (£8,500)	58 6%	35 7%	24 5%	10 3%	19 5%	30 12% cd	49 6%	9 7%	25 10% i	33 5%	39 6%	19 8%	26 5%	32 7%	21 3%	4 5%	33 17% noq	37 14% no
GBP 9,500 - GBP 11,499 (£10,500)	48 5%	35 7% b	13 3%	17 5%	14 4%	17 7%	40 5%	8 7%	18 7%	30 4%	41 6%	7 3%	34 7% m	14 3%	28 4%	5 6%	15 8% n	20 7% n
GBP 11,500 - GBP 13,499 (£12,500)	63 7%	36 7%	26 6%	23 7%	27 8%	12 5%	52 6%	10 8%	21 8%	42 6%	51 7%	12 5%	37 8%	26 6%	40 6%	10 12% n	13 7%	23 8%
GBP 13,500 - GBP 15,999 (£14,750)	63 7%	39 8%	24 5%	27 8%	20 6%	16 6%	53 7%	10 8%	17 7%	46 7%	52 7%	11 5%	35 7%	28 6%	41 6%	7 8%	16 8%	22 8%
GBP 16,000 - GBP 17,499 (£16,750)	32 3%	17 3%	16 4%	12 4%	12 3%	9 4%	28 3%	5 4%	6 2%	27 4%	26 4%	7 3%	18 4%	15 3%	24 4%	4 5%	5 3%	9 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 729

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
GBP 17,500 - GBP 19,999 (£18,250)	43 5%	20 4%	23 5%	15 4%	17 5%	11 4%	36 4%	6 5%	10 4%	33 5%	35 5%	8 3%	20 4%	23 5%	32 5%	6 7% p	4 2%	11 4% p
GBP 20,000 - GBP 24,999 (£22,500)	73 8%	41 8%	32 7%	35 10%	23 6%	16 6%	59 7%	14 11%	6 2%	67 10% h	56 8%	17 7%	37 8%	36 8%	59 9%	5 5%	10 5%	14 5%
GBP 25,000 - GBP 34,999 (£30,000)	92 10%	41 8%	51 11%	40 12% e	40 11% e	12 5%	85 10% g	6 5%	15 6%	77 11% h	62 9%	30 12%	36 7%	56 12% l	80 12% opq	3 4%	9 4%	12 4%
GBP 35,000 - GBP 49,999 (£42,500)	57 6%	23 5%	34 8%	15 5%	35 10% ce	6 3%	53 7%	4 3%	7 3%	50 7% h	44 6%	13 5%	25 5%	32 7%	51 8% pq	3 4%	2 1%	6 2%
GBP 50,000 - GBP 74,999 (£62,500)	38 4%	11 2%	26 6% a	21 6% e	13 4%	4 2%	38 5% g	1 1%	7 3%	31 5%	27 4%	11 5%	16 3%	22 5%	37 5% pq	2 2%	-	2 1%
GBP 75,000 - GBP 99,999 (£87,500)	18 2%	7 1%	11 2%	9 3% e	8 2% e	-	18 2%	-	1 1%	16 2%	10 1%	8 3%	7 1%	11 2%	15 2%	1 1%	1 1%	2 1%
GBP 100,000 AND OVER (£150,000)	25 3%	10 2%	15 3%	10 3%	11 3%	4 2%	25 3% g	-	3 1%	21 3%	11 2%	14 6% j	8 2%	16 4%	22 3% q	1 1%	2 1%	3 1%
Prefer not to answer	217 23%	107 22%	106 24%	60 18%	78 22%	76 31% cd	171 21%	36 29% f	62 25%	151 22%	158 22%	59 24%	116 24%	100 22%	166 25% q	16 18%	35 18%	50 18%
Mean	26225.60	22350.01	30530.38	28373.70	28342.65	19062.36	27725.73	16055.96	18065.46	29089.70	23600.20	33956.86	22760.95	29787.29	31167.14	18309.63	13910.60	15295.98
Standard Deviation	29204.67	26032.70	31914.84	30481.79	30283.33	23663.14	30731.84	10267.21	23039.26	30586.42	24644.24	38766.08	25543.25	32191.33	31599.65	22509.86	16990.03	18962.64



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 729

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
UNDER GBP 2,500 (£1,250)	9 1%	5 1%	4 2%	2 1%	3 1%	2 2%	3 2%	2 1%	3 1%	1 *	4 1%	5 1%
GBP 2,500 - GBP 4,499 (£3,500)	30 3%	17 2%	14 8%	14 5%	9 2%	3 2%	7 4%	9 4%	7 3%	7 2%	22 3%	8 3%
GBP 4,500 - GBP 6,499 (£5,500)	41 4%	22 3%	19 12%	11 4%	21 5%	2 2%	9 5%	14 5%	5 2%	13 4%	27 4%	13 4%
GBP 6,500 - GBP 7,499 (£6,700)	39 4%	19 2%	20 12%	10 3%	20 5%	3 2%	6 3%	15 6%	8 4%	10 4%	28 5%	11 3%
GBP 7,500 - GBP 9,499 (£8,500)	58 6%	32 4%	26 16%	12 4%	32 7%	6 4%	9 6%	17 6%	14 6%	18 6%	38 6%	20 6%
GBP 9,500 - GBP 11,499 (£10,500)	48 5%	44 6%	4 2%	22 7%	17 4%	3 2%	7 4%	12 4%	15 7%	14 5%	38 6%	10 3%
GBP 11,500 - GBP 13,499 (£12,500)	63 7%	54 7%	9 6%	24 8%	28 7%	5 4%	14 9%	14 5%	15 6%	20 7%	43 7%	20 6%
GBP 13,500 - GBP 15,999 (£14,750)	63 7%	52 7%	11 7%	23 7%	31 7%	5 4%	11 6%	22 9%	13 6%	17 6%	46 7%	18 6%
GBP 16,000 - GBP 17,499 (£16,750)	32 3%	30 4%	2 1%	11 4%	13 3%	5 4%	6 3%	11 4%	4 2%	11 4%	22 3%	10 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 729

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
GBP 17,500 - GBP 19,999 (£18,250)	43 5%	38 5%	5 3%	18 6%	21 5%	4 3%	3 2%	15 6%	7 3%	18 6% K	29 5%	14 4%
GBP 20,000 - GBP 24,999 (£22,500)	73 8%	64 8%	9 5%	24 8%	35 8%	10 7%	13 8%	18 7%	16 7%	26 9%	46 7%	27 8%
GBP 25,000 - GBP 34,999 (£30,000)	92 10%	84 11% s	7 5%	32 10%	45 11%	11 8%	15 9%	37 14% O	19 8%	19 7%	51 8%	41 13% w
GBP 35,000 - GBP 49,999 (£42,500)	57 6%	53 7%	4 2%	15 5%	26 6%	15 12% tu	7 4%	16 6%	17 8%	16 6%	39 6%	18 6%
GBP 50,000 - GBP 74,999 (£62,500)	38 4%	35 5%	3 2%	10 3%	12 3%	16 12% tu	13 8% NO	15 6% O	7 3%	3 1%	25 4%	14 4%
GBP 75,000 - GBP 99,999 (£87,500)	18 2%	15 2%	2 1%	9 3%	4 1%	4 3%	7 4% O	5 2%	4 2%	2 1%	12 2%	6 2%
GBP 100,000 AND OVER (£150,000)	25 3%	22 3%	3 2%	6 2%	11 2%	8 6% tu	6 4%	5 2%	10 4% O	4 1%	18 3%	7 2%
Prefer not to answer	217 23%	195 25% s	22 13%	68 22%	99 23%	30 23%	30 18%	35 13%	62 27% KM	87 30% KM	140 22%	77 24%
Mean	26225.60	28580.93 s	16613.62	25221.19	24792.45	41407.67	30638.63	25378.34	29588.41	21365.60	26115.50	26448.44
Standard Deviation	29204.67	29939.53	23764.53	27198.71	27742.46	38965.21	34170.97	25944.01	35039.55	22382.16	29948.11	27698.23



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 729

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
UNDER GBP 2,500 (£1,250)	9 1%	2 *	1 1%	5 2% y	1 1%	6 1%	2 2%	6 1%	1 2%	-	-	6 1%	2 1%
GBP 2,500 - GBP 4,499 (£3,500)	30 3%	15 3%	5 4%	10 4%	1 1%	25 3%	6 6%	15 3%	2 3%	3 3%	5 5%	16 3%	14 4%
GBP 4,500 - GBP 6,499 (£5,500)	41 4%	16 3%	5 3%	20 9% yzB	1 2%	33 4%	8 8%	24 4%	2 4%	6 5%	4 3%	26 4%	14 4%
GBP 6,500 - GBP 7,499 (£6,7000)	39 4%	14 3%	2 2%	17 8% yz	6 8% yz	32 4%	7 7%	20 4%	1 2%	3 3%	4 3%	21 3%	18 5%
GBP 7,500 - GBP 9,499 (£8,500)	58 6%	27 5%	6 5%	20 9% y	6 8%	44 6%	14 15% C	29 5%	2 5%	10 10%	7 6%	31 5%	27 8%
GBP 9,500 - GBP 11,499 (£10,500)	48 5%	27 5%	6 4%	14 6%	3 3%	46 6%	1 1%	31 5%	2 4%	4 4%	8 7%	33 5%	15 5%
GBP 11,500 - GBP 13,499 (£12,500)	63 7%	25 5%	11 7%	21 10% y	9 12% y	52 7%	6 6%	44 8%	3 7%	5 5%	8 7%	47 8%	16 5%
GBP 13,500 - GBP 15,999 (£14,750)	63 7%	33 6%	9 6%	20 9%	2 3%	52 7%	9 9%	36 6%	2 3%	8 8%	7 6%	37 6%	26 8%
GBP 16,000 - GBP 17,499 (£16,750)	32 3%	13 2%	12 8% yA	7 3%	1 2%	27 3%	4 4%	14 2%	4 9% EI	7 6% E	6 5%	18 3% E	15 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 729

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
GBP 17,500 - GBP 19,999 (£18,250)	43 5%	27 5%	3 2%	10 4%	5 6%	36 5%	2 2%	28 5%	3 6%	5 5%	4 3%	31 5%	12 4%
GBP 20,000 - GBP 24,999 (£22,500)	73 8%	40 8%	13 9%	20 9%	3 5%	62 8%	6 7%	41 7%	7 15% E	9 8%	12 10%	49 8%	24 7%
GBP 25,000 - GBP 34,999 (£30,000)	92 10%	60 11%	10 7%	15 7%	11 15% A	74 9%	7 7%	61 11%	3 6%	9 9%	12 10%	64 10%	28 8%
GBP 35,000 - GBP 49,999 (£42,500)	57 6%	45 8% AB	8 6%	5 2%	1 1%	48 6%	5 6%	39 7%	3 6%	5 4%	7 6%	42 7%	15 4%
GBP 50,000 - GBP 74,999 (£62,500)	38 4%	29 5% A	4 3%	1 1%	5 7% A	27 3%	4 5%	19 3%	1 3%	7 7%	7 6%	20 3%	18 6%
GBP 75,000 - GBP 99,999 (£87,500)	18 2%	14 3%	2 2%	1 1%	1 2%	18 2%	-	9 2%	2 4%	5 5% EJ	1 1%	11 2%	6 2%
GBP 100,000 AND OVER (£150,000)	25 3%	21 4%	2 2%	3 1%	3 3%	22 3%	-	15 3%	1 1%	3 3%	3 2%	16 3%	9 3%
Prefer not to answer	217 23%	125 24% A	43 30% A	33 15%	16 21%	180 23%	17 18%	138 24%	8 18%	16 15%	22 19%	146 24%	70 21%
Mean	26225.60	32056.90 z	24155.28 A	16716.02	28276.02	26495.98 D	17296.89	26514.40	25556.01	29543.80	26631.32	26435.63	25845.53
Standard Deviation	29204.67	33712.88	25339.49	20005.34	32167.92	29779.05	15318.85	29228.81	25970.52	32269.12	28112.00	28950.63	29711.39

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
UNDER GBP 2,500 (£1,250)	9 1%	3 4% dfgh	3 1%	- -	1 *	4 3% dfg	6 1%	6 1%	3 1%	3 3%	3 1%	3 1%	3 2%	6 1%	5 1%	4 1%
GBP 2,500 - GBP 4,499 (£3,500)	30 3%	1 1%	5 2%	4 6% e	6 3%	1 1%	15 3%	15 3%	15 4%	1 1%	12 3%	17 4%	7 4%	23 3%	14 3%	16 4%
GBP 4,500 - GBP 6,499 (£5,500)	41 4%	2 3%	10 4%	3 5%	13 6% e	1 1%	24 4% e	24 4% e	16 4%	3 4%	21 5%	16 4%	5 3%	36 5%	23 4%	18 4%
GBP 6,500 - GBP 7,499 (£7,000)	39 4%	1 1%	6 2%	6 10% abefg	11 5%	3 2%	20 4%	20 4%	19 5%	1 1%	19 4%	20 5%	6 3%	34 4%	20 4%	20 5%
GBP 7,500 - GBP 9,499 (£8,500)	58 6%	2 2%	10 4%	3 6%	15 6%	7 5%	29 5%	28 5%	30 8% b	- -	28 6% i	31 7% i	3 2%	56 7% l	26 5%	32 8%
GBP 9,500 - GBP 11,499 (£10,500)	48 5%	4 4%	12 5%	2 4%	14 6%	6 4%	31 5%	31 6%	17 5%	2 2%	28 6%	18 4%	4 2%	44 6%	29 5%	19 5%
GBP 11,500 - GBP 13,499 (£12,500)	63 7%	7 8%	22 9%	7 12% h	12 5%	8 6%	44 8%	43 8%	19 5%	4 5%	37 8%	22 5%	13 8%	50 6%	41 8%	22 5%
GBP 13,500 - GBP 15,999 (£14,750)	63 7%	1 2%	16 6%	4 8%	14 6%	6 4%	36 6%	34 6%	27 7%	4 5%	26 6%	33 8%	6 4%	57 7%	33 6%	30 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
GBP 16,000 - GBP 17,499 (£16,750)	32 3%	2 2%	6 2%	3 6%	6 3%	4 3%	14 2%	14 2%	19 5%	- -	14 3%	19 4%	2 1%	30 4%	20 4%	12 3%
GBP 17,500 - GBP 19,999 (£18,250)	43 5%	3 4%	13 5%	2 4%	16 7%	6 5%	28 5%	28 5%	15 4%	4 5%	20 5%	19 4%	9 5%	34 4%	27 5%	16 4%
GBP 20,000 - GBP 24,999 (£22,500)	73 8%	4 5%	20 8%	3 5%	17 8%	8 6%	41 7%	40 7%	32 8%	8 10%	32 7%	33 8%	16 10%	57 7%	50 9%	23 6%
GBP 25,000 - GBP 34,999 (£30,000)	92 10%	11 13%	30 12%	2 4%	23 10%	21 16% c f g h	61 11%	59 11%	31 8%	11 14%	45 10%	36 8%	23 14%	69 9%	56 11%	36 9%
GBP 35,000 - GBP 49,999 (£42,500)	57 6%	6 7%	21 8% d	2 4%	10 4%	8 6%	39 7% d	38 7% d	18 5%	6 8%	29 6%	22 5%	14 8%	43 6%	27 5%	30 7%
GBP 50,000 - GBP 74,999 (£62,500)	38 4%	7 8% c d f g	11 4%	-	7 3%	8 6%	19 3%	19 3%	19 5%	2 3%	15 3%	21 5%	12 7% m	26 3%	18 3%	21 5%
GBP 75,000 - GBP 99,999 (£87,500)	18 2%	3 3%	5 2%	-	4 2%	3 3%	9 2%	9 2%	9 2%	2 3%	5 1%	10 2%	6 4%	11 1%	12 2%	6 1%
GBP 100,000 AND OVER (£150,000)	25 3%	3 4%	7 3%	-	6 3%	3 2%	15 3%	15 3%	9 2%	4 6%	11 2%	9 2%	7 4%	17 2%	16 3%	8 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Prefer not to answer	217 23%	25 29%	59 23%	14 26%	53 23%	33 25%	138 24%	133 24%	79 21%	21 28%	103 23%	93 22%	31 19%	186 24%	118 22%	99 24%
Mean	26225.60	34989.65	28529.10	13915.03	24692.59	29488.96	26514.40	26615.47	25808.04	36581.41	24826.73	25980.69	34465.68 m	24359.24	26895.94	25329.09
Standard Deviation	29204.67	35018.94	29843.59	9317.26	28506.08	28016.66	29228.81	29491.60	29213.79	38947.59	27794.39	28539.08	34804.61	27472.44	30433.42	27498.41



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
UNDER GBP 2,500 (£1,250)	9 1%	2 3%	3 1%	2 1%	1 1%	4 1%	1 1%	5 2%	2 1%	1 1%	3 2%	1 1%	- -	9 1%	1 1%	6 1%	2 1%	4 1%
GBP 2,500 - GBP 4,499 (£3,500)	30 3%	5 5%	15 4%	4 2%	5 3%	12 3%	8 3%	9 3%	5 3%	6 7% R	1 1%	9 9% PR	8 9% v	22 3%	1 1%	24 3%	6 4%	19 3%
GBP 4,500 - GBP 6,499 (£5,500)	41 4%	5 6%	19 5% L	11 4%	3 2%	17 4%	12 4%	12 4%	4 2%	7 8% P	4 3%	11 11% PR	11 13% v	30 3%	2 2%	31 4%	7 6%	23 4%
GBP 6,500 - GBP 7,499 (£6,700)	39 4%	7 7% L	16 5%	13 5%	3 2%	10 3%	10 4%	15 5%	7 4%	5 5%	2 1%	12 12% PR	12 15% v	27 3%	2 2%	32 5% W	12 10% TUW	20 3%
GBP 7,500 - GBP 9,499 (£8,500)	58 6%	10 11% L	24 7% L	12 5%	5 3%	31 8%	11 4%	21 6%	11 6%	3 3%	9 6%	12 13% Q	8 10%	50 6%	3 2%	49 7%	14 11% T	35 6%
GBP 9,500 - GBP 11,499 (£10,500)	48 5%	6 6%	22 6%	8 3%	10 5%	18 4%	19 7%	17 5%	5 3%	6 6%	11 7%	4 4%	2 3%	46 5%	4 3%	42 6%	8 6%	34 6%
GBP 11,500 - GBP 13,499 (£12,500)	63 7%	7 7%	29 8%	13 5%	13 7%	28 7%	16 6%	17 5%	13 7%	15 16% PRS	9 6%	6 6%	6 7%	57 7%	3 3%	50 7%	9 7%	41 7%
GBP 13,500 - GBP 15,999 (£14,750)	63 7%	9 10% L	25 7%	20 8% L	6 3%	28 7%	14 5%	21 6%	13 7%	6 6%	14 9%	3 3%	3 4%	60 7%	4 3%	55 8%	11 9%	44 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
GBP 16,000 - GBP 17,499 (£16,750)	32 3%	1 1%	16 4%	8 3%	7 3%	14 4%	9 3%	12 4%	3 1%	1 1%	6 4%	4 4%	3 4%	29 3%	6 5%	21 3%	6 4%	15 3%
GBP 17,500 - GBP 19,999 (£18,250)	43 5%	1 1%	14 4%	14 5%	12 6%	13 3%	18 7% M	12 4%	8 5%	3 3%	6 4%	3 3%	3 4%	40 5%	5 4%	33 5%	2 2%	31 5%
GBP 20,000 - GBP 24,999 (£22,500)	73 8%	7 8%	31 9%	21 9%	12 6%	36 9%	14 5%	23 7%	22 12% R	8 8%	8 5%	5 5%	4 4%	69 8%	12 9%	57 8%	8 6%	49 8%
GBP 25,000 - GBP 34,999 (£30,000)	92 10%	6 6%	30 8%	29 12%	24 12%	37 9%	34 13%	30 9%	14 8%	10 10% S	13 9%	3 3%	2 3%	89 10% u	19 15% V	65 9%	8 6%	57 10%
GBP 35,000 - GBP 49,999 (£42,500)	57 6%	3 3%	18 5%	18 7%	17 9%	23 6%	23 9%	23 7%	11 6%	4 4%	10 6%	2 2%	2 2%	55 6%	11 8%	40 6%	5 4%	35 6%
GBP 50,000 - GBP 74,999 (£62,500)	38 4%	1 1%	9 3%	11 4%	13 6% pq	13 3%	13 5%	16 5%	6 3%	2 2%	5 3%	- -	- -	38 4%	12 10% UVW	21 3%	2 1%	19 3%
GBP 75,000 - GBP 99,999 (£87,500)	18 2%	- -	6 2%	3 1%	7 3%	6 2%	5 2%	8 2%	3 2%	2 2%	1 1%	1 1%	1 1%	16 2%	5 4%	11 2%	2 2%	9 1%
GBP 100,000 AND OVER (£150,000)	25 3%	3 3%	10 3%	5 2%	7 4%	14 3%	8 3%	11 3%	6 3%	4 4%	5 4%	- -	- -	25 3%	9 7% UVW	12 2%	1 1%	11 2%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Prefer not to answer	217 23%	21 23%	65 18%	59 23%	53 26% q	100 25% N	47 18%	71 22%	47 26% Q	14 14%	45 30% Q	21 21%	18 21%	199 23%	27 21%	160 23%	26 20%	134 23%
Mean	26225.60	19400.10	24158.38	26256.33	34077.78	26992.18	28531.41	28840.67	27482.76 \$	24621.11 \$	27560.12 \$	12653.61	12855.27	27566.38	43199.05	23088.39 V	17761.03	24300.08 UV
Standard Deviation	29204.67	27707.89	28826.85	26364.73	33711.55 p q	31627.54	30217.63	32321.45	31090.94	32043.25	32422.80	12734.31	13438.26	30015.91	40447.64	24946.89	19937.45	25817.71



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
UNDER GBP 2,500 (£1,250)	9 1%	1 *	5 1%	1 *	5 1%	1 1%	- -	1 1%	9 2% E	- -	- -	6 1%	3 1%	3 1%	3 1%	4 2%
GBP 2,500 - GBP 4,499 (£3,500)	30 3%	7 2%	17 4%	9 2%	15 4%	3 5%	3 1%	3 3%	30 9% EF	- -	- -	22 5% H	8 2%	5 1%	11 3%	14 5% I
GBP 4,500 - GBP 6,499 (£5,500)	41 4%	13 4%	19 5%	13 3%	19 5%	5 8%	11 4%	2 3%	41 12% EF	- -	- -	35 8% H	6 1%	13 4%	13 3%	16 6%
GBP 6,500 - GBP 7,499 (£6,7000)	39 4%	7 2%	20 5% wy	8 2%	20 5% wy	4 7% y	5 2%	3 3%	39 11% EF	- -	- -	32 7% H	7 2%	8 3%	20 5%	12 4%
GBP 7,500 - GBP 9,499 (£8,500)	58 6%	9 3%	28 7% wy	10 3%	27 8% wy	9 13% wy	9 3%	1 1%	58 17% EF	- -	- -	39 9% H	18 4%	12 4%	39 10% IK	11 4%
GBP 9,500 - GBP 11,499 (£10,500)	48 5%	17 5%	17 4%	19 5%	15 4%	4 6%	13 5%	4 5%	48 14% EF	- -	- -	30 7% H	16 4%	19 6%	24 6%	7 3%
GBP 11,500 - GBP 13,499 (£12,500)	63 7%	22 6%	28 7%	22 6%	28 8% A	1 1%	19 7%	3 4%	63 18% EF	- -	- -	40 9% H	22 5%	23 7%	21 5%	22 8%
GBP 13,500 - GBP 15,999 (£14,750)	63 7%	20 6%	27 7%	24 6%	23 6%	2 3%	15 6%	5 6%	63 18% EF	- -	- -	41 9% H	20 5%	30 9% K	24 6%	12 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
GBP 16,000 - GBP 17,499 (£16,750)	32 3%	9 3%	18 4%	14 3% w	13 4%	2 2%	7 3%	2 2%	-	32 13% DF	-	17 4%	14 3%	11 3%	15 4%	8 3%
GBP 17,500 - GBP 19,999 (£18,250)	43 5%	18 5%	20 5%	20 5%	18 5%	3 4%	11 4%	6 6%	-	43 18% DF	-	26 6%	15 3%	18 6%	19 5%	8 3%
GBP 20,000 - GBP 24,999 (£22,500)	73 8%	32 9%	28 7%	34 8%	26 7%	6 10%	23 9%	9 11%	-	73 30% DF	-	30 7%	42 9%	31 10% J	22 6%	22 8%
GBP 25,000 - GBP 34,999 (£30,000)	92 10%	41 12%	41 10% z	53 13% wz	29 8%	5 8%	32 12%	7 9%	-	92 38% DF	-	21 5%	67 15% G	35 11%	29 7%	33 12% J
GBP 35,000 - GBP 49,999 (£42,500)	57 6%	30 8%	23 6%	32 8%	21 6%	2 3%	24 9%	6 7%	-	-	57 41% DE	10 2%	46 10% G	23 7%	16 4%	20 7%
GBP 50,000 - GBP 74,999 (£62,500)	38 4%	23 6% x	13 3%	24 6%	12 3%	1 2%	19 7%	4 5%	-	-	38 28% DE	6 1%	29 7% G	14 4%	10 2%	17 6% J
GBP 75,000 - GBP 99,999 (£87,500)	18 2%	6 2%	11 3% z	10 3% w	7 2%	1 2%	5 2%	-	-	-	18 13% DE	4 1%	14 3% G	6 2%	2 1%	9 4% J
GBP 100,000 AND OVER (£150,000)	25 3%	12 3%	11 3% z	16 4%	6 2%	1 2%	8 3%	4 4%	-	-	25 18% DE	6 1%	18 4% G	10 3%	8 2%	7 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 730

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Prefer not to answer	217	85	84	96	74	14	58	25	-	-	-	72	104	61	116	47
	23%	24%	21%	24%	21%	22%	22%	30%	-	-	-	16%	23% G	19%	30% IK	18%
Mean	26225.60	31292.13	25727.29	32823.83	23258.36	21349.41	31415.41	30398.99	9494.14	23833.47	73113.55	17181.07	35299.56 G	28254.75	22221.12	28942.75 J
Standard Deviation	29204.67	31246.90	29476.72	33341.07	25971.15	26939.99	30378.87	34358.84	3773.97	5246.81	38951.75	20836.18	33219.97	30107.71	26825.24	30685.30

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Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 731

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
UNDER GBP 2,500 (£1,250)	9 1%	3 1%	5 1%	7 1%	2 1%	5 1%	-	2 1%	6 1%	-	7 1%	-
GBP 2,500 - GBP 4,499 (£3,500)	30 3%	6 2%	14 3%	15 2%	15 6% HJ	13 3%	6 2%	9 6% I	17 3%	8 4%	21 3%	3 3%
GBP 4,500 - GBP 6,499 (£5,500)	41 4%	18 5%	23 4%	29 4%	11 4%	12 3%	11 3%	16 10% kl	26 4%	9 5%	25 4%	8 7%
GBP 6,500 - GBP 7,499 (£8,700)	39 4%	16 4%	20 4%	25 4%	14 5%	10 2%	17 5%	12 8% k	23 4%	10 5%	26 4%	3 3%
GBP 7,500 - GBP 9,499 (£8,500)	58 6%	11 3%	26 5%	28 4%	30 11% HJ	20 5%	28 8%	8 5%	33 5%	15 8%	36 5%	9 8%
GBP 9,500 - GBP 11,499 (£10,500)	48 5%	17 5%	29 5%	34 5%	14 5%	16 4%	18 5%	14 9% k	36 6%	8 4%	39 5%	4 4%
GBP 11,500 - GBP 13,499 (£12,500)	63 7%	27 7%	41 8%	48 7%	14 5%	23 6%	22 6%	17 11% k	45 7%	14 7%	49 7%	9 8%
GBP 13,500 - GBP 15,999 (£14,750)	63 7%	21 6%	33 6%	42 6%	21 8%	21 5%	27 8%	14 9%	41 6%	14 7%	45 6%	13 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 731

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
GBP 16,000 - GBP 17,499 (£16,750)	32 3%	10 3%	20 4%	26 4%	7 2%	10 2%	16 5%	5 3%	20 3%	8 4%	23 3%	5 5%
GBP 17,500 - GBP 19,999 (£18,250)	43 5%	24 7%	27 5%	35 5%	8 3%	11 3%	26 7% k	5 3%	32 5%	5 3%	39 5%	2 2%
GBP 20,000 - GBP 24,999 (£22,500)	73 8%	27 7%	50 9% K	62 9% K	11 4%	33 8%	29 8%	11 7%	59 9%	10 5%	61 8%	8 7%
GBP 25,000 - GBP 34,999 (£30,000)	92 10%	36 10%	56 11%	72 11%	20 7%	56 14% lm	31 9% m	4 2%	70 11%	13 7%	74 10%	9 8%
GBP 35,000 - GBP 49,999 (£42,500)	57 6%	24 7%	27 5%	40 6% l	17 6%	31 7% m	21 6%	4 2%	43 7%	10 5%	45 6%	3 2%
GBP 50,000 - GBP 74,999 (£62,500)	38 4%	14 4%	18 3%	26 4%	13 5%	25 6% l	7 2%	6 4%	24 4%	10 5%	31 4%	4 3%
GBP 75,000 - GBP 99,999 (£87,500)	18 2%	7 2%	12 2%	14 2%	4 1%	10 2%	6 2%	1 1%	12 2%	4 2%	13 2%	2 2%
GBP 100,000 AND OVER (£150,000)	25 3%	8 2%	16 3%	19 3%	6 2%	14 3%	6 2%	4 2%	20 3%	4 2%	22 3%	3 3%
Prefer not to answer	217 23%	94 26% J	118 22%	153 23%	64 24%	101 24% m	84 24%	25 16%	143 22%	46 25%	160 22%	27 24%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 731

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Mean	26225.60	26286.87	26895.94	27161.12	23871.90	31334.80	23106.30	19518.42	27637.17	25240.65	27514.59	24254.04
Standard Deviation	29204.67	27657.93	30433.42	29541.29	28273.10	32327.41	24236.32	26780.86	30563.64	29053.89	30299.36	29755.18



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 731

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
UNDER GBP 2,500 (£1,250)	9 1%	4 1%	2 2%	-	-	9 1%	9 1%	5 2%	-	3 1%	-	1	1 1%	2 1%	2 1%
GBP 2,500 - GBP 4,499 (£3,500)	30 3%	25 4%	-	5 4%	11 4%	19 3%	17 3%	5 2%	13 4%	10 5%	-	5 3%	4 4%	5 3%	6 3%
GBP 4,500 - GBP 6,499 (£5,500)	41 4%	29 4%	5 6%	4 4%	13 5%	27 4%	22 4%	8 3%	18 5%	12 6%	2 3%	8 4%	4 4%	1 1%	13 6%
GBP 6,500 - GBP 7,499 (£6,700)	39 4%	29 4%	3 3%	4 4%	12 4%	27 4%	14 2%	6 2%	25 7%	9 4%	1 1%	15 8%	1 1%	2 1%	11 5%
GBP 7,500 - GBP 9,499 (£8,500)	58 6%	39 6%	1 1%	8 8%	22 8%	36 5%	24 4%	10 4%	29 9%	15 7%	1 2%	14 8%	3 3%	3 2%	22 10%
GBP 9,500 - GBP 11,499 (£10,500)	48 5%	39 6%	5 6%	4 4%	9 3%	39 6%	26 4%	12 4%	22 6%	11 5%	4 6%	10 5%	3 3%	4 3%	16 7%
GBP 11,500 - GBP 13,499 (£12,500)	63 7%	48 7%	3 4%	8 7%	16 6%	47 7%	36 6%	18 7%	25 7%	12 6%	3 4%	13 7%	8 8%	7 4%	20 9%
GBP 13,500 - GBP 15,999 (£14,750)	63 7%	43 6%	4 4%	12 12%	23 9%	40 6%	35 6%	14 5%	27 8%	24 11%	10 14%	9 5%	3 3%	6 4%	12 5%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 731

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
GBP 16,000 - GBP 17,499 (£16,750)	32 3%	20 3%	3 3%	4 4%	10 4%	23 3%	21 4% q	5 2%	10 3%	6 3%	2 2%	9 5%	2 2%	6 4%	7 3%
GBP 17,500 - GBP 19,999 (£18,250)	43 5%	35 5%	3 3%	3 3%	6 2%	37 5% n	29 5%	15 6%	14 4%	11 5%	6 8% w	3 2%	6 6%	7 4%	10 4%
GBP 20,000 - GBP 24,999 (£22,500)	73 8%	52 8%	11 12%	7 7%	16 6%	57 8%	49 8%	19 7%	22 7%	10 5%	6 9%	15 8%	12 12% u	15 9%	15 7%
GBP 25,000 - GBP 34,999 (£30,000)	92 10%	72 10%	8 8%	10 9%	21 8%	71 10%	60 10%	33 12%	30 9%	14 7%	6 9%	9 5%	14 14% w	27 17% uwz	22 10%
GBP 35,000 - GBP 49,999 (£42,500)	57 6%	44 6%	9 9%	4 3%	12 5%	45 7%	45 8% r	18 7%	12 3%	9 4%	6 8% w	4 2%	13 13% uwz	14 9% w	11 5%
GBP 50,000 - GBP 74,999 (£62,500)	38 4%	29 4%	3 3%	4 4%	12 5%	26 4%	33 6% r	15 5% r	4 1%	11 5%	2 2%	4 2%	5 5%	9 6%	7 3%
GBP 75,000 - GBP 99,999 (£87,500)	18 2%	13 2%	2 2%	2 2%	5 2%	12 2%	16 3% r	8 3% r	1 *	5 2% w	-	-	1 1%	10 6% vwz	2 1%
GBP 100,000 AND OVER (£150,000)	25 3%	20 3%	2 2%	3 3%	6 2%	19 3%	18 3%	10 4%	7 2%	5 3%	2 3%	2 1%	2 2%	6 4%	6 3%
Prefer not to answer	217 23%	143 21%	29 32% p	24 22%	69 26%	148 22%	130 22%	73 27% p	75 22%	42 20%	19 27%	61 33% uxyz	17 17%	33 21%	45 20%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 731

K15 What is your total household income from all sources before tax and other deductions?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Mean	26225.60	26758.27	28914.62	25222.81	25152.68	26615.74	29905.06 _r	31875.38	20250.70	24897.45	27917.34 _w	18472.24	28884.05 _w	36949.25	23480.95
Standard Deviation	29204.67	29831.21	29135.14	29973.37	28518.71	29466.76	31234.48	33406.08	24864.09	29699.91	29863.45	20971.04	27417.87	33883.98	28654.64



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 732

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
None of these	448 47%	198 40%	250 56% a	127 37%	191 53% c	130 53% c	414 51% g	30 24%	73 29%	374 54% h	314 45%	134 55% j	208 43%	240 52% l	382 57% opq	23 27%	42 22%	66 24%
Job seekers allowance	47 5%	24 5%	23 5%	29 9% de	17 5% e	1 *	37 5%	10 8%	15 6%	32 5%	41 6% k	6 2%	29 6%	18 4%	14 2%	7 9% n	25 13% n	33 12% n
Income support	42 4%	35 7% b	7 2%	25 8% e	16 4% e	1 1%	29 4%	12 10% f	11 4%	32 5%	40 6% k	2 1%	36 7% m	6 1%	10 1%	11 13% n	21 11% n	32 12% n
Employment support allowance	46 5%	28 6%	18 4%	17 5% e	28 8% e	1 1%	41 5%	5 4%	32 13% i	14 2%	34 5%	12 5%	24 5%	22 5%	17 3%	7 9% n	22 11% n	29 10% n
Working tax credit	106 11%	73 15% b	32 7%	70 21% de	35 10% e	* *	75 9%	29 24% f	14 6%	91 13% h	96 14% k	10 4%	68 14% m	38 8%	65 10%	19 21% npq	22 12%	41 15% np
Child tax credit	177 19%	122 25% b	54 12%	138 41% de	39 11% e	1 *	125 15%	51 42% f	23 9%	154 22% h	160 23% k	17 7%	114 23% m	63 14%	85 13%	36 41% n	57 30% n	93 33% n
Pension credit	47 5%	30 6%	17 4%	3 1%	7 2%	37 15% cd	41 5%	6 5%	26 10% i	21 3%	30 4%	17 7%	17 4%	30 6%	28 4%	3 3%	16 8% n	19 7%
Housing benefit	140 15%	98 20% b	43 10%	72 21% de	46 13%	22 9%	108 13%	32 26% f	55 22% i	85 12%	121 17% k	19 8%	88 18% m	52 11%	26 4%	33 38% n	81 43% n	115 41% n
Council Tax benefit	133 14%	90 18% b	44 10%	52 15%	48 13%	33 14%	111 14%	21 17%	64 25% i	69 10%	106 15%	27 11%	75 15%	58 13%	44 7%	22 25% n	67 35% n	89 32% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 732

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Disability Living Allowance/ others	104 11%	57 12%	46 10%	18 5%	55 15% c	31 13% c	91 11%	12 10%	72 29% i	31 5%	75 11%	28 12%	52 11%	51 11%	69 10%	4 5%	31 16% noq	35 13% o
Other state benefits	75 8%	36 7%	40 9%	11 3%	25 7% c	39 16% cd	74 9% g	2 2%	31 12% i	44 6%	56 8%	19 8%	37 8%	39 8%	57 9%	4 4%	14 8%	18 7%
Don't know	14 1%	7 1%	5 1%	10 3% de	3 1%	-	6 1%	6 5% f	1 1%	12 2%	9 1%	5 2%	6 1%	7 2%	10 1%	2 2%	2 1%	4 1%
Prefer not to answer	47 5%	22 4%	21 5%	14 4%	13 4%	17 7%	29 4%	10 8% f	15 6%	28 4%	33 5%	14 6%	25 5%	22 5%	31 5%	5 6%	10 5%	15 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 732

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
None of these	448 47%	389 50% s	59 36%	142 45%	213 50%	80 61% tu	69 41%	115 44%	108 47%	153 54% KM	298 48%	149 47%
Job seekers allowance	47 5%	34 4%	13 8%	23 7% u	12 3%	4 3%	14 8% O	16 6% O	11 5%	6 2%	36 6%	11 4%
Income support	42 4%	29 4%	13 8% r	8 3%	18 4%	8 6%	14 9% O	13 5% O	9 4%	5 2%	31 5%	11 4%
Employment support allowance	46 5%	26 3%	20 12% r	13 4%	22 5%	2 2%	16 10% NO	14 5%	9 4%	7 2%	31 5%	15 5%
Working tax credit	106 11%	97 12% s	8 5%	46 15% uv	37 9%	8 6%	22 13% O	45 17% O	28 12% O	11 4%	65 10%	40 13%
Child tax credit	177 19%	155 20%	22 13%	72 23% uv	61 14%	13 10%	45 27% NO	75 28% NO	40 17% O	17 6%	129 21%	48 15%
Pension credit	47 5%	33 4%	14 8% r	19 6%	23 5%	3 3%	4 3%	7 3%	5 2%	31 11% KMN	34 5%	13 4%
Housing benefit	140 15%	85 11%	56 34% r	32 10%	61 14%	17 13%	46 28% NO	58 22% NO	23 10% O	14 5%	106 17% x	35 11%
Council Tax benefit	133 14%	86 11%	48 29% r	33 11%	63 15%	12 9%	35 21% NO	46 18% O	26 11%	26 9%	91 14%	43 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 732

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Disability Living Allowance/ others	104 11%	82 10%	22 13%	30 10%	56 13%	9 7%	15 9%	20 8%	26 11%	42 15% M	66 11%	37 12%
Other state benefits	75 8%	67 9%	9 5%	22 7%	44 10%	7 6%	6 4%	12 4%	19 8%	39 14% KM	49 8%	26 8%
Don't know	14 1%	13 2%	1 *	3 1%	3 1%	4 3% U	5 3%	4 2%	2 1%	3 1%	11 2%	3 1%
Prefer not to answer	47 5%	36 5%	11 6%	18 6%	17 4%	6 5%	6 4%	12 4%	11 5%	17 6%	29 5%	18 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 732

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
None of these	448 47%	309 58% zA	65 46% A	50 23%	33 46% A	366 47%	43 45%	275 48%	24 52%	45 42%	66 55% J	299 49%	148 45%
Job seekers allowance	47 5%	9 2%	5 3%	32 14% yzB	1 2%	40 5%	7 7%	22 4%	5 11% EI	6 6%	4 3%	27 4% E	20 6%
Income support	42 4%	12 2%	5 4%	26 11% yzB	2 2%	38 5%	3 3%	29 5%	2 5%	5 5%	5 4%	31 5%	11 3%
Employment support allowance	46 5%	9 2%	8 6% y	26 12% y	3 4%	39 5%	5 5%	27 5%	1 3%	4 3%	6 5%	28 5%	18 5%
Working tax credit	106 11%	44 8%	15 11%	45 20% yzB	5 6%	90 11%	13 13%	57 10%	5 10%	23 22% EHIJ	10 8%	61 10%	44 13% H
Child tax credit	177 19%	64 12%	26 18%	85 38% yzB	9 12%	164 21% D	10 10%	109 19%	8 18%	27 25% J	19 16%	118 19%	60 18%
Pension credit	47 5%	25 5%	10 7%	9 4%	5 7%	41 5%	5 5%	29 5%	1 2%	2 2%	5 4%	30 5%	17 5%
Housing benefit	140 15%	39 7%	20 14% y	78 35% yzB	9 12%	123 16%	16 16%	83 15% H	5 10%	19 18% H	8 7%	87 14% H	53 16% H
Council Tax benefit	133 14%	45 8%	19 13%	64 29% yzB	10 14%	112 14%	21 22%	79 14%	5 10%	15 14%	13 11%	83 14%	50 15%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 732

