



Department
of Energy &
Climate Change

Green Deal Customer Journey survey

Summary report: Quantitative survey Wave 5

March 2015

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The views expressed in this report are those of the authors, not necessarily those of the Department of Energy and Climate Change (nor do they reflect Government policy).

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Introduction

The Green Deal scheme was officially launched in early 2013 with the aim of enabling households to make energy saving improvements to their properties without having to pay all the costs up front. The Green Deal process comprises a number of steps, with the first of these being a Green Deal Assessment; the resulting Green Deal Advice Report explains what improvements can be made and estimates energy bill savings. In total, 445,804 assessments had been carried out up to the end of December 2014.¹

As part of a wider programme of Green Deal evaluation work, GfK NOP and ICF International were commissioned to conduct a fifth Green Deal Customer Experience survey of households which had had a Green Deal Assessment in the fourth quarter of 2014. These surveys are designed to understand the Green Deal customer experience and to determine what, if anything, households have done and plan to do since having the assessment. This research builds upon previous surveys of Green Deal Assessment customers carried out since April 2013 by GfK NOP.²

This report presents summary headline findings from wave 5 of the Green Deal Customer Experience survey, conducted between 6 February and 8 March 2015, and makes comparisons with the first four waves, which were conducted in November-December 2013 (wave 1)³, April-May 2014 (wave 2), July-August (wave 3) and November-December 2014 (wave 4). A full set of data tables has been released alongside this report⁴. All waves were conducted using a mixed-mode approach to data collection. The approach taken at wave 5 was much the same as at previous waves: sampled households who had had a Green Deal Assessment between 1 October 2014 and 31 December 2014 were sent a letter inviting them to complete an online survey. Those that did not complete the online survey were then contacted by face-to-face interviewers. The interviewer gave the householder their laptop to complete the survey; therefore the online and face-to-face elements were both self-completion (reducing the impact of mode effects).

A sample of 1,800 addresses was drawn and all households were written to. In total, 796 households completed the survey (representing a 44% response rate). All households which completed an interview were given a £10 voucher.

Throughout the report, whenever the word 'significant' is used it is done to express a statistically significant difference. This means that any differences between results are likely to be the result





¹ For the latest information on assessments, see the Green Deal and ECO statistics webpage: <https://www.gov.uk/government/collections/green-deal-and-energy-company-obligation-eco-statistics>.

² Previous studies are available at: <https://www.gov.uk/government/collections/green-deal-assessments-research>

³ In making comparisons of post-assessment actions and intentions between different waves of the survey, it should be noted that the wave 1 survey only included households that had a Green Deal Assessment during a single month (October 2013) so respondents may have had less time between their Assessment and interview to take action and install measures compared with respondents in the wave 2, 3, 4 and 5 surveys (which all covered a 3 month Assessment period).

⁴ Available at <https://www.gov.uk/government/publications/green-deal-customer-journey-survey-summary-report-quantitative-survey-wave-5>

of an actual change, rather than something related to sampling or methodology. This report uses the following conventions:

- All differences commented upon are statistically significant at the 95% confidence level.
- Significant differences between consecutive waves are indicated by the arrows ( ) within charts.
- Significant changes across several waves are indicated by the arrows ( ) within charts.
- All base sizes quoted in the report are unweighted.

For more information on the methodology please see the technical report⁵.

⁵ Available at <https://www.gov.uk/government/publications/green-deal-customer-journey-survey-summary-report-quantitative-survey-wave-5>

Summary of headline findings

Awareness of Green Deal Assessments

As at previous waves, direct marketing was the most common source of awareness, with 46% of households at wave 5 citing a direct marketing approach such as door-to-door sales, a telephone call, an in-store/street approach, a leaflet through their door or a letter in the post (49% at wave 4, 48% at wave 3, 48% at wave 2 and 51% at wave 1).

Word of mouth sources – including friends and family, as well as other individuals and organisations⁶ - were mentioned by 29% of households – falling significantly from the levels observed at previous waves (35% at wave 4, 37% at wave 3, 33% at wave 2 and 35% at wave 1). Twenty-three per cent of households mentioned advertising or news sources⁷, continuing a gradual wave-on-wave increase (20% at wave 4, 18% at wave 3, 14% at wave 2 and 12% at wave 1). These incremental, wave-on-wave changes together constitute a significant increase between waves 1 and 5 in mentions of advertising or news as sources of awareness.

Reasons for having a Green Deal Assessment

The main motivations for having an assessment at wave 5 were: saving money on energy bills (48%), the prospect of a warmer home (41%), the offer of free assessments (37%), the prospect of having improvements done for free or at a reduced price (26%) and concerns over rising energy bills (25%)⁸.

Households were also motivated by the ability to find out how to make their property more energy efficient (22%) and environmental concerns (18%).

Figure 1 shows that the ranking of the motivations were largely unchanged between waves 4 and 5, and broadly similar across all five waves; however, the proportions mentioning three of the top five motivations have dropped significantly over time since wave 1.

