



Department for  
Business, Energy  
& Industrial Strategy

# Heat Pump Ready: Supporting Information

## Stakeholder Engagement Feedback Summary

December 2021



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# Contents

Stakeholder Engagement Phase I Summary	4
Introduction	4
Workshop summary	4
Post-event questionnaire	6
Conclusion	7
Appendices	8
Appendix 1 – Key sectors and stakeholders engaged	8
Appendix 2 - Stakeholder comments mind map	<b>Error! Bookmark not defined.</b>

# Stakeholder Engagement Phase I Summary

## Introduction

Stakeholder engagement is a key component of the development of a future Net Zero Innovation Portfolio (NZIP) heat pump programme. The UK Government's Department for Business, Energy and Industrial Strategy (BEIS) is keen to engage the heat pump market to gain an early understanding of the barriers to deployment and glean an insight into innovation opportunities that will support the mass roll out of heat pumps.

This stakeholder engagement event consisted of an online webinar and workshop which generated 372 registrants. Pre-event reminder emails ensured that 342 representatives across key stakeholder sectors attended. Appendix 1 sets out key sectors represented at this event.

The webinar included several presentations followed by a workshop during which attendees anonymously responded to a series of questions relating to different fundamental themes.

Following the workshop attendees were sent a survey of further open questions. These questions were specific to each stakeholder sector, with the aim of receiving a more in-depth response.

All responses were anonymous however, the option to leave contact details was provided if the respondent wished to do so. In total, 63 responses were received.

This short report below summarises the responses from the workshop and the post workshop survey. This work was undertaken by Mott Macdonald and Ricardo Energy & Environment on behalf of BEIS.

## Workshop summary

An online meeting platform was used to enable workshop attendees to provide responses to the questions posed. A total of 1,241 individual comments were received. These have been synthesised by theme to identify the most common responses for innovation. Any policy related responses have been pulled out and provided to BEIS separately. The most prevalent innovation responses have been grouped by theme and presented in a mind map in Appendix 2. The top two suggestions for each theme appear in the table below and are highlighted in green in the mind map (Appendix 2).

**Table 1: Summary table of the top suggestions from ‘X-Leap’**

Theme	Top Suggestions	Number of times suggested
<b>Tools and technology</b>	Utilise smart controls to monitor HPs and improve consumer experience	26
	Utilise thermal storage to improve HP efficiency and consumer experience	14
<b>Financing &amp; Business models</b>	HPs should be leased, or heat charged as a service	19
	HPs and energy efficiency measures should be funded through green mortgages	12
<b>Flexibility in the Electricity Network and Interactions with other NZ Solutions</b>	Thermal storage will help to reduce the demand for electricity from HP users	23
	Smart HPs will need to respond to grid demand	14
<b>Co-ordinating Heat Pump Deployment</b>	HP deployment should be coordinated by local authorities	19
	Heating engineers or installers are the most trusted to advise consumers on HPs	10

<b>Sharing Learnings</b>	Raise the profile of HPs through national media outlets e.g. TV and press	9
	Raise the profile of HPs through clear and simple communication	8
<b>Other issues</b>	Training initiatives should be a priority for innovation support	8
	Future innovation support should consider hybrids	7

## Post-event questionnaire

The 63 individual responses received through the post-event questionnaire have also been reviewed with recurring suggestions highlighted, with a yellow outline, in the mind map in Appendix 2. Examples of ‘innovations in practice’ shared by survey respondents have been summarised in the table below:

**Table 2: Examples of ‘innovations in practice’ shared by survey respondents.**

Innovations in practice
Calculators to measure building performance more cheaply and without disruption
Hot water tanks for heat pumps to energy saving and offer load shifting capability
Electrified heat battery offers a solution for hard to heat homes
Remote telemetry for monitoring heat pump performance over the internet
High efficiency variable speed compressors for better heat pump performance

Open-loop ground source heat pumps offer high efficiencies than closed-loop

A new business model is being demonstrated via a pre-installed ambient loop in a heat pump village with households paying an annual connection fee to spread the cost of installation

Modular homes for heat pumps have been redesigned with space for cylinders

## Conclusion

The stakeholder workshop and survey elicited many informative responses from participants. Some of the most re-occurring responses from the workshop, suggested raising the profile of heat pumps through clear and simple messaging that could be shared through national media outlets. Several responses suggested prioritising training initiatives, a theme that was reiterated in the post-workshop survey. Local authorities were the most frequently mentioned organisation in response to questions on coordinating heat pump deployment, with the systems being leased to households or heat charged as a service. Finally, on questions of technology, participants suggested heat pumps should be connected to smart controls, which could be used to monitor and adjust the systems. With thermal storage recommended to maintain heat pump performance, while providing flexibility and reducing the peak demand for electricity from the grid.