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Disability Living Allowance/ others	104 11%	48 9%	13 9%	35 16% y	9 13%	84 11%	13 13%	68 12%	7 16%	9 9%	9 8%	75 12%	28 9%
Other state benefits	75 8%	51 10% A	7 5%	11 5%	7 9%	66 8%	4 4%	55 10%	1 3%	5 4%	11 9%	56 9%	19 6%
Don't know	14 1%	9 2%	3 2%	5 2%	1 2%	11 1%	2 2%	8 1%	-	3 2%	-	8 1%	6 2%
Prefer not to answer	47 5%	20 4%	9 7%	7 3%	6 8%	35 4%	5 5%	22 4%	2 5%	6 6%	4 3%	24 4%	22 7% H



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 733

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
None of these	448 47%	46 53% c	137 53% cdfg	19 34%	96 42%	64 49% c	275 48% cd	267 48% cd	173 46%	48 64% jk	203 45%	196 46%	93 56% m	355 45%	257 48%	191 46%
Job seekers allowance	47 5%	2 3%	9 4%	2 4%	13 6% e	1 1%	22 4% e	22 4% e	25 7% e	1 2%	20 5%	25 6%	4 2%	43 6%	23 4%	24 6%
Income support	42 4%	2 2%	19 7% e	3 5%	10 5%	3 2%	29 5%	29 5%	14 4%	1 1%	28 6% k	14 3%	5 3%	38 5%	22 4%	20 5%
Employment support allowance	46 5%	5 6%	14 5%	3 5%	10 4%	5 4%	27 5%	27 5%	19 5%	2 3%	24 5%	20 5%	3 2%	43 5%	21 4%	25 6%
Working tax credit	106 11%	6 7%	29 11%	5 8%	30 13% f	9 7%	57 10%	56 10%	49 13%	2 3%	46 10%	57 14% i	17 10%	89 11%	72 13% o	34 8%
Child tax credit	177 19%	8 9%	50 19% a	13 24% a	58 25% aefg h	20 16%	109 19% a	109 20% a	68 18%	3 4%	99 22% i	76 18% i	20 12%	157 20% i	104 19%	74 18%
Pension credit	47 5%	2 2%	4 1%	7 12% abfgh	18 8% bfg	7 5% b	29 5% b	28 5% b	18 5% b	2 3%	23 5%	22 5%	2 1%	45 6% i	25 5%	23 5%
Housing benefit	140 15%	6 7%	47 18% aef	9 15% e	34 15% e	6 5%	83 15% ae	83 15% ae	58 15% e	1 1%	80 18% i	60 14% i	5 3%	135 17% i	67 13%	73 18% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 733

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Council Tax benefit	133 14%	8 9%	35 14% e	16 29% abdefgh	35 16% e	8 6%	79 14% e	79 14% e	54 14% e	4 5%	71 16% i	58 14% i	11 7%	122 16% i	69 13%	64 16%
Disability Living Allowance/ others	104 11%	11 13%	22 9%	13 24% bdefgh	27 12%	17 13%	68 12% b	65 12% b	36 9%	8 10%	54 12%	42 10%	18 11%	85 11%	53 10%	51 12%
Other state benefits	75 8%	6 8%	18 7%	7 12% h	21 9%	16 12% h	55 10% h	51 9% h	21 5%	7 9%	44 10% k	25 6%	12 7%	64 8%	44 8%	31 8%
Don't know	14 1%	1 1%	2 1%	-	6 3% fg	1 1%	8 1%	8 1%	6 2%	1 2%	6 1%	6 1%	2 2%	11 1%	8 2%	5 1%
Prefer not to answer	47 5%	7 9% dfg	10 4%	2 3%	5 2%	6 5%	22 4%	21 4%	25 7% d	5 7%	16 4%	25 6%	6 4%	40 5%	25 5%	22 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 733

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
None of these	448 47%	40 43%	149 43%	122 49%	117 58% pq	206 51%	123 47%	157 49%	89 49% S	37 38% S	76 50% S	24 24%	21 25%	426 49% u	81 64% UVW	323 46% V	41 33%	282 49% UV
Job seekers allowance	47 5%	7 7%	21 6%	11 4%	8 4%	17 4%	11 4%	20 6%	7 4%	6 6%	7 5%	13 13% PR	12 14% v	35 4%	1 1%	37 5% TW	13 10% TUW	25 4%
Income support	42 4%	4 5%	22 6%	7 3%	8 4%	12 3%	13 5%	18 6%	8 4%	11 11% PR	6 4%	7 8%	7 8%	36 4%	3 2%	38 5% W	18 14% TUW	20 3%
Employment support allowance	46 5%	4 4%	20 6% L	15 6% L	3 1%	15 4%	9 3%	17 5%	9 5%	4 4%	5 3%	9 9% R	6 7%	40 5%	3 3%	35 5% W	11 9% TW	24 4%
Working tax credit	106 11%	11 12%	52 15% L	25 10%	15 7%	38 10%	25 10%	38 12%	20 11%	15 15%	13 9%	13 14%	10 12%	95 11%	6 5%	83 12% T	13 10%	70 12% T
Child tax credit	177 19%	23 25% L	80 23% L	42 17%	26 13%	62 15%	46 18%	70 22% M	35 19%	26 26% R	23 15%	26 26% R	22 26%	155 18%	8 7%	144 20% TW	39 30% TUW	106 18% T
Pension credit	47 5%	5 5%	18 5%	14 6%	7 4%	23 6%	11 4%	13 4%	6 4%	4 5%	7 5%	12 12% PR	11 13% v	36 4%	2 7%	40 6% T	8 6% T	32 6%
Housing benefit	140 15%	20 22% rL	71 20% rL	28 11%	14 7%	56 14%	38 14%	49 15%	30 16%	17 17%	17 11%	39 39% PQR	34 40% v	107 12%	2 1%	120 17% TW	40 32% TUW	80 14% T



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 733

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Council Tax benefit	133 14%	11 12%	64 18% L	32 13%	18 9%	48 12%	36 14%	50 16%	20 11%	16 17%	14 9%	32 32% PQR	29 34% v	105 12%	6 5%	110 16% TW	35 27% TUW	75 13% T
Disability Living Allowance/ others	104 11%	3 4%	51 15% p	25 10%	21 10%	38 9%	33 13%	35 11%	18 10%	16 17% R	9 6%	14 14% R	14 16%	90 10%	15 12%	73 10% W	23 18% UW	51 9%
Other state benefits	75 8%	2 2%	29 8% p	22 9% p	16 8%	38 9%	25 10%	20 6%	8 4%	5 6%	27 18% PQS	8 8%	7 9%	68 8%	8 6%	57 8%	7 6%	50 9%
Don't know	14 1%	1 1%	4 1%	5 2%	3 1%	2 1%	6 2% M	7 2%	6 4%	-	1 *	2 2%	1 1%	13 1%	3 2%	9 1%	2 1%	8 1%
Prefer not to answer	47 5%	7 7%	12 3%	14 5%	9 4%	20 5%	15 6%	10 3%	6 3%	2 2%	7 5%	8 8% Q	6 7%	41 5%	5 4%	31 4%	5 4%	25 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 733

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
None of these	448 47%	188 53% xzA	187 46% z	219 54% xzA	157 44%	24 38%	141 54%	43 51%	99 28%	137 57% D	107 78% DE	- -	448 100% G	96 30%	205 52% I	164 61% IJ
Job seekers allowance	47 5%	10 3%	24 6% y	12 3%	23 6% wy	4 7%	10 4%	1 1%	36 10% EF	7 3%	1 1%	47 11% H	- -	23 7% J	9 2%	17 6% J
Income support	42 4%	12 3%	22 5%	13 3%	21 6%	6 9% wy	11 4%	1 1%	35 10% EF	1 -	1 1%	42 10% H	- -	28 9% JK	4 1%	11 4% J
Employment support allowance	46 5%	11 3%	21 5%	12 3%	20 6%	4 7%	5 2%	5 6% B	35 10% EF	7 3%	- -	46 11% H	- -	10 3%	7 2%	29 11% IJ
Working tax credit	106 11%	33 9%	48 12%	36 9%	45 13%	12 18% y	26 10%	7 8%	60 17% F	34 14% F	2 1%	106 24% H	- -	83 26% JK	9 2%	19 7% J
Child tax credit	177 19%	61 17%	80 20%	70 17%	70 20%	20 31% wxyz	44 17%	15 17%	92 26% F	52 22% F	8 5%	177 40% H	- -	164 51% JK	9 2%	13 5%
Pension credit	47 5%	15 4%	24 6%	18 5%	20 6%	7 10%	8 3%	7 8%	33 9% EF	6 2%	1 1%	47 11% H	- -	6 2%	46 12% IK	1 -
Housing benefit	140 15%	26 7%	68 17% wy	29 7%	65 18% wxy	19 30% wxyz	19 7%	6 7%	108 31% EF	16 7% F	2 2%	140 32% H	- -	73 23% JK	37 9%	35 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 733

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Council Tax benefit	133 14%	33 9%	57 14% y	36 9%	54 15% wy	13 21% wy	23 9%	9 10%	97 28% EF	14 6%	4 3%	133 30% H	-	54 17%	48 12%	35 13%
Disability Living Allowance/ others	104 11%	41 12%	36 9%	45 11%	33 9%	7 12%	28 11%	13 15%	48 14%	24 10%	10 7%	104 24% H	-	26 8%	50 13% I	32 12%
Other state benefits	75 8%	35 10%	27 7%	37 9%	25 7%	4 6%	26 10%	9 11%	35 10%	15 6%	6 5%	75 17% H	-	18 5% K	56 14% IK	4 1%
Don't know	14 1%	3 1%	7 2%	5 1% w	5 1%	1 1%	1 1%	2 2%	1 *	6 3% D	3 2%	-	-	8 3%	5 1%	3 1%
Prefer not to answer	47 5%	12 4%	20 5%	15 4%	17 5%	2 3%	9 3%	4 4%	5 1%	2 1%	3 2%	-	-	11 3%	26 7% I	12 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 734

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
None of these	448 47%	177 49%	257 48%	331 49%	117 43%	249 60% lm	153 43% m	37 23%	303 47%	93 49%	339 47%	56 50%
Job seekers allowance	47 5%	16 4%	23 4%	30 5%	17 6%	9 2%	16 5%	20 13% kl	35 5%	9 5%	38 5%	6 6%
Income support	42 4%	13 4%	22 4%	25 4%	17 6%	14 3%	11 3%	15 10% kl	34 5% M	3 2%	34 5% O	1 1%
Employment support allowance	46 5%	19 5%	21 4%	30 4%	16 6%	11 3%	18 5%	14 9% k	25 4%	10 6%	27 4%	7 6%
Working tax credit	106 11%	42 12%	72 13% K	84 12%	22 8%	32 8%	46 13% k	26 17% k	70 11%	27 14%	77 11%	18 16%
Child tax credit	177 19%	68 19%	104 19%	130 19%	47 17%	52 13%	80 23% k	41 26% k	134 21%	27 14%	138 19%	18 16%
Pension credit	47 5%	18 5%	25 5%	33 5%	14 5%	15 4%	23 6%	9 6%	30 5%	13 7%	35 5%	7 6%
Housing benefit	140 15%	37 10%	67 13%	78 12%	62 23% HIJ	39 10%	56 16% k	43 27% kl	94 15%	27 14%	96 13%	14 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 734

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Council Tax benefit	133 14%	42 11%	69 13%	82 12%	51 19% HIJ	36 9%	56 16% k	38 24% kl	90 14%	25 13%	95 13%	16 14%
Disability Living Allowance/ others	104 11%	39 11%	53 10%	71 11%	32 12%	40 10%	36 10%	26 16% k	79 12%	13 7%	85 12%	7 6%
Other state benefits	75 8%	23 6%	44 8%	50 7%	26 10%	34 8%	31 9%	11 7%	55 9%	15 8%	66 9%	6 5%
Don't know	14 1%	4 1%	8 2%	8 1%	5 2%	5 1%	4 1%	3 2%	7 1%	2 1%	9 1%	3 3%
Prefer not to answer	47 5%	20 6%	25 5%	32 5%	15 5%	15 4%	21 6%	8 5%	29 4%	11 6%	32 4%	5 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 734

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
None of these	448 47%	334 49%	37 40%	58 54%	133 51%	315 46%	304 r 52%	152 r 55%	139 42%	90 43%	39 uw 57%	74 41%	58 uwz 58%	85 w 54%	101 45%
Job seekers allowance	47 5%	40 6% Q	1 1%	4 4%	9 4%	38 5%	23 4%	9 3%	23 7%	18 y 9%	2 3%	8 4%	4 4%	5 3%	10 4%
Income support	42 4%	34 5%	3 3%	4 3%	8 3%	35 5%	24 4%	9 3%	17 5%	12 6%	4 6%	10 6%	1 7%	3 2%	11 5%
Employment support allowance	46 5%	31 4%	7 7%	5 5%	14 5%	33 5%	25 4%	12 5%	17 5%	10 5%	-	12 v 7%	6 v 6%	5 3%	14 v 6%
Working tax credit	106 11%	78 11%	13 14%	10 10%	35 13%	71 10%	63 11%	28 10%	40 12%	22 11%	11 16%	17 10%	7 7%	22 14%	26 11%
Child tax credit	177 19%	139 R 20%	20 R 21%	11 10%	37 14%	140 n 20%	97 17%	44 16%	72 22%	41 19%	15 21%	28 16%	11 17%	33 x 21%	49 x 22%
Pension credit	47 5%	30 4%	3 3%	9 9%	15 6%	32 5%	23 4%	11 4%	22 7%	11 y 5%	2 3%	16 y 9%	4 4%	1 1%	13 y 6%
Housing benefit	140 15%	103 15%	13 14%	13 12%	34 13%	106 16%	62 11%	25 9%	69 pq 21%	41 xy 20%	8 12%	32 y 18%	10 10%	9 6%	40 y 18%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 734

K16 Is anyone in your household, including yourself, currently receiving any of these benefits?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Council Tax benefit	133 14%	90 13%	13 14%	18 17%	37 14%	96 14%	64 11%	25 9%	59 18% pq	36 17% y	7 11%	29 16% y	11 11%	9 6%	41 18% y
Disability Living Allowance/ others	104 11%	78 11%	9 9%	8 7%	21 8%	82 12%	64 11%	28 10%	33 10%	30 14% vy	2 3%	24 13% vy	10 10%	10 6%	28 12% v
Other state benefits	75 8%	47 7%	11 11%	14 13% p	22 8%	54 8%	41 7%	20 7%	33 10%	21 10%	5 7%	19 11%	5 5%	11 7%	14 6%
Don't know	14 1%	10 1%	1 1%	2 2%	4 1%	10 1%	10 2%	3 1%	4 1%	3 1%	-	1 *	2 2%	6 4% w	2 1%
Prefer not to answer	47 5%	24 3%	10 11% PR	3 3%	15 6%	32 5%	26 4%	11 4%	12 4%	11 5%	3 5%	14 8%	4 4%	6 4%	8 4%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
White English/Welsh/Scottish/Northern Irish/British	772 82%	398 81%	372 83%	239 70%	306 85% c	227 94% cd	772 96% g	-	217 86% l	556 80%	543 77%	229 94% j	336 69%	436 95% l	566 85% opq	61 70%	145 76%	206 74%
Irish	9 1%	4 1%	5 1%	2 1%	4 1%	3 1%	9 1%	-	5 2%	4 1%	6 1%	4 2%	5 1%	5 1%	7 1%	-	2 1%	2 1%
Gypsy/Irish Traveller	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other White background	26 3%	19 4% b	7 2%	19 6% de	6 2%	1 1%	26 3% g	-	3 1%	23 3%	23 3%	3 1%	20 4% m	6 1%	15 2%	9 10% npq	2 1%	11 4% p
White and Black Caribbean	11 1%	8 2%	3 1%	1 *	5 1%	4 2%	-	11 9% f	2 1%	8 1%	8 1%	2 1%	4 1%	7 1%	9 1%	-	2 1%	2 1%
White and Black African	3 *	2 *	1 *	3 1%	-	-	-	3 2% f	-	3 *	3 *	-	1 *	2 *	-	2 2% n	1 *	3 1% n
White and Asian	1 *	-	1 *	1 *	-	-	-	1 1% f	-	1 *	1 *	-	1 *	-	1 *	-	-	-
Any other mixed/multiple ethnic group	5 *	3 1%	2 *	2 1%	2 1%	1 *	-	5 4% f	1 *	4 1%	5 1%	-	5 1% m	-	2 *	1 2%	1 1%	3 1%
Indian	13 1%	5 1%	8 2%	8 2% e	6 2%	-	-	13 11% f	5 2%	8 1%	13 2% k	-	12 2% m	1 *	9 1%	1 1%	3 1%	4 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Pakistani	36 4%	19 4%	18 4%	25 7% de	9 2%	2 1%	-	36 30% f	7 3%	29 4%	35 5% k	2 1%	36 7% m	-	21 3%	3 4%	12 6% n	16 6%
Bangladeshi	5 *	-	5 1% a	3 1%	2 *	-	-	5 4% f	1 *	4 1%	5 1%	-	5 1% m	-	3 1%	-	1 1%	1 *
Chinese	3 *	2 *	1 *	3 1%	-	-	-	3 3% f	-	3 *	3 *	-	3 1%	-	2 *	1 1%	-	1 *
Any other Asian background	9 1%	8 2% b	1 *	4 1%	4 1%	1 1%	-	9 8% f	1 *	9 1%	9 1%	-	9 2% m	-	5 1%	2 2%	3 2%	5 2%
Black African	21 2%	11 2%	9 2%	12 4% e	9 2% e	-	-	21 17% f	4 1%	17 2%	21 3% k	-	20 4% m	1 *	11 2%	2 2%	8 4%	10 3%
Black Caribbean	11 1%	5 1%	6 1%	7 2%	3 1%	1 1%	-	11 9% f	1 1%	9 1%	11 2%	-	11 2% m	-	5 1%	2 2%	4 2%	6 2%
Any other Black/ African/ Caribbean background	1 *	1 *	1 *	1 *	-	-	-	1 1% f	-	1 *	1 *	-	1 *	-	-	1 1% n	1 *	1 *
Arab	4 *	2 *	2 *	2 1%	1 *	1 *	-	4 3% f	1 *	3 *	4 1%	-	4 1%	-	2 *	1 1%	1 1%	2 1%
Any other ethnic group	1 *	1 *	-	1 *	-	-	-	1 1% f	-	1 *	1 *	-	1 *	-	-	-	1 *	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Refused	16 2%	7 1%	5 1%	6 2%	5 1%	1 *	- -	- -	5 2%	8 1%	11 2%	4 2%	13 3% m	3 1%	10 2%	1 1%	4 2%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
White English/Welsh/ Scottish/Northern Irish/ British	772 82%	632 81%	140 85%	255 82%	379 89%	106 82%	119 71%	204 78%	193 85% K	256 89% KM	508 81%	264 83%
Irish	9 1%	7 1%	2 1%	2 1%	5 1%	1 1%	1 1%	3 1%	2 1%	4 1%	8 1%	2 1%
Gypsy/Irish Traveller	-	-	-	-	-	-	-	-	-	-	-	-
Any other White background	26 3%	21 3%	5 3%	8 2%	9 2%	1 1%	10 6% NO	12 5% O	4 2% O	-	14 2%	12 4%
White and Black Caribbean	11 1%	11 1%	-	2 1%	5 1%	2 2%	-	2 1%	2 1%	6 2%	10 2%	1 1%
White and Black African	3	2	1	1	-	-	1 1%	-	2 1%	-	3	-
White and Asian	1	1	-	1	-	-	1	-	-	-	1	-
Any other mixed/multiple ethnic group	5	5 1%	-	3 1%	1	-	2 1%	1	1	1	3	2 1%
Indian	13 1%	12 2%	1 1%	6 2%	4 1%	2 1%	5 3%	3 1%	2 1%	3 1%	10 2%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating	
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Weighted Base	781	165	312	428	130	166	262	228	286	628	318
Effective base	745	130	295	376	118	157	238	210	262	580	291
Pakistani	35 4%	2 1%	17 5% u	2 *	11 8% u	8 5%	11 4%	12 5% O	4 1%	24 4%	12 4%
Bangladeshi	3 *	1 1%	1 *	-	1 1%	2 1%	1 *	-	2 1%	2 *	3 1%
Chinese	3 *	-	1 *	1 *	1 1%	1 *	2 1%	-	1 *	2 *	2 1%
Any other Asian background	8 1%	1 1%	2 1%	4 1%	1 1%	1 1%	2 1%	2 1%	4 1%	6 1%	4 1%
Black African	17 2%	4 2%	4 1%	8 2%	1 *	8 5% NO	11 4% NO	1 *	1 *	18 3%	3 1%
Black Caribbean	7 1%	4 2%	5 2%	3 1%	2 1%	2 1%	4 1%	2 1%	2 1%	8 1%	3 1%
Any other Black/ African/ Caribbean background	1 *	-	1 *	-	-	1 *	1 *	-	-	1 *	-
Arab	4 *	-	-	1 *	-	2 1%	1 *	1 *	-	2 *	1 *
Any other ethnic group	1 *	-	-	-	-	1 *	-	-	-	-	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Total												
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Refused	16 2%	11 1%	5 3%	5 2%	5 1%	1 7%	2 1%	6 2%	5 2%	2 1%	9 2%	6 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
White English/Welsh/Scottish/Northern Irish/British	772 82%	460 86% zA	100 70%	172 77%	65 89% zA	632 81%	83 85%	461 81%	39 84%	87 82%	107 90% EIJ	500 81%	272 82%
Irish	9 1%	7 1%	1 1%	2 1%	-	9 1%	1 1%	6 1%	-	1 1%	2 2%	6 1%	3 1%
Gypsy/Irish Traveller	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other White background	26 3%	7 1%	6 4% y	9 4% y	4 5% y	21 3%	3 3%	16 3%	-	5 4%	1 1%	16 3%	10 3% H
White and Black Caribbean	11 1%	4 1%	1 1%	5 2%	-	7 1%	4 4% C	9 1%	-	-	1 1%	9 1%	2 1%
White and Black African	3	2	-	1 1%	-	3	-	2	-	-	-	2	1
White and Asian	1	-	1 1%	-	-	1	-	1	-	-	-	1	-
Any other mixed/multiple ethnic group	5	-	1	4 2% y	-	5 1%	-	1	1 1%	2 2%	1 1%	2	3 1%
Indian	13 1%	10 2%	3 2% A	-	-	13 2%	-	9 2%	1 3%	-	1 1%	10 2%	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Pakistani	36 4%	17 3%	13 9% yA	7 3%	2 2%	35 4%	1 1%	18 3%	4 8%	6 6%	2 2%	21 3%	15 5%
Bangladeshi	5	-	3 2% y	1 1%	-	3	1 1%	5 1%	-	-	-	5 1%	-
Chinese	3	2	1 1%	2 1%	-	3	-	2	-	-	-	2	1
Any other Asian background	9 1%	7 1%	1 1%	1 1%	-	8 1%	1 1%	4 1%	-	1 1%	1 1%	4 1%	5 2%
Black African	21 2%	4 1%	7 5% y	9 4% y	1 2%	19 2%	2 2%	16 3%	1 2%	2 2%	1 1%	17 3%	4 1%
Black Caribbean	11 1%	5 1%	2 1%	4 2%	-	11 1%	-	6 1%	1 2%	1 1%	2 1%	7 1%	4 1%
Any other Black/ African/ Caribbean background	1	-	-	1 1%	-	1	-	1	-	-	-	1	-
Arab	4	1	2 1%	-	-	4	-	2	-	-	-	2	1
Any other ethnic group	1	-	-	1	-	1	-	1	-	-	-	1	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 735

K17 Which of these groups do you consider you belong to?

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Total													
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Refused	16 2%	8 1%	1	2 1%	1 2%	10 1%	1 2%	9 2%	-	2 1%	1 1%	9 1%	7 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
White English/Welsh/ Scottish/Northern Irish/ British	772 82%	79 92% cdfg h	212 83% d	44 78%	167 74%	113 87% d	461 81% d	448 81% d	311 83% d	70 93% jk	353 79%	349 83%	145 88% m	627 80%	433 81%	339 83%
Irish	9 1%	-	3 1%	-	3 1%	1 1%	6 1%	6 1%	3 1%	1 2%	5 1%	3 1%	1 1%	8 1%	6 1%	4 1%
Gypsy/Irish Traveller	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other White background	26 3%	-	7 3%	4 7% afg	9 4%	4 3%	16 3%	16 3%	10 3%	1 1%	14 3%	11 3%	3 2%	23 3%	14 3%	12 3%
White and Black Caribbean	11 1%	2 2%	4 2%	1 1%	4 2%	-	9 1%	9 2%	2 1%	2 2%	6 1%	3 1%	3 2%	8 1%	7 1%	4 1%
White and Black African	3 *	-	2 1%	-	2 1%	-	2 *	2 *	1 *	-	2 *	1 *	1 *	2 *	2 *	1 *
White and Asian	1 *	-	-	-	1 *	-	1 *	1 *	-	-	-	1 *	-	1 *	-	1 *
Any other mixed/multiple ethnic group	5 *	1 1%	-	-	1 *	-	1 *	1 *	3 1%	-	1 *	3 1%	1 *	4 1%	3 1%	2 *
Indian	13 1%	-	4 2%	-	6 3%	-	9 2%	9 2%	4 1%	1 1%	8 2%	4 1%	1 1%	12 2%	8 2%	5 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Pakistani	36 4%	1 1%	9 3%	3 6%	6 3%	8 6%	18 3%	17 3%	19 5%	-	16 4%	20 5%	5 3%	32 4%	23 4%	13 3%
Bangladeshi	5	-	1	-	3 2% h	1 1%	5 1%	5 1%	-	-	5 1% k	-	1 1%	3	3	2 1%
Chinese	3	1 1%	1	1 1%	1	2 1%	2	2	1	-	2 1%	1	1 1%	2	2	2
Any other Asian background	9 1%	-	2 1%	-	3 1%	-	4 1%	4 1%	5 1%	-	4 1%	6 1%	-	9 1%	6 1%	4 1%
Black African	21 2%	1 1%	5 2%	2 3%	7 3%	1 1%	16 3%	16 3%	5 1%	-	13 3%	8 2%	1 1%	20 3%	12 2%	8 2%
Black Caribbean	11 1%	-	2 1%	-	4 2%	-	6 1%	6 1%	5 1%	-	6 1%	5 1%	*	10 1%	5 1%	5 1%
Any other Black/ African/ Caribbean background	1	-	-	1 2% b f g h	1	-	1	1	-	-	1	-	-	1	-	1
Arab	4	-	2 1%	-	1	-	2	2	1	-	2 1%	1	-	4	2	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Total																
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Any other ethnic group	1	-	-	-	1	-	1	1	-	-	1	-	-	1	-	1
Refused	16 2%	2 2%	2 1%	1 1%	7 3% f	2 1%	9 2%	9 2%	7 2%	1 2%	8 2%	7 2%	2 1%	14 2%	9 2%	7 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
White English/Welsh/Scottish/Northern Irish/British	772 82%	71 75%	285 81%	217 87% p	167 83%	331 82%	214 82%	272 84%	140 77%	76 79%	128 84%	75 76%	65 78%	707 82%	118 93% UVW	560 79%	102 80%	458 79%
Irish	9 1%	1 1%	5 1%	1 *	1 1%	7 2%	1 *	2 1%	-	1 1%	2 2%	1 1%	1 1%	8 1%	2 1%	7 1%	2 1%	5 1%
Gypsy/Irish Traveller	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other White background	26 3%	4 5% r	8 2%	2 1%	6 3%	11 3%	5 2%	7 2%	7 4%	4 5%	3 2%	3 3%	2 2%	24 3%	-	20 3%	2 2%	18 3%
White and Black Caribbean	11 1%	1 1%	3 1%	2 1%	4 2%	6 1%	3 1%	3 1%	2 1%	1 1%	3 2%	1 1%	1 1%	10 1%	2 1%	6 1%	2 1%	4 1%
White and Black African	3 *	-	3 1%	-	-	3 1%	2 1%	2 *	-	-	1 *	2 2%	-	3 *	-	3 *	-	3 *
White and Asian	1 *	-	1 *	-	-	-	-	-	1 *	-	-	-	-	1 *	-	1 *	-	1 *
Any other mixed/multiple ethnic group	5 *	1 2%	2 1%	1 *	1 *	1 *	3 1%	1 *	-	1 1%	1 1%	1 1%	1 1%	4 *	1 1%	4 1%	1 1%	3 *
Indian	13 1%	2 2%	3 1%	1 1%	7 3% qr	6 1%	1 *	4 1%	3 2%	1 1%	2 2%	-	-	13 2%	-	12 2%	5 4% T	8 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Pakistani	36 4%	5 6%	17 5%	8 3%	5 3%	13 3%	13 5%	11 3%	12 7%	7 7%	4 3%	3 3%	3 4%	33 4%	1 1%	34 5%	2 2%	32 5%
Bangladeshi	5	1 1%	3 1%	1 1%	-	2	2 1%	1	-	1 1%	2 1%	-	-	5 1%	1 1%	3	-	3 1%
Chinese	3	1 1%	1	2 1%	-	-	2 1%	2 1%	-	-	1 1%	1 1%	1 1%	2	-	2	1 1%	2
Any other Asian background	9 1%	1 1%	3 1%	2 1%	4 2%	5 1%	2 1%	1	4 2%	1 1%	1	1 1%	1 1%	8 1%	-	9 1%	1 1%	8 1%
Black African	21 2%	2 2%	8 2%	4 1%	3 2%	8 2%	3 1%	9 3%	5 3%	1 1%	2 2%	5 5%	5 6%	16 2%	-	19 3%	3 2%	16 3%
Black Caribbean	11 1%	1 1%	4 1%	3 1%	1 1%	2	5 2%	2 1%	4 2%	1 1%	2 2%	2 2%	2 3%	8 1%	*	10 1%	2 1%	8 1%
Any other Black/ African/ Caribbean background	1	-	1	-	-	-	-	1	-	1 1%	-	1 1%	-	1	-	1	-	1
Arab	4	-	2 1%	1	-	2	-	1	1 1%	1 1%	-	-	-	4	-	4 1%	2 2%	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total																		
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Any other ethnic group	1	-	-	-	-	-	-	-	-	-	-	1 1%	1 1%	-	-	1 1%	-	1 1%
Refused	16 2%	2 2%	4 1%	5 2%	2 1%	6 1%	6 2%	4 1%	1 *	-	-	4 4% PQR	2 2%	14 2%	2 2%	9 1%	2 1%	8 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
White English/Welsh/Scottish/Northern Irish/British	772 82%	301 85%	333 81%	343 85%	291 81%	53 82%	228 87%	69 80%	274 78%	201 83%	130 95% DE	341 78%	395 88% G	224 70%	353 90% IK	218 81% I
Irish	9 1%	3 1%	7 2%	3 1%	6 2%	1 1%	-	3 3% B	6 2%	1 *	1 1%	1 *	8 2% G	2 1%	5 1%	2 1%
Gypsy/Irish Traveller	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other White background	26 3%	9 3%	11 3%	10 3%	10 3%	3 5%	6 2%	3 3%	15 4%	7 3%	1 1%	14 3%	12 3%	13 4% J	5 1%	11 4% J
White and Black Caribbean	11 1%	4 1%	6 1%	4 1%	6 2%	1 1%	4 1%	-	4 1%	1 1%	2 1%	4 1%	5 1%	4 1%	4 1%	4 1%
White and Black African	3 *	2 *	1 *	2 *	1 *	-	-	2 2% B	1 *	2 1%	-	1 *	-	3 1%	-	-
White and Asian	1 *	1 *	-	1 *	-	-	1 *	-	1 *	-	-	1 *	-	1 *	-	-
Any other mixed/multiple ethnic group	5 *	1 *	2 *	2 1%	1 *	1 1%	1 *	1 1%	2 1%	2 1%	-	3 1%	2 *	1 *	1 *	3 1%
Indian	13 1%	3 1%	7 2%	4 1%	6 2%	-	2 1%	1 1%	5 1%	3 1%	2 1%	8 2%	4 1%	7 2% J	2 *	5 2%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Pakistani	36 4%	7 2%	15 4%	8 2%	14 4%	2 3%	6 2%	2 2%	19 5% F	6 3%	-	30 7% H	3 1%	27 8% JK	10 2%	5 2%
Bangladeshi	5	2 1%	2	2 1%	2	1 1%	1	-	4 1%	-	-	3 1%	1	3 1%	-	2 1%
Chinese	3	-	2 1% Z	2	1	-	-	-	1	2 1%	-	2	1	2 1%	1	-
Any other Asian background	9 1%	3 1%	5 1%	4 1%	4 1%	1 1%	2 1%	1 1%	4 1%	1 1%	-	6 1%	4 1%	5 2%	3 1%	2 1%
Black African	21 2%	7 2%	9 2%	10 2%	6 2%	2 2%	7 3%	1 1%	9 2%	8 3%	1 1%	12 3%	5 1%	17 5% JK	3 1%	4 1%
Black Caribbean	11 1%	4 1%	4 1%	4 1%	4 1%	1 1%	-	4 5% B	3 1%	4 2%	-	4 1%	5 1%	4 1%	3 1%	4 2%
Any other Black/ African/ Caribbean background	1	-	1	-	1	1 1%	-	-	1	-	-	1	-	1	-	-
Arab	4	1	1	1	1	-	1	-	1	-	-	2 1%	-	1	1	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 736

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Any other ethnic group	1	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-
Refused	16 2%	5 1%	4 1%	6 1%	3 1%	-	4 1%	2 2%	3 1%	2 1%	-	3 1%	3 1%	7 2%	3 1%	8 3% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 737

K17 Which of these groups do you consider you belong to?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
White English/Welsh/Scottish/Northern Irish/British	772 82%	289 80%	433 81%	553 82%	219 81%	366 89% lm	285 80% m	108 69%	516 80%	166 88% L	579 81%	97 87%
Irish	9 1%	3 1%	6 1%	6 1%	4 1%	3 1%	2 1%	4 3%	9 1%	1 *	9 1%	-
Gypsy/Irish Traveller	-	-	-	-	-	-	-	-	-	-	-	-
Any other White background	26 3%	7 2%	14 3%	15 2%	11 4%	6 1%	13 4%	5 3%	20 3%	1 1%	17 2%	1 1%
White and Black Caribbean	11 1%	3 1%	7 1%	7 1%	3 1%	4 1%	3 1%	3 2%	7 1%	2 1%	9 1%	1 1%
White and Black African	3 *	2 *	2 *	2 *	1 *	-	-	2 1% kl	2 *	-	2 *	-
White and Asian	1 *	1 *	-	1 *	-	-	-	1 *	1 *	-	1 *	-
Any other mixed/multiple ethnic group	5 *	4 1%	3 1%	4 1%	1 *	1 *	3 1%	2 1%	1 *	3 1% L	3 *	1 1%
Indian	13 1%	7 2%	8 2%	10 1%	3 1%	4 1%	4 1%	5 3%	11 2%	2 1%	10 1%	3 3%
Pakistani	36 4%	15 4%	23 4%	26 4%	10 4%	10 2%	14 4%	11 7% k	29 4%	4 2%	32 5%	2 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 737

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Bangladeshi	5	2 1%	3	4 1%	1	1	3 1%	1 1%	5 1%	-	5 1%	-
Chinese	3	2 1%	2	2	1	1	2 1%	-	2	1	2	-
Any other Asian background	9 1%	7 2% J	6 1%	7 1%	2 1%	3 1%	3 1%	3 2%	7 1%	1 1%	8 1%	1 1%
Black African	21 2%	8 2%	12 2%	16 2%	5 2%	5 1%	9 3%	5 3%	17 3%	2 1%	18 2%	1 1%
Black Caribbean	11 1%	4 1%	5 1%	8 1%	3 1%	3 1%	5 1%	3 2%	9 1%	1 1%	8 1%	2 2%
Any other Black/ African/ Caribbean background	1	1	-	1	1	1	-	1	1	-	1	-
Arab	4	1	2	2	1	-	2 1%	1 1%	3	1 1%	2	-
Any other ethnic group	1	1	-	1	-	-	-	1	-	-	-	-
Refused	16 2%	5 1%	9 2%	10 1%	6 2%	6 1%	6 2%	2 1%	10 2%	4 2%	11 1%	1 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 737

K17 Which of these groups do you consider you belong to?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
White English/Welsh/Scottish/Northern Irish/British	772 82%	560 82% Q	67 72%	101 94% PQ	227 86% o	545 80%	480 82%	230 84%	276 83%	178 84% w	59 85%	135 75%	87 86% w	137 86% w	177 78%
Irish	9 1%	8 1%	1 1%	-	2 1%	8 1%	7 1%	4 2%	2 1%	2 1%	-	4 2%	-	-	3 1%
Gypsy/Irish Traveller	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other White background	26 3%	19 3%	2 3%	1 1%	4 2%	22 3%	16 3%	6 2%	9 3%	7 3%	-	8 4%	2 2%	2 1%	7 3%
White and Black Caribbean	11 1%	9 1%	-	1 1%	3 1%	8 1%	8 1%	7 2%	2 1%	1 1%	-	4 2%	2 2%	1 1%	2 1%
White and Black African	3	3	-	-	-	3	2	-	1	-	-	1	2	1	-
White and Asian	1	1	-	-	-	1	1	-	-	-	-	-	-	-	1
Any other mixed/multiple ethnic group	5	3	-	1 1%	3 1%	1	3 1%	-	1	-	-	3 2%	-	-	2 1%
Indian	13 1%	11 2%	1 1%	1 1%	4 2%	9 1%	8 1%	5 2%	5 2%	3 1%	-	4 2%	-	2 1%	5 2%
Pakistani	36 4%	29 4%	6 6%	1 1%	7 3%	29 4%	16 3%	3 1%	16 5% q	7 3%	2 3%	5 2%	4 4%	4 2%	15 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 737

K17 Which of these groups do you consider you belong to?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Bangladeshi	5	4 1%	-	-	-	5 1%	3 1%	1	2	1	-	2 1%	-	1 1%	1
Chinese	3	2	1 1%	-	1	2	2	1	-	-	-	1	-	2 2%	-
Any other Asian background	9 1%	6 1%	4 4% PR	-	1 1%	8 1%	8 1%	3 1%	1	3 1%	4 4% xyz	2 1%	-	-	1
Black African	21 2%	13 2%	5 5% R	-	3 1%	17 3%	12 2%	5 2%	8 3%	2 1%	2 3%	6 3%	2 2%	3 2%	6 2%
Black Caribbean	11 1%	8 1%	2 3%	-	3 1%	8 1%	5 1%	*	5 2%	1 1%	* 1%	2 1%	2 2%	2 1%	3 1%
Any other Black/ African/ Caribbean background	1	1	-	-	-	1	-	-	1	-	-	1	-	-	1
Arab	4	2	2 2% P	-	1	3	2	1	1	1	-	2 1%	-	-	1
Any other ethnic group	1	1	-	-	-	1	1	-	-	-	-	-	-	-	1
Refused	16 2%	9 1%	2 3%	1 1%	4 1%	12 2%	11 2%	6 2%	3 1%	6 3%	2 3%	3 2%	1 1%	3 2%	2 1%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 738

K18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes I have any long-standing illness, disability or infirmity...It limits my activities all of the time	114 12%	58 12%	55 12%	13 4%	53 15% c	48 20% c	96 12%	14 11%	114 45% i	-	76 11%	38 16%	59 12%	55 12%	68 10%	8 9%	38 20% noq	46 17% no
Yes I have any long-standing illness, disability or infirmity...It limits my activities some of the time	98 10%	49 10%	48 11%	15 4%	39 11% c	44 18% cd	90 11%	8 6%	98 39% i	-	68 10%	30 12%	43 9%	55 12%	66 10%	8 9%	24 13%	32 12%
Yes I have any long-standing illness, disability or infirmity...It doesn't limit my activities	40 4%	13 3%	27 6% a	5 1%	18 5% c	17 7% c	38 5% g	1 1%	40 16% i	-	28 4%	12 5%	18 4%	22 5%	31 5%	1 1%	7 4%	9 3%
I don't have any long-standing illness, disability or infirmity	691 73%	374 76%	316 71%	306 90% de	251 70% e	134 55%	583 72%	101 82% f	-	691 100% h	529 75% k	163 67%	364 75%	328 71%	501 75% pq	70 80% pq	120 63%	190 69% p
Prefer not to answer	3	-	-	-	-	-	-	-	-	-	2	1	3 1%	1	3	-	1	1