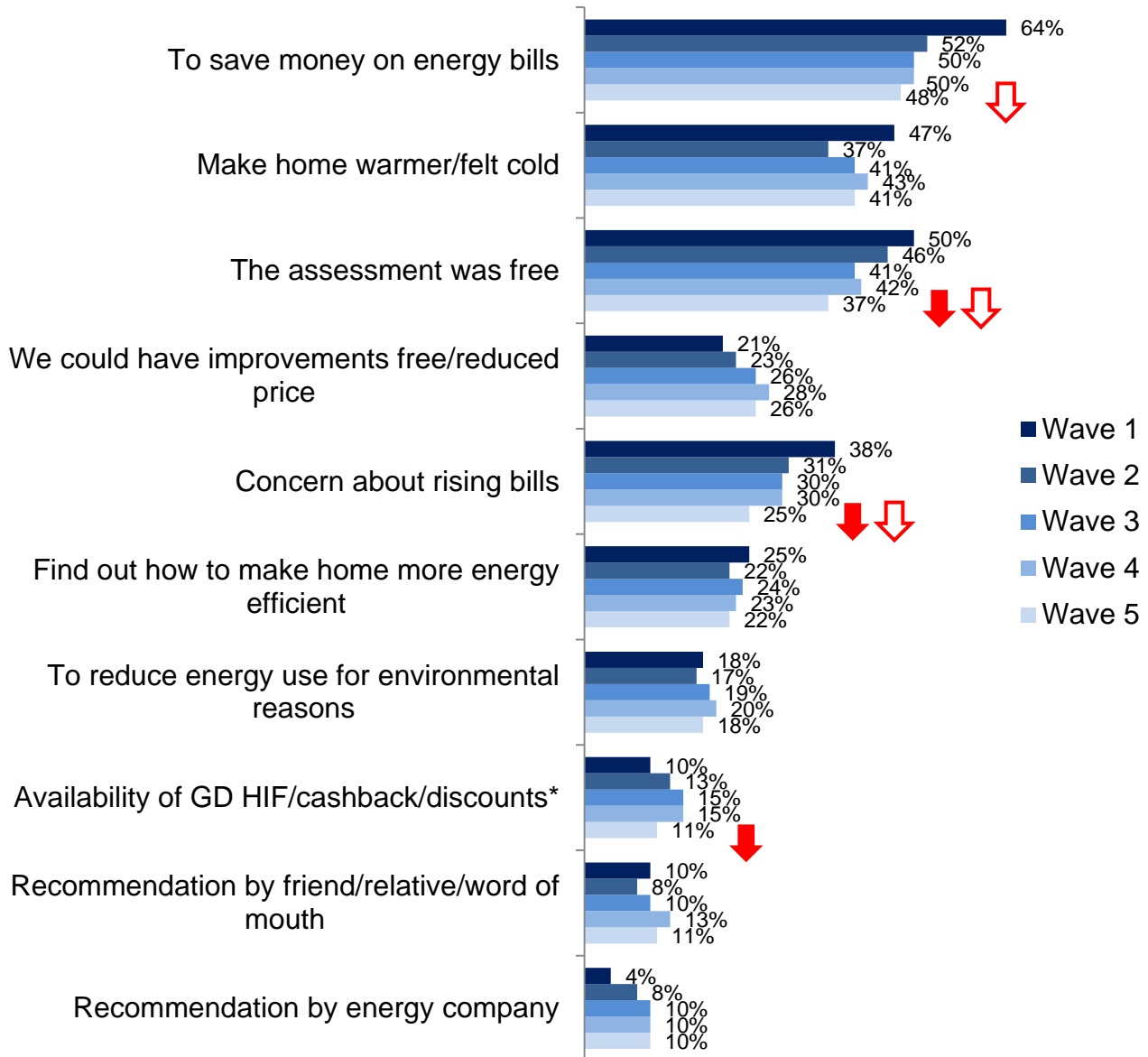
Whilst between waves 1 and 4, significantly more households cited the availability of the Green Deal Home Improvement Fund (GD HIF)/cashback as reasons for having an assessment, this dropped back to 11% at wave 5, in line with wave 1. Over time there has been a decline in the proportion mentioning concern over rising energy bills as a reason for having an assessment; the proportion giving this reason fell further between wave 4 and 5, from 30% to 25%. Similarly, the proportion of respondents saying they had an assessment because it was free has continued to fall, and significantly so between waves 4 and 5 (from 42% to 37%).

⁶ Word of mouth sources include: Energy Saving Advice Service/Home Energy Scotland, from an energy company, from a friend/relative/word of mouth, from a landlord/local authority/housing association, from a charity/community group/other advice service, from freeholder/property management company/committee.

⁷ Advertising/news sources include: advert in newspaper/magazine, advert online, poster, other internet/online/Google search, TV advertising, advert/stand in store/supermarket/shopping centre, show home/stand elsewhere, news/media (e.g. saw something on TV/heard on radio/read in newspaper article).