# Appendices

## Appendix 1 – Key sectors and stakeholders engaged

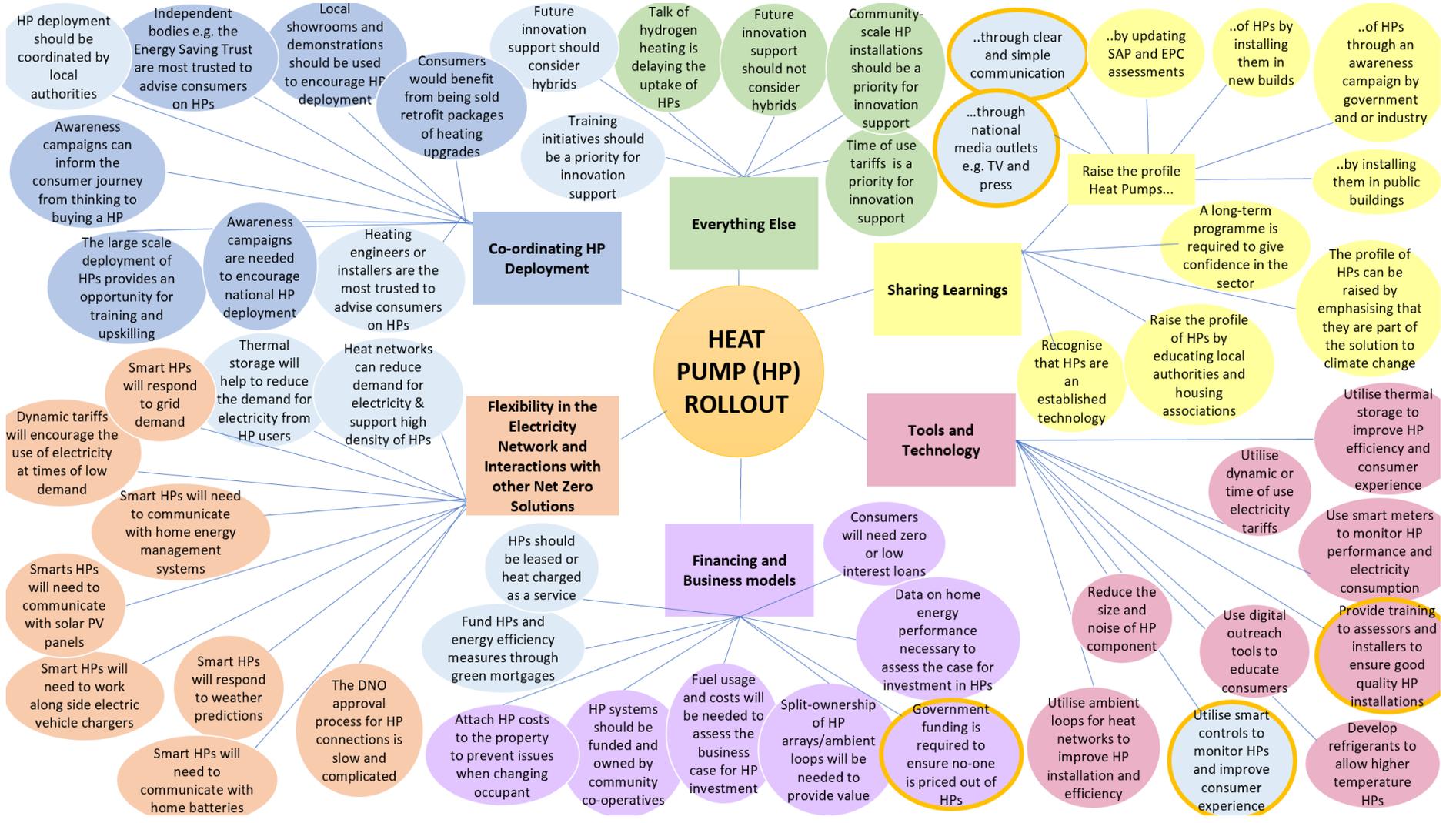
Key stakeholder sectors represented were:

- Academic & Research Organisations
- Consumer Groups
- Energy Network Operators
- Energy Supplier
- Installers
- Investors / Lenders
- Local Government
- Manufacturers
- Technology Developers
- Trade Organisations

# Appendix 2 - Stakeholder comments mind map

Note: The points summarised here were expressed by participants at the Heat Pump Innovation Needs workshop held in May 2021; they do not necessarily represent government policy

Key: top two suggestions per theme ●  
 Key: suggestion reiterated in survey ○



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