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 738

K18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes I have any long-standing illness, disability or infirmity...It limits my activities all of the time	114 12%	83 11%	30 18%	35 11%	52 12%	14 11%	20 12%	24 9%	27 12%	43 15%	77 12%	37 12%
Yes I have any long-standing illness, disability or infirmity...It limits my activities some of the time	98 10%	76 10%	22 13%	45 14%	43 10%	9 7%	16 10%	14 5%	31 14%	36 13%	67 11%	31 10%
Yes I have any long-standing illness, disability or infirmity...It doesn't limit my activities	40 4%	33 4%	7 4%	12 4%	23 5%	4 3%	5 3%	8 3%	9 4%	17 6%	19 3%	21 7%
I don't have any long-standing illness, disability or infirmity	691 73%	588 75%	104 63%	221 71%	308 72%	103 80%	126 76%	213 81%	160 70%	190 66%	465 74%	226 71%
Prefer not to answer	3	1	3	-	2	-	-	3	-	-	1	3

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 738

K18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes I have any long-standing illness, disability or infirmity...It limits my activities all of the time	114 12%	62 12%	18 13%	31 14%	8 11%	97 12%	14 14%	64 11%	4 9%	14 13%	11 10%	68 11%	46 14%
Yes I have any long-standing illness, disability or infirmity...It limits my activities some of the time	98 10%	53 10%	11 8%	28 13%	7 9%	81 10%	13 14%	59 10%	8 17%	9 8%	12 10%	67 11%	31 9%
Yes I have any long-standing illness, disability or infirmity...It doesn't limit my activities	40 4%	27 5%	4 3%	6 3%	2 3%	31 4%	4 4%	24 4%	3 6%	2 2%	3 3%	27 4%	13 4%
I don't have any long-standing illness, disability or infirmity	691 73%	390 73%	109 77%	158 71%	57 78%	576 73%	66 68%	422 74%	32 68%	81 76%	92 78%	453 74%	238 72%
Prefer not to answer	3	-	-	-	-	-	-	1	-	1	-	1	2



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 739

K18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes I have any long-standing illness, disability or infirmity...It limits my activities all of the time	114 12%	16 18% bfg	23 9%	7 13%	28 12%	15 12%	64 11%	64 11%	50 13%	10 13%	51 11%	53 13%	18 11%	95 12%	60 11%	54 13%
Yes I have any long-standing illness, disability or infirmity...It limits my activities some of the time	98 10%	14 16% b	20 8%	5 10%	19 8%	17 13%	59 10%	56 10%	39 10%	13 17% j	38 9%	47 11%	23 14%	75 10%	48 9%	50 12%
Yes I have any long-standing illness, disability or infirmity...It doesn't limit my activities	40 4%	3 3%	12 5%	5 9%	8 3%	4 3%	24 4%	24 4%	16 4%	2 3%	22 5%	16 4%	7 4%	33 4%	25 5%	15 4%
I don't have any long-standing illness, disability or infirmity	691 73%	53 61%	202 79% afgh	38 68%	172 76% a	94 72% a	422 74% a	410 74% a	270 72%	51 68%	336 75%	304 72%	117 71%	574 74%	401 75%	290 71%
Prefer not to answer	3 *	1 1%	-	-	1 *	-	1 *	1 *	2 1%	-	1 *	2 1%	-	3 *	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 739

K18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes I have any long-standing illness, disability or infirmity...It limits my activities all of the time	114 12%	13 14%	54 16%	21 8%	21 10%	50 13%	32 12%	40 12%	20 11%	16 17%	12 8%	14 14%	12 15%	101 12%	10 8%	92 13%	17 14%	74 13%
Yes I have any long-standing illness, disability or infirmity...It limits my activities some of the time	98 10%	9 9%	32 9%	30 12%	19 10%	48 12%	24 9%	32 10%	16 9%	12 13%	13 9%	13 13%	12 14%	86 10%	17 13%	68 10%	17 14%	50 9%
Yes I have any long-standing illness, disability or infirmity...It doesn't limit my activities	40 4%	4 4%	21 6%	8 3%	6 3%	16 4%	9 3%	17 5%	4 2%	4 4%	12 8%	3 3%	3 4%	36 4%	4 3%	30 4%	5 4%	25 4%
I don't have any long-standing illness, disability or infirmity	691 73%	67 71%	243 69%	191 76%	155 77%	287 71%	195 75%	233 72%	141 78%	64 67%	115 75%	68 69%	57 67%	634 74%	96 76%	517 73%	88 69%	429 74%
Prefer not to answer	3	2 2%	-	1	-	2	1	1	-	-	-	-	-	3	-	2	-	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 739

K18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes I have any long-standing illness, disability or infirmity...It limits my activities all of the time	114 12%	30 9%	57 14% wy	32 8%	55 15% wxy	10 16%	20 7%	11 12%	69 20% EF	9 4%	8 6%	83 19% H	16 4%	13 4%	67 17% I	36 13% I
Yes I have any long-standing illness, disability or infirmity...It limits my activities some of the time	98 10%	42 12%	33 8%	45 11%	30 8%	5 7%	32 12%	10 11%	48 14% EF	17 7%	7 5%	59 14% H	37 8%	20 6%	57 15% I	26 10%
Yes I have any long-standing illness, disability or infirmity...It doesn't limit my activities	40 4%	10 3%	19 5% z	16 4% w	12 3%	3 4%	7 3%	3 3%	17 5%	10 4%	4 3%	19 4%	20 5%	11 3%	25 6% K	5 2%
I don't have any long-standing illness, disability or infirmity	691 73%	271 77%	301 73%	310 77%	261 73%	47 73%	202 78%	62 72%	217 62%	204 85% D	119 86% D	276 63%	374 84% G	277 86% JK	244 62%	200 74% J
Prefer not to answer	3 *	1 -	- -	1 -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	3 1% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 740

K18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes I have any long-standing illness, disability or infirmity...It limits my activities all of the time	114 12%	47 13%	60 11%	79 12%	35 13%	37 9%	43 12%	30 19%	80 12%	23 12%	83 12%	18 16%
Yes I have any long-standing illness, disability or infirmity...It limits my activities some of the time	98 10%	30 8%	48 9%	63 9%	35 13%	32 8%	46 13%	16 10%	62 9%	22 12%	71 10%	8 7%
Yes I have any long-standing illness, disability or infirmity...It doesn't limit my activities	40 4%	18 5%	25 5%	29 4%	11 4%	25 6%	9 3%	6 4%	25 4%	10 6%	27 4%	6 5%
I don't have any long-standing illness, disability or infirmity	691 73%	266 74%	401 75%	503 75%	188 69%	315 77%	256 72%	106 67%	481 74%	131 69%	534 74%	80 71%
Prefer not to answer	3	1	1	1	3 1%	2 1%	-	-	1	2 1%	2	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 740

K18 Do you have any long standing illness, disability or infirmity that limits your normal day to day activities?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes I have any long-standing illness, disability or infirmity...It limits my activities all of the time	114 12%	81 12%	12 12%	11 11%	36 14%	78 11%	64 11%	30 11%	42 13%	26 12% y	4 5%	36 20% uvxy	7 7%	6 4%	35 16% vy
Yes I have any long-standing illness, disability or infirmity...It limits my activities some of the time	98 10%	69 10%	9 10%	10 9%	28 11%	70 10%	56 10%	27 10%	40 12%	20 9%	3 4%	19 10%	15 15% v	11 7%	31 13% v
Yes I have any long-standing illness, disability or infirmity...It doesn't limit my activities	40 4%	30 4%	3 3%	5 4%	12 4%	28 4%	28 5%	14 5%	11 3%	7 3%	4 6% z	7 4%	9 9% z	10 6% z	3 1%
I don't have any long-standing illness, disability or infirmity	691 73%	507 74%	67 73%	82 76%	186 71%	505 74%	433 74%	202 74%	241 72%	157 74%	58 83% wxz	119 66%	70 69%	130 82% wxz	158 70%
Prefer not to answer	3	-	2 2% P	-	2 1%	2	2	-	-	1 1%	1 1%	-	-	2 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 741

K19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
None	128 14%	86 17% b	42 9%	52 15%	45 12%	31 13%	115 14%	11 9%	35 14%	93 13%	96 14%	32 13%	71 15%	57 12%	75 11%	14 16%	39 21% n	54 19% n
One	392 41%	202 41%	188 42%	148 44% d	128 35%	116 48% d	346 43%	43 35%	120 48% i	272 39%	284 40%	108 44%	180 37%	212 46% l	284 42%	35 40%	73 38%	108 39%
Two	326 35%	160 32%	166 37%	109 32%	128 35%	90 37%	282 35%	39 32%	72 29%	255 37% h	241 34%	86 35%	170 35%	156 34%	240 36% p	34 39%	53 28%	86 31%
Three +	96 10%	46 9%	50 11%	30 9% e	60 17% ce	7 3%	64 8%	29 24% f	25 10%	72 10%	80 11%	17 7%	62 13% m	34 7%	67 10%	4 5%	25 13% o	29 10% o
Prefer not to answer	3 *	-	-	-	-	-	-	-	-	-	2 *	1 *	3 1%	1 *	3 *	-	1 *	1 *
Mean	1.46	1.39	1.55 a	1.40	1.64 ce	1.30	1.39	1.93 f	1.40	1.49	1.49	1.37	1.52 m	1.39	1.50	1.34	1.39	1.37
Standard Deviation	0.99	1.01	0.95	1.01	1.08	0.73	0.90	1.32	1.01	0.98	1.03	0.84	1.07	0.89	0.97	0.86	1.10	1.03



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 741

K19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Base: All respondents

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
None	128 14%	73 9%	55 33% r	37 12%	68 16% v	10 8%	30 18% O	41 16% O	31 14%	25 9%	92 15%	37 12%
One	392 41%	319 41%	73 44%	130 41%	183 43%	57 44%	81 49% N	105 40%	84 37%	121 42%	259 41%	132 42%
Two	326 35%	296 38% s	30 18%	105 34%	143 33%	46 36%	46 27%	95 36%	75 33%	110 38% K	216 34%	110 35%
Three +	96 10%	92 12% s	5 3%	41 13% u	31 7%	16 12%	9 5%	18 7%	38 17% KM	31 11%	60 10%	37 11%
Prefer not to answer	3 .	1 .	3 2% r	- .	2 .	- .	- .	3 1%	- .	- .	1 .	3 1%
Mean	1.46	1.58 s	0.90	1.54 u	1.34	1.62 u	1.22	1.37	1.62 KM	1.56 KM	1.44	1.49
Standard Deviation	0.99	0.98	0.83	1.03	0.90	1.05	0.85	0.97	1.14	0.92	1.01	0.95

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 741

K19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
None	128 14%	68 13%	16 11%	37 17%	12 17%	102 13%	25 26% C	68 12%	7 15%	19 18%	17 14%	75 12%	53 16%
One	392 41%	229 43%	55 39%	86 39%	37 50%	318 41%	40 41%	241 42%	19 41%	36 34%	47 39%	261 42%	131 40%
Two	326 35%	188 35% B	56 39% B	71 32% B	13 18%	284 36%	26 27%	203 36%	15 32%	32 30%	48 40% J	218 35%	109 33%
Three +	96 10%	46 9%	16 11%	28 13%	11 16%	80 10%	7 7%	56 10%	6 12%	19 18% EHU	8 6%	61 10%	35 11%
Prefer not to answer	3	-	-	-	-	-	-	1	-	1 1%	-	1	2 1%
Mean	1.46	1.45	1.56	1.44	1.43	1.49 D	1.15	1.47	1.46	1.59	1.40	1.47	1.44
Standard Deviation	0.99	0.95	0.99	0.99	1.20	0.98	0.91	0.94	0.98	1.24	0.84	0.95	1.06



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 742

K19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
None	128 14%	9 11%	34 13%	5 9%	24 11%	8 6%	68 12% e	68 12% e	60 16% e	6 9%	56 13%	66 16%	14 9%	114 15%	66 12%	62 15%
One	392 41%	43 49%	108 42%	21 38%	103 45%	60 46%	241 42%	238 43%	150 40%	33 44%	193 43%	165 39%	73 44%	318 41%	214 40%	178 43%
Two	326 35%	31 36%	86 33%	25 45%	77 34%	53 41%	203 36%	194 35%	124 33%	31 41%	151 34%	145 34%	60 37%	266 34%	194 36%	132 32%
Three +	96 10%	2 2%	29 11% a	4 8%	22 10% a	9 7%	56 10% a	54 10% a	41 11% a	5 7%	47 11%	44 10%	17 10%	79 10%	60 11%	36 9%
Prefer not to answer	3 *	1 1%	-	-	1 *	-	1 *	1 *	2 1%	-	1 *	2 1%	-	3 *	1 *	3 1%
Mean	1.46	1.31	1.48	1.53	1.47	1.50 a	1.47	1.46	1.44	1.47	1.47	1.45	1.54	1.44	1.53 o	1.37
Standard Deviation	0.99	0.75	1.00	0.82	0.94	0.76	0.94	0.95	1.05	0.79	0.98	1.03	0.96	0.99	1.03	0.93



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 742

K19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
None	128 14%	22 23% rL	51 15%	30 12%	21 10%	57 14%	29 11%	48 15%	25 14%	12 12%	21 14%	18 18%	16 19%	113 13%	9 7%	101 14% T	22 18% T	79 14% T
One	392 41%	34 37%	137 39%	105 42%	89 44%	151 37%	114 44%	150 46% M	78 43%	41 43%	61 40%	44 45%	40 48%	351 41%	68 54% UVW	286 40%	47 37%	239 41%
Two	326 35%	23 25%	129 37% p	91 36%	71 35%	154 38% O	89 34%	96 30%	57 32%	31 32%	54 36%	29 29%	22 26%	304 35%	40 32%	244 34%	42 33%	202 35%
Three +	96 10%	13 14%	33 9%	24 9%	20 10%	40 10%	27 10%	29 9%	21 11%	13 13%	16 10%	8 8%	6 7%	90 10%	10 8%	75 11%	16 13%	58 10%
Prefer not to answer	3	2 2% q	-	1	-	2	1	1	-	-	-	-	-	3	-	2	-	2
Mean	1.46	1.36	1.45	1.47	1.52	1.49	1.52	1.37	1.47	1.50	1.52	1.28	1.25	1.48 u	1.45	1.47	1.48	1.46
Standard Deviation	0.99	1.18	0.96	0.96	1.00	0.99	1.07	0.96	1.01	1.00	1.10	0.90	0.90	0.99	0.90	1.01	1.08	0.99



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 742

K19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
None	128 14%	39 11%	57 14%	41 10%	54 15% y	13 21% wy	26 10%	11 13%	79 23% EF	17 7%	12 8%	70 16%	51 11%	34 11%	42 11%	52 19% IJ
One	392 41%	154 44%	176 43%	181 45%	150 42%	26 41%	117 45%	35 41%	141 40%	104 43%	67 48%	182 42%	189 42%	127 40%	172 44%	101 37%
Two	326 35%	123 35%	136 33%	142 35%	117 33%	18 28%	91 35%	29 33%	103 29%	96 40% D	49 36%	134 30%	178 40% G	124 39% K	149 38% K	71 26%
Three +	96 10%	37 10%	41 10%	40 10%	37 10%	7 10%	26 10%	10 12%	28 8%	23 10%	10 7%	52 12% H	30 7%	36 11%	29 7%	42 16% J
Prefer not to answer	3 .	1 .	- .	1 .	- .	- .	- .	1 1%	- .	- .	- .	- .	- .	- .	- .	3 1% J
Mean	1.46	1.51	1.42	1.50	1.42	1.31	1.51	1.48	1.27	1.53 D	1.46	1.45	1.44	1.59 K	1.47	1.41
Standard Deviation	0.99	0.99	0.93	0.96	0.96	1.02	0.98	0.98	1.00	0.80	0.90	1.07	0.82	1.05	0.94	1.05



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 743

K19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Base: All respondents

	Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor	
		Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
None	128 14%	29 8%	66 12% H	77 11% H	51 19% HIJ	43 11%	51 14%	32 20% k	78 12%	30 16%	87 12%	21 19%
One	392 41%	162 45% I	214 40%	286 42% I	105 39%	179 43%	147 42%	55 35%	268 41%	76 40%	291 41%	50 45%
Two	326 35%	134 37%	194 36%	241 36%	85 31%	158 38% I	109 31%	52 33%	230 35%	61 32%	259 36%	30 27%
Three +	96 10%	37 10%	60 11%	69 10%	27 10%	29 7%	47 13% k	19 12%	72 11%	19 10%	78 11%	11 10%
Prefer not to answer	3 .	1 .	1 .	1 .	3 1% J	2 1%	- .	- .	1 .	2 1%	2 .	- .
Mean	1.46	1.56 K	1.53 K	1.51 K	1.35	1.44	1.52	1.41	1.52	1.39	1.52 O	1.30
Standard Deviation	0.99	0.96	1.03	0.98	0.99	0.85	1.12	1.04	1.01	0.97	1.00	0.94



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 743

K19 How many ADULTS (that is people aged 18 and over) are there in your household, excluding yourself?

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
None	128 14%	96 14%	7 7%	17 16%	40 15%	88 13%	65 11%	26 10%	57 17% pq	26 12%	8 11%	19 11%	14 14%	20 13%	41 18% w
One	392 41%	278 41%	45 49%	45 42%	108 41%	283 41%	246 42%	118 43%	135 40%	87 41%	29 42%	76 42%	44 43%	79 50% z	78 34%
Two	326 35%	234 34%	32 34%	38 36%	86 33%	241 35%	209 36%	106 39%	110 33%	76 36%	28 41%	66 36%	35 35%	43 27%	78 34%
Three +	96 10%	78 11%	7 8%	7 6%	27 10%	69 10%	61 11%	24 9%	31 9%	21 10%	4 5%	20 11%	7 7%	15 9%	30 13%
Prefer not to answer	3	-	2 2% P	-	2 1%	2	2	-	-	1 1%	1 1%	-	-	2 1%	-
Mean	1.46	1.49	1.43	1.36	1.41	1.48	1.51	1.51	1.38	1.46	1.45	1.56	1.36	1.37	1.50
Standard Deviation	0.99	1.02	0.82	0.91	0.97	1.00	0.98	0.92	0.97	0.91	0.95	1.02	0.84	0.98	1.11



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 744

K20 And how many of these adults are aged 60 or older?

Base: All respondents with one or more other adult(s) in the household

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	816	416	398	303	308	205	675	130	221	595	630	186	483	333	570	88	158	246
Weighted Base	814	408	404	286	316	212	692	112	216	598	604	210	412	402	591	73*	150	223
Effective base	752	382	368	274	287	192	624	120	203	549	574	180	455	318	532	79	143	221
None	479 59%	258 63% b	221 55%	260 91% de	215 68% e	4 2%	384 56%	88 78% f	95 44%	384 64% h	385 64% k	94 45%	266 65% m	213 53%	321 54%	58 79% nq	101 67% n	158 71% n
One	219 27%	106 26%	112 28%	20 7%	71 23% c	127 60% cd	199 29% g	17 16%	89 41% i	130 22%	139 23%	80 38% j	95 23%	124 31% l	174 29% oq	10 14%	35 23%	45 20%
Two	116 14%	45 11%	72 18% a	6 2%	30 9% c	81 38% cd	109 16% g	7 6%	32 15%	84 14%	80 13%	36 17%	51 12%	65 16%	96 16% oq	5 7%	15 10%	20 9%
Three +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.55	0.48	0.63 a	0.11	0.41 c	1.36 cd	0.60 g	0.28	0.71 i	0.50	0.50	0.72 j	0.48	0.63 l	0.62 opq	0.27	0.43	0.38
Standard Deviation	0.73	0.69	0.77	0.37	0.66	0.52	0.75	0.58	0.71	0.73	0.72	0.74	0.71	0.75	0.75	0.58	0.67	0.64



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 744

K20 And how many of these adults are aged 60 or older?

Base: All respondents with one or more other adult(s) in the household

	Total	Property type		Age of property			Length of time at property				Energy efficiency rating	
		House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)
Unweighted Base	816	723	93	281	344	118	142	220	196	256	541	275
Weighted Base	814	707	108*	276	358	120	135	218	197	262	536	279
Effective base	752	669	85	258	320	109	129	200	181	240	497	255
None	479 59%	416 59%	63 59%	161 58%	190 53%	78 66% u	103 76% NO	179 82% NO	126 64% O	71 27%	315 59%	164 59%
One	219 27%	184 26%	36 33%	69 25%	113 32%	29 24%	23 17%	29 13%	48 24% M	119 46% KMN	140 26%	79 28%
Two	116 14%	107 15%	9 8%	46 17%	54 15%	12 10%	10 7%	10 5%	24 12% M	72 28% KMN	81 15%	36 13%
Three +	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.55	0.56	0.50	0.58	0.62 v	0.44	0.32	0.23	0.48 KM	1.01 KMN	0.56	0.54
Standard Deviation	0.73	0.74	0.65	0.76	0.73	0.67	0.61	0.52	0.70	0.74	0.74	0.71

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 744

K20 And how many of these adults are aged 60 or older?

Base: All respondents with one or more other adult(s) in the household

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	816	454	132	196	56	694	68	498	43	85	102	541	275
Weighted Base	814	464	127	186	61*	682	72*	500	40*	87*	102*	540	274
Effective base	752	422	124	175	52	639	63	459	40	78	95	499	253
None	479 59%	235 51%	66 52%	160 86% yzB	29 47%	404 59%	41 57%	294 59%	26 66%	55 63%	58 57%	320 59%	159 58%
One	219 27%	146 32% A	38 30% A	20 11%	26 42% A	178 26%	23 32%	140 28%	10 24%	17 20%	24 24%	149 28%	70 25%
Two	116 14%	82 18% A	23 18% A	5 3%	7 11% A	100 15%	8 11%	66 13%	4 11%	15 17%	20 20%	71 13%	46 17%
Three +	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.55	0.67 A	0.66 A	0.16	0.65 A	0.55	0.54	0.55	0.45	0.54	0.63	0.54	0.59
Standard Deviation	0.73	0.76	0.77	0.44	0.68	0.74	0.69	0.72	0.69	0.78	0.79	0.72	0.76



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 745

K20 And how many of these adults are aged 60 or older?

Base: All respondents with one or more other adult(s) in the household

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	816	73	212	56	212	120	498	485	318	66	393	357	147	669	469	347
Weighted Base	814	76*	223	51*	202	122	500	486	315	69*	391	354	151	663	468	346
Effective base	752	67	196	53	194	112	459	447	293	61	362	329	135	617	436	316
None	479 59%	36 47%	151 68% acef gh	25 50%	129 64% ae	61 50%	294 59% ae	290 60% aef	185 59%	29 43%	247 63% i	203 57% i	91 60%	388 58%	284 61%	195 56%
One	219 27%	27 36% b	51 23%	15 31%	55 27%	40 33% b	140 28% b	135 28% b	80 25%	24 34%	105 27%	91 26%	38 25%	181 27%	117 25%	102 29%
Two	116 14%	13 17%	20 9%	10 19% bd	18 9%	21 17% bd	66 13% bdg	60 12% bd	50 16% bd	16 23% j	40 10%	61 17% j	22 14%	95 14%	67 14%	49 14%
Three +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.55	0.70 bdg	0.41	0.69 bd	0.45	0.68 bcdf g	0.55 bdg	0.53 bd	0.57 b	0.80 j	0.47	0.60 j	0.54	0.56	0.54	0.58
Standard Deviation	0.73	0.75	0.65	0.78	0.65	0.76	0.72	0.71	0.75	0.79	0.67	0.76	0.73	0.73	0.73	0.73



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 745

K20 And how many of these adults are aged 60 or older?

Base: All respondents with one or more other adult(s) in the household

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	816	73	303	216	176	342	226	274	150	93	129	86	72	744	109	618	110	508
Weighted Base	814	70*	299	220	180	345	230	275	156	85*	131	80*	69*	746	118	604	105*	499
Effective base	752	66	280	200	163	318	208	248	140	85	120	76	64	688	102	569	100	469
None	479 59%	48 69% rL	184 62%	120 55%	97 54%	189 55%	133 58%	161 59%	86 56%	52 61%	81 62%	55 69%	48 69%	431 58%	56 47%	370 61% TW	78 74% TUW	292 59% T
One	219 27%	12 17%	83 28%	58 26%	54 30%	104 30%	60 26%	79 29%	46 29%	21 25%	37 28%	20 25%	17 25%	202 27%	42 35% UV	156 26% V	18 17%	137 28% UV
Two	116 14%	10 14%	31 11%	42 19% q	30 17%	52 15%	37 16%	35 13%	24 15% S	12 14%	14 10%	5 6%	4 5%	113 15% u	20 17%	78 13%	9 9%	69 14%
Three +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.55	0.45	0.49	0.64 q	0.63 q	0.60	0.59	0.54	0.60 S	0.52	0.49	0.37	0.36	0.57 u	0.70 UV	0.52 V	0.35	0.55 UV
Standard Deviation	0.73	0.73	0.68	0.78	0.75	0.74	0.76	0.71	0.74	0.73	0.68	0.59	0.58	0.74	0.75	0.71	0.63	0.73



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 745

K20 And how many of these adults are aged 60 or older?

Base: All respondents with one or more other adult(s) in the household

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	816	311	356	359	308	46	232	73	286	213	115	384	383	300	343	213
Weighted Base	814	314	353	363	304	51*	235	74*	272	223	126	368	397	288	351	215
Effective base	752	287	327	332	282	41	215	67	264	197	106	350	357	275	319	196
None	479 59%	178 57%	213 60%	211 58%	181 60%	34 66%	126 53%	48 66%	153 56%	146 65% D	93 74% D	241 65% H	216 54%	249 86% J	15 4%	215 100% I
One	219 27%	89 28%	90 26%	98 27%	81 27%	11 21%	73 31%	16 22%	80 29% EF	47 21%	24 19%	93 25%	107 27%	31 11% K	219 63% IK	-
Two	116 14%	47 15%	49 14%	55 15%	41 14%	7 13%	37 16%	9 12%	39 14% F	30 14%	9 7%	34 9%	74 19% G	8 3% K	116 33% IK	-
Three +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.55	0.58	0.53	0.57	0.54	0.47	0.62	0.47	0.58 F	0.48	0.33	0.44	0.64 G	0.16 K	1.29 IK	0.00
Standard Deviation	0.73	0.74	0.73	0.74	0.72	0.72	0.74	0.71	0.73	0.72	0.60	0.66	0.78	0.44	0.54	0.00



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 746

K20 And how many of these adults are aged 60 or older?

Base: All respondents with one or more other adult(s) in the household

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	816	346	469	599	217	353	305	137	568	164	624	97
Weighted Base	814	332	468	597	217	366	303	125	570	157	629	91*
Effective base	752	321	436	556	196	327	282	124	523	153	576	90
None	479 59%	192 58%	284 61%	355 59%	124 57%	189 52%	183 60% k	92 73% kl	335 59%	91 58%	373 59%	51 56%
One	219 27%	85 26%	117 25%	158 26%	61 28%	110 30% m	85 28% m	23 19%	157 28%	39 25%	158 25%	29 32%
Two	116 14%	56 17% J	67 14%	84 14%	33 15%	67 18% lm	36 12%	11 8%	78 14%	26 17%	98 16%	11 12%
Three +	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.55	0.59	0.54	0.55	0.58	0.67 lm	0.52 m	0.35	0.55	0.59	0.56	0.56
Standard Deviation	0.73	0.76	0.73	0.73	0.74	0.77	0.70	0.63	0.72	0.76	0.75	0.70



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 746

K20 And how many of these adults are aged 60 or older?

Base: All respondents with one or more other adult(s) in the household

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Total	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)
Unweighted Base	816	588	85	91	229	587	520	247	271	178	61	174	83	130	190
Weighted Base	814	590	84*	90*	221	593	516	248	276	184	61*	162	86*	136	186
Effective base	752	541	80	85	212	540	481	229	249	165	56	159	76	120	176
None	479 59%	355 60%	53 63%	48 53%	124 56%	355 60%	302 58%	138 56%	165 60%	101 55%	36 60%	78 48%	44 51%	102 75% uvw z	117 63% w
One	219 27%	151 26%	24 28%	26 28%	61 28%	158 27%	132 26%	69 28%	78 28%	55 30% y	11 19%	56 35% vyz	26 31%	25 19%	45 24%
Two	116 14%	83 74%	8 9%	17 19%	36 16%	80 14%	83 16%	41 16%	33 12%	28 15% y	13 21% y	28 17% y	15 18% y	9 7%	24 13%
Three +	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.55	0.54	0.46	0.66	0.60	0.54	0.58	0.61	0.52	0.60 y	0.61 y	0.69 yz	0.66 y	0.32	0.50 y
Standard Deviation	0.73	0.73	0.66	0.78	0.75	0.72	0.75	0.76	0.70	0.74	0.82	0.75	0.77	0.59	0.71



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 747

K21 Are there any CHILDREN in these age groups in your household?

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
0-4	176 19%	101 21%	74 17%	147 44% de	21 6%	8 3%	134 17%	39 32% f	22 9%	154 22% h	144 20% k	32 13%	105 22% m	71 15%	99 15%	33 38% npq	44 23% n	77 28% np
5-11	145 15%	82 17%	62 14%	119 35% de	26 7% e	1 *	97 12%	44 36% f	15 6%	130 19% h	118 17%	27 11%	92 19% m	53 12%	97 14%	20 23% n	28 15%	48 17%
12-15	117 12%	70 14%	47 10%	72 21% de	44 12% e	1 *	81 10%	34 28% f	17 7%	100 14% h	101 14% k	16 7%	67 14%	50 11%	78 12%	15 17%	25 13%	40 14%
16-18	65 7%	42 9%	23 5%	23 7% e	41 11% e	1 *	46 6%	18 15% f	17 7%	48 7%	54 8%	11 4%	36 7%	29 6%	36 5%	6 7%	23 12% n	30 11% n
None	594 63%	289 59%	304 68% a	99 29%	261 72% c	233 96% cd	547 68% g	42 34%	198 79% i	396 57%	418 59%	176 72% j	283 58%	311 68% l	447 67% opq	36 41%	111 59% oq	147 53% o
Prefer not to answer	3 *	-	-	-	-	-	-	-	-	-	2 *	1 *	3 1%	1 *	3 *	-	1 *	1 *



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 747

K21 Are there any CHILDREN in these age groups in your household?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
0-4	176 19%	155 20%	21 13%	73 23% u	58 14%	23 18%	53 32% NO	79 30% NO	27 12% O	16 6%	135 21% x	41 13%
5-11	145 15%	134 17% s	11 7%	54 17% u	47 11%	23 18% u	29 17% O	63 24% O	42 18% O	11 4%	103 16%	42 13%
12-15	117 12%	112 14% s	5 3%	49 16% u	40 9%	14 11%	18 11%	41 16% O	42 18% KO	16 6%	71 11%	46 15%
16-18	65 7%	62 8% s	3 2%	22 7%	24 6%	11 8%	7 4%	26 10% KO	26 11% KO	6 2%	42 7%	23 7%
None	594 63%	467 60%	127 77% r	174 56%	301 70% t	86 66%	87 52%	115 44%	143 63% M	248 87% KMN	385 61%	208 66%
Prefer not to answer	3 .	1 .	3 2% r	- .	2 .	- .	- .	3 1%	- .	- .	1 .	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 747

K21 Are there any CHILDREN in these age groups in your household?

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
0-4	176 19%	84 16%	24 17%	65 29% yzB	9 13%	153 20%	16 17%	103 18%	5 10%	21 19%	25 21%	107 17%	69 21%
5-11	145 15%	82 15%	26 18%	41 18%	7 9%	130 17% D	8 8%	86 15%	7 14%	14 13%	25 21%	93 15%	52 16%
12-15	117 12%	54 10%	23 16% y	39 17% y	9 12%	100 13%	10 10%	70 12%	6 13%	18 17%	15 13%	76 12%	41 13%
16-18	65 7%	28 5%	7 5%	26 12% yz	5 6%	53 7%	6 7%	41 7%	4 8%	13 12% J	6 5%	45 7%	21 6%
None	594 63%	362 68% A	90 63% A	102 46%	52 71% A	481 61%	72 74% C	363 64%	33 70%	61 57%	71 60%	395 64%	199 60%
Prefer not to answer	3 *	-	-	-	-	-	-	1 *	-	1 1%	-	1 *	2 1%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 748

K21 Are there any CHILDREN in these age groups in your household?

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
0-4	176 19%	8 9%	48 19% a	11 20%	50 22% af	21 16%	103 18% a	102 18% a	73 19% a	3 4%	94 21% i	80 19% i	25 15%	151 19%	94 18%	82 20%
5-11	145 15%	3 4%	44 17% a	9 16% a	36 16% a	19 15% a	86 15% a	86 15% a	59 16% a	2 3%	78 17% i	65 15% i	26 16%	119 15%	89 17%	56 14%
12-15	117 12%	7 8%	32 13%	9 16%	37 16% fg	16 12%	70 12%	68 12%	47 13%	5 7%	58 13%	54 13%	19 12%	98 13%	75 14%	43 10%
16-18	65 7%	7 8%	19 7%	4 7%	16 7%	11 8%	41 7%	41 7%	24 6%	8 10%	31 7%	27 6%	9 6%	56 7%	32 6%	33 8%
None	594 63%	65 75% bcd fgh	161 63%	33 59%	132 58%	86 66%	363 64% d	351 63% d	231 61%	61 81% jk	270 60%	262 62%	111 67%	483 62%	342 64%	252 61%
Prefer not to answer	3 *	1 1%	-	-	1 *	-	1 *	1 *	2 1%	-	1 *	2 1%	-	3 *	1 *	3 1%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 748

K21 Are there any CHILDREN in these age groups in your household?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
0-4	176 19%	17 18%	80 23% rL	39 16%	31 15%	68 17%	46 18%	73 23%	36 20%	28 29%	30 20%	22 23%	20 24%	156 18%	15 12%	133 19%	31 24% T	101 18%
5-11	145 15%	16 17%	53 15%	39 16%	28 14%	60 15%	42 16%	51 16%	33 19%	14 14%	26 17%	16 16%	13 16%	131 15%	15 12%	116 16%	25 20%	90 16%
12-15	117 12%	6 6%	46 13%	38 15% p	21 11%	44 11%	37 14%	41 13%	22 12%	9 9%	20 13%	12 12%	9 11%	108 13%	13 10%	90 13%	12 10%	77 13%
16-18	65 7%	5 6%	25 7%	20 8%	14 7%	21 5%	24 9% M	24 8%	14 8%	5 5%	11 7%	5 5%	3 4%	62 7%	8 7%	50 7%	13 10%	37 6%
None	594 63%	60 64%	213 61%	157 63%	133 66%	276 68% NO	157 60%	190 59%	110 61%	59 61%	89 59%	62 63%	54 64%	540 63%	93 74% UVW	437 62%	71 55%	367 63%
Prefer not to answer	3	2 2% q	-	1	-	2	1	1	-	-	-	-	-	3	-	2	-	2



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 748

K21 Are there any CHILDREN in these age groups in your household?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
0-4	176 19%	65 18%	81 20%	75 18%	71 20%	21 33% wxyz	48 18%	15 18%	67 19%	53 22%	27 20%	113 26% H	51 17%	176 55% JK	24 6% K	-
5-11	145 15%	52 15%	66 16%	65 16%	53 15%	9 13%	38 14%	13 16%	46 13%	46 19%	22 16%	94 21% H	43 10%	145 45% JK	10 3% K	-
12-15	117 12%	45 13%	49 12%	53 13%	41 11%	5 7%	27 11%	16 19%	36 10%	35 14%	17 12%	84 19% H	26 6%	117 36% JK	10 2% K	-
16-18	65 7%	21 6%	26 6% z	29 7% w	18 5%	3 5%	16 6%	4 5%	24 7%	16 7%	10 8%	47 11% H	15 3%	38 12% J	5 7%	24 9% J
None	594 63%	228 65% y	256 63%	252 62%	232 65% x	37 58%	171 66%	52 61%	229 65%	139 58%	80 58%	217 49%	341 76% G	-	351 89% I	243 90% I
Prefer not to answer	3 *	1 .	-	1 .	-	-	-	1 1%	-	-	-	-	-	-	-	3 1% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 749

K21 Are there any CHILDREN in these age groups in your household?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
0-4	176 19%	64 18%	94 18%	124 18%	52 19%	69 17%	60 17%	40 25% kl	126 19%	30 16%	131 18%	18 16%
5-11	145 15%	65 18% K	89 17%	113 17%	32 12%	47 11%	58 16%	33 21% k	109 17%	21 11%	118 16%	17 16%
12-15	117 12%	49 13%	75 14% K	94 14% K	23 9%	36 9%	43 12%	35 22% kl	89 14%	22 12%	97 14%	16 14%
16-18	65 7%	21 6%	32 6%	42 6%	23 9%	22 5%	30 9%	11 7%	51 8%	11 6%	56 8%	3 3%
None	594 63%	228 63%	342 64%	424 63%	170 63%	283 69% lm	217 61%	84 54%	389 60%	131 70% L	441 62%	78 70%
Prefer not to answer	3 .	1 .	1 .	1 .	3 1% J	2 1%	- .	- .	1 .	2 1%	2 .	- .