⁸ Base: All who had a say in whether or not the assessment took place - 741

Figure 1: Reasons for having a Green Deal Assessment (wave 1 to wave 5 comparison of all reasons mentioned by 10% or more at wave 5)



Base: All who had a say in whether or not the assessment took place (wave 1: 358; wave 2: 841; wave 3: 819; wave 4: 843; wave 5: 741)

Significant differences between waves are indicated by arrows (↑ ↓)

Significant changes across several waves are indicated by arrows (↑ ↓)

Note: respondents were able to select more than one response at this question, therefore responses add up to more than 100%

*In order to reflect the introduction of the Green Deal Home Improvement Fund, the wave 3, 4 and 5 questionnaires gave respondents the opportunity to select “Availability of the Green Deal Home Improvement Fund/other cashback schemes/discounts to make improvements”. At previous waves, the code had been “Availability of cashback schemes/discounts to make improvements”.

Awareness and impact of the Green Deal Home Improvement Fund

The Green Deal Home Improvement Fund (GD HIF) was announced at the start of May 2014 and the first release of funds was available to households throughout June and July 2014. The first release of funds enabled households in England and Wales to get up to £7,600 money back to offset the cost of having energy saving improvements such as solid wall insulation and new heating systems installed. A second round of funding was released on 10 December 2014 which enabled households to get up to £5,600 money back to help fund energy saving improvements.

Some new questions which were designed to measure awareness of GD HIF were added at wave 3, and these were also asked at waves 4 and 5, as respondents taking part in these waves would have had the opportunity to access these funds at one or both of the funding rounds.

At wave 5, just below half (44%) reported that they had heard of GD HIF⁹ (in line with the levels observed at wave 4, but significantly lower than the 50% that had heard of GD HIF at wave 3, as shown in Figure 2 below).

Figure 2: Awareness of GD HIF (waves 3, 4 and 5 only)



Base: All respondents (wave 3: 904; wave 4: 878; wave 5: 796)

A significant change across several waves is indicated by arrows (↑↓)

Those who had heard of GD HIF¹⁰ were asked when they found out about it: four in ten of those who were aware of GD HIF at wave 5 (39%) reported that they had heard of it before they had their assessment; this is a significantly lower proportion than at wave 4 (50%). Three in ten (28%) reported that they became aware of GD HIF during their assessment and a further 10% only became aware of GD HIF after having their assessment. Twenty-two per cent said they could not remember when they became aware of GD HIF, and 1% gave an 'other' answer.

At wave 4, a new question was introduced asking respondents who had heard about GD HIF whether they had applied for the fund. Of those who had heard of GD HIF¹¹, 15% reported having applied for a voucher at wave 5, representing a significant decrease from 24% at wave 4.

⁹ Respondents were shown copies of GD HIF adverts and were asked whether they had seen them or had heard of GD HIF in some other way. Whilst the adverts were in circulation leading up to and during the first release of GD HIF funds, they have not been used since this first release. Despite this, to ensure the comparability of data between waves, this question was asked in the same way.

¹⁰ Base: 353

¹¹ Base: 353

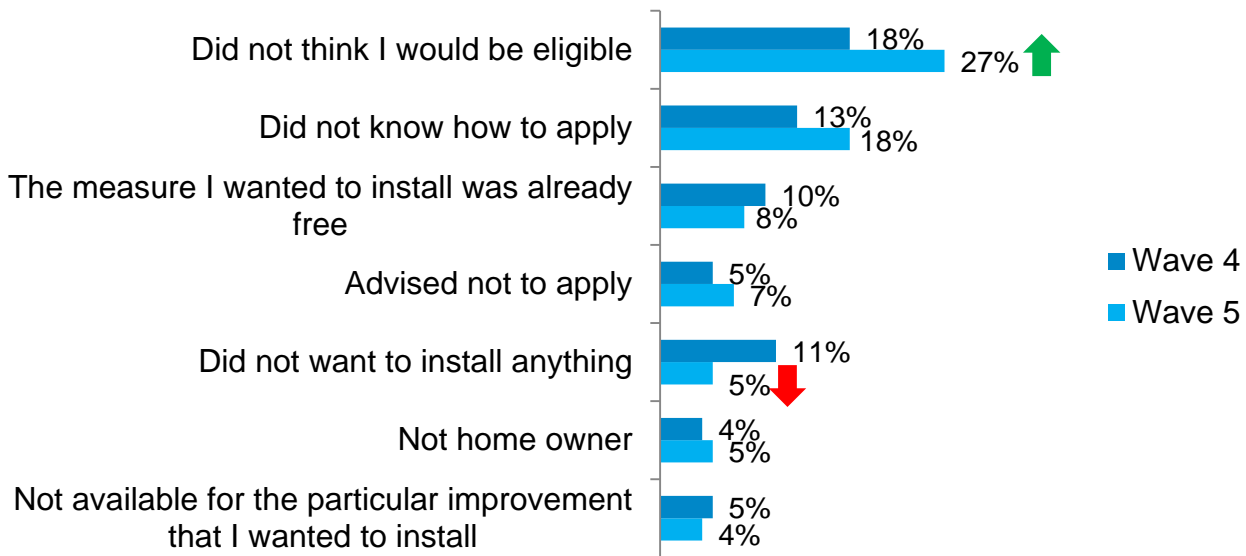
This 15% comprised:

- 5% who had received and redeemed the voucher
- 3% who had received but not yet redeemed it
- 4% who had not yet received the voucher
- 2% who applied but whose application was denied¹²

Sixty-five per cent of those who had heard of GD HIF had not applied to the fund (up significantly from 59% at wave 4), 4% had intended to apply but the scheme closed before they were able to do so, and 17% did not know.

Those who had heard of GD HIF but did not apply for the fund¹³ were asked why they did not do so. Figure 3 below shows the main reasons given at both waves 4 and 5; at both waves, the main reasons were that they did not think they would be eligible (27% at wave 5) and that they did not know how to apply (18% at wave 5). Notably, a significantly higher proportion of respondents at wave 5 thought they would be ineligible for the fund.

Figure 3: Reasons for not applying for GD HIF
(all reasons mentioned by 4% or more at wave 4 or 5)



Base: All respondents that were aware of, but did not apply for, the Green Deal Home Improvement Fund (wave 4: 268; wave 5: 243).

Significant differences between waves are indicated by arrows (↑ ↓)

Note: respondents were able to select more than one response at this question, therefore responses add up to more than 100%

Those who reported having heard of GD HIF prior to their assessment¹⁴ were asked how important the availability of GD HIF was in their decision to have a Green Deal Assessment¹⁵. At wave 5, 70% reported that the availability of GD HIF was important to their decision

¹² Total does not add to 15% because of rounding error

¹³ Base: 243

¹⁴ Base: 135

¹⁵ Respondents were able to answer using the following scale: Very important - I wouldn't have had the assessment if it was not available, Fairly important, Neither important nor unimportant, Fairly unimportant, Very unimportant - it made no difference at all, Don't know

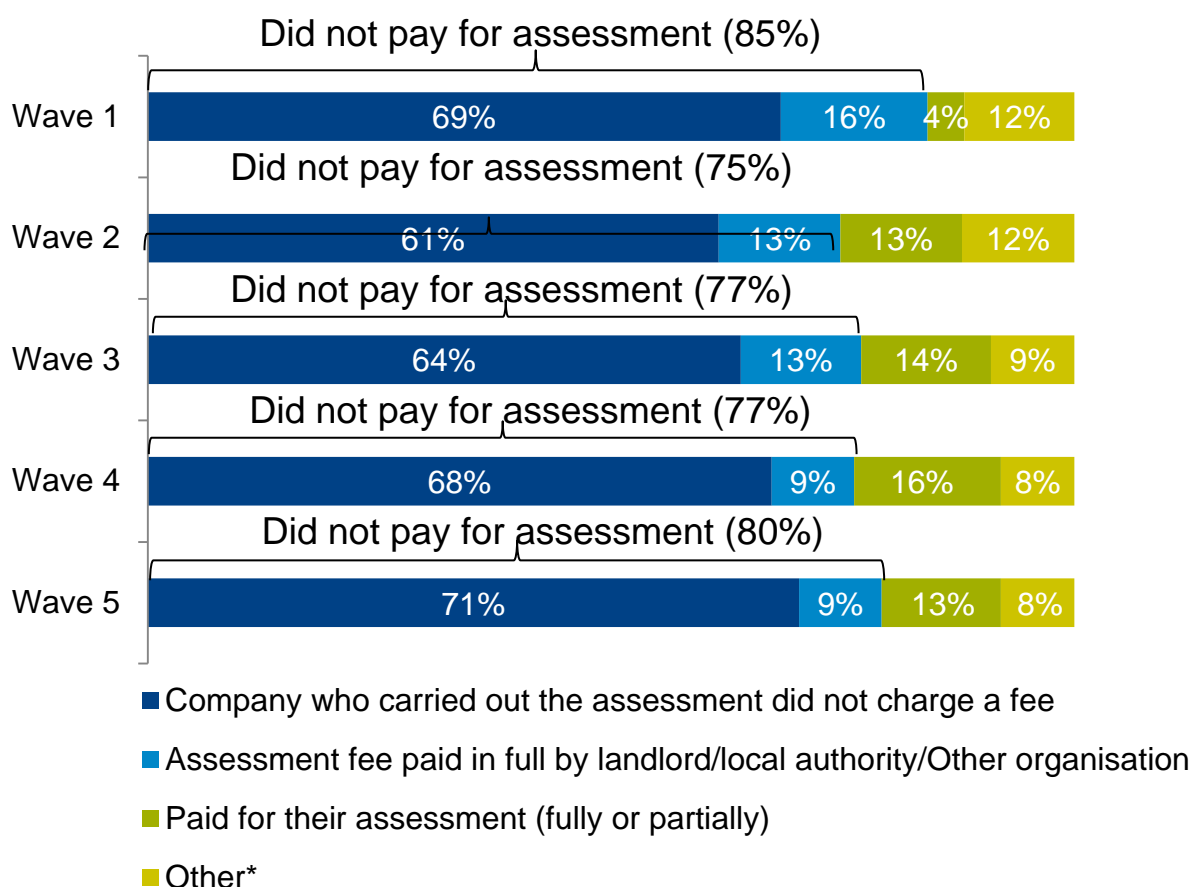
(consisting of 50% who reported that it was very important and they would not have had their assessment without it and 20% who said it was fairly important). Conversely, 13% of households who were aware of GD HIF prior to their assessment said that it made no difference at all to their decision. The remainder said it was neither important nor unimportant to their decision (7%), fairly unimportant (3%) or that they didn't know (7%).