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 749

K21 Are there any CHILDREN in these age groups in your household?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
0-4	176 19%	131 19%	20 22%	14 13%	42 16%	134 20%	105 18%	42 15%	64 19%	35 17%	18 26%	32 18%	16 16%	32 20%	43 19%
5-11	145 15%	103 15%	16 17%	19 18%	32 12%	113 16%	95 16%	38 14%	44 13%	32 15%	13 19%	19 11%	9 9%	38 24% wz	33 15%
12-15	117 12%	86 13%	16 18%	10 9%	25 10%	92 13%	72 12%	32 12%	43 13%	25 12%	9 14%	17 10%	11 11%	24 15%	31 14%
16-18	65 7%	49 7%	10 11%	4 3%	15 6%	50 7%	42 7%	22 8%	19 6%	13 6%	3 4%	15 8%	7 7%	9 6%	18 8%
None	594 63%	426 62%	52 56%	76 70% Q	182 69% o	412 60%	367 63%	185 68% p	213 64%	138 66% y	40 57%	124 68% y	71 71% y	82 52%	139 62%
Prefer not to answer	3	-	2 2% P	-	2 1%	2	2	-	-	1 1%	1 1%	-	-	2 1%	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 750

Gender

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Female	494 52%	494 100% b	-	202 60% de	182 50%	110 45%	421 52%	66 54%	120 48%	374 54%	372 53%	122 50%	272 56% m	222 48%	309 46%	57 66% n	128 67% n	185 67% n
Male	447 47%	-	447 100% a	135 40%	179 50% c	133 55% c	385 48%	57 46%	131 52%	316 46%	327 47%	120 49%	210 43%	237 51% l	355 53% opq	30 34%	61 32%	91 33%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 750

Gender

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Female	494 52%	398 51%	96 58%	158 50%	229 54%	58 45%	81 49%	138 53%	127 56%	146 51%	337 54%	157 49%
Male	447 47%	380 49%	67 40%	154 49%	196 46%	71 55%	84 51%	122 46%	101 44%	140 49%	288 46%	159 50%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 750

Gender

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Female	494 52%	260 49%	70 49%	141 63% yzB	34 47%	421 54%	48 49%	299 53%	24 52%	49 46%	67 57%	323 52%	171 52%
Male	447 47%	270 51% A	72 50% A	81 37%	39 53% A	362 46%	48 50%	268 47%	23 48%	57 53%	51 43%	291 47%	156 47%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 751

Gender

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Female	494 52%	46 53%	136 53%	29 53%	115 50%	71 55%	299 53%	294 53%	195 52%	44 58%	231 52%	219 52%	77 46%	417 53%	276 52%	218 53%
Male	447 47%	39 46%	121 47%	27 47%	111 49%	58 45%	268 47%	259 47%	178 47%	31 42%	216 48%	199 47%	89 54%	358 46%	258 48%	189 46%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 751

Gender

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Total	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Unweighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Weighted Base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Effective base	494	54	201	126	84	204	140	173	91	63	73	65	55	439	48	390	92	298
Female	52%	58% L	57% L	50%	42%	51%	54%	54%	50%	65% PR	48%	66% PR	65% v	51%	38%	55% TW	72% TUW	51% T
Male	447	38	149	123	117	196	120	147	89	34	79	33	29	417	79	314	35	279
	47%	40%	43%	49%	58% pq	49%	46%	46%	49% QS	35%	52% QS	34%	35%	48% u	62% UVW	44% V	28%	48% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 751

Gender

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Female	494 52%	180 51%	215 52%	202 50%	192 54%	41 64%	127 49%	48 56%	217 62% EF	119 49% F	51 37%	267 61% H	198 44%	185 58% J	185 47%	141 52%
Male	447 47%	173 49%	193 47%	202 50%	164 46%	23 36%	133 51%	37 43%	133 38%	122 51% D	85 62% DE	170 39%	250 56% G	136 42%	207 53% I	126 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 752

Gender

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Female	494 52%	179 50%	276 52%	342 51%	152 56%	194 47%	199 56% k	89 57% k	345 53%	97 51%	370 52%	61 54%
Male	447 47%	182 50%	258 48%	331 49%	115 43%	214 52% l	155 44%	68 43%	303 47%	89 47%	345 48%	50 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 752

Gender

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Female	494 52%	357 52%	53 57%	55 51%	140 53%	354 52%	305 52%	143 52%	175 53%	109 52%	33 48%	92 51%	43 42%	83 52%	135 59% x
Male	447 47%	328 48%	37 40%	52 49%	121 46%	326 48%	275 47%	130 47%	158 47%	101 48%	35 50%	89 49%	58 58% z	73 46%	92 41%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 753

Age

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
16-44	339 36%	202 41% b	135 30%	339 100% de	-	-	260 32%	73 59% f	33 13%	306 44% h	284 40% k	55 22%	209 43% m	130 28%	203 30%	62 71% npq	74 39% n	136 49% np
45-64	361 38%	182 37%	179 40%	-	361 100% ce	-	316 39%	40 32%	110 44% i	251 36%	266 38%	95 39%	182 37%	179 39%	271 41% oq	19 21%	71 37% oq	89 32% o
65+	243 26%	110 22%	133 30% a	-	-	243 100% cd	232 29% g	11 9%	109 43% i	134 19%	150 21%	93 38% j	93 19%	150 33% l	191 29% oq	7 8%	45 24% oq	52 19% o



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 753

Age

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
16-44	339 36%	272 35%	67 40%	119 38% u	122 29%	48 37%	109 66% NO	151 58% NO	57 25% O	20 7%	241 38% x	97 31%
45-64	361 38%	313 40% s	48 29%	127 41%	164 38%	51 39%	40 24%	84 32%	119 52% KMO	117 41% KM	221 35%	140 44% w
65+	243 26%	195 25%	48 29%	66 21%	140 33% t	30 23%	17 10%	25 9%	53 23% KM	149 52% KMN	165 26%	78 24%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 753

Age

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
16-44	339 36%	161 30%	56 39% yB	122 55% yzB	16 21%	294 38%	32 33%	191 34%	16 35%	40 38%	45 38%	207 34%	132 40%
45-64	361 38%	203 38%	44 31%	89 40%	30 41%	289 37%	37 38%	229 40%	18 38%	49 46% J	41 35%	247 40%	114 35%
65+	243 26%	168 32% A	42 30% A	12 5%	28 38% A	201 26%	28 29%	148 26% G	13 27%	17 16%	32 27% G	161 26% G	82 25% G



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 754

Age

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
16-44	339 36%	16 19%	98 38% ae	18 32%	93 41% aefg	36 28%	191 34% a	189 34% a	148 39% ae	11 14%	166 37% i	163 39% i	48 29%	291 37%	201 37%	138 34%
45-64	361 38%	40 47% c	105 41%	16 28%	86 38%	55 42%	229 40% c	224 40% c	132 35%	38 50% k	174 39%	150 35%	82 49% m	279 36%	205 38%	156 38%
65+	243 26%	29 33% bd	53 21%	22 39% bdfgh	47 21%	40 31% bd	148 26% bdg	141 25% bd	95 25%	27 36% j	108 24%	108 26%	35 21%	207 27%	129 24%	114 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 754

Age

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
16-44	339 36%	44 47% qL	121 35%	88 35%	59 29%	126 31%	93 36%	126 39% M	85 47% R	42 43%	53 35%	42 42%	34 40%	305 35%	28 22%	267 38% T	54 42% T	213 37% T
45-64	361 38%	24 26%	146 42% p	98 39% p	82 41% p	159 40%	106 41%	116 36%	44 25%	36 37% P	62 41% P	36 36% P	31 36%	330 38%	51 41%	268 38%	50 40%	218 38%
65+	243 26%	24 26%	83 24%	64 25%	60 30%	116 29%	61 23%	81 25%	51 28%	19 19%	37 24%	21 21%	20 24%	223 26%	48 38% UVW	170 24%	23 18%	147 25%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 754

Age

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
16-44	339 36%	117 33%	159 39%	140 35%	136 38%	27 43%	82 31%	33 38%	122 35%	102 42%	56 47%	188 43% H	127 28%	235 73% JK	26 7%	93 34% J
45-64	361 38%	148 42% A	145 35%	169 42% A	124 35%	16 26%	109 42%	35 42%	124 35%	92 38%	67 49% D	153 35%	191 43% G	78 24%	124 32% I	174 64% U
65+	243 26%	86 24%	106 26%	95 23%	97 27%	21 32%	70 27%	17 19%	106 30% EF	47 20% F	15 11%	97 22%	130 29% G	8 3% K	243 62% IK	-



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 755

Age

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	946	379	537	679	267	395	356	172	648	193	714	117
Unweighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Weighted Base	870	350	498	628	242	365	329	156	596	178	658	108
Effective base	339	131	201	249	90	124	126	75	233	58	251	41
16-44	36%	36%	37%	37%	33%	30%	36%	47% kl	36%	31%	35%	37%
45-64	361	130	205	253	108	155	145	56	255	76	285	41
	38%	36%	38%	38%	40%	38%	41%	35%	39%	40%	40%	37%
65+	243	101	129	172	71	131	83	27	160	53	180	30
	26%	28%	24%	25%	26%	32% lm	23%	17%	25%	28%	25%	27%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 755

Age

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
16-44	339 36%	248 36%	38 41%	35 32%	82 31%	257 38%	210 36%	89 32%	115 35%	76 36% x	27 40% x	57 31%	21 21%	78 49% uwxyz	79 35% x
45-64	361 38%	277 40%	29 31%	42 39%	107 41%	254 37%	233 40%	114 42%	121 36%	72 34%	26 38%	49 27%	50 49% uw	73 46% uw	92 41% w
65+	243 26%	162 24%	24 26%	30 28%	72 28%	171 25%	138 24%	72 26%	97 29%	61 29% y	15 22% y	75 42% uvyz	30 30% y	6 4%	55 24% y

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 756

Ethnicity

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
White	807 85%	421 85%	385 86%	260 77%	316 88% c	232 95% cd	807 100% g	-	225 89%	583 84%	572 81%	235 97% j	360 74%	447 97% i	588 88% opq	70 81%	149 78%	219 79%
BME	123 13%	66 13%	57 13%	73 21% de	40 11% e	11 4%	-	123 100% f	22 9%	101 15% h	119 17% k	4 2%	113 23% m	10 2%	70 10%	16 18% n	37 19% n	53 19% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 756

Ethnicity

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
White	807 85%	661 85%	147 89%	265 85%	393 92% iv	109 84%	130 78%	218 83%	199 87% K	259 91% KM	530 84%	278 87%
BME	123 13%	109 14%	14 8%	43 14% u	29 7%	20 16% u	34 20% NO	38 14% O	25 11%	25 9%	89 14%	34 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 756

Ethnicity

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
White	807 85%	474 89% zA	107 75%	183 82%	69 94% zA	662 84%	87 89%	483 85%	39 84%	93 87%	109 92% EIJ	523 85%	285 86%
BME	123 13%	50 9%	34 24% yB	37 17% yB	3 4%	113 14%	9 9%	77 13%	8 16%	12 11%	8 7%	84 14%	39 12% H



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 757

Ethnicity

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
White	807 85%	79 92% d	222 87% d	48 85%	179 79%	118 90% d	483 85% d	470 85% d	324 86% d	72 95% jk	372 83%	364 86%	149 90%	658 84%	453 85%	354 86%
BME	123 13%	5 6%	32 13%	8 14%	41 18% aefg	11 9%	77 13% a	76 14% a	46 12%	3 4%	68 15% i	52 12% i	14 8%	109 14%	73 14%	50 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 757

Ethnicity

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
White	807 85%	76 81%	298 85%	221 88%	174 86%	349 87%	219 84%	281 87%	147 82%	81 84%	133 88%	79 80%	68 81%	739 86%	120 UVW 95%	588 83%	106 83%	481 83%
BME	123 13%	16 17%	49 14%	25 10%	25 12%	47 12%	35 14%	38 12%	33 18%	15 16%	19 12%	16 16%	14 17%	109 13%	5 4%	110 16% T	19 15% T	91 16% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 757

Ethnicity

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
White	807 85%	313 89%	351 86%	357 88%	307 86%	57 88%	234 90%	74 87%	296 84%	208 87%	133 97% DE	357 82%	414 93% G	239 74%	363 92% IK	231 86% I
BME	123 13%	34 10%	56 14%	42 10%	48 13%	7 12%	24 9%	10 12%	52 15% F	30 13% F	5 3%	78 18% H	30 7%	76 24% JK	27 7%	31 12% J



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 758

Ethnicity

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
White	807 85%	299 83%	453 85%	574 85%	233 86%	375 91% lm	300 85% m	117 74%	544 84%	168 89%	605 84%	99 88%
BME	123 13%	58 16% J	73 14%	91 13%	32 12%	32 8%	49 14% k	38 24% kl	94 15%	17 9%	101 14%	12 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 758

Ethnicity

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
White	807 85%	587 86% Q	70 76%	102 95% PQ	233 89%	575 84%	502 86%	241 88%	287 86%	186 88%	59 85%	147 81%	89 88%	139 88%	187 83%
BME	123 13%	90 13% R	20 22% PR	4 4%	27 10%	96 14%	70 12%	28 10%	44 13%	19 9%	8 12%	31 17% U	11 11%	17 10%	37 17% U



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 759

Long standing illness/disability

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	251 27%	120 24%	131 29%	33 10%	110 30% c	109 45% cd	225 28% g	22 18%	251 100% i	-	171 24%	80 33% j	120 25%	132 29%	165 25%	17 20%	69 37% noq	87 31% no
No	691 73%	374 76%	316 71%	306 90% de	251 70% e	134 55%	583 72%	101 82% f	-	691 100% h	529 75% k	163 67%	364 75%	328 71%	501 75% pq	70 80% pq	120 63%	190 69% p



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 759

Long standing illness/disability

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	251 27%	192 25%	59 36% r	91 29%	118 28%	26 20%	40 24%	47 18%	68 30% m	96 34% k	162 26%	89 28%
No	691 73%	588 75% s	104 63%	221 71%	308 72%	103 80%	126 76% o	213 81% n	160 70%	190 66%	465 74%	226 71%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 759

Long standing illness/disability

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	251 27%	142 27%	33 23%	65 29%	16 22%	209 27%	31 32%	146 26%	15 32%	24 23%	27 22%	161 26%	90 27%
No	691 73%	390 73%	109 77%	158 71%	57 78%	576 73%	66 68%	422 74%	32 68%	81 76%	92 78%	453 74%	238 72%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 760

Long standing illness/disability

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	251 27%	32 37%	54 21%	18 32%	54 24%	36 28%	146 26%	144 26%	105 28%	24 32%	111 25%	116 27%	48 29%	203 26%	133 25%	118 29%
		bdfg					b	b								
No	691 73%	53 61%	202 79%	38 68%	172 76%	94 72%	422 74%	410 74%	270 72%	51 68%	336 75%	304 72%	117 71%	574 74%	401 75%	290 71%
		afgh			a	a	a	a								



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 760

Long standing illness/disability

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	251 27%	25 27%	108 31%	59 24%	46 23%	114 28%	64 25%	89 28%	40 22%	32 33% P	37 25%	30 31%	27 33%	224 26%	31 24%	189 27%	40 31%	149 26%
No	691 73%	67 71%	243 69%	191 76%	155 77%	287 71%	195 75%	233 72%	141 78% Q	64 67%	115 75%	68 69%	57 67%	634 74%	96 76%	517 73%	88 69%	429 74%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 760

Long standing illness/disability

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	251 27%	82 23%	109 27%	94 23%	97 27%	17 27%	59 22%	23 27%	134 38% EF	36 15%	19 14%	162 37% H	73 16%	44 14%	149 38% IK	67 25% I
No	691 73%	271 77%	301 73%	310 77%	261 73%	47 73%	202 78%	62 72%	217 62%	204 85% D	119 86% D	276 63%	374 84% G	277 86% JK	244 62%	200 74% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 761

Long standing illness/disability

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	251 27%	95 26%	133 25%	171 25%	80 30%	94 23%	98 28%	51 33% k	166 26%	56 30%	182 25%	32 29%
No	691 73%	266 74%	401 75%	503 75%	188 69%	315 77% m	256 72%	106 67%	481 74%	131 69%	534 74%	80 71%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 761

Long standing illness/disability

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	251 27%	179 26%	23 25%	26 24%	75 29%	176 26%	148 25%	72 26%	93 28%	53 25%	11 16%	62 34% vy	31 31% vy	27 17%	68 30% vy
No	691 73%	507 74%	67 73%	82 76%	186 71%	505 74%	433 74%	202 74%	241 72%	157 74%	58 83% wxz	119 66%	70 69%	130 82% wxz	158 70%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 762

Region

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural & (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
England & Wales	702 74%	372 75%	327 73%	284 84% de	266 74% e	150 62%	572 71%	119 97% f	171 68%	529 76% h	702 100% k	-	438 90% m	264 57%	472 71%	83 95% npq	147 77%	230 83% np
Scotland	244 26%	122 25%	120 27%	55 16%	95 26% c	93 38% cd	235 29% g	4 3%	80 32% i	163 24%	-	244 100% j	48 10%	196 43% l	197 29% oq	4 5%	43 23% oq	47 17% o



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 762

Region

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
England & Wales	702 74%	591 76% s	111 67%	252 81% u	286 67%	96 74%	142 86% NO	206 78% NO	159 70%	192 67%	449 72%	253 80% w
Scotland	244 26%	190 24%	54 33% r	61 19%	141 33% t	34 26%	23 14%	57 22%	69 30% KM	94 33% KM	179 28% x	65 20%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 762

Region

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
England & Wales	702 74%	359 67%	116 82% yB	196 88% yB	49 67%	592 75%	68 70%	459 81% GHJ	38 81% HJ	70 66%	68 58%	498 81% GHJ	205 62%
Scotland	244 26%	173 33% zA	26 18%	27 12%	24 33% zA	192 25%	29 30%	110 19%	9 19%	36 34% EI	50 42% EFI	118 19%	125 38% EFI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 763

Region

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
England & Wales	702	35	235	55	206	66	459	450	243	31	388	283	75	627	409	293
	74%	41%	92% aefg h	98% aefgh	91% aefg h	51%	81% aeh	81% aeh	64% ae	42%	87% ik	67% i	45%	80% l	76%	71%
Scotland	244	51	21	1	21	65	110	105	134	44	60	140	90	153	127	117
	26%	59% bcdfg h	8%	2%	9%	49% bcdf gh	19% bcd	19% bcd	36% bcdf g	58% jk	13%	33% j	55% m	20%	24%	29%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 763

Region

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
England & Wales	702 74%	76 81%	260 74%	181 72%	143 71%	279 69%	205 79% M	238 74%	132 73%	84 87% PR	116 77%	86 87% PR	72 85% v	631 73%	56 44%	564 80% T	106 83% T	459 79% T
Scotland	244 26%	18 19%	91 26%	69 28%	58 29%	124 31% N	56 21%	85 26%	48 27% QS	12 13%	35 23% QS	13 13%	13 15%	231 27% u	71 56% UVW	143 20%	22 17%	121 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 763

Region

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
England & Wales	702 74%	249 71%	315 77%	289 71%	275 77%	53 83%	179 69%	65 76%	274 78% F	179 74%	92 67%	347 79% H	314 70%	262 82% J	252 64%	215 79% J
Scotland	244 26%	104 29%	95 23%	116 29%	83 23%	11 17%	81 31%	21 24%	77 22%	62 26%	46 33% D	92 21%	134 30% G	59 18%	141 36% IK	56 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 764

Region

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
England & Wales	702 74%	261 72%	409 76% H	505 75%	197 73%	292 71%	269 76%	127 81% k	483 74%	144 77%	542 76% O	72 65%
Scotland	244 26%	101 28% I	127 24%	169 25%	74 27%	120 29% m	86 24%	31 19%	166 26%	44 23%	175 24%	40 35% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 764

Region

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
England & Wales	702 74%	524 76% Q	61 66%	73 68%	190 72%	513 75%	419 72%	202 74%	260 78%	161 77%	53 77%	137 76%	68 67%	121 76%	162 72%
Scotland	244 26%	162 24%	32 34% P	35 32%	73 28%	170 25%	163 28%	72 26%	74 22%	49 23%	16 23%	44 24%	33 33%	38 24%	64 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 765

Urbanity

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Urban	486 51%	272 55% b	210 47%	209 62% de	182 50% e	93 38%	360 45%	113 92% f	120 48%	364 53%	438 62% k	48 20%	486 100% m	-	337 50%	62 71% npq	87 46%	149 54% p
Mixed urban/rural & rural	460 49%	222 45%	237 53% a	130 38%	179 50% c	150 62% cd	447 55% g	10 8%	132 52%	328 47%	264 38%	196 80% j	-	460 100% l	332 50% o	25 29%	103 54% oq	128 46% o

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 765

Urbanity

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Urban	486 51%	403 52%	83 50%	172 55% u	192 45%	64 49%	99 60% O	135 52%	119 52%	130 45%	321 51%	165 52%
Mixed urban/rural & rural	460 49%	377 48%	83 50%	140 45%	236 55% t	66 51%	66 40%	127 48%	109 48%	157 55% K	307 49%	153 48%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 765

Urbanity

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Urban	486 51%	266 50% B	87 61% yB	126 57% B	16 22%	432 55%	45 46%	313 55% HJ	27 57%	48 45%	51 43%	340 55% HJ	146 44%
Mixed urban/rural & rural	460 49%	266 50% z	56 39%	97 43%	57 78% yzA	352 45%	53 54%	256 45%	20 43%	59 55%	67 57% EI	276 45%	184 56% EI



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 766

Urbanity

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Urban	486 51%	40 46%	150 59% ceh	23 41%	142 63% acef gh	57 43%	313 55% ceh	308 56% ceh	173 46%	31 41%	263 59% lk	192 45%	77 47%	409 52%	296 55% o	190 46%
Mixed urban/rural & rural	460 49%	46 54% d	106 41%	33 59% bdfg	84 37%	74 57% bdfg	256 45% d	247 44% d	204 54% bdfg	44 59% j	185 41%	230 55% j	88 53%	372 48%	240 45%	220 54% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 766

Urbanity

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Urban	486 51%	63 67% q/L	190 54% r/L	110 44%	89 44%	210 52%	132 51%	151 47%	91 50%	61 63% P	78 51%	49 49%	40 47%	446 52%	42 33%	395 56% T	71 56% T	324 56% T
Mixed urban/rural & rural	460 49%	31 33%	161 46% p	140 56% p/q	112 56% p/q	193 48%	128 49%	172 53%	90 50% Q	36 37%	74 49%	50 51%	44 53%	416 48%	85 67% UVW	312 44%	57 44%	255 44%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 766

Urbanity

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Urban	486 51%	173 49%	212 52%	200 49%	185 52%	26 40%	132 51%	36 42%	202 58% EF	111 46%	56 47%	247 56% H	208 46%	188 59% J	167 42%	155 57% J
Mixed urban/rural & rural	460 49%	180 51%	198 48%	205 51%	173 48%	39 60%	129 49%	49 58%	149 42%	129 54% D	81 59% D	191 44%	240 54% G	133 41%	226 58% IK	115 43%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 767

Urbanity

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Urban	486 51%	204 56% K	296 55% K	362 54% K	124 46%	194 47%	183 52%	96 61% k	334 52%	102 54%	382 53%	56 50%
Mixed urban/rural & rural	460 49%	158 44%	240 45%	313 46%	147 54% HIJ	217 53% m	172 48%	61 39%	314 48%	87 46%	335 47%	56 50%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 767

Urbanity

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Urban	486 51%	357 52%	53 57%	47 44%	135 51%	351 51%	308 53%	144 53%	161 48%	109 52%	41 60%	103 57%	45 45%	78 49%	110 49%
Mixed urban/rural & rural	460 49%	329 48%	40 43%	60 56%	128 49%	332 49%	275 47%	130 47%	172 52%	101 48%	28 40%	78 43%	55 55%	81 51%	116 51%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 768

Tenure

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Owner occupier	669 71%	309 62%	355 80% a	203 60%	271 75% c	191 79% c	588 73% g	70 57%	165 66%	501 73% h	472 67%	197 81% j	337 69%	332 72%	669 100% opq	-	-	-
Private rented	87 9%	57 12% b	30 7%	62 18% de	19 5%	7 3%	70 9%	16 13%	17 7%	70 10%	83 12% k	4 2%	62 13% m	25 5%	-	87 100% npq	-	87 31% np
Social housing	190 20%	128 26% b	61 14%	74 22%	71 20%	45 18%	149 18%	37 30% f	69 28% i	120 17%	147 21%	43 18%	87 18%	103 22%	-	-	190 100% noq	190 69% no
NET: Tenant	277 29%	185 38% b	91 20%	136 40% de	89 25%	52 21%	219 27%	53 43% f	87 34% i	190 27%	230 33% k	47 19%	149 31%	128 28%	-	87 100% n	190 100% n	277 100% n



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 768

Tenure

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Owner occupier	669 71%	609 78% s	59 36%	241 77% u	300 70%	103 80% u	94 56%	160 61%	174 76% KM	239 83% KM	410 65%	259 81% w
Private rented	87 9%	64 8%	23 14% r	34 11% u	25 6%	6 5%	38 23% MNO	33 12% NO	9 4%	7 3%	57 9%	30 9%
Social housing	190 20%	108 14%	82 50% r	37 12%	102 24% t	20 15%	34 20%	69 26% O	46 20%	41 14%	161 26% x	29 9%
NET: Tenant	277 29%	171 22%	106 64% r	71 23%	127 30% tv	27 20%	72 44% NO	102 39% NO	55 24%	48 17%	218 35% x	59 19%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 768

Tenure

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Owner occupier	669 71%	448 84% zAB	109 76% A	81 37%	51 70% A	555 71% D	57 58%	425 75% J	38 81% J	70 66%	91 76% J	463 75% J	206 62%
Private rented	87 9%	29 6%	15 11% y	40 18% yB	5 7%	76 10%	10 10%	50 9%	2 5%	8 7%	11 10%	52 8%	35 11%
Social housing	190 20%	55 10%	19 13%	101 46% yzB	17 24% y	154 20%	31 32% C	94 16%	7 15%	28 27% EHI	17 14%	101 16%	89 27% EHI
NET: Tenant	277 29%	84 16%	34 24% y	141 63% yzB	22 30% y	229 29%	41 42% C	144 25%	9 19%	36 34%	28 24%	153 25%	124 38% EFHI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 769

Tenure

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Owner occupier	669 71%	80 93% bcd fgh	182 71% c	29 51%	170 75% ch	113 87% bcd fgh	425 75% ch	414 75% ch	244 65%	75 99% jk	311 69%	283 67%	154 93% m	515 66%	414 77% o	254 62%
Private rented	87 9%	4 5%	23 9%	11 20% abefgh	30 13% afg	11 8%	50 9%	50 9%	37 10%	1 1%	47 11% i	39 9% i	7 4%	81 10% l	52 10%	35 8%
Social housing	190 20%	2 2%	51 20% ade	16 29% adefg	27 12% ae	7 5%	94 16% ade	91 16% ade	96 26% adefg	-	90 20% i	100 24% i	5 3%	185 24% l	68 13%	122 30% n
NET: Tenant	277 29%	6 7%	74 29% ae	27 49% abdefg	57 25% ae	18 13%	144 25% ae	141 25% ae	133 35% adefg	1 1%	137 31% i	140 33% i	11 7%	266 34% l	121 23%	156 38% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 769

Tenure

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Owner occupier	669 71%	47 51%	223 64% p	194 78% pq	174 87% pqr	306 76% O	189 73% O	211 65%	130 72% S	64 67% S	128 84% PQS	- -	- -	669 78% u	122 9% UVW	477 67% V	37 29%	441 76% UV
Private rented	87 9%	13 13% L	38 11%	21 8%	12 6%	37 9%	22 8%	31 10%	20 11% R	18 19% R	7 5%	21 21% PR	17 20% v	71 8%	1 1%	68 10% T	16 12% T	52 9% T
Social housing	190 20%	34 36% rL	90 26% rL	35 14% L	15 7%	60 15%	50 19%	82 25% M	30 17%	14 14%	17 11%	78 79% PQR	68 80% v	122 14%	4 3%	162 23% TW	75 59% TUW	87 15% T
NET: Tenant	277 29%	46 49% qrL	128 36% rL	56 22% L	27 13%	97 24%	71 27%	112 35% MN	50 28% R	32 33% R	24 16%	99 100% PQR	84 100% v	193 22%	5 4%	230 33% TW	91 71% TUW	139 24% T



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 769

Tenure

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Owner occupier	669 71%	295 84% xzA	257 63% zA	341 84% xzA	212 59% A	18 28%	219 84%	71 83%	182 52%	195 81% D	125 91% DE	246 56%	382 85% G	203 63%	308 78% IK	188 70%
Private rented	87 9%	25 7%	47 12% wy	27 7%	45 13% wy	10 15% wy	17 7%	7 8%	46 13% EF	18 8%	7 5%	57 13% H	23 5%	50 16% JK	16 4%	21 8%
Social housing	190 20%	33 9%	106 26% wy	37 9%	101 28% wxy	36 56% wxyz	24 9%	8 9%	123 36% EF	27 11% F	5 4%	135 31% H	42 9%	68 21%	69 18%	61 23%
NET: Tenant	277 29%	58 16%	153 37% wy	64 16%	146 41% wxy	46 72% wxyz	42 16%	15 17%	169 48% EF	45 19% F	12 9%	192 44% H	66 15%	118 37% J	85 22%	82 30% J



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 770

Tenure

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total	946	379	537	679	267	395	356	172	648	193	714	117
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Owner occupier	669 71%	280 77% K	414 77% K	521 77% K	148 55%	332 81% lm	243 69% m	80 51%	478 74%	129 69%	536 75%	82 74%
Private rented	87 9%	34 9%	52 10%	64 9%	24 9%	19 5%	37 10% k	25 16% k	56 9%	15 8%	67 9%	10 9%
Social housing	190 20%	48 13%	68 13%	91 13%	100 37% HIJ	61 15%	75 21% k	53 34% kl	114 18%	44 23%	114 16%	20 18%
NET: Tenant	277 29%	82 23%	121 23%	154 23%	123 45% HIJ	80 19%	112 31% k	78 49% kl	171 26%	59 31%	181 25%	29 26%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 770

Tenure

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Owner occupier	669 71%	493 72%	62 67%	81 76%	185 70%	484 71%	476 82% r	238 87% pr	179 54%	136 66%	52 75% w	104 58%	83 83% uw	128 81% uw	165 73% w
Private rented	87 9%	66 10%	6 7%	6 6%	17 7%	70 10%	44 8%	16 6%	40 12% pq	17 8%	6 9%	26 14%	7 7%	13 8%	19 8%
Social housing	190 20%	127 18%	24 26%	20 19%	61 23%	129 19%	63 11% q	20 7%	115 35% pq	58 27% xyz	11 16%	51 28% vxyz	11 11%	17 11%	42 19%
NET: Tenant	277 29%	193 28%	31 33%	26 24%	78 30%	199 29%	107 18% q	36 13%	155 46% pq	74 35% xy	17 25%	77 42% vxyz	18 17%	30 19%	61 27%

Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 771

Property type

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
House/bungalow	781 83%	398 81%	380 85%	272 80%	313 87% ce	195 80%	661 82%	109 89%	192 77%	588 85% h	591 84% k	190 78%	403 83%	377 82%	609 91% opq	64 73% pq	108 57%	171 62% p
Flat (includes maisonette & tenement)	165 17%	96 19%	67 15%	67 20% d	48 13%	48 20% d	147 18%	14 11%	59 23% i	104 15%	111 16%	54 22% j	83 17%	83 18%	59 9%	23 27% n	82 43% noq	106 38% no



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 771

Property type

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
House/bungalow	781 83%	781 100% s	-	287 92% u	321 75%	117 90% u	127 77%	198 75%	198 87% KM	254 89% KM	496 79%	284 89% w
Flat (includes maisonette & tenement)	165 17%	-	165 100% r	25 8%	107 25% tv	13 10%	38 23% NO	64 25% NO	31 13%	32 11%	132 21% x	34 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 771

Property type

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
House/bungalow	781 83%	456 86% A	129 91% AB	161 72%	58 79%	665 85% D	57 58%	478 84% J	45 96% EGLJ	88 83%	104 88% J	523 85% EJ	257 78%
Flat (includes maisonette & tenement)	165 17%	76 14%	13 9%	62 28% yz	15 21% z	120 15%	41 42% C	91 16% FI	2 4%	18 17% F	14 12%	93 15% F	73 22% EFHI



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 772

Property type

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
House/bungalow	781 83%	78 90% bh	201 78%	46 83%	204 90% bfgh	124 95% abcf gh	478 84% b	464 84% b	302 80%	68 90%	365 81%	348 82%	154 93% m	627 80%	465 87% o	316 77%
Flat (includes maisonette & tenement)	165 17%	9 10% e	56 22% adef g	10 17% e	23 10%	6 5%	91 16% de	91 16% de	75 20% ade	8 10%	83 19%	75 18%	12 7%	154 20% l	71 13%	95 23% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 772

Property type

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
House/bungalow	781 83%	56 59%	278 79% p	220 88% pq	192 96% pqr	334 83%	230 88% M	268 83%	149 82% S	84 87% S	136 90% S	50 51%	39 47%	741 86% u	121 96% UVW	575 81% V	84 66%	491 85% UV
Flat (includes maisonette & tenement)	165 17%	38 41% qrL	73 21% rL	30 12% L	9 4%	69 17% N	30 12%	55 17%	32 18%	12 13%	15 10%	49 49% PQR	45 53% v	121 14%	5 4%	132 19% TW	43 34% TUW	88 15% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 772

Property type

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
House/bungalow	781 83%	328 93% xzA	309 75% zA	377 93% xzA	259 72% A	35 55%	242 93%	80 94%	244 69%	216 90% D	125 91% D	343 78%	389 87% G	287 89% JK	324 83% K	203 75%
Flat (includes maisonette & tenement)	165 17%	25 7%	101 26% wy	28 7%	99 28% wxy	29 45% wxyz	19 7%	5 6%	107 31% EF	24 10%	12 9%	95 22% H	59 13% I	35 11%	69 17% I	67 25% IJ



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 773

Property type

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
House/bungalow	781 83%	315 87% K	465 87% K	581 86% K	200 74%	347 84% m	298 84% m	120 76%	566 87% M	142 75%	622 87%	92 83%
Flat (includes maisonette & tenement)	165 17%	47 13%	71 13%	94 14%	72 26% HIJ	65 16%	56 16%	37 24% kl	82 13%	46 25% L	96 13%	20 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 773

Property type

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
House/bungalow	781 83%	577 84%	74 80%	87 82%	201 76%	580 85% n	512 88% r	248 90% r	247 74%	160 76%	60 87%	144 80%	91 90% uw	137 86% u	188 83%
Flat (includes maisonette & tenement)	165 17%	109 16%	19 20%	20 18%	62 24% o	103 15%	71 12%	26 10%	87 26% pq	50 24% xy	9 13%	37 20% x	10 10%	22 14%	38 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 774

Age of property

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Pre 1946	312 33%	158 32%	154 35%	119 35%	127 35%	66 27%	265 33%	43 35%	91 36%	221 32%	252 36% k	61 25%	172 35%	140 31%	241 36% pq	34 39% pq	37 20%	71 26% p
1946-1980	428 45%	229 46%	196 44%	122 36%	164 45% c	140 58% cd	393 49% g	29 23%	118 47%	308 45%	286 41%	141 58% j	192 40%	236 51% l	300 45% o	25 29%	102 54% noq	127 46% o
Post 1980	130 14%	58 12%	71 16%	48 14%	51 14%	30 12%	109 13%	20 16%	26 10%	103 15%	96 14%	34 14%	64 13%	66 14%	103 15% oq	6 7%	20 11%	27 10%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 774

Age of property
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Pre 1946	312 33%	287 37% s	25 15%	312 100% uv	-	-	52 31%	83 32%	74 32%	103 36%	169 27%	143 45% w
1946-1980	428 45%	321 41%	107 65% r	-	428 100% tv	-	60 36%	116 44%	100 44%	151 53% K	301 48% x	127 40%
Post 1980	130 14%	117 15% s	13 8%	-	-	130 100% tu	22 13%	37 14%	45 20% O	25 9%	105 17% x	25 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 774

Age of property

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Pre 1946	312 33%	175 33%	52 36%	72 33%	27 36%	265 D	20 21%	171 30%	19 41%	40 37%	48 40%	190 31%	122 37%
1946-1980	428 45%	260 A	58 41%	87 39%	32 44%	347 44%	53 54%	265 47%	20 43%	47 44%	49 41%	286 46%	142 43%
Post 1980	130 14%	84 A	20 14%	21 9%	9 13%	105 13%	17 17%	87 15%	4 9%	12 11%	18 15%	91 15%	39 12%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 775

Age of property

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Pre 1946	312 33%	21 24%	49 19%	24 43% abfg	84 37% abfg	40 30% b	171 30% b	166 30% b	141 38% abfg	20 27%	130 29%	162 38% j	64 39%	249 32%	182 34%	131 32%
1946-1980	428 45%	49 57% cdfg h	136 53% cdfg h	22 39%	87 39%	66 51% d	265 47% d	260 47% d	162 43%	40 53%	207 46%	180 43%	77 47%	350 45%	240 45%	188 46%
Post 1980	130 14%	13 15% c	58 22% cdfgh	-	26 12% c	19 14% c	87 15% cd	84 15% cd	43 11% c	15 19%	67 15%	48 11%	22 14%	107 14%	75 14%	55 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 775

Age of property

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Pre 1946	312 33%	21 23%	103 30%	91 36% p	80 40% pq	108 27%	87 33%	119 37% M	60 33%	36 38% S	45 30%	24 24%	21 25%	291 34%	49 39% V	227 32% V	31 24%	196 34% UV
1946-1980	428 45%	50 53%	166 47%	113 45%	82 41%	200 50% NO	108 42%	136 42%	82 46%	34 35%	75 50% Q	41 42%	40 47%	388 45%	53 42%	327 46%	66 52%	261 45%
Post 1980	130 14%	10 10%	51 15%	33 13%	31 15%	62 15%	46 18%	41 13%	29 16%	13 14%	25 17%	8 8%	6 7%	124 14%	22 18%	91 13%	14 11%	77 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 775

Age of property

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Pre 1946	312 33%	119 34%	138 34%	135 33%	122 34%	19 29%	91 35%	26 31%	118 34%	85 36%	41 30%	150 34%	142 32%	131 41% JK	127 32%	78 29%
1946-1980	428 45%	163 46%	180 44%	191 47%	151 42%	27 42%	125 48%	36 42%	161 46%	114 47%	54 39%	195 45%	213 48%	110 34%	209 53% IK	121 45% I
Post 1980	130 14%	56 16%	56 14%	62 15%	50 14%	11 17%	38 15%	17 20%	28 8%	29 12%	43 31% DE	40 9%	80 18% G	42 13%	44 11%	45 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 776

Age of property

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Pre 1946	312 33%	142 39% JK	182 34%	239 35% K	73 27%	123 30%	124 35%	54 34%	211 33%	71 38%	239 33%	39 35%
1946-1980	428 45%	156 43%	240 45%	299 44%	128 47%	199 48% m	165 47% m	57 36%	300 46%	82 44%	325 45%	51 46%
Post 1980	130 14%	38 10%	75 14% H	92 14% H	38 14%	71 17% l	34 9%	23 15%	90 14%	23 12%	103 14%	12 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 776

Age of property

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Pre 1946	312 33%	224 33%	30 33%	42 39%	93 36%	219 32%	209 r 36%	87 32%	96 29%	75 35%	25 37%	51 28%	32 32%	54 34%	75 33%
1946-1980	428 45%	310 45%	38 42%	53 49%	118 45%	309 45%	260 45%	139 p 51%	161 48%	92 44%	28 41%	84 46%	47 47%	78 49%	97 43%
Post 1980	130 14%	101 15%	10 11%	10 9%	33 13%	96 14%	76 13%	36 13%	46 14%	21 10%	11 15%	28 15%	16 16%	19 12%	36 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 777

Length of time at property

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Less than 2 years	166 18%	81 16%	84 19%	109 32% de	40 11%	17 7%	130 16%	34 28% f	40 16%	126 18%	142 20% k	23 10%	99 20% m	66 14%	94 14%	38 44% npq	34 18%	72 26% np
2-9 years	262 28%	138 28%	122 27%	151 45% de	84 23% e	25 10%	218 27%	38 31%	47 19%	213 31% h	206 29%	57 23%	135 28%	127 28%	160 24%	33 37% n	69 36% n	102 37% n
10-19 years	228 24%	127 26%	101 23%	57 17%	119 33% ce	53 22%	199 25%	25 20%	68 27%	160 23%	159 23%	69 29%	119 25%	109 24%	174 26% oq	9 10%	46 24% oq	55 20% o
20+ years	286 30%	146 30%	140 31%	20 6%	117 32% c	149 61% cd	259 32% g	25 20%	96 38% i	190 28%	192 27%	94 39% j	130 27%	157 34% l	239 36% opq	7 8%	41 21% oq	48 17% o



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 777

Length of time at property
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Less than 2 years	166 18%	127 16%	38 23%	52 17%	60 14%	22 17%	166 100% MNO	-	-	-	101 16%	65 20%
2-9 years	262 28%	198 25%	64 39% r	83 27%	116 27%	37 29%	-	262 100% KNO	-	-	191 30% x	71 22%
10-19 years	228 24%	198 25%	31 18%	74 24%	100 23%	45 35% tu	-	-	228 100% KMO	-	158 25%	70 22%
20+ years	286 30%	254 33% s	32 19%	103 33% v	151 35% v	25 20%	-	-	-	286 100% KMN	176 28%	111 35% w

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 777

Length of time at property

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Less than 2 years	166 18%	76 14%	32 22% y	56 25% y	11 15%	138 18%	19 19%	108 19%	4 8%	19 17%	14 11%	112 18%	54 16%
2-9 years	262 28%	129 24%	32 22%	84 38% yz	21 29%	216 28%	29 29%	138 24%	14 30%	33 31%	40 34% EI	152 25%	110 33% EI
10-19 years	228 24%	137 26%	31 21%	46 21%	18 24%	185 24%	25 26%	140 25%	11 24%	24 23%	32 27%	152 25%	77 23%
20+ years	286 30%	188 35% A	48 33% A	37 16%	23 32% A	244 31%	25 25%	182 32%	18 37%	29 27%	33 28%	199 32%	87 26%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 778

Length of time at property
Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Less than 2 years	166 18%	12 14%	49 19%	9 17%	51 23% h	23 17%	108 19%	107 19%	58 15%	3 5%	94 21% i	69 16% i	24 15%	142 18%	94 18%	72 18%
2-9 years	262 28%	15 18%	77 30% aefg	12 22%	60 27%	25 19%	138 24%	137 25%	124 33% aefg	10 13%	121 27% i	131 31% i	41 25%	221 28%	145 27%	117 28%
10-19 years	228 24%	19 22%	69 27%	12 21%	53 23%	29 22%	140 25%	138 25%	88 23%	26 35% k	107 24%	95 22%	43 26%	185 24%	129 24%	100 24%
20+ years	286 30%	40 46% bdfg h	60 24%	22 40% b	62 28%	53 41% bdfg h	182 32% bg	172 31% b	105 28%	35 47% jk	126 28%	125 30%	57 35%	229 29%	165 31%	121 29%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 778

Length of time at property

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Less than 2 years	166 18%	17 18%	57 16%	38 15%	32 16%	54 14%	45 17%	52 16%	40 22% R	28 29% R	18 12%	21 21%	19 22%	147 17%	17 13%	124 17%	26 21%	97 17%
2-9 years	262 28%	34 37% L	102 29% L	73 29%	42 21%	103 25%	75 29%	97 30%	53 29%	23 24%	45 29%	33 34%	28 34%	234 27%	27 21%	201 28%	42 33% T	159 27%
10-19 years	228 24%	19 20%	87 25%	59 23%	56 28%	106 26%	65 25%	71 22%	34 19%	22 23%	42 28%	21 22%	17 20%	211 25%	35 28%	172 24%	32 25%	140 24%
20+ years	286 30%	22 23%	103 29%	80 32%	71 35%	139 35%	74 28%	101 31%	53 29%	23 24%	46 30%	23 23%	20 23%	267 31%	48 38% V	208 29% V	27 21%	181 31% UV



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 778

Length of time at property

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Less than 2 years	166 18%	58 16%	79 19%	68 17%	68 19%	19 wy 29%	40 15%	17 20%	65 19%	37 15%	33 24% E	86 20%	69 15%	78 24% J	36 9%	59 22% J
2-9 years	262 28%	89 25%	119 29%	102 25%	105 29%	24 37%	69 27%	17 20%	105 30%	82 34%	41 30%	131 30%	115 26%	135 42% JK	53 14%	83 31% J
10-19 years	228 24%	94 27%	90 22%	104 26%	81 23%	11 16%	67 26%	25 29%	81 23%	47 20%	38 28%	108 25%	108 24%	73 23%	88 22%	73 27%
20+ years	286 30%	110 31% A	122 30% A	129 32% A	103 29% A	11 18%	83 32%	26 31%	100 29% F	74 31% F	25 18%	114 26%	153 34% G	33 10%	214 55% IK	54 20% I



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 779

Length of time at property

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Less than 2 years	166 18%	66 18%	94 18%	115 17%	51 19%	58 14%	57 16%	39 25% kl	108 17%	27 14%	119 17%	17 16%
2-9 years	262 28%	84 23%	145 27%	182 27% H	80 30%	111 27%	101 29%	43 27%	170 26%	59 31%	191 27%	33 30%
10-19 years	228 24%	76 21%	129 24%	162 24%	67 25%	98 24%	85 24%	44 28%	159 24%	50 26%	177 25%	28 25%
20+ years	286 30%	133 37% LJK	165 31%	214 32%	72 27%	143 35% m	112 32% m	30 19%	209 32%	54 28%	228 32%	32 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 779

Length of time at property

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Less than 2 years	166 18%	117 17%	17 19%	16 15%	38 14%	128 19%	101 17%	52 19%	58 17%	38 18%	11 15%	48 27% uxyz	10 10%	25 16%	34 15%
2-9 years	262 28%	193 28%	18 20%	37 34% Q	83 32%	179 26%	147 25% q	58 21%	103 31% q	59 28%	16 23%	35 20%	21 21%	55 35% wx	76 33% wx
10-19 years	228 24%	169 25%	30 32% R	20 18%	61 23%	167 25%	146 25%	69 25%	79 24%	48 23%	17 24%	41 23%	25 25%	47 30%	50 22%
20+ years	286 30%	206 30%	27 29%	35 32%	80 30%	207 30%	187 32%	94 34%	94 28%	65 31% y	25 36% y	56 31% y	44 43% uwyz	30 19%	67 29% y

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 780

Energy efficiency rating

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
A-D	628 66%	337 68%	288 64%	241 71% d	221 61%	165 68%	530 66%	89 72%	162 65%	465 67%	449 64%	179 73% j	321 66%	307 67%	410 61%	57 66%	161 85% noq	218 79% no
E-G	318 34%	157 32%	159 36%	97 29%	140 39% c	78 32%	278 34%	34 28%	89 35%	226 33%	253 36% k	65 27%	165 34%	153 33%	259 39% pq	30 34% pq	29 15%	59 21% p



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 780

Energy efficiency rating
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
A-D	628 66%	496 64%	132 80% r	169 54%	301 70% t	105 81% tu	101 61%	191 73% KO	158 69%	176 61%	628 100% x	- -
E-G	318 34%	284 36% s	34 20%	143 46% uv	127 30% v	25 19%	65 39% M	71 27%	70 31%	111 39% M	- -	318 100% w

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 780

Energy efficiency rating

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
A-D	628 66%	354 67%	86 60%	160 72%	40 55%	549 70%	51 52%	377 66%	29 62%	68 64%	82 69%	406 66%	221 67%
E-G	318 34%	177 33%	56 40% A	62 28%	33 45% A	235 30%	47 48% C	192 34%	18 38%	39 36%	37 31%	210 34%	109 33%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 781

Energy efficiency rating

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
A-D	628 66%	52 61%	177 69% c	28 50%	153 67% c	77 59%	377 66% c	369 67% c	251 67% c	46 61%	302 67%	279 66%	98 59%	530 68% l	339 63%	289 70% n
E-G	318 34%	34 39%	80 31%	28 50% bdfgh	74 33%	53 41%	192 34%	186 33%	126 33%	29 9%	146 33%	143 34%	67 41% m	251 32%	196 37% o	122 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 781

Energy efficiency rating

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
A-D	628 66%	64 68%	237 68%	168 67%	125 62%	269 67%	170 65%	220 68%	128 71%	57 59%	96 63%	79 80% QR	66 79% v	561 65%	76 60%	478 68% W	99 78% TUW	379 65%
E-G	318 34%	30 32%	113 32%	83 33%	76 38%	134 33%	90 35%	103 32%	53 29%	40 41% S	56 37% S	20 20%	18 21%	300 35% u	51 40% V	230 32% V	28 22%	201 35% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 781

Energy efficiency rating

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
A-D	628 66%	230 65%	280 68%	259 64%	250 70%	50 78% y	168 65%	56 66%	246 70% E	149 62%	93 68%	290 66%	298 67%	227 71%	257 66%	172 64%
E-G	318 34%	123 35%	130 32%	145 36% A	108 30%	14 22%	93 35%	29 34%	105 30%	92 38% D	44 32%	148 34%	149 33%	95 29%	136 34%	98 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 782

Energy efficiency rating

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
A-D	628 66%	241 66%	339 63%	436 65%	192 71%	284 69%	231 65%	101 64%	427 66%	128 68%	472 66%	76 68%
E-G	318 34%	121 34%	196 37%	239 35%	80 29%	128 31%	123 35%	57 36%	221 34%	61 32%	245 34%	35 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 782

Energy efficiency rating

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
A-D	628 66%	467 68%	60 65%	67 63%	168 64%	460 67%	376 64%	179 65%	235 70%	146 69%	52 76% xy	129 71% y	60 60%	96 60%	145 64%
E-G	318 34%	219 32%	32 35%	40 37%	95 36%	223 33%	207 36%	95 35%	99 30%	65 31%	17 24%	52 29%	40 40% v	63 40% vw	81 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 783

How paying for energy?