Paying for a Green Deal Assessment

Four-fifths of households at wave 5 (80%) did not pay to have a Green Deal Assessment. Although the proportion that did not pay for an assessment has increased significantly between waves 2 and 5 (from 75% to 80%), the proportion saying they paid for their assessment (either fully or partially) has remained broadly similar over the same period.

Figure 4 shows the full breakdown of findings from this question¹⁶.

Figure 4: Methods used to pay for Green Deal Assessments



Base: All respondents (wave 1: 439; wave 2: 946; wave 3: 904; wave 4: 878; wave 5: 796)

*Other category includes those who answered 'Don't know' and those giving 'Other' responses.

¹⁶ Households installing energy saving measures under the Green Deal Home Improvement Fund were able to apply for a refund of up to £100 on their Green Deal Assessment fee. Respondents were able to select a response "Paid assessment fee in full, but the fee will be refunded if improvements are made" at this question, which is included in the 'Paid for their assessment' category.

The assessment experience

Feedback from all five waves of the survey indicates that the Green Deal Assessment experience was generally positive.

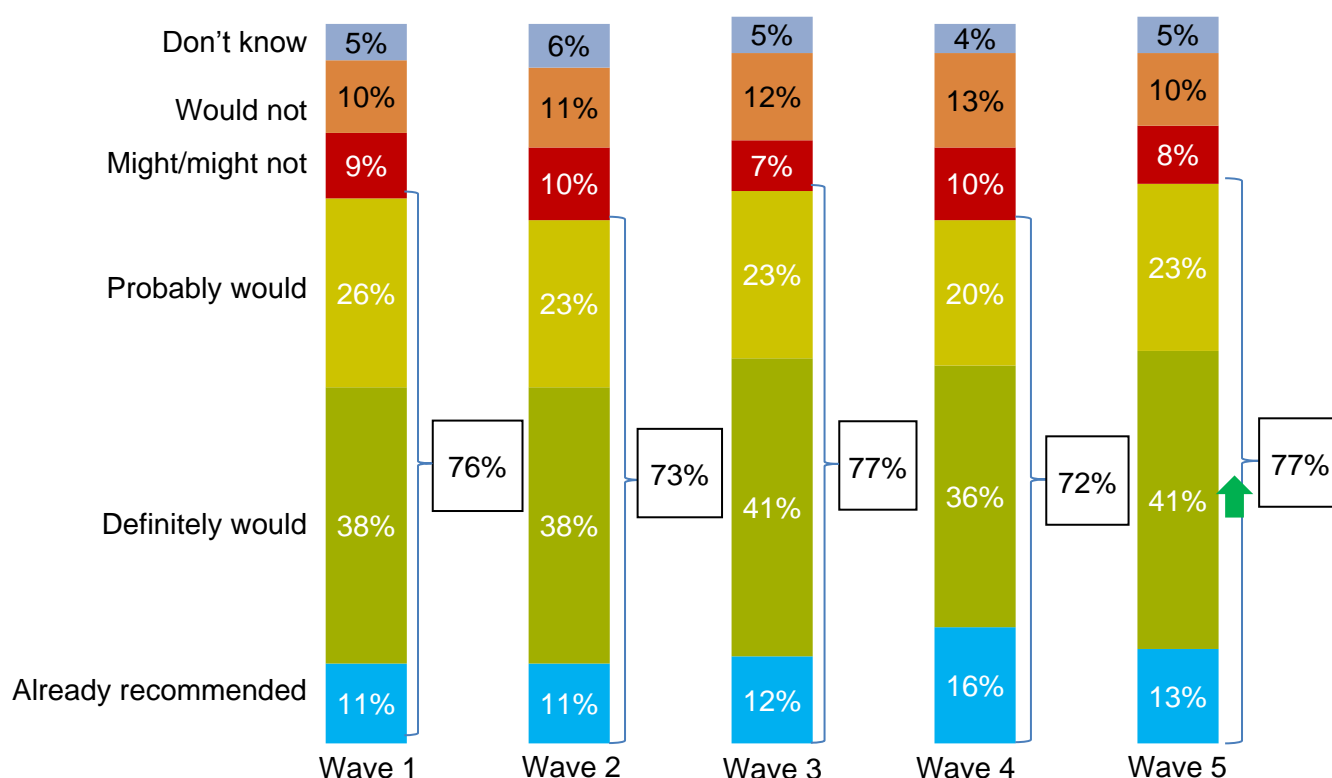
- The vast majority of households at wave 5 were satisfied with the professionalism of the assessor (87%), with 4% saying they were dissatisfied. Although this is a significant increase on wave 4 (83% satisfied), this was broadly in line with previous waves despite some fluctuation (85% at wave 3, 81% at wave 2 and 89% at wave 1). The remainder either said they were neither satisfied nor dissatisfied (6%) or said they didn't know (3%).