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Direct debit/standing order	532 56%	260 53%	270 60% a	161 47%	203 56% c	168 69% cd	474 59% g	50 41%	142 57%	390 56%	359 51%	173 71% j	266 55%	266 58%	448 67% opq	29 34%	55 29%	84 30%
Monthly/quarterly bill	143 15%	70 14%	72 16%	56 17%	44 12%	42 17%	107 13%	34 28% f	33 13%	109 16%	116 17% k	26 11%	87 18% m	56 12%	109 16% p	15 17%	19 10%	34 12%
Pre-payment (keycard or token) meter	223 24%	141 29% b	81 18%	122 36% de	89 25% e	12 5%	183 23%	37 30%	65 26%	158 23%	196 28% k	27 11%	126 26%	97 21%	81 12%	40 46% n	101 53% n	141 51% n
Other	73 8%	34 7%	39 9%	16 5%	30 8%	28 12% c	69 9% g	3 2%	16 7%	57 8%	49 7%	24 10%	16 3%	57 12% l	51 8%	5 5%	17 9%	22 8%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 783

How paying for energy?

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Direct debit/standing order	532 56%	456 58% s	76 46%	175 56%	260 61%	84 65%	76 46%	129 49%	137 60% KM	188 66% KM	354 56%	177 56%
Monthly/quarterly bill	143 15%	129 17% s	13 8%	52 17%	58 14%	20 16%	32 19%	32 12%	31 13%	48 17%	86 14%	56 18%
Pre-payment (keycard or token) meter	223 24%	161 21%	62 37% r	72 23%	87 20%	21 16%	56 34% NO	84 32% NO	46 20% O	37 13%	160 26%	62 20%
Other	73 8%	58 7%	15 9%	27 9%	32 8%	9 7%	11 7%	21 8%	18 8%	23 8%	40 6%	33 10% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 783

How paying for energy?

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Direct debit/standing order	532 56%	532 100% zAB	20 14% A	3 1%	5 7% A	458 58%	56 57%	340 60% J	25 53%	57 54%	59 50%	365 59% J	166 50%
Monthly/quarterly bill	143 15%	20 4%	143 100% yAB	3 1%	3 4%	125 16%	13 13%	89 16%	8 16%	11 11%	19 16%	97 16%	46 14%
Pre-payment (keycard or token) meter	223 24%	3 1%	3 2%	223 100% yzB	5 7% y	197 25%	24 24%	126 22%	12 25%	28 26%	26 22%	137 22%	85 26%
Other	73 8%	5 1%	3 2%	5 2%	73 100% yzA	27 4%	9 9% C	31 5%	4 9%	15 14% EI	15 13% EI	35 6%	38 12% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 784

How paying for energy?
Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Direct debit/standing order	532 56%	66 77% bcd fgh	146 57% c	24 43%	125 55%	96 74% bcd fgh	340 60% ch	330 60% ch	191 51%	58 77% jk	251 56%	223 53%	118 71% m	414 53%	310 58%	222 54%
Monthly/quarterly bill	143 15%	10 12%	42 17%	12 21%	31 14%	22 17%	89 16%	86 16%	53 14%	8 11%	69 15%	65 15%	19 11%	124 16%	89 17%	54 13%
Pre-payment (keycard or token) meter	223 24%	11 13%	64 25% ae	15 27% ae	58 26% ae	14 10%	126 22% ae	126 23% aef	97 26% ae	5 6%	118 26% i	100 24% i	21 13%	202 26% i	115 21%	108 26%
Other	73 8%	- -	11 4%	6 10% a	16 7% a	7 5% a	31 5% a	30 5% a	43 11% abfg	4 5%	24 5%	45 11% j	16 10%	57 7%	35 7%	38 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 784

How paying for energy?

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Direct debit/standing order	532 56%	46 50%	185 53%	153 61% q	125 62% q	238 59%	148 57%	175 54%	105 58% s	44 46% s	95 62% qs	30 31%	29 34%	503 58% u	91 72% UVW	383 54% v	43 34%	340 59% uv
Monthly/quarterly bill	143 15%	14 15%	52 15%	35 14%	33 16%	67 17%	42 16%	42 13%	40 22% s	12 13%	24 15%	9 10%	9 10%	134 16%	15 12%	112 16%	14 11%	98 17%
Pre-payment (keycard or token) meter	223 24%	29 30% rl	105 30% rl	48 19%	26 13%	79 20%	67 26%	84 26% m	32 18%	35 37% pr	30 20%	52 52% pqr	41 49% v	181 21%	10 8%	182 26% tw	60 47% tuw	122 21% t
Other	73 8%	5 5%	18 5%	21 8%	26 13% q	26 7%	19 7%	28 9%	12 7%	9 10%	6 4%	9 9%	7 9%	66 8%	20 16% uw	47 7% w	14 11% uw	33 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 784

How paying for energy?

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Direct debit/standing order	532 56%	217 62% zA	227 55% A	251 62% xzA	193 54%	27 42%	159 61%	54 63%	158 45%	140 58% D	109 79% DE	193 44%	309 69% G	160 50%	271 69% IK	126 46%
Monthly/quarterly bill	143 15%	53 15%	59 14%	62 15%	50 14%	7 11%	37 14%	15 18%	45 13%	38 16%	17 12%	65 15%	65 15%	52 16%	65 17%	35 13%
Pre-payment (keycard or token) meter	223 24%	67 19%	104 25% wy	74 18%	96 27% wy	24 38% wxy	49 19%	16 19%	128 37% EF	51 21% F	11 8%	161 37% H	50 11%	106 33% J	30 8%	94 35% J
Other	73 8%	35 10%	26 6%	36 9%	24 7%	6 9%	34 13% C	1 1%	28 8%	20 8%	10 7%	33 7%	33 7%	19 6%	41 10% I	17 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 785

How paying for energy?

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Direct debit/standing order	532 56%	211 58%	310 58%	390 58%	142 52%	276 67% lm	187 53% m	56 35%	375 58%	108 57%	421 59%	63 57%
Monthly/quarterly bill	143 15%	54 15%	89 17%	104 15%	38 14%	57 14%	58 16%	24 15%	99 15%	24 13%	107 15%	17 15%
Pre-payment (keycard or token) meter	223 24%	75 21%	115 21%	148 22%	75 27%	57 14%	91 26% k	68 43% kl	142 22%	48 26%	158 22%	28 25%
Other	73 8%	35 10% l	35 7%	54 8% l	20 7%	33 8%	24 7%	14 9%	48 7%	14 7%	49 7%	12 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 785

How paying for energy?

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Direct debit/standing order	532 56%	401 58%	44 48%	62 57%	152 58%	380 56%	370 64% r	191 70% pr	153 46%	116 55%	44 64%	95 53%	63 63% z	99 63% z	114 51%
Monthly/quarterly bill	143 15%	90 13%	25 27% PR	13 12%	35 13%	108 16%	81 14%	42 15%	55 16%	20 9%	13 18%	31 17% u	19 19% u	21 13%	40 18% u
Pre-payment (keycard or token) meter	223 24%	164 24%	21 23%	24 22%	62 24%	160 23%	109 19% q	38 14%	106 32% pq	60 29% vx	10 15%	48 26% x	12 12%	33 21%	60 26% x
Other	73 8%	47 7%	3 3%	17 16% PQ	22 9%	51 7%	44 8% q	11 4%	26 8%	22 10% vw	1 1%	8 4%	10 10% v	13 9% v	19 8% v

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 786

Main fuel type used to heat home

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Gas	784 83%	421 85%	362 81%	294 87% d	289 80%	201 83%	662 82%	113 92% f	209 83%	576 83%	592 84%	192 79%	432 89% m	352 77%	555 83%	76 87%	154 81%	229 83%
Electricity	98 10%	48 10%	48 11%	32 10%	37 10%	28 11%	87 11%	9 7%	31 13%	66 10%	68 10%	29 12%	45 9%	53 11%	57 8%	10 12%	31 16% n	41 15% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 786

Main fuel type used to heat home
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Gas	784 83%	665 85% s	120 72%	265 85%	347 81%	105 81%	138 83%	216 83%	185 81%	244 85%	549 87% x	235 74%
Electricity	98 10%	57 7%	41 25% r	20 6%	53 12% t	17 13% t	19 11%	29 11%	25 11%	25 9%	51 8%	47 15% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 786

Main fuel type used to heat home

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Gas	784 83%	458 86% B	125 88% B	197 88% B	27 37%	784 100% D	- -	500 88% GHJ	38 81%	71 67%	90 76%	538 87% GHJ	246 75% G
Electricity	98 10%	56 10%	13 9%	24 11%	9 12%	- -	98 100% C	49 9%	4 9%	14 13%	14 12%	53 9%	45 14% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 787

Main fuel type used to heat home

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Gas	784 83%	79 92% eh	231 90% eh	47 84%	206 91% eh	108 83%	500 88% h	488 88% h	284 75%	63 84%	398 89% k	323 77%	119 72%	665 85% l	458 86% o	326 79%
Electricity	98 10%	6 7%	21 8%	7 13%	13 6%	15 11%	49 9%	47 9% d	49 13% dfg	9 11%	37 8%	52 12% j	23 14%	75 10%	51 9%	47 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 787

Main fuel type used to heat home

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Gas	784 83%	74 79%	306 87% pL	208 83%	154 76%	348 86% O	220 85%	256 79%	158 88%	82 85%	132 87%	87 89%	74 87%	711 82%	81 64%	613 87% T	113 88% T	501 86% T
Electricity	98 10%	16 17%	34 10%	24 10%	19 9%	41 10%	24 9%	34 10%	12 6%	9 9%	18 12%	10 10%	9 11%	89 10%	16 12%	64 9%	9 7%	55 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 787

Main fuel type used to heat home

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Gas	784 83%	285 81%	342 83%	329 81%	297 83%	52 81%	199 76%	79 93% B	291 83%	199 83%	114 83%	372 85%	366 82%	284 88% JK	319 81%	214 79%
Electricity	98 10%	28 8%	53 13% wy	33 8%	48 13% wy	10 16%	24 9%	4 5%	52 15% EF	19 8%	10 7%	47 11%	43 10%	22 7%	45 11% I	34 12% I



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 788

Main fuel type used to heat home

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Gas	784 83%	294 81%	458 86% HJ	564 84%	220 81%	336 82%	304 86%	128 82%	546 84%	150 79%	602 84%	86 77%
Electricity	98 10%	36 10%	51 9%	64 10%	33 12%	42 10%	31 9%	21 13%	50 8%	31 16% L	64 9%	15 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 788

Main fuel type used to heat home

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Gas	784 83%	579 84%	75 81%	87 81%	212 81%	572 84%	474 81%	244 89% p	287 86%	172 82%	56 81%	157 87% x	73 73%	131 83%	194 86% x
Electricity	98 10%	57 8%	15 16% p	12 11%	37 14% o	60 9%	56 10% q	19 7%	37 11%	21 10%	11 16% y	20 11%	16 16% yz	10 6%	19 8%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 789

Most action taken

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Had something done	569 60%	299 61%	268 60%	191 56%	229 63%	148 61%	483 60%	77 62%	146 58%	422 61%	459 65% k	110 45%	313 64% m	256 56%	425 64% pq	50 58%	94 49%	144 52%
In the process	47 5%	24 5%	23 5%	16 5%	18 5%	13 5%	39 5%	8 6%	15 6%	32 5%	38 5%	9 4%	27 6%	20 4%	38 6%	2 2%	7 4%	9 3%
Definitely/probably will	106 11%	49 10%	57 13%	40 12%	49 14% e	17 7%	93 12%	12 10%	24 10%	81 12%	70 10%	36 15% j	48 10%	59 13%	70 10%	8 9%	28 15%	36 13%
Might or might not/definitely or probably won't	118 13%	67 14%	51 11%	45 13%	41 11%	32 13%	109 14% g	8 7%	27 11%	92 13%	68 10%	50 21% j	51 11%	67 15%	91 14%	11 13%	17 9%	28 10%
NET: Had something done/in the process	616 65%	323 65%	291 65%	207 61%	247 68%	161 66%	523 65%	84 69%	161 64%	453 66%	498 71% k	118 49%	340 70% m	276 60%	463 69% pq	52 60%	101 53%	153 55%
NET: Not had something done/not in the process	330 35%	171 35%	156 35%	132 39%	114 32%	82 34%	285 35%	39 31%	90 36%	238 34%	205 29%	125 51% j	146 30%	184 40% l	206 31%	35 40%	89 47% n	124 45% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 789

Most action taken
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Had something done	569 60%	478 61%	91 55%	171 55%	265 62%	87 67% †	108 66% M	138 53%	140 61%	182 63% M	377 60%	192 60%
In the process	47 5%	45 6% s	2 1%	19 6%	20 5%	4 3%	4 2%	14 5%	11 5%	18 6%	29 5%	18 6%
Definitely/probably will	106 11%	88 11%	18 11%	40 13%	47 11%	12 9%	19 11%	33 13%	24 11%	29 10%	68 11%	39 12%
Might or might not/ definitely or probably won't	118 13%	104 13%	14 9%	48 15%	49 11%	18 14%	14 8%	40 15% K	32 14%	33 11%	82 13%	37 12%
NET: Had something done/in the process	616 65%	523 67% s	93 56%	190 61%	286 67%	91 70%	112 67%	152 58%	152 66%	199 70% M	406 65%	210 66%
NET: Not had something done/ not in the process	330 35%	257 33%	73 44% r	122 39%	142 33%	39 30%	54 33%	110 42% O	77 34%	87 30%	221 35%	109 34%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 789

Most action taken

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Had something done	569 60%	340 64% B	89 63% B	126 56% B	31 42%	500 64% D	49 50%	569 100% FGHIJ	- -	- -	- -	569 92% FGHJ	- -
In the process	47 5%	25 5%	8 5%	12 5%	4 6%	38 5%	4 4%	- -	47 100% EGHIJ	- -	- -	47 8% EGHJ	- -
Definitely/probably will	106 11%	57 11%	11 8%	28 13%	15 20% yz	71 9%	14 14%	- -	- -	106 100% EFHIJ	- -	- -	106 32% EFHI
Might or might not/definitely or probably won't	118 13%	59 11%	19 13%	26 12%	15 20% y	90 11%	14 14%	- -	- -	- -	118 100% EFGIJ	- -	118 36% EFGI
NET: Had something done/in the process	616 65%	365 69% B	97 68% B	137 62% B	35 48%	538 69% D	53 54%	569 100% GHJ	47 100% GHJ	- -	- -	616 100% GHJ	- -
NET: Not had something done/not in the process	330 35%	166 31%	46 32%	85 38%	38 52% yzA	246 31%	45 46% C	- -	- -	106 100% EFI	118 100% EFI	- -	330 100% EFI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 790

Most action taken

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Had something done	569 60%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	- -	75 100% k	448 100% k	45 11%	84 51%	485 62% l	349 65% o	220 54%
In the process	47 5%	-	-	-	-	-	-	-	47 12% abcde fg	-	-	47 11% ij	6 4%	41 5%	33 6%	14 3%
Definitely/probably will	106 11%	-	-	-	-	-	-	-	106 28% abcde fg	-	-	106 25% ij	31 19% m	76 10%	60 11%	47 11%
Might or might not/ definitely or probably won't	118 13%	-	-	-	-	-	-	-	118 31% abcde fg	-	-	118 28% ij	35 21% m	83 11%	61 11%	57 14%
NET: Had something done/in the process	616 65%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	47 12%	75 100% k	448 100% k	92 22%	91 55%	525 67% l	382 71% o	234 57%
NET: Not had something done/ not in the process	330 35%	-	-	-	-	-	-	-	330 88% abcde fg	-	-	330 78% ij	75 45% m	255 33%	153 29%	177 43% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 790

Most action taken

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Had something done	569 60%	49 52%	228 65% pr	141 56%	123 61%	256 63%	155 60%	195 60%	110 61%	70 72% S	104 69%	56 56%	49 58%	520 60%	59 47%	448 63% T	79 62% T	369 64% T
In the process	47 5%	9 9%	15 4%	13 5%	9 4%	15 4%	15 6%	15 5%	10 5%	6 7% S	7 5%	1 1%	1 1%	46 5%	12 10% UW	30 4%	5 4%	25 4%
Definitely/probably will	106 11%	8 9%	39 11%	32 13%	19 10%	35 9%	29 11%	49 15% M	13 7%	8 8%	10 6%	9 9%	7 9%	99 12%	23 18% UW	69 10%	12 10%	57 10%
Might or might not/definitely or probably won't	118 13%	8 8%	36 10%	36 14%	33 16%	54 13%	33 13%	32 10%	25 14%	8 9%	21 14%	7 7%	5 6%	113 13%	28 22% UVW	85 12%	14 11%	72 12%
NET: Had something done/in the process	616 65%	58 61%	243 69%	155 62%	132 66%	271 67%	170 65%	210 65%	119 66%	76 79% PS	111 73% S	57 57%	50 59%	566 66%	71 56%	478 68% T	84 66%	394 68% T
NET: Not had something done/not in the process	330 35%	36 39%	107 31%	96 38%	69 34%	132 33%	90 35%	113 35%	61 34% Q	20 21%	41 27%	42 43% QR	35 41%	295 34%	55 44% UW	229 32%	43 34%	186 32%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 790

Most action taken

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Had something done	569 60%	233 66% xz	232 57% z	271 67% xz	194 54%	39 60%	163 63%	66 78% B	204 58%	145 60%	82 60%	265 60%	275 61%	190 59%	236 60%	160 59%
In the process	47 5%	19 5%	13 3%	21 5%	10 3%	1 1%	17 7%	2 2%	14 4%	17 7%	7 5%	20 5%	24 5%	12 4%	16 4%	19 7%
Definitely/probably will	106 11%	38 11%	48 12%	44 11%	43 12%	5 7%	35 13% C	4 4%	40 11%	30 13%	20 15%	53 12%	45 10%	39 12%	40 10%	35 13%
Might or might not/definitely or probably won't	118 13%	63 18% xzA	42 10%	67 17% xzA	38 11%	4 6%	46 18%	14 16%	42 12%	35 14%	19 14%	49 11%	66 15%	45 14%	49 13%	29 11%
NET: Had something done/in the process	616 65%	252 71% xz	245 60% z	293 72% xz	204 57%	40 62%	180 69%	68 79%	218 62%	162 67%	89 65%	285 65%	299 67%	202 63%	252 64%	179 66%
NET: Not had something done/not in the process	330 35%	101 29%	165 40% wy	112 28%	154 43% wxy	25 38%	80 31%	18 21%	133 38%	78 33%	48 35%	153 35%	148 33%	120 37%	141 36%	91 34%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 791

Most action taken

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Had something done	569 60%	212 59%	349 65% HJK	423 63% HK	146 54%	252 61%	223 63%	87 55%	423 65% M	81 43%	466 65% O	35 31%
In the process	47 5%	18 5%	33 6%	39 6%	8 3%	14 3%	18 5%	13 9% k	38 6% M	3 2%	38 5%	5 4%
Definitely/probably will	106 11%	43 12%	60 11%	75 11%	31 11%	44 11%	42 12%	18 11%	71 11%	27 14%	78 11%	19 17%
Might or might not/ definitely or probably won't	118 13%	54 15% J	61 11%	83 12%	35 13%	56 14%	42 12%	17 11%	68 11%	43 23% L	79 11%	36 33% N
NET: Had something done/in the process	616 65%	230 63%	382 71% HJK	462 68% HK	154 57%	266 64%	240 68%	101 64%	461 71% M	84 45%	504 70% O	40 36%
NET: Not had something done/ not in the process	330 35%	132 37% J	153 29%	213 32% I	117 43% J	146 36%	114 32%	57 36%	188 29%	105 55% L	213 30%	72 64% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 791

Most action taken

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Had something done	569 60%	457 67% QR	47 51% R	34 32%	121 46%	448 66% n	360 62%	274 100% pr	195 58%	121 57%	49 71%	107 59%	60 59%	97 61%	135 60%
In the process	47 5%	36 5%	3 3%	7 6%	10 4%	37 5%	32 5% q	-	14 4% q	6 3%	1 1%	8 4%	7 7%	10 7%	16 7%
Definitely/probably will	106 11%	74 71%	7 8%	18 17%	31 12%	76 11%	70 12% q	-	34 10% q	29 14% w	7 11%	12 6%	15 15% w	20 13%	22 10%
Might or might not/definitely or probably won't	118 13%	62 9%	17 18% P	33 31% PQ	58 22% o	61 9%	74 13% q	-	40 12% q	23 11%	8 11%	23 13%	14 14%	17 11%	33 14%
NET: Had something done/in the process	616 65%	493 72% QR	50 54% R	41 38%	131 50%	485 71% n	392 67%	274 100% pr	209 63%	126 60%	50 72%	115 64%	66 66%	108 68%	151 67%
NET: Not had something done/not in the process	330 35%	193 28%	42 46% P	67 62% PQ	132 50% o	198 29%	191 33% q	-	124 37% q	84 40%	20 28%	66 36%	34 34%	51 32%	76 33%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 792

Measures installed

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Boiler	86 9%	46 9%	39 9%	16 5%	40 11% c	29 12% c	79 10% g	5 4%	32 13% i	53 8%	35 5%	51 21% j	40 8%	46 10%	80 12% opq	4 5%	2 1%	6 2%
CWI	256 27%	136 27%	121 27%	98 29%	105 29%	53 22%	222 27%	32 26%	54 22%	202 29% h	235 34% k	21 9%	150 31% m	106 23%	182 27%	23 26%	51 27%	74 27%
SWI	56 6%	29 6%	27 6%	18 5%	16 4%	22 9% d	48 6%	8 6%	18 7%	38 6%	55 8% k	1 1%	23 5%	33 7%	29 4%	11 13% n	16 9% n	27 10% n
Loft insulation	227 24%	115 23%	111 25%	93 27% e	86 24%	47 19%	179 22%	41 33% f	54 21%	172 25%	206 29% k	21 8%	142 29% m	84 18%	170 25% p	30 34% pq	27 14%	57 21% p
Other	131 14%	71 14%	58 13%	36 11%	55 15%	40 16%	118 15%	11 9%	36 15%	94 14%	66 9%	65 26% j	57 12%	74 16%	113 17% pq	11 12% pq	7 4%	18 6% p
NET: Any measure	569 60%	299 61%	268 60%	191 56%	229 63%	148 61%	483 60%	77 62%	146 58%	422 61%	459 65% k	110 45%	313 64% m	256 56%	425 64% pq	50 58%	94 49%	144 52%
NET: Any key measure	555 59%	294 60%	259 58%	189 56%	224 62%	141 58%	470 58%	76 62%	144 57%	410 59%	450 64% k	105 43%	308 63% m	247 54%	414 62% pq	50 58%	91 48%	141 51%
NET: None	377 40%	195 39%	178 40%	148 44%	132 37%	95 39%	324 40%	46 38%	105 42%	270 39%	243 35%	134 55% j	173 36%	204 44% l	244 36%	37 42%	96 51% n	133 48% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 792

Measures installed
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Boiler	86 9%	78 10%	9 5%	21 7%	49 12% †	13 10%	12 7%	15 6%	19 8%	40 14% KM	52 8%	34 11%
CWI	256 27%	201 26%	56 34%	49 16%	136 32% †	58 45% tu	49 30% O	77 29% O	69 30% O	60 21%	177 28%	80 25%
SWI	56 6%	46 6%	10 6%	24 8% v	22 5% v	- -	9 6%	12 5%	12 5%	22 8%	28 4%	28 9% w
Loft insulation	227 24%	204 26% s	23 14%	84 27% u	87 20%	26 20%	51 31% O	60 23%	53 23%	62 22%	153 24%	74 23%
Other	131 14%	124 16% s	6 4%	40 13%	66 15%	19 14%	23 14%	25 10%	29 13%	53 18% M	77 12%	53 17%
NET: Any measure	569 60%	478 61%	91 55%	171 55%	265 62%	87 67% †	108 65% M	138 53%	140 61%	182 63% M	377 60%	192 60%
NET: Any key measure	555 59%	464 59%	91 55%	166 53%	260 61% †	84 65% †	107 64% M	137 52%	138 61%	172 60%	369 59%	186 58%
NET: None	377 40%	302 39%	75 45%	141 45% v	162 38%	43 33%	58 35%	124 47% KO	88 39%	105 37%	251 40%	126 40%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 792

Measures installed

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Boiler	86 9%	66 12% AB	10 7% B	11 5% -	- -	79 10%	6 6%	86 15% FGHJ	- -	- -	- -	86 14% FGHJ	- -
CWI	256 27%	146 28% B	42 30% B	64 29% B	11 15%	231 29%	21 21%	256 45% FGHJ	- -	- -	- -	256 42% FGHJ	- -
SWI	56 6%	24 4%	12 8%	15 7% 8%	6 8%	47 6%	7 7%	56 10% FGHJ	- -	- -	- -	56 9% FGHJ	- -
Loft insulation	227 24%	125 23%	31 22%	58 26%	16 22%	206 26% D	13 14%	227 40% FGHJ	- -	- -	- -	227 37% FGHJ	- -
Other	131 14%	96 18% A	22 16% A	14 6%	7 9%	108 14%	15 15%	131 23% FGHJ	- -	- -	- -	131 21% FGHJ	- -
NET: Any measure	569 60%	340 64% B	89 63% B	126 56% B	31 42%	500 64% D	49 50%	569 100% FGHJ	- -	- -	- -	569 92% FGHJ	- -
NET: Any key measure	555 59%	330 62% B	86 61% B	126 56% B	30 40%	488 62% D	47 49%	555 98% FGHJ	- -	- -	- -	555 90% FGHJ	- -
NET: None	377 40%	191 36%	53 37%	97 44%	43 58% yzA	284 36%	49 50% C	- -	47 100% EI	106 100% EI	118 100% EI	47 8% E	330 100% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 793

Measures installed

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Boiler	86 9%	86 100% bcdef gh	8 3% h	1 2% h	13 6% h	50 39% bcdf gh	86 15% bcdh	86 16% bcdh	- -	51 68% jk	32 7% k	3 1% -	38 23% m	48 6% -	41 8% -	45 11% -
CWI	256 27%	8 9% ch	256 100% acdef gh	- -	73 32% aceh	18 14% ch	256 45% acde h	256 46% acdef h	- -	9 12% k	235 53% ik	12 3% -	14 9% -	242 31% l	177 33% o	79 19% -
SWI	56 6%	1 1% h	- -	56 100% abdefgh	13 6% bh	11 9% abh	56 10% abd	56 10% abd	- -	6 8% k	50 11% k	- -	4 2% -	52 7% l	28 5% -	28 7% -
Loft insulation	227 24%	13 15% h	73 28% ah	13 23% h	227 100% abce fgh	26 20% h	227 40% abce h	227 41% abcef h	- -	15 20% k	197 44% lk	15 4% -	15 9% -	212 27% l	160 30% o	67 16% -
Other	131 14%	50 58% bcdfg h	18 7% h	11 20% bh	26 11% h	131 100% abcd fgh	131 23% bdgh	116 21% bdh	- -	38 50% jk	73 16% k	20 5% -	48 29% m	82 11% -	70 13% -	61 15% -
NET: Any measure	569 60%	86 100% h	256 100% h	56 100% h	227 100% h	131 100% h	569 100% h	555 100% h	- -	75 100% k	448 100% k	45 11% -	84 51% -	485 62% l	349 65% o	220 54% -
NET: Any key measure	555 59%	86 100% eh	256 100% efh	56 100% eh	227 100% efh	116 89% h	555 98% eh	555 100% efh	- -	75 100% k	448 100% k	31 7% -	82 49% -	473 61% l	340 63% o	215 52% -
NET: None	377 40%	- -	- -	- -	- -	- -	- -	- -	377 100% abcde fg	- -	- -	377 89% ij	81 49% m	296 38% -	186 35% -	191 46% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 793

Measures installed

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Boiler	86 9%	2 2%	32 9% p	21 8% p	29 15% pr	30 7%	25 10%	43 13% M	12 7% S	6 6% S	7 5% S	- -	- -	86 10% u	31 24% UVW	43 6% V	2 2%	41 7% UV
CWI	256 27%	30 32%	106 30%	57 23%	49 24%	144 36% NO	74 29% O	58 18%	53 29%	34 35%	61 40% PS	24 25%	20 24%	236 27%	7 6%	226 32% T	48 38% T	178 31% T
SWI	56 6%	6 6%	31 9% rL	9 4%	7 3%	12 3%	13 5%	29 9% MN	9 5%	10 17% R	5 3%	16 16% PR	14 16% v	42 5%	6 5%	34 5%	10 8%	23 4%
Loft insulation	227 24%	17 18%	81 23%	57 23%	60 30% p	97 24%	72 28%	70 22%	44 24%	31 33% S	51 33% S	19 19%	16 19%	211 24%	9 7%	199 28% TV	22 18% T	176 30% TUV
Other	131 14%	8 9%	45 13%	42 17%	34 17%	52 13%	37 14%	54 17%	22 12% S	14 15% S	21 14% S	4 4%	4 4%	127 15% u	31 25% UVW	81 11% V	7 5%	74 13% UV
NET: Any measure	569 60%	49 52%	228 65% pr	141 56%	123 61%	256 63%	155 60%	195 60%	110 61%	70 72% S	104 69%	56 56%	49 58%	520 60%	59 47%	448 63% T	79 62% T	369 64% T
NET: Any key measure	555 59%	46 49%	225 64% pr	134 53%	122 61%	252 63%	153 59%	186 57%	108 60%	70 72% PS	103 68%	56 56%	49 58%	506 59%	58 46%	438 62% T	78 61% T	361 62% T
NET: None	377 40%	45 48% q	122 35%	109 44% q	78 39%	147 37%	105 40%	128 40%	71 39%	27 28%	48 31%	43 44% Q	35 42%	341 40%	68 53% UVW	259 37%	49 38%	211 36%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 793

Measures installed

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Boiler	86 9%	56 16% xzA	19 5% z	63 15% xzA	12 3%	1 1%	44 17%	12 14%	21 6%	21 9%	19 14% D	32 7%	46 10%	16 5%	47 12% I	25 9% I
CWI	256 27%	88 25%	119 29% z	110 27% w	98 27%	22 34%	58 22%	29 34%	84 24%	69 29%	44 32%	107 24%	137 31%	90 28% J	82 21%	90 33% J
SWI	56 6%	18 5%	28 7%	19 5%	27 7%	4 7%	12 5%	5 6%	29 8% F	10 4%	2 1%	35 8% H	19 4%	23 7% K	28 7% K	8 3%
Loft insulation	227 24%	90 25%	96 24%	104 26%	82 23%	14 22%	57 22%	29 34% B	86 24%	63 26%	26 19%	119 27%	96 21%	90 28% J	84 21%	62 23%
Other	131 14%	70 20% xz	42 10% z	81 20% xzA	31 9%	6 9%	48 18%	22 26%	36 10%	39 16% D	22 16%	59 13%	64 14%	39 12%	70 18% IK	25 9%
NET: Any measure	569 60%	233 66% xz	232 57% z	271 67% xz	194 54%	39 60%	163 63%	66 78% B	204 58%	145 60%	82 60%	265 60%	275 61%	190 59%	236 60%	160 59%
NET: Any key measure	555 59%	228 65% xz	224 55% z	266 66% xz	187 52%	38 58%	160 61%	65 76% B	200 57%	141 59%	82 59%	259 59%	267 60%	187 58%	226 57%	159 59%
NET: None	377 40%	120 34%	178 43% wy	134 33%	164 46% wxy	25 40%	97 37% C	19 22%	147 42%	96 40%	55 40%	174 40%	173 39%	132 41%	157 40%	110 41%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 794

Measures installed

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Boiler	86 9%	43 12% IJ	41 8%	61 9% I	25 9%	45 11%	27 8%	12 8%	73 11% M	6 3%	79 11% O	5 4%
CWI	256 27%	72 20%	177 33% HJK	196 29% HK	61 22%	115 28%	98 28%	43 27%	182 28%	42 22%	212 30% O	7 7%
SWI	56 6%	21 6%	28 5%	36 5%	20 8%	21 5%	24 7%	10 6%	40 6%	8 4%	37 5%	3 3%
Loft insulation	227 24%	92 25% K	160 30% HJK	183 27% K	44 16%	90 22%	90 25%	41 26%	178 27% M	23 12%	201 28% O	12 11%
Other	131 14%	62 17% IJ	70 13%	96 14%	34 13%	70 17% m	46 13%	14 9%	106 16% M	11 6%	112 16%	10 9%
NET: Any measure	569 60%	212 59%	349 65% HJK	423 63% HK	146 54%	252 61%	223 63%	87 55%	423 65% M	81 43%	466 65% O	35 31%
NET: Any key measure	555 59%	205 57%	340 63% HJK	411 61% HK	143 53%	244 59%	216 61%	86 55%	411 63% M	78 42%	455 63% O	32 29%
NET: None	377 40%	150 41% IJ	186 35%	252 37% I	125 46% IJ	160 39%	132 37%	70 45%	226 35%	108 57% L	251 35%	77 69% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 794

Measures installed

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Boiler	86 9%	69 10% R	10 11% R	3 3%	10 4%	76 11% n	80 14% r	71 26% pr	6 2%	15 7%	6 8%	9 5%	15 15% uw	12 8%	29 13% w
CWI	256 27%	216 31% QR	15 16%	12 11%	54 21%	202 30% n	142 24%	115 42% pr	108 32% p	54 26%	26 38% z	48 26%	23 23%	52 33%	54 24%
SWI	56 6%	41 6%	4 5%	4 4%	11 4%	45 7%	24 4%	15 6%	25 8% p	13 6% y	4 6% y	14 8% y	6 6% y	2 1%	17 7% y
Loft insulation	227 24%	193 28% QR	14 15%	9 8%	36 14%	191 28% n	149 26%	127 46% pr	73 22%	44 21%	16 22%	49 27%	19 19%	47 30%	53 24%
Other	131 14%	97 14%	15 17%	10 9%	25 9%	106 15% n	105 18% r	69 25% pr	25 7%	25 12%	9 14%	18 10%	20 20% w	24 15%	35 15%
NET: Any measure	569 60%	457 67% QR	47 51% R	34 32%	121 46%	448 66% n	360 62%	274 100% pr	195 58%	121 57%	49 71%	107 59%	60 59%	97 61%	135 60%
NET: Any key measure	555 59%	447 65% QR	45 49% R	32 30%	116 44%	439 64% n	351 60%	273 100% pr	190 57%	118 56%	47 68%	105 58%	58 58%	95 60%	132 58%
NET: None	377 40%	229 33%	45 49% P	73 68% PQ	142 54% o	235 34%	223 38% q	- -	139 42% q	90 43%	20 29%	73 41%	41 41%	61 39%	91 40%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 795

Whether used GD finance/cashback for key measures

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes: used either	75 8%	44 9%	31 7%	11 3%	38 10% c	27 11% c	72 9% g	3 2%	24 10%	51 7%	31 4%	44 18% j	31 6%	44 10%	75 11% opq	1 1%	-	1 *
No: not used	448 47%	231 47%	216 48%	166 49%	174 48%	108 44%	372 46%	68 56% f	111 44%	336 49%	388 55% k	60 25%	263 54% m	185 40%	311 47%	47 54%	90 47%	137 49%
No key measures installed	422 45%	219 44%	199 45%	163 48%	150 41%	108 44%	364 45%	52 42%	116 46%	304 44%	283 40%	140 57% j	192 40%	230 50% l	283 42%	39 45%	100 53% n	140 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 795

Whether used GD finance/cashback for key measures

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes: used either	75 8%	68 9%	8 5%	20 6%	40 9%	15 11%	3 2%	10 4%	26 12% KM	35 12% KM	46 7%	29 9%
No: not used	448 47%	365 47%	83 50%	130 42%	207 48%	67 52%	94 56% MO	121 46%	107 47%	126 44%	302 48%	146 46%
No key measures installed	422 45%	348 45%	75 45%	162 52% uv	180 42%	48 37%	69 41%	131 50%	95 41%	125 44%	279 44%	143 45%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 795

Whether used GD finance/cashback for key measures

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes: used either	75 8%	58 11% A	8 6%	5 2%	4 5%	63 8%	9 9%	75 13% FGHJ	- -	- -	- -	75 12% FGHJ	- -
No: not used	448 47%	251 47% B	69 48% B	118 53% B	24 33%	398 51% D	37 37%	448 79% FGHJ	- -	- -	- -	448 73% FGHJ	- -
No key measures installed	422 45%	223 42%	65 46%	100 45%	45 62% yzA	323 41%	52 54% C	45 8%	47 100% EI	106 100% EI	118 100% EI	92 15% E	330 100% EI



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 796

Whether used GD finance/cashback for key measures

Base: All respondents

	Measures installed									Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures	
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes: used either	75 8%	51 60% bcdef gh	9 3% h	6 11% bh	15 7% h	38 29% bcd fgh	75 13% bdh	75 14% bdh	-	75 100% jk	-	-	45 27% m	31 4%	38 7%	38 9%
No: not used	448 47%	32 37% h	235 92% adef gh	50 89% cefh	197 87% aefg h	73 56% ah	448 79% ceh	448 81% cefh	-	-	448 100% ik	-	32 19%	416 53% l	283 53% o	166 40%
No key measures installed	422 45%	3 3%	12 5%	-	15 7% c	20 15% abcd fg	45 8% bcg	31 6%	377 100% abcde fg	-	-	422 100% ij	89 54% m	334 43%	215 40%	207 50% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 796

Whether used GD finance/cashback for key measures

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes: used either	75 8%	1 1%	26 7% p	23 9% p	26 13% pq	30 8%	19 7%	40 12% MN	11 6% S	6 7% S	5 3%	- -	- -	75 9% u	30 24% UVW	38 5% V	- -	38 7% UV
No: not used	448 47%	44 47%	190 54% rL	103 41%	85 42%	214 53% O	123 47%	134 41%	89 49%	56 58%	93 61% P	55 56%	48 57%	400 46%	26 20%	374 53% T	75 59% T	298 51% T
No key measures installed	422 45%	49 52% q	134 38%	125 50% q	90 45%	159 39%	118 45%	150 46%	81 45%	34 35%	54 36%	44 44%	36 43%	386 45%	71 56% UVW	295 42%	52 41%	243 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 796

Whether used GD finance/cashback for key measures

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes: used either	75 8%	51 14% xzA	19 5% z	60 15% xzA	9 3%	2 3%	40 15%	10 12%	17 5%	23 9% D	15 11% D	21 5%	48 11% G	9 3%	45 11% I	22 8% I
No: not used	448 47%	157 45%	196 48%	184 45%	170 47%	35 54%	106 41%	47 55% B	174 50%	112 46%	59 43%	222 51%	203 45%	167 52% J	168 43%	127 47%
No key measures installed	422 45%	145 41%	195 48% y	161 40%	179 50% wxy	27 43%	114 44%	28 33%	160 46%	106 44%	63 46%	195 44%	196 44%	145 45%	180 46%	121 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 797

Whether used GD finance/cashback for key measures

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes: used either	75 8%	36 10% J	38 7%	54 8%	22 8%	41 10% m	27 8%	6 4%	66 10% M	4 2%	68 9% O	4 3%
No: not used	448 47%	150 42%	283 53% HJK	330 49% H	118 44%	186 45%	181 51%	75 48%	319 49% M	71 38%	360 50% O	26 24%
No key measures installed	422 45%	175 48% J	215 40%	291 43% I	131 48% I	184 45%	147 41%	77 49%	263 41%	114 60% L	289 40%	82 73% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 797

Whether used GD finance/cashback for key measures

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes: used either	75 8%	60 9% R	8 8% R	2 2%	8 3%	68 10% n	63 11% r	58 21% pr	11 3%	15 7%	7 10%	10 6%	14 14% wy	9 5%	21 9%
No: not used	448 47%	361 53% QR	34 37%	27 25%	104 39%	345 50% n	259 44%	192 70% pr	176 53% p	99 47%	37 54%	91 50%	42 42%	80 50%	99 44%
No key measures installed	422 45%	264 39%	51 55% P	78 73% PQ	152 58% o	271 40%	261 45% q	24 9%	146 44% q	97 46%	25 36%	80 44%	44 44%	70 44%	107 47%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 798

Whether GD finance mentioned by assessor

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	165 17%	77 16%	89 20%	48 14%	82 23% ce	35 15%	149 19% g	14 11%	48 19%	117 17%	75 11%	90 37% j	77 16%	88 19%	154 23% opq	7 8%	5 3%	11 4%
No	781 83%	417 84%	358 80%	291 86% d	279 77%	207 85% d	658 81%	109 89% f	203 81%	574 83%	627 89% k	153 63%	409 84%	372 81%	515 77%	81 92% n	185 97% n	266 96% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 798

Whether GD finance mentioned by assessor

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	165 17%	154 20% s	12 7%	64 20%	77 18%	22 17%	24 15%	41 16%	43 19%	57 20%	98 16%	67 21% w
No	781 83%	627 80%	154 93% r	249 80%	350 82%	107 83%	142 85%	221 84%	185 81%	229 80%	530 84% x	251 79%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 798

Whether GD finance mentioned by assessor

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	165 17%	118 22% zA	19 13%	21 9%	16 22% A	119 15%	23 23%	84 15%	6 13%	31 29% EHI	35 30% EFJ	91 15%	75 23% EI
No	781 83%	414 78%	124 87% y	202 91% yB	57 78%	665 85%	75 77%	485 85% GHJ	41 87% GH	76 71%	83 70%	525 85% GHJ	255 77% H



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 799

Whether GD finance mentioned by assessor

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	165 17%	38 44% bcdfg h	14 6%	4 6%	15 7%	48 37% bcd gh	84 15% bcd	82 15% bcd	81 21% bcdf g	45 59% jk	32 7%	89 21% j	165 100% m	- -	93 17%	72 18%
No	781 83%	48 56%	242 94% aefg h	52 94% aefgh	212 93% aefg h	82 63%	485 85% aeh	473 85% aeh	296 79% ae	31 41%	416 93% ik	334 79% i	- -	781 100% l	443 83%	338 82%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 799

Whether GD finance mentioned by assessor

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	165 17%	3 4%	47 13% p	57 23% pq	55 27% pq	64 16%	48 18%	74 23% M	29 16% S	14 14% S	13 9% S	- -	- -	165 19% u	63 50% UVW	89 13% V	7 6%	81 14% UV
No	781 83%	90 96% qrL	304 87% rL	194 77%	146 73%	339 84% O	212 82%	249 77%	152 84%	83 86%	139 91%	99 100% PQR	84 100% v	696 81%	63 50%	618 87% TW	120 94% TUW	498 86% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 799

Whether GD finance mentioned by assessor

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	165 17%	100 28% xzA	51 12% zA	114 28% xzA	37 10% A	2 3%	87 33% C	13 15%	45 13%	50 21% D	39 29% D	64 15%	93 21% G	48 15%	69 18%	54 20%
No	781 83%	253 72%	359 88% wy	291 72%	321 90% wxy	62 97% wxyz	174 67%	72 85% B	306 87% EF	190 79%	98 71%	375 85% H	355 79%	274 85%	324 82%	217 80%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 800

Whether GD finance mentioned by assessor

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	165 17%	85 24% JK	93 17%	124 18%	41 15%	81 20%	58 16%	21 13%	134 21% M	21 11%	141 20%	18 16%
No	781 83%	277 76%	443 83% H	551 82% H	230 85% H	331 80%	296 84%	137 87%	514 79%	168 89% L	576 80%	94 84%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 800

Whether GD finance mentioned by assessor

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	165 17%	132 19%	13 14%	20 18%	34 13%	131 19% n	141 24% qr	52 19% r	23 7%	32 15%	8 11%	19 11%	27 27% uvw	30 19% w	49 22% w
No	781 83%	554 81%	80 86%	88 82%	229 87% o	552 81% p	442 76%	222 81% p	310 93% pq	179 85% x	62 89% x	162 89% xyz	73 73%	128 81%	177 78%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 801

Whether assessor discussed eligibility for free/reduced cost measures

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	535 57%	276 56%	258 58%	201 59%	205 57%	129 53%	453 56%	73 60%	133 53%	401 58%	409 58%	127 52%	296 61% m	240 52%	414 62% pq	52 60% pq	68 36%	121 44% p
No	411 43%	218 44%	189 42%	138 41%	156 43%	114 47%	354 44%	50 40%	118 47%	290 42%	293 42%	117 48%	190 39%	220 48% l	254 38%	35 40%	122 64% noq	156 56% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 801

Whether assessor discussed eligibility for free/reduced cost measures

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	535 57%	465 60% s	71 43%	182 58%	240 56%	75 58%	94 57%	145 55%	129 56%	165 58%	339 54%	196 62% w
No	411 43%	316 40%	95 57% r	131 42%	188 44%	55 42%	72 43%	117 45%	100 44%	121 42%	289 46% x	122 38%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 801

Whether assessor discussed eligibility for free/reduced cost measures

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	535 57%	310 58%	89 62% A	115 51%	35 48%	458 58%	51 52%	349 61% J	33 71% HJ	60 56% J	61 52%	382 62% HJ	153 46%
No	411 43%	222 42%	54 38%	108 49% z	38 52%	326 42%	47 48%	220 39%	14 29%	47 44%	57 48% FI	234 38%	177 54% EFGI



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 802

Whether assessor discussed eligibility for free/reduced cost measures

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	535 57%	41 47%	177 69% acef gh	28 49%	160 70% acef gh	70 53%	349 61% aceh	340 61% ach	186 49%	38 50%	283 63% lk	215 51%	93 56%	443 57%	535 100% o	- -
No	411 43%	45 53% bdfg	79 31%	28 51% bdfg	67 30%	61 47% bdf	220 39% bd	215 39% bd	191 51% bdfg	38 50% j	166 37%	207 49% j	72 44%	338 43%	- -	411 100% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 802

Whether assessor discussed eligibility for free/reduced cost measures

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	535 57%	48 51%	209 60%	138 55%	124 62%	253 63% O	161 62% O	166 51%	109 60% S	59 61% S	99 65% S	28 28%	24 29%	511 59% u	58 46%	436 62% TV	52 41%	385 66% TUV
No	411 43%	46 49%	141 40%	112 45%	77 38%	150 37%	99 38%	157 49% MN	72 40%	38 39%	53 35%	71 72% PQR	60 71% v	350 41%	69 54% UW	271 38% W	76 59% UW	195 34%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 802

Whether assessor discussed eligibility for free/reduced cost measures

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	535 57%	221 63% xzA	214 52% A	253 62% xzA	182 51% A	21 32%	159 61%	57 67%	191 54%	153 64% D	73 53%	245 56%	257 57%	183 57%	216 55%	156 58%
No	411 43%	132 37%	196 48% wy	152 38%	176 49% wy	43 68% wxyz	102 39%	28 33%	160 46% E	87 36%	65 47%	193 44%	191 43%	139 43%	177 45%	115 42%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 803

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Whether assessor discussed eligibility for free/reduced cost measures

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	535 57%	222 61% K	535 100% HJK	535 79% HK	-	231 56%	199 56%	93 59%	400 62% M	93 49%	448 63% O	50 45%
No	411 43%	139 39% IJ	-	139 21% I	271 100% HIJ	181 44%	156 44%	64 41%	248 38%	96 51% L	269 37%	61 55% N



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 803

Whether assessor discussed eligibility for free/reduced cost measures

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	535 57%	433 63% QR	37 40%	48 45%	127 48%	409 60% n	341 59%	171 63%	184 55%	115 55%	42 60%	87 48%	59 58%	91 58%	142 63% w
No	411 43%	253 37%	55 60% P	59 55% P	136 52% o	274 40%	242 41%	103 37%	150 45%	96 45%	28 40%	94 52% z	42 42%	67 42%	85 37%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 804

Length of assessment

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Less than 20 mins	94 10%	54 11%	38 8%	44 13% d	24 7%	24 10%	76 9%	16 13%	25 10%	67 10%	76 11%	18 7%	63 13% m	31 7%	47 7%	13 14% n	34 18% n	46 17% n
20 - 40 mins	350 37%	201 41% b	149 33%	121 36%	146 40%	83 34%	298 37%	49 40%	108 43% i	243 35%	260 37%	91 37%	190 39%	161 35%	223 33%	38 43%	90 47% n	128 46% n
40 mins - 1 hour	250 26%	126 25%	123 27%	88 26%	98 27%	64 26%	221 27%	25 20%	59 23%	191 28%	181 26%	69 28%	110 23%	140 31% l	194 29% pq	21 24%	35 19%	56 20%
More than 1 hour	201 21%	84 17%	117 26% a	59 17%	82 23%	60 25% c	174 22%	25 20%	46 18%	155 22%	143 20%	58 24%	89 18%	112 24% l	174 26% opq	12 14%	15 8%	27 10%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 804

Length of assessment
Base: All respondents

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	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Less than 20 mins	94 10%	56 7%	38 23% r	21 7%	50 12% t	10 7%	17 10%	34 13% O	19 8%	22 8%	64 10%	30 9%
20 - 40 mins	350 37%	278 36%	73 44%	103 33%	166 39%	51 39%	57 35%	102 39%	87 38%	103 36%	237 38%	113 36%
40 mins - 1 hour	250 26%	220 28% s	30 18%	91 29%	113 26%	33 26%	38 23%	73 28%	59 26%	80 28%	168 27%	83 26%
More than 1 hour	201 21%	192 25% s	9 5%	80 26% u	82 19%	31 24%	32 19%	42 16%	56 24% M	71 25% M	125 20%	76 24%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 804

Length of assessment

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Less than 20 mins	94 10%	46 9%	14 10%	29 13%	5 7%	74 9%	16 17% C	49 9%	9 19% EHI	8 8%	8 6%	58 9% E	36 11% H
20 - 40 mins	350 37%	185 35%	52 37%	105 47% yzB	18 24%	306 39%	34 35%	228 40% J	15 32%	39 37%	36 31%	243 39% J	107 33%
40 mins - 1 hour	250 26%	153 29% A	35 24%	48 22%	21 28%	208 26%	24 24%	141 25%	13 29%	32 30%	36 30%	155 25%	96 29%
More than 1 hour	201 21%	125 23% A	33 23% A	26 12%	26 36% yA	154 20%	19 19%	123 22%	9 19%	19 18%	33 28% J	132 21%	69 21%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 805

Length of assessment

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Less than 20 mins	94 10%	2 2%	30 12% afg	6 11% a	17 7%	8 6%	49 9% a	46 8% a	45 12% a	1 1%	44 10% i	49 12% i	3 2%	90 12% i	48 9%	46 11%
20 - 40 mins	350 37%	32 36%	106 41% h	31 55% adefgh	81 36%	45 34%	228 40% h	225 41% dh	122 32%	26 35%	190 42% k	134 32%	47 28%	304 39% i	209 39%	141 34%
40 mins - 1 hour	250 26%	21 24%	57 22%	9 16%	57 25%	42 32% bcfg	141 25% g	134 24%	109 29% c	23 30%	103 23%	125 30% j	57 34% m	194 25%	138 26%	112 27%
More than 1 hour	201 21%	29 34% bcfg h	49 19%	7 12%	60 26% bcfg	34 26% c	123 22%	122 22% c	78 21%	26 34% jk	85 19%	90 21%	55 33% m	146 19%	124 23%	77 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 805

Length of assessment

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Less than 20 mins	94 10%	94 100% qL	-	-	-	52 13% N	16 6%	28 9%	22 12%	12 13%	17 11%	12 12%	12 14%	82 9%	3 2%	80 11% TW	22 17% TUW	58 10% T
20 - 40 mins	350 37%	-	350 100% pL	-	-	157 39%	98 38%	114 35%	64 35%	37 38%	56 37%	50 51% PR	44 52% v	306 36%	36 28%	269 38%	55 43% T	214 37%
40 mins - 1 hour	250 26%	-	-	250 100% pQL	-	107 27%	77 30%	86 27%	50 28% S	25 25% S	40 26% S	13 13%	10 12%	240 28% u	34 27%	186 26%	29 22%	158 27%
More than 1 hour	201 21%	-	-	-	201 100% pqr	70 17%	63 24% M	80 25% M	37 21% S	18 19%	31 20% S	10 10%	8 10%	193 22% u	49 38% UVW	140 20% V	14 11%	127 22% UV



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 805

Length of assessment

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Less than 20 mins	94 10%	22 6%	54 13% wy	23 6%	53 15% wxy	10 16% wy	15 6%	6 7%	51 15% EF	15 6%	6 5%	46 10%	40 9%	30 9%	33 8%	33 12%
20 - 40 mins	350 37%	109 31%	167 41% wy	128 32%	148 41% wy	26 41%	70 27%	38 44% B	152 43% F	90 37%	44 32%	185 42% H	149 33%	130 40%	139 35%	96 36%
40 mins - 1 hour	250 26%	111 31% xz	94 23% z	129 32% xz	76 21%	13 20%	88 34%	20 24%	82 23%	73 30%	37 27%	110 25%	122 27%	83 26%	110 28%	66 25%
More than 1 hour	201 21%	103 29% xzA	72 18%	117 29% xzA	59 16%	8 12%	81 31%	21 24%	48 14%	55 23% D	44 32% D	73 17%	117 26% G	60 19%	95 24%	56 21%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 806

Length of assessment

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Less than 20 mins	94 10%	26 7%	48 9%	57 8%	36 13% HJ	41 10%	35 10%	16 10%	44 7%	32 17% L	56 8%	16 15% N
20 - 40 mins	350 37%	127 35%	209 39%	257 38%	94 35%	145 35%	132 37%	68 43%	237 37%	73 38%	264 37%	43 39%
40 mins - 1 hour	250 26%	110 31% I	138 26%	184 27%	67 25%	106 26%	100 28%	37 23%	190 29%	42 22%	201 28%	27 24%
More than 1 hour	201 21%	86 24% K	124 23%	155 23%	46 17%	110 27% Im	62 18%	25 16%	157 24% M	32 17%	169 24%	23 21%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 806

Length of assessment

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Less than 20 mins	94 10%	61 9%	11 12%	15 14%	45 17% o	49 7%	45 8% q	14 5%	45 14% pq	18 9%	12 17% xy	23 13% x	4 4%	10 7%	27 12% x
20 - 40 mins	350 37%	258 38%	39 42%	32 30%	95 36%	255 37%	191 33%	91 33%	146 44% pq	86 41% y	21 31%	75 41% y	43 42% y	46 29%	79 35%
40 mins - 1 hour	250 26%	194 28%	21 23%	27 25%	62 23%	188 28%	166 28%	73 27%	79 24%	51 24%	18 25%	37 20%	20 20%	54 34% wx	72 32% wx
More than 1 hour	201 21%	152 22%	15 17%	27 25%	45 17%	156 23%	157 27% r	83 30% r	42 13%	43 20%	13 19%	30 17%	30 30% wz	42 26% w	43 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 807

How heard of assessment

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Any direct approach	403 43%	204 41%	196 44%	126 37%	159 44%	116 48% c	349 43%	47 39%	114 46%	287 41%	279 40%	124 51% j	210 43%	193 42%	306 46% pq	37 42%	60 32%	97 35%
Any advertising/news	260 28%	140 28%	120 27%	93 27%	106 29%	61 25%	219 27%	35 29%	64 26%	195 28%	205 29%	56 23%	132 27%	128 28%	189 28%	22 25%	50 26%	71 26%
Any word of mouth	323 34%	173 35%	147 33%	126 37%	116 32%	81 33%	281 35%	38 31%	89 35%	233 34%	238 34%	85 35%	151 31%	172 37%	211 32%	31 35%	82 43% n	112 41% n



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 807

How heard of assessment

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Any direct approach	403 43%	334 43%	69 42%	108 35%	200 47% †	62 48% †	54 33%	103 39%	106 46% K	139 49% KM	269 43%	134 42%
Any advertising/news	260 28%	230 29% s	30 18%	87 28%	108 25%	46 35% u	45 27%	75 29%	65 28%	74 26%	170 27%	90 28%
Any word of mouth	323 34%	268 34%	55 33%	119 38%	136 32%	41 32%	52 31%	97 37%	71 31%	101 35%	220 35%	103 32%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 807

How heard of assessment

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Any direct approach	403 43%	238 45% A	67 47% A	79 36%	26 36%	348 44%	41 42%	256 45% G	15 33%	35 33%	54 46%	271 44% G	132 40%
Any advertising/news	260 28%	148 28%	42 29%	67 30%	19 26%	220 28%	24 24%	155 27%	15 32%	29 28%	33 28%	170 28%	90 27%
Any word of mouth	323 34%	175 33%	42 29%	84 38%	28 39%	256 33%	34 35%	195 34%	15 32%	49 46% EHIJ	32 27%	210 34%	113 34% H



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 808

How heard of assessment

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Any direct approach	403 43%	30 35%	144 56%	12 21%	97 43%	52 40%	256 45%	252 45%	147 39%	30 40%	214 48%	159 38%	64 39%	339 43%	253 47%	150 36%
Any advertising/news	260 28%	25 29%	74 29%	13 23%	72 32%	37 29%	155 27%	153 28%	105 28%	19 26%	123 28%	118 28%	48 29%	212 27%	161 30%	99 24%
Any word of mouth	323 34%	43 50%	58 23%	29 52%	70 31%	54 41%	195 34%	186 33%	128 34%	40 53%	134 30%	150 35%	74 45%	249 32%	166 31%	157 38%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 808

How heard of assessment

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Any direct approach	403 43%	52 55% rL	157 45% L	107 43%	70 35%	403 100% NO	47 18% O	36 11%	83 46% S	41 42% S	88 58% PQS	22 23%	14 17%	389 45% u	38 30%	329 47% TV	39 31%	290 50% TUV
Any advertising/news	260 28%	16 18%	98 28%	77 31% p	63 32% p	47 12%	260 100% MO	55 17% M	56 31%	26 27%	42 28%	22 22%	16 19%	244 28%	46 36% V	193 27%	31 24%	162 28%
Any word of mouth	323 34%	28 30%	114 32%	86 35%	80 40%	36 9%	55 21% M	323 100% MN	53 29%	27 28%	34 23%	47 47% PQR	39 47% v	284 33%	61 48% UW	221 31% W	60 47% UW	160 28%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 808

How heard of assessment

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Any direct approach	403 43%	136 A	181 A	162 A	155 A	15 23%	93 36%	38 44%	148 42%	100 42%	55 40%	174 40%	206 46%	118 37%	189 48%	106 39%
Any advertising/news	260 28%	120 xzA	97 zA	139 xzA	78 A	7 10%	90 34%	28 33%	90 26%	74 31%	49 36%	116 26%	123 27%	94 29%	106 27%	77 29%
Any word of mouth	323 34%	135 38%	136 33%	148 37%	123 34%	34 54%	103 40%	31 36%	117 33%	77 32%	59 43%	149 34%	157 35%	122 38%	129 33%	85 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 809

How heard of assessment

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Any direct approach	403 43%	119 33%	253 47% HJ	286 42% H	117 43% H	177 43%	159 45%	59 37%	270 42%	95 50% L	315 44%	54 48%
Any advertising/news	260 28%	115 32% K	161 30% K	202 30% K	59 22%	117 28%	88 25%	50 32%	194 30% M	39 21%	209 29%	26 24%
Any word of mouth	323 34%	141 39% IJ	166 31%	228 34% I	95 35%	142 34%	120 34%	55 35%	244 38% M	51 27%	245 34%	31 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 809

How heard of assessment

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Any direct approach	403 43%	283 41%	38 41%	60 56% P	131 50% o	272 40%	230 39%	120 44% p	166 50% p	88 42%	33 47%	77 43%	51 50%	62 39%	92 41%
Any advertising/news	260 28%	200 29%	24 26%	25 23%	61 23%	200 29%	175 30% r	85 31% r	75 23%	55 26%	18 25%	34 19%	29 28%	57 36% w	68 30% w
Any word of mouth	323 34%	250 36% R	33 36% R	22 20%	74 28%	249 36% n	207 36%	90 33%	108 32%	69 33%	26 38%	56 31%	40 40%	56 35%	76 34%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 810

Main motivation for having an assessment (all mentions 10%+)

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
To save money on energy bills	181 19%	91 18%	89 20%	85 25% d	44 12%	51 21% d	147 18%	33 27% f	40 16%	141 20%	132 19%	48 20%	91 19%	90 20%	130 19%	20 23%	30 16%	50 18%
To make home warmer/more comfortable	97 10%	63 13% b	34 8%	42 12%	36 10%	19 8%	81 10%	15 13%	32 13%	64 9%	84 12% k	12 5%	61 13% m	36 8%	64 10%	18 21% npq	14 7%	32 12% p
Assessment was free	152 16%	73 15%	79 18%	53 15%	62 17%	37 15%	133 16%	19 15%	37 15%	115 17%	116 17%	35 15%	78 16%	74 16%	128 19% opq	7 8%	17 9%	24 9%
Had no say in arranging the assessment	99 10%	65 13% b	33 7%	42 12%	36 10%	21 9%	79 10%	16 13%	30 12%	68 10%	86 12% k	13 5%	49 10%	50 11%	-	21 24% n	78 41% noq	99 36% no



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 810

Main motivation for having an assessment (all mentions 10%+)

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
To save money on energy bills	181 19%	149 19%	32 19%	60 19%	82 19%	29 22%	40 24% N	53 20%	34 15%	53 19%	128 20%	53 17%
To make home warmer/more comfortable	97 10%	84 11%	12 7%	36 12%	34 8%	13 10%	28 17% MNO	23 9%	22 10%	23 8%	57 9%	40 12%
Assessment was free	152 16%	136 17% s	15 9%	45 14%	75 18%	25 20%	18 11%	45 17%	42 18%	46 16%	96 15%	56 18%
Had no say in arranging the assessment	99 10%	50 6%	49 29% r	24 8%	41 10%	8 6%	21 13%	33 13%	21 9%	23 8%	79 13% x	20 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 810

Main motivation for having an assessment (all mentions 10%+)

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
To save money on energy bills	181 19%	105 20%	40 28% yA	32 14%	12 16%	158 20%	12 12%	110 19%	10 21%	13 12%	25 21%	119 19%	61 19%
To make home warmer/more comfortable	97 10%	44 8%	12 9%	35 16% yz	9 13%	82 10%	9 9%	70 12% J	6 13%	8 7%	8 7%	76 12% J	20 6%
Assessment was free	152 16%	95 18%	24 17%	30 13%	6 9%	132 17%	18 18%	104 18% GJ	7 15%	10 9%	21 18% J	111 18% GJ	41 12%
Had no say in arranging the assessment	99 10%	30 6%	9 7%	52 23% yz	9 12%	87 11%	10 10%	56 10%	1 2%	9 8%	7 6%	57 9%	42 13% FH



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 811

Main motivation for having an assessment (all mentions 10%+)

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
To save money on energy bills	181 19%	12 14%	53 21%	9 16%	44 19%	22 17%	110 19%	108 20%	71 19%	11 14%	89 20%	81 19%	29 18%	152 19%	109 20%	72 18%
To make home warmer/more comfortable	97 10%	6 7%	34 13% h	10 18% ah	31 14% h	14 11%	70 12% h	70 13% h	27 7%	6 9%	56 13% k	34 8%	14 8%	83 11%	59 11%	38 9%
Assessment was free	152 16%	7 8%	61 24% acfgh	5 9%	51 22% acfh	21 16% a	104 18% ach	103 19% ach	48 13%	5 7%	93 21% lk	54 13%	13 8%	139 18% l	99 19% o	53 13%
Had no say in arranging the assessment	99 10%	- -	24 9% ae	16 28% abdefgh	19 8% ae	4 3%	56 10% ae	56 10% ae	43 11% ae	- -	55 12% i	44 10% i	- -	99 13% l	28 5%	71 17% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 811

Main motivation for having an assessment (all mentions 10%+)

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
To save money on energy bills	181 19%	22 24%	64 18%	50 20%	37 18%	83 21%	56 22%	53 16%	181 100% QRS	-	-	-	-	181 21% u	19 15%	145 20% V	16 13%	129 22% UV
To make home warmer/more comfortable	97 10%	12 13%	37 10%	25 10%	18 9%	41 10%	26 10%	27 8%	-	97 100% PRS	-	-	-	97 11% u	5 4%	82 12% T	16 13% T	65 11% T
Assessment was free	152 16%	17 18%	56 16%	40 16%	31 15%	88 22% O	42 16% O	34 11%	-	-	152 100% PQS	-	-	152 18% u	-	141 20% TV	12 9% T	130 22% TUV
Had no say in arranging the assessment	99 10%	12 13% rL	50 14% rL	13 5%	10 5%	22 6%	22 8%	47 14% MN	-	-	-	99 100% PQR	84 100% v	14 2%	2 1%	75 11% TW	45 35% TUW	30 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 811

Main motivation for having an assessment (all mentions 10%+)

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
To save money on energy bills	181 19%	53 15%	87 21% w	67 17% w	73 20%	10 15%	40 15%	13 15%	61 17%	47 19%	26 19%	79 18%	89 20%	67 21%	77 19%	46 17%
To make home warmer/more comfortable	97 10%	40 11%	39 9%	44 11%	35 10%	5 8%	30 11%	9 11%	50 14%	21 9%	12 9%	58 13% H	37 8%	37 11%	34 9%	29 11%
Assessment was free	152 16%	51 15%	64 16% A	57 14%	58 16% A	3 5%	30 12%	19 22% B	53 15%	33 14%	21 15%	68 16%	76 17%	57 18%	62 16%	38 14%
Had no say in arranging the assessment	99 10%	12 3%	68 17% wy	13 3%	67 19% wxy	27 41% wxyz	7 3%	4 5%	58 17% EF	16 7%	3 2%	64 15% H	24 5%	33 10%	34 9%	33 12%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 812

Main motivation for having an assessment (all mentions 10%+)

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
To save money on energy bills	181 19%	65 18%	109 20%	133 20%	47 17%	78 19%	65 18%	35 23%	131 20%	28 15%	149 21%	16 14%
To make home warmer/more comfortable	97 10%	37 10%	59 11%	72 11%	25 9%	43 10%	27 8%	24 15% l	74 11%	13 7%	81 11%	9 8%
Assessment was free	152 16%	48 13%	99 19% H	115 17% H	37 14%	76 18%	51 14%	23 15%	102 16%	33 17%	123 17%	17 15%
Had no say in arranging the assessment	99 10%	24 7%	28 5%	39 6%	59 22% HIJ	23 6%	43 12% k	29 18% k	48 7%	31 16% L	47 7%	14 12% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 812

Main motivation for having an assessment (all mentions 10%+)

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
To save money on energy bills	181 19%	142 21% Q	11 12%	16 15%	42 16%	139 20%	105 18%	53 19%	70 21%	38 18%	12 17%	22 12%	18 18%	32 20%	59 26% uw
To make home warmer/more comfortable	97 10%	78 11%	7 7%	10 9%	25 9%	72 11%	69 12%	40 15% r	27 8%	19 9%	7 10%	18 10%	6 6%	17 11%	30 13%
Assessment was free	152 16%	114 17%	15 16%	17 16%	47 18%	105 15%	84 14%	44 16%	66 20% p	29 14%	13 19%	38 21% z	13 13%	32 20%	28 12%
Had no say in arranging the assessment	99 10%	57 8%	14 15%	14 13%	41 16% o	57 8%	39 7% q	10 4%	58 17% pq	34 16% xyz	7 9%	32 18% xyz	7 6%	6 4%	14 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 813

Arranged by landlord/housing association/other organisation and household had no choice

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	84 9%	55 71% b	29 7%	34 70%	31 8%	20 8%	68 8%	14 71%	27 71%	57 8%	72 70% k	13 5%	40 8%	44 70%	-	17 79% n	68 36% noq	84 30% no
No	862 91%	439 89%	417 93% a	305 90%	330 92%	223 92%	739 92%	109 89%	224 89%	634 92%	631 90%	231 95% j	446 92%	416 90%	669 100% opq	71 81% pq	122 64%	193 70% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 813

Arranged by landlord/housing association/other organisation and household had no choice

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	84 9%	39 5%	45 27% r	21 7%	40 9%	6 4%	19 11%	28 11%	17 8%	20 7%	66 11% x	18 6%
No	862 91%	741 95% s	121 73%	291 93%	388 91%	124 96%	147 89%	234 89%	211 92%	267 93%	561 89%	300 94% w



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 813

Arranged by landlord/housing association/other organisation and household had no choice

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	84 9%	29 5%	9 6%	41 19% yz	7 10%	74 9%	9 9%	49 9%	1 2%	7 7%	5 4%	50 8%	35 10% H
No	862 91%	503 95% A	134 94% A	181 81%	66 90%	711 91%	89 91%	520 91%	46 98%	99 93%	113 96% J	566 92%	295 90%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 814

Arranged by landlord/housing association/other organisation and household had no choice

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	84 9%	- -	20 8%	14 24%	16 7%	4 3%	49 9%	49 9%	35 9%	- -	48 11%	36 9%	- -	84 17%	24 4%	60 15%
No	862 91%	86 100%	236 92%	42 76%	211 93%	127 97%	520 91%	506 91%	341 91%	75 100%	400 89%	386 91%	165 100%	696 89%	511 96%	350 85%
		bcdf gh	c	abdefgh	c	cfgh	c	c	c	jk			m		o	



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 814

Arranged by landlord/housing association/other organisation and household had no choice

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	84 9%	12 13% rL	44 13% rL	10 4%	8 4%	14 3%	16 6%	39 12% MN	-	-	-	84 85% PQR	84 100% v	-	2 1%	65 9% TW	42 33% TUW	23 4%
No	862 91%	82 87%	306 87%	240 96% pq	193 96% pq	389 97% O	244 94% O	284 88%	181 100% S	97 100% S	152 100% S	14 15%	-	862 100% u	125 99% UV	642 91% V	85 67%	557 96% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 814

Arranged by landlord/housing association/other organisation and household had no choice

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	84 9%	7 2%	63 15% wy	8 2%	62 17% wxy	25 39% wxyz	4 2%	3 3%	50 14% EF	13 5%	3 2%	56 13% H	21 5%	29 9%	29 7%	28 10%
No	862 91%	346 98% xzA	347 85% zA	397 98% xzA	296 83% A	39 61%	256 98%	83 97%	301 86%	228 95% D	134 98% D	382 87%	426 95% G	293 91%	364 93%	243 90%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 815

Arranged by landlord/housing association/other organisation and household had no choice

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	84 9%	22 6%	24 4%	35 5%	49 18% HIJ	19 5%	37 10% k	24 15% k	39 6%	28 15% L	38 5%	13 12% N
No	862 91%	340 94% K	511 96% K	640 95% K	222 82%	393 95% lm	317 90%	133 85%	610 94% M	161 85%	679 95% O	99 88%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 815

Arranged by landlord/housing association/other organisation and household had no choice

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	84 9%	47 7%	11 12%	14 13% P	37 14% o	47 7%	32 5% q	10 4%	51 15% pq	28 14% xyz	6 9% y	28 16% xyz	5 5%	4 2%	13 6%
No	862 91%	639 93% R	81 88%	94 87%	226 86%	636 93% n	551 95% r	264 96% pr	282 85%	182 86%	63 91%	153 84%	96 95% uw	155 98% uvw	213 94% uw

Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 816

Paying for assessment

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
NET: Paid at all	127 13%	48 10%	79 18% a	28 8%	51 14% c	48 20% c	120 15% g	5 4%	31 12%	96 14%	56 8%	71 29% j	42 9%	85 18% l	122 18% opq	1 1%	4 2%	5 2%
NET: Not paid	707 75%	390 79% b	314 70%	267 79% e	268 74%	170 70%	588 73%	110 90% f	189 75%	517 75%	564 80% k	143 59%	395 81% m	312 68%	477 71%	68 78%	162 85% n	230 83% n
Assessment fee paid in full by 3rd party	127 13%	92 19% b	35 8%	54 16% e	50 14%	23 9%	106 13%	19 16%	40 16%	88 13%	106 15% k	22 9%	71 15%	57 12%	37 5%	16 18% n	75 40% noq	91 33% no
Company did not charge a fee	580 61%	298 60%	279 63%	213 63%	218 60%	147 60%	481 60%	91 74% f	149 59%	429 62%	459 65% k	121 50%	324 67% m	255 55%	441 66% pq	52 60% pq	87 46%	139 50% p



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 816

Paying for assessment
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
NET: Paid at all	127 13%	121 16% s	5 3%	49 16%	53 12%	22 17%	17 10%	27 10%	35 15%	48 17% M	76 12%	51 16%
NET: Not paid	707 75%	575 74%	132 80%	227 73%	327 76%	91 70%	124 75%	201 77%	172 75%	208 73%	478 76%	230 72%
Assessment fee paid in full by 3rd party	127 13%	84 11%	43 26% r	31 10%	66 15% t	14 11%	26 16% O	42 16% O	32 14%	27 9%	99 16% x	28 9%
Company did not charge a fee	580 61%	491 63% s	88 53%	196 63%	261 61%	77 59%	97 59%	159 61%	140 61%	181 63%	379 60%	201 63%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
 * small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 816

Paying for assessment

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably/ will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
NET: Paid at all	127 13%	91 17% A	15 11% A	10 5%	20 28% yzA	81 10%	16 16%	59 10%	12 26% EI	23 22% EI	28 23% EIJ	71 12% E	55 17% EI
NET: Not paid	707 75%	383 72%	112 78% B	182 82% yB	47 64%	613 78% D	64 65%	448 79% FGIJ	30 64%	69 65%	85 72%	478 78% FGJ	229 69%
Assessment fee paid in full by 3rd party	127 13%	43 8%	14 10%	60 27% yz	14 19% y	113 14%	9 9%	79 14%	5 11%	12 12%	14 12%	84 14%	43 13%
Company did not charge a fee	580 61%	340 64% AB	98 69% AB	122 55%	33 45%	501 64%	55 56%	369 65% GJ	25 53%	57 53%	72 61%	394 64% GJ	186 56%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 817

Paying for assessment

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
NET: Paid at all	127 13%	31 36% bcdef gh	7 3%	6 12% bd	9 4%	31 24% bcdf g	59 10% bd	58 10% bd	68 18% bdfg	30 40% jk	26 6%	71 17% j	63 38% m	63 8%	58 11%	69 17% n
NET: Not paid	707 75%	43 50%	226 88% acef gh	34 60%	199 88% acef gh	81 62% a	448 79% aceh	438 79% aceh	259 69% a	38 51%	374 83% ik	295 70% i	89 54%	618 79% l	436 82% o	271 66%
Assessment fee paid in full by 3rd party	127 13%	2 3%	48 19% def g	10 18% ae	22 10% a	7 5%	79 14% ade	78 14% ade	49 13% ae	-	75 17% i	52 12% i	7 4%	120 15% l	52 10%	76 18% n
Company did not charge a fee	580 61%	41 47%	178 69% aceh	23 42%	176 78% abce fgh	74 57% c	369 65% aceh	361 65% aceh	211 56% c	38 51%	298 67% lk	243 58%	81 49%	498 64% l	385 72% o	195 48%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 817

Paying for assessment

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
NET: Paid at all	127 13%	3 3%	36 10% p	34 14% p	49 24% pqr	38 9%	46 18% M	61 19% M	19 7% RS	5 6% R	- -	2 2%	2 2%	125 15% u	127 100% UVW	- -	- -	- -
NET: Not paid	707 75%	80 85% rL	269 77%	186 74%	140 70%	329 82% NO	193 74%	221 68%	145 80%	82 84%	141 93% PQS	75 76%	65 77%	642 75%	- -	707 100% T	127 100% T	580 100% T
Assessment fee paid in full by 3rd party	127 13%	22 24% rL	55 16% L	29 11%	14 7%	39 10%	31 12%	60 19% MN	16 9%	16 17% R	12 8%	45 46% PQR	42 50% v	85 10%	- -	127 18% TW	127 100% TUW	- -
Company did not charge a fee	580 61%	58 62%	214 61%	158 63%	127 63%	290 72% NO	162 62% O	160 50%	129 71% S	65 67% S	130 86% PQS	30 31%	23 27%	557 65% u	- -	580 82% TV	- -	580 100% TUV