Other measures related to the assessment experience were in line with previous waves:

- Four in five households (82%) were satisfied with the thoroughness of the assessment, 7% said they were neither satisfied nor dissatisfied, 7% said they were dissatisfied and 4% said they didn't know.
- The majority (63%) reported that their assessment lasted between 20 minutes and one hour, whilst 12% reported an assessment lasting less than 20 minutes. Twenty per cent said it lasted for longer than an hour; the remaining 5% said they didn't know.
- Four in five households (80%) said they were confident in the recommendations made by the assessor; 10% said they were not confident. The remainder said they didn't know (10%).
- Seven in ten households (70%) felt that the assessment was useful in helping them to understand what they can do to make their homes more energy efficient; a fifth (18%) thought it was not useful. Thirteen per cent stated that they didn't know.

Findings from across all waves suggest that satisfaction with the different elements of the assessment leads to a considerable number of word of mouth recommendations: Figure 5 shows that, at wave 5, 13% had already recommended an assessment to their friends and family and a further 65% said they definitely or probably would make a recommendation. The proportion of households saying they would not recommend an assessment to friends and family has remained between 10-13% across waves 1-5.

Figure 5: Likelihood of recommending Green Deal Assessments to family and friends (All waves comparison)



Base: All respondents (wave 1: 439; wave 2: 946; wave 3: 904; wave 4: 878; wave 5: 796)

Significant differences between waves are indicated by arrows ()

The households which paid for their assessment¹⁷ at wave 5 were asked whether they were satisfied with their assessment in terms of value for money. Of these respondents, almost two thirds (64%¹⁸) were satisfied in this regard, and 19% were dissatisfied (representing a significant decrease in dissatisfaction from 34% at wave 4). Fifteen per cent were neither satisfied nor dissatisfied and 2% said they didn't know.



At previous waves, analysis of the other satisfaction measures by whether or not a household paid for their assessment showed that those who paid tended to be less satisfied overall¹⁹. Although those that paid for their assessment at wave 5 were still less likely to recommend an assessment to friends or family (62% compared with 81% who did not pay for their assessment) the differences observed at earlier waves have either disappeared or reduced at wave 5 (see Table 1), as a result of increases in satisfaction amongst those who paid for their assessment. Levels of satisfaction amongst those who did not pay remained in line with those observed at previous waves.

¹⁷ Note: Low base size (Base: 94)

¹⁸ Compared with 51% at wave 4; difference is not significant due to low base size


¹⁹ At wave 4 for example, households that paid for their assessment were significantly less likely to be satisfied with the professionalism of the installer or to recommend a Green Deal assessment and directionally (although not significantly) less likely to be satisfied with the thoroughness of the assessment, to be confident in the recommendations made by the assessor and to consider that the assessment was useful. Similar patterns by whether a household had paid for their assessment were also observed at previous waves.

Table 1: The assessment experience: comparison of those who paid for their assessment against those who did not

	Paid for assessment	Did not pay for assessment
Base:	99	637
	%	%
Satisfied with the professionalism of the assessor	87 (77)	88 (87)
Satisfied with the thoroughness of the assessment	81 (76)	83 (81)
Confident in the recommendations made by the assessor	80 (75)	81 (79)
Felt that the assessment was useful in helping them to understand what they can do to make their homes more energy efficient	71 (66)	71 (69)
Would recommend/already recommended Green Deal assessments to family or friends	62  (43)	 81 (78)

Arrows () indicate a significant difference between waves.

Figures in brackets show wave 4 percentages (W4 bases: Paid for assessment, 142; Did not pay for assessment, 671).

 denotes a significant difference between subgroups (did not pay for assessment vs paid for assessment) at wave 5.

Green Deal Advice Report

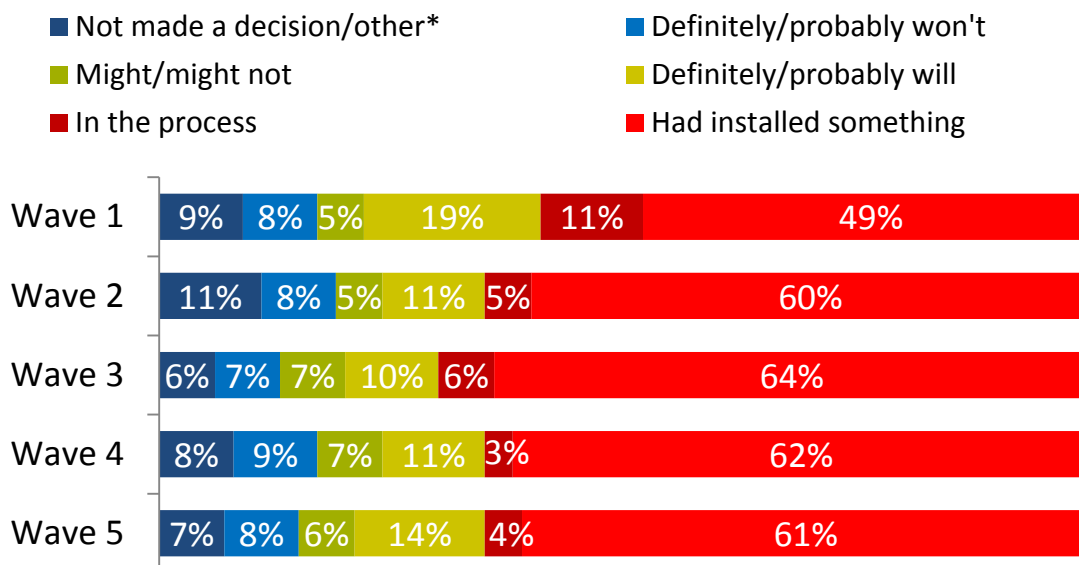
At wave 5, 45% of households reported having received their Green Deal Advice Report (47% at wave 4, 43% at wave 3, 37% at wave 2 and 43% at wave 1).