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 817

Paying for assessment

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
NET: Paid at all	127 13%	100 28% xyzA	20 5% z	106 26% xzA	13 4%	- -	90 35% C	8 10%	21 6%	42 17% D	37 27% DE	38 9%	81 18% G	30 9%	66 17% I	34 13%
NET: Not paid	707 75%	229 65%	337 82% wy	271 67% w	295 82% wy	50 77%	152 58%	73 85% B	289 82% EF	176 73% F	83 61%	344 78% H	323 72%	249 78%	282 72%	204 76%
Assessment fee paid in full by 3rd party	127 13%	38 11%	69 17% wy	43 11%	64 18% wy	26 40% wxyz	26 10%	12 14%	68 19% EF	23 10%	10 7%	79 18% H	41 9%	51 16% J	37 9%	43 16% J
Company did not charge a fee	580 61%	191 54% A	267 65% wyA	227 56% A	231 65% wyA	24 37%	126 48%	61 71% B	220 63%	152 63%	74 54%	265 60%	282 63%	199 62%	246 62%	161 60%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 818

Paying for assessment

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
NET: Paid at all	127 13%	79 22% JK	58 11%	101 15% IK	26 10%	68 16% m	45 13% m	10 6%	91 14%	29 16%	97 13%	25 22% N
NET: Not paid	707 75%	242 67%	436 82% HJK	509 75% H	198 73%	304 74%	263 74%	129 82% k	496 76%	137 72%	551 77% O	75 68%
Assessment fee paid in full by 3rd party	127 13%	31 8%	52 10%	67 10%	60 22% HIJ	54 13%	44 12%	29 18%	84 13%	24 13%	81 11%	10 9%
Company did not charge a fee	580 61%	212 59%	385 72% HJK	442 65% HK	138 51%	250 61%	220 62%	100 64%	412 64%	113 60%	470 65%	65 58%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 818

Paying for assessment

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
NET: Paid at all	127 13%	77 11%	18 20% P	26 25% P	48 18% o	79 12%	108 18% qr	39 14% r	17 5%	30 14%	5 7%	17 9%	22 22% vw	20 13%	33 14%
NET: Not paid	707 75%	533 78% R	68 74%	70 66%	186 71%	521 76%	416 71%	209 76% p	277 83% p	155 74%	55 79%	133 74%	73 73%	123 77%	169 75%
Assessment fee paid in full by 3rd party	127 13%	86 13%	16 18%	14 14%	35 13%	92 14%	58 10%	21 8%	65 20% pq	31 15%	9 13%	36 20% xyz	9 9%	18 11%	24 11%
Company did not charge a fee	580 61%	447 65% R	52 56%	56 52%	151 57%	429 63%	358 61%	188 69% p	211 63%	124 59%	46 66%	97 54%	64 63%	105 66% w	145 64% w

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 819

Received/seen GDAR

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes: received	353 37%	180 36%	173 39%	117 35%	148 41%	86 36%	313 39% g	34 28%	82 32%	271 39%	249 35%	104 43%	173 36%	180 39%	295 44% opq	25 29% pq	33 17%	58 21% p
No: not received	410 43%	215 44%	193 43%	159 47%	145 40%	106 44%	351 43%	56 45%	109 44%	301 43%	315 45%	95 39%	212 44%	198 43%	257 38%	47 54% n	106 56% n	153 55% n
Yes: seen	405 43%	202 41%	202 45%	140 41%	169 47%	95 39%	357 44% g	42 34%	94 37%	310 45% h	289 41%	116 47%	200 41%	205 45%	341 51% opq	27 31% pq	37 19%	64 23% p
No: not seen	358 38%	192 39%	164 37%	136 40%	124 34%	97 40%	307 38%	48 39%	97 39%	261 38%	275 39%	83 34%	185 38%	173 38%	212 32%	45 52% n	101 53% n	146 53% n
Report sent straight to landlord/ housing association	64 7%	41 8%	23 5%	27 8%	16 5%	21 8%	57 7%	7 6%	17 7%	47 7%	53 8%	11 4%	26 5%	39 8%	18 3%	10 11% n	36 19% n	46 17% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 819

Received/seen GDAR
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (L)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes: received	353 37%	328 42% s	25 15%	119 38%	163 38%	56 43%	58 35%	89 34%	94 41%	110 39%	230 37%	123 39%
No: not received	410 43%	309 40%	101 61% r	138 44%	180 42%	56 44%	79 47%	119 45%	90 39%	122 43%	280 45%	130 41%
Yes: seen	405 43%	377 48% s	28 17%	135 43%	191 45%	62 48%	68 41%	102 39%	104 45%	129 45%	259 41%	145 46%
No: not seen	358 38%	259 33%	99 60% r	122 39%	151 35%	50 39%	68 41%	105 40%	81 35%	103 36%	250 40%	108 34%
Report sent straight to landlord/ housing association	64 7%	35 5%	29 17% r	19 6%	27 6%	11 9%	19 11% NO	24 9% O	11 5%	11 4%	50 8%	14 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 819

Received/seen GDAR
Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes: received	353 37%	217 41% A	53 37%	67 30%	35 47% A	285 36%	28 29%	233 41% J	19 40%	38 36%	63 53% EGIJ	252 41% J	101 31%
No: not received	410 43%	227 43%	59 42%	104 47%	26 35%	342 44%	53 54%	232 41%	13 28%	48 45% F	42 35%	245 40%	165 50% EFHI
Yes: seen	405 43%	251 47% A	62 44%	74 33%	36 49% A	329 42%	33 33%	271 48% J	21 46%	44 41%	67 57% GJ	293 47% J	112 34%
No: not seen	358 38%	193 36%	50 35%	96 43%	24 33%	297 38%	48 49% C	194 34%	10 22%	43 40% F	38 32%	204 33%	154 47% EFHI
Report sent straight to landlord/ housing association	64 7%	27 5%	7 5%	24 11% y	6 8%	52 7%	10 11%	39 7%	1 2%	5 4%	4 3%	40 6%	25 7% H



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 820

Received/seen GDAR
Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes: received	353 37%	56 64% bcde fgh	88 34%	18 31%	90 40%	70 54% bcd fgh	233 41% bh	228 41% bh	120 32%	51 67% jk	157 35%	145 34%	100 60% m	253 32%	221 41% o	132 32%
No: not received	410 43%	19 22%	119 47% aefg	28 50% ae	96 43% ae	42 32% a	232 41% ae	224 40% ae	178 47% aeg	19 25%	196 44% i	195 46% i	51 31%	359 46% l	214 40%	196 48% n
Yes: seen	405 43%	63 72% bcde fgh	110 43%	19 34%	104 46% h	81 62% bcd fgh	271 48% ch	266 48% ch	134 35%	60 79% jk	184 41%	161 38%	114 69% m	291 37%	253 47% o	152 37%
No: not seen	358 38%	12 14%	98 38% ae	27 47% aefg	82 36% ae	31 24% a	194 34% ae	187 34% ae	164 44% aefg	9 12%	170 38% i	179 42% l	37 23%	321 41% l	182 34%	176 43% n
Report sent straight to landlord/ housing association	64 7%	1 1%	22 9% a	4 8% a	14 6%	6 4%	39 7% a	38 7% a	25 7%	2 3%	35 8%	27 6%	2 1%	62 8% l	21 4%	43 11% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 820

Received/seen GDAR

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes: received	353 37%	22 24%	109 31%	111 44% pq	103 51% pq	136 34%	120 46% M	135 42% M	53 29% S	40 41% PS	51 34% S	12 12%	7 8%	346 40% u	100 79% UVW	229 32%	38 30%	191 33%
No: not received	410 43%	54 58% rL	167 48% rL	94 38%	72 36%	181 45% N	97 37%	136 42%	87 48%	39 40%	64 42%	68 69% PQR	63 75% v	347 40%	20 15%	337 48% T	69 54% T	267 46% T
Yes: seen	405 43%	23 25%	128 37% p	129 51% pq	117 58% pq	162 40%	139 53% M	148 46%	67 37% S	44 46% S	57 38% S	13 13%	8 9%	397 46% u	106 84% UVW	271 38%	43 34%	227 39%
No: not seen	358 38%	53 57% qrL	148 42% rL	76 31%	59 29%	155 39% N	78 30%	123 38% N	73 40%	35 36%	58 38%	67 68% PQR	62 74% v	296 34%	13 11%	295 42% TW	64 50% TUW	231 40% T
Report sent straight to landlord/ housing association	64 7%	10 11% L	26 7%	13 5%	8 4%	15 4%	7 3%	34 11% MN	10 5%	5 5%	3 2%	27 27% PQR	25 30% v	39 5%	-	50 7% TW	26 20% TUW	24 4% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 820

Received/seen GDAR

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes: received	353 37%	353 100% xyzA	-	353 87% xzA	-	-	261 100%	85 100%	97 28%	101 42% D	70 51% D	149 34%	188 42% G	117 36%	149 38%	99 37%
No: not received	410 43%	-	410 100% wy	52 13% w	358 100% wy	64 100% wy	-	-	160 46%	107 45%	58 42%	195 45%	187 42%	141 44%	167 43%	116 43%
Yes: seen	405 43%	353 100% xzA	52 13% zA	405 100% xzA	-	-	261 100%	85 100%	107 30%	121 50% D	81 59% D	166 38%	219 49% G	140 43%	167 43%	111 41%
No: not seen	358 38%	-	358 87% wy	-	358 100% wxy	64 100% wxy	-	-	151 43%	87 36%	47 34%	179 41%	157 35%	119 37%	149 38%	104 38%
Report sent straight to landlord/ housing association	64 7%	-	64 16% wy	-	64 18% wxy	64 100% wxyz	-	-	28 8%	16 7%	6 4%	37 9%	24 5%	25 8%	26 7%	15 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 821

Received/seen GDAR

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes: received	353 37%	165 46% K	221 41% K	288 43% K	65 24%	167 41%	121 34%	55 35%	299 46% M	43 23%	310 43% O	36 32%
No: not received	410 43%	141 39%	214 40%	267 40%	143 53% HIJ	182 44%	155 44%	66 42%	238 37%	116 61% L	269 38%	60 53% N
Yes: seen	405 43%	187 52% K	253 47% K	326 48% K	79 29%	194 47%	141 40%	62 39%	347 53% M	47 25%	360 50% O	38 34%
No: not seen	358 38%	119 33%	182 34%	229 34%	129 48% HIJ	156 38%	135 38%	60 38%	190 29%	112 59% L	220 31%	58 52% N
Report sent straight to landlord/ housing association	64 7%	10 3%	21 4%	26 4%	39 14% HIJ	28 7%	23 7%	12 8%	34 5%	15 8%	33 5%	6 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 821

Received/seen GDAR

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes: received	353 37%	272 40%	27 30%	44 41%	76 29%	277 41% n	266 46% r	140 51% pr	82 24%	77 37%	26 37%	49 27%	46 46% w	74 47% wz	80 36%
No: not received	410 43%	283 41%	47 50%	48 44%	141 54% o	268 39%	231 40% q	96 35%	170 51% pq	95 45%	29 42%	86 48% x	34 34%	63 40%	102 45%
Yes: seen	405 43%	316 46% Q	30 33%	46 42%	82 31%	322 47% n	303 52% r	163 60% pr	96 29%	85 40%	28 40%	58 32%	51 51% w	93 58% uvwz	90 40%
No: not seen	358 38%	239 35%	44 47% P	46 43%	135 51% o	223 33%	195 33% q	72 26%	156 47% pq	87 41% y	27 39%	77 43% xy	30 30%	45 28%	92 41% y
Report sent straight to landlord/ housing association	64 7%	48 7%	4 4%	3 3%	17 6%	47 7%	21 4%	11 4%	42 13% pq	19 9% y	5 7%	21 11% xyz	4 4%	5 3%	11 5%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 822

Whether read GDAR

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Total																		
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	261 28%	127 26%	133 30%	82 24%	109 30%	70 29%	234 29% g	24 19%	59 23%	202 29%	179 26%	81 33% j	132 27%	129 28%	219 33% opq	17 20%	24 13%	42 15%
No	85 9%	48 10%	37 8%	33 10%	35 10%	17 7%	74 9%	10 8%	23 9%	62 9%	65 9%	21 9%	36 7%	49 11%	71 11% pq	7 8%	8 4%	15 5%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 822

Whether read GDAR
Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	261 28%	242 31% s	19 12%	91 29%	125 29%	38 30%	40 24%	69 26%	67 29%	83 29%	168 27%	93 29%
No	85 9%	80 10% s	5 3%	26 8%	36 8%	17 13%	17 10%	17 6%	25 11%	26 9%	56 9%	29 9%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 822

Whether read GDAR

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	261 28%	159 30% A	37 26%	49 22%	34 46% yzA	199 25%	24 24%	163 29%	17 36%	35 33% J	46 39% EJ	180 29%	80 24%
No	85 9%	54 10% B	15 11% B	16 7%	1 1%	79 10%	4 4%	66 12% GJ	2 4%	4 3%	14 12% GJ	68 11% GJ	18 5%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 823

Whether read GDAR

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	261 28%	44 51% bcde fgh	58 23%	12 22%	57 25%	48 37% bcdf gh	163 29% b	160 29% b	97 26%	40 53% jk	106 24%	114 27%	87 52% m	174 22%	159 30%	102 25%
No	85 9%	12 14% h	29 11% h	5 9%	29 13% h	22 17% fh	66 12% h	65 12% h	19 5%	10 14% k	47 11% k	28 7%	13 8%	72 9%	57 11% o	28 7%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 823

Whether read GDAR

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	261 28%	15 16%	70 20%	88 35% pq	81 40% pq	93 23%	90 35% M	103 32% M	40 22% S	30 31% S	30 20% S	7 7%	4 5%	256 30% u	90 71% UVW	152 21%	26 20%	126 22%
No	85 9%	6 6%	38 11%	20 8%	21 10%	38 9%	28 11%	31 10%	13 7%	9 10%	19 13% S	4 4%	3 3%	83 10% u	8 7%	73 10%	12 9%	61 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 823

Whether read GDAR

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	261 28%	261 74% xyzA	-	261 64% xzA	-	-	261 100% C	-	74 21%	73 30% D	55 40% D	110 25%	141 32% G	83 26%	116 29%	72 27%
No	85 9%	85 24% xyzA	-	85 21% xzA	-	-	-	85 100% B	22 6%	24 10%	14 10%	37 8%	43 10%	33 10%	31 8%	24 9%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 824

Whether read GDAR

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	261 28%	136 38% JK	159 30% K	217 32% JK	44 16%	120 29%	90 25%	44 28%	225 35% M	33 18%	227 32%	32 28%
No	85 9%	30 8%	57 11%	66 10%	20 7%	44 11%	29 8%	11 7%	69 11% M	9 5%	78 11% O	3 3%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 824

Whether read GDAR

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	261 28%	198 29% Q	17 18%	39 37% Q	61 23%	199 29%	202 35% r	98 36% r	57 17%	62 29% w	17 25% w	25 14%	39 39% w	53 34% w	65 29% w
No	85 9%	70 10% R	10 11% R	2 2%	12 5%	73 11% n	60 10%	40 15% pr	23 7%	12 6%	9 12%	23 13% uz	7 7%	20 13% uz	15 6%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 825

Household income

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Less than GBP 16k	351 37%	217 44% b	133 30%	122 36%	124 34%	106 44% d	296 37%	52 43%	134 53% i	217 31%	274 39%	77 32%	202 42% m	149 32%	182 27%	46 53% n	123 65% n	169 61% no
GBP 16k to GBP 34,999	240 25%	119 24%	122 27%	102 30% e	92 25%	47 19%	208 26%	30 25%	36 14%	204 30% h	179 25%	62 25%	111 23%	129 28%	195 29% pq	18 21%	27 14%	45 16%
GBP 35k+	138 15%	51 10%	85 19% a	56 16% e	67 19% e	15 6%	133 16% g	5 4%	19 8%	119 17% h	92 13%	46 19% j	56 12%	81 18% l	125 19% opq	7 8% pq	5 3%	12 4% p



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 825

Household income

Base: All respondents

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	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Less than GBP 16k	351 37%	244 31%	107 65% r	118 38% v	161 38% v	28 22%	65 39%	105 40%	81 35%	100 35%	246 39%	105 33%
GBP 16k to GBP 34,999	240 25%	216 28% s	24 14%	85 27%	114 27%	29 22%	37 22%	82 31% N	47 21%	74 26%	149 24%	92 29%
GBP 35k+	138 15%	125 16% s	12 7%	41 13%	54 13%	43 33% tu	33 20% O	41 16% O	38 17% O	25 9%	93 15%	44 14%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 825

Household income

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Less than GBP 16k	351 37%	158 30%	45 32%	128 58% yzB	28 38%	291 37%	52 53% C	204 36%	14 31%	40 37%	42 36%	218 35%	133 40%
GBP 16k to GBP 34,999	240 25%	140 26%	38 26%	51 23%	20 27%	199 25%	19 19%	145 25%	17 37%	30 28%	35 29%	162 26%	78 24%
GBP 35k+	138 15%	109 20% zA	17 12% A	11 5%	10 14% A	114 15%	10 10%	82 14%	7 15%	20 19%	19 16%	89 15%	48 15%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 826

Household income

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Less than GBP 16k	351 37%	21 25%	84 33%	29 52% abdefg	86 38% ae	36 28%	204 36% ae	200 36% ae	147 39% ae	17 22%	174 39% i	160 38% i	45 27%	306 39% i	191 36%	160 39%
GBP 16k to GBP 34,999	240 25%	21 24%	69 27%	10 18%	63 28%	39 30%	145 25%	141 25%	96 25%	23 30%	112 25%	106 25%	50 30%	190 24%	153 29% o	87 21%
GBP 35k+	138 15%	19 22% cdfg	44 17% cd	2 4%	26 11%	22 17% c	82 14% c	82 15% c	55 15% c	15 20%	59 13%	63 15%	39 24% m	98 13%	73 14%	65 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 826

Household income

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Less than GBP 16k	351 37%	51 54% rL	152 44% rL	82 33%	48 24%	148 37%	90 35%	117 36%	61 34%	50 51% PR	53 35%	58 59% PR	50 60% v	301 35%	21 16%	289 41% TW	68 54% TUW	220 38% T
GBP 16k to GBP 34,999	240 25%	15 16%	90 26%	73 29% p	55 27% p	100 25%	74 29%	77 24%	47 26%	21 22%	33 22%	16 16%	13 15%	228 26% u	42 33% V	176 25%	23 18%	152 26%
GBP 35k+	138 15%	6 7%	44 12%	37 15%	44 22% pq	55 14%	49 19%	59 18%	26 14% S	12 12% S	21 14% S	3 3%	3 4%	134 16% u	37 30% UVW	83 12%	10 8%	74 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 826

Household income

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Less than GBP 16k	351 37%	97 28%	160 39% wy	107 26%	151 42% wxy	28 44% wy	74 28%	22 26%	351 100% EF	- -	- -	246 56% H	99 22%	112 35%	155 39%	98 36%
GBP 16k to GBP 34,999	240 25%	101 28%	107 26% z	121 30%	87 24%	16 24%	73 28%	24 28%	- -	240 100% DF	- -	95 22%	137 31% G	94 29% J	86 22%	71 26%
GBP 35k+	138 15%	70 20% xz	58 14%	81 20% xz	47 13%	6 9%	55 21%	14 16%	- -	- -	138 100% DE	25 6%	107 24% G	54 17% J	36 9%	54 20% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 827

Household income

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Less than GBP 16k	351 37%	119 33%	191 36%	229 34%	123 45% HIJ	121 29%	130 37% k	93 59% kl	226 35%	78 41%	249 35%	49 44%
GBP 16k to GBP 34,999	240 25%	97 27% K	153 29% K	195 29% K	46 17%	111 27% m	102 29% m	24 15%	181 28% M	37 20%	197 28%	24 22%
GBP 35k+	138 15%	52 14%	73 14%	98 15%	39 14%	79 19% lm	38 11%	15 9%	99 15%	28 15%	111 15%	12 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 827

Household income

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Less than GBP 16k	351 37%	258 38% Q	23 25%	46 43% Q	106 40%	246 36%	182 31%	78 29%	158 47% pq	96 46% vxy	21 30%	74 41% y	29 28%	31 19%	101 45% vxy
GBP 16k to GBP 34,999	240 25%	179 26%	24 26%	25 23%	53 20%	187 27% n	160 27%	72 26%	77 23%	41 20%	20 29%	36 20%	33 33% uw	55 35% uwz	54 24%
GBP 35k+	138 15%	106 15%	16 17%	13 12%	36 14%	102 15%	111 19% r	51 19% r	24 7%	30 14% w	10 14% w	11 6%	21 21% wz	40 25% uwz	26 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 828

Household receiving any benefits

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes	438 46%	267 54% b	170 38%	188 55% de	153 43%	97 40%	357 44%	78 63% f	162 64% i	276 40%	347 49% k	92 38%	247 51% m	191 42%	246 37%	57 66% n	135 71% n	192 69% n
No	448 47%	198 40%	250 56% a	127 37%	191 53% c	130 53% c	414 51% g	30 24%	73 29%	374 54% h	314 45%	134 55% j	208 43%	240 52% l	382 57% opq	23 27%	42 22%	66 24%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 828

Household receiving any benefits

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes	438 46%	343 44%	95 57% r	150 48% v	195 46% v	40 31%	86 52% O	131 50% O	108 47%	114 40%	290 46%	148 47%
No	448 47%	389 50% s	59 36%	142 45%	213 50%	80 67% tu	69 41%	115 44%	108 47%	153 54% KM	298 48%	149 47%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 828

Household receiving any benefits

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes	438 46%	193 36%	65 46% y	161 72% yzB	33 44%	372 47%	47 48%	265 47%	20 43%	53 50%	49 41%	285 46%	153 46%
No	448 47%	309 58% zA	65 46% A	50 23%	33 46% A	366 47%	43 45%	275 48%	24 52%	45 42%	66 55% J	299 49%	148 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 829

Household receiving any benefits

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes	438 46%	32 37%	107 42%	35 63% abefgh	119 53% abfg	59 45%	265 47%	259 47%	174 46%	21 28%	222 50% i	195 46% i	64 38%	375 48% j	245 46%	193 47%
No	448 47%	46 53% c	137 53% cdfg	19 34%	96 42%	64 49% c	275 48% cd	267 48% cd	173 46%	48 64% jk	203 45%	196 46%	93 56% m	355 45%	257 48%	191 46%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 829

Household receiving any benefits

Base: All respondents

	Total	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment			
		Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes	438 46%	46 49%	185 53% rL	110 44%	73 36%	174 43%	116 45%	149 46%	79 44%	58 60% PR	68 45%	64 65% PR	56 67% v	382 44%	38 30%	344 49% TW	79 62% TUW	265 46% T
No	448 47%	40 43%	149 43%	122 49%	117 58% pq	206 51%	123 47%	157 49%	89 49% S	37 38% S	76 50% S	24 24%	21 25%	426 49% u	81 64% UVW	323 46% V	41 33%	282 49% UV



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 829

Household receiving any benefits

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes	438 46%	149 42%	195 48% y	166 41%	179 50% wxy	37 58% wy	110 42%	37 43%	246 70% EF	95 39% F	25 18%	438 100% H	- -	207 64% JK	157 40%	92 34%
No	448 47%	188 53% xzA	187 46% z	219 54% xzA	157 44%	24 38%	141 54%	43 51%	99 28%	137 57% D	107 78% DE	- -	448 100% G	96 30%	205 52% I	164 61% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 830

Household receiving any benefits

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes	438 46%	161 45%	245 46%	304 45%	135 50%	143 35%	177 50% k	110 70% kl	309 48%	83 44%	338 47%	48 43%
No	448 47%	177 49%	257 48%	331 49%	117 43%	249 60% lm	153 43% m	37 23%	303 47%	93 49%	339 47%	56 50%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 830

Household receiving any benefits

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes	438 46%	319 47%	44 48%	44 41%	112 42%	327 48%	243 42%	108 40%	178 53% pq	107 51% xy	27 38%	93 51% xy	36 36%	62 39%	115 51% xy
No	448 47%	334 49%	37 40%	58 54%	133 51%	315 46%	304 52% r	152 55% r	139 42%	90 43%	39 57% uw	74 41%	58 58% uwz	85 54% w	101 45%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 831

Household composition

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Children under 16	322 34%	185 37% b	136 30%	235 69% de	78 22% e	8 3%	239 30%	76 62% f	44 18%	277 40% h	262 37% k	59 24%	188 39% m	133 29%	203 30%	50 58% npq	68 36%	118 43% np
Adults over 60	393 42%	185 37%	207 46% a	26 8%	124 34% c	243 100% cd	363 45% g	27 22%	149 59% i	244 35%	252 36%	141 58% j	167 34%	226 49% l	308 46% opq	16 19%	69 36% oq	85 31% o
Neither of these	270 29%	141 28%	126 28%	93 27% e	174 48% ce	-	231 29%	31 26%	67 27%	200 29%	215 31% k	56 23%	155 32% m	115 25%	188 28%	21 25%	61 32%	82 30%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 831

Household composition

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Children under 16	322 34%	287 37% s	35 21%	131 42% u	110 26%	42 32%	78 47% NO	135 52% NO	73 32% O	33 12%	227 36%	95 30%
Adults over 60	393 42%	324 42%	69 42%	127 41%	209 49% tv	44 34%	36 22%	53 20%	88 39% KM	214 75% KMN	257 41%	136 43%
Neither of these	270 29%	203 26%	67 41% r	78 25%	121 28%	45 35%	59 35% O	83 32% O	73 32% O	54 19%	172 27%	98 31%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 831

Household composition

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre- payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Children under 16	322 34%	160 30%	52 36%	106 48% yzB	19 26%	284 36% D	22 22%	190 33%	12 26%	39 37%	45 38%	202 33%	120 36%
Adults over 60	393 42%	271 51% A	65 46% A	30 13% A	41 55% A	319 41%	45 46%	236 42%	16 35%	40 38%	49 42%	252 41%	141 43%
Neither of these	270 29%	126 24%	35 25%	94 42% yzB	17 23%	214 27%	34 34%	160 28%	19 47% H	35 33%	29 24%	179 29%	91 28%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 832

Household composition

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Children under 16	322 34%	16 18%	90 35% a	23 41% a	90 40% aefg	39 30% a	190 33% a	187 34% a	132 35% a	9 12%	167 37% i	145 34% i	48 29%	274 35%	183 34%	139 34%
Adults over 60	393 42%	47 55% bdfg h	82 32%	28 50% b	84 37%	70 54% bdfg h	236 42% bg	226 41% b	157 42% b	45 59% jk	168 38%	180 43%	69 42%	324 41%	216 40%	177 43%
Neither of these	270 29%	25 29% e	90 35% cdef g	8 15%	62 27% c	25 20%	160 28% ce	159 29% ce	110 29% ce	22 30%	127 28%	121 29%	54 32%	217 28%	156 29%	115 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 832

Household composition

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Children under 16	322 34%	30 33%	130 37%	83 33%	60 30%	118 29%	94 36%	122 38% M	67 37%	37 38%	57 38%	33 34%	29 34%	293 34%	30 24%	249 35% T	51 40% T	199 34% T
Adults over 60	393 42%	33 35%	139 40%	110 44%	95 47%	189 47%	106 41%	129 40%	77 42%	34 35%	62 41%	34 35%	29 35%	364 42%	66 52% UV	282 40% V	37 29%	246 42% UV
Neither of these	270 29%	33 35%	96 28%	66 27%	56 28%	106 26%	77 30%	85 26%	46 25%	29 30%	38 25%	33 33%	28 33%	243 28%	34 27%	204 29%	43 34%	161 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 832

Household composition

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Children under 16	322 34%	117 33%	141 34%	140 35%	119 33%	25 39%	83 32%	33 38%	112 32%	94 39%	54 39%	207 47% H	96 21%	322 100% JK	39 10% K	- -
Adults over 60	393 42%	149 42%	167 41%	167 41%	149 42%	26 41%	116 44%	31 36%	155 44% F	86 36%	36 26%	157 36%	205 46% G	39 12% K	393 100% IK	- -
Neither of these	270 29%	99 28%	116 28%	111 27%	104 29%	15 24%	72 28%	24 28%	98 28%	71 29%	54 39% D	92 21%	164 37% G	- -	- -	270 100% IJ



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 833

Household composition

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Children under 16	322 34%	124 34%	183 34%	235 35%	87 32%	115 28%	125 35% k	70 44% k	238 37% M	51 27%	251 35%	33 30%
Adults over 60	393 42%	157 43%	216 40%	278 41%	115 42%	202 49% lm	147 41% m	41 26%	264 41%	85 45%	290 40%	52 47%
Neither of these	270 29%	94 26%	156 29%	187 28%	83 31%	109 27%	102 29%	51 33%	174 27%	60 32%	203 28%	31 28%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 833

Household composition

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Children under 16	322 34%	241 35%	34 37%	29 27%	71 27%	251 37% n	195 33%	82 30%	114 34%	67 32%	28 40% x	52 29%	25 25%	72 45% uwxyz	78 35%
Adults over 60	393 42%	273 40%	33 36%	54 50% PQ	121 46%	272 40%	241 41%	122 45%	141 42%	91 43% y	27 39% y	93 51% yz	52 51% y	39 24%	92 41% y
Neither of these	270 29%	199 29%	29 32%	29 27%	81 31%	189 28%	170 29%	78 28%	91 27%	60 28%	16 23%	45 25%	27 27%	55 35%	67 30%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 834

Whether thought/told they might be eligible for free/reduced price energy saving measures

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes - thought they might be eligible before the assessment	362 38%	179 36%	182 41%	131 39%	130 36%	101 41%	299 37%	58 47% f	95 38%	266 39%	261 37%	101 41%	204 42% m	158 34%	280 42% pq	34 39% pq	48 25%	82 30% p
Yes - told they might be eligible by the assessor	535 57%	276 56%	258 58%	201 59%	205 57%	129 53%	453 56%	73 60%	133 53%	401 58%	409 58%	127 52%	296 61% m	240 52%	414 62% pq	52 60% pq	68 36%	121 44% p
NET: Yes	675 71%	342 69%	331 74%	249 73%	253 70%	172 71%	574 71%	91 74%	171 68%	503 73%	505 72%	169 69%	362 74% m	313 68%	521 78% pq	64 73% pq	91 48%	154 56% p
No/DK	271 29%	152 31%	115 26%	90 27%	108 30%	71 29%	233 29%	32 26%	80 32%	188 27%	197 28%	74 31%	124 26%	147 32% l	148 22%	24 27%	100 52% noq	123 44% no



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 834

Whether thought/told they might be eligible for free/reduced price energy saving measures

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes - thought they might be eligible before the assessment	362 38%	315 40% s	47 28%	142 45% uv	156 36%	38 29%	66 40%	84 32%	76 33%	133 47% MN	241 38%	121 38%
Yes - told they might be eligible by the assessor	535 57%	465 60% s	71 43%	182 58%	240 56%	75 58%	94 57%	145 55%	129 56%	165 58%	339 54%	196 62% w
NET: Yes	675 71%	581 74% s	94 57%	239 77%	299 70%	92 71%	115 69%	182 69%	162 71%	214 75%	436 69%	239 75%
No/DK	271 29%	200 26%	72 43% r	73 23%	128 30%	38 29%	51 31%	80 31%	67 29%	72 26%	192 31%	80 25%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 834

Whether thought/told they might be eligible for free/reduced price energy saving measures

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes - thought they might be eligible before the assessment	362 38%	211 40%	54 38%	75 34%	35 47%	294 37%	36 36%	212 37%	18 37%	43 41%	54 46%	230 37%	132 40%
Yes - told they might be eligible by the assessor	535 57%	310 58%	89 62% A	115 51%	35 48%	458 58%	51 52%	349 61% J	33 71% HJ	60 56% J	61 52%	382 62% HJ	153 46%
NET: Yes	675 71%	390 73%	104 73%	148 67%	54 73%	564 72%	64 66%	423 74% J	39 82% J	75 71%	83 70%	462 75% J	213 65%
No/DK	271 29%	142 27%	38 27%	75 33%	20 27%	220 28%	33 34%	146 26%	8 18%	31 29%	35 30%	154 25%	117 35% EF



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 835

Whether thought/told they might be eligible for free/reduced price energy saving measures

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes - thought they might be eligible before the assessment	362 38%	43 bfg	72 28%	21 38%	92 41% b	62 48% bfg	212 37% b	205 37% b	150 40% b	36 48% j	150 34%	175 42% j	85 52% m	277 35%	222 42% o	139 34%
Yes - told they might be eligible by the assessor	535 57%	41 47%	177 69% acef gh	28 49%	160 70% acef gh	70 53%	349 61% aceh	340 61% ach	186 49%	38 50%	283 63% ik	215 51%	93 56%	443 57%	535 100% o	- -
NET: Yes	675 71%	61 71%	196 76% ch	36 64%	183 81% cfg	96 74%	423 74% ch	411 74% h	252 67%	54 71%	330 74%	291 69%	124 75%	551 71%	535 100% o	139 34%
No/DK	271 29%	25 29%	61 24%	20 36% bdf	44 19%	34 26%	146 26% d	143 26% d	125 33% bdfg	22 29%	118 26%	131 31%	41 25%	230 29%	- -	271 66% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 835

Whether thought/told they might be eligible for free/reduced price energy saving measures

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes - thought they might be eligible before the assessment	362 38%	26 28%	127 36%	110 44% p	86 43% p	119 30%	115 44% M	141 44% M	65 36%	37 38% S	48 32%	24 24%	22 26%	340 39% u	79 62% UVW	242 34% V	31 24%	212 37% UV
Yes - told they might be eligible by the assessor	535 57%	48 51%	209 60%	138 55%	124 62%	253 63% O	161 62% O	166 51%	109 60% S	59 61% S	99 65% S	28 28%	24 29%	511 59% u	58 46%	436 62% TV	52 41%	385 66% TUV
NET: Yes	675 71%	57 61%	257 73% p	184 73% p	155 77% p	286 71%	202 77%	228 71%	133 74% S	72 75% S	115 76% S	39 40%	35 41%	640 74% u	101 80% V	509 72% V	67 53%	442 76% UV
No/DK	271 29%	36 39% q/L	94 27%	67 27%	46 23%	117 29%	59 23%	95 29%	47 26%	25 25%	37 24%	59 60% PQR	49 59% v	222 26%	26 20%	198 28% W	60 47% TUW	138 24%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 835

Whether thought/told they might be eligible for free/reduced price energy saving measures

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes - thought they might be eligible before the assessment	362 38%	165 47% xzA	141 34% A	187 46% xzA	119 33% A	10 15%	136 52% C	30 35%	119 34%	97 40%	52 38%	161 37%	177 40%	124 39%	157 40%	94 35%
Yes - told they might be eligible by the assessor	535 57%	221 63% xzA	214 52% A	253 62% xzA	182 51% A	21 32%	159 61%	57 67%	191 54%	153 64% D	73 53%	245 56%	257 57%	183 57%	216 55%	156 58%
NET: Yes	675 71%	288 81% xzA	267 65% A	326 80% xzA	229 64% A	26 40%	217 83%	66 77%	229 65%	195 81% DF	98 71%	304 69%	331 74%	235 73%	278 71%	187 69%
No/DK	271 29%	65 19%	143 35% wy	79 20%	129 36% wy	39 60% wxyz	44 17%	20 23%	123 35% E	46 19%	39 29% E	135 31%	117 26%	87 27%	115 29%	83 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 836

Whether thought/told they might be eligible for free/reduced price energy saving measures

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes - thought they might be eligible before the assessment	362 38%	362 100% IJK	222 42% K	362 54% IK	-	177 43% I	116 33%	63 40%	252 39%	74 39%	273 38%	52 47%
Yes - told they might be eligible by the assessor	535 57%	222 61% K	535 100% HJK	535 79% HK	-	231 56%	199 56%	93 59%	400 62% M	93 49%	448 63% O	50 45%
NET: Yes	675 71%	362 100% K	535 100% K	675 100% K	-	304 74%	242 68%	114 73%	489 75% M	124 66%	542 76%	75 67%
No/DK	271 29%	-	-	-	271 100% HIJ	108 26%	113 32%	43 27%	160 25%	64 34% L	175 24%	37 33%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 836

Whether thought/told they might be eligible for free/reduced price energy saving measures

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes - thought they might be eligible before the assessment	362 38%	249 36%	40 43%	46 43%	106 40%	256 37%	262 45%	119 44%	92 28%	88 42%	29 42%	60 33%	42 42%	55 35%	87 38%
Yes - told they might be eligible by the assessor	535 57%	433 63% QR	37 40%	48 45%	127 48%	409 60% n	341 59%	171 63%	184 55%	115 55%	42 60%	87 48%	59 58%	91 58%	142 63% w
NET: Yes	675 71%	511 74% Q	59 63%	71 66%	173 66%	502 73% n	441 76% r	211 77% r	219 66%	151 72% w	52 75%	111 61%	77 76% w	111 70%	173 77% w
No/DK	271 29%	175 26%	34 37% P	37 34%	90 34% o	181 27%	142 24%	63 23%	115 34% pq	60 28%	18 25%	70 39% uxz	24 24%	47 30%	53 23%



Proportions/Means: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 837

How well keeping up with energy bills

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Managing well	412 44%	194 39%	214 48% a	124 36%	155 43%	131 54% cd	375 46% g	32 26%	94 37%	315 46% h	292 42%	120 49%	194 40%	217 47% i	332 50% opq	19 22%	61 32%	80 29%
Getting by alright	355 37%	199 40%	155 35%	126 37%	145 40%	83 34%	300 37%	49 40%	98 39%	256 37%	269 38%	86 35%	183 38%	172 37%	243 36%	37 42%	75 39%	112 40%
Financial difficulties	157 17%	89 18%	68 15%	75 22% de	56 15%	27 11%	117 15%	38 31% f	51 20%	106 15%	127 18%	31 13%	96 20% m	61 13%	80 12%	25 28% n	53 28% n	78 28% n



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 837

How well keeping up with energy bills

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Managing well	412 44%	347 44%	65 39%	123 40%	199 47%	71 55% †	58 35%	111 42%	98 43%	143 50% K	284 45%	128 40%
Getting by alright	355 37%	298 38%	56 34%	124 40% v	165 39% v	34 26%	57 34%	101 39%	85 37%	112 39%	231 37%	123 39%
Financial difficulties	157 17%	120 15%	37 22% r	54 17%	57 13%	23 18%	39 24% O	43 17%	44 19% O	30 11%	101 16%	57 18%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 837

How well keeping up with energy bills

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Managing well	412 44%	276 52% zA	57 40% A	57 26%	33 45% A	336 43%	42 43%	252 44%	14 30%	44 41%	56 48% F	266 43%	146 44%
Getting by alright	355 37%	187 35%	58 41%	91 41%	24 33%	304 39%	31 31%	223 39%	18 38%	42 39%	42 36%	240 39%	114 35%
Financial difficulties	157 17%	56 11%	24 17% y	68 31% yz	14 20% y	128 16%	21 21%	87 15%	13 29% EHI	18 17%	17 14%	101 16% E	57 17%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 838

How well keeping up with energy bills

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Managing well	412 44%	45 52%	115 45%	21 38%	90 40%	70 54% cdfg h	252 44%	244 44%	160 43%	41 55% j	186 42%	184 44%	81 49%	331 42%	231 43%	181 44%
Getting by alright	355 37%	27 32%	98 38%	24 43%	90 40%	46 35%	223 39%	216 39%	132 35%	27 36%	181 40%	147 35%	58 35%	296 38%	199 37%	156 38%
Financial difficulties	157 17%	12 14%	43 17%	10 17%	41 18%	14 11%	87 15%	86 16%	70 19% e	6 7%	75 17%	77 18% i	21 13%	137 17%	93 17%	64 16%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 838

How well keeping up with energy bills

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Managing well	412 44%	41 44%	145 42%	106 42%	110 55% qr	177 44%	117 45%	142 44%	78 43% s	43 44% s	76 50% s	23 23%	19 23%	393 46% u	68 53% UW	304 43%	54 42%	250 43%
Getting by alright	355 37%	35 37%	132 38%	100 40%	62 31%	159 39%	88 34%	120 37%	65 36%	27 28%	51 33%	43 44% Q	37 44%	317 37%	45 35%	263 37%	44 34%	220 38%
Financial difficulties	157 17%	16 17%	68 19% L	37 15%	25 12%	59 15%	50 19%	55 17%	35 20%	24 25%	23 15%	29 29% R	24 29% v	133 15%	10 8%	129 18% T	29 22% T	100 17% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 838

How well keeping up with energy bills

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Managing well	412 44%	167 47%	182 44%	194 48%	156 44%	28 43%	120 46%	44 51%	121 35%	111 46% D	79 58% DE	143 33%	249 56% G	115 36%	202 51% IK	109 40%
Getting by alright	355 37%	121 34%	155 38%	141 35%	135 38%	23 36%	90 34%	29 34%	130 37%	102 42% F	38 28%	177 40%	153 34%	125 39%	147 37%	102 38%
Financial difficulties	157 17%	55 16%	66 16%	62 15%	60 17%	12 19%	44 17%	11 13%	93 27% EF	24 10%	15 11%	110 25% H	37 8%	70 22% J	41 10%	51 19% J