Thirty-six per cent had not received a copy of their advice report: 4% claimed to have seen a copy during the assessment, 27% had not seen a copy at all and 5% stated that it had been sent directly to a landlord/housing association/other organisation. The remaining 20% of households did not know, or were not sure, whether they had received their report. This pattern of response (amongst those that had not received a report) has remained broadly similar across all five waves.

Post-assessment actions and intentions

At all waves, at least three quarters of households reported either having already installed, being in the process of installing or intending to install at least one energy saving home improvement recommended by their Green Deal Assessment (79% at wave 5, 76% at wave 4, 81% at wave 3, 76% at wave 2 and 78% at wave 1).

Figure 6: The furthest point in the Green Deal customer journey that respondents had reached (all waves comparison)



Base: All respondents (wave 1: 439; wave 2: 946; wave 3: 904; wave 4: 878; wave 5: 796)

* only those who had not received a Green Deal Advice Report were able to give these responses which included: Not made a decision because I've not received my Green Deal Advice Report yet; The assessor did not recommend this; I don't know/can't remember if the assessor recommended this and Don't know.

At wave 5, 61% of households had installed at least one measure, maintaining the levels observed at waves 2, 3 and 4, which were significantly higher than at wave 1; however, it should be noted that the wave 1 survey only included households that had a Green Deal Assessment during a single month (October 2013), so respondents may have had less time between their assessment and interview to take action and install measures compared with waves 2 to 5 (which all covered a 3-month period).

Paying for improvements

Households were asked how they had paid for their improvements: they were prompted with a number of different payment options and were able to choose more than one response. Findings from all five waves of the survey indicated that most households that had installed a core²⁰ energy saving improvement were funded fully or partially by a third party: 83% at wave 5 (a significantly higher proportion compared with previous waves), 77% in wave 4, 76% in wave 3, 67% in wave 2 and 62% in wave 1²¹.

The third party funding sources mentioned by households that had installed a core measure were as follows:

²⁰ Core energy saving improvements include: Loft insulation, cavity wall insulation, solid wall insulation, flat roof insulation, room in roof insulation, floor insulation, new boiler, solar photovoltaic, solar thermal, renewable heat technologies (ground and air source heat pumps, biomass boiler), replacement windows/doors

²¹ Base: wave 1: 204; wave 2: 568; wave 3: 537; wave 4: 502; wave 5: 451

- The Energy Company Obligation (26%), that is, energy companies delivering energy saving improvements for free under the obligation
- Other Green Deal providers: not including energy companies²² (12%)
- The local authority (11%)
- A landlord (5%)
- A housing association (3%)
- Twenty-seven per cent of households which had installed a core measure said the measure was free (that is, it was paid for by a third party but they did not know exactly who), and 2% mentioned a government scheme (but gave no further details).

In addition, 9% mentioned paying towards the installation of energy saving improvements through the Green Deal finance scheme, cashback or GD HIF (a significantly lower proportion compared with between 14-18% at previous waves²³) and 11% self-financed the improvements (a significantly lower proportion compared with between 18-20% at waves 2 to 4²⁴).

The installation experience

As at previous waves, satisfaction levels amongst those households which reported having had core energy saving improvements installed²⁵ were very positive, with over four in five saying they were satisfied with respect to the following elements of the installation:

- Time taken to install (90%)
- How long they had to wait for an appointment (85%)
- The professionalism of the installer (88%)
- The quality of the installer's work (88%)
- How clean and tidy the property was left after the installation (90%)
- The quality of the improvement installed (84%)

At wave 5, 10% of households which had had a core energy saving improvement installed reported an issue or problem with an installation.

Of those households that had installed a core energy saving improvement²⁶, 89% said they had either already recommended having one or more of the measures installed to family and friends or would recommend it to them in future. Three quarters of all respondents (77%) said they had either already recommended making energy saving home improvements in general or would recommend doing so in future. These findings remained in line with previous waves.

²² Green Deal providers offer finance, help with cashback and arrange installation of energy saving improvements. They are made up of a range of different business, from SME's to large energy companies. Energy companies were not included in this option, as they have an obligation to deliver energy saving improvements under the Energy Company Obligation where they primarily deliver them for free.

²³ 16% at wave 4, 18% at wave 3, 14% at wave 2 and 18% at wave 1

²⁴ 18% at wave 4, 20% at wave 3, 19% at wave 2 (the proportion mentioning they self-financed at wave 1 was 5%)

²⁵ Base: Households that had had a core energy saving improvement installed by a company (444) This includes households that had a core measure installed by a company (either the same company that did the Green Deal assessment, a company recommended by them or another company) and those that didn't know who installed the measure. It therefore excludes households that said that they installed the measure themselves.

²⁶ Base: 489

Technical notes

The results shown here are based on 796 interviews. These interviews were conducted with a clustered sample of households which had a Green Deal Assessment between the start of October and end of December 2014. Fieldwork was conducted between 6 February and 8 March 2015 by GfK NOP, using mixed-mode online and face-to-face interviewing.

Addresses were selected from the Landmark database, which is an administrative data source used to compile DECC Official Statistics. No names or telephone numbers were available as part of the sample file. Clusters of addresses were formed (to make it practical and cost effective for interviewers to get to households within the time available for fieldwork), meaning that 28% of addresses were excluded from the sample. A stratified random sample was then drawn from the clustered addresses using house type, tenure, region, urbanity and energy rating as stratification variables.

The questionnaire was designed by GfK NOP in conjunction with DECC and ICF International. It built upon:

- Previous quantitative research amongst households which had had assessments;
- Feedback from qualitative research with households who had recently had an assessment;
- A small cognitive pilot which was carried out prior to wave 1.

A letter was sent to households, inviting them to take part in an online survey and stating that if they did not an interviewer would be sent to the house. In total 1,800 letters were sent and 796 completed the survey, giving an unadjusted response rate of 44%. Responses were split between online completion (199) and CAPI completion on the interviewer's laptop (597). The average interview length was 34 minutes.

The profile of those interviewed looked similar to that of all households which had a Green Deal Assessment during October-December 2014 (the "universe"). Where there were discrepancies between the profile of those interviewed and that of the universe the data were weighted to the known profile of all households which received a Green Deal Assessment in October to December 2014 by region, property type, tenure, urbanity and energy band (EPC rating).

Analysis was undertaken on the data using statistical tests to determine statistically significant differences. This means that any differences between results are likely to be down to an actual change, rather than survey error associated with the sampling or methodology. As surveys sample the population and don't ask everyone, then there is scope for a small amount of error. Significance tests account for this and can show when there are likely to be real changes.

Please refer to the full technical report for further details²⁷.

Confidence intervals

Surveys are conducted because it is much more practical and cost effective than interviewing an entire population. However, we need to know how close our survey estimates are to the 'true' figures if we had interviewed the entire population. Confidence intervals are a statistical device which allows us, using our survey results, to estimate the variation that might be anticipated because a sample rather than an entire population was interviewed. This is essentially a range where the true (overall population) value is likely to sit. In general, the larger

²⁷ Available at <https://www.gov.uk/government/publications/green-deal-customer-journey-survey-summary-report-quantitative-survey-wave-5>

the sample, the more sure we can be of the accuracy of our survey estimates, though subject to diminishing returns at larger sample sizes. In other words, if we were to conduct the same survey again we would be more likely to get a similar result if we had a large sample than a smaller sample.

The table below indicates the confidence intervals associated with each wave of the survey for various survey estimates (calculated based on the effective sample size²⁸ at each wave). When calculating confidence intervals, we typically use a 95% confidence interval. This means that we can be 95% sure that the survey estimate reflects the true figure for the entire population.

Table 2: Confidence intervals for waves 1 to 5

Wave	Sample size	Survey response		
		10% / 90%	30% / 70%	50% / 50%
Wave 1	439	3.3	5.0	5.4
Wave 2	946	2.0	3.0	3.3
Wave 3	904	2.1	3.1	3.4
Wave 4	878	2.1	3.1	3.4
Wave 5	796	2.1	3.2	3.5

The table shows that at wave 5 for example, the confidence interval for a 50% response would be up to $\pm 3.5\%$. This means that if the survey found that 50% of respondents held a certain view, we could be 95% sure that the true proportion of people in the (overall) population who hold that view would be between 46.5% and 53.5%.

Table 3 below shows the confidence intervals for a range of sub-group sizes between 100 and 500 at waves 2 to 5.

Table 3: Confidence intervals for various sub-group sizes (wave 5)

Sub-group size	Survey response		
	10% / 90%	30% / 70%	50% / 50%
100	6.1	9.3	10.1
200	4.3	6.6	7.2
300	3.5	5.4	5.8
400	3.0	4.6	5.1
500	2.7	4.2	4.5

²⁸ The effective sample size describes the effect of the weighting on the accuracy of survey estimates. It is dependent upon the size of weights applied to respondents: the more the weights deviate from 1, the smaller the effective sample size. (Effective sample sizes: wave 1 (325); wave 2 (870); wave 3 (820); wave 4 (822); wave 5 (764))

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