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 839

How well keeping up with energy bills

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Managing well	412 44%	177 49% JK	231 43%	304 45%	108 40%	412 100% lm	-	-	278 43%	80 43%	306 43%	51 46%
Getting by alright	355 37%	116 32%	199 37% H	242 36% H	113 41% H	-	355 100% km	-	246 38%	79 42%	271 38%	42 38%
Financial difficulties	157 17%	63 17%	93 17%	114 17%	43 16%	-	-	157 100% kl	113 17%	24 13%	125 17%	15 13%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 839

How well keeping up with energy bills

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Managing well	412 44%	297 43%	46 50%	46 43%	115 44%	297 43%	259 44%	125 46%	142 43%	92 44% z	39 57% wz	74 41% z	64 63% uwyz	75 47% z	68 30%
Getting by alright	355 37%	257 37%	32 35%	44 41%	107 41%	247 36%	215 37%	107 39%	127 38%	72 34%	20 29%	74 41% x	25 25%	62 39% x	101 45% uvx
Financial difficulties	157 17%	122 18%	12 13%	12 11%	32 12%	125 18% n	97 17%	40 15%	56 17%	40 19%	8 11%	28 15%	10 10%	18 11%	54 24% wxy



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 840

Usefulness of assessment

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Useful	649 69%	345 70%	303 68%	233 69%	255 71%	160 66%	544 67%	94 77% f	166 66%	481 70%	483 69%	166 68%	334 69%	314 68%	478 71% pq	56 65%	114 60%	171 62%
Not useful	189 20%	97 20%	89 20%	58 17%	76 21%	53 22%	168 21%	17 14%	56 22%	131 19%	144 21%	44 18%	102 21%	87 19%	129 19%	15 18%	44 23%	59 21%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 840

Usefulness of assessment

Base: All respondents

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	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Useful	649 69%	566 73% s	82 50%	211 68%	300 70%	90 69%	108 65%	170 65%	159 69%	209 73%	427 68%	221 70%
Not useful	189 20%	142 18%	46 28% r	71 23%	82 19%	23 18%	27 16%	59 22%	50 22%	54 19%	128 20%	61 19%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 840

Usefulness of assessment

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Useful	649 69%	375 71%	99 69%	142 64%	48 66%	546 70% D	50 51%	423 74% HJ	38 81% HJ	71 67% J	68 58%	461 75% HJ	188 57%
Not useful	189 20%	108 20%	24 17%	48 22%	14 19%	150 19%	31 31% C	81 14%	3 7%	27 25% EFI	43 37% EFI	84 14%	105 32% EFI

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 841
Usefulness of assessment
Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Useful	649 69%	73 84% b f g h	182 71% h	40 72%	178 78% b g h	106 81% b f g h	423 74% h	411 74% h	226 60%	66 88% j k	319 71% k	263 62%	134 81% m	514 66%	400 75% o	248 61%
Not useful	189 20%	6 7%	42 16% a d e	8 14%	23 10%	11 8%	81 14% a d e	78 14% a d e	108 29% a b c d e f g	4 5%	71 16% i	114 27% i j	21 12%	168 22% l	93 17%	96 23% n



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 841

Usefulness of assessment

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Useful	649 69%	44 47%	237 68% p	190 76% pq	157 78% pq	270 67%	194 74% M	244 75% M	131 73% S	74 76% S	102 67% S	48 48%	39 46%	610 71% u	91 72%	496 70%	84 66%	412 71%
Not useful	189 20%	32 34% qL	73 21%	42 17%	32 16%	95 24% NO	39 15%	51 16%	28 16%	13 13%	33 21%	31 32% PQ	28 33% v	161 19%	29 23%	137 19%	24 19%	113 19%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 841

Usefulness of assessment

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Useful	649 69%	299 85% xzA	238 58% z	347 86% xzA	190 53%	34 53%	225 86%	69 81%	226 64%	181 75% D	99 72%	309 71%	303 68%	238 74% JK	264 67%	174 64%
Not useful	189 20%	43 12%	116 28% wy	47 12%	112 31% wxy	15 23% wy	33 13%	9 10%	78 22% E	37 15%	28 20%	83 19%	93 21%	51 16%	85 22% I	60 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 842

Usefulness of assessment

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Useful	649 69%	252 70% K	400 75% HJK	489 72% K	160 59%	278 67%	246 69%	113 72%	649 100% M	-	608 85% O	19 17%
Not useful	189 20%	74 21%	93 17%	124 18%	64 24% I	80 19%	79 22%	24 15%	-	189 100% L	61 8%	88 79% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 842

Usefulness of assessment

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Useful	649 69%	555 81% QR	50 54% R	25 23%	58 22%	591 87% n	429 74% r	217 79% pr	204 61%	147 70% w	48 69%	108 60%	75 75% w	118 75% w	152 67%
Not useful	189 20%	66 10%	36 39% P	74 69% PQ	189 72% o	-	112 19% q	33 12%	74 22% q	49 23% y	14 20%	38 21%	17 17%	23 15%	48 21%

Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 843

Confidence in recommendations made by assessor

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Confident	717 76%	370 75%	345 77%	251 74%	285 79%	180 74%	605 75%	101 82%	182 72%	534 77%	542 77%	175 72%	382 79% m	335 73%	536 80% pq	67 77% pq	114 60%	181 65% p
Not confident	112 12%	61 12%	50 11%	41 12%	41 11%	30 12%	99 12%	12 9%	32 13%	80 12%	72 10%	40 16% j	56 12%	56 12%	82 12%	10 11%	20 10%	29 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 843

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Confidence in recommendations made by assessor

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Confident	717 76%	622 80% s	96 58%	239 76%	325 76%	103 79%	119 72%	191 73%	177 78%	228 80%	472 75%	245 77%
Not confident	112 12%	92 12%	20 12%	39 13%	51 12%	12 9%	17 10%	33 13%	28 12%	32 11%	76 12%	35 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 843

Confidence in recommendations made by assessor

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Confident	717 76%	421 79% AB	107 75%	158 71%	49 67%	602 77% D	64 66%	466 82% HJ	38 81% J	78 73% J	79 66%	504 82% HJ	213 65%
Not confident	112 12%	63 12%	17 12%	28 12%	12 16%	86 11%	15 16%	35 6%	5 11%	19 18% EI	36 31% EFGIJ	40 6%	72 22% EI



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 844

Confidence in recommendations made by assessor

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Confident	717 76%	79 91% cfgh	212 82% ch	37 67%	201 88% bcfg h	112 86% ch	466 82% ch	455 82% ch	251 67%	68 90% k	360 80% k	289 68%	141 85% m	576 74%	448 84% o	269 65%
Not confident	112 12%	5 5%	7 3%	3 5%	12 5%	10 8% b	35 6% bg	32 6% b	77 20% abcde fg	4 5%	26 6%	82 19% ij	18 11%	94 12%	50 9%	61 15% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 844

Confidence in recommendations made by assessor

Base: All respondents

	Length of assessment				How heard of assessment			Main motivation for having an assessment <i>(all mentions 10%+)</i>				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Confident	717 76%	56 60%	264 75% p	201 80% p	169 84% pq	315 78%	209 80%	245 76%	149 83% s	81 84% s	123 81% s	47 48%	38 45%	679 79% u	97 76% v	551 78% v	81 64%	470 81% uv
Not confident	112 12%	16 17%	43 12%	27 11%	23 11%	54 13%	26 10%	31 10%	16 9%	9 9%	17 11%	14 14%	13 16%	99 11%	25 19% UVW	75 11%	10 8%	65 11%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 844

Confidence in recommendations made by assessor

Base: All respondents

	Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition		
		Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Confident	717 76%	310 88% xzA	269 66% zA	360 89% xzA	220 61%	33 52%	227 87%	78 92%	249 71%	197 82% D	111 80% D	338 77%	339 76%	251 78%	290 74%	203 75%
Not confident	112 12%	36 10%	60 15% y	38 9%	58 16% wxy	6 9%	32 12% C	3 4%	49 14%	24 10%	12 8%	48 11%	56 13%	33 10%	52 13%	31 11%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 845

Confidence in recommendations made by assessor

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Confident	717 <i>76%</i>	273 <i>75%</i> K	448 <i>84%</i> HJK	542 <i>80%</i> HK	175 <i>64%</i>	306 <i>74%</i>	271 <i>76%</i>	125 <i>80%</i>	608 <i>94%</i> M	61 <i>32%</i>	717 <i>100%</i> O	-
Not confident	112 <i>12%</i>	52 <i>14%</i> IJ	50 <i>9%</i>	75 <i>11%</i> I	37 <i>14%</i>	51 <i>12%</i>	42 <i>12%</i>	15 <i>9%</i>	19 <i>3%</i>	88 <i>47%</i> L	-	112 <i>100%</i> N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 845

Confidence in recommendations made by assessor

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Confident	717 76%	602 88% QR	56 60% R	33 31%	101 38%	616 90% n	461 79% r	240 87% pr	240 72%	161 76%	53 77%	125 69%	77 77%	129 81% w	172 76%
Not confident	112 12%	27 4%	22 24% P	56 52% PQ	112 42% o	-	70 12% q	14 5%	40 12% q	22 10%	6 9%	21 12%	17 16%	14 9%	32 14%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 846

Likelihood to recommend assessment

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Have/would	686 73%	357 72%	328 73%	248 73%	277 77% e	162 67%	587 73%	90 74%	179 71%	507 73%	524 75% k	162 67%	357 73%	329 71%	493 74%	66 76%	127 67%	193 70%
Might/might not	92 10%	53 11%	37 8%	38 11%	29 8%	24 10%	70 9%	20 16% f	23 9%	67 10%	61 9%	32 13%	53 11%	40 9%	62 9%	6 7%	24 13%	31 11%
Would not	107 11%	55 11%	52 12%	35 10%	42 12%	30 12%	102 13% g	4 3%	26 10%	82 12%	73 10%	35 14%	47 10%	60 13%	81 12%	6 7%	20 11%	26 9%



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 846

Likelihood to recommend assessment

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Have/would	686 73%	577 74%	109 66%	224 72%	310 73%	101 78%	117 70%	193 74%	169 74%	206 72%	467 74%	219 69%
Might/might not	92 10%	74 9%	19 11%	30 10%	38 9%	10 8%	17 10%	18 7%	30 13% M	27 9%	60 10%	32 10%
Would not	107 11%	87 11%	20 12%	42 13%	53 12%	10 8%	16 10%	37 14%	20 9%	35 12%	67 11%	40 13%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 846

Likelihood to recommend assessment

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Have/would	686 73%	401 75% z	90 63%	164 74% z	47 64%	579 74% D	57 59%	457 80% GHJ	36 78% HJ	74 70% HJ	62 53%	493 80% GHJ	193 58%
Might/might not	92 10%	44 8%	25 18% yAB	21 10%	3 4%	75 10%	15 15%	47 8%	3 6%	7 7%	17 14% I	50 8%	42 13% EGI
Would not	107 11%	62 12%	13 9%	24 11%	17 23% yZA	87 11%	12 12%	34 6%	7 14% EI	18 17% EI	33 28% EIJ	41 7% E	67 20% EI

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 847

Likelihood to recommend assessment

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Total	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Have/would	686 73%	69 80% h	216 84% eh	41 74%	193 85% cefg h	97 74% h	457 80% h	447 80% h	229 61%	60 80% k	361 81% k	264 63%	132 80% m	554 71%	433 81% o	253 62%
Might/might not	92 10%	10 11%	15 6%	4 7%	14 6%	15 12% bd	47 8%	45 8%	45 12% bd	8 10%	34 8%	51 12% j	13 8%	80 10%	37 7%	55 13% n
Would not	107 11%	3 4%	12 5%	4 8%	9 4%	10 8%	34 6%	32 6%	73 19% abcde fg	2 2%	27 6%	78 19% ij	20 12%	88 11%	48 9%	59 14% n



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 847

Likelihood to recommend assessment

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Have/would	686 73%	61 65%	258 74%	194 77% p	152 76%	283 70%	200 77%	250 77% M	142 79% S	78 80% S	114 75% S	57 58%	47 56%	639 74% u	77 61%	533 75% TV	86 67%	447 77% TUV
Might/might not	92 10%	11 12%	39 11%	21 9%	15 8%	38 9%	24 9%	33 10%	11 6%	7 7%	15 10%	14 14% P	11 13%	81 9%	18 15%	68 10%	16 13%	52 9%
Would not	107 11%	15 16%	32 9%	27 11%	27 13%	60 15% NO	25 9%	22 7%	16 9%	10 10%	17 11%	14 15%	14 16%	94 11%	26 21% UW	70 10%	14 11%	56 10%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 847

Likelihood to recommend assessment

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Total	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Have/would	686 73%	272 77% xz	283 69% z	316 78% xz	239 67%	48 74%	198 76%	70 82%	258 73%	179 74%	106 77%	319 73%	334 75%	241 75%	273 69%	199 74%
Might/might not	92 10%	27 8%	47 11%	30 7%	44 12% y	4 6%	17 6%	10 12%	23 7%	24 10%	16 12%	44 10%	37 8%	34 11%	33 8%	29 11%
Would not	107 11%	44 12%	48 12%	46 11%	46 13%	3 5%	39 15% C	2 2%	46 13%	25 10%	13 9%	44 10%	58 13%	29 9%	54 14% I	29 11%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 848

Likelihood to recommend assessment

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Have/would	686 73%	249 69%	433 81% HJK	511 76% HK	175 65%	297 72%	257 72%	122 77%	555 86% M	66 35%	602 84% O	27 24%
Might/might not	92 10%	40 11% IJ	37 7%	59 9% I	34 12% I	46 11%	32 9%	12 7%	50 8%	36 19% L	56 8%	22 20% N
Would not	107 11%	46 13% IJ	48 9%	71 10% I	37 14%	46 11%	44 12%	12 8%	25 4%	74 39% L	33 5%	56 50% N



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 848

Likelihood to recommend assessment

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Have/would	686 73%	686 100% QR	-	-	96 37%	590 86% n	435 75%	226 82% pr	241 72%	147 70%	40 58%	117 64%	72 72%	134 85% uvw	175 77% vw
Might/might not	92 10%	-	92 100% PR	-	42 16% o	50 7%	60 10%	26 9%	24 7%	19 9%	15 21% uyz	26 15% yz	11 11%	10 6%	11 5%
Would not	107 11%	-	-	107 100% PQ	107 41% o	-	64 11% q	11 4%	41 12% q	31 15% wy	8 11%	13 7%	14 14%	11 7%	30 13% y



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 849

Any dissatisfaction with the assessment

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)	
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Any dissatisfaction	263 28%	140 28%	121 27%	82 24%	107 30%	72 30%	233 29%	27 22%	75 30%	186 27%	190 27%	73 30%	185 28%	128 28%	185 28%	17 20%	61 32% o	78 28% o
No dissatisfaction	683 72%	354 72%	326 73%	257 76%	254 70%	171 70%	575 71%	96 78%	176 70%	505 73%	513 73%	170 70%	351 72%	332 72%	484 72%	70 80% pq	129 68%	199 72%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 849

Any dissatisfaction with the assessment

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (k)	2-9 years (l)	10-19 years (n)	20+ years (o)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Any dissatisfaction	263 28%	201 26%	62 37% r	93 30%	118 28%	33 26%	38 23%	83 32%	61 27%	80 28%	168 27%	95 30%
No dissatisfaction	683 72%	580 74% s	103 63%	219 70%	309 72%	96 74%	128 77%	179 68%	167 73%	207 72%	460 73%	223 70%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 849

Any dissatisfaction with the assessment

Base: All respondents

	Total	How paying for energy?				Main fuel type used to heat home		Most action taken					
		Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Any dissatisfaction	263 28%	152 29%	35 24%	62 28%	22 31%	212 27%	37 38% C	121 21%	10 22%	31 29%	58 49% EFGIJ	131 21%	132 40% EFGI
No dissatisfaction	683 72%	380 71%	108 76%	160 72%	51 69%	572 73% D	60 62%	448 79% HJ	37 78% HJ	76 71% HJ	61 51%	485 79% HJ	198 60% H



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 850

Any dissatisfaction with the assessment

Base: All respondents

	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Any dissatisfaction	263 28%	10 12%	54 21%	11 20%	36 16%	25 19%	121 21% ad	116 21% ad	142 38% abcd efg	8 10%	104 23% i	152 36% ij	34 21%	229 29% l	127 24%	136 33% n
No dissatisfaction	683 72%	76 88% fgh	202 79% h	45 80% h	191 84% fgh	106 81% h	448 79% h	439 79% h	235 62%	68 90% jk	345 77% k	271 64%	131 79% m	552 71%	409 76% o	274 67%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 850

Any dissatisfaction with the assessment

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/ housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Any dissatisfaction	263 28%	45 48% q/L	95 27%	62 25%	45 22%	131 33% NO	61 23%	74 23%	42 23%	25 25%	47 31%	41 42% P/Q	37 44% v	226 26%	48 38% UW	186 26%	35 28%	151 26%
No dissatisfaction	683 72%	49 52%	255 73% p	188 75% p	156 78% p	272 67%	200 77% M	249 77% M	139 77% S	72 75% S	105 69%	57 58%	47 56%	636 74% u	79 62%	521 74% T	92 72%	429 74% T



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 850

Any dissatisfaction with the assessment

Base: All respondents

	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Any dissatisfaction	263 28%	76 22%	141 35% wy	82 20%	135 38% wxy	17 26%	61 24%	12 14%	106 30% E	53 22%	36 26%	112 25%	133 30%	71 22%	121 31% I	81 30% I
No dissatisfaction	683 72%	277 78% xz	268 65% z	322 80% xz	223 62%	47 74%	199 76%	73 86%	246 70%	187 78% D	102 74%	327 75%	315 70%	251 78% JK	272 69%	189 70%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 851

Any dissatisfaction with the assessment

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Total												
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Any dissatisfaction	263 28%	106 29% IJ	127 24%	173 26% I	90 33% IJ	115 28%	107 30% m	32 21%	58 9%	189 100% L	101 14%	112 100% N
No dissatisfaction	683 72%	256 71%	409 76% HJK	502 74% HIK	181 67%	297 72%	247 70%	125 79% I	591 91% M	-	616 86% O	-



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 851

Any dissatisfaction with the assessment

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Any dissatisfaction	263 28%	96 14%	42 46% P	107 100% PQ	263 100% o	-	164 28% q	51 18%	96 29% q	61 29%	18 26%	49 27%	25 25%	37 23%	73 32%
No dissatisfaction	683 72%	590 86% QR	50 54% R	-	-	683 100% n	419 72%	223 82% pr	237 71%	149 71%	51 74%	132 73%	76 75%	122 77%	153 68%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 852

Already thinking about any energy saving improvements

Base: All respondents

	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure				
	Total	Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Yes - any	583 62%	305 62%	275 62%	210 62%	233 65%	138 57%	502 62%	70 57%	148 59%	433 63%	419 60%	163 67%	308 63%	275 60%	476 71% opq	44 50% pq	63 33%	107 39% p
Yes - thinking about a measure that was installed	274 29%	143 29%	130 29%	89 26%	114 32%	72 29%	241 30%	28 22%	72 29%	202 29%	202 29%	72 30%	144 30%	130 28%	238 36% opq	16 19%	20 10%	36 13%
No	334 35%	175 36%	158 35%	115 34%	121 34%	97 40%	287 36%	44 36%	93 37%	241 35%	260 37%	74 30%	161 33%	172 37%	179 27%	40 45% n	115 61% noq	155 56% no



Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 852

Already thinking about any energy saving improvements

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Yes - any	583 62%	512 66% s	71 43%	209 67%	260 61%	76 59%	101 61%	147 56%	146 64%	187 65% M	376 60%	207 65%
Yes - thinking about a measure that was installed	274 29%	248 32% s	26 16%	87 28%	139 32%	36 28%	52 31% M	58 22%	69 30%	94 33% M	179 28%	95 30%
No	334 35%	247 32%	87 52% r	96 31%	161 38%	46 36%	58 35%	103 39%	79 35%	94 33%	235 37%	99 31%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 852

Already thinking about any energy saving improvements

Base: All respondents

	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/standing order (y)	Monthly/quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/probably will (G)	Might or might not/definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Yes - any	583 62%	370 70% zA	81 57%	109 49%	44 60%	474 60%	56 57%	360 63%	32 67%	70 66%	74 63%	392 64%	191 58%
Yes - thinking about a measure that was installed	274 29%	191 36% AB	42 30% AB	38 17%	11 14%	244 31% D	19 19%	274 48% FGHJ	- -	- -	- -	274 44% FGHJ	- -
No	334 35%	153 29%	55 39% y	106 47% y	26 35%	287 37%	37 38%	195 34%	14 31%	34 31%	40 34%	209 34%	124 38%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 853

Already thinking about any energy saving improvements

Base: All respondents

	Total	Measures installed							Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
		Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Yes - any	583 62%	80 92% bcde fgh	142 56%	24 43%	149 66% bc	105 80% bcd fgh	360 63% bc	351 63% bc	223 59% c	63 83% jk	259 58%	261 62%	141 85% m	442 57%	341 64%	242 59%
Yes - thinking about a measure that was installed	274 29%	71 83% bcde fgh	115 45% ch	15 27% h	127 56% bcfg h	69 53% ch	274 48% ch	273 49% cfh	- -	58 77% jk	192 43% k	24 6%	52 31%	222 28%	171 32% o	103 25%
No	334 35%	6 7%	108 42% def g	25 46% ade	73 32% ae	25 19% a	195 34% ae	190 34% ae	139 37% ae	11 15%	176 39% i	146 35% i	23 14%	310 40% l	184 34%	150 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 853

Already thinking about any energy saving improvements

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Yes - any	583 62%	45 48%	191 55%	166 66% pq	157 78% pqr	230 57%	175 67% M	207 64%	105 58% S	69 71% PRS	84 56% S	39 39%	32 38%	551 64% u	108 85% UVW	416 59% V	58 45%	358 62% UV
Yes - thinking about a measure that was installed	274 29%	14 15%	91 26% p	73 29% p	83 42% pqr	120 30%	85 33%	90 28%	53 29% S	40 42% PRS	44 29% S	10 11%	10 11%	264 31% u	39 31% V	209 30% V	21 17%	188 32% UV
No	334 35%	45 48% rL	146 42% rL	79 32% L	42 21%	166 41% NO	75 29%	108 34%	70 39%	27 28%	66 44% Q	58 59% PQR	51 61% v	282 33%	17 13%	277 39% TW	65 51% TUW	211 36% T



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 853

Already thinking about any energy saving improvements

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Yes - any	583 62%	266 75% xzA	231 56% zA	303 75% xzA	195 54% A	21 33%	202 78%	60 70%	182 52%	160 67% D	111 81% DE	243 55%	304 68% G	195 61%	241 61%	170 63%
Yes - thinking about a measure that was installed	274 29%	140 40% xzA	96 23% z	163 40% xzA	72 20%	11 17%	98 37%	40 47%	78 22%	72 30% D	51 37% D	108 25%	152 34% G	82 26%	122 31%	78 29%
No	334 35%	82 23%	170 41% wy	96 24%	156 44% wxy	42 65% wxyz	57 22%	23 27%	158 45% EF	77 32% F	24 17%	178 41% H	139 31%	114 36%	141 36%	91 34%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 854

Already thinking about any energy saving improvements

Base: All respondents

	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Yes - any	583 62%	262 73% JK	341 64% K	441 65% K	142 52%	259 63%	215 61%	97 61%	429 66%	112 59%	461 64%	70 63%
Yes - thinking about a measure that was installed	274 29%	119 33% K	171 32% K	211 31% K	63 23%	125 30%	107 30%	40 26%	217 33% M	33 17%	240 33% O	14 13%
No	334 35%	92 25%	184 34% HJ	219 32% H	115 42% HIJ	142 34%	127 36%	56 35%	204 31%	74 39%	240 34%	40 36%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 854

Already thinking about any energy saving improvements

Base: All respondents

	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Over-stretched (x)	Convertibles (y)	Cost Savers (z)	
Total															
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Yes - any	583 62%	435 63%	60 66%	64 59%	164 62%	419 61%	583 100% r	274 100% r	-	118 56%	44 63% w	85 47%	72 71% uw	120 75% uwz	144 64% w
Yes - thinking about a measure that was installed	274 29%	226 33% R	26 28% R	11 10%	51 19%	223 33% n	274 47% r	274 100% pr	-	53 25%	25 36% w	40 22%	33 33%	56 35% uw	68 30%
No	334 35%	241 35%	24 27%	41 39%	96 37%	237 35%	-	-	334 100% pq	85 41% xy	22 32%	83 46% xyz	28 28%	37 24%	77 34% y



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 855

Segments

Base: All respondents

	Total	Gender		Age			Ethnicity		Long standing illness/ disability		Region		Urbanity		Tenure			
		Female (a)	Male (b)	16-44 (c)	45-64 (d)	65+ (e)	White (f)	BME (g)	Yes (h)	No (i)	England & Wales (j)	Scotland (k)	Urban (l)	Mixed urban/ rural & rural (m)	Owner occupier (n)	Private rented (o)	Social housing (p)	NET: Tenant (q)
Unweighted Base	946	503	438	359	350	234	785	144	254	689	733	213	566	380	644	105	197	302
Weighted Base	946	494	447	339	361	243	807	123	251	691	702	244	486	460	669	87*	190	277
Effective base	870	461	405	325	325	218	725	133	232	635	666	206	531	363	600	94	178	271
Carbon Savers	211 22%	109 22%	101 23%	76 23%	72 20%	61 25%	186 23% g	19 15%	53 21%	157 23%	161 23%	49 20%	109 22%	101 22%	136 20%	17 19%	58 30% n	74 27% no
Not on the Radar	69 7%	33 7%	35 8%	27 8%	26 7%	15 6%	59 7%	8 7%	11 4%	58 8% h	53 8%	16 7%	41 8%	28 6%	52 8%	6 7%	11 6%	17 6%
Disengaged Rejectors	181 19%	92 19%	89 20%	57 17%	49 14%	75 31% cd	147 18%	31 25%	62 25% i	119 17%	137 20%	44 18%	103 21%	78 17%	104 16%	26 29% n	51 27% n	77 28% n
Overstretched	101 11%	43 9%	58 13% a	21 6%	50 14% c	30 12% c	89 11%	11 9%	31 12%	70 10%	68 10%	33 14%	45 9%	55 12%	83 12% pq	7 8%	11 6%	18 6%
Convertibles	158 17%	83 17%	73 16%	78 23% e	73 20% e	6 2%	139 17%	17 13%	27 11%	130 19% h	121 17%	38 15%	78 16%	81 18%	128 19% pq	13 15%	17 9%	30 11%
Cost Savers	226 24%	135 27% b	92 21%	79 23%	92 25%	55 23%	187 23%	37 30%	68 27%	158 23%	162 23%	64 26%	110 23%	116 25%	165 25%	19 22%	42 22%	61 22%



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 855

Segments

Base: All respondents

	Property type		Age of property			Length of time at property				Energy efficiency rating		
	House/ bungalow (r)	Flat (includes maisonette & tenement) (s)	Pre 1946 (t)	1946- 1980 (u)	Post 1980 (v)	Less than 2 years (K)	2-9 years (M)	10-19 years (N)	20+ years (O)	A-D (w)	E-G (x)	
Unweighted Base	946	806	140	322	405	127	174	261	227	280	632	314
Weighted Base	946	781	165	312	428	130	166	262	228	286	628	318
Effective base	870	745	130	295	376	118	157	238	210	262	580	291
Carbon Savers	211 22%	160 21%	50 30% r	75 24%	92 22%	21 16%	38 23%	59 23%	48 21%	65 23%	146 23%	65 20%
Not on the Radar	69 7%	60 8%	9 5%	25 8%	28 7%	11 8%	11 6%	16 6%	17 7%	25 9%	52 8%	17 5%
Disengaged Rejectors	181 19%	144 18%	37 22%	51 16%	84 20%	28 21%	48 29% MNO	35 13%	41 18%	56 19%	129 21%	52 16%
Overstretched	101 11%	91 12% s	10 6%	32 10%	47 11%	16 12%	10 6%	21 8%	25 11%	44 15% KM	60 10%	40 13%
Convertibles	158 17%	137 18%	22 13%	54 17%	78 18%	19 15%	25 15%	55 21% O	47 20% O	30 11%	96 15%	63 20%
Cost Savers	226 24%	188 24%	38 23%	75 24%	97 23%	36 28%	34 20%	76 29%	50 22%	67 23%	145 23%	81 26%

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base



Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 855

Segments

Base: All respondents

Total	How paying for energy?				Main fuel type used to heat home		Most action taken						
	Direct debit/ standing order (y)	Monthly/ quarterly bill (z)	Pre-payment (keycard or token) meter (A)	Other (B)	Gas (C)	Electricity (D)	Had something done (E)	In the process (F)	Definitely/ probably will (G)	Might or might not/ definitely or probably won't (H)	NET: Had something done/in the process (I)	NET: Not had something done/not in the process (J)	
Unweighted Base	946	516	149	238	68	799	89	568	51	103	119	619	327
Weighted Base	946	532	143	223	73*	784	98*	569	47*	106*	118	616	330
Effective base	870	478	140	214	63	735	83	523	47	95	111	570	300
Carbon Savers	211 22%	116 22% z	20 14%	60 27% z	22 30% z	172 22%	21 22%	121 21%	6 12%	29 28% F	23 20%	126 21%	84 26% F
Not on the Radar	69 7%	44 8% B	13 9% B	10 5%	1 1%	56 7%	11 12%	49 9%	1 2%	7 7%	8 7%	50 8%	20 6%
Disengaged Rejectors	181 19%	95 18%	31 22%	48 21%	8 11%	157 20%	20 21%	107 19%	8 17%	12 11%	23 20%	115 19%	66 20% G
Overstretched	101 11%	63 12% A	19 13% A	12 5%	10 14% A	73 9%	16 17% C	60 10%	7 14%	15 14%	14 12%	66 11%	34 10%
Convertibles	158 17%	99 19%	21 15%	33 15%	13 18%	131 17%	10 10%	97 17%	10 22%	20 19%	17 14%	108 17%	51 15%
Cost Savers	226 24%	114 21%	40 28%	60 27%	19 26%	194 25%	19 19%	135 24%	16 33%	22 21%	33 27%	151 24%	76 23%



Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e - f/g - h/i - j/k - l/m - n/o/p/q - r/s - t/u/v - K/L/M/N/O - w/x - y/z/A/B - C/D - E/F/G/H/I/J
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 856

Segments

Base: All respondents

Total	Measures installed								Whether used GD finance/ cashback for key measures			Whether GD finance mentioned by assessor		Whether assessor discussed eligibility for free/reduced cost measures		
	Boiler (a)	CWI (b)	SWI (c)	Loft insulation (d)	Other (e)	NET: Any measure (f)	NET: Any key measure (g)	NET: None (h)	Yes: used either (i)	No: not used (j)	No key measures installed (k)	Yes (l)	No (m)	Yes (n)	No (o)	
Unweighted Base	946	83	243	63	241	128	568	555	378	72	451	423	160	786	537	409
Weighted Base	946	86*	256	56*	227	131	569	555	377	75*	448	422	165	781	535	411
Effective base	870	77	224	60	221	119	523	511	347	66	415	389	147	723	498	373
Carbon Savers	211 22%	15 17%	54 21%	13 24%	44 19%	25 19%	121 21%	118 21%	90 24%	15 19%	99 22%	97 23%	32 19%	179 23%	115 21%	96 23%
Not on the Radar	69 7%	6 7%	26 10% h	4 8%	16 7%	9 7%	49 9%	47 8%	20 5%	7 10%	37 8%	25 6%	8 5%	62 8%	42 8%	28 7%
Disengaged Rejectors	181 19%	9 11%	48 19%	14 24% a	49 22% a	18 14%	107 19% a	105 19% a	73 19%	10 14%	91 20%	80 19%	19 12%	162 21% l	87 16%	94 23% n
Overstretched	101 11%	15 17% dfg	23 9%	6 11%	19 8%	20 15% d	60 10%	58 11%	41 11%	14 18% j	42 9%	44 10%	27 17% m	73 9%	59 11%	42 10%
Convertibles	158 17%	12 14% c	52 20% c	2 3%	47 21% c	24 18% c	97 17% c	95 17% c	61 16% c	9 11%	80 18%	70 17%	30 18%	128 16%	91 17%	67 16%
Cost Savers	226 24%	29 34% bfg	54 21%	17 30%	53 23%	35 27%	135 24%	132 24%	91 24%	21 27%	99 22%	107 25%	49 30%	177 23%	142 26% o	85 21%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 856

Segments

Base: All respondents

Total	Length of assessment				How heard of assessment			Main motivation for having an assessment (all mentions 10%+)				Arranged by landlord/housing association/ other organisation and household had no choice		Paying for assessment				
	Less than 20 mins (p)	20 - 40 mins (q)	40 mins - 1 hour (r)	More than 1 hour (L)	Any direct approach (M)	Any advertising/news (N)	Any word of mouth (O)	To save money on energy bills (P)	To make home warmer/more comfortable (Q)	Assessment was free (R)	Had no say in arranging the assessment (S)	Yes (u)	No (v)	NET: Paid at all (T)	NET: Not paid (U)	Assessment fee paid in full by 3rd party (V)	Company did not charge a fee (W)	
Unweighted Base	946	95	355	246	196	397	257	322	175	106	149	105	89	857	117	721	134	587
Weighted Base	946	94*	350	250	201	403	260	323	181	97*	152	99*	84*	862	127	707	127	580
Effective base	870	85	328	227	181	368	236	292	163	97	138	94	80	790	109	663	122	541
Carbon Savers	211 22%	18 19%	86 25%	51 20%	43 21%	88 22%	55 21%	69 21%	38 21%	19 20%	29 19%	34 35% PQR	28 34% v	182 21%	30 24%	155 22%	31 25%	124 21%
Not on the Radar	69 7%	12 13% q	21 6%	18 7%	13 7%	33 8%	18 7%	26 8%	12 7%	7 7%	13 8%	7 7%	6 7%	63 7%	5 4%	55 8%	9 7%	46 8%
Disengaged Rejectors	181 19%	23 24% r	75 21% r	37 15%	30 15%	77 19% N	34 13%	56 17%	22 12%	18 19%	38 25% P	32 32% PQ	28 33% v	153 18%	17 14%	133 19% W	36 28% TUW	97 17%
Overstretched	101 11%	4 4%	43 12% p	20 8%	30 15% pr	51 13%	29 11%	40 12%	18 10%	6 6%	13 8%	7 7%	5 6%	96 11%	22 17% UV	73 10%	9 7%	64 11%
Convertibles	158 17%	10 11%	46 13%	54 21% pq	42 21% q	62 15%	57 22% M	56 17%	32 18% S	17 17% S	32 21% S	6 6%	4 4%	155 18% u	20 16%	123 17%	18 14%	105 18%
Cost Savers	226 24%	27 29%	79 23%	72 29%	43 21%	92 23%	68 26%	76 24%	59 33% RS	30 31% RS	28 18%	14 14%	13 16%	213 25%	33 26%	169 24%	24 19%	145 25%



Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 856

Segments

Base: All respondents

Total	Received/seen GDAR					Whether read GDAR		Household income			Household receiving any benefits		Household composition			
	Yes: received (w)	No: not received (x)	Yes: seen (y)	No: not seen (z)	Report sent straight to landlord/ housing association (A)	Yes (B)	No (C)	Less than £16k (D)	£16k to £34,999 (E)	£35k+ (F)	Yes (G)	No (H)	Children under 16 (I)	Adults over 60 (J)	Neither of these (K)	
Unweighted Base	946	351	413	401	363	60	260	84	365	230	125	455	431	338	382	266
Weighted Base	946	353	410	405	358	64*	261	85*	351	240	138	438	448	322	393	270
Effective base	870	324	379	371	331	53	241	77	334	212	115	413	401	309	354	245
Carbon Savers	211 22%	77 22%	95 23%	85 21%	87 24%	19 29%	62 24%	12 15%	96 27% E	41 17%	30 22%	107 24%	90 20%	67 21%	91 23%	60 22%
Not on the Radar	69 7%	26 7%	29 7%	28 7%	27 8%	5 7%	17 7%	9 10%	21 6%	20 8%	10 7%	27 6%	39 9%	28 9%	27 7%	16 6%
Disengaged Rejectors	181 19%	49 14%	86 21% wy	58 14%	77 22% wy	21 32% wxyz	25 10%	23 27% B	74 21% F	36 15%	11 8%	93 21%	74 17%	52 16%	93 24% IK	45 17%
Overstretched	101 11%	46 13% xz	34 8%	51 13% x	30 8%	4 6%	39 15%	7 8%	29 8%	33 14% D	21 16% D	36 8%	58 13% G	25 8%	52 13% I	27 10%
Convertibles	158 17%	74 21% zA	63 15% z	93 23% wxzA	45 13%	5 8%	53 20%	20 24%	31 9%	55 23% D	40 29% D	62 14%	85 19%	72 22% J	39 10%	55 20% J
Cost Savers	226 24%	80 23%	102 25%	90 22%	92 26%	11 17%	65 25%	15 17%	101 29% F	54 22%	26 19%	115 26%	101 23%	78 24%	92 23%	67 25%



Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k - l/m - n/o - p/q/r/L - s/t - M/N/O - P/Q/R/S - u/v - T/U/V/W - w/x/y/z/A - B/C - D/E/F - G/H - I/J/K
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 857

Segments

Base: All respondents

Total	Whether thought/told they might be eligible for free/reduced price energy saving measures				How well keeping up with energy bills			Usefulness of assessment		Confidence in recommendations made by assessor		
	Yes - thought they might be eligible before the assessment (H)	Yes - told they might be eligible by the assessor (I)	NET: Yes (J)	No/DK (K)	Managing well (k)	Getting by alright (l)	Financial difficulties (m)	Useful (L)	Not useful (M)	Confident (N)	Not confident (O)	
Unweighted Base	946	379	537	679	267	395	356	172	648	193	714	117
Weighted Base	946	362	535	675	271	412	355	157	649	189	717	112
Effective base	870	350	498	628	242	365	329	156	596	178	658	108
Carbon Savers	211 22%	88 24%	115 21%	151 22%	60 22%	92 22%	72 20%	40 25%	147 23%	49 26%	161 22%	22 20%
Not on the Radar	69 7%	29 8%	42 8%	52 8%	18 6%	39 10%	20 6%	8 5%	48 7%	14 7%	53 7%	6 5%
Disengaged Rejectors	181 19%	60 17%	87 16%	111 16%	70 26% HIJ	74 18%	74 21%	28 18%	108 17%	38 20%	125 17%	21 19%
Overstretched	101 11%	42 12%	59 11%	77 11%	24 9%	64 15% lm	25 7%	10 6%	75 12%	17 9%	77 11%	17 15%
Convertibles	158 17%	55 15%	91 17%	111 16%	47 17%	75 18% m	62 17%	18 11%	118 18%	23 12%	129 18%	14 13%
Cost Savers	226 24%	87 24%	142 26% K	173 26%	53 20%	68 16%	101 28% k	54 34% k	152 23%	48 25%	172 24%	32 28%



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base

Green Deal Assessment Experience Wave 2

Fieldwork: 17th April - 1st June 2014

Table 857

Segments

Base: All respondents

Total	Likelihood to recommend assessment			Any dissatisfaction with the assessment		Already thinking about any energy saving improvements			Segments						
	Have/would (P)	Might/might not (Q)	Would not (R)	Any dissatisfaction (n)	No dissatisfaction (o)	Yes - any (p)	Yes - thinking about a measure that was installed (q)	No (r)	Carbon Savers (u)	Not on the Radar (v)	Disengaged Rejectors (w)	Overstretched (x)	Convertibles (y)	Cost Savers (z)	
Unweighted Base	946	685	92	108	267	679	587	273	327	207	70	193	98	151	227
Weighted Base	946	686	92*	107*	263	683	583	274	334	211	69*	181	101*	158	226
Effective base	870	630	86	100	245	625	541	252	300	191	64	177	90	139	210
Carbon Savers	211 22%	147 21%	19 21%	31 29%	61 23%	149 22%	118 20%	53 19%	85 26%	211 100% vwxyz	-	-	-	-	-
Not on the Radar	69 7%	40 6%	15 16% P	8 7%	18 7%	51 7%	44 8%	25 9%	22 7%	-	69 100% uvwxyz	-	-	-	-
Disengaged Rejectors	181 19%	117 17%	26 29% PR	13 13%	49 19%	132 19%	85 15%	40 15%	83 25% pq	-	-	181 100% uvwxyz	-	-	-
Overstretched	101 11%	72 11%	11 12%	14 13%	25 9%	76 11%	72 12%	33 12%	28 8%	-	-	-	101 100% uvwxyz	-	-
Convertibles	158 17%	134 20% R	10 11%	11 10%	37 14%	122 18%	120 21% r	56 20% r	37 11%	-	-	-	-	158 100% uvwxyz	-
Cost Savers	226 24%	175 25% Q	11 12%	30 28% Q	73 28%	153 22%	144 25%	68 25%	77 23%	-	-	-	-	-	226 100% uvwxyz



Proportions/Mean: Columns Tested (5% risk level) - H/I/J/K - k/l/m - L/M - N/O - P/Q/R - n/o - p/q/r - u/v/w/x/y/z - A/B/C/D/E - F/G
* small base